Appendix 6 – Output Specification

**General specification**

We want our estates to be maintained to a high standard and to provide our residents with a quality grounds maintenance service.

a) Works are to be carried out economically and of a high standard; demonstrating adherence to best horticultural practice.

b) Contractors are to work efficiently to deliver estates that are pleasing to the eye and to be clean and tidy

c) Most importantly, it meets the needs of the scheme and its residents.

**Notes: Please be advised this is an output based specification. The delivery approach undertaken is at the discretion of the Contractor. Provided the output specification is met in full, the Contractor has the latitude to deliver the work in the manner they deem most efficient.**

**To assist contractors achieving the desired outputs outlined in the specification, attached at Appendix 6.1 are a set of Guide Frequencies. Whilst the contractor has discretion to deliver as they chose as highlighted above; these indicative frequencies can be utilized.**

**Complete compliance with this Output Specification is deemed to be covered in full within your pricing proposal. Variant bids are not permissible**

**Health & Safety**

a) The Contractor shall at all times ensure that they comply with The Health & Safety at Work Act (1974).

b) The Contractor shall provide their staff with all the necessary safety equipment to meet any applicable legislation and ensure that their staff use the same at all times when they are on the Client’s Property.

c) PPE Checks to be carried out and recorded on a regular basis, paying particular attention to eye protection, boots and gloves. The results to be recorded and made available to the Client Representative.

d) Appropriate work wear is to be worn at all times. Short trousers, Rigger Boots

and sleeveless vests are NOT to be worn by the Contractor’s staff at any time.

e) The Client requires the Contractor’s staff to wear High Visibility work wear at all times whilst on the Client’s Property.

f) Sharps and needles to be removed from site by the Contractor using the correct equipment and procedures for sharps and disposed of in the approved manner. In addition the presence of sharps and needles must be reported to Accent Contact Centre on 0345 678 0555 immediately detailing the address, date, time and location.

g) The presence of any hazardous waste identified by the Contractor is to be reported immediately, classified as an emergency, to Accent Contact Centre on

0345 678 0555 detailing the date, time, scheme address and location of waste.

**Section 1**

**Top Level Summary of requirements**

To leave all grassed areas clear of litter and other debris, evenly mown and free of weeds and grass cuttings and edged.

To leave all planted areas free of weeds, litter and other debris, with clearly defined borders, and properly pruned plants and shrubs.

To leave all hedges neatly and evenly trimmed.

To leave all hard-standing areas free of litter, weeds, moss and leaves.

**1. Grass Cutting**

a) Grass cutting is recommended to be carried out a minimum of every 14 days, equating to once every two weeks from March to November. The contractor will need to ensure that the grass does not, at any time, exceed 40mm throughout the scheme and the maximum height after cutting be no more than 25mm. All grass shall be mown in parallel straight lines so that lawns are left with a neat and tidy appearance. A high visual standard is required and must meet the requirements of BS7370 Part 3 Appendix A.

b) If weather conditions stimulate grass growth, the contractor will be responsible for additional cutting required to ensure that the height of the grass does not exceed

60mm at any time, these will be deemed to be included within the proposed submitted price.

c) Grassed areas must be edged on each visit, mechanical strimmer’s may be used however, small areas or areas near to patio doors for example should be hand edged.

d) At the appropriate times during the year, fertilizers and or weed killers must be applied to keep the grassed area in good and healthy condition. All fertilisers weed killers or pesticides must be applied strictly in accordance with the Manufacturer’s instructions. They must never be left unattended. On small- grassed areas, the materials should be applied evenly by hand or by mechanical hand spreader. On larger areas spraying equipment can be used but not if, the weather conditions are likely to allow the vapour to drift from its intended area.

e) If weather conditions inhibit grass growth to negligible amounts between programmed cuts, the contractor will provides written confirmation to the Client Representative that cutting has not been carried out on the programmed date(s).

f) In conditions of drought or persistent wet weather, The Contractor shall adjust the frequency and/or height cut required on each site as well as possible adjustments to the schedules.

g) In extremely wet conditions where grass cutting may cause damage (e.g. divots) to the grass area, The Client Representative may instruct that the grass cutting is to be suspended until such time that the conditions allow the grass cutting to be recommended.

