



How we maintain your grounds

We work with our contractor, idverde, to maintain the communal gardens, landscaping, paths, verges and car parks we own. This includes cutting grass, tidying plant beds and borders, pruning hedges, collecting leaves and spraying weeds.

Some of your communal outdoor areas may be owned by your local council who are responsible for their upkeep and maintenance. Please contact your local council if you have any queries related to these council-owned areas.

If you're unsure which areas are maintained by Moat, please contact your Neighbourhood Services Manager to request a map of these boundaries.

 0300 323 0011

 customer@moat.co.uk



How often we will visit

We carry out our grounds maintenance services every two weeks and we'll visit your area on a set day of the week. From time to time, this day may change due to staff sickness, bank holidays and bad weather. Our operatives will complete their full list of tasks before leaving. This means the time they spend working on your grounds will vary, depending on the work that is needed.

Working safely

All idverde operatives wear a name badge with photographic identification. They must also wear appropriate protective clothing and take care not to cause nuisance, endanger members of the public or cause damage to property. For your safety, please don't approach an operative when they are operating machinery.

Managing Agents

In some areas, grounds maintenance services are provided by a managing agent and idverde will not carry out services in this case. This usually occurs where Moat does not directly own the communal areas or where using an agent offers you more value for money. Please contact your Neighbourhood Services Manager if you are unsure.

The services we provide

Cutting grass

We cut your grass when it's longer than 56mm and we provide this service all year round. We spread the cuttings evenly after mowing and we trim grass around objects that can't be moved. Weed spraying takes place three times a year, unless the area is too busy to do so safely.

Leaf clearance

Leaves and pods will be collected by hand or leaf blowers and cleared on the same day. After a storm or gale, we will clear twigs and debris if they are no more than two metres long. Please report any larger debris to your Neighbourhood Services Manager.

Beds, plants, borders

We remove weeds from beds and borders and kill off any brambles at the root. Vegetation that is blocking pathways will be removed and hedges will be pruned outside of the nesting season. Ivy will be left as a decorative plant if it does not damage fences/walls or block windows and access ways.

Tree works

We monitor larger trees and bushes and will arrange tree surgery where they have become unsafe, diseased or are having a significant impact on light to individual homes. If you feel that a tree requires attention, please let your Neighbourhood Services Manager know.

Car parks and hard standing areas

We remove debris and litter from hard surfaces, and keep all gullies clear.