

The purpose of this Management Plan is to ensure that the open space provides an attractive mixed use environment. Specific objectives are as follows:

- To establish the long term design objectives of the landscaped areas
- Provide a financially sustainable income for funding the management works
- Create a safe environment which parents and children of all ages can enjoy
- Maintain a high standard of maintenance and care using the best horticultural practises.

Most on-site management operations are contracted out to local contractors through a maintenance contract which sets out how the work will be carried out and to an agreed standard. Except where otherwise specified, all materials and workmanship shall be in accordance with the appropriate British Standards current at the time. BS 4428 1989 Code of Practise for General Landscape Operations (excluding hard surfaces) will apply for general landscape operations

GENERAL PROVISIONS

The standards of service set out in 4.0 - 11.0 are deemed to be the minimum acceptable standards. We require our contractors to carry out all operations necessary to maintain these standards at each visit.

Specialist operations such as the maintenance of SUDS structures and their monitoring will be overseen by our supervisors. Annual audits of these structures are performed.

Nursery stock which has died, stolen, or vandalised will be replaced during the next planting season. The replacement plants will be the same species or a similar species approved by the planning authority. All nursery stock will comply with British Standard BS 3936-1 1992. If areas of planting repeatedly fail or are repeatedly vandalised, Greenbelt may approach the Local Planning Authority to seek consent to vary the approved Landscape Layout.

Areas of grass which become worn, or damaged due to vandalism or excessive use will be cultivated to prepare a suitable tilth ready for seeding between April and August. Temporary fencing may be erected to protect newly seeded areas.

We will endeavour to source locally based landscape contractors to the site subject to the following:

The contractor must comply with all statutory requirements concerning the employment of labour whether those provisions affect the execution of the service or otherwise.

All operatives will at all times be employees of the contractor or be subcontracted to the principal contractor whilst ever the provisions of the 2015 CDM Regulations are applicable.

The contractor will provide all skilled and qualified labour necessary for the expeditious carrying out of the services

The contractor will ensure that the standards of maintenance are brought to the attention of each operative in relation to the provision of the services.

At all times a competent person authorised by the contractor will be present on site to receive instructions from us.

The contractor will comply with all statutory requirements concerning health, safety and welfare.

3.8 The contractor is responsible for ensuring that all the work equipment supplied for use in connection with the open space complies with all relevant statutory requirements.

LANDSCAPE MAINTENANCE SPECIFICATION

PICKING LITTER

Litter- means paper, bottles, cans and sweet wrappers and other small paper, glass or plastic based products.

Debris- means stones, bricks, twigs and any storm damaged material.

Fly tipping- means any material purposely dumped without authority on any part of the site, including but not limited to household rubbish, household appliances, furniture or garden waste.

On no less than 17 occasions each year the whole site will be walked and litter collected and removed to an off site tipping, or recycling facility. Debris and fly-tipping will be removed by us, and; this may occur separate from the routine maintenance visit upon notification or serving of statutory notice.

Litter bins will be inspected every three weeks throughout the year, the contents removed and disposed at a licenced tip. If the use of the bins requires an increase in visits, the level of visits will be adjusted to suit.

AMENITY GRASS MANAGEMENT

Prior to all grass cutting operations litter and debris shall be collected and removed off site.

All arisings on roads, pathways and hard-standing in general shall be removed before leaving site.

All growth at, and around obstacles, fence lines, shrub beds shall be cut at the same time as the mowing operation.

Where there are bulbs, cutting will not commence until at least 6 weeks after flowering.

Cutting frequency will be sufficient to ensure that the height does not exceed 100mm and that it is cut to a height of 25mm. If ground conditions or inclement weather prevent cutting operations and grass length threshold is exceeded, the contractors will return at the earliest practical time to complete the operation

All amenity grassed areas will have a combined spring application of grass herbicide and fertiliser.

All mowing and cutting operatives will exercise care when operating machinery close to trees or shrubs. Where trees are vulnerable to damage a 600mm diameter circle at the base of the tree will be maintained free of vegetation by an application of a contact herbicide at the beginning of the grass cutting season.

Grass edging will include keeping the turf edge adjacent to shrub beds, tree bases and path edges (if required) evenly trimmed. All arisings will be collected and removed off site. All edges will be re-formed and using an appropriate edging tool every two years. All edges will be maintained from grass growth using long handled sheers every time the amenity grass sward is cut.

LONG/MEADOW GRASS AREAS

Prior to all grass cutting operations litter and debris shall be collected and removed off site.

All arisings on roads, pathways and hard-standing in general shall be removed before leaving site.

All growth at, and around obstacles, fence lines, shrub beds shall be cut at the same time as the mowing operation.

Cut areas of longer grass twice per year in March/April and again in August/September. In each case, all arisings will need to be removed from site

All long grassed areas will have all broadleaved weeds spot sprayed throughout the growing season.

