

**CITY BOARD**  
**30 AUGUST 2012**

# ITEM B9

## GROUNDS MAINTENANCE PETITION

Report of the Director of Housing and Customer Services

### 1. SUMMARY

A petition received from the residents of Holly Court and Hilton Close, Mickleover concerning the Grounds Maintenance service.

### 2. RECOMMENDATION

All works have been resolved for the lead petitioner and residents of the above schemes.

### 3. MATTER FOR CONSIDERATION

- 3.1 The petition has been presented due to the lack of maintenance to the shrub bed areas and the general untidiness of the sites.
- 3.2 The grass cutting frequencies have been delayed due to the inclement weather we have experienced this year.
- 3.3 Craig Congreave, Estates Pride Manager, has visited the lead petitioner to apologise for the poor service, to understand the issues faced by the residents and ensure an action plan is put into place by Sodexo.
- 3.4 All works have now been completed to the satisfaction of Derby Homes, the lead petitioner and the residents on both the schemes.

The areas listed below have no implications directly arising from this report:

Consultation  
Financial and Business Plan  
Legal and Confidentiality  
Council  
Personnel

Environmental  
Equalities Impact Assessment  
Health & Safety  
Risk  
Policy Review

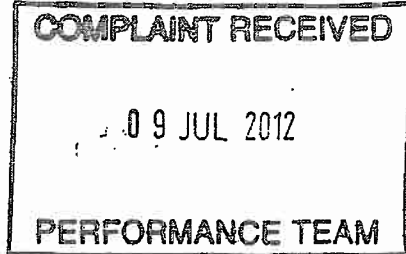
If Board members or others would like to discuss this report ahead of the meeting please contact the author.

Author: Author: Craig Congreave/Estate Pride Manager / 01332 888461 /  
craig.congreave@derbyhomes.org

Background Information: None.

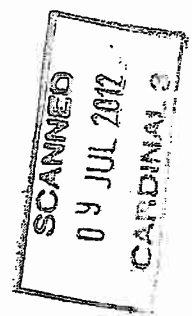
Supporting Information: None.

127 To CAPRA SOLIDITY



05/07/2012

14 Holly Court  
Catterick Drive  
Mickleover  
Derby  
DE3 0TA



Please send any correspondence to the above address.

On Saturday 30<sup>th</sup> June, the gardeners were on site. Mrs. Butler of 28 Holly Court, asked one of the gardeners to cut back a bush which was growing across the pathway. She explained that she had a motorised scooter and the bush was catching in the wheels. He agreed to do this but failed to do so. Mrs. Hickton of 18 Holly Court cut the bushes down and bagged them up. Not what you would expect from professional people.

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## HOLLY COURT AND HILTON CLOSE SCHEMES

We the undersigned, wish to express our dissatisfaction, regarding the gardeners who have been awarded the contract for the schemes.

The grass cutting is slapdash and the rose beds have had no attention at all and are strangled with weeds.

We all strive to keep our own little plots clean and tidy and are let down by the general appearance of the communal gardens.

We trust that you will look into this.

With thanks:

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