

Operational Procedure 23

Garden Maintenance

Responsible Officer	Service Manager – Housing and Property						
Issue No.	1	Revision No.	3	Revision Date:	27/1/2009	Doc Ref:	OP23 v1.3

Amendment and Authorisation Record

Garden Maintenance

Date	Author	Paragraph ref:	Nature of change	Authorised by
20/10/03	-	n/a	First dated Revision.	-
06/04/06	DLT	n/a	Revision 1.2 - OP2 Documentation standards upgrade.	DLT
27/01/09	MH		Update responsible officer job title	AJ
30/06/09	NF		Updated Housing Service's address throughout document	AC

Garden Maintenance Procedure

1. To be used by all estate management officers if a complaint is received about the standard of a tenant's garden, or if you notice during a routine external inspection of an estate that a tenant's garden is not being maintained.
2. In all cases a record of the complaint should be kept or a file note of the external inspection should be completed and filed in the house file.
3. Check with Customer Care, if the tenant is already part of the grass cutting scheme, and if so, when the next cut is due.

Notify the complainant when the grass is next due to be cut.
4. If the tenant is not already part of the grass cutting scheme, check on Orchard and / or the house file, if the tenant might be eligible to receive the grass cutting service.
5. If our records show that the tenant is elderly or disabled, arrange an appointment with the tenant to complete the grass cutting service application form and assess the application.
6. If the tenant is eligible pass the form to Customer Care to be actioned, and ask Customer Care to advise you when the grass will be cut. Notify the complainant when the grass will be cut.
7. If the tenant is not eligible for the grass cutting service, advise the tenant what work is required, confirm how they intend to carry out this work i.e. by themselves, by asking a relative, by paying someone else to carry out the work, and by what date the work will be complete.

Confirm this with the tenant in writing – amend standard letter 1(OP23 – Appendix A) to fit in with the individual situation.

Carry out a follow up inspection to confirm that the work has been completed to a satisfactory standard.

Advise the complainant that the work has been completed.
8. If the tenant does not carry out the work by the agreed date, issue standard letter 2 (OP23 – Appendix B), and then follow the appropriate steps as detailed below.
9. If the tenant is not already part of the grass cutting scheme and does not appear to be eligible to receive this service, please issue standard letter 1(OP23 – Appendix A) and put a date in your schedule to carry out a follow up inspection in two weeks.
10. If the tenant does not carry out the maintenance as requested within 14 days, issue standard letter 2 (OP23 – Appendix B), and again put a date in your schedule to carry out a follow up inspection in two weeks.
11. If the tenant has still not carried out the work, order the work as required on Orchard using the recharge code (HRH 33001118).
12. Contact the DLO to request an estimate of time required, as cost is dependent on the size and condition of the garden.

13. Issue standard letter 3 (OP23 – Appendix C). Hold a copy of the letter until the work has been completed, then pass to Finance Section (Housing) for invoicing.
14. If the tenant contacts you in response to standard letter 3 (OP23 – Appendix C), advise the tenant what work is required, confirm how they intend to carry out this work and by what date the work will be complete. Also, advise that an outstanding debt related to a tenancy, can affect a future or current application for a transfer.
15. Cancel the job on Orchard, remembering to phone the DLO and advise that the job is no longer needed.
16. Carry out a follow up inspection to confirm that the work has been completed to a satisfactory standard.
17. Advise the complainant that the work has been completed.
18. If the tenant has failed to carry out the work as agreed, issue a letter advising that the work will be carried out by the DLO and the tenant will be recharged as they have failed to carry out the work as agreed.
19. Please note that the DLO can be asked at any stage to carry out the work, if the tenant has indicated they will not carry out the work, or if individual circumstances mean that the tenant is unable at this time to carry out the work.

The tenant should still be recharged and should also be advised that there are less expensive options open to them prior to the work being ordered.

Head of Housing Services: Chris Medley
Executive Director: Hazel Sutherland

Housing Service
Department of Education and Social Care
Housing Service,
6 North Ness Business Park
Lerwick.
Shetland
ZE1 0LZ

Telephone: 01595 744360
Fax: 01595 744395
housing@sic.shetland.gov.uk
www.shetland.gov.uk

If calling please ask for

Direct Dial: 01595

Date:

Our Ref:
Your Ref:

Dear

During a routine external inspection of your home I noticed that your grass has not been cut.

It is a condition of your Tenancy Agreement that you maintain any garden ground forming part of your home in a neat and tidy condition, including cutting the grass regularly and keeping the garden free of weeds and rubbish.

I would therefore ask you to ensure your grass is cut within 14 days, at which time a follow up inspection will be carried out.

If you wish to discuss this matter further, or should you have any other queries regarding your Conditions of Tenancy, please do not hesitate to contact me on the above direct dial telephone number.

Please find enclosed an information leaflet on the grass cutting service provided by the Shetland Islands Council, and an application form that should be completed and returned to the Housing Service Office at: Shetland Islands Council – Housing Service, Department of Education and Social Care, 6 North Ness Business Park, Lerwick as soon as possible should you feel you may be entitled to receive this service.

Yours sincerely

Housing Officer

OP23 Appendix B

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If calling please ask for

Direct Dial: 01595

Date:

Our Ref:
Your Ref:

Dear

Further to my letter dated regarding the condition of the ground around your home, I have carried out a follow up inspection as advised and note that you have not yet carried out the maintenance of your garden as requested.

I will carry out a further follow up inspection in 14 days and if your grass has not been cut by this time, I will have to arrange for the DLO to carry out this work on a one off basis. The cost of this work, which will be recharged to you, is approximately £45 per hour, dependent on the size and condition of your garden.

If you are unable to carry out this routine maintenance, or should you wish to discuss this matter further please do not hesitate to contact me on the above direct dial number so that we can discuss what assistance can be provided to help you maintain your garden.

Yours sincerely

Housing Officer

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If calling please ask for

Direct Dial: 01595

Date:

Our Ref:
Your Ref:

Dear

Further to my letters dated and regarding the condition of the ground around your home, I note that you have failed to carry out the maintenance as requested under the terms of your Tenancy Agreement.

As you are in breach of your Conditions of Tenancy by failing to maintain the garden ground around your home in a neat and tidy condition, I have asked the DLO to carry out this work on your behalf.

It is considered that the cost of this work, which I estimate to be in the region of £ **plus VAT** is to be met by you and will be charged to you once the work has been completed.

I should advise that any outstanding debt relating to a tenancy, could affect your eligibility to be made an offer of a transfer should you have a current housing application, or should you require rehousing in the future.

Also, in order to avoid further action being taken in respect of your failure to comply with your Tenancy Agreement, I would ask that following the completion of this maintenance work by the DLO, you ensure your garden is maintained to a satisfactory standard.

Should you have any queries, or wish to discuss this matter further please do not hesitate to contact me on the above direct dial number.

Yours sincerely

Housing Officer