



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.

In addition to the standards in the customer charter you can also expect us to deliver the following:

We will:	
Cut the grass (CS 77)	<i>Once a fortnight/three week period (depending on the time of year) up to 16 times per year</i>
Prune shrubs and trees (CS 79)	<i>Once a year (if necessary) – Target 100%</i>



CUSTOMER SERVICE STANDARDS GROUNDS MAINTENANCE

When you:	We will:	Within: (Timescale)
Report a dangerous tree	Inspect the tree and take any necessary action or inform the relevant landowner (CS 80)	Immediately Target 100%

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.
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	Satisfaction rating where customers rate us positively against this standard.



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WE WILL:	MEASURE
problem to your satisfaction.	

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。

આ માહિતી જુદી જુદી પદ્ધતિઓમાં ઉપલબ્ધ છે. તે મેળવવા માટે કૃપા કરી આ નંબર પર ફોન કરો (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 ਹਾਮਿਲ ਕਰਨ ਲਈ ਮਿਹਰਬਾਨੀ ਕਰਕੇ ਇਸ ਨੰਬਰ 'ਤੇ ਫ਼ੋਨ ਕਰੋ (01509) 634560

