

1 Abbey Wood Road  
Kings Hill, West Malling  
Kent, ME19 4YT



# Landscape Services

## Customer Handbook





*Combining years of public and private sector expertise to deliver valuable, safe and assured results for our customers, developing adaptable solutions in line with our core values, and theirs, whilst simultaneously helping to sustain our natural environment.*

## Memberships



**INVESTORS IN PEOPLE®**  
We invest in people Gold

# Contents

- 2 - Who are Landscape Services
- 3 - The Commercial Services Group
- 4 - Responsibility to sustainability
- 6 - Innovation and technology
- 7 - Investing in our staff and training
- 8 - Our social values
- 9 - Our management team
- 10 - Our services
- 19 - Where to find us



# Who are Landscape Services

For over 80 years Landscape Services has specialised in the planning, development and management of grounds maintenance and landscaping projects throughout the South East. In that time we have built a diverse portfolio of experience working with local authorities, businesses, housing associations, schools and sports facilities, national parks and private land owners, to name a few.

We are a company rich in history, from our roots within Kent County Council (KCC), to the 1,000+ years of collective experience of our staff, and the reach and vastness of our parent company, Commercial Services Group.

**80+**  
Years in business

**70+**  
Operative staff

**15**  
Operational locations

We operate in alignment to five core values, each of which underpin our dedication to our craft, our staff, customers and the environment, and help us to work towards the company vision; 'to become a leading local provider of specialist outdoor services in the South East. Those five values are outlined below.

## Knowledge

Developing a passionate, industry-trained and trustworthy workforce with health and safety at our core.

## Impact

Prioritising environmental consciousness within the work we do, the equipment we use and the processes we adopt, with the goal of protecting and advocating for the world we live in.

## Attitude

Curating lasting, positive relationships through quality communication and customer service.

## Growth

Adopting a future-focused approach to business and service, sustainably evolving in a way which continually maximises efficiency without sacrifice on quality for our customers.

## Social value

Aligning the aspirations of the business with those of our stakeholders, suppliers and customers to encourage positive change within the community.



# The Group

Commercial Services Group (CSG) is one of the largest, local authority owned, trading organisations of its kind, in the UK. Since its inception as the supplies division of Kent County Council, it has grown organically to become one of the leading suppliers of products and services to the education and public sector, serving over 15,000 customers in 80+ countries.

Approximately 1,800 staff deliver services from two key portfolios, with revenues of c£800m and profits of c£8m per annum (including the CORE trading divisions). Landscape Services however has existed since the 1940's when it was part of the Kent County Council Estates department, before being transferred to Commercial Services in 1991.



The Commercial Services Group is, by its very nature, a social values organisation. Everything we do as a Group has an impact on our environment and the communities we serve. Being wholly owned by Kent County Council means that the money we make is returned back to the public sector for re-investment into front-line services. This in turn helps to support the people of Kent, and surrounding areas, who are most in need.

**1.8K**  
Employees

**26**  
Trading brands

**800M**  
Revenue across the Group

# Responsibility to sustainability

Landscape Services recognises our responsibility to both our country and to our shared global environment. As such we are committed to both Commercial Services Group's and Kent County Council's Environmental Policies. This includes a drive to achieving zero net carbon emissions by 2030.

We are audited twice a year by BAB (British Assessment Bureau) to demonstrate the effectiveness of our systems and management in operation regarding our impact on the environment. There is an Environment Working Group to lead KPIs on energy emissions, water usage and overall emissions reductions for the services we provide.

Moreover, we have already made significant changes within our business by replacing plant and tools with battery or hybrid powered where we can, as well as electric vehicle usage for some operations. We are working with the industry to develop a plan to replace all our plant, equipment and vehicles currently operated by fuel, with carbon neutral options over the next ten years.



## Zero waste to landfill

In order to tackle our footprint and support our customers in achieving their sustainability objectives we execute an ongoing commitment to zero waste to landfill, which we achieve consistently through an excellent working relationship with our committed waste management partners.

