

## HASSLE-FREE, PROFESSIONAL APPROACH TO TREE CARE GIVES AUCKLAND LOCAL PEACE OF MIND

Nina, an Auckland resident, chose Pro Climb to work with when she wanted help with a complex and difficult to manage Norfolk Pine.

### Nina Knew That She Needed Help

In her garden an 85ft Norfolk Pine was causing damage to property via its root system and had become unmanageable. She decided that she wanted to seek a professional arborist to help her with the complex tree work and began the process by sourcing five quotes from different arborists for the job.

### Complex Tree Work Requires Thoughtful Planning

She had an understanding of the complexity of what might be involved and was also highly motivated to complete the work. The Norfolk Pine's roots were causing chronic and ongoing damage to the structure of her house and had already destroyed the drainage system. She couldn't risk further damage to a house that she dearly loved. However, she also didn't wish to rush her decision and regret her choice of arborist because it was incredibly important to her, that the work done honoured the tree and respected her garden and plant-life.



“ I wanted the Norfolk Pine to be managed effectively but I also wanted to retain the trees that were growing in front of it. There was a small fan shaped Pittosporum tree that I am very fond of and this lovely bottlebrush that the Tuis and Wax Eyes love when it's in bloom. I really didn't want to lose these two trees and was disheartened to learn from every other one of the quoting arborists that they couldn't save them or work around them. Then Ben from Pro Climb arrived. I was reassured by his nature, his respect for trees and for his employer, and by the way that he honoured the trees. He was in no hurry – he listened, he asked insightful questions and he encouraged me to keep those two trees, and not to remove them. What relief I felt in that moment. ”

## A Professional Approach to Problem Solving Provides Reassurance

Nina was also surprised in conversation with other quoting arborists that they wanted to use the neighbour's driveway to complete the work. She felt strongly that this was not appropriate and wanted to avoid this option at all costs. Ben was the only arborist who happily agreed to work around it and was able to confirm that there was no requirement to use the neighbour's driveway.

She openly states, "The range of quotes I received, varied quite significantly in cost with Pro Climb being very competitive. However, I didn't make my decision based on cost. I made it because of the way that Ben represented his company, his professional demeanour with me, his respect for those trees and because he listened and worked with me around my concerns."

## Putting the Trees First and Respecting the Environment

Once the work began, Nina was delighted with how the team conducted themselves and how they worked together. They were respectful of each other and worked fluidly and safely as a unit. They lived up to every aspect of their quote and on every one of their commitments to her and her trees. In addition, the property was left clean and tidy and Ben personally came back to check the site a few days later, to make sure Nina was satisfied with the work.

Ben also took the time to meet with Stumpdog, a local company who were checking whether the stump should also be removed, but it was determined that this could damage the root system of other trees and decided against collectively.

**“ I couldn't be happier with the team and their work. I have already recommended them to friends and to others in my network and will continue to do so. I wouldn't work with any other arborist. I absolutely trust in their integrity and their experience. ”**

Pro Climb provide an all-inclusive service for your property including management and maintenance. Our company was founded to deliver high quality tree care to all tree owners in Auckland.

Our team will work closely with you to ensure that your trees are an asset that enhances your property. From the planning of your landscape, through to the management of veteran trees, we have the knowledge, passion and experience to ensure that your needs and the needs of your trees, are met.

We believe that trees are an essential part of our landscape and deserve the utmost respect and care. Pro Climb will always go the extra mile to take care of them for you.

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**PROCLIMB AUCKLAND WIDE -  
PROFESSIONAL ARBORISTS  
FULLY QUALIFIED AND INSURED**

**If you have a query about tree  
work on your property - please  
call the team on 09 300 1422**

  
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Your Tree Care Experts

