



# Choosing a tree surgeon

## Choosing a tree surgeon

Choosing a tree surgeon (sometimes called an arborist or arboriculturalist) can be a difficult task and if not done properly could lead to injury, damage to property and irrevocable damage to your trees.

The council is unable to recommend a tree surgeon, but can provide some advice on how to choose a competent arborist/tree surgeon.

## Why choose a professional tree surgeon?

Tree work is a dangerous and highly skilled operation. Choosing a tree surgeon is something that must be done with great care. Picking the wrong arborist could lead to:

- injury to people;
- damage to property;
- irrevocable damage to your trees that have taken many years to grow.

Tree work operations (arboriculture) require a high degree of technical competence, supported by training and experience. For these reasons tree work should only be undertaken by well trained, competent arborists who hold adequate insurance.



## How can you tell if they are the 'real deal' ?

Anyone can call themselves a tree surgeon and advertise themselves as such. Unfortunately an advert alone is no guarantee of the quality of work that the "tree surgeon" might do, or that it will be carried out safely. Competent tree surgeons will have certificates (National Proficiency Tests Council (NPTC)) which show that they have been trained and assessed. They will often have other academic qualifications in arboriculture and will use safety equipment to protect you, your property and themselves. Reputable tree care companies will be pleased to show you copies of their insurance (Employers' and Public Liability), qualifications and professional memberships and will work to nationally recognised standards (e.g. BS 3998 (2010)). Asking for (and getting) a written quotation for the work to be carried out is also a good idea.

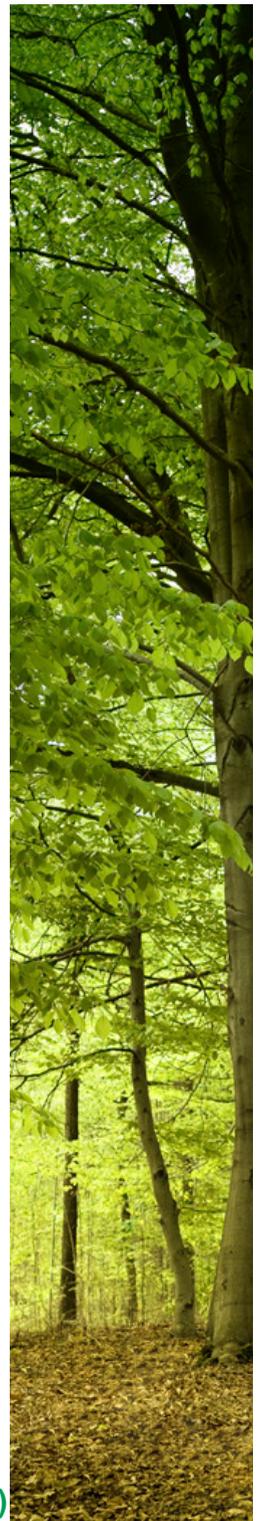
When the tree surgeon comes to look at the work you want done, ask lots of questions. Good tree surgeons have a great deal of knowledge about different species of trees, when and how to work on them, and the pests and diseases that can affect them. They will visit you to discuss your requirements and provide a quotation without obligation.

Always ask for a quotation not an estimate. An estimate is just that, an estimate; the price may change during the job. Professional tree surgeons will be happy to provide a quotation without obligation. Get the quotation in writing and check that it includes disposal of arisings and that the site will be left reasonably clean & tidy. You also need to know whether VAT is payable. If you wish to keep the logs or wood chips tell the tree surgeon while he is quoting, it may mean a reduction in the cost of the job. If you need a tree root removed after a tree has been felled as opposed to leaving the stump, make sure this is included on the quotation. Never pay until the job is complete.

For alternative advice on the selection of a tree surgeon why not try the following websites:-

- Arboricultural Association  
[www.trees.org.uk/find-a-professional/Find-A-Professional](http://www.trees.org.uk/find-a-professional/Find-A-Professional)
- Arboriculture Information Exchange  
[www.aie.org.uk/vault/contarb.htm](http://www.aie.org.uk/vault/contarb.htm)
- tree-care.info ([www.tree-care.info/cms](http://www.tree-care.info/cms))

Prior to any tree work being carried out it is important to check whether the tree is legally protected or not. If a tree is protected there are certain legal obligations that must be fulfilled prior to any work beginning. Your tree surgeon may well check the legal status of your tree for you or you can contact the Landscape Officer directly. For more information on the laws that might be protecting your tree please see our Tree Preservation Guidelines leaflet ([www.malvern hills.gov.uk/cms/planning-and-the-environment/conservation/the-natural-environment/tree-preservation-guidelines.aspx](http://www.malvern hills.gov.uk/cms/planning-and-the-environment/conservation/the-natural-environment/tree-preservation-guidelines.aspx))



## Accreditation of arborists

In the UK there are two voluntary schemes certifying the competence of arborists through examination and regular reassessment or continuing professional development.



