



AND



GROUND MAINTENANCE CONTRACT
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GROUNDS MAINTENANCE AND ARBORICULTURE - SPECIFICATION

CHS Group

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1. OVERVIEW

- 1.1 The standard performance specification for the work will apply in all locations except where these variations are noted on individual site schedules.
- 1.2 The Contractor is responsible for confirming all measurement before tendering. The Contractor must examine the tender documents and visit the sites to ascertain the full extent of the works. No claim on the grounds of want of knowledge or alleged inadequacy of description shall be entertained
- 1.3 CHS Group wish to maintain comprehensive and accurate contract documentation e.g. site plans over the term of this contract and the Contractor should note that they will be expected to assist with this process i.e. marking up site plans to denote area, type of feature etc.
- 1.4 Changes to the specification may occur during this period, for example differential mowing regimes, use of alternatives to herbicide and potentially grassed areas maintained as wildflower meadows. CHS Group wish to appoint Contractors who understand and has experience of sustainable maintenance practices, and who will work in partnership to develop the specification over the life of the contract at no additional cost.
- 1.5 CHS Group will consider improvements to their Green Spaces. When these projects have been completed dedicated areas within the schemes may be maintained by residents. The remainder of the scheme will require maintenance by the contractor.

2. STANDARDS OF WORKMANSHIP

- 2.1 In this Contract a Horticultural Feature shall mean a shrub bed, rose bed, grassed areas, under planted bed, herbaceous border or annual bedding.
- 2.2 The Contractor is required to maintain all Horticultural Features to a good standard in accordance with the schedules provided so that their full amenity potential is realised. Shrubs and roses shall be pruned in accordance with good horticultural practice for each species and cultivar.
- 2.3 Where an appropriate British Standard Specification or British Standard Code of Practice issued by the British Standards Institution is current, all goods used or supplied, and all workmanship shall as a minimum requirement be in accordance with the Standard without prejudice to any higher standard required by the Contract.
- 2.4 The Contractor is required to maintain the soft landscaped and grass areas and hard landscaped areas in accordance with BS7370-2 1994, BS7370-3 1991, BS 7370-4 1993 and BS 4428:1989.
- 2.5 The Contractor is made aware that there may be areas where residents have constructed small shrub/herbaceous borders that they themselves maintain. Also many bulbs/herbaceous plants have been planted within shrub beds to be

- maintained by the Contractor, and the utmost care must be taken in maintaining these beds so as not to damage/disturb any bulbs or herbaceous plants.
- 2.6 Although tenants may be presently maintaining small beds within the site, the Contractor should price for maintaining all shrub/ herbaceous beds on the site, given the eventuality that many tenants move on and leave the beds/borders unattended.
 - 2.7 Annual beds shall be planted at correct and even spacing and maintained properly watered, weeded and staked as necessary.
 - 2.8 Site Cleanliness - before leaving any site all arisings from the works carried out shall be removed. Any litter or other debris in beds shall be cleared as part of any operation being carried out at every maintenance visit.
 - 2.9 Pruning Tools - Pruning shall be carried out by skilled staff only. All pruning cuts shall be made using the appropriate sharp and correctly adjusted tools.
 - 2.10 Plant Shaping and Diseased Wood - all cuts shall be clean, normally 10mm above a suitable bud and carried out so as to leave a cut slightly sloping away from the bud to the end of the stem to allow water to be shed from the cut surface.
 - 2.11 If dead wood is being pruned away the cut must be made back to sound living tissue wherever possible. All diseased wood shall be cut out cleanly and the plant pruned, thinned, trimmed and shaped as necessary taking care to avoid tearing of wood or bark during these operations.
 - 2.12 All pruning work shall accord with good horticultural practice.
 - 2.13 Non-Standard Features - The contractor shall make allowance in the rates for the fact that some beds within this Contract contain a minority of plants outside the feature description (e.g. roses within a shrub bed). In these cases, the contractor shall treat the incidental plants according to good horticultural practice.
 - 2.14 Pests and Diseases - the Contractor shall notify CHS Group promptly of the presence of any pest or disease attacking or infesting any Horticultural Feature and report any dead or diseased plants and shrubs.
 - 2.15 UK Wildlife Legislation and European Habitat Regulations require that, where land is thought to contain a protected species and is likely to be affected by any significant works or activities such as chemical spraying, landowners must carry out surveys to determine the presence or absence of such species in order that appropriate protection can be developed to safeguard species interest and prevent offences under the relevant legislation. For the purpose of any works undertaken as part of this contract, this responsibility will be passed to the contractor.

3. HEALTH AND SAFETY

- 3.1 The contractor must abide by Health and Safety Legislation appropriate to the British Isles and must ensure that staff are suitable qualified and competent to undertake the works as appropriate.
- 3.2 The contractor must ensure that suitable and sufficient risk assessments and method statements are in place and kept with the contractor's operatives at all times.
- 3.3 The contractor must report to the client any accidents or incidents which occur on the property of CHS Group.
- 3.4 CHS Group reserve the right to make unannounced Health and Safety inspections of the contractors work and failure to adhere to the appropriate health and safety standards may result removal from site.