Single use plastics are an issue of concern because, although all our waste is either composted, recycled or baled for energy production, we are fully aware of the damaging impact of throwaway plastic production and energy consumption.

We are actively working to keep them out of our waste stream by selecting environmentally progressive suppliers, materials, and products.



## Reducing our impact on the environment

For our many grounds maintenance, landscaping and arboricultural customers we regularly support with several other sustainable and carbon reducing activities which have a direct impact and potential impact for the future. These include:

- Water harvesting on sites where this is possible, including allotments.
- **Reduction in paper-based processes to ensure sustainable digital solutions are in place for workflow management. We have digitised many of our activities through our innovations programme.**
- Reviewing customer's biodiversity plans and how we can support in maintaining or growing this aspect of the landscape. Many of our public sector customers are facing climate emergencies or have significant goals to reduce their footprints therefore we work with them to understand these, and we align our activities where possible.
- **Scheduling proposals to reduce the carbon impact of travel and job completions. Reducing travel, fuel consumption and smarter planning.**
- Reducing the number of cuts or allowing higher grass length during particular periods without impacting on aesthetics or the public.
- **The effective use of mulching for beds providing a reduction in watering and longevity of plants.**
- Often, for wood waste that is generated from our Arboricultural activities we chip the wood with our own woodchippers either on site or at our depots and donate chippings or logs to customers, farmers, or allotments.
- **Using our online and digital platforms to advocate for the importance of bees, butterflies, insects and other pollinators, and encouraging our customers to do the same.**

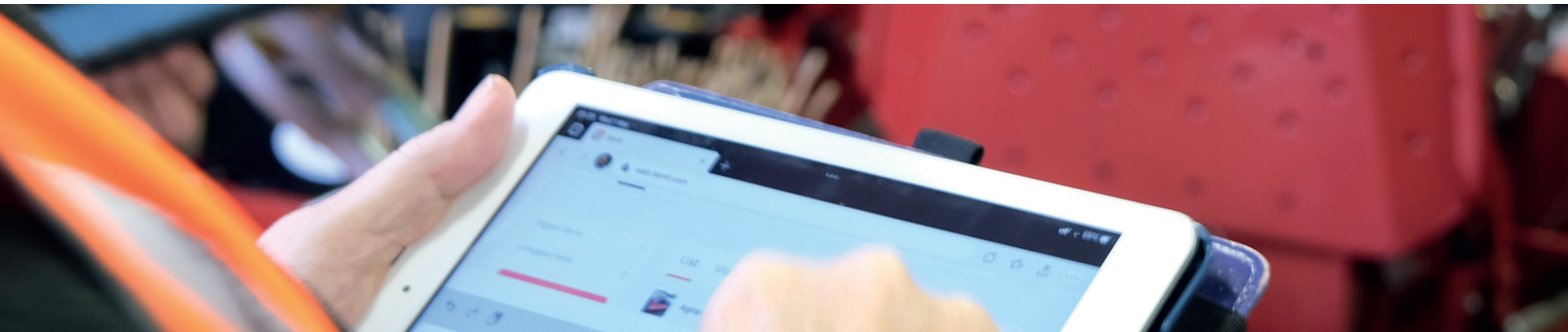
Whilst we have achieved a significant amount of progress in our organisation, we continue to work through numerous options that we are currently assessing for the future.



# Innovation and technology

As a continuously evolving organisation we strive to innovate our operations at all opportunities to ensure that we can add value to our teams, processes and ultimately to our customers. Over the past 24 months we have made several innovative and technological advances within Landscape Services, not least;