### Arboricultural Association (AA)

The Arboricultural Association maintains an annual directory of quality assured arboricultural contracting companies. Contractors (and consultants) in the directory are regularly assessed for their health and safety procedures, office and business practices as well as their quality of tree work. They will display the AA collective mark logo. Please check with the Association that the contractor's approval is current, either through list of contractors on the Arboricultural Association's web site or by phone on 01794 368717.

[www.trees.org.uk](http://www.trees.org.uk)

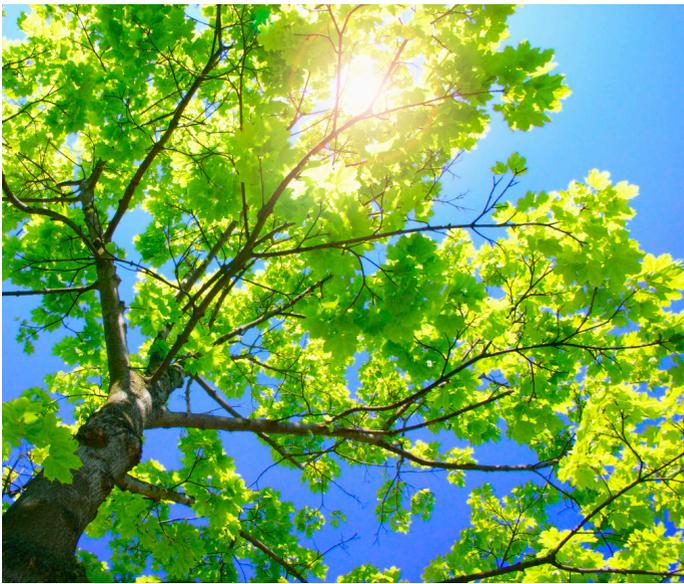


### International Society of Arboriculture (ISA)

Individual arborists may be certified by the International Society of Arboriculture. The ISA assesses the individual for their knowledge and ability. Certified arborists will display the ISA Certified Arborist logo. Please check with the Society that the arborists' approval is current through the list of ISA certified arborists on their website.

[www.isa-arbor.com/home.aspx](http://www.isa-arbor.com/home.aspx)

**It is important to remember however that other arborists may be equally competent but have chosen not to take part in these schemes.**

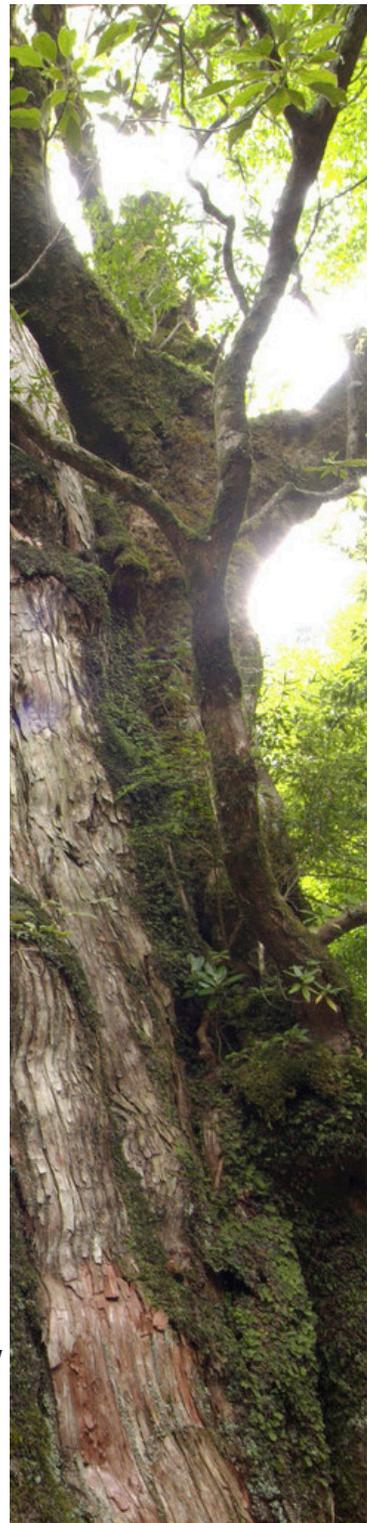


## Arboricultural qualifications

Competent tree surgeons will at the very minimum have certificates (National Proficiency Tests Council (NPTC)) which show that they have been trained and assessed. They will often have other academic qualifications in arboriculture and will use safety equipment to protect you, your property and themselves.

