

This information leaflet has been produced by the following industry organisations with the help and co-operation of the Health and Safety Executive.



**Arboricultural Association**  
The Malthouse, Stroud Green, Standish,  
Stonehouse, Glos. GL10 3DL  
Tel: 01242 522152 [www.trees.org.uk](http://www.trees.org.uk)



**Forestry Contracting Association**  
PO Box 1, Lairg,  
Sutherland IV27 9AA  
Tel: 0870 042 7999 [www.fcauk.com](http://www.fcauk.com)



**Health and Safety Executive**  
HSE Infoline, Caerphilly Business Park,  
Caerphilly CF83 3GG,  
Tel: 0845 3450055 [www.hse.gov.uk](http://www.hse.gov.uk)



**Institute of Chartered Foresters**  
59 George Street,  
Edinburgh EH2 2JG  
Tel: 0131 240 1425  
[www.charteredforesters.org](http://www.charteredforesters.org)



**International Society of Arboriculture**  
148 Hydes Road, Wednesbury  
West Midlands WS10 0DR  
Tel: 0121 556 8302 [www.isa-uk.org](http://www.isa-uk.org)



**Lantra**  
Lantra House, Stoneleigh Park, Kenilworth,  
Warwickshire CV8 2LG  
Tel: 0247 669 6996 [www.lantra.co.uk](http://www.lantra.co.uk)



**National Association of Tree Officers**  
PO Box 734, Manchester M60 3UB  
Tel: 0161 2816122 [nato@focusuk.net](mailto:nato@focusuk.net)



**NPTC**  
National Agricultural Centre, Stoneleigh Park,  
Warwickshire CV8 2LG  
Tel: 02476 857300 [www.nptc.org.uk](http://www.nptc.org.uk)

## Genuine or not?

Anyone can call themselves a tree surgeon (arborist) place an advert in Yellow Pages and offer a service.

An advert alone does not guarantee quality of work or that it will be carried out safely.



Competent arborists will have certificates 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 furnish copies of their insurance, qualifications and professional memberships and will work to nationally recognised standards.

Select your arborist by following the enclosed advice.

## TREE WORK



## CHOOSING YOUR ARBORIST

# tree work

## choosing your arborist

If not done properly it could lead to:

- **Injury to people,\***
- **Damage to property,\***
- **Serious damage to your trees** that have taken many years to grow...

all through ill-advised and badly executed tree work.

*\*Potentially you may have a liability here if a 3rd party is affected.*

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 experienced at the type of work being undertaken.



**This leaflet has been produced to help you choose the right people to do the right job.**

# questions you should ask an arborist

## Stage 1: asking for a quote\*\*

(a reputable arborist will always give a positive response)

### 1. Are you insured?

If yes, please show evidence of insurance - Employers Liability & Public Liability (recommended min £5 million)

### 2. Do you work to a British Standard?

If yes, which one? Should be BS3998:2010 Tree Work – Recommendations

### 3. What qualifications do you and your staff hold? (ask to see copies)

Compulsory: Must have NPTC\* certificates for chainsaw use (both ground use and aerially)  
Recommended: Certificates for other skills and machines. Arboricultural knowledge e.g. National Certificates and Diplomas in Arboriculture

### 4. Will you provide a written quotation?

If no reject this contractor

### 5. Are you a member of a professional organisation?

Membership does not guarantee work standards but does show a degree of commitment (see overleaf)

### 6. Can you provide me with the phone number of a referee who can show me some of your work?

If yes, follow up the lead

\*NPTC is a national organisation that assesses competence of people using chainsaws and other arboricultural equipment. Competent arborists will be able to show you an A4 sized certificate or plastic i/d card.

\*\*Obtain more than one, ideally 3.

## Stage 2: choosing the quote that suits you

When you receive your quotations check they include the following before deciding which one to accept:

- Reference to BS3998:2010
- Clear and full details of the work to be undertaken
- What will happen to the debris
- Whether VAT is included
- Who will be responsible for obtaining permission (if the trees are protected)
- What steps will be taken to protect you and your property

Beware there may be a limited quote validity period.

# competent arborists

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



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 the AA website [www.trees.org.uk](http://www.trees.org.uk) go to 'Find a professional' or by phone.



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 arborist's approval is current, through the ISA website [www.isa-uki.org](http://www.isa-uki.org).

Other arborists may be equally competent. If they do not subscribe to either of the above schemes you should take more care to follow up the advice contained in stages 1 & 2 above.