4. COMMUNICATION

- 4.1 As a minimum, the contractor must make available its proposed weekly programme of visits, this programme to be fully accessible to CHS Group customers and staff on demand.
- 4.2 Where this programme cannot be delivered, revisions to the programme, and an estimate of by when the programme will be caught up, must be provided on a daily basis.
- 4.3 The contractor will take before and after photographs of the areas maintained at each visit, giving an overview of the general appearance of that site. These records are to be maintained by the contractor and available for review by CHS Group within one week of a formal request by CHS Group.
- 4.4 Standard Operating Procedures (SOPs) and a Code of Conduct have been developed for CHS Group sites that are managed either directly by CHS Group or any of its partner organisations. The contractor must abide by these SOPs and Code of Conduct – see appendix L.
- 4.5 CHS Group will carry out regular satisfaction surveys of those customers receiving this service. The results of these surveys will be reported to the contractor at regular monthly operational meetings and will be a Key Performance Indicator. To support the delivery of this service and provide good customer service, as a minimum, the contractor must have a system to receive feedback directly from CHS Group staff and/or customers. The system should allow staff and customers to report:
 - a. Feedback on the quality of the service provided;
 - b. Issues that have not been attended to;
 - c. Issues that need attention at the next visit.

The system should also allow for reports to be generated by the contractor and CHS Group as required to identify areas for improvement in service delivery. Ideally the system should be web-based. **The feedback and follow up actions must be fully accessible to CHS Group staff and customers.** The contractor should include any costs for implementing and managing a system throughout the life of the contract and details must be included as part of their tender submission.

- 4.6 On a monthly basis, the Contractor must complete a minimum 10% sample of post inspection visits, and report back on findings at the monthly contract meeting. The details of this report will be agreed during the mobilisation period.
- 4.7 The contractor must have suitable systems in place to be able to provide evidence of site visits undertaken and length of time spent of site by all operatives engaged on this contract.
- 4.8 The contractor will be required to provide a monthly report on the volumes of green and other waste removed from CHS Group sites.

5. COMPLAINTS

- 5.1 All complaints about the standard of the service will be dealt with in the first instance by the contractor – these complaints may be received directly from customers or CHS Group staff. **The contractor must provide a designated telephone number and email address for complaints to be made.** The complaint must be dealt with in line with CHS Group Complaints Policy (appendix I), **which is to be resolved within 5 working days.** The Contractor will provide a report to the monthly contract meeting on the number and nature of the complaints received, actions taken to resolve and any improvement introduced as a result of the complaint. If the complaint cannot be resolved to the customer's satisfaction, it must be escalated to CHS Group for resolution.

6. SPECIFIC REQUIREMENTS

6.1 MAINTENANCE OF GRASSED AREAS

GRASS CUTTING

Grass is to be cut using box collection. No arisings are to be left on site.

Depending on area, the grass is maintained by either using a box mower or ride on mower. Strimmers may be used around tree bases and to maintain existing grass edges.

Over summer: Mow weekly, dropping to not less than once a fortnight during periods of drought.

Over spring and autumn: Mow once a fortnight, unless growth is vigorous, in which case every 10 days.

Over winter: Mowing is usually not necessary, unless the weather is mild and the grass is still growing. In this case, mow occasionally with a high cut setting (65mm).

Grass should be cut to a level to ensure that it will not exceed 50mm in spring, summer and autumn or 75mm in winter before the next cut.

As a minimum bids must include for not less than 26 cuts per site per year.

The frequency of mowing will depend on conditions, and it is the responsibility of the Contractor to carry out the appropriate number of mowing during the season, even when that number exceeds that which might be regarded as normal.

Note: During the growing season, cuts are to be carried out at frequencies and intervals in order to maintain the required standards with frequencies banked during winter months as appropriate.

6.1.1 Mowing must be to BS7370, Part 3 appendix A. The Contractor shall ensure that:

- a. All litter, debris, stones, dog faeces and heavy falls of leaves are collected and removed from grassed areas prior to cutting
- b. All grass is cut evenly and cleanly without damage to the existing surface
- c. Flower spikes of grasses, which may occur during periods of extended drought, are removed
- d. All grass is mown in parallel straight lines, where practicable, so that lawns are left with a neat and tidy appearance. Each cut should be at right angles to the previous cut. A high visual standard is required
- e. No skidding, "balding" or the effects of fast turns are apparent
- f. No damage occurs to plants in surrounding areas
- g. No margins or areas adjacent to obstacles are left un-mown
- h. Where any grassed area cannot be accessed using the larger, ride on grass cutting machinery, the grass shall be mown with a pedestrian mower to a height of 20mm
- i. Where trees are located in grassed areas, the grass within 300mm of the tree should be cut carefully. Additional control of grass and weed-growth within 300mm of trees by the use of a chemical weed killer may be only be permitted with prior approval of CHS Group.
- j. All tree bases/lower trunks up to a height of 2.5m should have epicormic growth and suckers removed, back to the point of origin, once a year in February or earlier if they interfere with footpaths.
- k. On open plan estates where front garden areas are included in the Contract this shall include all grass areas to the front and side of each property including around driveways, etc. Rear gardens and enclosed front garden areas are not included in the works unless identified specifically.
- l. Where a grassed area abuts any feature, wall or fence line, the grass will be strimmed to a height of 20mm. Where any grassed areas abut a hard surface, the grass will be strimmed to a height of 20mm, removing any encroachment of grass/soil over the surface.
- m. Mowing machinery shall be used for all grass cutting and strimmers shall only be used when clearing around obstacles or when specifically required by the Contract or by agreement with CHS Group.
- n. Each part of the operation will follow on immediately from the previous so that the mowing, strimming and collection of cuttings are completed at the same time. Any weeds within areas designated for cutting shall be cut to the same standard as the grass species.
- o. Easily moveable obstructions shall be removed to allow cutting and shall be replaced before the Contractor leaves the site.
- p. Areas of grass containing naturalised bulbs must not be cut until the leaves have started to die down following flowering. The arisings will then be collected and removed for disposal, usually by hand rakes, using the appropriate method of disposal.

