

CUSTOMER CARE TREE POLICY

For Crewkerne Town Council owned trees, we will endeavour to:

- Maintain our trees in a safe condition.
- Prune our trees when they are causing an actual nuisance, i.e. damage to buildings.

Tree Works the Council are not able to do:

- Prune privately owned trees.
- Prune trees back because they are overhanging.
- Systematically prune trees to control their size or height.
- Prune or remove trees in order to improve light.
- Prune or remove trees to improve a view.
- Prune or remove trees because of falling leaves, sap, seeds or debris.
- Prune or remove trees to improve television or satellite reception.

Common tree related enquiries:

If the tree does not belong to CTC and the resident is concerned about:

- Electricity cables (trees interfering with) and supply: National Grid (formerly Western Power) 0800 096 3080
- Telephone wires – BT Faults – 0800 800151
- Trees threatening or obstructing the Highway (including pavements) – Somerset Council Highways – 0300 123 2224
- Trees obstructing streetlights – Somerset Council Streetlight Department – 0345 601 0939
- Trees obstructing right of way – Somerset Council Highways – 0300 123 2224
- High evergreen hedges – refer to land owner or Somerset Council Tree Officer
- Nesting birds and roosting bats – contact the police – 101
- If the resident is unsure about which arborist to employ, helpful consumer advice and directories are available at www.trees.org.uk

Doing the work yourselves:

In common law, a property owner can cut back overhanging branches to the boundary of their property. Crewkerne Town Council will usually have no objection to property owners carrying out this type of tree works or engaging a contractor at their own expense, **providing:**

- Access is not gained via Council land or trees, without written permission of the Town Clerk. 01460 74001.
- The tree is not situated within a Conservation Area or subject to a Tree Preservation Order. Refer to the Town Clerk. 01460 74001.
- That any work to the tree is not detrimental to its health or stability and is carried out in accordance with British Standard 2998:2010 – Tree Works.
- That the cut branches are disposed of in a responsible manner and that no unauthorised damage to Council property occurs.

- Works to any tree situated in a Conservation Area, whether Council or privately owned, should have the correct permissions obtained from the Local Planning Authority (LPA) before commencement.

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