



Round Top Trees

7 Alleyne Way | Elmer Sands | West Sussex | PO22 6JZ

QUOTE

Mike Copley and Mel Penycate

Date

01 Oct 2021

Expiry

31 Oct 2021

Quote Number

QU-0501

Reference

3 Forge Cottages, The Street,
Walberton, BN18 0PQ

VAT Number

246259491

Roundtop Trees

7 Alleyne Way

Bognor Regis

West Sussex

PO22 6LZ

UNITED KINGDOM

3 Forge Cottages, The Street, Walberton, BN18 0PQ

Thank you for giving me the opportunity to carry out the site appraisal at the aforementioned address. Please find below an estimate for the proposed works to be carried out. Cost includes labour and any required materials.

Round Top Trees is a locally based company equipped and experienced in the field of arboriculture and forestry which has been established for several years. More recently an increased need for proactive management strategies within the industry has created a larger demand for individual tree report writing and amenity tree surveying and we pride ourselves on our ability to provide this as a service.

We also have a wealth of specialist equipment which allows us to provide a more efficient, competent and reliable service than our competitors.

When recruiting new team members Round Top Trees demands at least a National Diploma in Arboriculture and all of the relevant NPTC's associated with the industry. We pride ourselves on our knowledge of arboriculture, forestry and guarantee an attention to detail that sets us apart from our competitors.

Copies of our qualifications can be made available at your request.

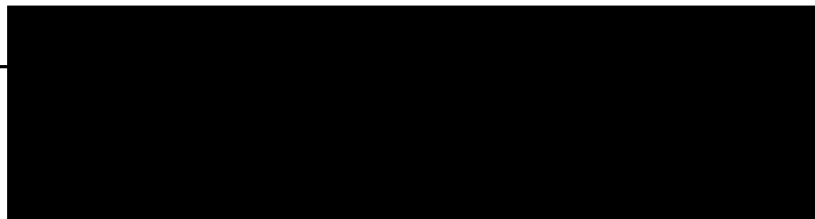
Staff are regularly trained where necessary and if certification is required for a site or is stipulated by a particular client then the relevant courses are completed to allow us to undertake specific projects. At Round Top Trees we favour a sustainable approach towards arboriculture and forestry and where possible, adopt a no burn policy. We dispose of tree waste efficiently by converting it into firewood and woodchip to serve local demand.

At Round Top Trees we adopt a zero tolerance approach towards misconduct. All of our staff wear all necessary PPE at all times and are aware and adhere to all of the relevant safety guides related to the industry.

Description

- After being asked to examine the tree
- On examining the tree it was found with significant and irreparable damage to the base of the tree due to the trees to close proximity to buildings and high target area we recommend to be removed within three months.
- The tree will need to be climbed, sectionally dismantled using a specialist lowering system to prevent any damage to surrounding buildings and properties.
- Timber will need to be extracted using a timber trailer.
- To chip all brush and remove all arisings from site.
- To grind resulting stump

Description



Terms

Quotes are on the basis that these trees are not subject to TPO, if they are subject to TPO's any work carried out will have to be applied for first.

Level 3 NVQ national diploma in Arboriculture and forestry, fully NPTC Qualified and up to £5 million PLI

Please note if instructed we can only accept payment on completion of works via cash or bank transfer, we no longer accept cheques. All payments to be made strictly within 14 days of the invoice date. Late payments will incur a fee.

Guide to Working with Round Top Trees

We are very keen to provide a quality service and a high level of customer satisfaction. Please take a few minutes to read the terms and conditions of our contract.

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 shall undertake the work in a competent manner in compliance with the specification and price contained in our quotation.

Acceptance of the contract and programming of the work: On acceptance of our quotation (whether verbal or in writing) a binding contract will be formed between us and you (the Contract). You are entitled to a 14-day cooling off period following acceptance of the quotation. However, if within this 14-day cooling off period you instruct us to carry out any of the works contained in our quotation you will have waived your right to this cooling off period. When you accept the quotation, we will start the work planning process which may include dealing with permissions from the Local Authority. We will advise you of the estimated completion date for your work.

