

Grounds Maintenance Tendering

Summary of comments received following resident consultation at the first stage

Following the consultation that took place between 12th October and 11th November there were a number of comments received. Of these there were 10 that were directly related to the specification of works and these are summarised below. These comments were considered by the working group and the amendments made to the specification as a result are detailed in the table below.

Area	Respondent	Comments	Amendments to the Specification
Exeter	Ms G	Service Standards - General Item 5 (24 hours call out service) Ms G asked: "Is this necessary, as there would be few incidents where a 24-hour emergency call-out would occur? Barring possibly the removal of branches/trees that may have fallen or have caused damage to a property during a storm and would therefore need tending in line with Health & Safety rules? I'm sure this would not apply to the majority of your estates?"	This is included to cover just such events as fallen trees. Cost of 24 hour call out was amended in the specification to seek a separate price for this service so that its cost effectiveness could be separately evaluated.
Exeter	Ms G	Item 12 (no unreasonable noise to be caused) – Ms G commented: "Ref the 'unreasonable noise' in carrying out their work, given the machinery that they use, this would be extremely difficult and I haven't heard of any noise-reduced trimmers/lawn-mowers/blowers having been invented yet!"	This was retained and would be used if contractors were to be playing radios loudly, shouting loudly or using inappropriate noisy equipment. It was not intended to stop contractors using appropriate power tools.
Exeter	Ms G	3.6 Sweeping back of bark mulch onto beds Ms G commented: "We have gravel as ground cover around shrubs and bushes in our central garden which is often then spread onto the pathways, I feel this should also be swept back after visits."	The specification was amended to include sweeping back of gravel.
Exeter	Ms G	5. Weed Spraying Ms G commented: "Ref. 5.2 - As well as the spraying plus clearance of weeds, I feel this should also apply for moss in all the aforementioned areas, as once it starts to grow it can be quite abundant."	The specification was amended to include treatment of moss.
Exeter	Ms G	Ms G commented: "' Seasonal debris' I feel should also be included along with the collection of litter, glass and debris", as often in the beginning of the leaf/blossom fall from trees and bushes/shrubs, along with the winds, this can prove to be	The specification was amended to ask for a price for 'one-off' clearance of leaves. It already contained a

		dangerous if left to get wet and rot down, especially if there are children or any elderly in the area. On roads/parking areas too this could be a hazard.”	requirement to clear leaves at the last cut of the season and this was retained.
Compton Abbas	Mrs C	Asked for a tree in a neighbour’s garden to be included in specification.	None. Trees were not identified in the specification but also it was not felt appropriate to include a tree in someone else’s garden.
Bourton	Mrs S	Mrs S asked that the grass be picked up. It was explained that the Enhanced Standard included picking up grass from lawn areas.	None – already covered for lawns. It was believed that the option of picking up all grass clippings would be too expensive.
Shaftesbury	Ms L	Returned the service summary sheets with ticks against most items but ‘No’ written alongside all of the options for the length of grass that may be left on the grass. Presumably the respondent wanted all grass to be picked up although this is not made clear. On the standard for lawn mowing Ms L had placed two ticks against the option that includes picking up the clippings.	None. The option of having clippings picked up from lawn areas had been included in the Enhanced Standard. It was believed that the option of picking up all grass clippings would be too expensive.
Gillingham	Mrs H	Letter commenting that she would like the grass to be picked up as currently she comments “when it has been long I think it looks untidy.” Mrs H continued, “The paths leading to the house could be left tidier and it gets trodden indoors if left”.	None. The option of having clippings picked up from lawn areas had been included in the Enhanced Standard. It was believed that the option of picking up all grass clippings would be too expensive.