

# Norwich City Council gardening scheme Mow & Grow

## What is the Mow & Grow gardening service?

The scheme offers assistance to tenants who are unable to maintain their gardens due to physical or mental health issues, a disability or long term illness.

For some people a one-off clearance might be enough to help them keep their garden tidy, while others may need regular maintenance visits.

The work is carried out by Mow & Grow, who recruit and train volunteers for community based gardening projects.



**Tenant  
approved**



**NORWICH**  
City Council

## **Who can sign up to the service?**

**To qualify, you must:**

- be a Norwich City Council tenant
- not have any relatives or friends living nearby, or household members, who are capable of maintaining the garden
- be in receipt of one of the following benefits:
  - Attendance Allowance
  - Disability Living Allowance – all types
  - Severe Disablement Allowance
  - Industrial Injuries Benefit
  - War Disablement Pension
  - Long-term Incapacity Benefit

If you do not receive one of the above benefits but have health problems or a disability which make it difficult for you to maintain your garden, you may still be considered for the scheme.

## **How much does the service cost?**

**One-off clearance – £15**

You can sign up to a clearance visit once per year.

**Maintenance visits (optional) – £3.71 per week**

You will receive six visits per year and the weekly charge is added to your rent account. If you receive housing benefit this amount will increase to cover the full amount of this additional weekly cost.

## **How do I sign up to the service?**

- Contact the customer contact team on 0344 980 3333.
- Speak to your neighbourhood housing officer, sheltered housing scheme manager or neighbourhood warden.
- Write to the council at Norwich City Council, City Hall, Norwich, NR2 1NH

- Visit your local neighbourhood office or City Hall
- email [info@norwich.gov.uk](mailto:info@norwich.gov.uk)

A referral can also be made by a friend, relative or support worker using the same contact details.

A neighbourhood housing officer or sheltered housing scheme manager will contact you to arrange an assessment visit at your home. Please let us know if you require anyone else to be present at the assessment visit for example a support worker, neighbour etc.

The neighbourhood housing officer or sheltered housing scheme manager will check whether you would like a one-off clearance or ongoing maintenance visits and will ask to see proof of any benefits you receive.

**Please be aware:** tenants who are in rent arrears are not automatically eligible for the maintenance visits. Each case will be reviewed by the arrears team.

You will receive a letter after the visit confirming whether you meet the criteria to receive the service and, if applicable, the letter will tell you how to pay for it.

## **What work will the team do?**

**The service includes:**

- mowing grass
- pruning bushes and low, small branches
- weeding
- strimming (brambles, nettles and overgrown greenery)
- tidying patio areas
- tidying hedges





- removal of green waste, such as bushes, brambles and leaves
- removal of a limited amount of non-hazardous waste (one-off clearance only)
- removal of metal and wood subject to assessment on site.

The team is happy to carry out some planting work and gravel laying where tenants have provided plants and materials.

**Trees** – The team will carry out a limited amount of tree work but this must be agreed with the

council before work begins. All work must remain within the boundary of the property. This is necessary to ensure the trees being pruned or removed are not protected by preservation orders, or in carrying out the work there would be a health and safety risk to the team or surrounding buildings/overhead wires etc.

## **What work is not included in the service?**

- Large scale landscaping or building work, such as paths, fences, paving areas or installing water features.
- Rotavating or garden levelling.
- Removal of hazardous material including glass, sheds with broken panes, toxic liquids / chemicals.

- Non-hazardous waste (apart from green, natural waste) and bulky items will not be removed as part of maintenance visits. A limited amount of non-hazardous waste can only be taken away as part of the clearance.
- Communal areas – as a general rule these areas should be maintained as part of Norwich City Council's grounds maintenance service. If an area is not currently maintained, please contact the council on 0344 980 3333 or [info@norwich.gov.uk](mailto:info@norwich.gov.uk)

## **I have received confirmation that I am on the scheme – what happens next?**

Everyone accepted onto the scheme will receive a clearance visit. Mow & Grow will contact you to arrange the first visit and discuss the work you wish to have carried out.

If you have also signed up to the maintenance visits you will be sent a notice of rent variation letter. This will tell you that the charge for the service is being added to your rent account in four weeks' time and the start date of the service. If you receive housing benefit, the amount will be increased automatically to cover the cost.