- q. Cutting shall be deferred whenever weather conditions are such that it is not possible to cut the grass or gain access to it without damaging the grass or the ground surface, and the contours and levels of the ground.
- r. The Contractor will agree with CHS Group to revise the programme if cutting is suspended due to inclement weather. As soon as conditions become suitable the Contractor shall immediately resume operations including catching up on lost cuts.
- s. Composted mulch from the arisings may be brought back to site and spread on shrub beds in the winter where appropriate at a depth not exceeding 75mm.
- t. All clippings/arisings from the above activities shall be removed from the site and disposed of in an environmentally friendly way.

Meadow Grass

- u. Meadow grass requires two cuts per year – Spring and Autumn;
- v. Spring cut to be to height of 7.5cm (3 in) and no later than end of April;
- w. Autumn cut to remove surplus growth to allow wild flowers to grow;
- x. Thistles, nettles and other large weeds to be spot treated or removed by hand. Lawn weed killers must not be used;
- y. No additional watering or application of fertiliser is required.

EDGE TRIMMING

All finished edges will be sharp, neat and vertical. Generally grass on edges shall not exceed 20mm in length and shall be cut at the same time as the grass is mown.

Grass-edge trimmings shall be collected on every occasion when edging is carried out.

All edges to seasonal beds should be redefined at the time beds are prepared for spring and summer bedding, i.e. twice annually.

As a guide, all remaining edges will be redefined once annually between November and February.

- 6.1.2 All finished edges will be sharp, neat and vertical. Generally grass on edges shall not exceed 20mm in length and shall be cut at the same time as the grass is mown.
- 6.1.3 Grass-edge trimmings shall be collected on every occasion when edging is carried out.
- 6.1.4 No damage shall occur to edges through the trimming operation.

**FERTILISER, SELECTIVE HERBICIDES AND WEED CONTROL
TO GRASS AREAS**

In Spring a general purpose organic based lawn fertiliser should then be applied at a rate of 35g/m² over all grass areas.

In August an autumn/winter fertiliser is to be applied at a rate of 35g/m² over all grass areas.

The Contractor shall allow for two applications annually of a selective herbicide.

Supply and apply an application of lawn sand to act as a moss control, at rates as recommended by the manufacturer, twice per annum in Spring and Autumn.

6.1.5 In Spring a general purpose organic based lawn fertiliser should then be applied at a rate of 35g/m² over all grass areas.

6.1.6 In August an autumn/winter fertiliser is to be applied at a rate of 35g/m² over all grass areas.

6.1.7 The fertiliser shall be applied in accordance with the manufacturer's instructions. Special care shall be taken to ensure the fertiliser does not scorch or damage the lawn area, particularly at edges, turning areas etc. and if no rainfall falls within 36 hours of application the treated areas shall be evenly watered to achieve 125 mm penetration.

6.1.8 Care must be taken to remove all spillage of fertiliser and to ensure that none is allowed to fall on areas of paving or planted areas.

6.1.9 Any areas of grass which show symptoms of fertiliser scorch shall be thoroughly watered to revive the grass.

6.1.10 No containers or bags of fertiliser or applicators shall be left unattended on Site and all empty bags/containers shall be removed by the Contractor.

6.2 MAINTENANCE OF HEDGES

MAINTENANCE OF HEDGES

Hedges must be maintained to ensure that height, width and shape are maintained year on year, and to provide a neat and tidy appearance. As a guide, hedge trimming should take place between May and November; the frequency will vary depending on the species

In addition to standard pruning and trimming, any excessive growth or shoots should be removed at each visit to the site.

Any encroachment onto pathways should be cut back as required at each visit to the site.

- 6.2.1 The Contractor shall be responsible for all hedging in unadopted communal areas of the site.
- 6.2.2 All hedges will be trimmed using hand-held hedge cutters. At all times all hedge cutting machinery should be sharp enough to achieve a clean cut.
- 6.2.3 Where existing hedges are not uniform the hedge should be cut in such a way as to encourage uniformity to develop. The height is to be not greater than 2 metres unless otherwise identified by CHS Group. Height and width should be pruned back to 1m depth and 2m height unless otherwise agreed.
- 6.2.4 Hedges must have a neat and tidy appearance following cutting and be clipped in such a way as to achieve a straight level appearance along the tops sides and ends (Unless specific shapes are evident and / or marked on plans). The width at the top of the hedge should be slightly less than at the base.
- 6.2.5 All clippings should be removed from the hedge and the hedge base cleared of weed growth and raked free of all clippings, litter, leaves and debris.
- 6.2.6 Sufficient material must be removed to ensure that there is no overall increase in size between any hedge trimming operation performed and the previous one and to ensure that windows, roadways, footpaths, entrances, flues, notice boards, and numbering systems are not obstructed and that no such obstruction will occur in the period between a cut being performed and the following scheduled cut.

6.3 SHRUBS, SHRUB BEDS AND PLANTED AREA MAINTENANCE

MAINTENANCE OF SHRUBS AND SHRUB BEDS

Shrub beds should be weed free – any large weeds should be removed by hand at each visit to the site.

Any dead shrubs are to be removed and reported to CHS Group for decision on replacement.

Any encroachment onto pathways should be cut back as required at each visit to the site.