h) Where exceptionally inclement weather conditions prevent The Contractor from carrying out programmed cutting operations, The Contractor shall immediately inform the Client Representative in writing. The written notification shall include the date(s) when it is anticipated that the grass cutting will recommence, which shall be as soon as weather conditions allow.

i) The Contractor will not be allowed to use growth-retardant chemicals to maintain grass areas.

j) All clippings and cuttings are to be removed including any that spread onto paths, roads or hardstanding’s and be disposed of in an environmentally friendly

manner. The Contractor is to provide details of disposal method if requested by

Client Representative.

k) Grass cutting shall be carried out up to the edge of paths, beds, etc. and site boundaries and shall include for cutting under or between railings and fencing, etc. and for all necessary edging and trimming at parameters. Corners and edges that cannot be reached by the mower must be cut by hand.

l) The Contractor shall at all times during the period of the Contract, ensure that all machines engaged in grass cutting operations are sharp and properly set, to produce a true and even cut. Any damage from such lack of maintenance shall be made good by The Contractor in accordance with the terms and conditions in this specification.

m) The Contractor shall also ensure that machines involved in mowing operations, are fitted with correct tyres (grass tyres) where there is any danger of causing damage to surfaces during mowing operations and the operators are fully trained in the operation and use of such equipment. If damage attributable to The Contractors omission to heed this condition is found, The Contractor will be responsible for the cost of full reinstatement to the satisfaction of the Client Representative. The mower should be fitted with the type of blade that will produce a standard of finish that is appropriate for the area.

n) The Contractor shall at all times during the period of the Contract ensure that machines are properly guarded and maintained so as to present no danger to the operator or any person in the vicinity of the operations. The Contractor shall provide his staff will all safety equipment (boots, reflective vest, etc.) and ensure that staff use these at all times they are engaged in work on the Clients Property.

o) Prior to grass cutting, The Contractor shall collect and dispose of all litter, detritus, stones, leaf fall, and horticultural waste material. Hazardous waste, sharps and needles are to be dealt with as set out in paragraphs (g) & (h) of the Health and Safety section above.

p) Any damage caused to trees, shrubs, fences and any other items within or around the site by the contractor shall be immediately reported to the Client Representative and confirmed in writing. The Contractor will be required, at their

own expense, to make good all such damage within a maximum period of one calendar month.

q) Any Damage caused to the property due to the use of the Contractor’s machinery, i.e. broken windows from flying stones etc., will be repaired by the Client and those costs recharged back to the Contractor.

**2. Shrubs, hedges and Horticultural Beds**

1. All shrubs, roses, climbing plants and hedges, shall be maintained to a good horticultural practice. It is recommended that shaping and weeding be carried out monthly between the months of April and November and pruning of hedges to take place 6 times per year as per Appendix B – Guide Frequencies.
2. Pruning shall be carried out to maintain the growth and shape of the shrubs to ensure that no obstruction is caused to pedestrians, vehicles, signs and sight lines. All boundaries must be edged and trimmed to make sure they are clearly defined.

b) All weeds, litter and debris must be removed by hand and properly disposed of at the end of each site visit to site.

c) Where shrubs are adjacent to buildings; the height is not to exceed the height of the ground floor window sill and the girth not intrude to the detriment of other specimens in the area.

d) Where hedges form a boundary, and are the responsibility of the Client the Contractor will, subject to consent from the adjoining owner enter their land to carry out the required maintenance. Should the adjoining owner refuse consent the Contractor will inform the Clients Representative so the appropriate disclaimer can be sent.

e) If weather conditions stimulate growth, the Contractor will be responsible for additional pruning required to ensure that all pathways, entrances, access ways and windows are kept clear this will be deemed to be included within the Contractors pricing bid proposal.

f) All shrubs, hedges and horticultural beds are to be maintained to ensure that they are free of weeds, roots, stones exceeding 50mm diameter, dead shrubs/horticulture and other debris, refuse or waste and to be disposed of in an environmentally friendly manner.

g) Any shrubs/horticulture that are removed due to them being dead or areas of bare soil shall be listed by the Contractor and a report provided to the Client’s Supervising Officer on a quarterly basis. The Contractor, with prior approval and a purchase order from the Client’s Supervising Officer shall undertake a consequential programme of shrubs/horticulture replacement.

h) All beds are to be edged forked and hoed to allow proper soil aeration. The soil should be left with a fine tilth.

