

YOUR GUIDE TO

Grounds Maintenance Services



We are committed to creating open spaces which the whole community can enjoy. Our GreenCare Team works hard to improve the appearance of our neighbourhoods and ensure well-maintained, safe communal areas and open spaces for everyone.

What you can expect from us

We will:

- Check, clean and maintain communal green spaces every three weeks.
- Carry out seasonally appropriate tasks to keep areas attractive and to protect the natural features of the environment.
- Remove waste and weeds from communal areas.
- Keep shared grassed areas neat, tidy and healthy.
- Plant and maintain trees, hedges, shrubs and flowers in communal spaces.
- In the colder months (November to March) when it is frosty and icy, place grit at exits, entrances and on other surfaces around our Independent Living Schemes.

- Carry out a survey of all trees on our land every five years, carrying out work to any tree identified to be unsafe.
- Tidy gardens at empty properties ready for new tenants to move in.
- Offer a paid-for garden service for tenants who are unable to maintain their own gardens due to their age, disability or health.

Your responsibilities

If you have your own garden, it is your responsibility to maintain it, keeping the grass cut and all outside spaces free from rubbish. You are also responsible for maintaining the shrubs and hedges within your garden area and must seek our permission to remove them.

Clean and Green Inspectors

Our Clean and Green Inspectors are tenants who volunteer their time to provide feedback on our Grounds Maintenance service. Inspectors provide information on how we are maintaining their local area and identify areas of concerns.

Full training and support are provided, and you can carry out inspections at a time and place that suit you. To find out more please call **0800 953 0213 (option 6)**.

What if I'm dissatisfied with the service?

If you are dissatisfied with the service, please let us know by contacting our team on **0800 953 0213 (option 1)** or by emailing greencare@communitygateway.co.uk.

If you would like to make a complaint about this service, please contact us by:

Calling: **0800 9530213 (option 6)**

Email: Complaints@communitygateway.co.uk

Online at: <https://www.communitygateway.co.uk/complaints-and-compliments>

community gateway

www.communitygateway.co.uk