Shrub beds and planted areas will require weeding monthly from March to September. Each shrub will require pruning at the appropriate time and in accordance with the correct practice for the species.

- 6.3.1 In this section the term plant and planting material shall refer to Shrubs, Roses, Herbaceous plants, and Annual bedding. All work in this section shall be carried out in accordance with BS 4428:1989, General Landscape Operations.
- 6.3.2 Where beds/borders abut buildings/walls they shall be maintained at a height of a minimum of 150mm below the damp proof cause.
- 6.3.3 The Contractor shall supply and apply a granular fertiliser suitable to the planting concerned at the rates recommended by the manufacturer once per annum during March or April. The Fertiliser shall be pricked into the bed with a fork to a depth of 75mm.
- 6.3.4 The Contractor shall rake all beds and clear them of litter, leaves and any other debris at each maintenance visit. Any weed growth in the beds will be removed by hand weeding or herbicide application.
- 6.3.5 Pruning of shrubs is expected to take place three times a year, generally in May/June, July/August and September/October to ensure that there is no overall increase in width/height over any 12-month period. Care should be taken to ensure that shrubs in flower or about to come into flower are not pruned until flowering is completed.
- 6.3.6 All shrubs other than those in flower will be trimmed to ensure that windows, roadways, footways, entrances, notice boards and numbering systems are not obstructed and that there is no encroachment out of the bed. Sufficient growth must be removed to ensure that the above obstructions do not reoccur before the next scheduled pruning operation.
- 6.3.7 Each shrub shall be pruned in accordance with correct practice for that species with dead wood pruned out and dead plants removed. The finished appearance of the bed should be visually attractive. Any herbaceous material shall be cut down to ground level in October.
- 6.3.8 Training of Climbing Shrubs - the Contractor shall tie in any new growths required as part of the contract.
- 6.3.9 Pruning of Climbing Shrubs or Ivy - in March, June and October pruning of climbing shrubs and ivy on walls shall be carried out in accordance with good horticultural practice such that the footprint (vertical and horizontal) does not increase. Any new encroachments onto walls should be removed.
- 6.3.10 All climbing plants are to be kept clear of tile hanging, cladding, eaves and soffits, fascias, gutters and roof tiles.
- 6.3.11 A clear area of at least 150mm around all windows and flues must be maintained at all times.
- 6.3.12 Pruning shall ensure the subsequent re-growth produces a natural visual effect.
- 6.3.13 From March until September any weed growth present in shrub beds and on hard surfaces will be spot treated with a systemic weed killer. Where this could result in herbicide coming into contact with desirable vegetation, the weed growth will be removed by hand, forking out deeper rooted weeds, saplings etc. where necessary.

6.3.14 All arisings are to be removed from site at each visit.

Tree Belts

6.3.15 annual maintenance visit in winter (no later than end of January) to remove dead or damaged branches;

6.3.16 pruning will be carried out using appropriate equipment to reduce the risk of further damage to the trees;

6.3.17 Pruning will include removing height from the tree belt and removing density of the tree belt so that it keeps a natural shape and is not allowed to grow higher than one metre per year

6.3.18 Weed removal from bases of trees by using a strimmer method or hand removal.

Maintenance of Rose Beds

Rose bed maintenance shall include all of the following:

6.3.19 Hand Weeding, The Contractor shall control weed growth by Hand Weeding. Chemical Weed Eradication will only be considered in exceptional circumstances and when written permission has been received from the Contractor Administrator.

6.3.20 The Contractor shall completely kill or move all dicotyledonous weeds, before they have developed any adult leaves. The Contractor shall remove individual or patches of perennial weeds and annual monocotyledonous weeds, before any one weed reaches 30mm in height, and / or before any one weed reaches a spread of 60mm.

Pruning Roses - Generally

6.3.21 The Contractor shall prune roses in accordance with good horticultural practise to provide an open balanced and attractive appearance.

6.3.22 Pruning shall consist of, the removal of dead, diseased and dangerous branches or growth. The removal of all sucker growth and / or reversion.

6.3.23 The removal of all branches or leaves, which may obstruct: light to windows, footpaths, grass areas, other shrubs and plants and sight lines for vehicles.

6.3.24 Pruning for the health of the bush, and safety and / or comfort of grounds users shall be undertaken at any time of year as the need arises, or as directed by the Contract Administrator. The Contractor shall include for all such operations within his price for pruning.

6.3.25 Pruning to maximise the display of established roses shall be effected not earlier than 15 March each year and not later that 15 April each year. Pruning for effect shall confirm to recognised good horticultural practice for the type of rose being pruned.

Hybrid Tea Bushes

6.3.26 Moderate pruning - where stems are cut back to about half their length. Weaker than average stems shall be reduced by more than this amount.

Floribunda Bushes

6.3.27 One third of all shoots shall be pruned to healthy wood approximately 150mm from ground level. Young shoots arising from close to the base of the bush shall be topped back by one third of their first season of growth. The remaining shoots shall be moderately pruned as for Hybrid Tea bushes.

Ramblers

6.3.28 Pruning depends on variety, but generally lateral branches shall be cut back to 75mm from main stems, together with some renewal pruning according to variety.

Climbers

6.3.29 Remove withered shoot tips and exhausted wood together with cutting back of laterals to 75mm from main stems on those varieties recommended for this treatment.