- Creating dedicated customer portals to provide large multi-location customers with 24/7 access to their specific contract information, including invoices, schedules, rebate statements where applicable, risk assessments and minutes of meetings.
- Moving from a server-based IT solution to cloud, therefore removing the need for 100 physical servers. This not only improves our environmental impact but ensures a more secure structure for our teams and customers.
- The creation, development and launch of a purpose-built works order management system which enables a faster provision of information and seamless communication with our central system.
- Upgrading our fleet with eight New Holland T5 tractors, providing a reduction in emissions from our operations whilst being able to operate more efficiently at lower power use. We also benefit from quieter engines which has had a positive impact on customers.
- Accelerating our move to electric-based hand tools with Stihl battery-operated hedge trimmers and grass cutters reducing emissions, noise and significantly reducing the risk created by hand arm vibration for our operatives. Engaging with our supply chain to assess the viability of us purchasing improved carbon-capture mixtures of grass seeds and wildflower seeds to use on our customer sites.
- Purchasing our first hybrid mowing robot, the Agria 9600. Thanks to its balanced weight distribution and crawler chassis the 9600 is a safer and more agile machine, whilst its hybrid engine and two 10L petrol tanks allow for a cleaner and environmentally friendly machine without compromise on results.



# Investing in our staff

Over the past few years Landscape Services has worked to cultivate an environment where our employees can grow. With the assistance and support of our in-house resources, and aided by an extensive and vetted supply chain, we provide our staff with industry recognised training and dedicated Personal Development Plans to help them to build a career with us.

## Training and development

As a minimum, all operational teams are trained by Lantra, City & Guilds or equivalent in machine use, and many specialise in tractors, ride on mowers, spraying and strimming. Staff using hazardous or other controlled chemicals are trained to PA1 & PA6W standards (including periodic refresher training); no use of specified equipment is permitted until training, assessment, competence and sign off is authorised.

Additional specialised training, such as harness and working at height, or play and gym equipment inspection training is outsourced to reputable, established providers and refreshed in accordance with legislation and/or industry guidance.

See below a list of training standards followed and qualifications held by our teams:

## Awarding organisations

- LANTRA
- RPII & RoSPA
- RSPH
- City & Guilds
- IOSH

## Skills and qualifications

- Gang Mowing
- Line Marking
- Managing Safely
- PA1, PA6A & PA6AW
- Level 2 Award in Pest Management
- 360 Excavator - Experienced Operators
- Tractor Training - Experienced Operators
- Operational Inspections of Children's Playgrounds
- Professional Tree Inspections
- Chainsaw Maintenance
- Chainsaw Operation (inc. branch removal, tree crowning and felling)
- Woodchipper Maintenance

## Trained in

- Visual Tree Assessments
- Brit Safe and Access eLearning
- First Aid (FAW & EFAW)
- HAV Awareness and Management
- Safe Use of Ladders & Step Ladders
- Play & Installation
- Plant Identification/Horticulture
- Safe Use of Strimmers and Brushcutters
- Manual Handling
- Working from Height
- Signing, Lighting & Guarding
- Customer Care





# Our social values

Throughout our eighty-year history Landscape Services has actively aimed to be fully engaged with social value commitments and delivery. Being publicly owned means social value is at the core of everything we do and underpins our work ethos at every point. Through the work we undertake we are proud to support the communities we serve, look after our environment, and provide a brighter future to those who need it most.

We are confident that there are several ways in which Landscape Services deliver social value for our customers, including;

## Engagement with the Customer

Understanding your needs and objectives, particularly those which go beyond the works required, such as account set up, schedule of works, communication plans and social value commitments. In the past we have provided social value through business support, donations, soft skills training and workplace visits and mentoring.

## Employment opportunities

We deliver social and economic value through creating opportunity for full time, sustained employment. At Landscape Services we have a very high retention rate of staff and average 23 years of service. We would also look to support apprenticeships schemes and opportunities with the customer depending on their requirements.

## Measurement and reporting

Social value can be difficult to measure due to its nature and scope. However, we are experienced in, and accustomed to, recording social value initiatives and results including: staff recruited, investment in staff training, salaries and benefits, sponsorship or donations where appropriate, training hours provided, mentoring hours provided, workplace visits.

## Supply chain

We work closely with our suppliers to ensure that they equally support our social values commitments and collaborate on projects where there is opportunity to support our customers.