Amendments / Cancellation of the Contract: Amendments to, or cancellation of, the Contract must be made in writing. In the event of a cancellation, we may charge a percentage of the quotation to cover any preparatory work already undertaken and any costs already incurred.

In the event of a variation to the quotation as a result of:

- a. Amendments to works required prior to arriving on site;
- b. Changes in site / ground conditions since the original visit; or
- c. Additional works requested / required whilst on site

the quotation will be revised accordingly, either electronically in advance or in a hand-written note on the day of work, with agreed amendments signed by us and you.

Complaints procedure: In the unlikely event that you have any cause for complaint please contact the office within 7 days and we will endeavour to correct the situation in a timely manner.

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 payment of full invoice price within 14 days of the date of invoice. Where applicable, value added tax (VAT) shall be charged at the current rate.

Disposal of waste; do you take everything away? Most customers these days require removal of all arising waste material from site and this will normally be specified in the quotation. Woodchips make useful garden mulch and we are increasingly finding clients requesting that the chips are left for their own use. Timber may also be left for firewood, but it is not normally left in sizes 'ready for the fire' unless specified in the quotation.

Stump grinding: Stump grinding is normally carried out within a few days of the felling rather than on the same day. We will call you to arrange a convenient time to undertake this work. Stump grindings will be used to backfill the resulting hole as they decompose rapidly. The chippings can be removed from site, but this would incur an additional cost. We will grind the main stump and any large lateral roots in the main area of the stump. We will not chase every root back from the stump unless by prior costed arrangement with the customer. If in the process of stump grinding, we uncover buried asbestos waste, material suspected to be buried asbestos waste or other hazardous material, we will cease the excavation immediately. The customer agrees to settle the invoice in full in line with our payment terms on the basis that we shall complete the operation once a specialist contractor has cleared the material. The customer will meet the costs of the clearance of the hazardous material.

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.

Do I need to protect my walls or lawns? Whilst our staff will operate with care and diligence often our work entails the carrying of large amount of material over lawns and past features. Please make sure that vulnerable surfaces (such as white walls) are adequately protected (builder's 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 for elderly or disabled clients. Lawns tend to recover rapidly but

very wet weather can give rise to 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.

Crown Reduction: This operation reduces the overall size of the crown. To avoid ambiguity, the specified end result will be stated either as the tree-height and branch-spread which are to remain, or the average equivalent in branch length (in metres). End results shall be specified for individual branches if the growth pattern of the tree creates a need for this, or where clearance from a specific object is required

Crown Thinning: In crown thinning, an even density of foliage is removed to create a well-spaced and balanced branch structure which could, if required, provide an adequate framework for a possible future crown reduction. If the objective is to lessen the overall loading on a defective branch or stem, crown reduction and reshaping should be chosen in preference to crown thinning. The percentage of the leaf-bearing twig structure to be removed in crown thinning should be kept to the minimum required to achieve the objective and in any case, should not exceed 30%. The percentage shall be stated in the work specification. Material shall be removed systematically from throughout the tree rather than from the inner crown only. Cutting branches back to the main stem will generally be avoided, although structurally weak or hazardous branches shall be removed if there is no alternative.

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 to time. The earliest time the team will arrive is 8.30/9.00 am. However, in the case of smaller contracts, we are not able to estimate an arrival time until late afternoon of the previous day and can only then advise either am or pm arrival. We will of course make every effort to please clients who particularly require a morning or afternoon visit.

