

NORTH VIEW Housing Association

North View is a registered Scottish charity – charity registration number SC032963

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POLICY

GARDEN CARE SCHEME

Passed:-

23/08/2023

Review Date:-

July 2028

All North View policies and publications can be made available on CD/data-to-voice, in Braille, large print and community languages.

For further details please contact us on 0141 634 0555 or email us on enquiries@nvha.org.uk

1.0 PURPOSE

1.1 The aims and objectives of this Policy are as follows:

- to define what the Association means by garden care;
- to outline the level of service that will be provided;
- to detail the qualifying criteria for inclusion in the scheme.

1.2 The Policy contributes to the following outcomes and standards set out in the Scottish Social Housing Charter:

1. EQUALITIES

Social landlords perform all aspects of their housing services so that:

- *every tenant and other customer has their individual needs and rights recognised, is treated fairly and with respect, and receives fair access to housing and housing services.*

6. ESTATE MANAGEMENT, ANTI-SOCIAL BEHAVIOUR, NEIGHBOUR NUISANCE AND TENANCY DISPUTES

Social Landlords, working in partnership with other agencies, help to ensure as far as reasonably possible that:

- *tenants and other customers live in well-maintained neighbourhoods where they feel safe.'*

1.3 The implementation of a Garden Care Scheme by the Association is a direct action that contributes to making Windlaw a well-maintained neighbourhood that can be enjoyed by residents living on the area.

2.0 DEFINITION OF GARDEN CARE SCHEME

2.1 The Association will only provide a grass cutting service.

2.2 If a household requests additional work to be carried out that is outwith the Garden Care Scheme specification, the cost of this will be chargeable and must be paid for in advance.



INVESTOR IN PEOPLE

NORTH VIEW HOUSING ASSOCIATION LTD

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3.0 CRITERIA FOR INCLUSION IN GARDEN CARE SCHEME

- 3.1 All households seeking assistance with grass cutting must complete the relevant application form every year and submit this to the Association. Households will not be accepted onto the scheme if a form has not been completed and submitted.
- 3.2 Households where all members are of 60 years of age or over will, however, be automatically accepted onto the Scheme.
- 3.3 Households where all members between 16 and 59 years of age have a medical condition that would be adversely affected by carrying out grass cutting can also be accepted onto the Scheme. In these cases, the Association requires medical confirmation to be provided prior to including them in the scheme. Acceptable confirmation would be a letter from the tenant's General Practitioner (GP) or sight of any medical related benefits information which would clearly state that a health related benefit is received due to a medical condition which would affect the persons ability to carry out garden care.

It is recognised that GP letters often incur a charge. In the event of an applicant being unable to get a letter from their GP (without charge), the Association may write to the GP about the matter. The Housing Manager or Director will have the discretion to instruct payment to the GP (for time spent on the matter) and/or to include such an applicant onto the Scheme without receipt of a GP's letter.

- 3.4 All properties designated by the Association as supported housing (for example, Fair Deal and Community Integrated Care) will be included in the scheme.
- 3.5 The Housing Manager and Maintenance Manager will have discretion to instruct a 'one off' cut or tidy up in special circumstances (for example, if the tenant has a temporary disability or medical condition preventing them from cutting their grass).
- 3.6 Sharing Owners and Owner Occupiers are excluded from the Scheme.
- 3.7 The Association may offer the service to residents who do not qualify for garden care and will make a charge for this service. In these circumstances, the cost of four cuts must be paid in advance by the resident.
- 3.8 The Scheme will be publicised annually via the Association's Rent Consultation Newsletter. A copy of the form for completion is provided with this Newsletter



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4.0 APPEALS & COMPLAINTS

- 4.1 If an applicant is excluded from the scheme and they disagree with that decision, they may appeal by submitting their reasons in writing to the Association. Cases will be reviewed within 28 days of receipt of this information.
- 4.2 Tenants who are unhappy with the way the Association has dealt with their application can complain and this will be dealt under the Complaints Procedure.

End of Policy

reviews and amendments

20/11/97 - Policy established.
25/11/15 - Policy reviewed.
23/08/23 - Reviewed.



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