All mowing and cutting operatives will exercise care when operating machinery close to trees or shrubs. Where trees are vulnerable to damage a 600mm diameter circle at the base of the tree will be maintained free of vegetation by an application of a contact herbicide at the beginning of the grass cutting season.

Reference to Wildwood Ecology Habitat Management Plan June 2015 must be made prior to all meadow management operations.

SHRUB BEDS

Where there is no covering of bark mulch beds will be forked once annually to ensure effective aeration of soil.

Where there is bark mulch covering, they will be topped up to a depth of 20mm, to maintain a 50 - 75mm depth.

Where there is mulch matting, all matting must be securely fixed to the soil. Any ripped matting must be trimmed to form a clean edge and refixed to soil. If shrub planting is established and matting becomes redundant, the matting can be carefully removed and taken to a licensed tip.

Weeds will be controlled by chemical or mechanical means at each visit and all dead vegetation to be removed.

Formative pruning will be carried out for each species at the appropriate time of the year.

Perimeter growth will be pruned as and when required.

All dead diseased dying or damaged plants will be removed at each visit and replaced with the same species and size during the next available planting season (October-March). All nursery stock will comply with British Standard BS 3936 -1 1992 Nursery Stock part 1 Specification for Trees and Shrubs.

All amenity grass edges to shrub planting shall be re-formed and maintained, using a half moon edging iron or similar to ensure a distinct edge. Soil edges shall be banked up to approx 45 degrees and residual edgings shall be removed off site.

EXISTING HEDGEROW

The existing hedgerow will be pruned once per annum between the months of November and January and maintained at a height of between 1.5-2m. All clippings will be removed off site. The base of the hedgerow will be kept litter free.

All grass growth at the base of the hedge line will be strimmed once per annum during the months of September/October.

Any broadleaf weeds that appear e.g thistle, docken will be spot sprayed using a translocated herbicide.

HEAVY STANDARD AND STANDARD TREES

Standard trees will be checked and stakes and ties adjusted on a monthly basis for firmness, vertical positioning, rot or damage. All redundant stakes will be removed not sawn off at ground level. Epicormic growth will be removed as and when required.

Any dead or damaged trees (including any associated stakes) will be replaced with a similar size and species within the next available planting season. The replanting will comply with British Standard BS 4043 1989 Transplanting Root Balled Trees.

12. FENCE LINES

All edges shall receive applications of herbicide at intervals sufficient to prevent encroachment.

Post and wire fencing will be inspected and repaired or tensioned as necessary.

Timber posts will be assessed annually for any 'rocking' and rot. Replacement programme for runs of fencing should be allowed for every ten years.

Rabbit proof fencing to be inspected for breaks and repaired during each maintenance visit.

ATTENUATION BASIN

Ponds are permanent water SUDS used as later stages of the treatment train and regarded as site or regional controls. Ponds offer attenuation of runoff (the volume between the permanent water level and the flood level) and treatment of runoff by sedimentation and biological degradation.

Pond design (for safety) includes shallow side slopes (maximum 1:3), an aquatic safety bench planted with emergent (barrier) vegetation and a maximum depth of 3 metres. In addition to barrier vegetation public access to ponds is normally deterred by use of barrier (thorny) vegetation and where required, toddler-proof fencing (approximately 1m in height).

Safety signs denoting “Danger no swimming”, “Danger deep water” and seasonal (ice) signs should be employed, as well as life saving equipment. All signage should be located at highly visible positions around the perimeter and safety equipment should be easily accessible.

Ponds offer a high aesthetic value and subsequently planting types can vary including: use of woodland and manicured parkland effect grass around the perimeter of the barrier/fenced section, aquatic vegetation within the permanent pool, and ornamental shrubs.

Sediment forebays at the inlet area can be included in pond design; however removal of sediment using upstream surface SUDS is preferred (allowing sediment depositions to be more easily managed) reducing the need for/ size of the forebay.

The permanent pool can be subdivided by use of berms, islands etc maximising flow paths and increasing water quality improvements.

Inlet and outlet structures are normally located within hard engineered headwall structures with man entry chambers for inspection and maintenance. As an alternative, ladder access shall be made available at the headwall structure

Inlet/outlet pipes may be either above or below the permanent water level and include flow dissipation measures such as rip-rap or Reno mattresses to minimise scour and erosion.

Emergency spillways for ponds are typically soft engineered grassed structures but may also be hard engineered using an outlet chamber and suitable flow control.

Where appropriate, the company shall prepare a ROSPA report to advise on the level of any ancillary fencing requirements and / or any other reasonable measures considered appropriate.

