



Grounds Maintenance

Keeping your outside spaces tidy



Great homes - Stronger communities - Inspired people

Grounds Maintenance

Well maintained outside areas provide attractive and pleasant outdoor spaces for CBH customers and their communities. Good grounds maintenance enables wellbeing and provides safe and well-kept areas for play and relaxation.

What is grounds maintenance?

Grounds maintenance is how we keep things like lawns, shrub beds and hedges tidy and well-kept. We understand the importance of maintaining grounds to a high standard.

How is grounds maintenance delivered and by who?

The maintenance is planned so that a specified standard is met at all times. The outdoor spaces are maintained as many times as needed to meet the standard. A photo book provides a visual reference of the standard.

Ubico provides grounds maintenance services on behalf of CBH across Cheltenham to all designated/communal housing landscaped areas.

What is the expected Standard?

Grass

The communal grass will be cut, taking care to remove litter before the cut and pathways cleared from clippings when finished. Ubico will maintain the grass to a “B” standard and will determine how many visits and cuts are needed to meet this standard. The grass areas are edged at least once every three years. This will normally be completed during the winter months.

Bulbs

Any flower beds/areas that contain bulbs will be left until bulbs have stopped flowering and will then be cut back.

Shrubs

Shrub beds will be trimmed and pruned at the appropriate time of year for each individual shrub. Planted areas will be weeded. Where planted areas are covered by bark they will be topped up.

Roses

All roses, rose/flower beds and borders will be kept free of all weeds, pests, diseases and maintained using gardening best management practices.

Hedges

Hedges and shrubs shall be maintained using gardening best management practices in accordance with Section 1 of the Wildlife and Countryside Act of 1981. In particular, we must not intentionally or recklessly disturb any wild bird during the nesting season which runs from 1st March through to 31st July.

Weed treatment

A weed free environment will aim to be achieved where possible. All moss and algae will be sprayed using the appropriate treatment.

Japanese Knotweed

Japanese Knotweed will be treated in early March and monitored through to end of September.

Trees

Growths/shoots will be removed on all tree bases/lower trunks up to a height of 2.5m when they reach a length of 20 cm or cause conflict with footpaths or site lines.

Service Year planner

The tables set out when you can expect the maintenance to be delivered.

Grass Cutting	Bulb Maintenance	Shrub Maintenance	Rose Maintenance	Hedge Maintenance
		January		
February		February		
March		March		
April		April		
May		May		
June	June	June		
July	July	July		
August		August		August
September		September		September
October		October	October	October
November		November	November	
		December		

Weed Treatment	Japanese Knot Weed	Tree maintenance	Grass edging
March	March		
April	April		
May	May		
June	June		
July	July		
August	August		
September	September		
		October	October
		November	November
		December	December

The Photobook Grade A

Grade A standard is considered “very good”. You should expect to see this standard after every visit.

A typical example of such A grade conditions below:



The grassed areas look as though they have been recently cut and are well maintained, with little evidence of weeds. The edges of the grassed areas should be cut back to their original line and not spreading over pathways and shrub beds.

Shrub beds and hedges are well maintained, cut back and attractive to the eye.



The Photobook Grade B

Grade B standard is considered “good”. You should not expect to see any worse than this standard at any time.

A typical example of such B grade conditions below:



Grass is in need of some minor attention but likely to be restored with routine maintenance. The grass is reasonably well maintained and has little evidence of weeds. There should be evidence that an attempt has been made to cut the grassed areas back to their original line and they are not spreading over pathways and shrub beds. The area is generally free of weeds. Any remaining weeds will be dealt with by seasonal maintenance.

Shrub beds and hedges are well maintained, but in need of minor attention.



The photobook Grade C

Grade C standard is considered “poor”. If you see this standard you should contact us on 0800 408 0000 so that we can inspect.

A typical example of such C grade conditions below:



Grass areas are overgrown, in a poor condition and need to be cut back or trimmed. There is evidence of weeds that have been sprayed but have not been removed or not sprayed for a long period.

Shrubs or hedges are in need of attention but likely to be restored with routine maintenance.



The Photobook Grade D

Grade D standard is considered totally unacceptable. If you see this standard you should contact us on 0800 408 0000 so that we can inspect.

Grass has clearly not been attended to for some time. You can see growth of grass onto the footpaths and the length of the grass is too long.

A typical example of such D grade conditions below:



There is evidence of weeds that have never been attended to.

The shrub bed or hedge is overgrown and looks to have not been attended for a long period of time and has the potential to be a hazard or risk.



Who are Ubico?

Ubico carryout ground maintenance on behalf of CBH. Their vehicles carry the Ubico logo and staff are dressed in orange high visibility clothing embroidered with the Ubico logo. Their staff attend toolbox training and are fully trained in maintenance operations.



If you have any questions or feedback about grounds maintenance please get in touch

Freephone: 0800 408 0000
Email: housing@cbh.org
www.cbh.org



We are happy to provide you with publications and information in different formats, such as braille, large print or in a different language. If you would like to request a different format, please contact our Customer Services Team:

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