

Tree Management Policy

Our tree management policy allows us to maintain over 7000 trees across our communities and in our green spaces.

All trees that grow on our land have independent surveys carried out every four years. Assessing the amount of work each tree needs helps us to develop our planned maintenance programme.

We will carry out work on specific trees if our specialist agree that it is necessary. Requests can come from:

- You or our employees
- Utility companies or emergency workers
- Local councils
- General public

We action any work needed based on priority.

Priority 1

This is when there is an urgent risk to safety and the tree needs to be urgently removed. These will be attended to within **24** hours.

Any work we carry out would be **Priority 1** if:

- The tree has been blown over or snapped
- The roots of the tree are damaged
- The tree has been uprooted but is being held up by another tree
- A large branch has broken or is hanging off
- The tree or its branches are blocking all possible access routes to the property
- The tree has fallen onto a building or car

Priority 2

This is when work may need to be done on the tree but doesn't require immediate action. We will carry out this work within **6** months.

Work we carry out would be **Priority 2** if:

- A tree is dead or dying
- The bark is loose and falling off
- There are splits and cracks in the trunk or large branches

We will only consider tree removal in exceptional circumstances.

We will not remove or cut back healthy trees if:

- There are problems with pollen/fruit/leaf fall and bird or insect droppings
- There are issues with your satellite dish or TV reception. In most cases, this problem can be resolved by relocating the aerial or satellite dish or using a Booster. We would advise you to contact your satellite or TV provider for specialist advice
- The tree is too large
- You want to install or have work done on solar panels
- There is damage to walls, fences or pathways. We will only do this under certain circumstances or if there is a risk to public health

Please let us know if you or someone else in your household has any vulnerabilities.

You can report your concerns about any trees by phone, email, Live Chat or My Livin app.

What next?

[Read the full policy at livin.co.uk/policies](http://livin.co.uk/policies)

[Not satisfied with this service? Let us know at livin.co.uk/complaints](http://livin.co.uk/complaints)

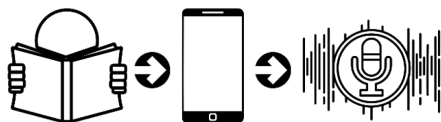
Contact us by phone if you need a copy of this policy or more information about feedback and complaints, we will be happy to post this out to you.

Please let us know if you need additional support to read this document.

We can provide this document in over 250 languages. Our most common are:

عربي (Arabic) Български (Bulgarian) Hrvatski (Croatian) čeština (Czech) پسراف (Farsi) Magyar (Hungarian) polski (Polish) Português (Portuguese) Română (Romanian) Español (Spanish) Український (Ukrainian)

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