

Observation	Response
<p>I don't really understand what it's all about; it's on about parties and contractors! The letter was addressed to me and my wife, sadly she passed away in late September (27)</p>	<p>I apologise for any distress caused by the letter addressed to both you and your wife. I have contacted your housing officer to request that our records are updated to prevent any further distress. The letter is regarding grounds maintenance. You currently pay grounds maintenance via your service charges. We recently went out to tender and are proposing to instruct a new grounds maintenance contractor. The letter is informing you of the three tenders we received and also informs you of the estimated costs for service charges. You are able to send in written observations if you wish about this proposal. We would usually expect to instruct the cheapest tender price.</p>
<p>I have viewed your website which offers no indication as to what this refers to. Can you kindly clarify if we are speaking about the ground maintenance i.e. grass cutting etc. If so what will their schedule of work be?</p>	<p>The offer is Grounds Maintenance Services; Schedule is for a frequency based cyclical service based on 25 visits per annum and grass cut 17 times per annum.</p>
<p>Firstly I want to point out that I am unsure as to what services the three different contractors are providing me. I have looked on the web site and again apart from grass and hedging, there is nothing obvious.</p> <p>The pricing seems over the top to say the least, am I paying for all three contractors? If so can I please have a breakdown of services each one is providing, considering the vastly different pricing?</p> <p>I would also like to point out that on the development there is nowhere for my children to play, such as a playground or field to kick a ball around on.</p> <p>I do not have a communal area for drying clothes or any green areas near the property. The path outside my house never gets treated for weeds and have no communal garage area. Again how is this service of benefit to me?</p> <p>Can I point out that I currently work for a facilities management company doing the above said works for local government. Again the pricing does not match the work to be completed here on this development.</p>	<p>The proposal points out the cost of all three contractors that bid for the lot. However it is proposed only to award to one contractor, Ground Control, which in turn are cheaper than the current service supplier.</p> <p>Please contact your service charge officer for confirmation of the area maintained by Aster.</p>
<p>1. Your quotation of £21843,83 with Ground Control Ltd will commence and end when? 2. You mention that we shall be paying 81p per week for each apartment, during the longevity of this proposed contract. Could you tell me just how much individual flats are paying at the moment, please?</p>	<p>Contract to commence 1st April 2017 ends 31st March 2019</p> <p>The Estates department does not know the current individual cost apportionment.</p>

<p>In receipt of your letter re the above, can I say that if the £0.81/week is just for grit and salt bins at Rowan Road, I object to paying that much i.e. £42 per year.</p>	<p>Rowan Road is dealt with by a managing agent and currently they complete any grounds maintenance. We have consulted with everyone? in case this changes in the future and Aster become responsible for grounds maintenance. The charge of £0.81 does not just cover grit and salt bins but all aspects of grounds maintenance including grass cutting and maintenance of shrubs.</p>
<p>1. The bid offers seem to vary enormously, which I find worrying. 2. I hope that you have not gone for Ground Control, purely on the basis of price and that you have looked at both the quality and their ability to deliver a satisfactory service in the South West. My biggest concern, however, is that there seems to be no mention of a south west base. How is the company going to manage a small contract in Newton Abbot from Essex? 5. Are they going to be coming back to you in a few months and saying that it is not financially viable? 6. On the basis that Glendale seem to have a proven track record in the south west it would make more sense to me to go for the slightly higher price, which per head will not be a lot more, but you will have a more local service which in the long run to yours and the residents benefit. I am also assuming that this contract is grounds maintenance only, as it does not say this on the letter and I realise that there are many other parts to the service charge.</p>	<p>1. All bids received were based on the same specification and contract service delivery 2. Bids were evaluated based on both cost and ability to deliver 3 Ground Control already has contracts in the south west 5. There is always risk that a supplier might ask to terminate the agreement; however this would have a negative reflection on other contracts currently in place with Ground Control. 6. Ground Control also has other contracts in place within the south west. Yes the contract notification is for Grounds Maintenance.</p>
<p>We currently have no services, and do not agree with the observations made for the grit/salt bins as her bungalow and next door neighbour's bungalow are for disabled customers and as such would not be able to use the grit/salt bins. Query the second observation with regards to the quality of the current contractor and claims there isn't any?</p>	<p>The issues with salt bins and quality of current contractor relate to specific observations received in the last round of consulting. They could have been submitted by anyone from Dorset, Somerset, Devon and Cornwall. Under the legislation we are obliged to provide our responses to any observations received. They do not necessarily apply to your property.</p>