

Service Standards Grounds Maintenance



Pinnacle provide a grounds maintenance service on behalf of whg. The team will:

Cut the grass (between March – October):

Cutting heights are set to encourage grass growth; this may mean different cutting heights throughout the year, but we will endeavour to seek a 65mm standard. Grass will be collected on first cut at the beginning of cutting season. Thereafter all cuttings will be dropped on grassed areas. Litter will be picked up before cutting.

Main pathways:

Left clean and free of weeds, litter, leaves, moss, cuttings and dog faeces as far as reasonably practicable.

Hedge trimming:

Hedges will be cut in accordance with species and rate of growth. Pathways will be kept clear of excessive growth with all cut material removed from site on every visit.

Removal and collection of leaves:

Leaves will be removed from all areas on a regular basis to avoid any large build up.

Shrub beds (between October – February):

Shrubs will be pruned appropriate to the species or site, normally twice a year. All sightlines, footpaths, doors, windows, flues, ventilation apertures will be left clear.

Planted areas will be weeded monthly and edged once a year.

Where customers have planted their own areas Pinnacle does not have contractual responsibility to maintain those areas. However, the contractor in conjunction with whg will work to support customers to encourage such initiatives.

Care and minor maintenance of trees (work at ground level only):

Attend to broken branches that can be pruned back from ground level. For larger works including felling or pruning of high branches please contact whg on **0300 555 6666**.

If you have any enquiries or complaints about our grounds maintenance services please contact Pinnacle's 24hr helpline on 0845 160 0845 or email whg@pinnacle-psg.com