




# Individual Garden Maintenance Scheme

## Information Booklet

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

A close-up photograph of a sunflower head, showing the intricate details of the dark brown, textured center and the bright yellow petals. A semi-transparent yellow rectangular box is overlaid on the right side of the image, containing black text.

East Devon District Council offers its tenants a subsidised garden maintenance service called the Individual Garden Maintenance Scheme (IGM), this scheme is designed to help tenants who are unable to maintain their own gardens due to ill health or disability.

The IGM scheme has recently been reviewed and we have developed a new criteria for acceptance, this leaflet explains what you need to do to register your application.

The IGM scheme is not available to all tenants and to be eligible you and anyone else living in the property with you must meet the criteria for assistance. Only those who can identify a genuine need for the assistance will be accepted onto the scheme. If you are accepted, you will have your application reviewed every three years to ensure that you still qualify and that your circumstances have not changed.

If you are not accepted onto the scheme, we can offer you practical advice about where you can get help with maintaining your garden, but you will need to arrange this yourself and may have to pay for this service.



## What assistance the council offers on the Individual Garden Maintenance Scheme:

- Between 5 and 10 visits per year (weather permitting) for grass cutting – front, side & back. For path clearance of freshly cut grass cuttings blowers will be used.
- Shrub maintenance – this will not include rose bushes, large shrubs or trees.
- Hedge trimming.



## What we don't offer or do on the Garden Maintenance Scheme:

- Maintain tenants own flower beds or hanging baskets.
- Carry out any tree maintenance.
- Removal of any grass cuttings.
- Make additional visits outside of the set schedule.
- Weeding.
- Topiary hedge work.
- Clear household rubbish.
- Work where there is dog or animal mess or clear up dog or animal mess.
- Work in unsafe gardens where household items such as discarded furniture, electrical items or other items are left which could cause injury or harm to gardening staff
- Do any work other than that which is specified.
- Clear moss from paths.
- Collect fallen leaves.
- Collect litter or refuse from your garden.
- Landscaping or renovation of your garden.
- Tending or planting of rockeries, vegetable gardens etc.
- Administer weed killer or other chemicals to your garden.



# Do I qualify for the Individual Garden Maintenance Scheme?

The following person criteria must be satisfied by the applicant or their household to be included on the IGM Scheme. This application form needs to be completed fully and accompanied by proof of the following documents/ payments to enable us to process your application:

- Attendance Allowance – lower or higher rate.
- Disability Living Allowance – Mobility component or care component (either at middle rate).
- Severe Disability Allowance.
- Incapacity Benefit – Higher Rate.
- Registered Disabled (depending on your disability).
- Mobility Allowance.
- Income Support – which includes the Disability Premium.
- War Disablement Allowance (including the Constant Attendance or Mobility Supplement).
- Industrial Injuries Benefit.





However, if someone lives with you in your property who is considered through the assessment process to be able to cut the grass and keep your garden tidy, your application will not qualify for the IGM scheme, even if you have any of the above qualifying benefits paid directly to you.

**Please Note: You will not be eligible to be considered for the IGM scheme if you are applying to buy your home under the Right to Buy scheme. Also, if you are accepted onto the scheme and then apply to buy your home under the Right to Buy scheme, you will cease to be eligible for assistance and will be removed from the scheme.**





# What do I do next?

- Complete the application form and medical self assessment certificate in full, and send us proof that you are receiving one of the qualifying benefits mentioned.
- Send these to: The IGM Scheme Co-ordinator, Landlord Services, East Devon District Council, Knowle, Sidmouth, Devon EX10 8HL
- Please note that if you are already in receipt of Housing Benefit we may already hold this information, but we will need your permission to access it.

We will then process your application and write to you within 28 days and let you know our decision. If you are a new customer and accepted onto the IGM scheme, a member of Streetscene who are our current contractors, will contact you to make an appointment to assess your gardening needs.





# What happens if I do not qualify for the scheme?

- We will write to tell you that you do not qualify within 28 days of receiving your application and give you the reasons why.
- We will send you a leaflet giving you information about other sources of assistance but you may need to pay for this.
- You can appeal against the decision if you feel your application details do meet the IGM Scheme qualifying criteria.
- Your appeal must be made within 14 days of receipt of the notification informing you that you do not qualify. Any appeals outside this timescale will not be considered for appeal.
- Once an appeal application is received a review of your application details will be carried out by the IGM Scheme Coordinator.
- You will be notified of the outcome of the appeal decision within 28 days of the receipt of your appeal application. This re-assessment decision will be final, and no further appeal can be made after that point.



# Frequently asked questions

about the  
IGM Scheme

**Q** *How many times a year will my grass be cut?*

**A** The current yearly cycle weather permitting is between 5 and 10 cuts a year. This may vary according to the amount of grass, shrubs and hedges that you have and whether the weather allows this amount of visits to take place.

**Q** *I get attendance allowance but I live with my wife who is not entitled to any of the qualifying benefits. Will the Council help us look after our garden?*

**A** This depends on whether your wife is capable of carrying out any garden maintenance on your property. If she is fit and able to do some gardening to keep your garden to an acceptable standard you will not qualify for the IGM Scheme. However, if your wife has an identified disability or long term illness which prevents her carrying out simple garden maintenance, even if she does not qualify for benefits, you may still be eligible for the scheme. You will be contacted by a member of the Housing Team to make an appointment for them to visit you at home to discuss your gardening support needs.

**Q** *I am 85 years old and live in sheltered accommodation, will I automatically qualify for the IGM scheme?*

**A** The Council will continue to maintain communal areas, but if you have an individual garden and live in sheltered accommodation, this no longer gives you automatic qualification for the IGM scheme. If you receive one of the qualifying benefits and you are over retirement age you will qualify and you should complete the application forms to apply. If you are over retirement age but fit and able to do your own gardening, you will not qualify for the IGM Scheme. However we will provide you with details of other service providers who may be able to help you.

# Contact us



## By telephone

01395 516551 ext:2323



## By post

Dept Landlord Services  
East Devon District Council  
Knowle  
Sidmouth  
EX10 8HL



## By email

LandlordServices@eastdevon.gov.uk

## Visit our website

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



**Available in other languages  
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