i) All dead wood and suckers must be cut out cleanly.

j) All plants must be pruned trimmed thinned out, shaped and re-staked or tied as necessary depending on the type or variety of plant to prevent overcrowding.

k) Ensure shrubs do not obstruct footpaths, other pedestrian areas, grassed areas, lighting to windows and vehicle sight lines.

l) Any cut larger than 25 mm diameter must be treated with an approved sealant.

m) At the appropriate times during the year, fertilisers and or weed killers must be applied to keep shrubs and bushes in good and healthy condition.

n) Hedges must be trimmed appropriate for the species to maintain the shape of the hedge.

o) All cuttings and clippings to be removed from site at the end of each visit on the same day.

p) Care should be taken to avoid damage of trees, shrubs, hedges and plants including roots. Any damage caused by the Contractor shall immediately be reported to the Client’s Supervising Officer, in writing. The Contractor will be required, at its own expense, to make good all such damage within a maximum period of one calendar Month.

q) During dry weather conditions, where the Client has provided a water source the Contractor will be responsible for all necessary watering to maintain the growth of the shrubs, plants and hedges, etc. On some schemes, the Contractor will need to supply their own screw-in standpipe. This will be deemed to be included within the proposed pricing bid.

r)If in the opinion of the Client’s Supervising Officer, shrubs, plants or hedges, etc. have been damaged as a result of a lack of water, these shall be replaced by the Contractor at its own expense*.*

**3. Leaf Fall**

a) All grassed areas and other horticultural areas (e.g. beds and hedges) shall be kept free of leaf fall and other fallen horticultural material (e.g. twigs and branches). The expectation is that leaves and debris will be removed on each visit and Appendix B – Guide Frequencies details expected leaf fall and suggested intervals. The leaves etc. shall be collected, bagged and disposed of at the same time at the end each site visit of each working day. On no account shall leaves etc. be left in piles or stacks for subsequent collection.

b) Powered leaf clearing and leaf blowing equipment may be used. Powered leaf blowers shall normally only be used where leaf fall is excessive and shall not be used to blow or collect small numbers of leaves where other methods can be used

**4. Self-Setting Growth**

a) All self-setting growth from trees, shrubs and seeds is to be removed.

**5. Trees - General Maintenance**

a) All epicormic growth up to a height of 2.0 m above ground level shall be removed by The Contractor. Trees are to be kept clear of epicormic growth at all times.

b) A band of 150 mm around the base of each tree shall be maintained free of weeds and ivy. Any growth of ivy within the tree branches and trunk is to be removed.

c) Trees are to be maintained in a healthy condition, with all dead branches being removed. In addition, all branches that provide an obstruction or obscure sight lines shall be removed.

d) Roots are to be maintained so as not to damage the tree or any building, structure or hard surface area in the vicinity of the tree. Any anticipated damage to buildings, etc. is to be immediately reported to the Client Representative, in writing.

e) All trees deemed by the Contractor to be dead or cause a safety risk shall be immediately reported to the Client Representative.

**6. Trees – Annual Maintenance**

a) The client will employ an arborist specialist directly to undertake tree surveys detailing the required works to each tree. This will form the basis of a planned programme of tree works and is excluded from this contract.

**7. Climbers**

a) All building and walls are to be kept clear at all times of invasive specimens to avoid material damage to the structures unless specifically excluded by the Clients Representative. Shrubs/hedges are to be kept a minimum of 25cm away from the building and walls.

b) Non-invasive specimens are to be kept under control and not allowed to bush out or detract from the visual aspect of the structures.

c) All vents, flues, downpipes, windows, entrances and access ways are to be kept clear at all times

**8. Hard Surfaces**

a) Hard surfaces refers, but not exclusively, to paving, tarmac, gravel and brick. All hard surfaces should be kept clear of moss at all times.

b) All surfaces are to be kept clean and free of any deposits/leaves by either use of

a manual sweeping brush or an industrial blower/sucker. This task will include keeping clear all gully gratings within the area being swept and free from deposits/ leaves. The Contractor will remove each gully grating and clean the drain set.

c) Where weeds or moss are present *a* suitable method of removal can be used at the discretion of the Contractor for this operation*.* This can be either through manual scrubbing using deck scrubbing brushes and hot/cold water and a suitable cleansing solution or use of hot/cold washing/jetting. Steel scrapers will be used to remove gum; wax, tar, etc. from the surfaces. Where chemicals are proposed, the contractor shall provide written COSHH assessments and an Environmental impact statement.

d) If the Contractor chooses to use hot/cold washing/jetting for such tasks it will inform the Supervising Officer prior to the operation.

