

Gardens to be  
proud of

LUMINUS  
GROUP



Useful advice on  
looking after your garden



# Gardens to be proud of

## 2020 Vision: The Road to Renewal

**Our 2020 Vision: The Road to Renewal is a focus on positive change that transforms our communities to mend “broken Britain”. Since March 2000 we have been building a team of people who, daily inspired in their work, seek consistently to give excellent service to our customers.**

This energises our residents, business partners and the wider community and helps us all find a sense of purpose, hope and fulfilment. As we change, transformation occurs and a brighter future becomes reality.

## Introduction

**Luminus is on the Road to Renewal. We call it our 2020 Vision. As part of this we want to see the streets and neighbourhoods where you live being clean, safe and attractive places to be.**

Residents have told us that one of the things they like to see are attractive gardens. So, we have created this Special Standard that sets out what we will do, and what we want you and others to do to make our communities better places to live by having gardens we can all be proud of.

We have set out below the standard to which we expect our tenants and other residents to keep their gardens. It also sets out the actions we will take to help residents and what we will do if the standards are not maintained.

We want local residents to get involved with their community and help themselves and their neighbours by improving the standards of gardens in their community.

## The Standard

**Whilst it is difficult to say exactly what is a tidy or an untidy garden, we have agreed with our residents the following general principles to give an idea of the standards we expect.**

A garden should be sympathetic to the local area and not look out of place. For example a garden that may be acceptable in a town may look out of place in a village.

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## A garden meets the standard if:

- Grass is cut on a regular basis and not allowed to grow out of hand
- Hedges and bushes are trimmed as required and not allowed to be overgrown
- Weeds are regularly treated and not allowed to dominate the garden
- Trees are proportionate to the size of the garden and do not have the potential of causing damage to property
- Wheelie bins are stored neatly and are unobtrusive
- No household rubbish is left in the garden
- Childrens' toys and play equipment are stored neatly
- Pet faeces are cleared promptly
- Fencing is well maintained
- Garden sheds are well maintained.

## Examples of well-kept gardens

We have talked to residents about the kinds of gardens they would like to see and here are a few examples of neat and tidy gardens that meet the standard.





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### What will we do if we find a non-compliant garden?

**If we find a garden that does not meet these standards we will take the following actions:**

- Talk to the resident and find out why the garden is untidy. There are lots of reasons why a garden may be untidy. For example, it could be that a tenant has a disability and is unable to do the work or may not be able to afford to buy gardening equipment
- We will consider offering support. This could be through encouraging the tenant to take action or may be practical support through our Neighbourhood Wardens, or our gardening scheme
- We will re-inspect the garden to see if any improvement has been made. If it has we will encourage the tenant to keep going.

### What we will do if a tenant refuses to meet the standards

**If, despite our encouragement and support, the tenant does not improve the garden we will consider taking legal action.**

This could be either an injunction to order the tenant to tidy up the garden or, in the worst cases, apply to the County Court for an eviction.

### Annual Campaigns

**Each year we will run a “Best Kept Garden” competition.**

We will back this up by running a campaign to target up to 30 of the worst gardens each year to encourage tenants to make improvements.

### Gardening schemes

**We currently provide a basic gardening service for some tenants who are elderly or have a disability, are in receipt of Housing Benefit and have nobody else who can do the garden for them.**

There is a limit on the number of people we can help under this scheme and there is usually a waiting list.



## Gardens at blocks of flats

**Some of our flats have individual gardens for each resident. Tenants will be told which garden area is their responsibility when they sign for their tenancy.**

Many of our blocks of flats have communal gardens. On some of these we may arrange for gardening work to be done, particularly if there is grass that needs to be cut. However, tenants are still responsible for maintaining the garden overall and we encourage residents to take a pride in the garden and look after it like they look after their home.

Within our annual “Best Kept Garden” competition we will have a separate category for communal gardens, including gardens at our blocks of flats and where residents have got together to cultivate a piece of land.

## Trees

**Tenants are responsible for looking after the trees in their garden. We will deal with trees in gardens in the following circumstances.**

1. In an emergency situation
2. If you are unable to carry out the work yourself. You will be recharged the cost.





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### Boundaries, hedges and fences

**We are responsible for maintaining boundary fences. Normally we use chain link fencing but we may use panel fencing on boundaries that are next to public footpaths. If a fence is damaged as a result of misuse by a tenant or his or her family we will charge them the cost of repairing the fence.**

In some areas, particularly in villages, homes have hedging instead of fencing as the boundary. The tenant is responsible for maintaining any hedges on their property. If we have to cut back a hedge because it is untidy we will recharge the tenant the cost of the work.

### Encouraging Community Involvement

We want to encourage residents to get involved in helping improve the environment and the lives of their neighbours by helping with gardening schemes in their areas.

There are two ways residents can get involved.

#### Communal gardening schemes.

In recent years we have encouraged a group of residents to create a communal garden on a piece of waste land near their homes. We helped create the garden and residents now look after it. It has really helped to improve the local area. If a resident lives near a piece of neglected land and would like to turn it into something more cultivated we will find out who the land belongs to and see if we can find a way of bringing that land back into use.

For tenants living in blocks of flats we will encourage them to get together to maintain the garden themselves. We will give advice and assistance. Such groups may also be able to apply for a small Community Grant from us to buy some gardening tools and plants.

### Gardening volunteers

Some residents are unable to look after their gardens themselves because of illness or disability. We will form a bank of gardening volunteers who are able to help their neighbours with the gardening. If you are interested in becoming a volunteer please contact **Andre Fourie, Street Representatives Coordinator** on **01480 428546**.

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## The Road to Renewal - what you can do

Whilst there is a lot we can do to tackle poor gardens we know that we will never be able to solve the problem alone. Instead of focusing only on action to deal with residents who don't look after their gardens, wouldn't it be better if we could encourage 10 people, then maybe 20, and eventually everyone in a street or community to care about their environment? This is at the heart of our 2020 Vision, our Road to Renewal.

This Special Standard is the first step along that road. It signals very clearly that we want to help you make a stand in your community for a better environment. If you want to join us, particularly if you want to improve the gardens in you area, now is the time to act. Please call **Andre Fourie, Street Representatives Coordinator** on **01480 428546** to find out how you can get involved.





# 2020 VISION: THE ROAD TO RENEWAL



**For help to understand this standard  
please ring 01480 428707/8**

If you have any comments or would like a large print  
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