



Wythenshawe
Community Housing Group



Your Guide to Concessionary Services

Here at Wythenshawe Community Housing Group we take pride in our neighbourhoods and regularly carry out garden and property inspections to make sure they are green, clean and in good condition.

Wythenshawe Community Housing Group recognises that not every tenant is able to maintain their garden(s) to a standard that is acceptable under the conditions of their tenancy agreement. The Group offers a concessionary gardening service for those tenants and will operate an eligibility criteria to ensure those in the most need of the service are able to access it.

All tenants agree to keep their property and garden in good condition when they move in to one of our homes. The Group's desired outcome is that customers who are unable to fulfil the tenancy agreement obligation of maintaining their garden(s) through disability, ill health or any qualifying criteria are offered a service to ensure that this is carried out.

We offer a concessionary gardening service where we will visit qualifying tenants and cut the grass and hedges. Any green waste generated from your garden will be placed in the tenants green bin for them to dispose of. Anyone who thinks they may be eligible for the service will need to apply and meet the following criteria:

- All occupiers of the property are aged over 70 or otherwise infirm or
- The tenant is disabled and no one else lives in the property who is under 70 years of age and is capable of garden maintenance or
- The tenant has no close relatives who are in a position to assist, living within a five mile radius (Close relatives are defined as sons/daughters (including in-laws) and parents if the applicant is disabled)
- The Group expects any member of the household or family aged 16 and over to carry out gardening



Those accepted and accessing the service can expect the following standards:

- Grass cutting only
- Cut and drop service
- Grass cuttings will be blown from any pathways
- 20 minutes per visit
- Hedges will be cut a minimum of 3 times per year
- Pet faeces must be removed by tenants prior to visit

We will carry out 13 visits between April and September with the number of visits decreasing over the winter months. From October to March the teams will carry out 4 visits to keep the garden tidy.

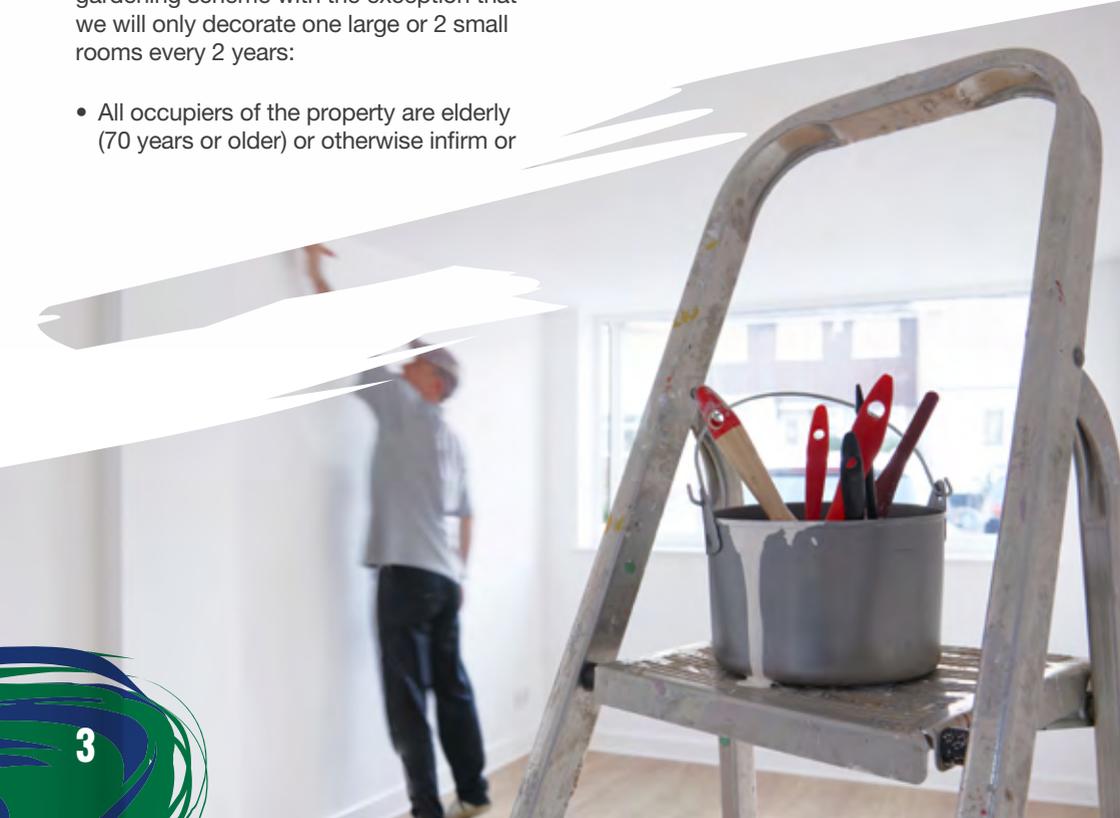


Concessionary Decorating is the term used for decoration services provided by the Group, free of charge, to eligible elderly or disabled tenants who are unable to carry out maintenance of their home and have no family living locally who can assist

We also recognise that not every tenant is able to maintain their home to a decorative standard that is acceptable under the conditions of their tenancy agreement and offer a concessionary decorating service for those tenants, operating an eligibility criteria to ensure those in the most need of the service are able to access it. If you do not allow access for us to attend to carry out the work then we will remove you from this scheme.

The criteria is similar to the concessionary gardening scheme with the exception that we will only decorate one large or 2 small rooms every 2 years:

- The tenant is disabled and no one else lives in the property who is not elderly and is capable of decorating or
 - The tenant has no close relatives who are in a position to assist, living within a five mile radius (Close relatives are defined as sons/daughters (including in-laws) and parents if the applicant is disabled)
 - The Group expects any member of the household or family aged 16 and over to carry out decorating
- All occupiers of the property are elderly (70 years or older) or otherwise infirm or



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We will carry out an assessment when an application for decoration or gardening is received. We will let you know once the assessment has taken place whether you are eligible for the service. If you are applying for the service because of a disability, you will need to provide proof of this.

If you are eligible for the gardening service you will need to ensure that the garden is clear of rubbish, animal faeces and any other obstruction that might stop the grass cutting.

If you are eligible for the decorating service you will need to make sure that the room(s) being decorated, are clear and accessible for the work to be carried out.

We carry out an annual review of all tenants accessing the concessionary gardening service and will write to you to confirm that you are still eligible.

For further information on the concessionary gardening and decorating service, email customerenquiries@wchg.org.uk





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