Standards and Miniatures

6.3.30 Specialised treatment in accordance with good horticultural practise.

6.3.31 Pruning to establish the form of recently planted bushes shall be undertaken not earlier than 31 March each year, and not later than 30 April each year. Formative pruning shall conform to recognised good horticultural practise for the type of rose being pruned, i.e. Hybrid Tea Bushes; Prune hard to leave 3 to 4 healthy buds on stems 100 to 150mm tall. Floribunda Bushes; Prune hard to leave healthy buds on stems 150mm tall. Ramblers Prune to leave healthy stems 300mm long. Climbers; Top back dead tips to stems.

Shrub Roses

6.3.32 Shrub roses that flower on the previous year's growth shall be pruned for shape as soon as flowering is over. To preserve flowers shrub roses shall not be pruned between 15 March and 15 April of each year.

6.3.33 In addition to the pruning of established roses to maximise their display effect, the Contractor shall undertake formative pruning of all established roses as necessary, in order to maintain the shape and / or control the size of the shrub so that it is appropriate to its locations.

Topping

6.3.34 All roses shall be topped not earlier than 30 September and not later than 30 October each year.

Dead Heading

6.3.35 All appropriate roses shall be deadheaded to prevent the accumulation of dead flowers on the bush. Deadheading shall be performed within 4 days of flower death. The Contractor shall not perform this operation on roses that are also grown for their display of berries.

Fertiliser Application

6.3.36 The Contractor shall supply and apply a granular fertiliser suitable to the planting concerned at the rates recommended by the manufacturer once per annum during March or April. The Fertiliser shall be pricked into the bed with a fork to a depth of 75mm.

6.3.37 On locations to be fertilised, the Contractor shall ensure that all times nutrient levels are sufficiently high to support the optimum level of growth of all roses within that location.

6.3.38 At all times the correct balance of nutrients and the PH of the growing medium shall be maintained to the entire satisfaction of the Contract Administrator.

6.3.39 If at any time nutrient deficiency, toxicity or incorrect PH of the growing medium results in chlorosis or discoloration of any kind, or the die back or death of any plant material, then the Contractor shall inform the Contract Administrator immediately.

6.3.40 It is the Contractor's responsibility to correct any such chemical imbalance and he shall include for all such works within his price. No extra payment will be considered for such works.

Treatment of Pests and Diseases

6.3.41 Roses shall be kept free of pests and diseases at all times. Treatment of pests and diseases means the measure to be taken by the Contractor to prevent, control or eradicate and pest and / or disease that may attach the rose planted location.

6.3.42 Any application of chemicals for the treatment of pests and / or diseases shall be in accordance with the regulations scheduled under the Chemical Weed Eradication section of this Specification.

6.3.43 The Contractor shall ensure that a suitable approved chemical is used for the treatment of any pest and / or disease and that the chemical will have no adverse effect upon roses. Full compliance with all appropriate legislation will be required.

Cultivation

6.3.44 The Contractor shall ensure that exposed soil areas between roses are cultivated to a fine tilth at all times.

Incorporation of Organic Matter

6.3.45 The Contractor shall apply and spread over the entire location a 50mm thick layer of an approved organic material and incorporate it into the existing soil by cultivation. Organic matter shall be incorporated annually in November but not during the periods of frost.

6.3.46 Incorporation of organic matter means the addition of an approved organic material to the surface of the shrub-bed and its subsequent incorporation into the soil to improve the quality of the soil.

6.3.47 Any organic matter used by the Contractor shall be of a type approved by the Contractor Administrator. Examples of suitable materials would include: spent mushroom compost; well-rotted leaf mould and well-rotted farmyard manure provided that the latter contains no injurious weeds, weed seeds, pests or diseases.

Training

6.3.48 Ramblers and climbers shall be tied in to supports using a non-rot proof tying material, and in accordance with good horticultural practise. Tying in shall be undertaken so that no growth remains untied for more than 450mm of its length.

Disposal of Arisings

6.3.49 Contractor shall dispose of all arisings resulting from Rose Bed Maintenance.

6.4 GENERAL MAINTENANCE: HARD AND SOFT SURFACES & BOUNDARIES

HARD AND SOFT COMMUNAL SURFACES

Litter must be removed from all areas of each site at each visit to maintain the appearance of the site. Where the level of litter is found by residents / CHS Group or the contractor to be significant this is to be raised with CHS Group.

Further interventions (additional litter collections or placement of bins) may be instructed or agreed using SOR as a means of cost recovery.

Accumulation of leaves shall be removed from paths and steps at every maintenance visit.

Moss should be treated to ensure that it is removed from hard standing areas. Once the moss has died back the contractor should ensure that any moss debris is removed from site.

6.4.1 The contractor shall at each visit:

- a. Remove litter and debris from all soft and hard external communal areas, including grassed areas, flowerbeds, shrub beds, hedges, car parks, paths and rainwater gullies. All areas are to be left litter and debris free.
- b. If the item is too large, it must be immediately reported to CHS Group.
- c. Remove weeds from the gullies of car parks. Clean all gullies of silt, debris and detritus once per annum. Any malfunction of the gullies or drains to be reported to CHS Group.
- d. Sweep all car parks, garage areas, drying areas, store shed areas etc. ensuring that all loose material, leaves and debris is removed, particularly from gullies.
- e. Sweep all communal paths that lead to block entrances to the front and rear of buildings, leaving them clear of dirt, debris and leaves

Note: The use of suction cleaning in place of sweeping will be acceptable

- f. In April, June and September, all weed growth on hard surfaces will be treated with an appropriate systemic weed killer and areas of moss treated with an algaecide to keep such areas clear of moss.
- g. The contractor shall return approximately three weeks after application of the chemical to remove and dispose of the dead moss using methods that will not damage the hard surface.
- h. Care shall be taken to ensure that no herbicide comes into contact with the leaves of desired plants.
- i. Clean all signs and nameplates once per annum during the winter period

FENCES AND BOUNDARIES

All site boundaries to have a neat and tidy appearance.

