Fallen tree at Tadburn Meadows Nature Reserve

Reporting a tree problem

Trees are naturally living organisms and can for many reasons fail, become damaged or cause a nuisance when planted in the wrong place or have outgrown the available space. At Test Valley Borough Council we have a tree survey management programme in place to survey the trees owned and managed on Council owned land.

However, given the size of the Borough and quantity of trees, trees are inspected on a minimum of a five yearly cycle so not all trees are inspected annually and sometimes storms, strong winds and natural growth rates of trees can affect the trees in their locations and then impact on the people living around the trees. Some trees though are inspected more frequently when monitoring high use ares on trees with signs of declining health, to monitor the rate of improvement or decline.

Is the tree on public land or private land?

If the tree is on public land, it could be owned or managed by Test Valley Borough Council. However, not all public land within Test Valley is under our management. Other organisations and agencies also manage trees within the borough and some land is currently un-managed or unregistered.

Who else could own the tree?

- Hampshire County Council
- Aster Property management
- Hampshire Countryside and Rights of Way
- Privately owned
- Woodland Trust
- Un-registered land

Tree blocking public footpath at Little Somborne

If the tree is on private land then notify the owner of the tree of your concerns. The tree may be within a Conservation Area or have a Tree Preservation Order on it, so this will need to be confirmed prior to carrying out any tree works, in addition to gaining the owner's consent.

What do I do if I notice a problem with a tree on land owned by Test Valley Borough Council?

Please report any problems with trees to Test Valley Borough Council.

We welcome feedback on tree issues and here is a list of issues that should be reported where there is the potential for harm or hazard.

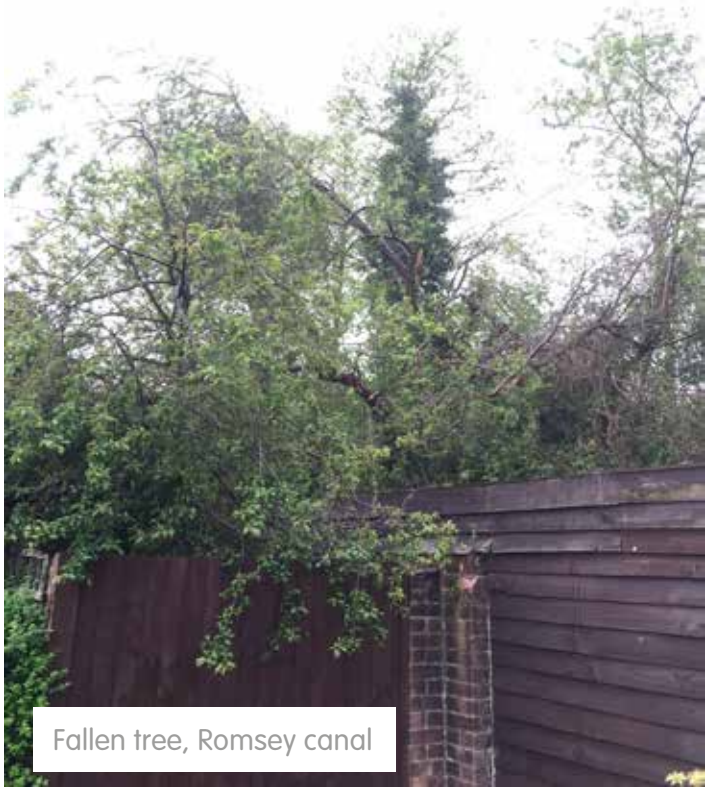
- Failed large branches, hanging branches or cracked branches
- Fallen trees
- Dead, dying or diseased trees
- Trees causing a direct nuisance.

How do I report a tree issue on land managed by Test Valley Borough Council?

