

Landscape Maintenance



Commitments and Aims:

- To provide you with the best possible services at all times
- By clearly stating our Customer Service Standards, we aim to help you get the most from our services and are happy to receive customer feedback.

Summer works to communal areas	Winter works to communal areas
<p>We aim to visit all sites every 10 to 14 days to:</p> <ul style="list-style-type: none"> ▪ clear all litter and dispose of in a responsible manner ▪ cut the grass ▪ trim edges and obstructions ▪ clear any grass cuttings on footpaths etc ▪ prune shrubs and hedges as required ▪ weed shrub beds and clear of litter ▪ spray all footpaths, car parks, drying and other amenity areas regularly with herbicide 	<p>We aim to visit all sites every 10 to 14 days to:</p> <ul style="list-style-type: none"> ▪ clear all litter and dispose of in a responsible manner ▪ cut the grass if necessary ▪ edge grass areas ▪ clear fallen leaves ▪ prune/reduce shrubs ▪ cultivate and edge shrub beds ▪ replace planting as necessary ▪ inspect trees ▪ apply moss killer to path/steps when necessary ▪ clear roadside gulleys ▪ treat icy areas and clear snow

Our Staff will:

- Wear a uniform and a name badge, and will introduce themselves as and when required
- Be approachable, polite and courteous to you at all times
- Listen to you and seek to understand your needs
- Treat everyone and every organisation fairly in accordance with their own diverse needs
- Note and report any defects to footpaths, car parks, drying and other amenity areas
- Keep you informed of new service developments
- Include an annual customer satisfaction survey form with the Summer Newsletter

We will not tolerate the use of foul or abusive language, inappropriate comments about disability, comments of a racist, sexist, homophobic or ageist nature; threats or harassment either to staff or other service users.

Compliments and Complaints:

- We aim to improve our service by responding quickly to any compliments or complaints. We will acknowledge complaints within three working days, followed by a full reply within 25 working days.
- If you are dissatisfied about any aspects of our service, please contact Mike Williams, Head of Estate Services via our Kingsway offices at 01792 460609 or ring our Repair Line on 0845 6080444 and request a Customer Feedback form which should be returned to your Tenancy Manager at Tai Cymdogaeth, 7-13 The Kingsway, Swansea SA1 5JN. You can also fill out the online Customer Feedback form.