

We offer a wide range of leaflets which set out our policies, procedures and good practice. These are available on request.

Whitefriars is proud to be part of



### Whitefriars Housing Offices

9 Little Park St  
City Centre  
Coventry

☎ 024  
7676 7111

29-31 Riley Square  
Bell Green  
Coventry

☎ 024  
7670 8400

192 Torrington  
Avenue  
Coventry

☎ 024  
7649 6700

St James Lane  
Willenhall  
Coventry

☎ 024  
7651 6700

### Need help in your own language?

Arabic

يا به زبان خودتار به کمک نيت داريد؟ "هل تحتاج الى مساعدة بلغتك؟"

French

« Vous avez besoin d'aide  
dans votre propre langue ».

Kurdish

اپنی زبان میں مدد کی ضرورت ہے۔ نا بنوسب نه بارهتر نه زمانه خوب هه.

☎ 024 7676 7000

Farsi

Polish

Wymagają Państwo  
pomocy w swoim języku?

Urdu

Do you want this leaflet in a different format?

If you need this leaflet in audio, braille or large print format contact

☎ 024 7676 7000

**Repairs Line (24hrs) 0300 7906 555**



[www.whitefriarshousing.co.uk](http://www.whitefriarshousing.co.uk)  
[www.wmhousing.co.uk](http://www.wmhousing.co.uk)

# Grounds Maintenance



  
**whitefriars**  
HOUSING

“creating places where people are **proud** to live and work”

## Grass

- If the grass has not been cut it could be that it is not on land owned by Whitefriars.
- If it is Whitefriars owned grass and it has not been cut we will contact our contractor, Glendale, to find out why. We will then make sure it is cut as soon as possible.
- Whitefriars looks after one million square meters of grass, and so occasionally some areas do get missed.

### Why is the grass so long?

Our contractor tries to keep the grass to a height of approximately 60mm.

Sometimes weather conditions can speed up grass growth. It is also difficult to cut grass in wet weather.

The weather may slow the contractor down and result in the grass growing longer before it is cut again.

### Why have you stopped grass cutting?

Grass cutting will be halted during times of very wet weather, especially if the machinery is likely to cause damage to the ground or it is dangerous for the contractor to use it.

Grass cutting can also be stopped in very dry weather when the grass also stops growing.

### Why are grass cuttings not taken away?

There are two reasons for this:

- If grass cuttings are left on the ground they put goodness (nutrients) back into the ground.



- To collect all the grass cuttings would more than double the cost of the contract.

The contractor will blow or sweep any cuttings which have gone on to footpaths, back on to the grassed area.

### When is the low frequency grass cut?

Low frequency grass is only cut 4 times a year.

As an example, low frequency grass cutting would be carried out in demolition areas or areas not normally used by the general public.

## Weed Control

### How often do you spray weeds on paths and hard surfaces?

General weed spraying is normally carried out 4 times between February and November.

During strong winds or heavy rain spraying may be delayed.

Spot spraying will be carried out to problem areas as necessary, leaving weeds left to die off completely.



### Do Whitefriars use pesticides?

Yes, to control pests and diseases as and when required.

### What precautions should Whitefriars take when spraying?

Whitefriars use trained staff, each has a weed spraying test certificate.

## Hedges

### How often are hedges trimmed back?

They are generally trimmed between July and November. Doing them at this time of the year avoids disturbing nesting birds.

They will also be cut back out of these times if they are causing an obstruction or are dangerous.

## Shrubs

### How often are the shrubs pruned?

The number of times shrubs are pruned depends on how much they have grown.

Some are only trimmed once a year whilst others are cut back much more often.

They will also be pruned if they overrun paths or cause an obstruction.

### Am I allowed to adopt the shrub bed beside my property?

Contact Whitefriars to agree this first. Should you leave your property you must contact Whitefriars to let them know you will no longer be looking after the bed

### Is it OK to cut back shrubs on Whitefriars' land so that I can carry out work to my own boundary?

Please call Whitefriars if you have a problem and we will arrange a visit.

We will inspect the shrub and let you know what can be done.



## Green Waste

### What is wrong with dumping garden waste?

Dumping garden waste on Whitefriars' land, a verge, or in a public open space is classed as fly-tipping. Fly-tipping can lead to prosecution and a fine.

You have now been provided with a recycling bin for garden waste, please use it.

It also spoils the area and can attract others to dump waste there. It will also provide a haven for vermin.



## Trees

There are approximately **10,000 trees** on our estates and at some stage each of those trees will need some kind of treatment.

The type of treatment required could range from simple pruning or cutting back, to the felling of the tree.

A survey has been carried out to all our trees by a qualified tree specialist in order to find out what type of trees they are and the condition they are in. The trees are tagged with a reference number after surveying.

Depending on the urgency of the treatment required, those trees needing the most urgent attention, for example dead trees or those in a dangerous condition, will be given priority.

The remainder has been entered in to a work program and will be treated according to the urgency of the work required.

This ensures that those trees needing the most urgent attention are treated first.

## There is a dangerous tree in my area, what should I do?

Please contact us on 7655 5229 and we will carry out an inspection of the tree.

If it is found to be in a dangerous condition we will make it safe.

This does not always involve the tree being felled.

We may carry out other work to the tree to ensure its safety.

## What if there is a fallen tree blocking the road?

If it is on Whitefriars' land please call the Whitefriars repairs contact centre.

If it is on a public highway please report it to Coventry City Council on 024 7683 3333 and they will arrange for it to be cleared.

## What if trees are overhanging the footpath?

We will inspect the trees.

If it is found that the branches are too low we will cut them back to two meters above the ground.



## What if tree branches are touching the roof of my property?

We will inspect the tree and check to see if any future programmed work is due to take place.

If there is a possibility that the roof could be damaged work may be rearranged.

## What if branches from a Whitefriars' tree are overhanging into my garden?

If you wish you can cut the branches back and leave them on our land. Please let us know so we can inspect the tree and remove any debris.

## What if trees are affecting my TV/ Satellite reception?

We will inspect the trees and let you know if any future work is programmed to take place. We do not carry out work solely to improve reception.

## What if I think the tree in my garden needs work?

It is your responsibility to maintain your own garden as stated in your tenancy agreement

However, if you have any concerns, please contact Whitefriars for advice.

