

Original Date:04/08/13		Date Revised: 07/22/13	
Property Types:			
Line of Business – 1.0 Operations & Maintenance			
Service Category – Grounds		Service Type – Landscaping	
<b>Purpose:</b> To outline all services and outcomes related to providing landscaping services across the province. The landscaping services have been delineated by the following categories; Level 1 Superior Groomed; Level 2 Groomed; and Level 3 Basic ; all Compound space is at Level 3 unless otherwise noted. General			
Service Standard Number	Service Description	Level of Service	Expected Outcome

**LEVEL 1 Superior Groomed - Skilled gardeners. Present a neat and orderly groomed appearance. Plants are healthy and vigorous. Lawns uniformly green and regularly mowed and trimmed within acceptable height range. Few weeds and no debris. Seasonal plants kept lush and showy during seasonal bloom. Routine maintenance of high to moderate intensity. Litter removal daily from Landscape and Hard surfaces. Includes Monthly Inspections.**

<b>1.1</b>	Turf Areas	<p>Turf management of all lawn areas, including;</p> <ul style="list-style-type: none"> <li>• Mow and trim weekly, twice weekly during heavy growth period</li> <li>• Water as required to maintain the health of plantings, minimum amount of water through drought period (typically summer months)</li> <li>• Edge twice per growing season</li> <li>• Fertilize, Aerate and Lime annually</li> <li>• Area has few weeds and no invasive or noxious weeds</li> <li>• Litter removed daily</li> </ul>	Turf areas edged, mowed, trimmed and weeded with annual maintenance to ensure areas are neat in appearance with no invasive or noxious weeds.
<b>1.2</b>	Plantings/Beds	<p>Horticultural management of trees, shrubs, groundcovers, perennials and annuals, including;</p> <ul style="list-style-type: none"> <li>• Mulch and Prune twice a year</li> <li>• Annuals/ bulbs install as requested and provided</li> <li>• Annuals and bulbs changed and fertilized twice a year ( May and October)</li> <li>• Deadhead weekly</li> <li>• Weed, pest and disease control and general cleanup</li> <li>• Water as required to maintain the health of plantings, minimum amount of water through drought period (typically summer</li> </ul>	Maintenance of plantings/beds to maintain healthy, vigorous plantings during a normal growing season providing an appearance characteristic of the species and appropriate to their surroundings

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		months)	
<b>1.3</b>	Hardscaping	<p>Cleaning of sidewalks, pavement and other hardscapes to be carried out weekly using;</p> <ul style="list-style-type: none"> <li>• Electric-powered sweepers rather than gas-powered equivalents.</li> <li>• Low-impact, biodegradable Green Seal or Environmental Choice-certified cleaning products</li> <li>• Monitor and remove minor graffiti</li> <li>• Landscape lighting will be monitored to ensure that lighting is in good working order</li> </ul>	<p>Paved areas and other hardscapes maintained to ensure a sound, safe, attractive and functional condition.</p> <p>All landscape lighting in good working order.</p>
<b>1.4</b>	Water Features	<p>All water systems and support systems are to be operated and maintained to Manufacturers' specifications including;</p> <ul style="list-style-type: none"> <li>• Fittings</li> <li>• Valves</li> <li>• Strainers</li> <li>• Circulating pumps</li> <li>• Filter systems</li> <li>• Valves</li> </ul>	<p>All water features will be maintained in good working order</p>

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<b>1.5</b>	Irrigation Systems	<p>Periodic checks and removal of debris and sediment as necessary from nozzles to assure proper operation.</p> <ul style="list-style-type: none"> <li>• Periodic checks and removal of debris and sediment as necessary from nozzles to assure proper operation.</li> <li>• Inspection or testing of all pipeline and pumping plant components and appurtenances, as applicable.</li> <li>• Regular testing of pressures and flow rates to assure proper operation.</li> <li>• Periodic checks of all nozzles and spray heads for proper operation and wear.</li> <li>• Routine maintenance of all mechanical components in accordance with the manufacturer’s recommendations.</li> <li>• Prior to retrofitting any electrically powered irrigation equipment, electrical service must be disconnected and the absence of stray electrical current verified.</li> </ul>	Irrigation systems will be maintained in good working order and will include annual startup and blow out of the system.