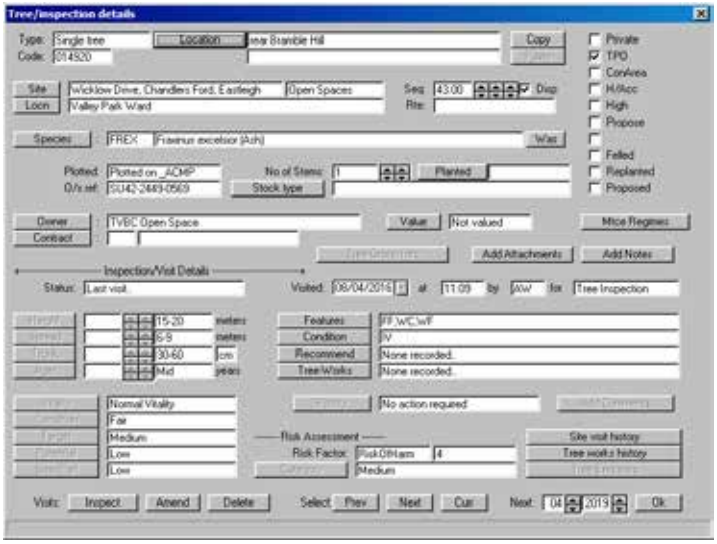
If you have any concerns regarding trees managed by Test Valley Borough Council - often land in public open spaces and parks - please contact Customer Services who will firstly confirm whether the land is indeed managed by the council. 01264 368000 or 01794 527700.

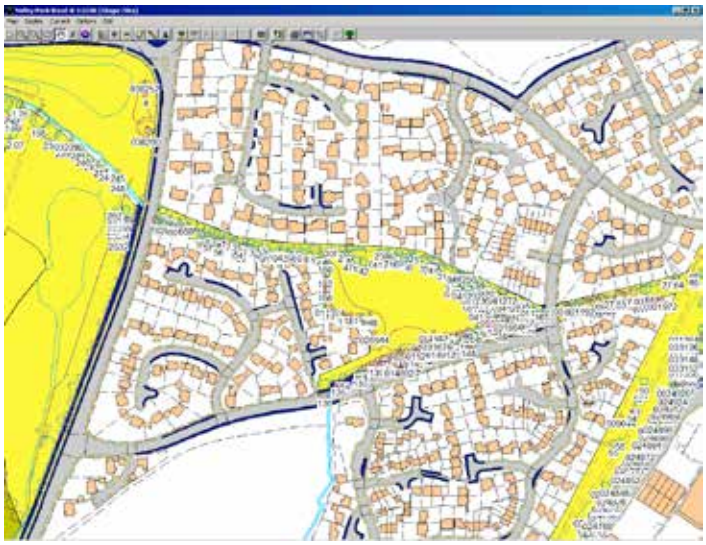
Where has the tree issue occurred?

Please provide as must detail as possible for where the tree issue has occurred. If the tree by a footpath, roadside, grass verge, play area, in a woodland, car park or opposite or adjacent a property. If you have the full postal address this is really useful to locate the tree quickly on the mapping system and also out on site.



Fallen tree, Romsey canal





Tree survey extract from Ezytreev tree management database software

Prioritisation of tree work

There are currently almost 26,000 trees on the electronic database held by Test Valley Borough Council, yet this is only a small proportion of the trees owned and managed within the borough. Work to reduce or remove health and safety issues as defined by the Arboricultural Officer will therefore take priority including:

- unsafe trees
- diseased and damaged trees
- trees touching or damaging buildings
- trees obstructing footpaths, street lamps or road signs.

Other requests by members of the public shall be considered on a priority rating. Work not considered a health and safety risk is not guaranteed to be carried out, including work to:

- reduce shading and to improve natural light
- reduce a tree because it is considered too big or too tall
- allow for the installation of solar panels or to improve light level to existing solar panels
- improve television reception
- remove overhanging branches
- reduce bird droppings, honey dew or aphid damage
- reduce leaf litter
- improve the view from a private property
- remove or reduce the incidence of bees or wasps
- manage a tree due to medical conditions (allergies).

In certain circumstances such as where trees are found to be dangerous or are damaging structures, Test Valley Borough Council will pay for work. In other circumstances, residents may be required to pay for the cost of the work. The work will be carried out by Test Valley Borough Council tree contractors.

What are your legal rights for pruning back overhanging branches?

