



TAKINGCAREofTREES  
TREE & STUMP SPECIALISTS

## STORM DAMAGE & EMERGENCY SERVICE

During a storm event it is possible your property may sustain damage from fallen trees. There is nothing worse than having substantial damage done to your home in the middle of a cold wet stormy night. To ensure your house is made safe, and the damage is cleaned up in the shortest time possible, we offer the following advice:

- Remove yourself and your family from danger and make the area safe. Do not attempt to remove the fallen tree by yourself.
- Ring your insurance company. Most insurance companies have 24/7 claims lines. Obtain a claim number or reference number.
- Your insurance company will give you directions on the next step. Either of the following may happen, depending on the severity of the situation:
  - You can request they contact TCT as your preferred tree removal company as we can attend 24/7 to emergency situations.

OR

- TCT will be asked to provide a quote for works required.
- Should your insurance company be happy to proceed with TCT to complete the job, either the insurance company or yourself will need to provide us with the claim number before our crew is dispatched.
- TCT will attend as soon as possible to remove the fallen tree and make your property safe.
- **Please note:** When a tree fails in a storm situation your insurance company may only cover that part of the tree that has failed, e.g. if one branch fails then that branch will be removed, if the whole tree fails then the tree may be removed to the point where the stump remains in the ground. Stump removal is at the discretion of your insurance company.