choosing your arborist

If not done properly it could lead to:
- Injury to people,
- Damage to property,
- Irrevocable damage to your trees that have taken many years to grow...

all through ill-advised and badly executed tree work.

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.

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 trained?
   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

3. What qualifications do you and your staff hold?
   (Ask to see evidence)
   Compulsory: Must have NPTC certificate for arborist use
   Recommended: Certificates for other skills and machines, amenity horticulture knowledge e.g.
   National Certificates and Diplomas

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

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 specialist techniques and their adherence to regulations. Members will be able to display an A5 recognised qualification (yellow card).

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 qualifications which show that they have been trained and assessed. They will often have other academic qualifications in horticulture 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.