# Our management team

Landscape Services is managed by a team of industry professionals across their respective departments. We are lucky to be supported by colleagues from within Commercial Services Group who oversee our HR, Finance and HSEQ services.

## Divisional Management

Phil Morgan  
Divisional Director

Nicola Monk  
CEO of Strategic Services

## Operational Management

Nicky Frampton  
Regional Area Manager  
Tunbridge Wells & Dartford

Mark Fairway  
Key Accounts Manager  
Key Accounts

Martin Packman  
Regional Area Manager  
Maidstone & Ashford

James Wood  
Contracts Manager  
Key Accounts

Michala Haines  
Contracts Manager  
Tonbridge & Malling

David Silverman  
Arboriculture Manager

David Whelan  
Assistant Contracts Manager  
Tunbridge Wells & Dartford

Adam Stallwood  
Assistant Contracts Manager  
Tonbridge & Malling

Please contact our head office on 01622 236655, or message us through [landscapeservices.co.uk](http://landscapeservices.co.uk) to arrange a callback with members of our management team.

## Support Services

### Marketing

Collette Compton  
Marketing Manager

### Customer support

Kerryanne Larsen  
Head of Customer Experience

### Bids and tenders

Karen O'Connell  
BID & Opportunities

### Learning and development

Rachel Conquest  
L&D Coordinator

### Asset management

Matt Smith  
Vehicle & Machinery Manager

### Human Resources

Christine Spree  
Group HR Lead

### Finance

Jeme Goddard  
Group Finance Lead

### Health and Safety

Matt Loughrey  
Group HSEQ Manager



# What do we do

Landscape Services specialise in the care and maintenance of your outdoor spaces. We do this through an extensive portfolio of services, giving our customers support for everything from grounds maintenance packages - mowing, strimming and weed control, for example - through to pest control, graffiti removal and interment services.

## Sports facilities maintenance - Page 11

Pitch care and renovations | Line marking  
Aeration and scarification

## Grounds Maintenance - Page 12

Mowing and edging | Top dressing and overseeding  
Fertilising and renovation | Weed and moss control  
Turfing: live and artificial grass

## Arboricultural Services - Page 14

Tree pruning | Tree felling  
Crown thinning, lifting and reduction

## Hard Landscaping - Page 16

Pathways, paving and patios | Street furniture  
Ponds and water features | Fencing and gates

## Soft Landscaping - Page 17

Shrubbery and hedges | Border planting schemes

## Safety inspections - Page 18

Play and gym inspections | Arboricultural tree inspections

## Additional services - Page 19

Litter and graffiti removal | Pest control  
Cemetery and interment | Emergency and prevention

## Our Frameworks

*Landscape Services offer emergency care and support across our range of services. From dangerous trees to broken paving, our expert operational teams can be onsite within two hours whatever the weather.*



Landscape Services has been awarded a position on two excellent public sector frameworks for Grounds Maintenance services, offering us more and better ways of working for our customers;

- Fusion 21
- KCS Procurement Services
- YPO Grounds Maintenance DPS - 881

**FUSION**<sub>21</sub>

**KCS** procurement services

**YPO**

# Sports Facilities Maintenance

Sports facilities management is the overseeing and ongoing maintenance of outdoor sports facilities. Our duties typically include the preparation of your sports fields via a range of techniques including aeration, line marking, mowing, and maintained care.

One key service we offer relating to sports pitches is to manage your end-to-end seasonal requirements, including off-season maintenance, pitch prep and line marking. We'll maintain a seasonal plan to ensure we can prepare your pitches in time for major sporting events.



## Pitch Care and Renovations

Correct sports field maintenance is essential. It sets the perfect foundation for optimizing growth which, with the aid of our extensive fleet of equipment and years of expertise, will help to produce a higher quality, longer lasting sports field.

Building upon this foundation with regular maintenance and care will leave your pitches in excellent condition for key events and sports all year round, plus offer considerable time savings when compared to ad-hoc maintenance per each event.

