



Frequently Asked Questions

How soon can I get the work done?

Garden Buddies works on a first-come, first-served basis but we will try our best to carry out the work as soon as possible, currently within 4-5 weeks.

What should I do if I need to cancel?

If you need to cancel either an arranged assessment or a job please contact **01327 358264** as soon as you can.

Who will carry out the work?

A team of volunteers, led by our one of our gardeners, will carry out the work. Our gardener has been Disclosure & Barring Service (DBS) checked and will remain in attendance with volunteers at all times. Members should be aware that Garden Buddies volunteers are not DBS checked.

Who supplies materials, if needed?

Any materials needed to carry out the work must be purchased by the member. Our gardener will be happy to offer advice regarding amounts needed etc. Members who are unable to purchase materials should contact snvb on 01327 358264 to make alternative arrangements.

What if there is an accident on my property?

Our gardener is present at all times during Garden Buddies sessions and all volunteers undergo First Aid and Health and Safety training. A first aid kit is available on the Garden Buddies vans and the project is fully insured.

Why do I have to pay?

Garden Buddies is managed by snvb, a registered charity. The combination of funding, annual registration fee and hourly charge allows us to provide this gardening service in a cost-effective manner. The charges contribute towards the running costs of the project and help to ensure its long-term sustainability.

If you have any further questions, please ring **01327 358264** or write to:
Garden Buddies, Volunteer Centre, Whittons Lane, Towcester, Northants, NN12 6YZ