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ORBIT

TREE MANAGEMENT POLICY

Scope: This is an Orbit policy. It sets out how Orbit will manage trees located within Orbit land ownership. It is designed to provide guidance on how Orbit will manage trees on open communal land, tenanted or private gardens.

1. INTRODUCTION

1.1 This policy sets out:

- How Orbit will deal with trees in customers' private gardens
- How Orbit will minimise risks associated with dangerous or unstable trees or tree limbs
- How Orbit will work with local authorities so that they can fulfil their duties to maintain land adjacent highways and footpaths
- How Orbit will limit the risk of the spread of disease to and within its tree stock
- The sustainable management principles used to manage trees on Orbit owned communal land.

2. POLICY STATEMENT

2.1 All employees and contractors within Orbit must take responsibility to ensure we deliver the best possible service and are expected to comply with the principles of this policy and procedures.

3. TREE INSPECTIONS

3.1 Orbit will undertake inspections of all trees every 5 years and programme any requirements for remedial works. This work will be completed on a priority basis, determined by the Arboriculture specialists and will:

- Minimise the risk of accidents and incidences.
- Ensure that Orbit's tree stock continues to be sustainable
- Ensure the requirements of local authorities in respect of overhanging vegetation on public highways and footpaths are met
- Limit the risk of disease being spread within the tree stock

4. TREE MAINTENANCE CONTRACTS

- 4.1 In partnership with the Procurement team, the Contracts Manager will tender tree maintenance contracts to ensure that all contractors have the required insurances in place and are fully competent in horticultural and arboriculture procedures. We aim to minimise risk to customers, their visitors and members of the public on our land.

5. SAFETY AND RESPONSIBILITIES

- 5.1 Orbit has a duty of care to minimise risk of dangerous trees to any persons living or visiting its schemes, estates and communal areas, where the danger could be reasonably foreseen.
- 5.2 Orbit expects customers, employees, contractors and visitors to schemes/estates to take reasonable responsibility for their own safety during high winds or wet weather conditions. We also expect them to report any tree that looks damaged, diseased or dead to the Customer Service Centre, as a matter of urgency.
- 5.3 Orbit will not undertake works to address trees which overhang gardens of customers, shared owners or private owner's gardens **unless** there is a risk of damage to the property, or the trees are substantially overgrown and could cause significant nuisance.
- 5.4 Orbit will **not** undertake any works to trees for the following reasons:
- Loss of light / reduced light to properties
 - Effects on TV or Radio reception (either sky or terrestrial television)
 - Interference with private vegetation
 - Obstruction to privately owned CCTV Cameras on non-Orbit buildings
 - Obstruction of BT / Utility Cables (these are the responsibility of the statutory undertaker)
 - Minor obstruction of street lights.
 - Minor or seasonal 'nuisances' such as: Honeydew (dripping sap)
 - Bird droppings, Squirrels gaining access to properties from trees. Leaf, fruit or flowers fall, smells generated by trees

- 5.5 Customers and homeowners are permitted to cut back overhanging trees from their gardens and they are not required to give back cuttings.

6. TREE MANAGEMENT IN SHARED OWNERSHIP & PRIVATE GARDENS

- 6.1 All Shared Ownership leases are fully repairing and maintaining. The obligation lies with the leaseholder to carry out any repairs and maintenance within their boundary.
- 6.2 Customers are expected to report any tree within the curtilage of their home that is dead, dying, and diseased or in a dangerous condition. Customers are

expected to allow and facilitate access for the purposes of inspection and any subsequent works, subject to funding approval.

- 6.3 If the trees are not dead, diseased or dangerous, Customers are expected to maintain the trees within the curtilage of their property, as stated in their Tenancy Agreement.

7. EQUALITY AND DIVERSITY

- 7.1 Orbit policies are developed in line with our **Equality and Diversity policy** approach.

8. COMPLAINTS

- 8.1 Anyone is able to make a complaint about the service they have received and this is managed under our **Complaints Policy**.

9. PRIVACY STATEMENT

- 9.1 Orbit are collecting information ('personal data') so that we can manage and support our relationship with our customers, comply with legal obligations, improve our services and achieve our legitimate business aims. We are committed to complying with data protection legislation when handling customers' data. Customers have rights around their data, including the right to access their data, and to object to the way it is processed. For more information on how and why we process customers' data, and how customers can exercise their rights, please see our full Privacy Policy on our website at www.orbit.org.uk/privacy-policy/.

9 MONITORING & ACCOUNTABILITY

- 9.1 Members of Orbit will monitor the effectiveness of this policy and recommend policy changes to improve service delivery.
- 9.2 The Contracts Manager will be accountable for ensuring the requirements of the policy are being met and that a review process is in place to confirm this.

10. REVIEW

We aim to carry out a fundamental review of this policy every three years or sooner if there are legal or regulatory changes.