## Line Marking

Line marking is used to facilitate your sport activities, set boundaries for safer sports, meet health and safety obligations and define clear, visible lines that meet the required standards.

The process of line marking is carried out by either a manual marker or GPS location mapped device and lasts an average of four to six weeks dependent on weather conditions. It is safe for the environment, wildlife and people, and is often also used on playgrounds car parks.

## Aeration and Scarification

Compacted earth happens in regularly used, all-grass areas such as sports pitches, fine turf and lawns. The impact of heavy use pushes the normally spongy layers of soil together, gradually starving the earth of air and nutrients and making the ground hard. Using specialised equipment, we create small pockets beneath the soil to allow air, water and nutrients to penetrate the grass roots, to encourage new, healthy growth.

Scarification removes the scratchy, fibrous layer of dead thatch which builds up over the course of a playing season. Scarifying your pitch ensures that your grass will continue to grow well and look healthy year on year, and discourages moss and fungus disease from affecting your grass.

# Grounds Maintenance

Grounds or Grass Maintenance is how we refer to the services which focus on improving or caring for green spaces. Our staff and partners are experienced and trained in soil science and can develop bespoke maintenance packages for your open space to offer you greener, lusher and healthier grounds.

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## Mowing

Our teams operate a large catalogue of expert equipment to provide lawn and grass mowing services. We have an extensive fleet of tractor-mounted or trailer mowers across our depot bases, including verti-drain, which allow us to offer cost- and time-effective alternatives to manual mowing, as well as top of the range ride-on mowers and hand operated equipment for when most efficient.

We have an extensive fleet of tractor-mounted or trailer mowers for larger meadows and sports fields; pedestrian mowers for smaller areas; and ride-on mowers with cylinder, rotary, flail and cut-and-collect options for everything in between.

## Edging

We use a half-moon edger, shears and a trimmer to create crisp lines around borders or lawn edges to give your green spaces a flawless, manicured look – particularly in those areas where you're looking to make a good impression.

Achieved by both manual and mechanical precision, this type of maintenance not only makes your outdoor spaces neater but encourages grass to grow within these trimmed lines, meaning less maintenance cuts in the future.



## Top Dressing and Overseeding

Top dressing is the act of applying a bespoke mixture of soil, sand and loam materials to a grassed area to fill or even out irregularities and dips in the soil, and improve overall texture.

Once the ground is level we sow new grass seed into the existing area to encourage lusher, thicker greenery – also known as overseeding. Both processes can be used together or separately, depending on the desired result, and are tailored to the needs of the individual open space by way of soil testing.

## Fertilising and Renovation

Fertilising and Renovation is a service that we offer customers with small lawn areas right through to large sports fields. The act of fertilising feeds nutrients to the soil which gives the correct PH levels and improves the overall nutritional value of the soil.

This is a service which potentially requires multiple visits, including a site visit to take soil samples in order to compile an accurate and bespoke fertiliser programme. This service works well for grassed areas with any soil conditions. Harrowing and rolling are also offered as part of this service.

## Turfing: live and artificial grass

Turfing is the process of applying pre-grown grasses to areas of a lawn which may be patchy or bare to provide an instant visual effect - almost like a living, outdoor carpet.

Skilled and trained in the turfing of both live and artificial grass, we provide a full service solution from consultation to installation, and we work with a number of quality, environmentally conscious turfing suppliers to provide only the highest quality, even turf for your open spaces.



## Weed and Moss Control

We understand that each green space is unique, which is why we offer bespoke weed and moss control packages. We provide ongoing maintenance to ensure your green spaces remain healthy and attractive. This includes regular check-ups and necessary treatments to prevent weed and moss reinfestation.

All pesticides are HSE-approved and PPP-authorised; we are continually conscious of the environmental impact of our services and employ the best quality product where possible.



# Arboricultural Services

Arboriculture is the name given to services which relate to the health and maintenance of trees. Landscape Services has qualified arborists to provide you with a range of key arboricultural services - including emergency tree works (Pg 20) and annual tree inspections (Pg 18).

