

October

2021

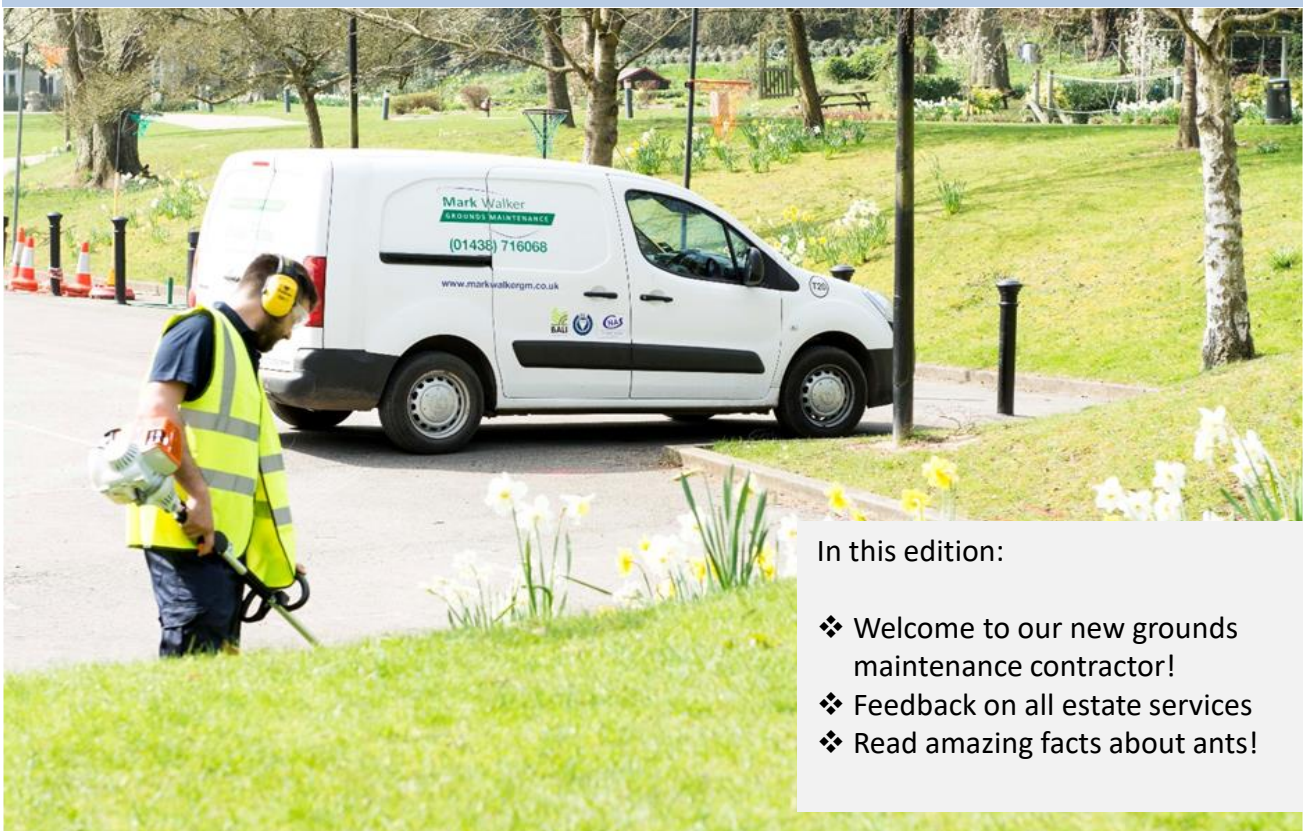
We welcome you to this edition of the Estate Inspector newsletter, which will report on feedback received for Estate Services delivered throughout September 2021.

CHS is delighted to welcome Mark Walker Grounds Maintenance (MWGM) as our new gardening contractor. MWGM will start the new contract on 1<sup>st</sup> November.

MWGM was established in the 80's and are based in Welwyn Garden City. They have qualified teams of gardeners who receive regular continuous training.

MWGM have a 'proof of delivery' system called The Pod Father! The system has been used since 2011 and will detail each site visit showing audit results including before and after pictures. Please see page X for further details.