## **When will I receive my first/next garden visit?**

Mow & Grow will contact you the week before they visit in order to add you to their gardening schedule.

If Mow & Grow visit and you are out, they will leave a card for you to make contact and rearrange the work. Please let the team know in advance if the time is not convenient, or where there is access to the garden, if you are happy for the work to be carried out while you are not at home.

If you would like to find out when your next garden visit is scheduled for, please contact Mow & Grow directly on 01502 538124 or email [info@mowandgrow.org.uk](mailto:info@mowandgrow.org.uk)

## **How many garden visits will I receive?**

If you are signed up to the maintenance scheme, you will receive six visits throughout the year, usually during the spring or summer months when there is most growth in the garden.

## **I am worried about the cost of the service**

In setting up the scheme we have tried to keep the one-off clearance charge as low as possible. We have spoken to other organisations who run similar schemes to make sure that costs are fair and affordable. This is to make sure everybody who is eligible for the service can access it as easily as possible.

The one-off clearance costs £15 and this can be paid over the phone or by posting a cheque to City Hall.

If you also sign up for the maintenance service a weekly charge of £3.71 will be added to your rent and the charge can be paid for altogether in the usual way you pay your rent.

If you receive housing benefit, this will also increase by the same amount to cover the cost, so you will not be out of pocket.

## **I would like to cancel the ongoing maintenance visits – who should I contact?**

If you would like to cancel the service, please let us know the reason as we



may be able to resolve the problem, and all feedback will help us improve the service.

**Please send your cancellation request in writing to:**

Mow & Grow, Norwich City Council, City Hall,  
Norwich, NR2 1NH.

Please give four weeks' notice. When the service ends, the maintenance charge will be taken off your rent account. If you receive housing benefit which covers the gardening charge, this amount will also be adjusted automatically.

## **Who else can offer help if I am not eligible to sign up to the scheme?**

**If you do not qualify for the scheme it may be worth trying the following options:**

- If you are a **housing association** tenant, contact your housing provider directly as they may provide their own gardening scheme
- **Mow & Grow** also provide a commercial service to residents who do not qualify for the scheme. Contact their office on 01502 538124 for garden quotes or by email: [claire@thegroworganisation.org](mailto:claire@thegroworganisation.org)
- The **Norfolk Trusted Trader Scheme** is a Norfolk County Council Trading Standards initiative and builds on the well-established Norfolk Home Call service.

The service ensures Norfolk residents can easily find local, reputable traders. More than 400 local traders and businesses feature in their directory, which can be accessed using the contact details overleaf or on the website.

- **Norfolk Trusted Trader Scheme**
- Norfolk County Council – Trading Standards Service,  
County Hall, Martineau Lane, Norwich, NR1 2UD  
t: 0345 04 05 06  
e: [trustedtrader@norfolk.gov.uk](mailto:trustedtrader@norfolk.gov.uk)  
[www.norfolk.gov.uk/trustedtrader](http://www.norfolk.gov.uk/trustedtrader)
- **Norfolk Probation Service** offers a free gardening service to people who have no other means of carrying out the work themselves and who have no family living nearby. Please be aware that there is a long waiting list for this service.  
**To find out more call 01603 724000 or write to:**  
Norfolk Probation Service, Community Payback, Centenary House, 19 Palace Street, Norwich, NR3 1RT
- The **recycling centre** at Swanton Road in Mile Cross takes a variety of garden/green waste, furniture, electrical goods. Visit the Norfolk County Council website at [www.norfolk.gov.uk](http://www.norfolk.gov.uk) or call 0344 800 8004 to find out where else you can dispose of rubbish across the city, and what types of items can/not be taken to each centre.
- **Bulky item collection** – At a cost of £15, up to three items can be collected from the edge of your property for example furniture, mattresses, fridge and freezer. To arrange a bulky waste collection please contact Norwich City Council on 0344 980 3333 or email [info@norwich.gov.uk](mailto:info@norwich.gov.uk)

If you require this leaflet in another language or format, eg large print audio cassette or Braille, please contact Norwich City Council.

T: 0344 980 3333 F: 01603 213000

E: [info@norwich.gov.uk](mailto:info@norwich.gov.uk)

[www.norwich.gov.uk](http://www.norwich.gov.uk)