We recommend that any alterations are made by an experienced arborist for ultimate health and safety, and to ensure you maintain the health and structural integrity of your tree.

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## Tree Felling

Although we don't believe in pulling a healthy tree down if we can help it, we do appreciate there are some instances where a tree is no longer healthy enough, or safe enough, to remain where it is. In those instances the tree will be felled one of two ways, depending on the surrounding space and environment.

The first is to dismantle the tree bit by bit, removing individual branches from the main trunk. The second is the use of a chainsaw to either fell a tree from ground level – space permitting – or to fell the tree in sections.

Tree felling is a very specialised service and as such requires a large amount of care with regards to health and safety and permissions. Our qualified arborists can assist and advise with TPO, planning, traffic management and tree inspections as required.

## Tree Pruning

Tree pruning is the act of shortening branches, shaping foliage or removing dead branches to promote growth, regulate size and shape and to keep the tree in a safe condition.

Every incision made to your tree inflicts a wound which can greatly affect its health and compromise stability as it grows. For this reason it is important your pruning is undertaken by an experienced arborist.



## Crown Lifting

The 'crown' of a tree is measured from where the branches start, to the very top and does not include the main trunk. Crown lifting is when the lowest branches are removed from a tree; depending on the size, health and environment of your tree you may look to lift, thin or reduce the crown to encourage better growth, allow for more light or to make the tree safer.

## Crown Thinning and Reduction

Crown thinning and crown reduction are similar in their undertaking but both produce very different results. Thinning, as the name suggests, is the removal of smaller, light branches to thin out the overall foliage of a tree without compromising its shape. This is often done to large, thicker trees to allow light and air to move more freely, and can reduce the likelihood of a tree being felled in strong weather conditions.

Crown reduction is the opposite; it is the removal of individual branches to alter the shape and size of a tree whilst maintaining its structural integrity. Reductions may be made to reduce the effects of shading and light loss, and to reduce mechanical stress across the tree and its branches.



# Hard Landscaping

When we say hard landscaping, or hardscaping, we're referring to the range of services which work with hard aggregates and products such as gravel, paving, stone, concrete or cut wood. Examples of where these might be used are within ponds or water features, paving and fencing. These elements then provide the base for Soft Landscaping works such as grass, plants and vegetation.

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## Pathways, Paving and Patios

Patios and paving can transform your open spaces, enhancing the look, feel and versatility of an outdoor feature area. Whilst gravel and grass are all viable alternatives, paving, tarmac or concrete can offer a long lasting, low maintenance, easily customisable and entirely flat landscaping solution. We work with a variety of local and national suppliers to source paving of all shapes, sizes and materials to suit our customers.



## Street Furniture

The term 'street furniture' covers a range of wooden, metal or plastic outdoor furniture and installations such as benches, bins, picnic tables, cycling shelters, planters, information boards and art.

Landscape Services will source, install and maintain your street furniture. Our qualified inspectors can also provide routine inspections of your outdoor street furniture.

## Ponds and Water Features

Ponds, fountains and water features are popular additions to landscaped open spaces throughout Kent; as well as being an attractive central feature, they offer a valuable habitat for wildlife.

Not only do Landscape Services support our customers with design, sourcing and installation, our knowledgeable team advise and quote on treatment and maintenance plans to keep your feature clean, safe and looking its best all year round.

## Fencing and Gates

There are several advantages to adding fencing to the boundaries of your property, privacy, containment and security being just three. Whatever the reason, Landscape Services provide a quality sourcing and installation service to ensure your property is secure and your product long lasting. We also offer a comprehensive repairs and maintenance service specifically for broken or loose paneling, or for when fencing has sustained considerable damage as a result of severe weather conditions.

# Soft Landscaping

Soft Landscaping is how we refer to the services which use 'living' parts of the landscape such as grass, plants and vegetation. Examples of this would be a shrub border, seasonal flower beds or topiary and its overall appeal is a seamless, natural look, as opposed to hard landscaping - fencing or paving for example - which adds a manmade element to your design.