Encroachment over, under and through boundaries by vegetation and weeds will be kept to a minimum

- 6.4.2 Vegetation Control - in accordance with the programme the Contractor shall cut back growth from boundaries. Any growth below the height of 2.5 meters shall be cut back to the boundary. Growth at ground level shall be cut to a height not exceeding 60mm to maintain the existing boundary definition and to prevent

encroachment. All vegetation protruding through and over fence lines shall be trimmed to the full height of the fence so that no growth protrudes more than 25mm after cutting. The Contractor shall remove all arisings from site for disposal.

- 6.4.3 Grass areas adjacent to fence lines to a width of 150mm shall be maintained in a substantially weed free condition and be completely free of all weeds at the end of each month. A combination of cultural methods and approved residual and spot treatment herbicide applications may be used, the Contractor having given due prior notice of herbicide application in accordance with the Pesticide Control section of this Contract. Care shall be taken to ensure that any herbicide coming into contact with leaves of desired plants or grass is promptly removed.

6.5 TREE MAINTENANCE

MAINTENANCE OF ESTATE TREES

Estate trees within CHS Group sites are to be maintained to provide a neat and tidy appearance.

Leaves and tree debris must be cleared from site at each visit.

Minor Health and Safety issues are to be dealt with by the contractor whilst on site.

Any Health and Safety or other issues requiring major specialist work to trees are to be reported to CHS Group for decision on action to be taken.

- 6.5.1 The Contractor shall be responsible for removal of epicormic growth on trees in communal areas on an annual basis during May/August.
- 6.5.2 In October, the Contractor shall check tree stakes and ties for stability and suitability and replace as necessary. Where no longer required, all tree guards, stakes and ties will be removed.
- 6.5.3 Accumulation of leaves shall be removed from paths and steps at every maintenance visit.
- 6.5.4 Between September and December inclusive the grass and perimeters shall be cleared of all leaves. Powered leaf clearing and leaf blowing equipment may be used. Heaps of leaves shall be cleared on the same day that they are collected and not left on site.

- 6.5.5 The Contractor shall be responsible for clearing any debris (less than 2m long/75mm diameter) or twigs that have fallen from trees onto grassed areas at the same time as leaves are cleared, as well as following gales and storms.
- 6.5.6 The Contractor shall also provide rates in the Price Framework for carrying out the following on a responsive basis:-
- Tree surveys as and when instructed by CHS Group which details the following:
 - Location of trees
 - Species
 - Age and condition
 - Likely risk factor
 - Recommendations
 - Costed tree maintenance plan.
 - 2. Tree crowning
 - 3. Removal of trees
 - 4. Grind stumps and level
 - 5. Tree re-pollarding
- 6.5.7 For year 1 specifically the contractor is required to provide a cost for and undertake an inspection and survey of all trees in order to create a comprehensive tree register. This may be fulfilled either by training general grounds operatives to undertake the survey alongside their normal duties or by specialists. The tree register should include at least:
- 6.5.7.1 Marked location and numeric identification of each tree
 - 6.5.7.2 Name of person undertaking the assessment
 - 6.5.7.3 Species of tree
 - 6.5.7.4 Size of tree
 - 6.5.7.5 Condition
 - 6.5.7.6 Identified risks and issues
 - 6.5.7.7 An assessment of maintenance needs (Urgent, 3-5 years, long term)

6.6 TREATMENTS AND PESTICIDES

APPLICATION OF PESTICIDES

This section provides the specification for all operations relating to the application of pesticides. In relation to this contract the term pesticide covers all herbicides, algaecides and similar products. Only chemicals approved under the Control of Pesticide Regulations (1986) shall be used by the contractor. All personnel applying

pesticides must possess PA1 and PA6 certification in accordance with the Control of Pesticides Regulations (1986), and the Food and Environment Protection Act (1985). The compliance of all the general conditions applicable to this section is paramount.

Note that CHS Group has identified specific sites where the application of pesticides/herbicides/algaecides or similar products shall not be used. The contractor is expected to provide alternative methods and to include for these within the Price Framework.

6.6.1 GENERAL CONDITIONS

- 6.6.1.1 All pesticides to be used in the undertaking of the works will be approved by CHS Group. All pesticide applications shall be in accordance with the terms and conditions stated on the product label and comply with Codes of Practice for safe use of pesticides.
- 6.6.1.2 All materials to be used and all methods of application and tank mixes shall be in accordance with legislation arising from the Health and Safety at Work Act (1974). The Control of Pollution Act (1974). The Poisonous Substances in Agriculture Regulations. Food and Environmental Protection Act (1985). The Control of Pesticides Regulations (1986)

6.6.2 PROTECTIVE CLOTHING

- 6.6.2.1 The Contractor shall provide staff with all protective clothing applicable to the materials being applied at any one time, and shall give them access to such washing and cleaning facilities as are required.
- 6.6.2.2 The Contractor shall ensure that staff wear protective clothing as appropriate whilst engaging in application of materials, and that they observe all safety precautions as required.

