

LHP Tree Survey - Frequently Asked Questions

Q: What if I do not have any trees in my garden?

A: In most cases the surveyors will be able to identify this from the outside. However, if they do knock, just make them aware of the lack of trees.

Q: Do I need to stay at home?

A: No. If you can allow access via a gate when you are out of the home during the dates mentioned in the email, then that would be helpful. If you cannot allow access when you are away, the surveyors will do their best to check from an adjoining property.

Q: How will I know if they have been?

A: If the surveyors were able to assess your garden trees without asking you for access, you will not know they have been. They will not leave a card.

Q: What happens after the survey?

A: Trees in your garden are your responsibility to maintain and you should complete any non-urgent maintenance. We will contact you if health and safety work is identified from the survey.

Q: If any action is required following the survey will I have to pay for it?

A: We will assess any recommended actions after the results of the survey are received. If work is required due to intentional physical damage a recharge may be considered. We will cover the cost of all other work as part of our commitment to ensuring the safety of our customers and their visitors.

Q: I am a Shared Owner or Leaseholder of the property you are looking to survey. Why are we included in this survey?

A: We have a duty to have information on and survey trees on our land from a risk perspective. Whilst you have responsibility for regular maintenance of any trees, we need to know that there is no danger to people or property.

Q: My dogs are often outside in the garden during the day, what will happen?

A: Please try to look out for the surveying team during the dates given, and ensure dogs are inside the house or a secure kennel outside if you go out.

Q: There are a lot of items around the trees, and they are difficult to access, how will they survey them?

A: The survey team will assess what they are able to see. Good access makes it easier for them to check trees for possible concerns. To enable a full inspection, please clear the area around any trees in your garden as well as you can in time for the visit.