

SELECT YOUR ARBORIST BY FOLLOWING THE FOLLOWING ADVICE

- 1 Select a range of companies
- 2 Make contact and organise a site visit
- 3 Explain what you want them to do, and the reasons why.
- 4 Ask the relevant questions (see inside)
- 5 Receive the quote in **writing**
- 6 Choose preferred contractor, based on steps 1-5

Whilst the above process can help to ensure rogue traders are not chosen, the ARB Approved Contractor Scheme run by the Arboricultural Association can make it easier to select a suitable company – all the contractors listed have passed a rigorous assessment which covers:

- **Health, Safety & Environmental Management**
– *how they manage risk*
- **Office Procedures & Customer Care**
– *the way the business is run*
- **Worksite Safety Inspection**
– *an inspection of work while it happens*
- **Work Quality Inspection**
– *an inspection of completed work*

ARB Approved Contractors are **Insured** and **Qualified**.

GENUINE OR NOT?

Tree work is not directly regulated; it is possible to set up a company and claim to offer a service, even if those involved do not have the necessary credentials.

It can be difficult for prospective clients to tell a legitimate company from a substandard one; the advice in this leaflet provides guidance to help make informed decisions when choosing your arborist.



For your
peace of mind.
Look out
for the
**ARB Approved
Contractor shield**

*Ensure you are using an ARB Approved Contractor
by checking here:

WWW.TREES.ORG.UK/FIND-A-TREE-SURGEON

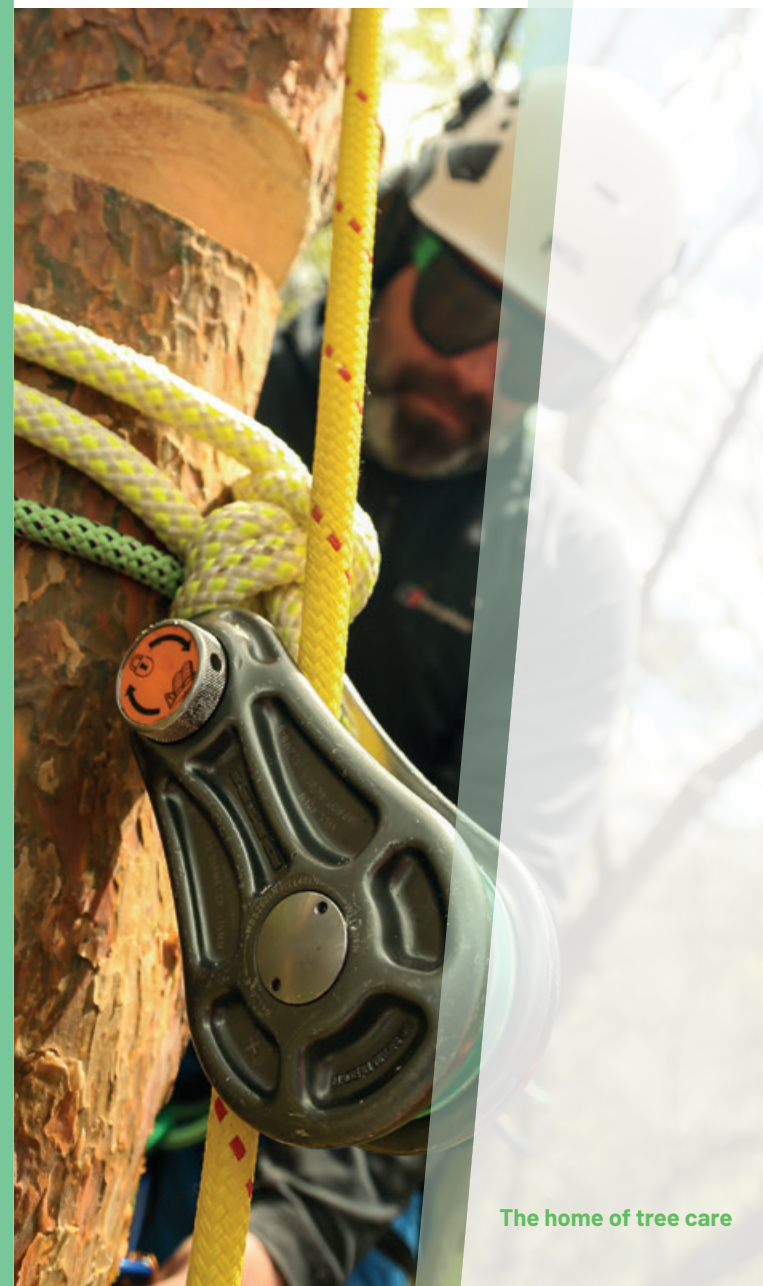
Find an ARB Approved Contractor here at:

**www.trees.org.uk/
Find-a-Tree-Surgeon**



HELP AND ADVICE

TREE WORK CHOOSING YOUR ARBORIST (TREE SURGEON)



The home of tree care

TREE WORK



**GOOD
CLIMBING
PRACTICE**



**BAD
CLIMBING
PRACTICE**

This leaflet has been produced to help you choose the right people to do the right job – **Safely** and **Efficiently**

If tree work is not undertaken properly, it could lead to:

INJURY TO PEOPLE

DAMAGE TO PROPERTY

HARM TO TREES

Tree work requires a high degree of technical competence, supported by training, qualifications and experience.

GENUINE OR NOT?

When engaging a contractor, following the process opposite will help you make informed decisions.

THE PROCESS

- 1 Select a range of companies** to offer a quote (we recommend **THREE**) – you can:
 - Use the ARB Approved Contractor Directory
 - Ask friends and relatives for recommendations
 - Use the internet or local magazines
 - Companies who post leaflets or knock on your door are usually best avoided
- 2 Make contact and organise a site visit** – site visits are normally free of charge.
- 3 During the site visit**, explain what you want them to do, but also explain your objectives – a good contractor can advise the best way of achieving your goals based on their knowledge and experience.
- 4 Ask the following questions...** These could be asked prior to, during or after the site visit:
 - **Are you insured?** A reputable contractor will be happy to show you a copy of their insurance. It should cover Public Liability and, if the contractor has employees, Employers' Liability. We recommend a minimum cover amount of £5m for Public Liability Insurance.
 - **Are you qualified?** Individuals working for the business must hold minimum qualifications / competencies which cover the type of work to be undertaken. Chainsaw use and tree climbing are most common. These are typically administered by either NPTC or LANTRA and may be proven by showing a plastic ID-style card or A4 certificate.
 - **Do you work to a recognised standard?** The answer will normally be the British Standard (BS 3998), but some contractors may quote a European equivalent. In any case, the answer from the contractor should be concise and confident.
 - **Are you a member of a professional organisation?** The most relevant membership bodies include the Arboricultural Association and the International Society of Arboriculture – whilst individual membership doesn't cover standards of work, it does show commitment to professionalism.
 - **Can you provide the details of someone who could give a reference?** If the contractor has not been recommended by someone you know, you should ask for a reference. You could also check online for any reviews other customers have given them.

- 5 Ensure you receive the quote in writing...** check for the following:

- **Clear and full details of the work to be undertaken** – the specification.
- **How the material created by the work will be dealt with** – often this may be described as arisings, waste, brash, logs or timber, depending on the nature of the work. If you are expecting it to be removed from site, ensure that the quote explicitly says so, and it is included within the price.
- **The height that the stumps from any felled trees will be left at** – if nothing is stated, then it's normal for them to be cut as close to ground level as possible. Bear in mind that this can sometimes be several centimetres high. If you need the stump to be removed and it's not specified within the quote, there may be an extra charge to be agreed.
- **Who is responsible for checking whether there are any legal constraints** – for example, when the tree is protected by a Tree Preservation Order (TPO) or when your property is within a Conservation Area. If there are constraints, check whether there is any additional charge for the contractor to submit the relevant paperwork.
- **Whether any deposit is required** – It is not common for a deposit to be paid prior to the work and for most day-to-day tree surgery jobs a customer should not expect to do so. There are some situations where a deposit can be necessary though; ensure you are comfortable making any pre-payment requested.
- **Remember that cheapest is not always best** – a high quality service is worth paying for; reliability, courtesy and works carried out to industry standards of safety and good arboricultural practice.

- 6 Choose your preferred contractor, based on steps 1-5**, by accepting their quote in writing. It is courteous to inform the unsuccessful contractors who took the time to offer you a quote; informing them of why they were not chosen can also be helpful.