

INDEX

1. PURPOSE.....	2
2. SCOPE.....	2
3. PROCEDURE WHEN ACCESS IS NOT POSSIBLE.....	2
4. REPORTING THE FAILED ACCESS.....	2
5. MISSED SCHEDULED SERVICE	3
6. OWNER-REQUESTED REVISIT	3

1. Purpose

This Standard Operating Procedure (SOP) establishes the procedure to be followed when STV gardening teams are unable to access a property during the scheduled programme for **hedge cutting and/or cochinilla spraying**.

The objective is to ensure that every failed access is properly recorded and supported by evidence, providing a clear and consistent process for STV, the Community and homeowners.

2. Scope

This procedure applies **only to closed or inaccessible properties** where STV cannot gain access to the areas requiring hedge cutting and/or cochinilla spraying.

It applies where access is prevented by:

- Locked gates or doors.
 - No owner/keyholder available.
 - Incorrect or unavailable access arrangements.
 - Other circumstances attributable to the owner or keyholder.
-

3. Procedure When Access Is Not Possible

When the gardening team arrives at a scheduled property and cannot gain access through the garden gate, the operator must:

1. Attempt access

- Attempt the normal access route.
- Ring the doorbell/intercom where available.
- Allow a reasonable opportunity for the owner/keyholder to respond.

2. Record the failed access

Record:

- Property/address.
- Date and time.
- Name of STV operator.
- Reason access was unavailable.
- Scheduled work that could not be completed.

3. Take video evidence

A short video must be taken showing the failed access attempt.

Where practical, the video should show:

- The property entrance/gate.
- The locked or inaccessible gate.
- The operative attempting to gain access.
- The doorbell/intercom being used, where applicable.

The operator **will not show their face**.

4. Reporting the Failed Access

The video and details of the failed access must be sent to the administrator of Mar Menor Golf Resort as soon as practicable.

The report will include:

Information	Required
Property	✓
Date & Time	✓
Reason for no access	✓
Work not completed	Hedge cut / Spray / Both
Video evidence	✓

***All incidents will be recorded and tracked by the resort administrator.**

5. Missed Scheduled Service

Where STV cannot access the property during the scheduled programme:

- The hedge cutting and/or spraying is recorded as **missed due to unattainable access**.
- STV is not required to interrupt the planned maintenance programme to return to the property.
- The normal maintenance schedule continues with the remaining properties.

If the homeowner subsequently wishes STV to return specifically to complete the missed work, the homeowner must contact STV directly.

6. Owner-Requested Revisit

Where the owner requests a revisit following a documented failed access:

1. STV provides the homeowner with a **quotation** for the additional visit.
 2. The revisit is scheduled following acceptance and payment of the quotation.
 3. The administrator is notified once the work is completed.
-