For a more in-depth look at qualifications please look at the:

- Arboricultural Association's guide to qualifications and careers in arboriculture  
[www.trees.org.uk/Job-finder/Guide-to-qualifications-and-careers](http://www.trees.org.uk/Job-finder/Guide-to-qualifications-and-careers)
- Tree.Care-Info. consumers guide to arboricultural qualifications  
[www.tree-care.info/findanarb/qualifications](http://www.tree-care.info/findanarb/qualifications)
- City and Guilds NPTC list of forestry, chainsaw and arboriculture qualifications  
[www.nptc.org.uk/qualifications/default.asp?sector=Forestry](http://www.nptc.org.uk/qualifications/default.asp?sector=Forestry)



# Arboricultural (and related) Organisations



Arboricultural Association  
Ullenwood Court  
Ullenwood  
Cheltenham  
Gloucestershire  
GL53 9QS

Tel: 01242 522 152  
Fax: 01241 577 766

Email: [admin@trees.org.uk](mailto:admin@trees.org.uk)  
[www.trees.org.uk](http://www.trees.org.uk)



International Society of Arboriculture  
148 Hydes Road  
Wednesbury  
West Midlands  
WS10 0DR

Tel: 01215 568 302  
[www.isa-arboriculture.org](http://www.isa-arboriculture.org)



Forestry Contracting Association

Tel: 08700 427 999  
Email: [members@fcauk.com](mailto:members@fcauk.com)  
[www.fcauk.com](http://www.fcauk.com)



Health and Safety Executive

Tel: 08453 450 055

[www.hse.gov.uk](http://www.hse.gov.uk)

Institute of Chartered Foresters

59 George Street

Edinburgh

EH2 2JG

Tel: 01312 401 425

[www.charteredforesters.org](http://www.charteredforesters.org)

Lantra

Lantra House

Stoneleigh Park

Kenilworth,

Warwickshire

CV8 2LG

Tel: 08457 078 007

Email: [connect@lantra.co.uk](mailto:connect@lantra.co.uk)

[www.lantra.co.uk](http://www.lantra.co.uk)

NPTC

City & Guilds NPTC

Building 500

Abbey Park

Stareton

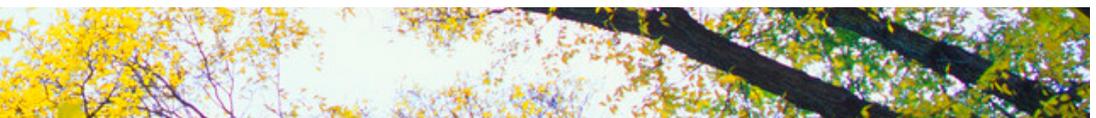
Warwickshire

CV8 2LY

Tel: 02476 857 3

Email: [information@nptc.org.uk](mailto:information@nptc.org.uk)

[www.nptc.org.uk](http://www.nptc.org.uk)



If you require this document in large print, Braille, on tape, or in a language other than English, please call the Customer Service Centre on 01684 862151

[Customer Service Centre] سے 01684 862151 پر رابطہ قائم کریں  
اگر آپ یہ جانکاری کسی اور شکل میں چاہتے ہیں تو براہ کرم مرکز برائے خدمت خریداران

ਜੇ ਤੁਸੀਂ ਇਸ ਜਾਣਕਾਰੀ ਨੂੰ ਕਿਸੇ ਹੋਰ ਰੂਪ (ਫਾਰਮੈਟ) ਵਿਚ ਚਾਹੁੰਦੇ ਹੋ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ ਗਾਹਕ ਸੇਵਾ ਸੈਂਟਰ  
[Customer S C] ਨਾਲ 01684 862151 'ਤੇ ਸੰਪਰਕ ਕਰੋ

Niniejsze informacje w innej postaci, zamówić można w  
Centrum Obsługi Klientów [Customer S C] pod nr tel. 01684 862151

如果您需要本份資訊以另一種版本呈現，請聯繫  
[Customer Service Centre] 顧客服務中心，電話：01684 862151