Frequency of maintenance for pond areas

Maintenance Category	Maintenance Activity	Comments	Frequency
Routine Maintenance	Litter and debris removal	Litter & debris to be removed prior to any grass cutting activity (of perimeter areas) to minimise risk of shredding litter. Particular attention should be paid to inlet/outlet pipes and grilles (if in place)	Monthly.
	Grass cutting: landscaped areas, spillways & access routes.	All cuttings to be removed from SUDS component	Monthly (during growing season) or as required.
	Grass cutting: meadow grass.	All cuttings to be removed from SUDS component.	Half yearly (Spring before nesting season, and Autumn)
	Remove dead vegetation from pond edge.		1-3 years, or as required
	Hand cut submerged and emergent aquatic plants (at a minimum of 0.1m above pond base; max 1/3 of pond surface).	Thinning of emergent barrier vegetation. Areas of tall emergent plants obscuring visual inspection (for safety) of the open water should be regularly trimmed.	As required.
	Cut & remove bank vegetation from waters edge to a minimum of 1m above water level	To provide access to pond edge/emergent vegetation for maintenance and inspection	Monthly (for first 3 years) then as required
	Manage other vegetation and remove nuisance plants	To include wetland plants in permanent pools. Weeding should be conducted by hand or use non-toxic and biodegradable weedkiller. Invasive species should be removed in accordance with best practice.	Monthly (at implementation) then as required

	Tidy all dead growth before start of growing season.		Annually
	Remove sediment from pre-treatment (if applicable	When level reaches 50% of inspection chambers sump / forebay.	Annually or as required
	Ice warning safety signage		To be erected at the end of September and removed at the end of March
Infrequent Maintenance	Re-seed or replant areas of poor vegetation growth		As required
	Prune & trim trees and remove cuttings	Where vegetation is planted as a barrier management of upward growth to encourage outward growth is necessary (after shrub seedlings are established	As required
	Remove sediment from forebay.	If pond is lined care should be taken to protect the liner; this may include digger buckets without teeth, etc. Care should be exercised to limit resuspension of sediment into main pool.	As required
	Remove sediment from main body of large ponds when pool volume is reduced by 20%	Sediment level will be dependent upon presence & type of upstream SUDS, size and land use of catchment as well as local soil conditions. Refer to above point for pond liner.	>25 years usually, or as required
	Renew terminal filter material	Requires removal of reno mattress and introduces risk of significant falls from height. Refer to appropriate HSE ACOP	As required

Corrective Maintenance	Repair erosion or other damage		As required
	Re-alignment of riprap.		As required
	Aerate pond when signs of eutrophication are detected		
	Repair / rehabilitation of inlets, outlets and overflows		As required

Pond Inspection & Frequency

Inspection activity	Comments	Frequency
Inspect structures for poor operation		Monthly
Inspect banksides structures pipework etc for evidence of physical damage		Monthly
Inspect ware body for evidence of eutrophication		Monthly May- October
Inspect inlets for silt accumulations	Includes visual inspection of control facility and flow control units where appropriate	6 monthly
Check mechanical devices within chambers	Includes cracking of seals on penstocks, testing Hydro-Brake by-pass door	Half Yearly
Safety signage and safety equipment inspection	Ensure permanent and seasonal safety signs in place. Safety equipment should be inspected to ensure it is available and in good repair	Monthly

The aim of the environmental policy is to raise the standards of environmental management while protecting your environment. We will:

Add value to the Open Space environment

Maintenance specifications will be agreed before we take on any site
All work will be carried out using a formal Service Level Agreement with each contractor

Regular inspections will be carried out to ensure compliance with the SLA, legal requirements, and best practice guidance. A procedure for remedying non-compliance is in place

We will work with local contractors and build partnerships through training

We will work with a developer's landscape design team, and strive for greater use of native species

Our staff will hold appropriate qualifications, be experienced, and undergo continuous training.

Pollution plan

In the occurrence of a fuel spill on one of the roads/paths which drain to the attenuation basins, the homeowners are encouraged to contact there contact at the management company immediately. All homeowners are provided with emergency contact numbers in an event arises.

A Site Supervisor will visit the site within 48hrs to assess the extent of the spill. If the spill is significant, the Environment Agency will be contacted and advice received with regards to containment and clean up.

If the spill is beyond the application of detergents, the attenuation basin will be drained and contaminated material removed from site. The surrounding soils will be removed and replaced with fresh subsoil/topsoil if affected too.

In the occurrence of a fuel spill directly on to the surface of the open space, then again on notification from site by either the homeowners of a site supervisor, then the scale of the spill needs to be established immediately.

If the spill is significant then the Environment Agency must be contacted for advice on containment and clean up.

If the soils are required to be removed, fresh soils will be imported to replace the removed soils and the surface treatment reinstate

Where possible, exceed legal compliance

The management company should carry full insurance.

