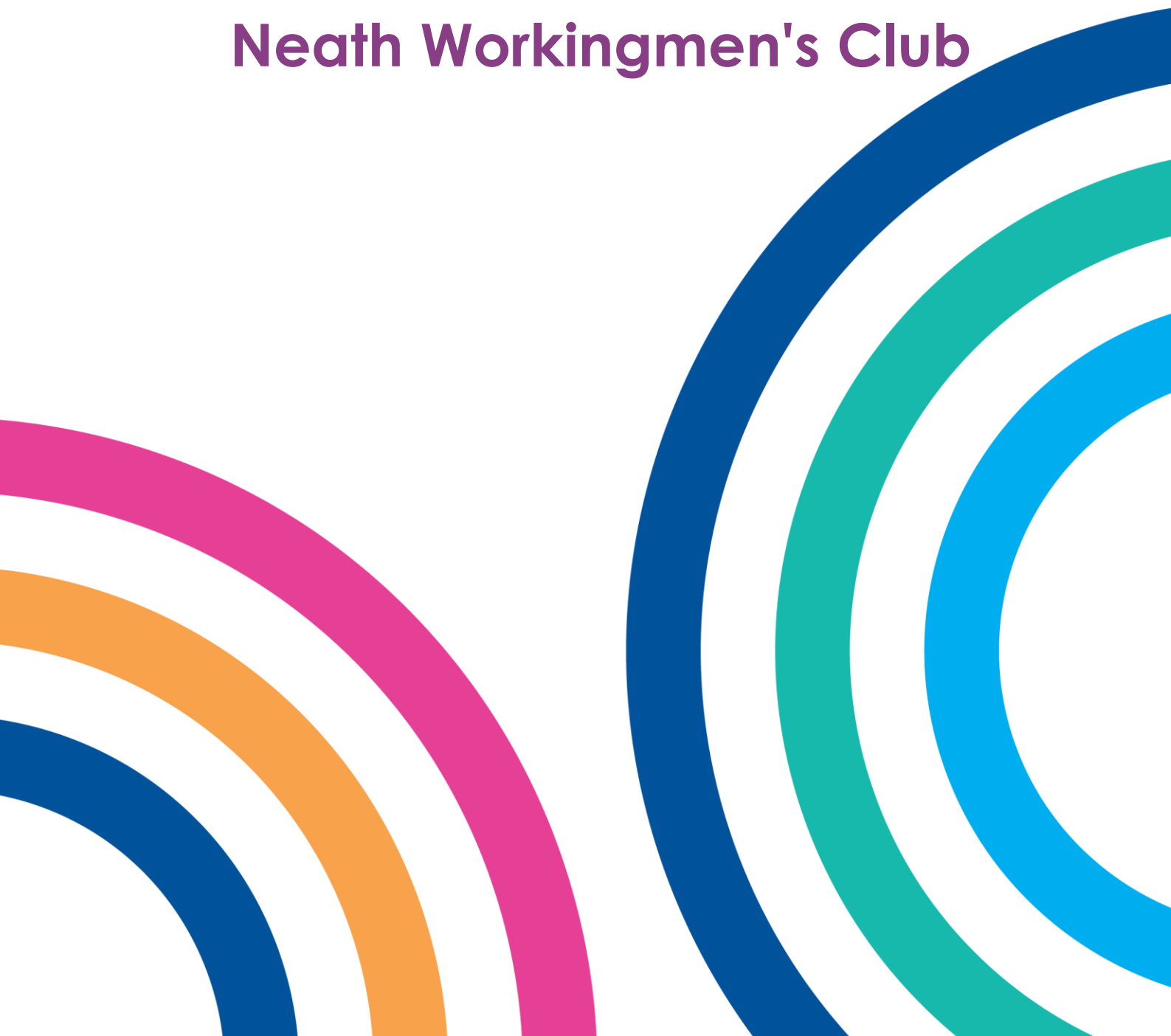




Management Plan

**Landscape Management and
Maintenance of The Former
Neath Workingmen's Club**



Introduction

The Management Plan provides details of the management and maintenance of the proposed landscaping at the development of the former Neath Workingmen's Club. The SUDs features and street lighting will remain in POBL's ownership. Pobl will carry out all necessary repairs to these assets and the cost for maintaining these will be covered by the service charges outlined in tenancy agreements.

The overall objectives of this plan are to;

- Outline the maintenance and management regimes required on the site for residents to review and understand
- Provide contact details for residents should they wish to report any issues.
- Provide the local authority satisfaction that the area will be managed appropriately.
- Works will be completed to a high standard in accordance with good practice and carried out by appropriately qualified operatives.

