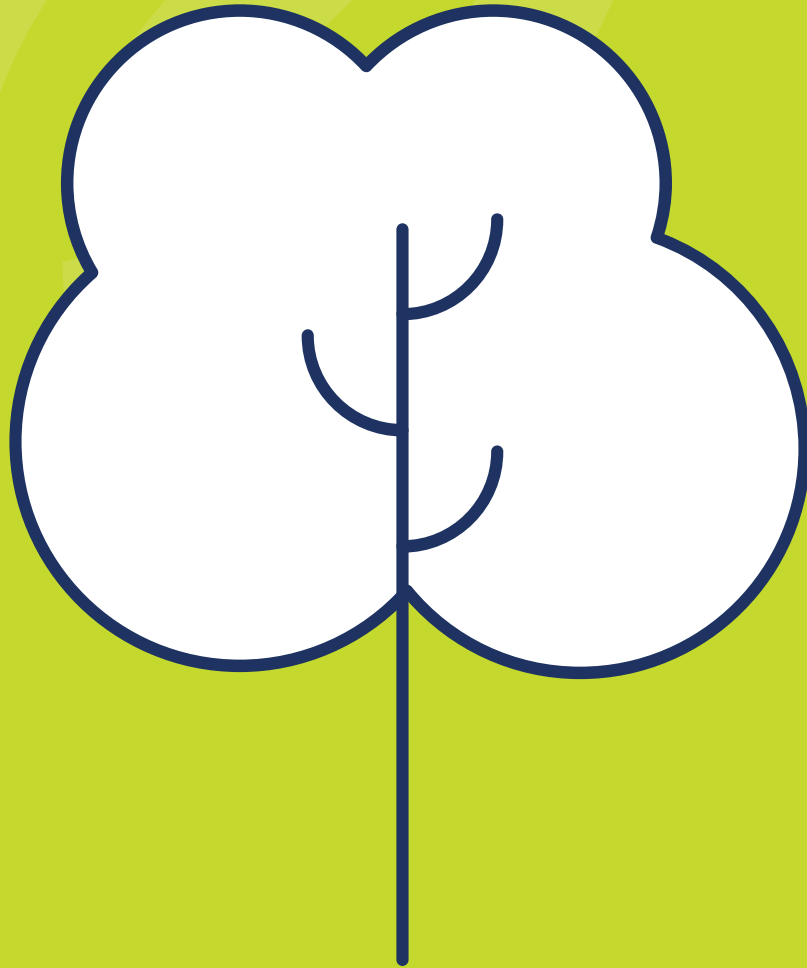




Proposed changes **to tree maintenance**

orbitcustomerhub.org.uk

Frequently Asked Questions	Answers
What is happening?	We're starting a process to select new partners for our tree management work. Nothing is changing right now, but we're working towards having new contracts in place by June 2027.
What is tree management?	Tree management includes surveying, monitoring, maintaining and caring for communal trees on our estate land to keep them healthy and safe. This can include pruning, removing dead or damaged branches, clearing vegetation that's affecting roads, footpaths or buildings, and removing trees that are unsafe or diseased.
Why are you doing this now?	In 2024, we introduced a new tree management database; this helps us keep a clear record of the trees on our land and plan future work effectively. During 2025, we surveyed more than 13,000 trees across the entire Orbit estate. From 2026, we will be surveying the trees on one-third of our estate land each year. This means we check the trees on your estate every three years to see if any work is needed. This could be for health and safety reasons, to remove an obstruction, or to help keep trees healthy.
What does this mean for me?	It's important to us that you have a well-maintained place to live. Looking after the trees on our estates helps keep roads, footpaths and shared areas clear, while making sure trees stay healthy and safe. New partners will help us deliver tree maintenance, safety, and clearance services across our estates, based on the work identified through our regular surveys.
How will the future contracts be structured?	To make sure tree maintenance work is carried out safely, to a good standard, and at the best value for customers, we looked at different options for future contracts. This included set prices for specific jobs, such as removing a tree or cutting back branches, and asking local suppliers to provide quotes. We found that the best way to get a fair price is to ask local suppliers to quote for each job. This is because every tree, and the area around it, is different. We plan to set up an open framework of approved partners across eight areas, covering all our estates. This means we can work with a group of partners who meet our standards for quality, safety and service, rather than choosing just one partner. When work is needed, approved partners may be asked to provide a quote or proposal. Where possible, we'll aim to get three quotes for each package of work, then choose the most suitable partner. This helps us seek best value while making sure the work is carried out safely and to a good standard.

