



your
garden
village

live and grow together

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Maintaining your Garden Village

Loftus Garden Village is really important to all of us and we all want it to remain a special place:

- That feels green and has a sense of openness;
- That feels like a village in a town;
- Where it's great to walk around and children are free to play;
- Where you can hear bird song;
- Where the homes are high quality and look like traditional homes; and
- Where residents are encouraged to get involved.

We will manage this through our dedicated team, including on-site gardeners, responsible for the maintenance and upkeep of the public open space and helping to keep your Garden Village clean and tidy. The team consists of:

- Head Gardener
- Gardener
- Home Ownership Officer
- Property Managers (**seren**living rented homes)
- Neighbourhood Managers (Charter Housing rented homes)

We will also be providing a full range of housing management and maintenance services to tenants living here and specialised services for home owners.

Our services

We will review the services we provide over time as the Garden Village develops. Our initial service will include:

Grass cutting

Grass in shared (communal) areas will be cut fortnightly between April and October and cuttings will be removed. Wild flower areas will be cut once a year in the Autumn, with clippings raked and removed manually.

Garden hedges

Hedges to the front of all the homes will be trimmed in early Spring and Autumn to avoid the nesting season. The Box hedge in the Kitchen Garden will be trimmed in May and August.

Please note that we will need access to some front gardens to allow us to fully maintain all the hedges.

Shrub Beds

Communal shrubs will be trimmed once a year.

Weed Control

Shrub beds will also be weeded using a combination of hand weeding, hoeing and only minimal use of appropriate and safe weed killers.

Hard surfaces (e.g. car parks, paths) will also be weeded as necessary, with minimal use of a safe weed killer where required.

Litter and refuse control

We will pick up litter and empty the communal bins around the site daily. Any fly tipping will be removed within two working days.

Trees

All trees on site will be monitored regularly and formally inspected on 5 year cycle.

Leaf Collection

Leaves will be collected in Autumn and Winter as and when needed.

Inspections

We will visually inspect public open spaces every day, with a more comprehensive inspection every week. Playground inspections will be weekly, and inspections of the pond every month. A risk assessment of the playground and Garden Village as a whole will also be kept up to date and formally reviewed on an annual basis.

Insurance

Communal areas and public open space owned and maintained by Seren Group (not including areas adopted by the local authority), will be covered by our block policy. Details can be made available on request.

Anyone who has bought their home outright will need to arrange their own Buildings Insurance. For shared owners and tenants, Buildings Insurance is arranged by the Seren Group and paid for in your rent.

Please note, we do not arrange any contents insurance and all residents will need to make their own arrangements to cover their possessions and equipment.

Estate Maintenance and repairs

All repairs will be dealt with as soon as it is practical to do so. If the Gardening team are unable to complete a repair we will either instruct our in house maintenance team or a local contractor.

We will deal with emergency repairs as quickly as possible. Please refer to the contact sheet in your resident pack.

Your responsibilities

We want your Garden Village to remain safe and enjoyable for everyone so please use your usual judgement to maintain a healthy and safe environment. This includes considering other residents and visitors and keeping your home and garden in good condition, e.g. ensuring you dispose of your rubbish properly and at the right time.

If you do see anything that needs our attention, whether it is a repair, rubbish or any landscaping or gardening work then please let us know straight away.

If you need to dispose of large or bulky household waste please contact Newport City council environment department to arrange a collection.





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