MWGM have visited every CHS site, that receives gardening, to undertake condition surveys before the contract begins.



In this edition:

- ❖ Welcome to our new grounds maintenance contractor!
- ❖ Feedback on all estate services
- ❖ Read amazing facts about ants!

# Mark Walker

GROUNDS MAINTENANCE



CHS is very much looking forward to working with MWGM.

The contract will start on 1<sup>st</sup> November 2021 and shall continue for a period of 48 months, until October 31<sup>st</sup> 2025.

So, what have MWGM agreed as part of the successful delivery for CHS Group's grounds maintenance contract? Let us share with you some of the points that helped make our decision:

- ✓ Monthly progress meetings - Quarterly annual reviews – Annual meeting
- ✓ Regular site visits / meetings with Area Supervisor
- ✓ Before & after pictures of our sites
- ✓ In-house 'Live Chat' system for our customers
- ✓ Internal 'proof of delivery' service – The Pod Father!
- ✓ Complaints dealt with within 24 hours – serious complaints immediately referred to CHS
- ✓ MWGM have a built-in contingency buffer should overtime working be necessary to catch up and no charge will be passed to CHS
- ✓ MWGM will report on areas where future cost saving can be made by replanting certain areas
- ✓ MWGM will provide an annual report identifying potential cost savings – we will then share this information with you
- ✓ Safeguarding & welfare concerns will be reported to CHS

All of the above will be delivered during the lifetime of the contract. 😊

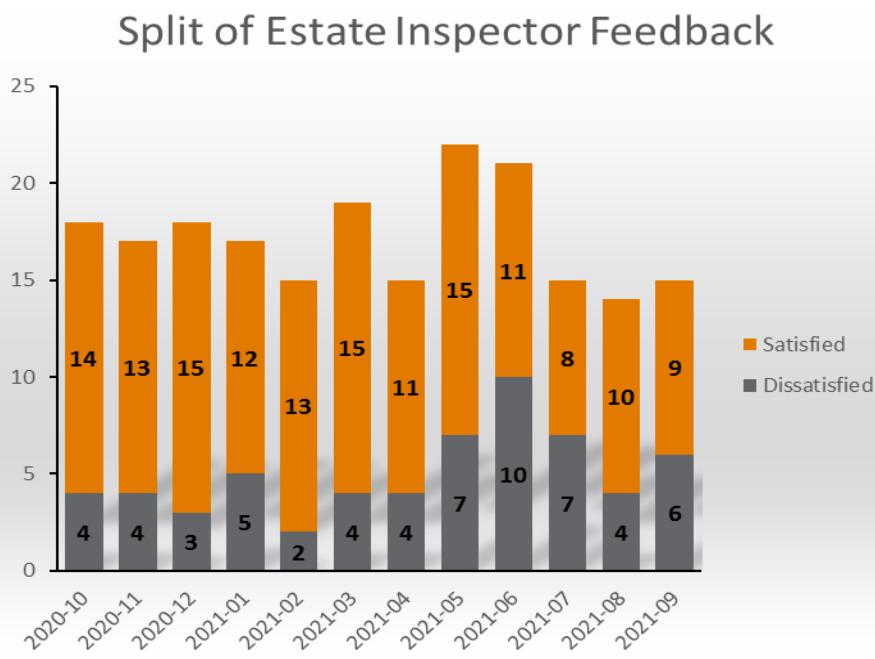
**MWGM - 0333 220 5485**

Live chat with MWGM is available on every web page on their website.



## Estate Inspector feedback received for gardening services in September 2021

Month	No. of Informal Complaints
Apr-19	7
May-19	8
Jun-19	12
Jul-19	20
Aug-19	16
Sep-19	5
Oct-19	3
Nov-19	1
Dec-19	2
Jan-20	0
Feb-20	0
Mar-20	0
Apr-20	0
May-20	2
Jun-20	1
Jul-20	3
Aug-20	2
Sep-20	0
Oct-20	0
Nov-20	0
Dec-20	0
Jan-21	0
Feb-21	0
Mar-21	0
Apr-21	0
May-21	1
Jun-21	2
Jul-21	2
Aug-21	2
Sep-21	0



**Wishbone flower is real.** Torenia, a shade-loving annual, is called the wishbone flower. Look for tiny wishbone-shape stamens inside the purple, blue or burgundy petals



CHS received dissatisfied feedback from six Estate Inspectors for gardening services delivered during September 2021. The main themes reported related to quality of work and lack of attendance.

You said...

That weeds were not maintained.

You said that some plants look like they are dying.

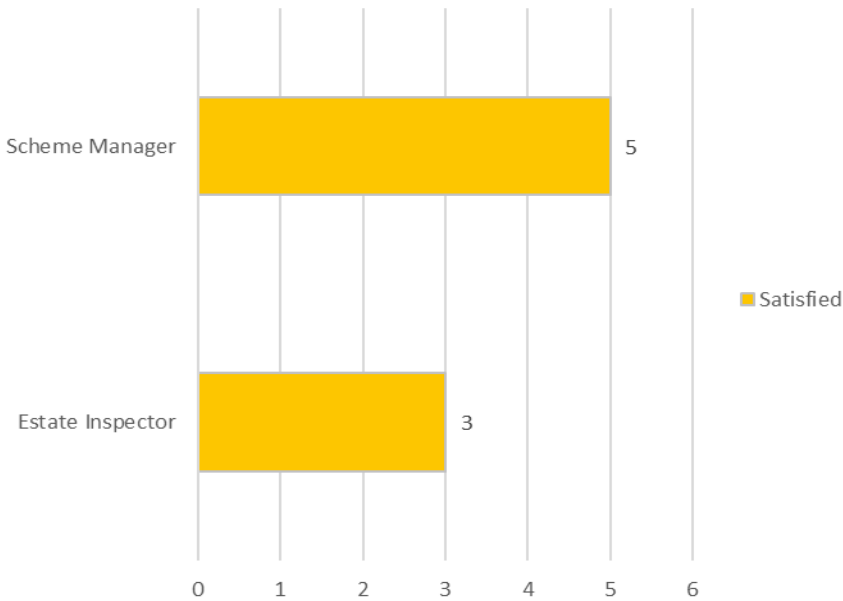
One Estate Inspector said that a shrub bed was encroaching onto a pavement.

That the gardeners did not attend

What did we do?

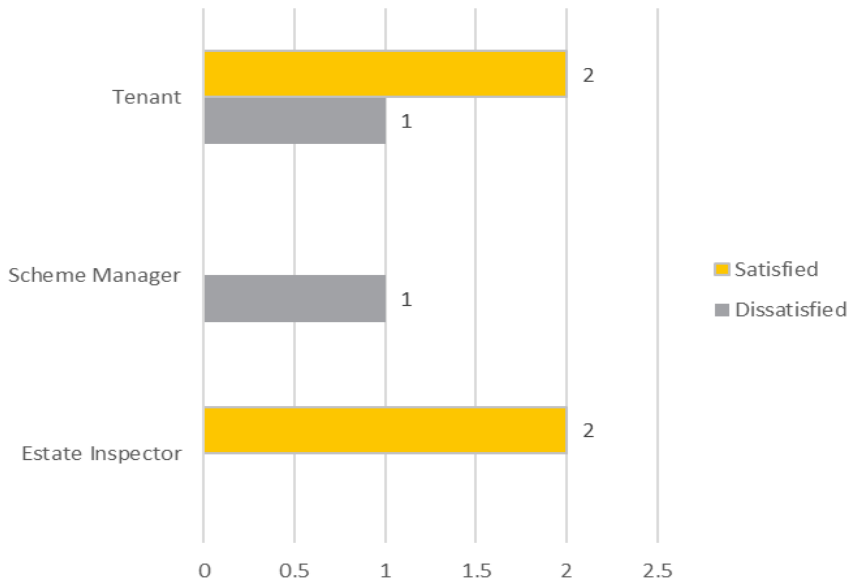
We shared the information with CGM so that they could rectify any site issues. Regarding any plants that maybe dying – we have shared that information with MWGM.

