



LANDSCAPES FACILITIES ARBORICULTURE

Reed House, Karoo Close, Bexwell Business Park, Downham Market, Norfolk PE38 9GA

Tel: 0800 160 1199 or 01366 388738

www.cgmltd.co.uk info@cgmltd.co.uk

F/A/O Gail Stoehr  
Clerk to Bourn Parish Council  
30 West Drive  
Highfields Caldecote  
Cambridge  
CB23 7NY

4th May 2016

Dear Gail

**Re: Complaint**

I am writing in response to your email to Marcus, and myself, and the attachment of the letter dated 3rd May.

I am somewhat disappointed that CGM have not fulfilled items, pre-dating to Marcus's appointment, and can only apologise for this, as you can appreciate I shouldn't need to be informed regarding any complaints, as I expect both my management and administration team to deal with these promptly and efficiently, and I can therefore understand your frustration.

CGM, historically, have experienced issues with their management and staffing personnel, we have taken staff on in good faith, but unfortunately they haven't delivered as we expected, hence we have now appointed Marcus (my son), to take over the Cambridge area this forthcoming year, as he has been managing our Peterborough department of the business and has done so very successfully, and will continue to monitor this.

Marcus has been working very hard over the winter period to re-address all previous programming/schedules for all of our customers, and their concerns, to achieve better service, brand new schedules/programmes are now in operation and he is ensuring that operatives are following/achieving their programmed work (subject to weather conditions), alongside his Assistant Operations Manager, Adrian. I have attached a schedule of the cutting regime for Bourn Parish Council, which I hope will be useful to you.

Country Grounds Maintenance Ltd. Registered in England Company No. 3529670





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I can only apologise for the lack of consistency and tasks that have not been completed historically, but I am confident the Parish Council will receive a much better service moving forward.

I can confirm that the cutting of the Jubilee Field will be on a Wednesday, as per the schedule, however I would ask the Parish Council to bear in mind that this of course is subject to weather conditions and machinery etc.

I hope we can move forward in a positive working relationship, and should you have any queries with regard to the works moving forward this year, then I would ask that you copy me into any correspondence.

Yours sincerely

Julie Glover  
Director

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