



Balfour Beatty



.....
please send your questions
or suggestions to:
wiltshirequeries@bblivingplaces.com
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grass cutting getting it right

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A number of local residents have complained to us that we haven't been cutting the grass properly. This leaflet is designed to tell you what we are doing to improve our grass-cutting service in your area:

- we're sorry that we haven't always been able to get the work done to your satisfaction
- we have been working very hard to put things right
- we have a plan, approved by the Council, to make sure we stay on top of things
- we want to hear from you if you think any part of your area doesn't reach the specification we have been asked to work to



Grass in the news

Over the last few weeks we have had a number of complaints from residents in your area, which is why we are distributing this leaflet.

We know how important it is to residents and the Council that we get this right and we have already apologised at the Council meeting on May 15th for the way we have managed this.

Following the Council debate, Balfour Beatty was set a deadline of 6th June to ensure all areas of the county were being cut to the Council's specification - a total of 6 million square metres of grass. Since that deadline was set we've brought in significant extra resources at no additional cost to the Council:

11 additional fully equipped teams - that's about 2500 hours/300 man days

Additional time worked by the pre-existing teams, seven days-a-week, including two bank holidays - that additional time amounts to approximately 3000 hours/375 man days



Although the June weather has been dryer, the previous wet and warm conditions had created nearly perfect growing conditions. The standard of 'finish' has not always been to the high standards we're committed to achieving. We think we are now just about there - although some areas won't yet be looking as smart as we'd like because of how long the grass had grown before we got to it. This will be addressed at the next cut.

If you have any questions or there are areas you think we have still missed, please write to us at:
wiltshirequeries@bblivingplaces.com

Finally, please understand that our operatives have been working very long hours to get Wiltshire's grass cut.



We're totally open to anybody who wants to write or talk to us. Taking the public's comments and feedback on board, we'll do whatever we can to make swift improvements.

I'd like to thank all our staff who have been working hard - just as they did through the winter floods - to get this right. They are dedicated to delivering great service to our customers and work really hard to make sure this happens.

We'll continue to work with the council and communities and prioritise areas which could impact on safety.

Tom West
Contract Director
Balfour Beatty Living Places

