

COMMUNAL GROUNDS MAINTENANCE

We know looking after our grassed areas, footpaths, parking areas, shrub and hedge borders is really important to our customers. We currently provide a range of grounds maintenance services to keep all the communal areas where you live in good condition.

Who provides the service where I live?

- Devon and Cornwall – EVG Landscapes
- Dorset West (Weymouth and Portland areas) – Aster
- East Dorset – Christchurch Borough Council / East Dorset District Council and Aster
- Hampshire (including the Tidworth and Ludgershall areas of Wiltshire) – Lotus Landscapes
- Somerset – Aster
- Wiltshire (excluding Tidworth and Ludgershall) – Ground Control.

What standard of service can I expect to receive?

All customers excluding those living in East Dorset will receive:

- Twenty-five visits throughout the year
- Hard surfaces, like footpaths, garage forecourts, parking spaces, gravelled and drying areas, will be litter picked, swept of debris and leaves cleared. Weeds and moss will be tackled regularly
- Shrub and herbaceous borders will be kept free from litter, debris and weeds
- Pruning will follow good horticultural practice. We will keep pathways clear from overgrowing plants
- Hedges will not be pruned and maintained between May and early July to avoid birds nesting
- Pruning base growth and tree branches below two metres over hanging pathways
- Ditches and drainage channels will be inspected at least monthly to ensure the free flow of water, and any major obstacles removed. All channels will be trimmed and cleared at least once each year
- Grass will be cut and collected 17 times each year, on average once every two weeks between March and October. Where bulbs, like daffodils and crocuses, are planted within the grassed area, it will not be cut until they have flowered and died down naturally.

Please note that very wet or very hot weather may mean we need to vary the service.

I live in East Dorset – is the service different?

Yes – in East Dorset, the standard of service is set and paid for by Christchurch Borough Council. This is different to the service received by customers in other areas. Aster will continue to ‘top-up’ the service by maintaining hard surface areas.

Customers in East Dorset currently receive the following service:

- Grass will be cut (but not collected) seven times a year between April and September
- Cuttings will be swept and cleared from surrounding hard surfaces, and obstacles will be trimmed
- Shrubs and hedges will be pruned once between July and November. Further hedge reduction and remedial works will be carried out between November and February
- Aster will visit 25 times a year and maintain footpaths and alleyways, garage forecourts, parking spaces, gravelled and drying areas. Litter will be picked, and debris and leaves cleared
- Weeds and moss will be tackled at least eight times a year.

If you live in East Dorset and have any questions about the service you receive, please contact Christchurch Borough Council / East Dorset District Council on **01202 795000** or email **customer-services@christchurchandeastdorset.gov.uk**.