



Tree Policy

Oct 2025 – Oct 2030

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Document Owner(s)
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Manual Version Control:

Version	Date	Author	Change Description
Draft	September 22 nd 2025	Property and Compliance Manager	First Draft
Draft	September 26 th 2025	Property and Compliance Manager	First amends following comments from Director of HS
Draft	September 29 th 2025	Head of Home Services	Amends on review

1.0 POLICY STATEMENT

- 1.1 Pickering and Ferens Homes (PFH) has a responsibility to ensure that all of its properties are safe, functional and maintained to a high standard. PFH is committed to safeguarding the health, safety and wellbeing of everybody living, working or visiting our buildings, and to protecting our property.
- 1.2 PFH will ensure Tree safety across our portfolio and housing stock.
- 1.3 PFH will ensure that inspection of trees that are in PFH ownership, are managed to mitigate and remove the risks to which residents and persons may be exposed to
- 1.4 PFH will discharge its duty to the Occupiers Liability Act, (1937) and also the Occupiers Liability Act (1984) as well as The Health and Safety at work Act.
- 1.5 PFH will ensure compliance with relevant tree legislation
- 1.6 Ensure inspections are carried out in line with the Tree Process, and in line with the directorate expectations.
- 1.7 Provide clear lines of responsibilities for the management of tree safety.
- 1.8 Provide a commitment to residents that are affected by tree safety and raise any due awareness.

2.0 AIM OF POLICY

- 2.1 Ensure that PFH provide an environment that is both safe for staff, residents
- 2.2 Establish principles that allow us to manage the trees stock across PFH
- 2.3 Ensure PFH discharge its obligations to:
Health and Safety at Work Act
Occupiers Liability Act (1973)
Occupiers Liability Act (1984)
BS 5837:2012 – Design Demolition and Construction
BS 3998:210 – Tree Recommendations
- 2.4 Ensure the existing stock remain healthy
- 2.5 Provide a commitment to staff and residents and third parties to communicate and act responsibly
- 2.6 Ensure we provide a safe environment for customers, colleagues and third parties to live around and work with.
- 2.7 Provide clear lines of responsibilities for the management of tree safety.

3.0 BACKGROUND

- 3.1 The government is Widely recognised to support of climate change policies of which trees and the protection and care of is one of the pillars
- 3.2 The 25-year plan from HM government draws upon this: “By using our land more sustainably and creating new habitats for wildlife, including planting more trees, we can arrest the decline in native species and improve your biodiversity” Prime Minister 2017.
- 3.3 In the work that PFH carry out we will therefore seek to manage our tree resources sustainably and promote the benefits that trees provide.

4.0 DELIVERY OF POLICY

- 4.1 PFH will work alongside and with third parties to ensure that any tree issues that are reported, and are in the management and ownership of PFH are inspected and reported upon
- 4.2 Our trees will be maintained to BS approved standards and inspected at least every 5 years. PFH will work within the law and the current BS standards we adhere to:
BS 5837:2012 – Design Demolition and Construction
BS 3998:210 – Tree Recommendations
- 4.3 If access is denied or obstructed or delayed PFH will work to escalate and seek a solution at the earliest convenience in line with our no access process, including if required seeking an injunction to gain entry.
- 4.4 Trees growing from land not belonging to PFH (even if the growth extends into PFH land) are not the responsibility of PFH and so are not maintained by PFH. Our policy position on trees growing from outside of PFH land is to support residents with advocating for any required works with the respective owners of the land. Works will only be carried out by PFH if there is a perceived immediate health and safety risk. In these situations, PFH will seek to recover costs. This approach prevents unnecessary costs to PFH.
- 4.5 Trees growing within a private garden (i.e. land owned by PFH but considered to be private and not communal), are the responsibility of residents to maintain. Residents are expected to abide by the principles of this policy when maintaining trees growing from within their private garden. PFH may intervene in cases where it is observed that the policy does not appear to be being applied including, where necessary, enforcement action through licence management.
- 4.6 PFH will carry out Tree Surveys in High Risk Areas every 2 years and all areas within our portfolio at a minimum of 5 years from the last survey. Outside of this cycle, if a tree shows signs of damage, or disease a survey will be carried out as soon as is appropriate.

