



Date: 17 August 2026

Ref: <<Asset Ref>>

<<Corr Name>>

<<Corr Add1>>

<<Corr Add2>>

<<Corr Add3>>

<<Corr Add4>>

<<Corr PCode>>

Orbit

PO Box 6406

Coventry

CV3 9NB

Web:

orbitcustomerhub.org.uk

Tel: 0800 678 1221

Dear <<Corr Name>>

Property Reference: <<Add1>>, <<Add2>>

Let us know what you think about our tree management services

We're writing to let you know that we're starting the process of finding new partners to deliver our **tree management services** across our estates from June 2027.

In this letter, we explain why we're doing this, what it means for you, and how you can help shape the service you receive in the future.

Why we're doing this

It's important to us that you have a well-maintained place to live. Looking after the communal trees on our estates helps keep roads, footpaths and shared areas clear, while making sure trees stay healthy and safe.

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 April 2026 we will be surveying the trees on one third of our estates each year. This means that each estate will be surveyed every three years.

This could be for health and safety reasons, to remove an obstruction, or to help keep trees healthy.

The cost of any required work is included in your service charge.

Future tree maintenance contracts

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.

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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.

The framework would help us deliver tree maintenance, safety, and clearance services across our estates, based on the work identified through our regular surveys.

What this means for you

We want to hear your views before we go out to tender for these services. Consulting with customers is an important part of the process we follow when choosing new partners. At this stage, we're required to send you a **Notice of Intention**. This is a formal notice to let you know that we're starting to look for new partners. We've included the **Notice of Intention** with this letter.

How to have your say

We'd love to hear what you think of our home improvement services and what you want from them in the future. It's important that your feedback is made in writing and you can do this in any of the following ways:



Write to: **Consultations, Orbit, Garden Court, Harry Weston Road, Binley, Coventry, CV3 2SU**



Email: **Consultations@orbit.org.uk**

Please send us your feedback by **Sunday 20 September 2020** so we can consider it before making any decisions. We'll reply to you within 21 days of receiving your comments.

What happens next

Thank you for taking the time to share your feedback with us. We'll read everything we receive and take it into account as we work towards having new partners in place by June 2027.

Over the next 12 months, we'll also be reviewing other contracts. This means you may hear from us again about future consultations. Your views are important to us, so please keep sharing them. You can also check the New Partners page on the customer website for updates: orbitcustomerhub.org.uk/NewPartners.

Yours sincerely

Scott Rutherford
Chief Property & Regeneration Officer