### Handyperson (September 2021)



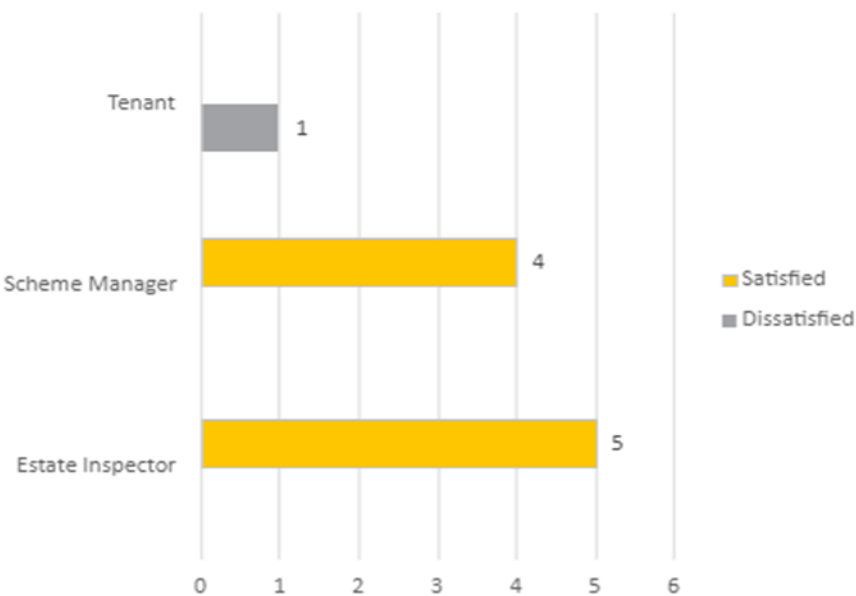
The handyman service received 100% satisfaction during September. Well done Steve and Duncan!

### Internal Cleaning (September 2021)



The internal cleaning service received two dissatisfaction results. Both related to quality of work. CHS contacted Foster and audits were arranged and both issues have been rectified.

### Window Cleaning (September 2021)



The window cleaning service received one dissatisfaction feedback – this related to non-attendance. This has now been rectified.

# Interesting facts about ants!



**Ants have superhuman strength** - When it comes to strength, all ants together could lift 22 trillion pounds, plenty to pick up the whole of humanity and carry them on their backs. Humans, on the other hand, can lift just a measly 1.1 trillion pounds, but this is still enough to lift 100,000 trillion ants. ... Proportionally, the ants are stronger.

**Ants do not have lungs** - Ants, like all insects, don't have lungs, breathing through tiny holes in their sides – spiracles – one pair per segment. ... Though they can open and close their spiracles, they have little ability to pump air in and out, which happens just through general movement.

**Ants do not have ears** - Ants don't have ears. Ants "hear" by feeling vibrations in the ground through their feet.

**Ants have two stomachs** - One of their stomachs is for holding food for their own consumption, and the second one is to hold food to be shared with other ants. This process is known as trophallaxis and allows an ant colony to work extremely efficiently.

**Ants can swim** - Well, not all ants can swim, it depends on the species. They haven't mastered the butterfly or breaststroke, yet, but they do have the ability to survive in water by using their own version of the doggy paddle and can also float for long periods of time. To put it simply, ants are amazing survivors.

**There are over 12,000 ant species worldwide!**

**How many ants are there in 2021?** - Myrmecologists, biologists who study ants and get paid to think of such things, estimate there are one quadrillion ants roaming the earth. That's the number 1 followed by 15 zeroes or, if you can image it, one million billion.

**The Bullet Ant is said to have the most painful sting in the world!** -

The pain has been described as “pure, intense, brilliant pain. Like walking over flaming charcoal with a 3-inch nail embedded in your heel” . The pain has been given a score of 4.0+ an off-the-charts pain that lasts up to 24 hours. These ants are the largest of the ant family, at about one inch in length. Thankfully, they do not live in the UK – these beasts live in South America.