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<b>LEVEL 2 Groomed – Areas are neat and usable. Vegetation retains healthy, normal appearance. Grass kept within accepted height range. Trimming less frequent. Weeds and debris acceptable within limits between regular visits. Routine maintenance of moderate to low intensity. Includes monthly inspection.</b>			
<b>2.1</b>	Turf Areas	Turf management of all lawn areas, including; <ul style="list-style-type: none"> <li>• Mow and trim as required to ensure grass areas kept within an acceptable length (maximum of 2.5")</li> <li>• Reduced weed control to weeds with a width of 12"</li> <li>• Edge annually</li> <li>• Fertilize annually to suit site</li> <li>• Lime every two years</li> <li>• Water as required to maintain the health of plantings, minimum amount of water through drought period (typically summer months)</li> <li>• Litter removal every other day where visible</li> </ul>	Turf areas are kept safe, attractive and in functional condition. Weeds and litter kept within acceptable limits between visits.
<b>2.2</b>	Plantings/Beds	Horticultural management of trees, shrubs, groundcovers, perennials and annuals, including; <ul style="list-style-type: none"> <li>• Mulch once a year</li> <li>• Prune as required to ensure safety</li> <li>• Annuals/ bulbs installed as requested and provided</li> </ul>	Plantings and beds are kept in a safe, attractive and functional condition. Weeds and litter kept within acceptable limits between

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		<ul style="list-style-type: none"> <li>• Annuals/Bulbs fertilizer not required</li> <li>• Water as required to maintain the health of plantings, minimum amount of water through drought period (typically summer months)</li> <li>• Litter removal every other day where visible</li> </ul>	visits.
<b>2.3</b>	Hardscaping	<p>Cleaning of sidewalks, pavement and other hardscapes to be carried out monthly using;</p> <ul style="list-style-type: none"> <li>• Electric-powered sweepers rather than gas-powered equivalents.</li> <li>• Low-impact, biodegradable Green Seal or Environmental Choice-certified cleaning products</li> <li>• Monitor and remove minor graffiti</li> <li>• Landscape lighting will be monitored monthly to ensure that lighting is in good working order</li> <li>• Litter removal every other day where visible</li> </ul>	Hardscape areas are kept neat and usable. Weeds and litter are within acceptable limits between visits.
<b>2.4</b>	Water Features	<p>All water systems and support systems are to be operated and maintained to Manufacturers' specifications including;</p> <ul style="list-style-type: none"> <li>• Fittings</li> <li>• Valves</li> <li>• Strainers</li> <li>• Circulating pumps</li> <li>• Filter systems</li> <li>• Valves</li> </ul>	All water features will be maintained on a regular basis and will be in good working order

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2.5	Irrigation Systems	<p>Periodic checks and routine maintenance to ensure;</p> <ul style="list-style-type: none"> <li>• Inspection or testing of all pipeline and pumping plant components and appurtenances, as applicable.</li> <li>• Regular testing of pressures and flow rates to assure proper operation.</li> <li>• Proper operation of all nozzles and spray heads</li> <li>• All mechanical components are maintained in accordance with the manufacturer’s recommendations</li> <li>• electrical service must be disconnected and the absence of stray electrical current verified prior to retrofitting any electrically powered irrigation equipment</li> </ul>	Irrigation systems will be maintained in good working order and will include annual startup and blow out of the system.
<b>LEVEL 3 Basic Maintenance – Normal appearance, debris removed on scheduled site visits. Basic maintenance of low intensity.</b>			
3.1	Turf Areas	<p>Turf management of all lawn areas, including;</p> <ul style="list-style-type: none"> <li>• Mow as required by municipal by-laws</li> <li>• Trim as required by municipal by-laws</li> <li>• Water not required</li> </ul>	Turf areas maintained to acceptable municipal by-laws remaining normal in appearance. Weeds

