

YOUR GUIDE TO

Our Garden Scheme



Our GreenCare Team keeps our communal green spaces tidy year-round, as part of our commitment to providing pleasant communities for our tenants.

This team also provides some of our more vulnerable tenants with individual help to maintain their own gardens. This guide explains this paid-for service, which is only available to tenants who meet certain criteria.

What you can expect from us

Once registered on the Garden Scheme, we will provide you with:

- A garden visit every three weeks between Spring and Autumn (usually from the beginning of April to the end of October), weather permitting.
- Help to cut grass, trim shrubs and hedges, weed borders and ensure weeds and moss are removed from paths and patio areas.
- One Winter visit to collect leaves and check for moss on paths.

To qualify for our Garden Scheme

To apply for this help with your garden, you must be:

- A senior citizen or someone with a disability or chronic health condition, who is unable to manage their own garden maintenance.
- Someone with no adult household member able to provide garden maintenance.
- Up to date with your rent payments.

It is also important that your garden is already in a reasonable condition. The team can't do major clear-ups or landscape projects under this scheme.

Costs and how to pay

To make it affordable and easy to manage the cost, the fees for our Garden Scheme are split into 12 monthly payments, though you can pay for a full year in one lump sum if you prefer.

Once you are accepted on to the scheme, you can tell us how you want to pay. This is usually by Direct Debit from your bank, or as an addition to your monthly rent/services payment to Community Gateway.

Please note, this is not a cost covered by Housing Benefits.

Do you need a major garden clear-up or one-off visit? Please contact us and we may be able to provide a quote for the cost.

How to apply

Though the main gardening tasks are done Spring to Autumn, you can apply at any time. Your annual fee will be adjusted if you don't benefit from a full cycle of garden support in that year.

There are occasions when the service has no available places, so we add applicants to a waiting list until we can include them in the scheme.

If you are not happy with the service received through our Garden Scheme, then you can make a complaint to us by calling **0800 953 0213 (option 6)** or emailing **complaints@communitygateway.co.uk**.

If you feel you qualify for this help, and you are willing to pay the monthly fees, please contact **GreenCare**:

Call: **0800 953 0213 (option 1)**

Email: **greencare@communitygateway.co.uk**

community
gateway

www.communitygateway.co.uk