

**Important Notes**

All aspects of the job will be covered at an induction, however, we would like to point out certain aspects of the job that we feel it is necessary for you to be aware of at this stage.

* As far as possible, we try to ensure that you do not have more than a few miles to travel between customers and in some cases you will have customers adjacent to each other. However, sometimes we will ask you to visit customers that are perhaps 2 or 3 miles apart. We pay your mileage at 37p per mile and travel allowance between all calls. If your local knowledge is good, you may wish to suggest to us an improved rota that reduces any travelling.
* You can choose the days and hours you wish to work, Monday to Friday, and we will add customers on your rota, so that they receive regular weekly visits. You do, therefore, need to be sure that you can maintain any commitment given as far as possible.
* We operate a "No Access" procedure to help safeguard our clients. As customers know the day and time of the gardener's pre-arranged visit, if when the gardener arrives at the customer’s home, there is no reply the "No Access" procedure kicks in. All newly recruited gardeners will have the procedure fully explained to them at induction.
* Before our gardeners set out each day, they are asked to check the weather forecast for the area in which they are working in, to ensure that the weather is suitable for gardening. If it is not, we suggest that the customer is telephoned and the gardener explains that they cannot carry out normal gardening work and check if there is any other suitable work they would like to have done. This could be to tidy up their potting shed or garden shed or indeed to visit garden suppliers on behalf of the customer, if they are in need of seeds or bulbs etc. Customers could even be taken to a garden centre or such like if the gardener and customer were happy to do that. Again, the logistics and charges related to this will be explained fully at the induction. Taking customers to garden centres etc is **not** a mandatory requirement of our gardeners, some of our team are happy to do this and some prefer not to.
* You do need patience and a sense of humour as some of our customers can be a little forgetful and we as an organisation make mistakes on occasions too.
* Customers are always very pleased to see their regular Gardener and therefore job satisfaction is almost guaranteed.