



Simon Jones – Trees and Hedges

Terms and Conditions

Qualifications

I am fully qualified and insured to carry out:

- Large tree felling
- Wind-blown and storm damaged tree work
- Aerial tree surgery
- Brush cutter work and hedge cutting

I have completed the Intermediate Professional Tree Inspection course and hold the Emergency First Aid for Work with Forestry qualification.

Site visit

Following our initial contact I will usually visit the site to meet you and determine the work involved. I will give you as much information as possible during this visit. I then follow this up with an estimation of the cost and time involved OR a written quote for specific work that may be done on a price. Any quotations provided are valid for 4 weeks, if after this period you wish to proceed with the proposed work I reserve the right to amend the original quotation. When you accept my quotation you have fourteen days (or the number of days from accepting the quote to the start date of the work – whichever is smaller) to cancel the contract if you change your mind. Cancellation must be in writing or via email.

Cost

My day rate starts from £160 /day. This rate increases depending on the nature of the work, equipment required and risk associated. I will always discuss the daily cost with you before commencing work. For specific jobs e.g. tree surgery, I usually provide a written quote.

Some of my power tools are battery powered, so access to an electrical power supply is useful for recharging. Fuel required for chainsaws and chipper will be factored into the cost. Any additional consumables required for the job will always be discussed and agreed with before purchase.

List of services

Below is a list of services I provide:

- Forestry work – tree felling and processing
- Woodland management – coppicing and coppice restoration
- Aerial tree surgery
- Tree and shrub pruning
- Hedge cutting
- Hedge laying
- Brush-cutting and strimming
- Garden maintenance
- Lawn mowing

When I arrive on site I've come prepared to do the work discussed or set out on the quote. If you wish to amend this please let me know before the day. I try to accommodate any additional work, however it is important I am aware of this in advance. Please don't be offended if I say I cannot complete additional requests on the day.

Cancellation

If you have to cancel please try and give at least 24 hours' notice. If you do cancel with less than 24 hours' notice I reserve the right to charge 50% of the estimated cost or quotation to cover my loss of income. Sometimes I may have to postpone a job due to illness, weather conditions or other reasons outside my control. If I do have to postpone I will give you as much notice as possible and will try and fit you in as quickly as possible.

Tree work

Some tree works require consent from the local council before any work is carried out on them. If your property is in a Tree Conservation Area or you have trees with Tree Preservation Orders (TPOs), please inform me. If you are unsure, you can find out from your local council. I am happy to undertake the application to the council on your behalf as part of the contract of acceptance. If you decide to cancel the contract after I have submitted an application, I reserve the right to charge an administration fee of £60 in order to cover my costs. Please note this fee will apply even if you cancel within the fourteen-day period.

Green waste

Most tree and hedge work generates a surprisingly large amount of green waste! It is expensive and time consuming to dispose of this waste commercially. The use of domestic garden 'Green waste' bin(s) is one option, but the volume is limited. You (the customer) can dispose of domestic green waste, for free, at your local Household Recycling Centre (HRC). Unfortunately, I cannot do this for you as it is then becomes 'commercial waste'. Burning green waste is problematic and something I prefer not to do. I do have a small chipper, which is suitable for freshly cut branches up to 50mm (2 inches) in diameter. I can chainsaw cut wood of a larger diameter and process as firewood. Hedge trimmings are best dealt with using a garden composter. Green waste disposal is not included in my day rate or quotation, unless specifically stated.

Hazards

Pipes, cables, wires and old fencing can be a significant hazard when working with trees and hedges. Please inform me where any underground and aerial pipes/cables/wires are before I begin work in that area. Internet wires are very hard to spot and aerials on the exterior of buildings can be hidden when I carry out work to climbers, vines, ivy etc. I always try my best to avoid any damage but on occasion this can happen. If this does occur and I've not been informed about the potential hazard then I reserve the right to make a judgment on the day as to how to compensate or not.

Public access

If the proposed work is close to a public right of way or road then this will present an additional hazard and may require signage, more time and involve more risk. This would be reflected in the cost.

Feedback

Occasionally things go wrong. If you are not happy with the service or work you receive then I would like to know as soon as possible, so I can address the issue. I want your feedback, whether it's good or not so good. This will help me develop and improve.

Terms of business

When I take on a job you (the customer) agree that I am exonerated from any pre-existing risk or damage that is present. For example, is there a fence underneath a tree I am working on that is already damaged? I am permitted to take photos/videos that show pre-existing risks and damage. Also, you (the customer) confirm we have permission for all the works agreed. For example, agreement from neighbours for access or cutting branches onto their side of a boundary.

Following completion of the work I will send an invoice usually within 24 hours. If the work is ongoing then I will invoice weekly, fortnightly or monthly, depending on the frequency of work. I ask for payment in full within seven days of the invoice date. Payment by bank transfer is best for me and safest for you. All the details you need are on the invoice. If for any reason you can't pay within the timescale please contact me. We can talk about how best to solve it.

In the unlikely event that an invoice remains unpaid after 7 days, I reserve the right to pursue this in whatever way I feel is appropriate. I understand and will exercise my statutory right to claim interest and compensation for debt recovery costs under the late payment legislation if I am not paid according to these agreed terms.

Permissions

I sometimes take photos and videos of my work to promote what I do on social media and/or my website. I take care not to identify whom I'm working for or the precise location. I ensure there is nothing posted that would compromise a customer's privacy. If you would prefer I did not post any media from your property then please let me know.

I like to bring my dog, Fern, to work with me. She is very well behaved and used to children, other dogs, cats, sheep, cows etc. If you would rather I did not bring Fern to work, that is absolutely fine, just please let me know.

That's the serious stuff out the way! My priority is to provide a great service in a professional manner. Please call or email me if you would like any further details.



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