



CEPC GARDEN MAINTENANCE SERVICE STANDARDS

1. AIMS

- a) To provide an effective maintenance and management service to all CEPC gardens, Ornamental Enclosures and planted street features so as to discharge the CEPC's statutory responsibilities and long term role as custodian of the gardens.
- b) To provide an aesthetically pleasing landscape that is both functional yet complimentary to the historic nature of Regent's Park.
- c) To ensure that the service is provided in a way that is safe for all users of the gardens and the gardeners themselves.
- d) To make the estate's gardens enjoyable places to view and use, meeting the expectations of stakeholders.

2. SERVICES TIMES

- We will provide our service throughout the year on weekdays between the hours of 8.00am to 4.00pm.
- We will provide additional services during selected weekend days where the seasonal demand and circumstances of garden usage require them.

3. MANAGEMENT OF THE GARDENS

In managing the gardens the service will:

- Monitor daily all garden maintenance works
- Make a weekly inspection of each garden, enclosure or planted feature in order to ensure that the:
 - a) garden is free from immediate safety hazards
 - b) gates and access arrangements are safe and in working order
 - c) bird lime is reported for removal
 - d) maintenance standards are being met
 - e) issues for the attention of the gardens team are reported for rectification.
- Ensure good or best practice in the upkeep and presentation of the current garden condition
- Provide tree maintenance and an emergency response service
- Support ceremonies and garden events (subject to CEPC license agreement)
- Endeavour to maintain the playability of Park Square games facilities and the children's play area.
- Monitor Stakeholders' contractors and uphold CEPC license conditions.
- Uphold the CEPC's Garden Regulations and monitor garden usage.
- Consult with occupants of the relevant properties when considering significant changes to a garden

4. RESPONSE TIMES AND PRIORITIES

The service will aim to achieve the following response or completion times. We will then complete any subsequent work as quickly as possible following the initial response.

PRIORITY 1

- Emergency response during working hours
 - On Estate - attendance within 1 hour
- Examples: Problems with dangerous trees with broken and hanging branches.

PRIORITY 2

- Response during working hours - within 48 hours
- Example: Clearing overgrowth from access points to buildings.

PRIORITY 3

- Respond and remedy within three working days
- Example: Care/replenish seasonal planters

PRIORITY 4

- Fix a problem or complete an improvement by agreed date
- Example: - Any landscape/gardening work where agreed date is made with the stakeholder.

5. KEY PERFORMANCE TARGETS

- 95% of priority one requests to be completed on time
- 90% of priority two requests completed on time
- 90% of priority three requests completed on time
- 90% of priority four requests completed by the agreed date
- To monitor the number of compliments or complaints received
- Regular checks and audit of boundaries, grass and flowerbed areas, etc.

6. GRASS CUTTING OPERATIONS:

All grass areas and lawns to be maintained to a good finish, edged and maintained at least once a week in the summer months.

7. SHRUBBERIES AND PERMANENT PLANTED AREAS:

- Maintain all existing shrubbery to RHS guidelines, ensuring that formative pruning and cutting back is undertaken
- To maintain access routes, gates and pathways free from impinging shrub growth.
- Consider renewal planting as required.

- Weed as required to maintain best control.
 - Rose borders: prune and dead-head according to RHS guidelines. Mulch with compost in March.
 - Treat any Pests and Diseases to meet reasonable garden practice.
8. SEASONAL BEDDING AND CONTAINERS
- Design, supply and maintain good quality bedding schemes for two seasonal displays.
 - To complete the removal and replanting of containers at each season within 2 days so as to avoid prolonged periods where planters are without a display.
 - Water regularly, feed and treat any pests and diseases.
9. NON-SEASONAL CONTAINERS
- Design, supply and maintain good quality planting schemes for non-seasonal containers.
 - To maintain plants and shrubs to an appropriate size, shape and health for a good all year-round display.
10. LITTER PICKING FROM GARDENS
- Gardens and planted areas will be kept free of litter by specific visits twice weekly.
11. WEED CONTROL
- Ensure all borders and garden paths are maintained weed free as far as is practically possible.
12. AUTUMN LEAF CLEARANCE
- Ensure the steps and gateways of each garden are cleared of autumn leaf falls on a weekly basis and that garden paths are maintained free from heavy autumn leaf congestion.
13. CLEANING AND MAINTENANCE OF SEATING
- Remove bird lime within 2 days of it being reported by stakeholders or the routine inspection.
 - Treat teak benches with appropriate preservative each spring before 1st May.
14. MAINTENANCE OF GARDEN GATES
- Gates will be inspected every two weeks for satisfactory and safe operation.
 - Gate maintenance will be carried out so that minor faults and lubrication problems will be corrected within one week, major and lock faults will be corrected within three weeks.

- Unsafe gates will be temporarily closed for use and appropriate signage put in place.

15. ARBORICULTURE OPERATIONS

- Carry out regular annual or more frequent assessments, where required, and surveys of the estate's tree stock to monitor its health and to maintain as safe an environment as possible for all stakeholders.
- To arrange for appropriate specialist contractors to carry out work to the estate's trees to a good standard and specification.
- To design and implement tree planting plans for renewal of the estate's trees as required.

16. GRITTING, SALTING AND SNOW CLEARANCE

- Provide snow and ice clearance to garden entrances, steps and ramps within 3 working days of a major snowfall (i.e. a snow depth of 50mm or more). To clear other garden pathways of snow as may be practicable.

17. GARDEN IMPROVEMENTS

- Outside of the basic maintenance regime and budgets, to provide a design and planting service for improvements and developments to existing garden areas when these become due. They may be requested by stakeholders or form part of CEPC management plans or strategies.

18. STAKEHOLDER OBLIGATIONS

We would like all our stakeholders to:

- Report any problems to us as soon as they are noticed so that we can rectify them.
- To give us feedback about what is good and what is not satisfactory in our gardens.
- To co-operate with the CEPC, other stakeholders and their contractors in situations where works to buildings inevitably may result in disruption in the gardens.
- To minimise the possibility of damage to the gardens by taking care when visiting or using them.
- To abide by the relevant CEPC Garden Regulations.

Approved by Commissioners – March 2013