

Date: 16/03/2018

Grounds Maintenance Proposal

Further to my recent visit to your site at **ELHAM PARISH**, I would like to submit for your consideration Countrywide's proposal for your grounds maintenance and environmental hygiene works.

This proposal is based on the Countrywide specification below, the visit schedule which can be found on the attachment called works progress sheet and is subject to our standard maintenance agreement terms and I would welcome the opportunity of finalising the detail with you.

Frequency for road verges is 18 per year, for the church yard and burial ground 11 per year and the playing field is 16 per year

Visit Schedule	
April to September	13
October to March	5
Total visits:	18

GROUNDS MAINTENANCE SPECIFICATION FOR ELHAM PARISH

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1.0 EXECUTIVE SUMMARY AND AREAS TO BE MAINTAINED

1.1 Executive Summary

See attached CW1 and see explanation below. We would recommend having discussed your requirements that this site be managed under our "Maintain" Standard and with a "Medium Site Plan" zoning System – see explanation enclosed.

Once we have a full understanding of the site and have established our standards the site may choose to investigate our Enhance and Excel programs at a later date.

After consultation, our understanding of your requirements are as follows;

1. The most economically advantageous tender
2. A quality service standard
3. Regular planned Visit schedule
4. Good advice and guidance
5. One point of contact



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Countrywide Grounds Maintenance Limited Registered in England No. 2798007 A subsidiary of Countrywide Consortium Limited

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Scope of Works; unless otherwise specified in the commercial proposal the areas to be maintained shall comprise all soft and hard landscaped areas including lawns, banking, beds, borders, car parks and service roads. The works schedule if included shall detail activity frequency.

The key service outputs required from the successful service provider are below:

1.0 AREAS TO BE MAINTAINED

1.1 Contract Scope

Unless otherwise specified in the commercial proposal the areas to be maintained shall comprise all soft and hard landscaped areas including lawns, banking, beds, borders, car parks and service roads. The works schedule if included shall detail activity frequency.

2.0 GRASS AREAS

2.1 General

The objective of grass maintenance is to keep lawns or grass areas neatly cut and in a condition that is consistent with its surroundings. The grass sward shall be cut with suitable pedestrian or ride on rotary or cylinder mowers. Allowances will be made for strimming in or around obstructions such as signs and lampposts.

2.2 Formal Lawns

The cutting of formal lawns will normally start in March and carry through to October. In the event of unusual seasonal conditions such as drought or mild winter spells, Countrywide will use its discretion to suspend cutting or extend the cutting period. Formal Lawns shall be cut with either a cylinder or rotary mower so as to give a striped effect. Arisings shall be boxed or dispersed as detailed in the proposal. If boxed, cuttings shall be disposed of in to suitable containers on site. Grass height shall be maintained between 20mm and 40mm.

2.3 General Amenity Grass

General amenity areas will be cut at frequencies prescribed in the works schedule, using either a pedestrian rotary or compact tractor mower. Grass height shall be maintained between 25mm and 50mm. Unless otherwise specified cuttings will either be recycled or dispersed evenly over the sward.

2.4 Rough Grass

Rough areas shall be cut using pedestrian or tractor mounted flail mowers or strimmers at frequencies prescribed in the works schedule. Grass height shall be maintained between 75mm and 100mm. Cuttings will be dispersed over the sward.

2.5 Banks and Slopes

Banks and slopes shall be maintained in the condition that is relative to their location and in accordance with the maintenance standards contained in 2.2 to 2.4.

2.6 Grass Edges

In formal areas grass shall be edged using long handled shears on every other cut. In other areas the grass will be trimmed using strimming equipment at frequencies prescribed in the works schedule.

3.0 TREES & HEDGES

3.1 Trees

Larger trees will be inspected from time to time and any work required brought to the attention of the client. Tree surgery is outside the scope of this contract.

3.2 Hedges/shrubs

Hedges shall be cut with either mechanical hedge trimmers or tractor mounted flail cutters. Cut frequency will depend on the plant type but will generally be as prescribed in the works schedule. Hedges will be trimmed to maintain regular line and shape

4.0 ENVIRONMENTAL HYGIENE

4.1 Sweeping

All paths and kerb sides to car parks and service roads shall be swept/blown/vacuumed regularly to keep them in a tidy condition.

4.2 Weed Treatment

All paths and kerb sides shall be treated with a non-selective herbicide at frequencies specified in the works schedule.

All the benefits of a national organisation with a dedicated local solution

In your locality - Our Kent based operation near Ashford is ideally located to service your needs. Our 4,500 sq. ft. + yard is never more than an hour from any of our customers.