**9. Litter Picking &Waste**

a) The Contractor will remove all litter, debris and detritus from the Grounds including up to the building entrance following each visit to site.

b) Litter will be picked from all areas regardless of the degree of difficulty in picking such litter during each visit.

c) The litter is to be placed into refuse sacks, sealed and removed from site at the end of the each site visit/working day.

d) Sharps and needles to be removed from site by the Contractor using the correct equipment and procedures for sharps and disposed of in the approved manner. In addition the presence of sharps and needles must be reported to Accent Contact Centre on 0345 678 0555 immediately detailing the address, date, time and location.

e) The presence hazardous waste is to be reported immediately, classified as an emergency, to Accent Contact Centre on 0345 678 0555 detailing the date, time, scheme address and location of waste.

f) The Contractor shall remove any residue or staining left by any litter or fouling with an approved anti-bacterial solution.

**10. Detached Bin Stores & Compounds**

a) This section refers to all stores and compounds that are not located within the footprint of the main building.

b) The Contractor will use any broom he considers necessary and appropriate and to the approval of the Client Representative to sweep all floor coverings and hard surfaces leaving them clean, litter free and free of any deposits *I* fouling.

c) Items of fly tipping are to be reported to the Accent Contact Centre on 0345 678

0555.

**11. Rough Verges/Banks and Vacant Plots**

a) All Rough verges/banks and vacant plots are to be cleared as per the frequency of attendance

b) All self-setting growth from trees, shrubs and seeds are to be removed.

c) The Contractor will inspect the Verge/bank and vacant plot on each visit and report any issues immediately to the Client Representative.

**12. Additional Works**

This is based on optional services which may be required and subject to the Client’s budgetary constraints.

1. Gritting: Treatment of Surfaces: Gritting with Road/Rock Salt of a defined pathway from the main entrance to the carpark and the main carpark. It is expected during the defined winter period; Met Office weather forecasts will be monitored on a daily basis, on days when it is forecasted to be Zero (0) degree all day, a planned attendance to site will be instigated. All nominated sites to be gritted by 11am of the same day, Monday to Friday.
2. Snow Clearance and Treatment/Gritting: with Road/Rock Salt of a defined pathway from the main entrance to the carpark and the main carpark. It is expected during the defined Winter period; Met Office weather forecasts will be monitored on a daily basis, on days when it is forecasted to Snow and be Zero (0) degree all day, a planned attendance to site will be instigated. All nominated site defined pathways to be cleared of snow and gritted by 11am of the same day, Monday to Friday.
3. Grit/Road Salt Bin Replenishment: During the defined winter period, it is expected the Contractor will monitor and replenish all the Grit/Road Salt Bins at each site to ensure that a supply is available when required.
4. Improvement Programmes: Grass replacement: (Suitable/appropriate seed type) - Includes removal of existing Grass/Weeds/Moss etc. Scarification and treatment to stop weed/moss re-growth. Sow appropriate Seeds and maintain to recommended product instructions. Monitor growth and water as required.
5. Works Orders for any additional works to be administered via web portal. Accent to provide support and training as and when required.

**13. General Conditions**

1. Works must be carried out between the hours of 8am and 5pm Monday to Friday. No work must be undertake at weekends or bank holidays.
2. Some areas of the site have been “adopted” by residents as domestic flower gardens, and may be left as such, but if or when they become overgrown or wild, the contractor is to report this to the Client’s Representative. Professional advice is to be given to the Client’s Representative who will consult with residents regarding requirements.
3. Contractors should not eat within the boundaries of the scheme (including in vehicles parked within the curtilage of the scheme).
4. Contractors are to make themselves aware of access issues on each of the Client’s Properties. Access to communal gardens may be restricted by the presence of fences, walls and railings or other obstacles such as benches, rotary driers etc.
5. At the end of each visit, the Contractors shall remove and dispose of the waste generated in connection with that visit in accordance with statutory requirements.

The End