

16th June 2026

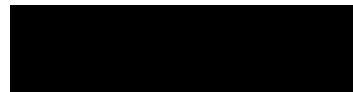
All Saints Church
West Lavington
Church Warden: Mark Spindlow



Dear Mark,

Many thanks for asking me to look at the limes again. Unfortunately, limes are vigorous growers and the split out is a result of a 'lapsed pollarding' routine, unfortunately. Annual growth has led to heavier and larger growth on old pollard points which eventually leads to failure if not maintained. If the budget isn't available to get the trees re-pollarded all together, I'd suggest a phased approach where we come in for a day once a year or as budget allows. My expectation with a team of 4 would be to re-pollard 4 trees in one day, which given the access etc would be the most efficient use of our resources and manpower. Anyway, as promised the quote is outlined below:

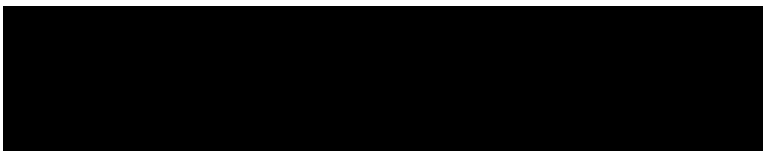
1. Phased approach to re-pollarding the avenue of limes. Each phase would be to re-pollard 4 trees of the avenue. Cost per phase:



- *Unless otherwise stated all arisings would be processed through our chippers into woodchip taken back to our yard which is later delivered to power stations for bio-mass conversion for the grid. However, if you'd like to keep it for garden beds for water retention, weed suppressant or for making footpaths, chicken pen bedding etc.*
- *The rate of VAT is currently set at 20%.*
- *Payment options: Either by BACS internet banking; our sort code is 090666 & account no is 42905737. We also now have a debit and credit card facility which can be used to pay by calling Karen (our accounts manager) on a Tuesday on 01373 822461. Or finally by cheque to 'Acer Tree Surgeons Ltd'.*
- *Payment is due upon completion of works. In cases where the work is only partly completed due to nesting birds and/or an unexpected increase in completion time due to circumstances out of our control, we have the right to request 75% of the total agreed in the above quotation.*
- *Wherever practicable, please ensure the work area is clear, accessible and free from obstruction inc. fragile or breakable items.*
- *Supplementary works requested on the day of operation will incur an additional charge unless otherwise agreed.*
- *Confirmation of additional costs chargeable for supplementary works can be obtained from the Team Leader representing Acer Tree Surgeons Ltd.*
- *Quotes are valid for 6 months from the date written.*

If you have any questions or require further information please do not hesitate to contact me and I will be happy to assist. If you wish to proceed with the works, please contact me via telephone or email.

Yours sincerely



Nick Cranston BA (Hons) | Tech Arbor A | NC (Arb) | IOSH Tech | Vet Cert | PTI
Managing Director
T: 01373 832026



M: 07590 986261

E: nickcranston@acertreesurgeons.co.uk

Terms & Conditions:

Guide to Working with Acer Tree Surgeons Ltd

1. We are very keen to provide a quality service and a high level of customer satisfaction. Please take a few minutes to read the information below as this forms the terms and conditions of our contract. Further information about the company is available on our website acertreesurgeons.co.uk.
2. Acer Tree Surgeons Ltd are committed to perform the work in a competent manner in compliance to the specification and price contained in our quotation.
3. Acceptance of the contract and programming of the work: When you accept the quotation we will start the work planning process which may include dealing with permissions from the Local Authority (see the clause below in respect of 'do I need permission'). We will advise you of the estimated completion date for your work. All customers are entitled to a 14 day cooling off period following acceptance of the quotation.

Amendments to the contract must be made in writing and any complaints, which may arise from work performed under any contract must be made within 7 days from the date of invoice, unless agreed in writing to the contrary.

4. When do I pay? When the job is completed, the team leader will ask you to sign the job sheet to confirm your satisfaction. Please only sign this when you are satisfied that all items are completed. Please raise any queries with the team leader or the office before signing the job off. The office will invoice 'signed off' jobs within 7 days. All contracts and instructions are accepted on the basis of full payment of invoiced price on immediate receipt of invoice. Value added tax (VAT) shall be charged at the current rate.
5. Standard of work: All work shall be completed in line with BS3998 (Recommendations for Tree Work) where appropriate unless instructed otherwise by the customer.

We will carry out the work as agreed in the quote but often we are asked to do more or to carry out tasks differently or less than originally agreed. If there is a large deviation to the work content, please let us know in advance as may need more or less manpower and time allocated which may also impact other customers. We will endeavour to fit in any extra works required on the day and will invoice this on an hourly basis or it can be agreed before we start on the day. Please speak to the team leader who will call the office to confirm current time rates.