Where a branch overhangs on your boundary, you are legally entitled to prune a tree to its boundary line subject to initially checking that the tree is not protected by a Tree Preservation Order or within a Conservation Area. It is advised that you use a competent tree surgeon and should meet BS 3998:2010, Tree Work Recommendation standards. Any waste material will need to be disposed of by you. Waste must not be left or dumped on council land. If access to the tree is required via council land, please contact the council for permission. Any work which requires pruning further than the boundary line requires permission from the council. Any unauthorised work which takes place to trees or the dumping of arising on council land may result in prosecution.

Any concerns or questions regarding the Tree Preservation Orders or Conservation Areas should be directed to the tree team in Planning and Building at Test Valley Borough Council on 01264 368000.

Do Test Valley Borough Council carry out tree planting?

Yes, there is an annual replacement tree planting programme in place. Replacement planting shall take place where trees have been felled and where it is reasonably practical. Species chosen shall be predominately of local providence and will be appropriate for the given area. Due to climate change, it is anticipated that a wider range of species will need to be planted to cope with the changing conditions forecast.

What if I think I have tree-related subsidence?

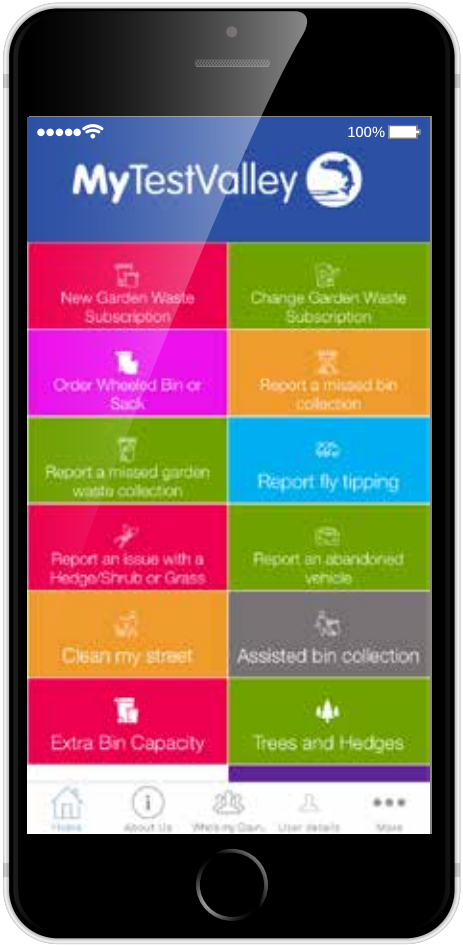
If you are concerned that your property is suffering from subsidence damage due to the influence of council-owned or managed vegetation, you are advised to contact your property insurer. All cases of tree related subsidence shall be considered based on the provision of sufficient detailed evidence as set out in The Joint Mitigation Protocol. www.ltoa.org.uk

How do I report a tree issue when the tree is situated next to a public highway?

Trees situated next to the public highway, next to a public footpath or in school grounds are generally managed by Hampshire County Council who can be contacted on 0300 555 1388 www.hants.gov.uk or email: roads@hants.gov.uk

How do I report a tree issue on residential areas managed by Aster Properties Services?

Queries regarding trees located within residential areas managed by Aster Properties Services should be reported by telephoning 0333 400 8222 www.aster.co.uk email: treequeries@asterproperty.co.uk



'My Test Valley' app available on:

Download on the App Store | GET IT ON Google Play | Download from Windows Store

Useful contacts and references:

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Telephone 01264 368000 or 01794 527700 / Minicom 01264 368052
Test Valley Borough Council
Beech Hurst, Weyhill Road,
Andover, Hampshire, SP10 3AJ.
www.testvalley.gov.uk

Land Registry contact details
Weymouth District Land Registry (DLR)
Melcombe Court, 1 Cumberland Drive, Weymouth, DT4 9TT
Tel: 01305 363636 Fax: 01305 363646
www.landregistry.gov.uk

HCC Highway West, Jacobs Gutter Lane, Totton, Southampton, SO40 9TQ
e-mail: roads@hants.gov.uk
www.hants.gov.uk
Call Centre: 0300 555 1388

Arboricultural Association
The Malthouse, Stroud Green, Standish, Stonehouse, Gloucestershire, GL10 3DL. Tel: 01242 522152
www.trees.org.uk/Directory-of-Tree-Surgeons