

Preparing for your tree work

A short checklist so our crew can work safely and finish on time. Most of it takes ten minutes on the morning. If anything here is a problem, call us — we would much rather know beforehand.

PACIFIC COAST TREE SERVICES

0400 912 258

THE WEEK BEFORE

Once your date is confirmed

Give your neighbours notice

- ☐ **Tell the neighbours if the work is near a boundary.**
Tree work is loud and it starts early. A heads-up prevents most complaints, and we may need to ask their permission if branches overhang or if we need access from their side.
- ☐ **Let us know if anything has changed since we quoted.**
Storm damage, a new fence, a hire skip in the driveway, anything that alters access. Changes found on the day can delay or postpone the job.
- ☐ **Check any council approval is in place** if your quote depends on one.
- ☐ **Tell your insurer** if the work is part of a claim, and let us know who to send documentation to.

THE MORNING

Before the crew arrives

Clear the way

- ☐ **Move all vehicles off the driveway** and well clear of the tree.
Park on the street, further along than you think you need to. We may need room for a truck, a chipper and a tip trailer.
- ☐ **Secure pets indoors.**
This one matters most. Gates will be propped open for hours, and chainsaws and chippers frighten even calm animals. Inside the house or at a neighbour's, not in the yard.
- ☐ **Keep children inside and supervised** for the whole visit.
- ☐ **Unlock gates and side access**, and leave them unlocked until we finish.
- ☐ **Clear the path we will walk** — bins, hoses, toys, bikes, pot plants, garden ornaments.
- ☐ **Move everything from under and around the tree.**
Outdoor furniture, pots, the barbecue, birdbaths, solar lights. Anything left within about five metres may be damaged by falling debris.
- ☐ **Bring the washing in** and take down the line if it is close to the work.
- ☐ **Close windows and doors** on the side facing the tree. Sawdust travels further than expected.
- ☐ **Retract awnings and take down shade sails** near the work area.
- ☐ **Remove anything attached to the tree** — clotheslines, fairy lights, cameras, swings, bird feeders, hoses.

PLEASE DO NOT DO ANY PREPARATION ON THE TREE ITSELF

Do not climb it, cut it, prune it, or remove branches to help us out. Tree work is genuinely dangerous, even for experienced operators with the right gear. Leave all of it to us — that is what you are paying for.

On the day

We would prefer you to be home so we can walk the site with you and settle anything on the spot. If that is not possible, please make sure you are contactable by phone for the whole visit.

ARRIVAL

We will confirm a date with you beforehand and give you an arrival window rather than an exact time. Tree work is weather-dependent and jobs occasionally run over, so if we are delayed we will call.

NOISE AND MESS

Expect several hours of chainsaw and chipper noise. We tidy as we go and do a final clean-up, but fine sawdust settles over a wide area and some marking of lawn and garden beds is normal where equipment and timber have been moved.

ACCESS TO POWER AND WATER

Occasionally we need a garden tap or an outdoor power point. Tell us on the day if there is any restriction.

STAYING CLEAR

Please stay well back from the work area and do not cross any cones or barriers we set up — including to take photographs. If you need to speak to us, catch a crew member's attention from a safe distance and wait for them to come to you. Never walk into the drop zone.

WHAT HAPPENS TO THE TIMBER

What we leave and what we take away is set out in your quotation. If you want mulch or firewood left, or the stump ground down, and it is not already in the quote, tell us **before the day** — it changes how we work and it may change the price.

Stump grinding is a separate service. Removing a tree leaves a stump unless grinding was quoted.

After we finish

- ☐ **Walk the site with us** before we leave if you are home, so anything can be sorted on the spot.
- ☐ **Check gates are shut** before letting pets back out.
- ☐ **Keep off any freshly ground stump area** until the grindings settle.
- ☐ **Water the lawn** where equipment has been standing — it usually recovers within a few weeks.
- ☐ **Tell us promptly if something is not right.**

Call us rather than waiting. Problems are far easier to resolve while the job is fresh and the crew is still local.

IF SOMETHING BECOMES DANGEROUS BEFORE WE ARRIVE

If anyone is in danger, call 000.

If a tree or branch is touching or near powerlines, keep everyone well clear and call **Essential Energy on 13 20 80**. Do not approach it, and never assume a fallen line is dead.

For anything else urgent, call us on **0400 912 258**. Please do not use the website chat to report a hazard — it is only monitored during business hours.

QUESTIONS BEFORE THE DAY?

PHONE 0400 912 258

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