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Category of Tree- Related Enquiry	Policy/Standard Trees and the local environment	Response Timescale
Tree touching a building	Policy: Tree touching a building	Tree enquiry requiring a site inspection
Council tree (stem or branches) touching private property	If a tree that is owned or managed by the Council is touching private property (dwelling, house, boundary wall, garage etc) the Council will take action to remove the nuisance.	The customer will be informed within 14 days of receipt that a site
	• In many cases the solution will be for the council to prune the tree, but in some circumstances it may be more appropriate to fell the tree. If pruning is appropriate we will endeavour to undertake works to stop the problem reoccurring within three-years.	inspection is required and that such a site inspection will be undertaken within 2 weeks of receipt and the
	You have a Common Law right to remove (abate) the nuisance associated with trees encroaching onto your property; see public information and customer advice	customer notified of what action is considered appropriate.
Tree overhanging property	Policy: Tree overhanging property	Tree enquiry not requiring a site
Council tree encroaching onto	We will not prune or fell a tree in council ownership/managed by the council to alleviate the nuisance of overhanging branches.	inspection

private property (due to the growth of the stem, branches or roots)	Customer Advice: The nuisance caused by overhanging branches may be considered as part of our general tree-work programme, however this programme is prioritised and subject to the availability of funding. If you wish to exercise your Common Law right to remove (abate) the nuisance associated with encroaching trees; see public information and customer advice	The customer will be informed of council policy within 14 days of receipt of the enquiry. Customers can receive an immediate response by searching for the relevant stated policy on the council's web site.
Tree and drains	Policy: Tree and drains	Tree enquiry not requiring a site
Council tree allegedly causing damage to a drain on private land	We will not prune, fell or cut the roots of a council owned/managed tree to prevent roots entering a drain that is already broken or damaged. Customer Advice: Tree roots typically invade drains that are already broken or damaged. Trees themselves very rarely break or damage the drain in the first place. Tree roots found in a drain are usually symptomatic of an underlying problem requiring repair of the broken pipe. If you are concerned about the condition of your drains then you are advised to contact your water and sewerage company. Householders are usually responsible for the maintenance of the drains within your property. If you wish to exercise your Common Law right to remove (abate) the nuisance associated with encroaching trees; see public information and customer advice	inspection The customer will be informed of council policy within 14 days of receipt of the enquiry. Customers can receive an immediate response by searching for the relevant stated policy on the council's web site.

Tree and light	Policy: Tree and light	Tree enquiry not requiring a site
Council tree restricting	We will not prune or fell a council owned/managed tree to improve natural light in a property.	inspection
light in private property	 Customer Advice: If natural light is being blocked by the growth of a hedge then action may be taken to reduce the problem under the High Hedges Act, Part 8 of the Antisocial Behaviour Act, 2003. For further information refer to the council's web page on High Hedges: 	The customer will be informed of council policy within 14 days of receipt of the enquiry. Customers can receive an
	If you wish to exercise your Common Law right to remove (abate) the nuisance associated with encroaching trees; see public information and customer advice	immediate response by searching for the relevant stated policy on the council's web site.
Tree and view	Policy: Tree and View(s)	Tree enquiry not requiring a site inspection
Council tree restricting view from a private property	We will not prune or fell a council owned tree to improve the view from a private property. Customer Advice:	The customer will be informed of council policy within 14 days of receipt of
	If you wish to refer to exercise your Common Law right to remove (abate) the nuisance associated with encroaching trees; see public information and customer advice	the enquiry. Customers can receive an immediate response by searching for the relevant stated policy on the council's web site.

Tree and leaves

A council tree shedding leaves over private property or problem of leaves on public footpath / other public space

Policy: Tree and Leaves

We will not prune or fell a council owned/managed tree to remove or reduce leaf fall or remove fallen leaves from private property.