Frequently Asked Questions	Answers
When will the new contracts be in place?	New contracts will start from June 2027.
How do you manage tree maintenance now until the start of the framework?	We currently work with six contractors across our three regions. Where possible, we seek quotations from three contractors to ensure we achieve the best value for money. However, due to the geographical spread of Orbit's estates, some contractors are unable or unwilling to quote for certain locations, while others may need to travel significant distances to reach a site. This can result in increased travel costs being included within quotations, which can impact overall value for money.
How will you select successful partners?	We'll be carrying out a careful partner selection process and customers will be part of this process throughout. We'll look at quality, price and location of the partners; speak with partners about how they work and ask them to show how they would deliver a high-quality service for our customers.
What rules do you follow when choosing new partners?	We follow the rules set out in the Procurement Act 2023 when selecting partners. This makes sure the process is fair, open and transparent. You can find more information at: www.legislation.gov.uk/ukpga/2023/54/contents
What stage of the process are you at?	We're at an early stage, where we're letting you know that we're starting a process to select new partners to deliver tree management services. We're also asking you to tell us what you think about these services and what you want from them in the future. At this stage, we have to give you a ' Notice of Intention '. This is a formal notification that we're starting to look for partners. We've included the Notice of Intention with this letter.
How can I give my feedback?	By law, your feedback must be made in writing. You can do this in any of the following ways:  Email: consultations@orbit.org.uk  Write to: Consultations, Garden Court, Harry Weston Road, Binley, Coventry, CV3 2SU
Do I have to respond before a certain date?	Please share your feedback with us before Sunday 20 September 2026 so it can be considered. We'll reply to your comments or questions within 21 days of receiving them.
Do I have to reply or do anything?	If you don't want to let us know what you think, that's okay. You don't have to respond.

Frequently Asked Questions	Answers
How will you make sure the new partners do a good job?	The new partner framework will include clearer performance standards, and regular reviews will monitor performance. If a partner fails to meet our standards, action will be taken, such as removing them from the framework.
Can the contract be ended early if a partner isn't doing a good job?	Yes. If a partner doesn't meet our standards, we can step in and take action, including removing them from the partner framework. We'll set clear expectations from the start and monitor partners' work closely, so you can be confident you'll get the quality service you deserve.
How will you control costs?	When work is needed, approved partners may be asked to provide a quote or proposal. Where possible, we'll aim to get three quotes for each package of work, then choose the most suitable partner. This helps us seek best value while making sure the work is carried out safely and to a good standard.
How will you make sure we get good value for money and only pay for the services we receive?	We'll carefully check prices from different partners through a tender process. We will evaluate bids with several different teams to make sure we've considered a range of factors, including sustainability and social value. We will put robust processes in place to make sure we only pay for work that has been carried out, in line with the relevant quotation and for work that's needed.
Can we have a say in choosing partners?	Partners will be chosen by a panel of Orbit colleagues with the right skills and experience. This will include people from teams such as The Tree Team, Estate Services, Sustainability, Social Value, and IT. Customers will also play an important part in the process. A customer panel, made up of Involved Customers, will help review the service requirements, look at how partners will be measured, and take part in evaluating and interviewing potential framework members. This helps make sure customer views are considered when decisions are made.
How can I find out more?	If you have a question which is not covered in these FAQs, please contact us by emailing consultations@orbit.org.uk or you can call us on 0800 678 1221. We have a dedicated area of our customer website where you can find all this information and details of any other live consultations: orbitcustomerhub.org.uk/newpartners