

Operational Procedure 12

Grass Cutting

Responsible Officer	Service Manager – Housing and Property						
Issue No.	1	Revision No.	4	Revision Date:	27/1/2009	Doc Ref:	OP12 v1.4

Amendment and Authorisation Record

Grass Cutting

Date	Author	Paragraph ref:	Nature of change	Authorised by
27/08/05	-	n/a	First dated Revision.	-
06/04/06	DLT	n/a	Revision 1.2 - OP2 Documentation standards upgrade.	DLT
05/06/08	RC	Appendix A	New letter in use	GM
27/1/2009	MH	N/a	Change to Responsible Officer job title.	AJ

OP 12 – GRASS CUTTING

- 1.0 Any tenant who is of pension age or disabled may be entitled to a grass cutting service if they are living in a general needs house. To qualify customers must have no able bodied person aged 16 or over living with them, who would be capable of cutting their grass. In addition there must be no able bodied relatives living close by who would be capable of cutting the grass.
 - Close by is defined as: “within walking distance of the tenants property carrying a lawn mower”.

Any person applying for the first time is to be assessed for qualification by the Housing Assistant.
- 2.0 Any customer wishing to apply for this service must sign a declaration form and return it to the housing service (see appendix A). Any qualifying customers who have had their grass cut in previous years do not need to be re-assessed each year by the Housing Assistant, unless housing staff are aware of changes in circumstances affecting their entitlement.
- 3.0 Each qualifying customer is entitled to six cuts in any one contract year, which normally runs from May to September. Grass cutting is the only gardening service offered.
- 4.0 Customers residing in accommodation classified as sheltered receive their grass cutting through a different contract and do not need to apply.
- 5.0 Any customers in temporary or decant accommodation are entitled to have their grass cut automatically and should not have to apply.
- 6.0 Anyone who has bought their council house or live in other private accommodation are entitled to grass cutting by the housing service.
- 7.0 All persons qualifying will be sent a new declaration each year by the Housing Assistant.
- 8.0 Any new applicants are to be sent a copy of Appendix A. On return of the form the Housing Assistant will log the application on the mail log database. The Housing Assistant should then check the applicants eligibility. If eligible, the Housing Assistant should forward applicants details to the contractor as an instruction to proceed. If the application is refused the Housing Assistant is to write to the applicant informing them of the decision.
- 9.0 Two weeks after the current customer declarations are sent out an advertisement is to be placed in the Shetland Times around mid April, providing information about the service and inviting anyone who might qualify to apply.

Appendix A

APPLICATION

GRASS CUTTING SERVICE FOR PENSIONER / DISABLED HOUSEHOLDS

I hereby apply for Shetland Island Council's grass cutting service. I confirm that I am a pensioner / disabled (delete as applicable) householder living at the above address. I have no friends/relatives living in the area/village/township, with access to grass cutting equipment, who can cut my grass.

Tenants/Owner's signature

Print Name

Date of Birth

Telephone Number

Do you own a dog?

Yes

No

If yes, please provide us with a telephone number as the grass cutting service will contact you before the cut to ensure your dog is kept indoors. Also, please keep your garden clear of dog foul.

If you are not a pensioner, you must enclose a letter from a doctor confirming that you have a disability which prevents you from being able to cut your grass.

Checks will be made to ensure applicants meet the qualifying criteria. If eligible, the grass will be cut the next time the contractor is in the area. You will be notified if you do not qualify for the grass cutting service.

Please be advised that if your garden is larger than average, the area which is cut by the contractor will be at the discretion of the Housing Service.

The completed form should be returned to the address shown above.

(the above letter should be printed on SIC headed paper)