- ❖ Countrywide Grounds Maintenance Kent has been operating since 2012
- ❖ Regional Office and depot Smarden nr. Ashford
- ❖ Maintaining over 200 sites
- ❖ Contract value from £2 - £100k
- ❖ Multi-Site Specialists

Successful - The team has enjoyed constant and controlled growth over a number of years and have built up a strong experienced and dedicated workforce, committed to delivering the highest standards.

Service Delivery - The best measure of service is our customer satisfaction and we enjoy a strong retention record with customer staying with us over many years.

Strength in depth - We recognise that this is a competitive market place, we have never marketed on price alone, concentrating instead on a best value for money approach. To achieve this, we have invested heavily in plant equipment and people to ensure we have the skills and resources to ensure long term success.

Market Sectors - Our customer base covers the full range of commercial and public sector contracts across the County. We have successfully won a number of high profile contracts with customers such as Travis Perkins, The Garden group and Interserve among others. From a Public Sector standpoint, we have extensive experience in Education, Emergency Services and Local Authority work specifically in Kent. In Education we service around 40 schools and colleges across Kent and some of those which are local to your schools have been supplied as references.

Account Management - We are committed to delivering the highest standards to every customer. To this end our account management team will ensure regular contact and review of standards. We welcome feedback and would encourage all of our customers to feedback through our staff, account management team and to take part in our annual customer satisfaction survey.

Technical Support - Our clients benefit from added value recommendations across all of our accounts. We will advise on potential improvements, alternative strategies to improve on the end product and act as a technical advisory service.

Safe & Secure - All of our staff are Badged and Uniformed, carry identification and are DBS & CRB checked.

5.0 CHEMICAL APPLICATION

- All necessary precautions under current and future legislation shall be taken, when storing, handling, using and disposing of pesticides and their containers.
- The following legislation is relevant and Countrywide shall observe full compliance with their requirements:- The Control of Pesticide Regulations 1986; The Food and Environmental Act 1985; The Health and Safety at Work Act 1974; The Poisons Act 1972; The Poisonous Substances in Agriculture Regulations 1984; The Control of Pollution Act 1974.
- Chemicals shall only be applied by operatives who are properly trained and certified under the prevailing regulations. Pesticides shall be applied in accordance with the manufacturers written instructions. Recommended application rates shall not be exceeded. We will avoid causing any damage to any plant material not required to be treated such as inadvertent damage through carelessness, spray drift, application of an incorrect chemical, an incorrect dosage or application during unsuitable weather conditions. Care will also be taken to ensure that harm to wildlife is prevented. Also the necessary steps must be taken to prevent any noxious or polluting matter to enter any watercourse (Rivers, Prevention of Pollution Act 1951 to 1961).
- A list of chemicals and their relevant applications used by the company is available on request.

Price Schedule

For the provision of an annual grounds maintenance service as detailed in the specification and annual work schedule, Please find below the annual cost along with the options for payment:

Price:

Annual Maintenance for the sum of **£8,600 + VAT.**

Payment:

By standing order in 12 equal monthly payments of **£716.66 + VAT.**

Extras one off:

- Clear and spray brambles in burial ground: £450+VAT
- Cut ivy and spray then remove from wall in the pound: £550+VAT (we would not take any responsibility for any damage the ivy has caused to the wall)

Please do not hesitate to contact me should you wish discuss any element of the proposed works.

I will contact you in the next few days to see how this matter can be taken forward or if you would like to proceed with this proposal please contact me and I will make the appropriate arrangements for works to start.

As part of our proposal that we have put forward to you we would like to give you the opportunity to read about our grounds maintenance proposition which gives customers a chance to see how we as a business approach grounds maintenance as a whole. It gives you some back ground Knowledge and benefits about us as a company and also outlines how we can offer different services, maintain varying sites of different sizes and also explains the seasonal difficulties that arise and I would value your time to read through the following information as it gives you a good insight into us as a business so you can make a good judgement on our quotation and our value for money approach.

I'd like to take this opportunity to say thank you for your time and I'll look forward to your reply.

Yours sincerely,

AGORME

Andrew Orme.
Kent Regional Manager



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Grounds Maintenance Proposition



The following information outlines the different approaches that we can take as we understand all our customers have different needs:

Maintain your site to a higher standard.

Our teams work to universal best practice standards across every site. For our customers operating from new and PFI sites we will work to your own architectural design specifications to ensure your landscape drawings are maintained to the original design vision.

