Name of Policy: Tree Management Policy
(Ref: PS/23)

Purpose of Policy: This Policy outlines how the Association manages the trees present across all the estates in the Association's ownership.

Policy Monitoring Details	
Department:	Property Services
Author:	Amanda Hay
Status:	Group
Date Board / SMT Approval:	**4 September 2025**
Update:	
Planned Review Date:	September 2030
Regulatory Outcomes being achieved:	Scottish Social Housing Charter Indicator 33 Percentage owners satisfied with service they receive - Service user complaints
Customer Consultation Required:	Service Information expanded for ease of reference – publicised on web page and tenant and owner newsletters.
Equalities Impact Assessment	Not required
Sustainability Assessment	This policy will contribute to low carbon through maintenance of living trees and replanting schemes
HRA Implications	Article 14 Prohibition of discrimination
Adherence with Association Values	This policy supports all the Association's values.

Content List	
1.	**Introduction**
2.	**Policy Aims**
3.	**Legislative Information**
4.	**Tree Register**

5.	**Inspection / Survey Process**
6.	**Customer Enquiries and Complaints**
7.	**Remedial works**
8.	**Budgetary Implications and Owner Notifications**
9.	**Monitoring and Reporting**
10.	**Linked Policies**
	Appendix 1 **Estates (with Trees) where Manor Estates provide Factoring**

1.	**Introduction**	
	1.1	Manor Estates provides estate maintenance services for 31 estate areas throughout the City of Edinburgh and South Queensferry. Some of these estates were transferred into the ownership of the Association in March 1995 from Scottish Homes, and Manor Estates are now registered as Property Factor for these landscape areas. Refer to Appendix 1 **Estates (with Trees)** where Manor Estates provide estate maintenance.
	1.2	These landscape areas contain trees of various species, size & age.
	1.3	Trees were planted when the estates were originally built and at that time an element of “over planting” had taken place on the assumption that some trees would be vandalised or simply die. The hardy species have thrived and now reached maturity, without significant loss of numbers.
	1.4	The Association recognises that trees can be a very emotive issue, and regular requests are received from both tenants and owners across all estates for trees to be removed or pruned due to: - • their condition • their size • proximity to a building • irregular or disruptive root growth • or simply leaves falling into gardens.
	1.5	The Association will assess and provide support for our tenants, if necessary, through the Estate Management Policy / Garden Maintenance Assistance, where trees or shrubs have grown to become unmanageable in their garden ground. This will include cutting back trees if necessary.

2.	**Policy Aims**	
	2.1	The Association's policy is that we do not remove trees unless they are either diseased, overcrowded or causing structural damage.
	2.2	Fallen trees, mostly as a result of storm damage, will be made safe as soon as possible after report received, with any follow up work being carried out soon afterwards or planned into future tree work programme.
	2.3	Replacement trees will not generally be planted due to high maintenance cost of planting, protection / vandalism or to alleviate an instance of overplanting within original estate design. Where tree removal results in significant bare areas a small replanting scheme will be considered and circulated to any owners for approval to proceed. Consideration will also be given to spreading the re-planting over a period of years to minimise the expected expenditure in any year.
	2.4	For trees on any public landscape area, the cost of all tree maintenance will be recharged to all properties within the estate boundary. For trees on any private landscape area, the cost of tree maintenance will be recharged to the specific properties within the private area boundary. Note definitions : Public Landscape Area – landscape areas that are open to all across each estate, maintenance charge is split across all on the estate Private Landscape Area – landscape areas that are only accessible from certain blocks or houses, maintenance charge is restricted to only those blocks and houses.
	2.5	The Association will pay the share for its tenanted properties, and fully for all work to trees located in its tenanted gardens.
3.	**Legislative Information**	
	3.1	High Hedges (Scotland) Act 2013 The High Hedges (Scotland) Act 2013 came into force on 1 April 2014. All tree surveys will take the High Hedges Act into account in their assessment. An application can be made to the Local Authority to adjudicate in any dispute relating to a High Hedge. High Hedges (Scotland) Act 2013: revised guidance 2019