6.6.3 STORAGE

- 6.6.3.1 The Contractor shall ensure that all materials are properly stored, providing secure store as required under the terms of The Food and Environmental Protection Act (1985). Should such a store hold at any one time in excess of 300 litres of liquid materials or 300kg of dry material or any combination of liquid and dry material in excess of 300 units for use in the execution of the Contract or any other works the store shall comply with the terms of The Food and Environmental Protection Act (1985) and the storekeeper shall hold an approved certificate. Details of registration of the store and the storekeeper shall be provided to CHS GROUP prior to the commencement of the Contract.

6.6.4 TRANSPORTATION

- 6.6.4.1 The Contractor shall ensure that all precautions are taken to prevent spillage of chemicals, providing safeguards as required under the terms of The Food and Environmental Protection Act (1985) In the event of spillage the operator should have the training and materials to follow manufacturer's recommendations to deal with such occasions at once.

6.6.5 MACHINERY

- 6.6.5.1 All machinery used in the application of materials shall be carefully maintained throughout the period of the Contract to ensure correct application takes place and that no leakage occurs.

6.6.6 DAMAGE TO THE ENVIRONMENT

- 6.6.6.1 The Contractor shall ensure that the method of application and the undertaking of such works proceeds in such a manner as to cause no damage or injury to any person, desirable plant, animal, machine or item of equipment other than the specific pest or plant which the pesticide is to control. Any such damage shall be held to be the responsibility of the Contractor and they shall be required to make good any damage and shall be responsible for any claims for compensation arising from their actions or omissions.
- 6.6.6.2 In carrying out mixing of chemicals the Contractor shall ensure that all precautions are taken to ensure that no spillage of chemical takes place, and also that no damage or injury results to persons, vegetation, surfaces, plant or equipment, operators shall follow manufacturer's instructions to contain any spillage should it occur. Any such damage will similarly be held to be the responsibility of the Contractor.

6.6.7 WATER COURSES

- 6.6.7.1 The Contractor shall ensure that the method of application and the undertaking of works in no way lead to the pollution of any watercourse or water supply. Any such pollution shall be held to be the responsibility of the contractor and they shall be required to make good any damage and shall be held to be responsible for any claims for compensation arising from their actions or omissions.

6.6.8 TIMING

- 6.6.8.1 The timing of works shall be such that the effectiveness of the chemical is optimised. Spraying shall only take place at the appropriate time and no spraying shall take place during inclement weather, or during a period of excessively warm weather when pesticide lift may occur or when rainfall is expected in a time period which is less than that specified by the manufacturer of the pesticide being used. All label recommendations and Codes of Practice shall be followed.

6.6.9 DISPOSAL

- 6.6.9.1 The Contractor shall ensure that all waste containers and chemicals are correctly disposed of making use of licensed tips or incinerators as appropriate. Prior to the commencement of the Contract the Contractor will present to CHS Group details of the arrangements made for such disposal and the Contractor will inform CHS Group of any changes in these arrangements immediately they occur.

6.6.10 APPLICATION RATES

- 6.6.10.1 In carrying out the application of materials the Contractor shall ensure that the area is correctly dosed, and that application rates are not exceeded. Dosages of each particular treatment shall be in accordance with the manufacturer's recommendations and that the total area specified shall be treated. Any error shall be reported immediately to CHS Group.

6.6.11 MORTALITY

- 6.6.11.1 The application of pesticides shall be such that the target weeds or pests shall show a mortality rate of at least 90% within 15 working days, failing which the Contractor shall repeat the application at their own expense until the mortality rate is satisfactory.
- 6.6.11.2 Dead weeds should be removed from site – by hand if necessary
- 6.6.11.3 Should there be any re-growth the Contractor will use approved pesticides for spot treatment. Care shall be taken to ensure that any herbicide coming into contact with leaves of desired plants or grass is promptly removed.

6.6.12 HAZARDS

- 6.6.12.1 Should any hazardous situation arise during the storage, transportation or use of pesticides, the Contractor shall immediately take all remedial steps as required by The Act. In addition they shall as soon as is reasonably practical notify CHS Group and provide a full report concerning the hazard.

6.7 ADDITIONAL SERVICES

The Contractor may be required on written request from CHS Group to draw up detailed plans and quotations to carry out any of the following additional services. None of these services should be carried out without authorisation from CHS Group:

6.7.1 REPLACEMENT OF AN EXISTING BED OR CREATION OF A NEW FEATURE

- a. A site visit and consultation as required with a representative of CHS Group and resident representatives
- b. Site information and advice that may be required i.e. Site measurements, soil test, pest and disease etc.
- c. In some circumstances the following may be requested, for provision within 14 days:
 - o Detailed planting plans drawn to scale showing the location of planting stock, type of planting stock, size of planting stock etc. in relation to other existing site features. All work shall be specified and carried out in accordance with approved horticultural practice.
 - o A location plan indicating the exact location of proposed site.
 - o A written specification and method statement from the setting out/planning to completion.
 - o A bill of quantity showing unit costs, measurements, sub total costs for each task that is proposed to be carried and the total cost.
- d. The Contractor may also be required to plant shrubs, roses, bulbs or hedges or other plant materials in positions agreed by CHS Group. All plant material and grass seed etc. will be supplied by the Contractor. The Contractor to be satisfied that they understand the exact layout and grouping of the plants prior to planting. Plant species to be discussed and agreed in advance by CHS Group and the contractor, based on the most appropriate plant for the location.
- e. All trees, shrubs, transplants, whips and hedging plants shall be guaranteed for a period against death, deformation, dieback or disease other than that caused by malicious damage. The defects period shall cover the growing season following planting, plus a show of leaf at the beginning of the second season. It is the Contractor's responsibility to notify CHS Group in writing if a bed requires watering.