Do I need permission? The trees within this contract specification may be located within 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 with the Local Planning Authority. We will also consider whether a Felling Licence is required from the Forestry Commission (FC) or if any other permissions / consultations are required, i.e. Natural England / Environment Agency. We would be happy to make an application on your behalf in respect of any permissions that are required but would advise that a charge may be made for this service. No additional charges will, however, be applied to this work without first seeking your acceptance. We will not, however, make any investigation in respect of private covenants affecting your property which may restrict tree work at the property and this shall be your sole responsibility. No liability shall attach to Round Top Trees for a breach of any such covenant.

What about wildlife? We will undertake the works as scheduled but are aware of / may be constrained by ecological and wildlife legislation including:

- a. Wildlife and Countryside Act 1981
- b. Countryside and Rights of Way Act 2000
- c. Conservation of Habitats and Species Regs. 2017

This legislation requires us to assess the impact of the works which may result in works being delayed as a result of nesting birds, roosting bats or similar being present.

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. Please ask our staff for guidance on how to look after new trees if in doubt.

Do I need to treat the stump after felling? The majority of conifers 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 will apply a single treatment to manufacturer's specification. 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.

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 Owner of the land or his agent prior to the formation of the Contract, we shall be under no liability for any damage caused as a result of work performed under the Contract to such pipes, wires or cables, or for any damage to property resulting therefrom, and the Owner of the land or his 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 Owner, unless otherwise agreed in writing with us.

Measurements: All measurements mentioned in any correspondence are approximate.

Insurance: We have £10 million Public Liability Insurance and a copy of the certificate is available on request. We will operate in accordance with good industry practice, our Health & Safety Policy and Procedures and undertake Site Specific Risk Assessments (the outcomes of which may place constraints on the site whilst works are in progress, i.e. you can't access your shed without prior agreement with us.)

Customer Information and Data Protection: Please be reassured that we only use your personal information for the purposes of completing your tree work. Our IT systems are secure, and we don't share your details with anyone unnecessarily. We would share your details with the Local Authority if we need to make an application for permission to undertake the work and whilst it is unlikely, in certain circumstances work might need a licence from the Forestry Commission. Please refer to our customer privacy notice for full details.

General: Completion dates shall be contingent upon weather conditions.

All quotations/estimates are valid for 30 days and include any 'value', monetary or otherwise, the arisings may have, unless stated otherwise. After this period, we reserve the right to withdraw and re-price work, unless otherwise agreed in writing with you.

Quotations for felling are based upon the assumption of trees being free from metal, stone, or other hidden obstructions. In the event of a tree being impossible to fell in the normal way, we reserve the right to re-quote accordingly.

The Contract price is based on the site conditions existing at the time of the preparation of the estimate remaining unchanged.

Round Top Trees reserves the right to cancel the contract at any time and for any reason and shall not be liable for any penalties or costs. Reasons for cancellation may be diary error, IT error, client error, third party error, changes in circumstances, misunderstanding, unreasonable or antisocial behaviour of the customer.

Round Top Trees

Customer Privacy Notice

At Round Top Trees, we understand that we have a responsibility to protect and respect your privacy and to look after your personal data.

This **Privacy Notice** and our **Business Terms and Conditions** explain what personal data we collect, how we use your personal data, reasons we may need to disclose your personal data to others and how we store your personal data securely.

For clarity, Round Top Trees may be both data controller and data processor for your personal data under certain circumstances.

Who are we?

Round Top Trees is a provider of contracting services, based in Bognor Regis, West Sussex.

Jake Davies is the manager responsible for data protection.

How the law protects you

Data protection laws state that we are only able to process personal data if we have valid reasons to do so.

The basis for processing your personal data includes, but is not limited to, your consent, performance of a contract, to enable billing and remittance, and to contact you for customer service purposes.

How do we collect personal data from you?

We receive information when you complete the form on our website, if you contact us by phone, email, or otherwise in respect of any of our services.

If you provide us with personal data about a third party, you warrant that you have obtained the express consent from the third party for the disclosure and use of their personal data.

What type of data do we collect from you?

