



established 1938

National Arborist Association

Dedicated to the Advancement of Commercial Tree Care Businesses

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For immediate release

Buyer Beware When Purchasing Tree Care!

Violent fall and winter storms often bring out the best in a community. Neighbors, even strangers, help each other cope with aggravations and property damage left in the wake of a storm. Unfortunately, storms also bring out the worst in a community— fast-buck artists looking to profit from the misfortunes of others. How can homeowners protect themselves when they need to hire a tree care company to clean up after a storm?

“With thousands of dollars at stake – not to mention the integrity and appearance of your property and your personal safety – make sure you investigate before deciding which company you should hire,” warns Peter Gerstenberger, director of safety and education for the National Arborist Association.

If the “professional arborist” you hired to remove a tree drops it on your house instead of your lawn, it’s too late to confirm the company is insured!

“Disreputable companies are renowned for ripping gutters off, breaking fences and bird baths, and even dropping trees on houses,” says Gerstenberger. “Then they typically fold up and leave, never to be seen again.”

Disreputable companies tend to:

- o Solicit work door to door
- o Demand payment in advance
- o Advertise a technique called “topping” – which is harmful to trees
- o Sell jobs without producing a written estimate or work order.

Start with the arborists listed in the phone book. Don’t place much emphasis on the size of the Yellow Pages ad – some of the most reputable firms rely almost entirely on word-of-mouth advertising. Look instead for what the ad tells you about the company: number of years in business, professional affiliations, licences, certification, etc. Avoid companies that advertise topping, an injurious and unacceptable practice. You should be aware that the credentials of someone calling himself an arborist can vary widely. Don’t just hire someone with a chain saw who knocks on your door! Look for the company displaying the credentials of a professional.

When you meet with the arborist:

- o Ask to see current certificates of liability and workers’ compensation insurance, if applicable.
- o Ask for local references, and check on the quality of their work and level of service.
- o Verify professional affiliations the company might have, such as membership in the National Arborist Association.
- o Don’t be lured by a bargain and don’t pay in advance.
- o Insist on a signed contract as to cost, dates when work is to be performed, and exactly what is to be done.
- o Insist that climbing spikes are used only if the tree is to be cut down; they damage the tree.
- o Get a second opinion if it will add to your comfort level. Make sure that a complete diagnosis of the potential for tree failure is performed before a tree is removed.

Homeowners who are looking for someone to assess their landscape should contact the National Arborist Association (NAA), a 63-year-old public and professional resource on trees and arboriculture. It has more than 2,800 members who recognize stringent safety and performance standards, and are required to carry liability insurance. An easy way to find a tree care service provider in your area is to use the “Locate Your Local NAA Member Companies” program. You can use this service by calling (800) 733-2622 or by doing a zip code search at the NAA’s Web site, www.natlarb.com.