6. The Unexpected: Sometimes we may uncover an old metal or concrete fence or trees with stones and nails imbedded within them, and in these circumstances we may not be able to remove these objects as our equipment isn't suitable. Quotations for tree works are based upon the educated and realistic assumption of trees being free from metal, stone or other hidden obstructions. In the event of a tree being impossible to work on using industry approved techniques, Acer Tree Surgeons Ltd reserves the right to re-quote accordingly. The Contract price is based on the site conditions existing at the time of the quotation being submitted.

7. Disposal of waste: The majority of our customers require removal of all waste material from site and this will normally be specified in the quotation. However wood-chips make useful garden mulch and we are increasingly finding clients requesting that this is left onsite in designated areas for their own use. Timber may also be left for firewood, please specify what lengths you would like it left. The price does not include us splitting it ready for your fireplace unless specifically stated in the quote. The quotation for the tree/hedge work will include removal of the waste from the specific task, where specified. We are unable to process and remove compost, gravel, rocks, metal or any other foreign material that does not come from the specific task. Only recently processed woody perennial material will be put through our chippers. Unfortunately we are not licensed to carry any other material other than wood chip and timber.

Unless the wood chip is being left with you, it will be taken back to our yard to be stock piled, and then supplied to bio-mass converters. This is then supplied to the UK's power stations for it to be recycled as domestic electricity.

8. Stump grinding: Stump grinding is normally carried out within a few days of removing the tree, rather than on the same day, as it is a dangerous process to have the machines on site with our team. We will call or email you to arrange a convenient time to undertake this work. For larger open access sites we are able to use our own machine for stump grinding operations, but for most properties access

Acer Tree Surgeons is a Limited Company, registered in England and Wales

Registered No. 06247048

Registered Office | Old Post Office | 85 High Street | Chapmanslade | Westbury | Wilts | BA13 4AN

VAT No. 908 979 659





is limited and therefore we will either hire one or use a stump grinding specialist contractor who will be vetted, and supply the best price (we have 3 on our books and always use the one that can provide the best price for the job).

The stumps are usually ground down to 200mm below ground level and the grindings are normally backfilled into the resulting hole as they decompose rapidly. Removing them creates a dip as they rot down. Please specify if you would like the roots removed too. This is not normally undertaken as root removal can cause a lot of damage to the lawn as roots can spread to a much wider circumference.

The arisings from the stump grinding operations can be removed from site but this would incur an additional cost from the grinding company.

9. What time will the team arrive? Most jobs are completed efficiently and on time. However, occasionally a job will over-run or the weather will prevent us from working. The earliest time the team will arrive is 8.20 but generally it will be between 8.30 and 9.20am. This means that we are not making noise at unsociable hours. However, in the case of smaller contracts, we are not able to estimate an exact arrival time, just advise either am or pm arrival which we will do at the time of booking. We will of course make every effort to please clients who particularly require a morning or afternoon visit.

10. Do I need to protect my walls or lawns? Whilst our staff will operate with care and diligence, often our work entails the transportation of woody material over lawns and past the house. Please make sure that vulnerable surfaces (such as white walls) are adequately protected (builders polythene is a good method), and that fragile objects are moved (such as pots etc). Our staff will be more than happy to move heavier objects. Lawns tend to recover rapidly but very wet weather can give rise to very muddy conditions. We are able to provide boards to protect the lawn. However, this is not a standard procedure and may incur an additional cost. If in doubt, please discuss with our office.

We may need to use a tracked chipper and track across the lawn. If requested by the client, due to ground conditions we will use boarding to prevent damage to vulnerable areas. Otherwise, whilst it does not damage lawns when driving straight during frosty and wet conditions, it will make a temporary imprint on the grass, this recovers very quickly.

11. Will my neighbours be affected? Sometimes it is necessary to have access to a neighbouring property, particularly when branches overhang. It would be very helpful if you could inform them of your intention to carry out work and the date on which it will take place. Our vehicle and chipper takes up around 5 car spaces of room in a street and manoeuvring can be tricky sometimes in narrow access areas. Our work is also noisy, so please do warn neighbours (especially night workers!)

Damages caused to any property other than the clients, does not give the client the right to withhold payment. A process and agreement will be put in place, only with those who own the damaged property, to rectify any damage caused.

You may need to gain permission from a neighbour to access their land or their tree. Please could you provide written permission. An email to our office would be ideal, prior to the day of the works.

12. Do I need permission? The trees within this contract specification may be in a Conservation Area or be subject to a Tree Preservation Order. Upon acceptance of our quotation, we shall check for the presence of legislative protection. We would be happy to make an application on your behalf once the quote has been accepted without any further cost.

13. Investigation of Private Covenants: Shall be the responsibility of the Owner and no liability shall attach to Acer Tree Surgeons Ltd for a breach of any such Covenant.

