

Gardening Review Group Meeting Notes – 28 September 2018

Present: Chrissie Joan John
 Kay Allan Michael (SHS)
 Glynis (SHS)

Reflections on draft specification:

John asked about membrane being laid if it isn't there already e.g. under pebbles, wood chips etc. Michael advised that this would be a variation to the contract and something we would need to pay for separately.

No additions needed to the draft specification; Review Group is happy that everything discussed has been included.

Review Group has asked that we stress to the contractors that the services tendered for is the service we expect. Michael confirmed that we will ensure this is clear.

Tender /Contract Timetable:

GG went through the proposed timetable; this was confirmed as acceptable.

We discussed the need for residents to be involved with any contractor interviews; the whole group can be involved with this if they wish.

We also discussed the quarterly performance meetings with contractors which will be set up and arranged in advance with effect from April 2019. GG advised that it would be ideal to have about 3 residents on this group.

GG advised that we will set up feedback boxes via the website to enable all residents to provide feedback on the cleaning and gardening service that they receive. Michael advised that the gardening contractor uses a cloud based system and that if they, or another contractor with a similar system win the tender, residents will be able to access the system to review the latest work, actions etc.

Any other business:

Residents did not raise any other business.

Glynis took the opportunity to carry out a "lessons learnt" session with residents about the contract review process and what people felt about it.

Feedback from residents:

- Feel listened to
- All issues raised were taken into account.
- When volunteering for the group, some people wanted to understand more about the contract although most people felt that they would “give it a go” to see how things went.
- Feel that the proposed contract is of a good standard.
- Would like to have seen more sites represented at the meetings.
- Some residents will now visit other sites and look at their gardens and talk to other residents about the contract.

Date of next meeting:

Thursday 29 November @ 2.30pm at Norman House – to review tenders & decide on contractor/interview process.