

Greatwell Places SLA Estates Commitments

Tree Works

Greatwell Places has a commitment to good arboriculture management.

We will carry out detailed surveys on all our trees every five years. We ensure they are safe and identify any works that may be required. All findings are recorded with a location marker. All surveys are carried out by a qualified professional tree surgeon and all trees are managed with a primary focus on risk.

All identified works meeting the criteria below are then carried out by qualified tree surgeon to reach a national standard set out by the Arboricultural Association and the British Standards Institute. We check to make sure trees don't have nesting birds or roosting bats in them before we do any work. We also check all trees to see if they're protected by conservation area or a tree preservation order before we carry out works. If they are, we must fill in a planning application before we get permission to do the work - this can take up to 12 weeks. This is a legal requirement and failure to complete a planning application could lead to prosecution and a substantial fine.

What are the criteria for carrying out tree works?

- If a tree is in a dangerous condition due to disease or is dying. This needs to be made safe within 2hrs dependent on risk assessment.
- If a tree has been identified as causing damage to a built structure. We have within 28 days to carry out the work.
- In line with good practise such as re-pollarding (pruning). We have 12 months to carry out the work.
- If a tree is obstructing a highway. We have 24hrs dependent on risk assessment to make safe.
- To facilitate a repair. In line with our repair schedule
- If a tree has been damaged in severe storms or has become unstable. (Made safe within 2hrs dependent on risk assessment)
- Removing dead branches that may fall. This needs to be made safe within 2hrs dependent on risk assessment.
- We may remove trees to achieve a management objective. For example, if we would like to replant with a more suitable species.

What is not considered a reason for tree work?

It is nationally recognised that the following are not reasons for carrying out works to trees:

- Blocking of light
- Bird mess (solution: use bird scares or spikes to prevent birds perching on areas they are not wanted)

- Dropped leaves (solution: collect leaves and use them for compost or put them in your green recycling bag)
- Blocked television reception (solution: relocate the television aerial onto a taller mast or a different area of the building)
- Blocked satellite reception (solution: speak to your service provider as they're obliged to ensure you receive the product you pay for and can raise the satellite dish onto a mast)

Cleaning of communal areas in blocks of flats

We will deliver a cleaning service bi-weekly throughout our blocks of flats with shared internal areas.

The cleaning specification includes:

- sweeping (vacuuming where carpeted)
- mopping
- wiping down of surfaces using the appropriate cleaning products

The cleaning service will include a monthly clean of the inside of communal windows. The external communal windows will be cleaned on a regular basis (no less than at least every six months) using a pole system where required.

Where feedback is received from customers regarding the standard of cleaning, Greatwell Homes will use the data received and any other feedback received through the year to make any changes that are necessary. We will inspect these areas on at least a quarterly basis, record findings, and highlight identified follow-on works.

Grounds Maintenance

We will provide a grounds maintenance service. The grass will be cut approximately 8 times within the growing season each year (weather dependant) and all grass cuttings will be collected.

Shrubs and hedges will be pruned twice a year where appropriate, and cuttings will be removed from site. We will replant as necessary within the spring and autumn. Residents may carry out their own planting within communal areas, but we will reserve the right to remove any planting that is not adequately maintained.

During the winter period we will complete a winter maintenance program which will include work to beds and borders, shrubs, and trees. We will also replenish beds and borders with chippings.

Greatwell Places will carry out most of the low level arboricultural works but we will instruct specialist arborists where necessary - for example, any emergency works to large trees.

We will inspect these areas on a quarterly basis, record findings, and identify follow on works that will be built into a program to complete.

We always appreciate feedback from customers.

Removing Litter and Fly Tipping

Greatwell Places will visit all our estates on a **weekly basis** to remove litter and fly tip from our land. Wherever possible we will seek to identify the person(s) responsible, and, in all such cases, we will take action to recover our costs and/or work with the relevant authorities to secure a prosecution where there is evidence that a crime has been committed.

Dangerous and hazardous materials which have been discarded on our land will be removed as quickly as possible, and within 24 hours (weather dependant), where we believe the risk requires action.

We will inspect these areas on a quarterly basis, record findings, and highlight follow on works.