	3.2	The High Hedges Scotland Act does not cover disputes relating to single trees. It may apply to two or more trees or shrubs if they are planted in close proximity, 30-60 cm apart in single row or up to 90cm apart staggered in 2 rows, refer to detailed criteria in Act.
4.	**Tree Register**	
	4.1	The estate tree reports will form a register of trees for each estate.
	4.2	The Tree Register will be referred to when answering customer enquiries and for the preparation of tender documentation and ordering works,
5.	**Inspection / Survey Process**	
	5.1	Information on trees will be received from multiple sources during the year and collated to the tree register for monitoring or action : • Landscape areas are visually inspected annually by the landscape contractor and any concerns with trees reported to Association • Staff, both property services and housing management, will report any cause for concern from their estate management inspections • Householders will report problems and concerns to Association • Full tree assessment surveys are carried out by a specialist Arborist every five years
	5.2	Remedial works from annual visual inspection may result in immediate work to make safe or a more detailed specialist report may be requested.
	5.3	The 5 yearly full tree assessment by the specialised Arborists will as a minimum: o Identify and number each individual tree with attempt to retain existing numbering system o Show approximate location of the tree on a large scale area plan o Record tree type/variety o Record its height o Record its condition o Record its location (if close proximity to building(s)) o Record the surrounding density of trees o Recommend any works And categorise any works into 3 main categories: - 1. Immediate works required 2. Recommended works required

		3. Advisory, monitor may require works at future date – review date stated Full specification detail of the required output from the 5 year tree assessment will be covered in tender document and agreed before commission.
	5.4	Written records will be held for a period of 5 years.
6.	**Customer Enquiries and Complaints**	
	6.1	If there is no evidence of immediate damage/ distress to property, or danger to members of public, the tree details are updated and a review programmed for the next planned annual visual tree inspection. If urgent action is required a specialist contractor will be appointed to attend.
	6.2	The Association will escalate its response should further information be made available and deemed necessary.
	6.3	If it is suspected that the condition of the tree has been affected by vandalism or other damage or structural damage is being sustained, then a specialist Arborist will be asked to attend and reassess the tree/s condition.
	6.4	We will respond to each enquiry informing customers what has been reported and our anticipated action.
	6.5	Should any customer be unsatisfied with our response they will be directed about how to make a complaint, as set out in the Association's Complaints Policy and leaflet, and also available on our website.
7.	**Remedial Works**	
	7.1	Following inspections where works are identified as urgent and immediate, works orders will be raised, for example pruning due to storm damage or vandalism.
	7.2	Recommendations to remove, crown lift, shape, prune and/or remove dead limbs will be programmed. Enquirers should be informed of expected timeframe for remedial works.
	7.3	All remedial works will be inspected for completion and entry updated on the Tree Register.
8.	**Budgetary Implications and Owner Notifications**	
	8.1	Costs for all tree works are charged as with all other landscape costs to all properties in the estate boundary.

		Owners are charged their share by invoice, when the survey or remedial work has been completed, details of works carried out are explained in their covering letter.
	8.2	Owners will be notified in advance if their share of the cost is projected over £50 per household, unless works are undertaken in an emergency.
9.	**Monitoring and Reporting**	
	9.1	The Property Services Administrator (Environmental) will monitor levels of enquiries throughout the year and will make specific arrangements with the Property Services Manager (PSM) to review any timescales.
	9.2	The Property Services Administrator (Environmental) will provide a Quarterly report to PSM covering all Policy areas.
10.	**Linked Policies**	
	10.1	PSF01 Services to Owners
	10.2	Written Statement of Services
	10.3	Garden Maintenance Procedure
	10.4	G03 Complaints Policy

Appendix 1

Estates (with Trees) where Manor Estates provide Factoring

Balerno
Bowling Green
Easter Haugh
Commercial Street
Ferry Road
Greenlaw Rig
Muirhouse
Newcraighall
Niddrie Hays
Niddrie Marischal Grove
Niddrie Marischal Place & Drive
Niddrie Marischal
Niddrie Mill
Oxgangs
Sighthill
Sutherland Street
Telford
Telford March
Tressilian Gardens
Hopetoun
Dundas Ave
North Scotstoun
South Scotstoun
Queensferry Heights
Sandilands