6.7.2 GRASS SEEDING OR TURFING

- a. All grass seeding or turfing works shall be guaranteed for a period against death, dieback, or unsatisfactory germination or development. The defects period shall cover a period of 3 months from seeding or turfing. It is the Contractor's responsibility to notify CHS Group in writing if a newly created grassed area will require watering and to price the job to include watering for the appropriate period.

- b. The Contractor shall replace any defective plant or grass/turf with material of the same size, specification and species as that originally planted to the full satisfaction of CHS Group. Any such replacements, including planting, will be entirely at the Contractor's expense.

6.7.3 WATERING OF NEW BEDS

- a. After shrubs have been planted further watering may be required in dry weather to ensure establishment. This is to be done for the first six months after planting the cost of this is to be included within the cost of planting. Beds will be watered to a depth of 200mm. Containers shall be filled to field capacity allowing free drainage to occur; when watering planters this shall be done early morning or early evening.

6.7.4 SUPPLY OF TOPSOIL

- a. The Contractor may be required to supply topsoil to a position shown on a plan, to be provided by CHS Group not less than 3 weeks prior to the date required.

6.7.5 LONG GRASS – CLEAR VEGETATION

- a. The Contractor may be required to clear vegetation from areas that have been neglected. The Contractor shall cut and rake off long grass from these areas.

6.7.6 ERECTION OF TEMPORARY PROTECTION

- a. The Contractor shall if directed by CHS Group supply and erect suitable fencing to keep people off a planting area. Such fences must be maintained so as to ensure continuous protection until the planting area is established. The rate quoted is to include supply, erection, maintenance and removal.

6.7.7 SCARIFYING

- a. Turf scarification shall be carried out on areas requested by CHS Group. The operation shall be carried out using a proprietary make of machinery suitable for the particular area.
- b. Scarifying shall only be carried out when site conditions permit, such that no depressions or tyre ruts or marks shall be made on the grass. The cutting reel shall be set to penetrate approximately 3mm into the thatch layer so that soil is clearly visible between grass plants.
- c. All arisings to be removed to an authorised disposal site after each operation.

6.7.8 SLITTING

- a. Turf slitting shall be carried out on areas requested by CHS GROUP. The operation shall be carried out using a proprietary make of machinery suitable for the particular area.
- b. Turf slitting shall only be carried out when site conditions permit. The grounds should be neither too dry nor too wet for the blades of the machine to penetrate the ground cleanly and easily and be withdrawn without smearing the sides of the slit. The minimum depth of penetration of each slitting operation shall be 225mm.

6.7.9 HOLLOW-TINING

- 6.7.9.1 Hollow-tining shall be carried out on areas requested by CHS GROUP. The operation shall be carried out using a proprietary make of machinery suitable for the particular area.
- 6.7.9.2 Hollow-tining shall only be carried out when site conditions permit. The ground should be neither too dry nor too wet for the tines of the machine to penetrate the ground cleanly and easily so that the cores separate cleanly from the hollow tine. The tines shall penetrate to a minimum depth of 75mm and a maximum depth of 100mm. All cores brought to the surface shall be collected and removed to an authorised disposal site after each operation.

6.7.10 TOP DRESSING

- 6.7.10.1 Top dressing shall be carried out in accordance with manufacturer's instructions.

6.7.11 SPIKING

- 6.7.11.1 Spiking shall be carried out using a tractor mounted rotation machine with drum-mounted spikes of 150mm in length.

6.7.12 LITTER PREVENTION

- 6.7.12.1 Provision of additional litter collection visits on a per site basis
- 6.7.12.2 Provision of maintained (cleaned and emptied) bins at locations subject to high litter

6.8 CONCESSIONARY GARDENS (PROVISIONAL ITEM)

- 6.8.1 The Contractor is required to provide services to concessionary gardens as may be requested and authorised by CHS Group.
- 6.8.2 The service required will be on an "on demand" basis and therefore no guarantees can be provided as to the actual number of gardens that may require service. The Contractors tendered prices for concessionary gardens shall apply irrespective of the number requiring service and their location.
- 6.8.3 During the contract period changes to the address list may occur as tenants move on. In this case, the Contractor will be informed in writing of the address to be deleted or new address to be added. The relative size of gardens will not affect the price, as the Contractor will submit a unit price that will apply to all gardens whatever their size.
- 6.8.4 All specifications included elsewhere in this document shall apply to concessionary gardens.

6.9 SUPPLY AND PLANTING OF SUMMER BEDDING PLANTS

- 6.9.1 The Contractor shall provide upon request a price within this contract for the supply and planting of summer bedding plants (6 plants per box) typical species e.g. impatiens, geranium, and petunia. These could require planting on the instruction of CHS Group at any location or site included within the schedule of schemes for this contract.

6.10 SUSTAINABLE UNDERGROUND DRAINAGE SYSTEM (sSUDS)

- 6.10.1 CHS Group maintain SUDS at Shephard Close in Cambourne (site no 92). Landscape maintenance ensures the SUDS features continue to drain the development effectively and that the SUDS and surrounding landscape looks attractive at all times. The detailed maintenance work required is:
 - 6.10.2 Litter collections at every visit
 - 6.10.3 Grass cutting – as per grass cutting specification
 - 6.10.4 Checking of inlets and outlets to the swales to make sure there are no blockages
 - 6.10.5 Monthly visits to brush permeable paving
 - 6.10.6 Weed control - spot treat thistles, nettles and other large weeds with weed killer or remove by hand. (Lawn weed killers must not be used)