

We have our own grounds maintenance team who

look after all of our neighbourhoods.

They do two main things:

- *general work on open and shared areas of land, for example cutting the grass at our sheltered housing schemes; and*
- *cut grass and hedges for older tenants, or those with a disability.*



Grounds maintenance leaflet

If you would like to have any part of this explained or translated, or in a different format such as in larger print, or on audio tape, please contact us on 01249 465465 to discuss your needs.

“ grounds maintenance leaflet”

如果您需要我們對這冊的部份內容給予解釋或提供翻譯或不同格式；或大字體或錄音帶，請電 01249 465465 查詢詳情。

“ 地圖維護” 小冊

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“地圖維護” 小冊子

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Ulotka o konserwacji budynków.

Jeśli wymagają Państwo wyjaśnienia jakiegoś fragmentu albo jego tłumaczenia, albo w innym formacie, takim jak duży druk, albo na kasecie audio, proszę się z nami skontaktować pod numerem telefonu 01249 465465, aby przedyskutować Państwa potrzeby.

Zemîn bakimî broşürü.

Herhangi bir kısmının izah edilmesini veya tercüme edilmesini, ya da iri harfler veya ses bantı gibi başka bir formatta verilmesini isterseniz, lütfen ihtiyaçlarınızı konuşmak için bu numaraya telefon edin: 01249 465465.



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PART OF GREENSQUARE GROUP LIMITED



Grounds Maintenance



A guide to our service and how to get help with grass cutting and hedge trimming.

ISSUED: JUNE 2010



General work

We carry out a wide range of work to look after the green areas in our neighbourhoods, which includes:

- Cutting the grass;
- Tree work;
- Working on gardens in empty properties before a new tenant moves in; and
- Dealing with issues that we identify on our estate walkabouts.

We start cutting the grass in April and continue through the summer. The number of times that we cut the grass depends on the weather conditions (for example, if it is very wet, we cannot use our mowers). In the winter, we work on the gardens at our sheltered schemes and do any tree work that is needed (for example removing dangerous trees).

Grass cutting and hedge trimming

Usually, you are responsible for looking after your garden, and should cut your own grass and hedges, and look after the trees. However, we can provide extra help if you are older or have a disability.

Who can apply for this help?

You can apply if you are elderly or have a disability. We can only offer this service to a limited number of people, so we will also look at whether you have any family who could help you instead. However, we always

look at your individual circumstances and make our decision on a case by case basis. If we can't offer you the service straight away, we may be able to put you on a waiting list.

What services do you provide?

Normally we will cut your grass once a month from April through to October. However, the weather affects how often the grass needs cutting and when we can cut it, so we might cut it less often than this, or come at different times of the month. We will trim your hedges and help you look after your shrub beds twice a year. If you have problems with trees in your garden, we can help with this, although we will only remove trees if they are causing a hazard.

What if I just need some one-off help?

You should contact us. We will try to provide some help if you are having difficulties. For example, we might be able to cut the grass once for you if you are going into hospital. Again, we will decide on each case individually.

How do I apply?

Please contact us on 01249 466023 or 01249 466150 to request an application form. We will look at your application and let you know if we can offer this service to you. If so, we will add you to our list and we will visit you next time the team is in the area.

Checking that we are doing a good job

To make sure that we are provide a good service, we run a scheme called GEMS (the Grounds and Estate Monitoring Service). Residents who have joined the scheme help us check our grounds maintenance work by looking at the work we have done on our estates and filling in a questionnaire to tell us how good it is. The grounds maintenance team and service user group (a group of tenants who we talk to about how we can improve our services) look at the results to see if there is anything we could do better.

If you would like to know more about GEMS and how you can join the group, please contact us on 01249 466023.

Trees

We will be carrying out a survey of all trees on Westlea owned land over the next three years. Generally we will prioritise the survey and any work to trees that are in a dangerous condition, or are likely to pose a serious danger to residents or the public due to their location. It is unlikely that cosmetic works to trees will be carried out quickly, if at all, as part of this process. If you have any concerns about any dangerous tree which you believe is on Westlea land, please contact the Grounds Maintenance Team on 01249 466023.