Pobl has appointed the below qualified contractors to complete any required works:

- Landscaping and General Highways – Countrywide
- Highways repairs such as pot holes – Ian Thomas Construction
- Street lighting – Centregreat

All work carried out will be completed by appropriately skilled operatives for the relevant type of work.



Cyclical Maintenance & inspections

Pobl will carry out general maintenance on the site, to ensure all areas of the roads, pathways and Public Open spaces are free from defects and in a safe condition. The landscaped areas within the development/scheme are maintained to the standards laid down in the landscaping specification. A service charge is levied to cover such works which relate to landscaping.

Monitoring includes landscape works, condition assessment of fencing, condition of footpaths and walkways within this development.

Inspections together with reports from the public determine reactive maintenance and some aspects of routine maintenance. Items that are considered during a routine safety inspection include but are not limited to:

- Embankment and cuttings apparently unstable
- Trees with loose branches or apparently unstable
- Sight-lines obscured by trees, unauthorised signs and other obstructions
- Safety fencing, parapet fencing and barriers missing or defective
- Manholes, gutties broken or defective
- Gullies, drains blocked or defective
- Standing water pathways
- Overgrowth of grass or weeds on footways



Frequency of Footways and verges

All areas of footways and verges will be kept clear of defects in a clean and tidy condition.

Any necessary repairs will be reported during routine inspections.

Litter and debris

Litter and Debris will be removed from the footpaths, and POS areas. All debris will be removed from site. Mechanical means may be used when conditions are appropriate.

Litter picking is completed fortnightly, as part of the grounds maintenance contract.

Signage and markings

Signage and markings will be reviewed and repaired if required.

Any necessary repairs will be reported during routine inspections.

Street lighting

Street lighting will be inspected to ensure all working correctly and illuminating all required areas.

Lamps will undergo a electrical test every 5 years. A visual safety check will be completed annually.

Gullies and manholes

Gullies and manholes to be inspected and any repairs reported.

Visual inspections at least twice a year with any sediment or debris removed as and when required.

Attenuation basins and Rain gardens

Attenuation basins and rain gardens are working correctly and free of debris and litter. Any faults to be reported and rectified.

See below details and inspection requirements.

Hedgerows and boundary planting

Hedgerows and boundary planting to be inspected to ensure it provides defensible boundaries and do not obstruct visibility.

Maintenance to be completed as per landscape maintenance and management plan.



Native hedges are generally cut to a height of between 2m and 3m sections on a three year rotation to allow fruit and berries to develop. Amenity hedges to be cut to a height and width of between 1 and 1.5m as required.

Trees

Trees will be maintained to ensure that they do not obstruct visibility, overhang roads or footways and prevent free passage. Any work on trees will be completed by competent and experienced tree surgeons and debris removed from site. All work will be completed during the appropriate seasons and with consent from local planning authority if required. Trees will be checked annually to ensure there is no sign of deterioration and maintenance carried out as per the landscape maintenance and management plan.

Tree works must take place outside of the bird nesting season (March to August). Remove annually any excess growth encroaching onto grassland areas.



SUDS Maintenance plan

The SuDS system on site comprises:

- Rain Gardens;
- Permeable block paving
- Attenuation basin;

All of the above systems are owned and maintained by Pobl Group as part of their wider management of the site.

The specific maintenance needs for each SUDS component is set out in the below tables:

Operation and maintenance requirements for detention basins		
Maintenance schedule	Required action	Typical frequency
Regular maintenance	Remove litter and debris	Monthly
	Cut grass – for spillways and access routes	Monthly (during growing season), or as required
	Cut grass – meadow grass in and around basin	Half yearly (spring – before nesting season, and autumn)
	Manage other vegetation and remove nuisance plants	Monthly (at start, then as required)
	Inspect inlets, outlets and overflows for blockages, and clear if required.	Monthly
	Inspect banksides, structures, pipework etc for evidence of physical damage	Monthly
	Inspect inlets and facility surface for silt accumulation. Establish appropriate silt removal frequencies.	Monthly (for first year), then annually or as required
	Check any penstocks and other mechanical devices	Annually
	Tidy all dead growth before start of growing season	Annually
	Remove sediment from inlets, outlet and forebay	Annually (or as required)
	Manage wetland plants in outlet pool – where provided	Annually (as set out in Chapter 23)
Occasional maintenance	Reseed areas of poor vegetation growth	As required
	Prune and trim any trees and remove cuttings	Every 2 years, or as required
	Remove sediment from inlets, outlets, forebay and main basin when required	Every 5 years, or as required (likely to be minimal requirements where effective upstream source control is provided)
Remedial actions	Repair erosion or other damage by reseedling or re-turfing	As required
	Realignment of rip-rap	As required
	Repair/rehabilitation of inlets, outlets and overflows	As required
	Relevel uneven surfaces and reinstate design levels	As required



