




Trees

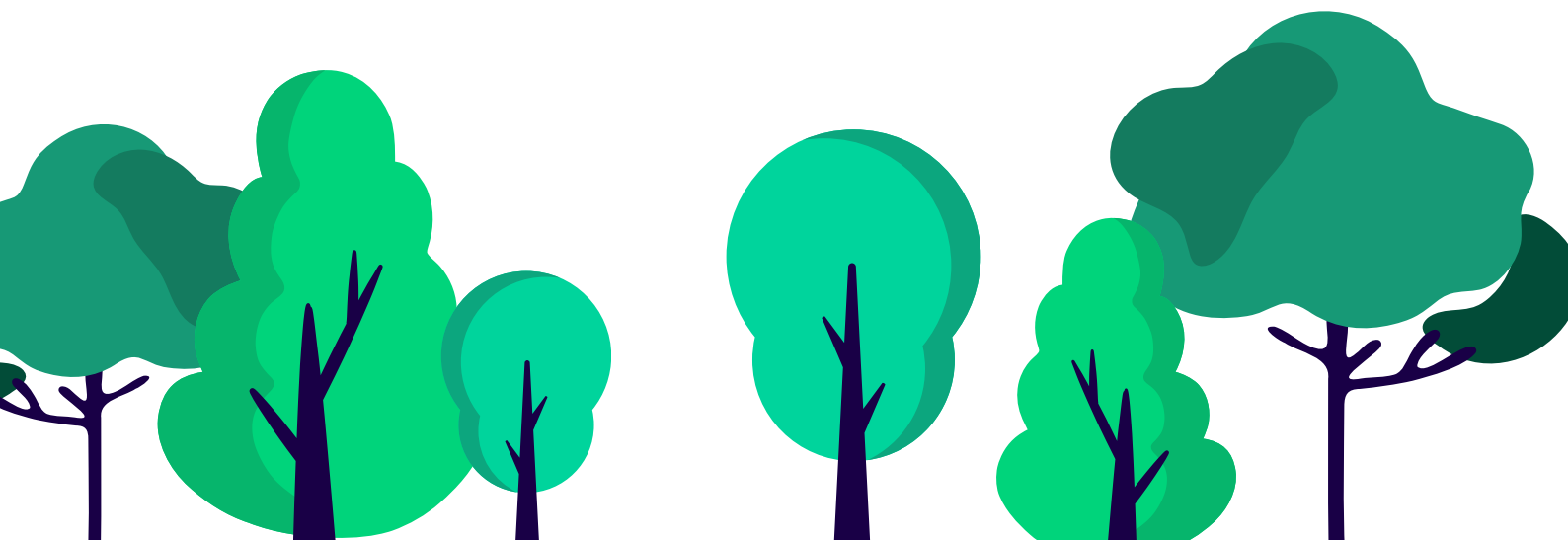
Accent

Can Accent help me?

Accent receives many requests from customers to prune or remove trees. In most cases, no action is needed. However, Accent will take action if a tree is unsafe, is causing damage, or meets the guidelines set out in this leaflet.



Each request is looked at on a case-by-case basis using the information available.



When Accent WILL take action

- ✓ May cause serious injury soon
- ✓ Roads or footpaths are blocked
- ✓ Branches touching buildings
- ✓ Street lights, road signs or CCTV are blocked
- ✓ Likely to cause serious damage to property soon
- ✓ Subsidence concerns
- ✓ Trees that are dead, diseased or dangerous

Trees in customers' private gardens

Customers are generally responsible for trees in their own private gardens. However, Accent may help where there is significant risk, the tree is unmanageable, or vulnerability, safeguarding or hardship concerns apply. Customers may need to pay towards the cost depending on circumstances.

Vulnerability, safeguarding and hardship

Accent will consider tenant vulnerability, safeguarding concerns, or financial hardship where these are identified and supported by information provided. Any action taken will be based on the level of risk and the most appropriate way to address the issue.

Definition of manageability

A tree is considered not manageable only in limited circumstances, where it cannot be safely maintained from ground level using basic domestic tools and would require specialist methods.

Equality, fairness and Ombudsman standards

Decisions are made in line with the Equality Act 2010 and Accent's commitment to fairness and reasonable adjustments. We consider individual needs and ensure our approach is proportionate, transparent and consistent with Housing Ombudsman guidance.

General tree condition

Accent will only consider intervention where there is clear evidence of declining tree health or inappropriate siting that cannot be sustained long term, and where works are necessary and proportionate.

Routine maintenance

Work identified during planned inspections is prioritised by risk and budget availability. Lower risk issues may not be addressed straight away.

When Accent cannot help

- ✗ due to shade
- ✗ falling leaves
- ✗ pollen
- ✗ bird droppings
- ✗ blocked views
- ✗ if the tree is protected by a TPO
- ✗ or is in a Conservation Area or Special Site of Scientific Interest
- ✗ or is inhabited by bird or bats protected by the Wildlife & Countryside Act
- ✗ If the tree is interfering with TV, mobile phone or wifi signal - customers should contact their service provider

The benefits of trees

Trees improve air quality, enhance neighbourhoods, reduce storm water runoff and provide habitats for wildlife.

Need help or advice?

If you're unsure whether Accent can help, call our team on 0345 678 0555 for guidance.

We also have a lot of information on our website, if you click on the page called 'Estate Services':

<https://acctgrp.org/4lg>