- 4.7 Tree Pruning can lead to weakening of the natural health and structure of trees and will be avoided unless there a risk to safety, property or persons. Pruning will therefore only be carried out where recommended by a qualified tree surgeon or expert in this field, or as further detailed through this policy.
- 4.8 In cases where a tree branch is within 2 meters of a home, or building we will consider its reduction or removal to prevent potential property issues.
- 4.9 Trees that block out natural light will not be considered for pruning or felling unless there is demonstrated and evidenced medical requirement, or a court order.
- 4.10 Natural droppage from trees (such as fruits, berries, nuts, leaves) are a natural part of green spaces. PFH will not prune or fell any tree any tree managed by PFH, or remove or reduce, other than where covered elsewhere in this policy. PFH will not remove any items fallen from trees onto non-PFH land, nor onto private gardens. Whilst PFH acknowledge that droppage can be frustrating and lead to untidiness, it is not considered a nuisance and is considered a natural part of green spaces.
- 4.11 Wildlife and Insects and Bats are a natural part of green spaces and an important part of the ecosystem. PFH will not prune or fell any tree in order to remove or reduce wildlife, or symptoms of the presence of wildlife. Should there be a suggestion that the wildlife is causing a hazard of some sort, PFH will obtain advice from a wildlife specialist before taking any action.
- 4.12 Satellite and TV /Reception - PFH will not fell or prune any trees to ease use of satellite or television receivers unless there are exceptional circumstance to take into account. In these cases, PFH will seek advice from an expert, and where possible, seek to find less destructive solutions.

5.0 DEFENITIONS

- 5.1 (HSE) Body in the UK that is responsible for regulation and also enforcement of workplace Health and Safety, that cover England Wales and Scotland.
- 5.2 (CX) Housing Management system that is used in our organisation
- 5.3 (TPO) protected trees of age or group to prevent damage or destruction
- 5.4 LANTRA- an organisation that provides employees with the skills and training for these environments
- 5.5 (PFH) Pickering and Ferens Homes

6.0 OUR COMMITMENT TO EQUALITIES

- 6.1 PFH seeks to ensure that their actions do not lead to unlawful discrimination. Deliberate acts of discrimination, including victimisation, harassment, instruction or pressure to discriminate, will result in disciplinary actions and/or termination of contracts with external agents.
- 6.2 We can provide access to interpreters for minority languages including sign language, and we can arrange written material in large print, Braille and first languages where necessary.
- 6.3 PFH will aim to ensure that no individual or group is treated less favourably on the grounds of age, disability, gender, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex and sexual orientation. We aim to recognise the needs of individuals and treat each person through the complaints process with dignity and respect.
- 6.4 We will consider the individual needs of residents who may require additional support and make reasonable adjustments in line with the Equality Act 2010 and in accordance with our EDI Policy.
- 6.5 We will work with our contractors to ensure that any resident who feels uncomfortable with male only operatives, either can opt to have a female operative, or a female accompanying the operative.

7.0 PERFORMANCE MONITORING AND REPORTING

- 7.1 There is a robust procedure in place for monitoring compliance and validating asset lists.
- 7.2 Key performance indicator (KPI) measurements are in place, regularly reviewed and reported to senior management, other relevant staff, resident committees and the Board. This includes the frequency of tree inspections completed against the target dates of tree inspections, and a narrative regarding any risk exposure since the previous report, potential risk exposure and corrective action planned
- 7.3 Service standards have been codesigned and agreed with residents, these will be communicated to residents, adhered to and reported against

8.0 RESPONSIBILITIES WITHIN THE POLICY

Head of Home Services

Responsibility for approval and implementation of the Tree Policy falls to the Head of Home Services

Property & Compliance Manager – Responsible Person

The tree policy will be managed by the Property and Compliance Manager, who will ensure that the policy is being followed by all staff under their management.

They will undertake regular reviews of the tree policy.

Competent Contractors

Responsible for the operational delivery of works to prevent and address instances of Trees and PFH policy and process.

Surveyors & Estates Officer

Responsible for implementation of the policy and procedures in line with every day duties and to reflect the policy

Customer Services

Responsible for the messaging at triage and advice at the point of service request, complaint or query in line with the policy document and triage and process mapping.

9.0 REVIEW

- 9.1 The policy will be reviewed every five years by the Property and Compliance Manager, or sooner if there is a change in regulation, legislation, or codes of practice.