Operation & maintenance requirements for Bioretention systems		
Maintenance Schedule	Required Action	Typical Frequency
Regular inspections	Inspect infiltration surfaces for silting and ponding, record de-watering time of the facility to determine if maintenance is necessary	Quarterly
	Assess plants for disease infection, poor growth, invasive species etc and replace as necessary	Quarterly
	Inspect inlets and outlets for blockage	Quarterly
Regular maintenance	Remove litter and surface debris and weeds	Quarterly (or more frequently for tidiness or aesthetic reasons)
	Replace any plants, to maintain planting density	As required
	Remove sediment, litter and debris build-up from around inlets	Quarterly or biannually
Occasional maintenance	Infill any holes or scour in the filter medium, improve erosion protection if required	As required
	Repair minor accumulations of silt by raking away surface mulch, scarifying surface of medium and replacing mulch	As required
Remedial actions	Remove and replace filter medium and vegetation above	As required but likely to be > 20 years

Operation & maintenance requirements for pervious pavements		
Maintenance Schedule	Required Action	Typical Frequency
Regular imaintenance	Brushing and vacuuming (standard cosmetic sweep over whole surface)	Once a year, after autumn leaf fall, or reduced frequency as required, based on site-specific observations of clogging or manufacturer's recommendations - pay particular attention to areas where water runs onto pervious surface from adjacent impermeable areas as this area is most likely to collect the most sediment
Occasional maintenance	Stabilise and mow contributing and adjacent areas	As required
	Removal of weeds or management using glyphosphate applied directly into the weeds by an applicator rather than spraying	As required - once per year on less frequently used pavements
Remedial Actions	Remediate any landscaping which, through vegetation maintenance or soil slip, has been raised to within 50mm of the level of the paving	As required
	Remedial works to any depressions, rutting and cracked or broken blocks considered detrimental to the structural performance or a hazard to users, and replace lost jointing material	As required
	Rehabilitation of surface and upper substructure by remedial sweeping	Every 10 to 15 years or as required (if infiltration performance is reduced due to significant clogging)
Monitoring	Initial inspection	Monthly for three months after installation
	Inspect for evidence of poor operation and/or weed growth - if required, take remedial action	Three monthly, 48 h after large storms in first six months
	Inspect silt accumulation rates and establish appropriate brushing frequencies	Annually
	Monitor inspection chambers	Annually



Drainage strategy plan

(See appendix A)

Detailed soft Landscaped Maintenance and
Management Plan

(See appendix B)



Street lighting plan



Contact details

If there are any queries regarding the management of the site, please contact Pobl on the below details.

Need to speak to someone?

For general enquiries or further information about Pobl and our services, call or email us.



Call Pobl
0330 175 9726



Email Pobl
info@poblgroup.co.uk

Please include your name and property address on any queries.

Complaints procedure

Comments, Compliments and Complaints

Pobl are passionate about providing excellent services and recognise the importance that customer feedback plays to ensure we meet the needs of our customers and, just as importantly, that services are continually improved.

Feedback can be received through:



Comments

Let us know where you think we can improve our services by visiting our get involved page on the Pobl website.



Compliments

Let us know if you've received a great service from a colleague or one of our contract partners.



Complaints

Let us know if you feel we have not provided a service to a good standard, or we haven't done something that we said we would, or within the time we said we would.

What to expect when you submit a complaint

Most complaints we will be able to resolve informally. If you let a colleague know you are unhappy with the service you have received, they will try and put things right as soon as they can. However, we understand that sometimes customers may remain unhappy and we will treat the situation as a formal complaint.

There are many ways you can submit a formal complaint – verbally, in writing, in an email, if you live in a Pobl home, you can also submit your complaint through Pobl Connect, our customer portal. We will keep a record of your complaint, this will help us to continuously improve the services we provide to you.

We will aim to acknowledge formal complaints within 1 working day and will usually be able to agree a plan to put things right within 20 working days if not sooner. If it is going to take longer, we will explain why and agree a suitable timescale with you.

What to do if you remain unhappy?

We aim to resolve all complaints through our informal and formal complaints process, however there may be times where you remain unhappy. If the steps detailed above do not lead to an acceptable resolution, you can request for your complaint to be reviewed by someone who has not been involved in the original issue or attempts to resolve it for you.

If we are still unable to resolve your complaint through this review, you can refer your complaint to the Public Services Ombudsman for Wales by visiting www.ombudsman.wales