14. Do you replace trees/shrubs that die? We endeavour to obtain good quality plants that comply to BS3936 (Nursery Stock - Specification for Trees and Shrubs) which are handled with care and planted to industry standard. It is important however that you look after your new plantings and ensure that they are regularly watered and maintained. Trees and shrubs that fail due to circumstances beyond our control shall not be replaced by us. Please ask our staff for guidance on how to look after new trees if in doubt.

15. Do I need to treat the stump after removal? The majority of coniferous trees will cease to grow following felling and will decay naturally. Some deciduous species will send up shoots. We try to avoid the use of chemicals but on request, can supply and install eco plugs (this would be at an additional cost and a standard 1ft diameter stump would cost approximately (£10 + VAT). Eco plugs contain glyphosate which translocates through the remaining stump and roots preventing regrowth. Further treatments (if required) will attract additional cost. Alternatively, we can provide advice on products that can be bought from garden centres that can be used to treat stumps to prevent re-growth. No guarantee can be given as to the efficiency of a pesticide after application, due to conditions beyond our control.

16. Underground and overhead services: Although every reasonable effort shall be made to locate the presence of underground services, unless a plan showing the exact location of underground pipes, wires or cables has been forwarded to us by the landowner or an agent prior to the formation of the quotation/contract; we shall be under no liability for any damage caused as a result of work



performed under the contract/quotation to such pipes, wires or cables, or for any damage to property resulting there from. The landowner or an agent shall be solely liable for any such damage. Any charge for the removal of power lines or telephone cables shall be the responsibility of the landowner unless otherwise agreed in writing with us.

17. Measurements: All measurements mentioned in any correspondence are approximate.

18. Insurance: All work carried out by Acer Tree Surgeons Ltd is covered by £10,000,000 third party & public liability insurance and £10,000,000 employers liability. Paid reports and investigations are covered by a £1,000,000 indemnity insurance. Details will be provided on request. The teams all carry copies of insurance.

19. General: Acer Tree Surgeons Ltd shall not be liable for damages or otherwise because of non-performance of a contract arising on account of adverse weather conditions, strikes, lock-outs, war and civil commotion; or lack of adequately skilled labour due to causes beyond our control. Further, we retain the right in such circumstances to cancel the contract in whole or in part. Completion dates shall be contingent upon weather conditions.

Twelve months after the submission of the quotation, we reserve the right to withdraw and re-price work, unless otherwise agreed in writing on acceptance of instructions from the Owner.

What does Arboricultural Association Approved Contractor mean?

- The Arboricultural Association (the Association) was founded in 1964 and is the largest body for amenity tree care professionals in the UK. A world-leading authority on arboricultural best practice, the Association delivers professional standards and guidance to ensure responsible tree management.

Acer Tree Surgeons Ltd (Acer) holds Approved Contractor status with the Arboricultural Association after being subject to the Association's rigorous assessment and approved as fully competent and compliant with the Association's standards.

The Association's assessment of an organisation includes confirmation of their:

- Knowledge of trees and tree maintenance
- Understanding and practical application of current arboricultural practice
- Compliance with the legislative requirements of arboricultural contracting
- Compliance with the health and safety requirements of arboricultural contracting (endorsed by the CHAS scheme)
- Customer service and business management.

The standards set out by the Association are very high and reflect contemporary arboricultural research findings, current legislation, health and safety requirements and best practice; Acer is regularly reassessed to ensure that the Company continues to meet the current standards.

As an AA Approved Contractor, Acer's clients can be assured that:

- Acer is fully insured (including Public Liability, Employers Liability and Professional Indemnity)
- Acer teams are properly trained and suitably qualified
- Tree works carried out by Acer are compliant with British Standard BS 3998:2010 unless otherwise stated
- Acer is endorsed by recognised industry bodies.

Privacy Notice.

Acer Tree Surgeons Ltd complies with the General Data Protection Act 2018. We shall only ask for contact details so that we may provide you with an estimate, undertake any works you instruct us to do, and to invoice you upon completion of the works. We will not advertise to you or share your information with anyone unrelated to the works you ask us to carry out.

Due to the nature of the services we offer and the relationship we have with our customers, we will assume that you are still a customer until you tell us that you no longer wish to be considered as a customer.

You can request:



- To obtain any personal data that we hold regarding yourself.
- To have any inaccuracies rectified.
- That we erase your personal data.

You can make requests verbally or in writing and we will respond within one month of receipt, we will use reasonable means to verify your identity.

If you have any queries regarding how we use your personal data, please feel free to get in touch with us.

You have the right to make a complaint about how we process your personal data to the Information Commissioners Office: Commissioners Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. 0303 1231113. <https://ico.org.uk/concerns>.