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## Shrubbery and Hedges

Hedges and shrubbery are a greener alternative to fencing. They offer protection from the elements and prying eyes whilst still giving a natural feel, providing habitats and hiding places for local wildlife. However, unlike fences they do require regular upkeep, particularly in the summer, and consideration towards insect damage and disease.

Regular pruning will improve the health of your hedges and encourage them to grow thicker and more consistent with your desired shape. Trimming also stimulates the growth of longer stems and larger blooms for those flowering shrubs. Hedges should not be cut between late March and August to ensure we are not disturbing the bird nesting season.

## Border Planting Schemes

A border planting scheme is a predetermined plan put together by both customer and Landscape Services representative, to plant, manage and maintain a horticultural border or bed.

We focus on several key factors when building schemes, including; wildlife pollinators and biodiversity; successful plant pairings for best colours, scents, heights, textures and vibrance; toxicity, potential risk to health and other plantlife and; seasonal longevity, evergreens, annuals, biennials and perennials.

In most situations we will be building a plan from scratch allowing you to best utilise your green spaces and inject colour, scent and visual beauty. On occasion we may also develop a plan to either revitalise or replant an existing bed, perhaps due to seasonal requirements or because the existing plants are tired and woody.



# Safety Inspections

Landscape Services is a safety-conscious company, ensuring all our equipment, staff and undertakings are compliant and within the perimeters outlined by key industry and governmental legislation; we extend this safety-focused approach to our customers.

Whether it's a routine check, an ad-hoc query or an annual inspection, our qualified technicians, advisors and inspectors can ensure your property, trees or equipment is compliant, with a factual report of our findings, along with a detailed breakdown of recommended remedial actions, plus itemized photographic evidence identifying areas of concern.

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## Play and Gym Inspections

Regular inspections are the key to ensuring your playground & gym equipment remains in good, compliant condition; that includes all pathways, fences, gates and street furniture. During a routine inspection your equipment is carefully checked for vandalism, wear and tear and defects, which ensures that the equipment is safe for children and adults to use and prevents the potential for accidents.

All inspections are carried out to EN1176 and BS1892-1 safety standards as appropriate.

## Arboricultural Tree Inspections

The risk posed by damaged, unhealthy or unstable trees is not always easily visible to the untrained eye, which is what makes tree risk management an incredibly important consideration for any landowner, regardless of whether your trees have a TPO attached to them or not. This is because regardless of whether your trees are protected or not, you are still responsible for the safety of everyone and everything on your property.

A certified Landscape Services inspector will compliantly and thoroughly inspect the trees on your property for vandalism, weakened spots, disease or poor health, any damage to structural integrity and any pests or animals which may cause a risk. They will also survey whether your branches and tree require thinning, reducing or pruning in order to maintain safety, and whether the tree is in a position which is safe and unobtrusive.

Our staff are qualified and experienced to carry out annual and routine inspections, ensuring best practice and compliance with the British and European Safety Standard BS 3998.

# Additional Services

Over their 80+ years of service Landscape Services has developed its portfolio of skillsets and specialisms to include several additional services, tailored to allow our customers to make the most of their open spaces. These services include litter and graffiti management, interment and seasonal services such as snow clearance and gritting.

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## Litter and Graffiti Removal

Maintaining open spaces is not just about making them look good, but also about ensuring they stay that way. We offer litter picking and graffiti removal services to ensure your open spaces look their best.

## Pest Control

Landscape Services is a qualified and experienced pest control provider, specialising in outdoor pest infestations such as burrowing insects, spiders, moths and vermin.

All of our pest control technicians are qualified to RSPH Level II standard, and we have the knowledge and experience of a variety of techniques both physical and chemical, to resolve your pest control issue with minimal impact to wildlife and the environment. Landscape Services are full BCPA members.

