

Contract Monitoring



The Council will monitor the contract throughout its duration and will be carrying out satisfaction surveys and quality checks when the work is being carried out. You may be asked to participate in this process therefore if you are contacted your help and co-operation would be appreciated.

If I Have A Complaint What Do I Do?

At every visit you will be asked to sign a form stating that you are satisfied with the work carried out. If you are unhappy you can refuse to sign and then contact Housing Departments Tenancy & Estate Management Team on Tel No 01259 450000 who will deal with your complaint.



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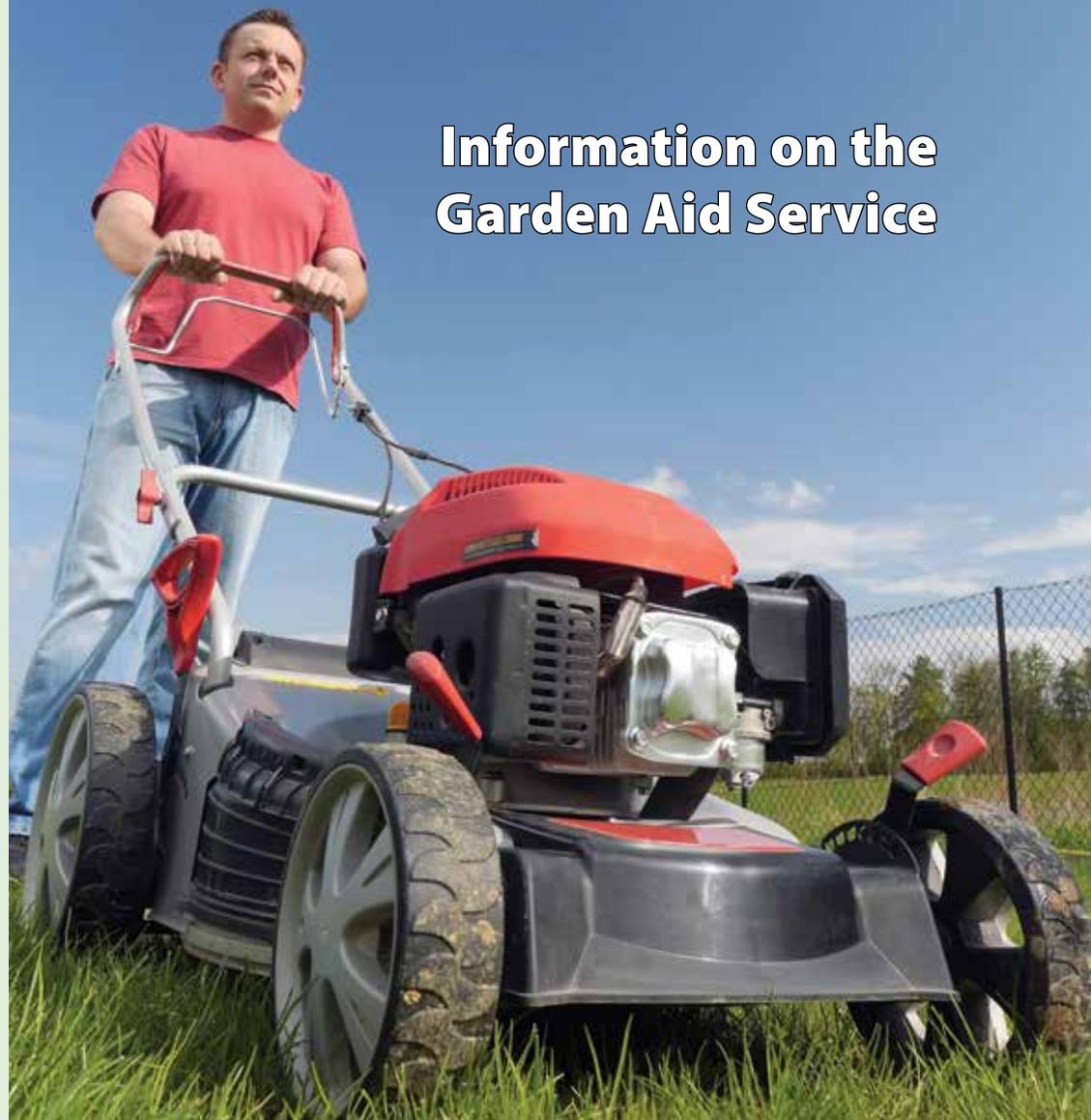
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Garden Aid

Information on the Garden Aid Service



The Service

The service is funded by Clackmannanshire Council and operated by the Council's Land Services Department, Kelliebank, Alloa. It is provided for Clackmannanshire Council tenants who are elderly or disabled, who do not have any able bodied person living with them who could tend to the garden.

The contract will run from April to September.

Identification/Crime Prevention

All workers for Garden Aid will possess identification badges. Tenants who are unsure about callers to the door stating they are from the Garden Aid Scheme should always ask for identification. Confirmation of workers in the area can be made by contacting Land Services direct on Tel. 01259 226929 or by contacting the Housing Department on 01259 450000.



What Works Are Carried Out?

The service is basically a garden tidy up scheme where your grass and hedges are cut and weed killer applied where required.

It is not a landscaping service and will not include digging, cutting down trees, pruning shrubs or planting plants or vegetables.

How Often Is The Work Carried Out?

- Weed killer / pesticide shall be applied to shrub beds and gravel areas a minimum of twice yearly
- Grass will be cut every calendar month. 6 cuts in total between April and September.
- Hedges will be cut two or three times depending on species of hedge, between April and September.

What Can I Expect?

Your grass will be cut and the area tidied. The grass clippings will be blown, but cannot be blown if the weather is wet. If accepted onto Garden Aid, any grassed areas including communal areas, must be free of any dog fouling.

If the area is not free of dog fouling, work may not be carried out. If there is a persistent or excessive amount of dog fouling we may terminate your inclusion on the scheme.



Any hedges of height 6 feet or under will be cut leaving an even finish on the top and sides. All clippings litter and debris from the base of the hedge will be removed.