



# How we **MANAGE LEAF FALL**

## OUR SERVICES

(All Establishment Areas including SFA inside the wire)

As Autumn sets in we see continuing leaf fall throughout the season and into the Winter months across the MOD estate.

VIVO aim to keep the majority of trafficked areas on Establishments free from fallen leaves and branches. Footpaths and roads will be prioritised to prevent slips, trips and falls, and every effort will be made to minimise the accumulation of leaves during periods of heavy leaf

fall on grassed and hard standing areas.

The impacts of leaf fall can result in blocked drains, yellowing of grass, slip risks to pedestrians as well as them being unsightly and affecting the visual appeal of the estate.

Collected leaves make ideal compost material so VIVO and our grounds maintenance partners aim to make every effort to correctly compost fallen leaves on site.

**\*Leaf collection does not apply in occupied SFA enclosed gardens.**



## FEEDBACK

We love to receive your feedback to allow us to continually improve. To report a fault or to provide feedback 24/7/365, please contact us via the following methods:



0800 0466 010

[fm@vivohelpdesk.com](mailto:fm@vivohelpdesk.com)

[www.vivodefence.com/fdis-built-estate](http://www.vivodefence.com/fdis-built-estate)

Your VIVO colleagues will be actively sharing this message during meetings and engagement sessions held on your site over the coming weeks.

Please ensure your Building Custodian is kept informed of any faults reported within your building/accommodation space.

When emailing, please provide as much detail as possible about the location and symptoms of the fault.

**Our call volumes increase considerably during the winter months.**

If your fault is believed to be an emergency, please contact us via the helpdesk phone number.

For routine faults, please email us or use our webform to allow our helpdesk to respond to establishment critical faults.

**We aim to respond to all emails within 24 working hours.**

