

## Moray Council Access Points

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Please tell us if you need us to translate this document into your language, or if you would like a copy in **large print**, in Braille or on audio tape.

# Taking Care of

# Your Garden



Everyone wants to live in a neighbourhood that is safe, clean and attractive.



the **moray** council

38643

The Moray Council's housing service has an Estate Management Policy and procedure which help us manage your neighbourhood and make sure that it is an attractive and safe place to live.

### **Estate caretakers and co-ordinators**

We have a team of estate co-ordinators and estate caretakers who work with other members of the housing service and other departments and agencies, including Environmental Health and the Community Wardens, to help make sure your neighbourhood meets this aim.

Part of the estate caretaker's duties include identifying gardens that are not kept to a reasonable standard.

### **Who is responsible for looking after my garden?**

Your garden is your responsibility. When you signed your tenancy agreement, you agreed to keep your garden neat and tidy and keep it from becoming overgrown or untidy or causing a nuisance. For example, you must regularly:

- cut the grass;
- weed flowerbeds;
- trim hedges; and
- keep the garden free from becoming overgrown and free from litter.

### **What happens if I don't maintain my garden?**

There are many ways that an untidy garden can be identified, including:

- during estate audits;
- during estate caretaker rounds;
- a complaint from a resident.

Where a garden is not maintained to a reasonable standard, we will contact you and see if there are any problems. The estate caretaker will also give you guidance on how to improve the condition of your garden. There are a range of ways we can help you maintain your garden.

### **What happens if I am unable to maintain my garden?**

If you feel that you are not able to maintain your garden due to your age, an illness or a disability, you should contact your local Area Housing Team. Please see contact details on the back of this leaflet. We operate a grass-cutting scheme, for which we charge a small amount. For an application form and more details, please telephone 0300 123 4566 or contact your local access point.

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There are also charitable organisations which may help those who do not qualify for the grass cutting scheme.

Your estate caretaker will give you information and advice on these options and other ways to maintain your garden and keep it tidy.

### **What action will you take if I don't maintain my garden?**

In each case, we will contact you to see if there is a problem. This can include writing to you and asking you to improve your garden within a certain timescale. If you do not respond to our letter and if there is no improvement in your garden we will continue to take further action. We may also carry out the work and invoice you for the costs. When we have exhausted all other options, we may take legal action against you. This is always a last resort. If you don't maintain your garden, you are breaking your tenancy agreement.

### **More information**

If you want more information about the estate caretaker service, please contact 0300 123 4566.

If you would like a copy of our Estate Management Policy please contact your local access point or you can get a copy on our website at [www.moray.gov.uk](http://www.moray.gov.uk).