



Members Information Sheet

What is Garden Buddies?

Garden Buddies is a members-only project managed by snvb where volunteers help to tend and maintain the gardens of older people or people with disabilities at affordable rates.

Garden Buddies services are available only to current, registered group members.

What do we do?

Garden Buddies carries out **basic garden maintenance work**, to be agreed with members beforehand, including: lawn mowing, weeding, hedge cutting, pruning, digging, strimming, garden clearance. We can also install low-maintenance gardens. Heavy or specialised work, such as landscaping, tree felling etc, cannot be undertaken by this project and we reserve the right to refuse work considered beyond the capabilities of the project.

Who can join?

Garden Buddies is a membership scheme which provides a low-cost gardening service to the people who really need it. Accordingly, snvb reserves the right to refuse membership.

To qualify as a member, garden owners must:

- be unable to carry out the work themselves, due to age or disability
- have no-one living with them or within a reasonable distance, who could be expected to help
- live on a restricted income eg, a means-tested benefit or a basic state pension.
- reside within South Northamptonshire

How do I join?

Just complete and return the Membership Application Form together with your cheque **MADE PAYABLE TO SNVB** for the annual membership fee of £15 to: Garden Buddies, Volunteer Centre, Whittons Lane, Towcester, Northants, NN12 6YZ.

How does it work?

Once you have registered with us as a member, our gardener will fix a date to carry out an initial assessment of the work to be done. They will then provide you with a written estimate of hours and costs required. Provided you are happy with this, we will book your job in for the next available day.

For any return jobs, just give us a ring on **01327 358264** to arrange a visit.

All our jobs are undertaken on a first-come, first-served basis and we will always do our best to carry out work on the agreed day; however, in the event of bad weather or volunteers' non-attendance, dates may have to be altered at short notice. The Garden Buddies project operates 5 days a week Monday - Friday.

Costs

Garden Buddies annual membership fee is £15 and our hourly rate for work carried out is £10. Please note Garden Buddies is a not-for-profit project and these charges contribute to our running costs only.

Members will be given pricing information upon joining and an estimate of each job will be supplied **before** any work is carried out.

How do I pay?

An invoice will be sent out to you as soon as the work has been completed. We would be grateful if you could ensure payment by cheque within 7 days of receipt of invoice. In the event of jobs lasting a number of days (e.g. more than 3) interim invoices may be required. **PLEASE MAKE ANY CHEQUES PAYABLE TO SNVB.**

If you are unable to pay by cheque, please contact the Garden Buddies project manager on **01327 358264** to make alternative arrangements.

How can you help us prior to our visit?

Please ensure that if you have any cats or dogs that any mess in the garden is cleared prior to our visit as our project worker and volunteers may, for health and safety reasons, be unable to complete the gardening job. Your co-operation in this matter would be greatly appreciated.

Feedback, grievances and complaints

We are always trying to improve our service and welcome any comments. We will ask you to complete feedback forms before and after any work is carried out, however, if you would like to make any further comments or suggestions please contact the office on 01327 358264, email: info@snvb.org.uk or write to the address given at the end of this sheet.

Garden Buddies is managed and operated by snvb: a registered charity 1104848 and company limited by guarantee 5068116 registered in Cardiff. snvb maintains a Data Protection Policy and your information will not be passed to third parties without your permission. The policy is available on request.

Registered address: snvb, Volunteer Centre, Whittons Lane, Towcester, Northants. NN12 6YZ.