The personal data that we may collect from you includes your name, address, email address, phone numbers, business and company information and trading history. We also retain records of your queries and correspondence, in the event you contact us.

We merely process such data on your behalf, subject to our Terms and Conditions.

What data do we store?

- Contact details
- Project details
- Email
- Other correspondence

We do not store any payment information such as bank account details or credit card numbers.

How do we use your data?

We use information about you in the following ways:

- To process orders that you have submitted to us
- To provide you with services
- To comply with any contractual obligations, we may have with you
- To help us identify you and any projects we are working on or have completed for you
- To enable us to review, develop and improve our services
- To provide customer care, including responding to your requests if you contact us with a query
- To administer accounts, process payments and keep track of billing and payments

- To detect fraud and to make sure what you have told us is correct
- To carry out marketing and statistical analysis
- To notify you about changes to our services
- To provide you with information about products or services that you request from us or which we feel may interest you based upon the work we have completed for you
- To inform you of service and price changes

Retention periods

We will keep your personal data for the duration of the period you are a customer of Round Top Trees.

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

If you let us know that you are no longer a customer, we will delete all unnecessary electronic data and destroy all unnecessary hard copy data that we hold.

We shall retain any project data that is required to safeguard our legal liability following the completion of any project.

Who has access to your personal data?

For the avoidance of doubt, we do not and never shall sell your personal data to third parties for marketing or advertising purposes.

We may pass your personal data to third parties for the provision of services on our behalf, but we will only ever share information about you that is necessary to provide the service. For example, if we need to use a provider of specialist equipment or services as part of the work that we are doing for you.

We may share your information if we are acquired by a third party and therefore your data will be deemed an asset of the business. In these circumstances, we may disclose your personal data to the prospective buyer of our business, subject to both parties entering into appropriate confidentiality undertakings.

We may share your personal data if we are under a duty to disclose data in order to comply with any legal obligation or to protect the rights, property, or safety of Round Top Trees, our customers, or others. This includes but is not limited to exchanging information with other companies and organisations for the purposes of fraud protection, credit risk reduction and dispute policies. However, we will take steps with the aim of ensuring that your privacy rights continue to be protected.

Your rights

You have the right to object to our use of your personal data, or ask us to delete, remove or stop using it if there is no need for us to keep it. This is known as your right to be forgotten.

There are legal and accountancy reasons why we will need to keep your data, but please do inform us if you think we are retaining or using your personal data incorrectly.

In preventing the use or processing of your personal data, it may delay or prevent us from fulfilling our contractual obligations to you. It may also mean that we shall be unable to provide our services or process the cancellation of your service.

Our Privacy Notice shall be made clear to you at the point of collection of your personal data.

Keeping customers up to date is part of our service and we consider updating to include making you aware of new solutions to topical issues. The solution may be a new or improved service. You have the right to ask us not to process your personal data for marketing purposes. If you choose not to receive marketing communications from us about our products and services, please let us know at any time at roundtreetrees@gmail.com

You have the right to ask to see the data we store and process that relates to you and we would be happy to provide that information upon request.

Where we store your personal data

All information you provide to us is stored on our secure cloud-based servers.

Email is held on the storage provided by Google Inc.

Project documents including photographs are stored on our OneDrive system.

Please refer to the information published by these companies in relation to encryption and security. We are comfortable that they provide a very secure storage solution.

Our IT equipment is protected by antivirus software.

Email and project documents are backed-up regularly onto an external hard drive and this is kept in a remote secure location.

Liability

We agree to take reasonable measures to protect your data in accordance with applicable laws and in accordance with our Terms and Conditions.

In the event of a data breach, we shall ensure that our obligations under applicable data protection laws are complied with where necessary.

Contact us

Please e-mail any questions or comments you have about privacy to us at roundtoptrees@gmail.com

Your right to make a complaint

You have the right to make a complaint about how we process your personal data to the Information Commissioner:

<https://ico.org.uk/concerns/>

*Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF*