## Cemetery and Interment

We know that to a bereaved family the little things can make a big difference, particularly when saying goodbye to a loved one. Landscapes Services go the extra mile providing efficient and professional grave digging services working closely with parish, town and borough council cemetery offices and their chosen funeral directors. We provide full risk assessments and method statements.

As an additional support service our teams are experienced in cemetery horticultural and grounds maintenance, including careful precision mowing, strimming, weed control, soil recycling, seeding and turfing as required, and providing non-intrusive care.



## Winter Weather, Emergency and Preventative Services

We've seen plenty of events over the last few years of heavy snow, high winds and excessive rainfall, all of which can cause damage to your property or risk to people. Landscape Services offer a range of preventative and emergency response services to grit and clear snow, ice and frost, repair damaged and unsecure fencing and fell or remove damaged trees.

We appreciate you can't always estimate when bad weather may hit, and that's why many of our customers register seasonal, emergency or winter services as part of their package with us. Once the weather hits a predetermined threshold, we'll notify you within 24 hours that we'll be gritting or working in your area.



## Planning and Advice Service

If you're not sure what you want to do with your open spaces, sports pitches or play area, or if you have an idea of what you want but no idea how to begin turning it into a reality, we can help.

With 2,000 years of collective experience, our fantastic operational team can offer a one-of-a-kind planning and advice consultation service to give you the tools and recommendations to get started.

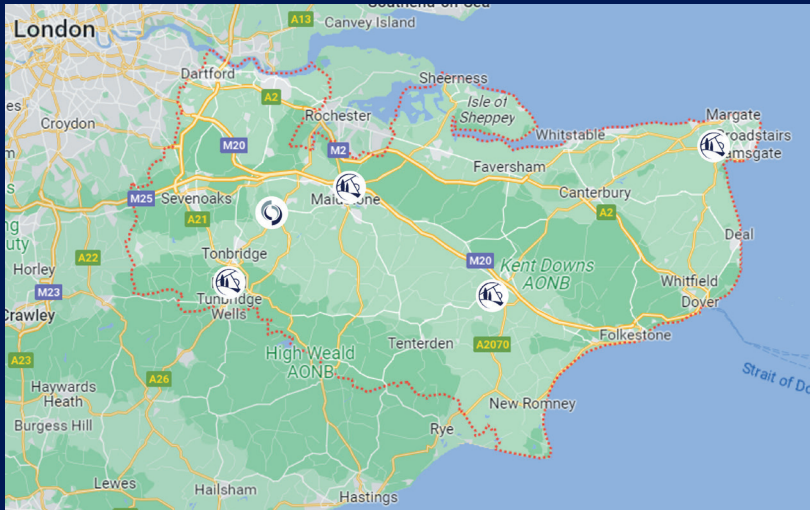
This is a paid service with no obligation to use Landscape Services for the works, but of course we would love to give you a hand with your project, and with our 360° service list we're sure to have the qualified professionals and expert equipment to help.



# Where to find us

01622 236655 | [LS.info@csltd.org.uk](mailto:LS.info@csltd.org.uk)

-  [landscapeservices.co.uk](http://landscapeservices.co.uk)
-  [/LandscapeServicesKent](https://www.facebook.com/LandscapeServicesKent)
-  [/company/landscape-services.org](https://www.linkedin.com/company/landscape-services.org)
-  [@LandscapeLSKent](https://twitter.com/LandscapeLSKent)
-  [@landscapeserviceskent](https://www.instagram.com/landscapeserviceskent)



## Our locations

**Maidstone**  
Oakwood Rd,  
Maidstone  
ME16 8AG

**Broadstairs**  
Westwood Road  
Broadstairs  
CT10 2PB

**Dartford**  
Oakfield Lane  
Dartford  
DA1 2JT

**Ashford**  
Ninn Farm, Ninn Lane,  
Great Chart, Ashford  
TN23 3DA

**Tonbridge**  
Upper Haysden Road  
Tonbridge  
Kent TN11 8AA