Customer Advice:

- The loss of leaves from trees in the autumn is part of the natural cycle and cannot be avoided by pruning.
- For roads, streets or the highway extra teams are working in the autumn to clear fallen leaves.
- In parks and green spaces paths or areas of hard standing are regularly cleared of fallen leaves, but leaves on grass / shrub beds are generally left until the majority of leaves have fallen before they are removed (unless leaving them would damage the grass in which case the accumulated leaves would be removed sooner).
- Leaves are generally sent for composting.
- If you would like to report a road, street or highway, park or green space that needs to be cleaned please contact (.......)
- If you wish to exercise your Common Law right to remove (abate) the nuisance associated with encroaching trees; see public information and customer advice

Tree enquiry not requiring a site inspection

The customer will be informed of council policy within 14 days of receipt of the enquiry. Customers can receive an immediate response by searching for the relevant stated policy on the council's web site

Tree sap

A council tree shedding sap / sticky residue over private property Or a problem of

sap on public footpath / other public space

Policy: Tree and Sap

We will not prune or fell a council owned/managed tree to remove or reduce honeydew or other sticky residue from trees

Customer Advice:

 Honeydew is caused by greenfly (aphids) feeding on the sap from the leaves and excreting their sugary, sticky waste. Often more likely to be colonised by a mould which causes it to go black. Unfortunately there is little that can be done to remove the aphid which causes the problem and pruning the tree may only offer temporary relief as any re-growth is often more likely to be colonised by greenfly thereby

Tree enquiry not requiring a site inspection

The customer will be informed of council policy within 14 days of receipt of the enquiry. Customers can receive an immediate response by searching for the relevant

	potentially increasing the problem. Some trees, such as limes, are more prone to attack by greenfly and in some years greenfly are more common especially following a mild winter. Honeydew is a natural and seasonal problem. Where new trees are planted we try to choose trees that are less likely to have this problem. Where honeydew affects cars, warm soapy water will remove the substance, particularly if you wash the car as soon as possible. • If you wish to exercise your Common Law right to remove (abate) the nuisance associated with encroaching trees; see public information and customer advice	stated policy on the council's web site
Tree and blossom	Policy: Tree and Blossom	Tree enquiry not requiring a
A council tree shedding blossom over private	We will not prune or fell a council owned/managed tree to remove or reduce blossom from trees or remove fallen blossom from private land.	site inspection
over private property Or a problem of blossom on public footpath / other public space	Customer Advice: • Tree blossom usually heralds the start of Spring. Blossom is a natural occurrence, which cannot be avoided by pruning. • Roads, streets or the highway are swept of excessive blossom as necessary. Similarly paths through parks and green spaces will be swept of blossom as part of normal cleansing cycles. • If you would like to report a road, street or highway that needs to be act cleaned; or if you would like to report a parks or green spaces that needs to be cleaned contact; The City & County of Swansea Parks and Cleansing Home Farm House Singleton Park Sketty SWANSEA SA2 8QJ Email: Parks.Section@swansea.gov.uk Fax: 01792 284800	The customer will be informed of council policy within 14 days of receipt of the enquiry. Customers can receive an immediate response by searching for the relevant stated policy on the council's web site
	 If you wish to exercise your Common Law right to remove (abate) the nuisance associated with encroaching trees; see public information and customer advice 	

Tree and Bird Droppings Birds are in a council tree and leave droppings	We will not prune or fell any tree owned or managed by the Council to remove or reduce bird droppings from the tree, or remove bird droppings from private land. Customer Advice: Bird droppings may be a nuisance but the problem is not considered a sufficient reason to prune or remove a tree. Nesting birds are protected under the Wildlife and Countryside Act 1981 (and other related wildlife law). Warm soapy water will usually be sufficient to remove the bird droppings. If you wish to exercise your Common Law right to remove (abate) the nuisance associated with encroaching trees; see public information and customer advice	Tree enquiry not requiring a site inspection The customer will be informed of council policy within 14 days of receipt of the enquiry. Customers can receive an immediate response by searching for the relevant stated policy on the council's web site
Tree and fruit, nuts and berries	Policy: Fruit, Berries & Nuts from Council Trees	Tree enquiry not requiring a site inspection
	We will not prune or fell any tree owned or managed by the Council to remove or reduce the nuisance of fruit, berries or nuts, or remove fallen fruit from private land. Customer Advice:	The customer will be informed of council policy within 14 days of receipt of
		the enquiry. Customers can

