



factsheet

Environment Matters

CUSTOMER SERVICE STANDARDS

GROUNDS MAINTENANCE



CUSTOMER SERVICE EXCELLENCE

Web: www.charnwood.gov.uk/leisure/groundmaintenance.html

Tel: 01509 634897

Email: grounds.maintenance@charnwood.gov.uk

We are responsible for grounds maintenance such as grass cutting, shrub and tree pruning, control of weeds in shrubberies, leaf clearance and hedge cutting on land we own or manage.

We will:

- Cut the grass to ensure that grass is no longer than 1½ inches for fine turf areas (e.g. bowling greens and cricket squares), 2½ inches for amenity areas (e.g. adjacent to flower beds) and 3½ inches for open spaces and recreation grounds etc.
- Ensure that grassed areas are cut evenly including around obstacles and that paths and surrounds are free of clippings
- Maintain edges to beds to provide a neat, tidy and aesthetically pleasing perimeter



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- Prune shrubs as required and annually for certain species
- Carry out a rolling programme of tree inspections by independent experts and in the case of unsafe trees undertake remedial actions within the recommended timescale. Other works will be organised in line with the priorities identified by the inspectors and re-inspection dates will be set for all trees dependent on their age, condition, location and species.

When you:	We will:	Within: (Timescale)
Report a dangerous tree owned by Charnwood Borough Council	Assess the danger and programme any necessary action (CS 80)	One working day of receiving the report

We will strive to ensure our customers are satisfied with the services we provide.

WE WILL:	MEASURE
Provide a prompt Service	Satisfaction rating where customers rate us positively against this standard.
Ensure staff are fully trained and knowledgeable about our services.	Satisfaction rating where customers rate us positively against this standard.

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WE WILL:	MEASURE
Provide a friendly and efficient service to all customers.	Satisfaction rating where customers rate us positively against this standard.
Provide useful & relevant information where appropriate.	Satisfaction rating where customers rate us positively against this standard.
Where possible and appropriate resolve the problem to your satisfaction.	Satisfaction rating where customers rate us positively against this standard.

If you wish to find out how the service is performing against its targets this information is available on the website at www.charnwood.gov.uk/CSS20

This information is available in different formats. To access these please phone (01509) 634560.

এ তথ্যাদি অন্যান্য মাধ্যমে পাওয়া যায়। এসব পেতে হলে দয়া করে (01509) 634560 এ নাম্বারে টেলিফোন করুন।

這資料具不同的格式，請致電 (01509) 634560 索取。

आ माहिती जुही जुही पद्धतिओमां उपलब्ध छे. ते भेजववा माटे कृपा करी आ नंभर पर फोन करो (01509) 634560.

यह जानकारी अलग-अलग प्रारूपों में मिल सकती है। इनको पाने के लिये कृपया यह नंबर डायल कीजिये (01509) 634560.

ਇਹ ਜਾਣਕਾਰੀ ਵੱਖ-ਵੱਖ ਸ਼ਕਲਾਂ ਵਿੱਚ ਮਿਲ ਸਕਦੀ ਹੈ। ਇਹ ਗਾਮਿਲ ਕਰਨ ਲਈ ਮਿਹਰਬਾਨੀ ਕਰਕੇ ਇਸ ਨੰਬਰ 'ਤੇ ਫੋਨ ਕਰੋ (01509) 634560

