



Tree safety.

Our responsibility for tree management.

Trees make a considerable contribution to our neighbourhoods. They absorb pollution and CO₂, help reduce noise levels, provide shade and shelter, and offer habitat for a range of wildlife. So it's important that we look after trees and keep them in a safe condition.

As your landlord we are responsible for all management and maintenance of trees growing on our land.

How we prioritise requests for tree work:

We **WILL** prune or remove trees that are:

- Dead, diseased or dying
- Dangerous (i.e. through storm damage)
- Causing damage, or likely to cause damage, to property
- Breaking Highway Regulations
- Identified as part of our maintenance programme

We **WON'T** prune or remove trees that are:

- Blocking sunlight
- Interfering with TV/phone signal
- Obstructing views
- Interfering with private vegetation
- Causing seasonal issues (dripping sap, honeydew, bird droppings, falling leaves, etc.)

Help us keep you, and our trees safe.

In order for us to manage and maintain our trees effectively, we need your co-operation:

- **REPORT** any tree-related issues as soon as you notice them
- **ALLOW** our officers, consultants and contractors access to your property when necessary

We will write to you when a routine tree survey is due. This service is free of charge.

Tree safety: Dos and Don'ts.

DO get written consent before you plant any trees on land owned by us, including in your garden, open spaces, or shared areas

DON'T prune or remove any trees on land owned by us, including in your garden, open spaces or shared areas.

DON'T attach washing lines, lights, brackets and other objects to trees, as this creates weak points and causes damage

Report a tree issue.

To report a tree issue call 0300 555 0600

We will respond within 24 hours to discuss your issue and, if the tree work criteria are met, we will arrange an inspection within 28 days.

DO NOT try to deal with any damaged trees yourself. Many of our trees are protected and it is a criminal offence to prune or remove them without legal consent from the local authority.