

The UK's European university

University of
Kent

Estates

ESTATES DEPARTMENT/ GROUNDS MAINTENANCE/SERVICE LEVEL STATEMENT

September 2018

Version 4



GROUNDS MAINTENANCE

Role – To provide a safe, attractive environment for the use of both staff and students on campus.

Service provision and standards

High Value amenity turf	
Indicative standard	Free from obstacles, accumulated leaf fall, and wind-blown vegetation; slip hazard. Cut to an even height throughout (25mm); free of tussocks of taller grass, erosion and damage.
Frequency	Cut on a rotation every 5-10 days.
Note	Can be longer if weather is poor.
Amenity Turf	
Indicative Standard	Free from Obstacles, accumulated leaf fall, and wind-blown vegetation; slip hazard.
Frequency	Cut on rotation every 8-10 days.
Note	Can be longer if weather is poor.
Grasslands and rough grass areas	
Indicative standard	Free from obstacles and hazards. Grass height between (75mm-200mm); flower and set seed undisturbed.
Frequency	Monthly, Bi monthly or annually dependant on Grassland Management plan.
Note	
Bulb zones	
Indicative standard	Are left uncut throughout the period from shoot emergence to leaf yellowing.
Frequency	Seasonal variations.
Note	
Shrub area	
Indicative standard	Kept visually pleasing, safe, healthy and undamaged.
Frequency	Shrub areas are usually visited once every three weeks.
Note	
Decorative bedding	
Indicative Standard	Sufficiently stocked, attractive and undamaged.
Frequency	Weeded on PPM round, watered as and when necessary.
Note	

Sports surface	
Indicative standard	Surfaces are safe, undamaged, and clean and hazard free. Pitches are marked.
Frequency	Dependant on season, facilities inspected weekly. Pitches marked prior to each fixture.
Note	Pitch positions are determined in consultation with the Director of Kent Sport. The density and resistance to wear and height of the turf is brought to the standards set by the appropriate Sports Governing Bodies.
Hard Surfaces	
Indicative standard	Free of slip hazards, grass and weed growth and plant detritus.
Frequency	Hard surfaces are sprayed three times a year. Hard standings are blown every 10-15 days as part of the PPM round.
Note	
New Trees	
Indicative standard	Newly planted trees will have a 1-metre diameter for at least two years after planting. Naturalised bulbs flower freely and increase in numbers.
Frequency	Maintained by the Woodsman on a PPM round throughout the growing season.
Note	
Woodland area	
Indicative standard	Woodlands are coppiced on a rotation as set out in the woodland management plan.
Frequency	Annually as per plan.
Note	Primarily carried out to enhance the biodiversity of the campus.
Ponds	
Indicative standard	One pond per winter season is maintained in line with the Bio Diversity Management Plan, subject to funding availability.
Frequency	Annually as per plan or if invasive species dictate.
Note	Work carried out to improve wetland habitats for amphibians and biodiversity.
Clearing snow and ice	
Indicative standard	If there is a heavy overnight frost, the clearance of ice follows an agreed priority order.
Frequency	As per the Snow and Ice Policy.
Note	Staff cover weekends on a rota depending on the current or expected weather conditions, and carryout clearing/ gritting works if necessary.

Services not included

- The Grounds Team are not responsible for the collection of litter around the campus
- The Grounds Team are not responsible for the removal of pests or vermin or dead animals on pathways or roads
- The Grounds Team are not responsible for the collection or clearance of Dog or Human Waste
- Road / car park sweeping
- Roadway or footpath repairs

Customer responsibilities

In order for us to maintain this level of standard you will need to:

- Keep abreast of all Estates matters via email notifications, notices or any other form of messaging service
- Make themselves familiar with the Estates procedures for reporting faults
- Report all problems to the Estates Customer Services ensuring complete details relating to the fault, including location on campus, exact nature of the problem

Contact points

Estates Customer Services		
Open from 8am-5pm Monday-Friday	Estatescustomerservices@kent.ac.uk	01227 (81)6666

www.kent.ac.uk/estates

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