Only approved contractors and whose employees have valid Certificates of Competence for appropriate machinery and equipment will be used. We will demand sight of these prior to work commencing; and will check compliance

We will use only contractors which are appropriately licensed for the work they undertake; and use licensed facilities for disposing of waste material

Contractors' machinery and equipment is to be well-maintained. We will carry out spot checks

We have a waste minimisation programme in place
Play areas are independently inspected every two weeks with full reports prepared every quarter. We will immediately carry out minor repairs that are needed or make any equipment safe
Work on site will be carried out within agreed hours of operation to minimise intrusion on people's lives
Training will be provided to staff to keep up to date with changing legislation and practices.

Support and promote sustainable land management

Only approved chemicals will be sanctioned for use as herbicides, fungicides, and plant food; and excessive use of chemicals is discouraged
Weather conditions etc. will be taken into consideration when spraying
Best horticulture and arboriculture practices will be employed
We actively support the principle of Sustainable Urban Drainage Systems (SUDS) and aims to be a leading champion of these schemes
Grass cuttings are left on-site (except in high amenity grassed areas) as the cuttings provide useful mulch and a source of Nitrogen, which in turn reduces the need to use fertiliser. The costs of maintenance are also considerably reduced by leaving the cuttings on-site
Continuous cover with forestry is practiced. GGL does not clear fell; where felling is required this is kept to the death/damage of individual trees. Regeneration is encouraged to assist the ecology of the woodland

Contractors are encouraged to mulch, chip, compost or recycle material; but it is recognised that this may not be practical in all circumstances
We will take action against fly-tipping, litter, and hazardous waste; dog fouling; burning rubbish and bonfires; graffiti; anti-social behaviour; pollution. This will include liaising closely with the local authority, police, dog wardens, litter wardens, community groups, etc.

5. Encourage biodiversity on our sites

Be aware of, and support, the Local Biodiversity Action Plan
Assess the impact products and practice have on the environment, e.g.
Cut a 1 metre strip either side of footpaths and 1 metre back from kerbs (enhances habitat, improves visual appearance, reduces maintenance costs)
Meadow grass cut once per year (allows wild flowers to grow and seed)
Leave 10% of amenity grass uncut (enhances habitat)
Encourage local biodiversity action groups
Liaise with local wildlife groups
Use an ISO 14000 company to carry out insect and rodent control.

6. Value clients, customers and the wider community

- Provide a high standard of service
- Be open and transparent, including liaising with and meeting residents' groups, third parties, etc
- GGL promotes Customer Care, with training provided to (appropriate) staff
- A Freephone number and an email address are provided to promote accessibility
- A website is available and updated on a regular basis, to provide information
- A Home Owners' Pack is produced for each new household and is updated regularly. This gives considerable information on GGL and maintenance issues
- Information leaflets (free of charge) are produced on a variety of subjects
- Meet and discuss developers' needs.

APPENDIX 2

CODE OF CONDUCT- SITE BEHAVIOUR

We are determined to be at the forefront of best practice and is committed to exceeding customers' expectations in the quality of our work and services. To do this, the standards of workmanship and the behaviour of anyone representing our company have to be exemplary. This Code of Conduct sets base-line requirements in practice and behaviour for contractors and their staff so that we can achieve the highest standards of service.

CUSTOMERS

Customers have a right to expect high quality of work, so

- All contractors' staff must be familiar with site maintenance schedules
 - Staff must have access to and be familiar with current site plans
 - All contractual and site-specific obligations must be met
 - Maintenance work must not be rushed; schedules are not time-based
- Contractor's Staff must be polite, considerate and knowledgeable about their tasks. If unable to answer a query, staff should

- Direct customers to the site supervisor or team leader or
- Offer a Supervisor or Contractor card with Greenbelt's Customer Free phone number 0800 028 1749

Supervisors and team leaders should be available to talk to or walk the site with customers who have concerns or complaints

BEHAVIOUR ON SITE

Tools for the job

All hand or vehicle mounted tools must be fit for purpose

All tools and equipment needed for routine maintenance must be available on all site visits so that all required maintenance can be done during that visit

Vehicle or machinery engines must be turned off when not in use

Dressing for work

Safety and protective clothing, appropriate for weather and site conditions, must be worn at all times

Supervising work

A Supervisor and/or Team Leader must be available and visible on site

Young staff and trainees must be supervised by a senior member of staff at all times

Taking a break

Staff are entitled to scheduled breaks during site maintenance visits.

However, unless on a scheduled break, all members of maintenance teams should be actively engaged on site at all times.

Leaving a site

Contractors should always look over the site before packing away tools and ensure all maintenance operations are completed to specification. Check that

- Nothing has been missed
- The site looks better after the visit
- Supervisor or Contractor cards have been completed and delivered correctly if required