

- Attendance Allowance - including rate
- Disability Living Allowance (DLA) - including rate
- Personal Independent Payment (PIP) - including rate
- Adult Disability Payment - including rate.
- Housing Plus:
  - We also offer a proactive service called Housing+Plus to help you successfully manage your home and tenancy. We will carry out an assessment with you, your dedicated Officer will work with you to agree an action plan and targets, also making referrals to external agencies for additional support if you need them. You can find more information about Housing Plus on [www.darlington.gov.uk/housing/your-home/your-tenancy/housing-plus/](http://www.darlington.gov.uk/housing/your-home/your-tenancy/housing-plus/)

## How do I contact you?

If you have any concerns about your garden or boundary, including any repairs such as broken walls or dangerous trees, or would like to know more about the support we can offer you please contact us by:

- Emailing us at [housing@darlington.gov.uk](mailto:housing@darlington.gov.uk)
- Messaging us through your digital tenancy, Darlington Home Online
- Phoning us on **01325 405333**
- Writing to us at Housing Services, Darlington Borough Council, Town Hall, Feethams, Darlington, DL1 5QT

# Gardens and outdoor spaces

Keeping your outside spaces tidy



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**DARLINGTON**  
Borough Council

As a Darlington Borough Council tenant, we want you to be proud of your home and the community you live in. You can help your community by keeping your garden and/or outside space in a tidy condition by doing the following:

- Mowing the grass regularly.
- Keeping hedges and bushes cut back and tidy so they do not obstruct paths, drives, windows or cause a nuisance.
- Trees cut back and maintained.
- Paths, driveways, and gardens to be kept clear of weeds.
- No rubbish stored in your garden or outside space (unless in the appropriate bin).
- Fences kept in good repair.

It is a condition of your tenancy agreement to keep your garden maintained. If we notice an untidy garden, then a member of our Housing Team will contact you to discuss what you need to do to bring it back up to standard. We may take legal action against you should you fail to maintain your garden and outdoor space appropriately.

## How can we support you to keep your garden and outdoor space tidy?

We know that a garden can be a lot of work, so if you need help you can contact us and we will give you advice, work with you and support you to bring keep your garden up to standard. Please note it is your responsibility to keep your outside space in good order.

The ways we can support you are:

- One-off cut:
  - We can arrange for either StreetScene or an external contractor to come and cut back and tidy your garden to help you get back on track. This is a rechargeable service, but we can arrange for you to pay this back on a weekly basis along with your rent charges.

- Garden Tidy Scheme:

- We offer a limited garden tidy scheme through StreetScene which covers up to six cuts of grass each year (April to October) and hedges trimmed twice a year (October to March). The scheme does not include weeding or planting. This is a free service if you meet the eligibility criteria. You may be eligible if:
  - You are of state pension age; or
  - You receive high-rate disability living allowance or enhanced level Personal Independence Payment; and
  - You do not have anyone under the state pension age of 66 (or able bodied) living with you.
- If there are other people who reside with you at the property who do not meet the above criteria the service is not available. We may request that you provide proof of your disability if you have not previously provided these to Housing Services. Award letters for the following Welfare Benefits are appropriate proof:

