

Care of Gardens – Frequently Asked Questions

Question 1

Who can apply for the Service?

Answer 1

Any resident of East Dunbartonshire who is aged 75 or over or anyone under 75 who is physically unfit to maintain their own garden and has no one else in their house able to assist.

Question 2

When does the Service start?

Answer 2

The Service runs from April to October (inclusive).

Question 3

What is the cost this year for the service and what is included?

Answer 3

This year the cost is £171.91 (including VAT). For that, you will receive the following service:-

- Cutting lawns and edges and removing cuttings on seven occasions (once every calendar month);
- Applying herbicide to paths, driveways etc on two occasions; and
- Trimming hedges on two occasions (up to 1.5m / 5 feet in height).

Question 4

How do I pay for the service?

Answer 4

Once you receive your invoice there are several ways to pay and they are detailed on the bottom of your invoice. These are:-

- By credit / debit card over the phone (0300 123 4525)
- Online – www.eastdunbarton.gov.uk/payments
- By post – cheques made payable to “East Dunbartonshire Council” and sent to Revenues & Benefits Administration, William Patrick Library, 2 – 4 West High Street, Kirkintilloch G66 1AD.
- By direct debit – please phone 0141 578 8490 to request a Direct Debit Instruction Form
- In person – at any of EDC Hubs
 - Kirkintilloch Hub – 2/4 West High Street, Kirkintilloch G66 1AD
 - Bearsden Hub – Burgh Hall, 69 Drymen Road, Bearsden G69 3QT
 - Bishopbriggs Hub – Bishopbriggs Library, 170 Kirkintilloch Road, Bishopbriggs G64 2LX
 - Lennoxton Hub – 46 Main Street, Lennoxton G66 7JJ

Question 5

Is there anything not provided?

Answer 5

- Yes –
- 1) Maintenance of borders, shrub beds and rose beds
 - 2) Lifting of weeds following application of weedkiller
 - 3) Cutting old vegetable plots and overgrown areas
 - 4) Pruning of trees, shrubs etc
 - 5) Cutting hedges above 1.5m / 5 feet
 - 6) Removal of rubbish or garden waste.

Question 6

Will my grass be cut on the same day every month?

Answer 6

Not necessarily – it could be a Monday one month and a Tuesday the next month etc.

Question 7

When will I get my invoice for paying for the Service?

Answer 7

Invoices are usually sent out in late April / early May (after one grass cut).

Question 8

Will it always be East Dunbartonshire Council employees who carry out the work in my garden?

Answer 8

Yes it will.

Question 9

Can I make special arrangements with the workmen to suit my needs eg bring the grass cutting machinery through my house to get to the garden; phone before you visit etc.

Answer 9

Unfortunately, we are unable to accommodate special requests due to the large numbers receiving the service. Although previously we would phone to advise when we would be coming we are no longer able to do this.

Question 10

How can I apply?

Answer 10

There are several ways to apply:-

- Complete our online form on our Web site
- Contact Customer Services by telephone on 0300 123 4510
- Complete an application form and post to East Dunbartonshire Council, 12 Strathkelvin Place, Kirkintilloch G66 1TJ
- Deliver a completed form in person to one of our Community HUBS:-
 - Kirkintilloch Hub – 2/4 West High Street, Kirkintilloch G66 1AD
 - Bearsden Hub – Brookwood Villa, 166 Drymen Road, Bearsden G51 3RJ
 - Bishopbriggs Hub – Bishopbriggs Library, 170 Kirkintilloch Road, Bishopbriggs G64 2LX
 - Lennoxton Hub – 46 Main Street, Lennoxton G66 7JJ

Question 11

If I come home and only parts of my grass are cut, what could be the problem?

Answer 11

The gardeners will not:-

- Cut grass contaminated by dog fouling – they will cut round contaminated patches or, if the fouling is all over the grass then they won't cut the grass at all
- Move garden furniture / ornaments to cut the grass.

However, if the grass has been missed around eg your clothes poles then we will come back and rectify this.

Question 12

Can I join the scheme once the service has started?

Answer 12

Residents can apply to join the Care of Gardens Service mid-season, however, there will be a £26 administration fee applied in addition to the pro rata cost of the service. For costs please see Question / Answer No 3.

Question 13

What should I do if the grass cutting machinery has made marks on my grass?

Answer 13

Unfortunately, we use heavy machinery which sometimes leave marks (especially if we have recently had wet weather) and there is nothing we can do about this.

Question 14

What should I do if there are grass clippings all over my paths?

Answer 14

Please let us know and we will send out our gardeners with a blower machine to clear your paths.

Question 15

What happens if I don't receive an invoice?

Answer 15

Please phone us (0300 123 4510) and advise us of this and we will check if an invoice has been raised. If it has, we will send a copy invoice and if it hasn't we will then raise an invoice and send to you.

Question 16

How do I cancel the service?

Answer 16

Please phone us (0300 123 4510) and advise us of this. Please note the following:-

- If you have already paid for the service and have received no visits a full refund will be organised;
- If you have already paid for the service and have received some visits a partial refund will be organised;
- If you haven't paid for the service and have received no visits then a credit will be raised against the original invoice and you can just discard the invoice;
- If you haven't paid for the service and have received some visits then a partial credit will be raised against the original invoice and you will have to pay for the services you have already received (an amended invoice will be sent to you).