

We want our communal areas and grounds to be an attractive environment for our customers and to this end, we will ensure the health and longevity of our trees.

We will also ensure the safety of our residents and their visitors as well as our customers homes.

Health of trees

We will:

- use our specialists to check trees for their overall health and condition and make sure they are safe every five years
- if we spot any disease or potential hazard we may increase our checks if necessary

We ask you to:

- report any concerns or issues related to trees to your neighbourhood coach, through your on line account or by calling customer services

Pruning:

We will:

- remove dead, diseased, or hazardous branches always considering the overall health and structural integrity of the tree

We ask you to:

- report any concerns or issues related to tree branches to your neighbourhood coach, through your on line account or by calling customer services

Tree removal

We will:

- quickly and competently remove trees that pose an imminent risk to persons or property, or those that are deemed beyond reasonable repair
- implement appropriate safety measures during tree removal operations to ensure the safety of residents, visitors, and your home
- where we remove a tree, we will ensure the space left is safe

We ask you to:

- stay away from areas where safety measures in place whilst work is underway to ensure you are safe from potential falling branches

Communication

We will:

- let you know if we have to do any maintenance on a tree in your own garden
- use clear signage and barriers to restrict access to areas where we are pruning or removing trees

We ask you to:

- provide access to trees located inside the boundary of your home

Record keeping and reporting

We will:

- keep detailed records of all tree inspections, maintenance activities, and actions taken prepare and review regular report summaries of the tree maintenance activities and their associated costs



How we'll review this standard

We will check our assets and ensure the communal spaces are being maintained to an agreed standard

- to reduce the number of complaint cases submitted to Bromford

We will review this standard

When:

- we review our key performance Indicators as part of our annual service delivery plan
- we update our policies or review our services
- your valued feedback is telling us we need to look at things again

**How to
contact us**



Visit our website for the latest information at bromford.co.uk



Call us on
0330 1234 034



Contact your neighbourhood coach
bromford.co.uk/neighbourhoodcoach