

Appendix 7

Draft Service Charter for Parks and Grounds Maintenance (Lot 2)

We aim to maintain our high level of resident satisfaction with our parks, cemeteries and allotments; we will do this by:

- Ensuring grass areas, shrub beds, flower beds and hedges, and all horticultural features are well looked after and regularly maintained.
- Promoting and maintaining our wildlife and nature conservation areas.
- Using environmentally sustainable methods in our parks maintenance, as set out in Sutton's Environmental Policy and One Planet themes
- Recycling all of our green waste, and other litter and waste streams insofar as practical.
- Keeping parks free from litter, rubbish and animal faeces.
- Ensuring litter bins in parks are kept clean and are always available for use.
- Clearing fly-tipping and graffiti on public land at the earliest opportunity.
- Ensuring trees are inspected regularly and maintained to the appropriate British Standards.
- Providing sports facilities which are safe to use and appropriate for the customer.
- Working collaboratively with sports clubs and sports governing bodies...
- Ensuring our play areas are welcoming, clean, with well-maintained equipment and inspected regularly to the appropriate British Standards.
- Working closely with and supporting our friends groups to help us maintain and improve our open spaces.

- Ensuring staff are always courteous, helpful, polite and professional.
- Listening to customer and resident feedback to help continuously improve our parks.
- Developing the service to promote social value as set out in Sutton's Asset Toolkit.

We ask residents to help us by:

- Not dropping litter, chewing gum or cigarette butts.
- Cleaning up after their dog.
- Not picking or otherwise damaging flowers and plants.
- Becoming involved with Friends of Parks groups.
- Giving us constructive feedback about the service.
- Leaving park facilities in the condition they would expect to find them