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		<ul style="list-style-type: none"> <li>The intensity of weed control is reduced. No limitations on weeds except that spread of weeds, especially noxious weeds, to adjacent areas must be prevented. Control height and spread to prevent interference with activities</li> <li>Fertilize is not required</li> <li>Lime is not required</li> <li>Litter removal (monthly) from landscape areas when visible</li> </ul>	controlled to limit spread and height interference. Litter removal during monthly visit.
<b>3.2</b>	Plantings/Beds	<p>Horticultural management of trees, shrubs, groundcovers, perennials and annuals, including;</p> <ul style="list-style-type: none"> <li>Prune as required to ensure safety</li> <li>Zero-scaping where possible</li> <li>The intensity of weed control is reduced. No limitations on weeds except that spread of weeds, especially noxious weeds, to adjacent areas must be prevented. Control height and spread to prevent interference with activities</li> <li>Water not required</li> <li>Litter removal every visit (monthly) from landscape areas</li> </ul>	Plantings and beds to be kept safe, and maintained to acceptable municipal by laws. Weeds controlled to limit spread and height interference. Litter removal during monthly visit.
<b>3.3</b>	Hardscaping	<ul style="list-style-type: none"> <li>The intensity of weed control is reduced. No limitations on weeds except that spread of weeds, especially noxious weeds, to adjacent areas must be prevented. Control height and spread to prevent interference with activities</li> <li>Litter removal every visit (monthly) from landscape areas when visible</li> </ul>	Hardscaping kept to acceptable municipal by-laws. Litter removal during monthly visit.
<b>3.4</b>	Water Features	<ul style="list-style-type: none"> <li>Assume no water features in place.</li> </ul>	No water features to

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			maintain.
<b>3.5</b>	Irrigation Systems	<ul style="list-style-type: none"> <li>Assume no irrigation system in place.</li> </ul>	No irrigation system to maintain.
<b>Compound – Same as Level 3 Basic unless otherwise noted.</b>			
<b>General – Applies to all Levels. Performance standards and terms and conditions for specialized areas.</b>			
<b>4.1</b>	Materials and Equipment	<ul style="list-style-type: none"> <li>All landscaping labour, supervision, materials and equipment implemented in accordance with any/all applicable Federal, Provincial , Municipal codes and regulations and requirements.</li> <li>Where chemical controls are required, pesticides shall be chosen on the basis of highest effectiveness and selectivity and least hazardous to health and the environment.</li> <li>Any chemical under review by Agriculture Canada for a health or environmental reason shall not be used</li> <li>All equipment shall be in good working order and equipment operators shall be qualified and experienced with the equipment being operated and licensed by the authority having jurisdiction.</li> <li>Equipment will not be left idling and unattended under any circumstance.</li> </ul>	<p>All applicable Federal, Provincial and Municipal codes and regulations will be met in the delivery of landscaping services.</p> <p>Any chemicals used will be the least hazardous to health and the environment.</p> <p>All equipment will be in good working order and handled by qualified operators.</p>
<b>4.2</b>	Terms of Conduct and	<ul style="list-style-type: none"> <li>All landscaping employees will be security cleared via CPIC and</li> </ul>	All landscaping employees will



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	Appearance	<ul style="list-style-type: none"> <li>comply with additional specific customer clearance requirements as applicable. (e.g. Courts and RCMP)</li> <li>All landscaping employees will wear ID tags and conduct themselves in a professional manner.</li> </ul>	have the required security clearances and will wear proper ID tags.
4.3	Communications	<ul style="list-style-type: none"> <li>WSI Operations Centre, at 1-877-222-3112, is available to receive and process all service requests and complaints. The WSI Facility Manager (FM) will be responsible to manage issues of a landscaping nature.</li> </ul>	All service requests and complaints will be handled via the WSI Operations Centre. Issue management will be the responsibility of the FM.
4.4	Specialty Sites	<ul style="list-style-type: none"> <li>Where client programming or the nature of the property demands service levels that vary from the landscaping standards the WSI Facility Manager will take responsibility, upon direction from approval authority, to ensure client requirements, procedures and processes for these sites are communicated and implemented by the Landscaping Contractor.</li> </ul>	All Specialty Sites that have varying Landscaping needs from the established services levels will be handled via the WSI FM and communicated to the Service provider.
4.5	Occupational Health and Safety	<ul style="list-style-type: none"> <li>The Contractors’ representatives will be knowledgeable of all workplace hazards and the precautions that must be taken to assure that safe work practices are maintained as per WCI regulations. For example, standard precautions and the first aid procedures for needle sticks, and the safe dealing and/or clean up of biohazard materials.</li> </ul>	All Service Providers will be knowledgeable of all workplace hazards and will take proper precautions to ensure safe work practices are maintained at all times.
<b>Performance Measures</b>			
<ul style="list-style-type: none"> <li>Service Complaint and Service Request Log Monitoring</li> </ul>			

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- Service Recovery/Issues Management (1.1.4)
- Property Services Building Services Inspections (1.2.1)
- Landscape Inspection Reporting