Operating on a mature site?




Work with us to establish a set of standards for service delivery to your site that will ensure your site becomes a reference point for our business. Ensure your internal customers enjoy the benefits of a well maintained, visually pleasing environment. We have tailored plans suitable for every customer's needs;

Strategic Approach

Our annualised strategic program sets out a program of works for the full year which hits all of the environmental milestones. Weed control, pruning, hedge maintenance, nesting bird protection, specific customer health and safety requirements, grass management etc.

No two customers are alike

We recognise that every customer has their own needs and constraints. We can deliver tailored strategies dependent on your objectives:

 Maintain	<p>Happy with your current site but want consistent high standards at a cost efficient rate.</p> <p><i>Suitable for those customers managing budgets and whose sites are functionally at the right standard for your business, in-line with our best practice models. These sites need to be maintained not brought back to standard.</i></p>
 Enhance	<p>Want to give your site a lift. Take advantage of our best practice audit service to identify a program of works to bring your site up to or back to standard.</p> <p><i>Suitable for those customers managing budgets but whose sites require some care and attention or where projecting the right image is key to your business. These sites need to be maintained and bringing back to standard with an injection of ideas to create a visually pleasing impact.</i></p>
 Excel	<p>Should your site be your showcase. Can it add value to your customer's perception of your business? Would part of your grounds or indeed your whole site benefit from features and standards that make an impact. Our Spotlight service makes our business your ideal partner.</p> <p><i>Full or part design service, infrastructure to deliver small medium and large projects and maintenance systems geared to high end outputs make this service your ideal choice.</i></p>

Countrywide in KENT Features and Benefits		✓
Countywide Quality Assurance Guarantee	Customer Benefit	
ISO 9001	ISO and BSSAS accredited services	✓
BS OHSAS 18001		
ISO 14001		
Support Structure		
7no. Grounds maintenance teams	full coverage with capacity to cover sickness and leave.	✓
Fleet of >8 vehicles backed by 'NAVMAN' tracking system		
PDA monitoring system		
General Gardening		
Full range of Stihl hand tools for each team	well-equipped staff. quality Branded Reliability	✓
Grass Cutting		
Toro Pedestrian and Ferris walk behind mowers	fleet of assets to cover all specifications	✓
Hayter 324 triple mowers		
Ransomes 5 gang bat wing		
Kubota tractor with flail decks and finishing decks		
Grillo climbers and Grillo cut and collect mowers		
Stander flail deck mowers		
Line Marking		
Dedicated line marking team	Professional, experienced Staff	✓
All line marking carried out by fully trained staff		
Winterisation		
Dedicated winterisation team	fast, reliable, economical service with in depth experience.	✓
Scheduled gritting programs		
Weather report tracking		
Pedestrian and motorised gritting machines		
John Deere tractor with 10ft plough		
Weed Control		
Nomix C.D.A. system	Fully Compliant to BSSAS 18001 and ISO 14001	✓
Industry standard knapsack sprayers		
Gallup 360 Bioactive as standard		
Roads, Carpark, Pathway and Hard standing upkeep		
Mobile pressure washers with bowzers	improving your environmental and visual impact	✓
Stihl BR600 mechanical blowers within each team kit		
Additional Service Equipment		
Dedicated team of tree surgeons	wide range of extra services	✓
Trained agriculturist to carry out tree surveys		

HOW WE APPROACH DIFFERENT SIZED SITES

We can manage any sized site by applying our structured models which maintains high standards and consistence across all sites, the information below gives you a good insight into our basic models:

Single or multiple Small Site Operations?

Apply our small site service model that ensures consistent high quality maintenance delivery.



Medium Sized Estate?

Our programmed schedule of works approach segments sites to allow a rota approach to ensure we can provide a higher quality finish to all key areas of the site while keeping visit time and hence cost to a minimum. The advantages to the customer are that each zone receives a higher degree of attention on its planned visit, pricing is based on time on site making us more cost efficient and each site receives a bespoke plan to ensure every area receives full attention. From our perspective this process allows for greater flexibility and control and ensures all our staff approach each site in a planned and progressive manner. The table below gives an example which would co inside with the works progress sheet:

	Zone B Tasks Odd Visits	<ul style="list-style-type: none"> •Pruning •Weed Control •Hedge Trimming
	Zone A Tasks Even Visits	<ul style="list-style-type: none"> •Pruning •Hedge Trimming •Weed Control
	Each Visit Tasks	<ul style="list-style-type: none"> •Amenity Grass •Strimming •Hard Standings