	 Fruit trees such as apple, cherry and pear are welcomed in many locations with the added benefit of providing free food. But, there are some locations where fruit trees are less desirable, for example where soft fruit would make the pavement slippery or where anti-social behaviour could encourage fruit being thrown at houses or cars. When considering what tree to plant we do take account of the likelihood of such problems. If you wish to exercise your Common Law right to remove (abate) the nuisance associated with encroaching trees; see public information and customer advice 	receive an immediate response by searching for the relevant stated policy on the council's web site
Tree wildlife and insects	Policy: Wildlife and Insects in Council Trees	Tree enquiry not requiring a site
	We will not prune or fell any tree owned or managed by the Council to	inspection
	remove or reduce incidence of bees, wasps and other insects or wild	
	animals. Customer Advice:	The customer will be informed of council policy within 14 days of receipt of
	 Wildlife and insects associated with trees should be expected and encouraged. Many insects and animals rely on trees for their survival and the council recognise that this wildlife plays an important role in the ecosystem of the tree and the wider environment. If you wish to exercise your Common Law right to remove (abate) the nuisance associated with encroaching trees; see public information 	the enquiry. Customers can receive an immediate response by searching for the relevant stated policy

on the

site

council's web

Tree and TV signals	Policy: Satellite and Television Reception Blocked by Council Trees	Tree enquiry not requiring a site inspection
	We will not prune or fell any tree owned or managed by the Council to enable or ease installation or improve reception of satellite or television receivers. Customer Advice:	The customer will be informed of council policy within 14 day of receipt of
	 It maybe that your satellite or TV provider will be able to suggest an alternative solution to the problem, for example relocating the aerial/dish or means to boost the signal. Cable Television may also be an alternative. Swansea Council will not reimburse costs associated with relocating a TV aerial or satellite dish. If you wish to exercise your Common Law right to remove (abate) the nuisance associated with encroaching trees; see public information and customer advice 	the enquiry. Customers careceive an immediate response by searching for the relevant stated policy on the council's website

Tree and solar panels

Policy: Solar Collectors and Panels Obscured by Council Trees

We will not prune or fell any tree owned or managed by the Council to improve the performance of Solar Water Heating Collectors or Solar Panels such as Photovoltaic Cells

Customer Advice:

- Whilst the Council appreciates that there is a need to provide renewable energy resources. Trees have an important role in maintaining and improving local amenity, in addition to contributing to local and national targets in tackling climate change. The presence of trees must be fully appreciated when considering a suitable location for the placement of solar collectors and panels.
- If you wish to exercise your Common Law right to remove (abate) the nuisance associated with encroaching trees; see public information and customer advice

Tree enquiry not requiring a site inspection

The customer will be informed of council policy within 14 days of receipt of the enquiry. Customers can receive an immediate response by searching for the relevant stated policy on the council's web site

Tree and BT lines

Policy: Telephone Wires and Council Trees

We will not fell any tree owned or managed by the Council to remove or reduce interference with telephone wires. There may be instances where the Council will undertake works to prune trees and reduce interference where pruning would be an effective measure.

Customer Advice:

- Your telephone service provider may be able to suggest an alternative solution to the problem. Where pruning is appropriate trees will be assessed individually.
- If you wish to exercise your Common Law right to remove (abate) the nuisance associated with encroaching trees; see public information and customer advice

Tree enquiry requiring a site inspection

The customer will be informed within 14 days of receipt that a site inspection is required and that such a site inspection will be undertaken within 2 weeks of receipt and the customer notified of what action is considered appropriate.

Tree is too big

Policy: Council Tree(s) Considered Too Large

We will not prune or fell any tree owned or managed by the Council because it is considered to be 'too big' or 'too tall'.

Customer Advice:

- A tree is not dangerous just because it may be considered too big for its surroundings. Evidence of other factors that may render the tree dangerous would have to be present for the council to consider pruning or felling. (see reactive tree work/dangerous trees)
- If you wish to exercise your Common Law right to remove (abate) the nuisance associated with encroaching trees; see **public information**

Tree enquiry not requiring a site inspection

The customer will be informed of council policy within 14 days of receipt of the enquiry. Customers can receive an immediate response by searching for

Domogo and	and customer advice	the relevant stated policy on the council's web site Tree enquiry
Damage and vandalism	Policy: Damage to council owned trees	requiring a site inspection
	The council will:	
	 Take acts of malicious damage to trees seriously and seek prosecution where appropriate. Aim to prevent and control the abuse of woodlands through rubbish dumping, vandalism and illegal access by consultation and education, or by taking appropriate legal action 	The customer will be informed within 14 days of receipt that a site inspection is
	Customer Advice:	required and that such a site inspection will be undertaken within 2
	Malicious damage to council owned trees and woodlands, as well as fly-tipping are criminal offences	weeks of receipt and the customer notified of what action is considered appropriate.