



# Estate Maintenance Standards.

What to expect from our service



**Two  
Rivers  
Housing**

# Estate Maintenance Standards.

We want our neighbourhoods to be places that our tenants love to live. To help with this we provide an estate maintenance service in the areas that we own.

This service includes:

- Litter picking and tidying up of the area
- Weed spraying
- Removal of moss from communal pathways
- Cutting back trees (less than 1.8m tall), hedges and shrubs that we are responsible for.
- Mowing and strimming of grassed areas that we own.
- Cutting back trees and bushes that obstruct pathways or block visibility on road junctions.
- Flattening and tidying areas that have been rutted by boar to make them safe.

We also provide a hand weeding service at least once a year at our HomePlus schemes.

Sometimes the weather will have an impact on the type of work we can do, but we will visit all of the areas that we own at least once a month to complete estate maintenance work.

This document sets out the standards that we set across our neighbourhoods. It also provides pictures to help you understand what you can expect from our estate maintenance service.

# Weeding and Clearing Paths.

Many roads and pathways are not owned by Two Rivers Housing, and are the responsibility of Highways or the local authority. We will not maintain these areas.

We will keep the paved areas that we are responsible for tidy and free from weeds.

## Before



## After



## What to expect

- Paths clear from overgrowth
- Weeds and moss removed and sprayed.
- Area swept and free from cuttings.
- Litter collected and removed from the area.



## Remember!

Weed spray can only be applied during dry weather, it can take a few days or even weeks before visible changes are seen.

# Tree and Shrub Management.

Unfortunately, we are not able to cut or maintain trees and shrubs that are a tenants responsibility or belong to other organisations. However, we will trim and maintain trees (less then 1.8m tall), shrubs, and hedges that we own to make sure they do not obstruct pathways or block your view at junctions.

## Before



## After



## What to expect

- Tops and sides of hedges and shrubs are pruned and tidy.
- Paths, entrances, windows and parking areas are not obstructed.
- Debris and cuttings are removed once work is complete.

**Remember!** To protect nesting birds, the work we can do to trees and hedges is limited during the spring and summer months. So, you will see some regrowth during these months.

This also means that most of the maintenance work we do on hedges, shrubs and trees will be done in the autumn and winter months.

# Mowing And Strimming.

When the grass is growing, our team will mow and strim the areas that we own in our neighbourhoods when they visit. If it's raining or very wet, or if it is too dangerous to do so, we may not be able to mow the grassed areas. If that happens our team will do other estate maintenance work that is needed in the area.

## At our HomePlus schemes

When the grass is growing, we will cut and collect it as part of the estate management service at your scheme. Grass is normally push cut to give a better finished look.

We will visit your scheme at least once per month throughout the year to complete estate maintenance work. This includes hand weeding of borders at least once a year.

## What to expect

- Litter removed from grassed areas.
- Grass cut short (usually push cut).
- Edges of grassed areas clearly defined
- Grass cuttings collected and removed.
- Nearby paths and pavements swept and free from cuttings.

## What You Will See.



# Mowing And Strimming.

## Areas that receive a standard cut

When the grass is growing, we will cut and collect it as part of the estate management service.

We will visit your neighbourhood at least once per month throughout the year to complete estate maintenance work. If we are unable to cut the grass due to bad weather we will do other estate management work.

### What to expect.

- Litter removed from grassed areas.
- Grass cut short
- Edges of grassed areas clearly defined
- Grass cuttings collected and removed.
- Nearby paths and pavements swept and free from cuttings.

### What you will see.



# Mowing And Strimming.

## Areas that receive a reduced cut

In the areas that we own where there are more privately owned homes than homes lived in by our tenants, we provide a reduced service.

This is usually where private home owners do not pay towards the service and we do not think it's fair to make our tenants pay more to maintain these areas. As we visit these areas less often, the grass will be longer and more visible in between visits.

## What to expect.

- Litter removed from grassed areas.
- Grass cut short
- Edges of grassed areas clearly defined
- Grass cuttings will not be collected in these areas.

## What you will see.



## What service should you expect?

You can check which areas are owned by Two Rivers Housing and what type of cut these areas should receive on our interactive map. You can view this on our website here:

[www.tworivershousing.org.uk/your-home/interactive-map/](http://www.tworivershousing.org.uk/your-home/interactive-map/)

# Living With Wild Boar.

The boar population in Forest of Dean is one of the highest in England. They are wild animals, and very little can be done to stop them visiting our neighbourhoods.

During the summer months, there is plenty of food for them in the Forest, but in the winter they will start to look elsewhere. Unfortunately, this includes the grassed verges in our neighbourhoods, well kept gardens and leftover food from rubbish bins.

They are particularly attracted to well-maintained areas, as these attract certain grubs. If an area has been “rutted up” we will not cut the grass as this will damage our equipment.

However, if the boar have dug up areas that may create a health and safety hazard for tenants, our team will flatten these areas and make them as safe as possible.

