



10 POINT TREE CONTRACTOR HIRING GUIDE AND INFORMATION ABOUT ARBOR ACE

ARBOR ACE TREE SERVICE LLC has compiled a list of relevant information to think about and questions to ask when looking for a quality tree care provider. We have also included information about how Arbor Ace manages each topic. The Arbor Ace team aims to educate all of our potential clients, so they can make an informed decision regarding which contractor is the best fit for them.

1. UTILIZING THE INTERNET TO SEARCH FOR A CONTRACTOR

Google the company name and see what comes up. You should find multiple reviews on Google, Yelp, and Facebook. The vast majority of the reviews should be 5 stars. Most reputable tree companies will have multiple 5.0 Star reviews. Take the time to read them. They will give you a good idea of the company in general. I recommend getting estimates from the companies with the most 5.0 star reviews.

ARBOR ACE'S REVIEWS AS OF JULY 2020

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| • 191 Google reviews at its Clifton location | 5.0 Star Rating |
| • 7 Google reviews at its Towaco location | 5.0 Star Rating |
| • 183 Google reviews total | 5.0 Star Rating |
| • 14 Yelp reviews | 5.0 Star Rating |
| • 4 Angie's List reviews | 5.0 Star Rating |
| • 2 Facebook reviews | 5.0 Star Rating |

2. LICENSES AND CERTIFICATIONS

Check for the proper Licenses and Certifications. You can request these from the company you're interviewing and verify on your own. Verify dates of licenses as well. If a crane will be utilized on site check for a crane operator's license as well.

ARBOR ACE'S LICENSES AND CERTIFICATIONS

- Arbor Ace is a registered New Jersey Tree Company - NJTC #768039
- New Jersey Licensed Tree Experts on staff - NJLTE #612, NJLTE #677
- International Society of Arboriculture Certified Arborists on staff - NJ-0966A, NJ-1235A
- NCCCO Certified Crane Operator on staff - #1904173859
- New Jersey Crane Operators licensee on staff - #304251
- Tree Care Industry Association Certified Treecare Safety Professional on staff - #02060
- New Jersey Commercial Pesticide Applicator on staff - license #55615B
- New Jersey Pesticide Applicator Business - license #91070B
- NJ Licensed Home Improvement Contractor - #13VH0780900

3. PUNCTUALITY

Have you put a call into a tree company to schedule an estimate? Did they pick up the call or return the call within a day or two of the initial call? When an appointment is scheduled, did they show up on time?

WHAT TO EXPECT FROM YOUR INITIAL CONTACT WITH ARBOR ACE

- Arbor Ace tries to field all calls whenever possible
- At initial phone call we will ask for potential client info to be texted. Upon receiving the text, we will make a return call to schedule an appointment 24-48 hours from the text. We will work with the client to schedule a time that best suits their needs.
- We always aim to be on time or a couple minutes early for our appointment as we value your time. Once in a while we will run into an inevitable, unforeseen delay. If this happens, we will alert you of it as soon as we become aware that it will conflict with our scheduled appointment.

4. INSURANCE

Ask potential tree care providers if they are insured for general liability, errors and omissions, commercial auto and workman's compensation insurance. Also request to have an insurance certificate emailed to you verifying insurance coverages. Check the dates to make sure the policy is valid through scheduled job duration.

ARBOR ACES INSURANCE POLICIES

We value our clients and their property. To protect what's most important to you and ease your mind we carry:

- General Liability
- Errors and Omissions Coverage
- Inland Marine
- Workman's Compensation
- Commercial Auto Insurance (trucks)

**Please request our insurance certificate. We are happy to provide it to you.*

5. ESTIMATES

Did estimator show up on time? Was the estimator knowledgeable? Did they answer all your questions? Did they come up with solutions to all your tree problems? Did the proposal match the work discussed and was it presented in a professional manner?

ARBOR ACE'S ESTIMATE

- We strive to show up on time.
- Our estimators are New Jersey Licensed Tree Experts
- We think outside of the box to come up with low impact solutions to your tree problems.
- We will provide you with a proposal that fully address's the scope of work discussed in person at the time of the estimate.

6. EXECUTION OF JOB AND EQUIPMENT

Have an in-depth conversation as to how the job will be performed, how long it will take, what kind of equipment will be used and how this will impact your property. Is the right equipment being used to conduct the job in the safest most efficient way possible?

ARBOR ACE'S PROCESS AND EQUIPMENT

- Our estimator will go over the process of your specific job with you, along with timelines from scheduling the initial estimate through job completion.
- Our goal is to always leave our clients properties in a better condition than we found them in.
- We own industry leading equipment, including one of the first Tree Mek Cranes in the state of NJ and a second, larger Tree Mek Crane to access more areas and with increased lifting capacity. We also own a bucket truck, mini skid steers with grapples, stump grinders, chip trucks, hook-lift truck, and a large capacity chipper.

7. STAFF

Will the owner personally be working onsite running the job? What are the qualifications of the staff? Are staff members wearing personal protective equipment (helmet, chaps, safety glasses)?

ARBOR ACE'S STAFF

- The owner will be onsite whenever possible making sure everything goes smoothly. He or a qualified foreman will be working in conjunction with a trained and qualified crew.
- The team will be outfitted with proper PPE gear to safely expedite your project so you can get back to life uninterrupted.

8. COST

What will the job cost? Pricing will vary greatly across the board for the same job based on the structure of the company and its operating costs. Ask a lot of questions; there are a lot of variables. You also get what you pay for.

A COUPLE EXAMPLES

- Does the quote you received for stump grinding include grinding the surface roots as well?
- Will the excess stump grindings be removed for no additional charge?
- Are trees to be pruned climbed spikeless?
- If heavy equipment is to be driven over lawn areas are plywood roads laid down to preserve the grass or are trucks driven on grass creating expensive lawn damage?
- Does the company have the proper insurance coverages?

ARBOR ACE'S COST

- Arbor Ace charges a competitive rate for what it costs to do the job the right way the first time.
- We provide a lot of value for our price as everything is included and there are no hidden charges or fees.
- We do the same job for you as we would our own house.

9. CRANE USE

Why use a crane for removing trees? Does the potential tree care provider own their own crane? Is the operator certified and licensed along with being well versed in tree removals?

ARBOR ACE'S CRANE USE

- We use cranes whenever possible for tree removals as it makes the job more efficient in turn making it more affordable and safer.
- We own our own crane, so scheduling never becomes an issue.

- The owner of the company is the crane operator and has the proper certifications and licenses along with numerous hours of operating time under every condition imaginable.
- We are well versed in crane removals as that is one of our specialties.

About our specialty crane. We are proud to own one of the first Tree Mek cranes in the state of NJ. A Tree Mek is a remote-controlled crane with a remote-controlled grapple saw on the end of the fly jib. Remote control tree removal is here and making tree removal safer by taking the climber out of the tree for most of the removal process. This is about as advanced as tree equipment gets. This piece of equipment allows us to safely extract trees with minimal to no impact to the surroundings. Check out the drone video on our website ArborAceTreeService.com.

10. HUMAN ELEMENT

After doing your research, the time will come when you need to decide who to hire. Hire the company that instills the most confidence in you that they will get the job done right the first time.

I hope this information did two things; first shed some light on what questions to ask as you go down the road of finding the best solution to your tree problems. And second, who we are, how we operate and how we can help you.

Our company, Arbor Ace Tree Service LLC, is a local company that strives to be leaders in the green industry, not in size, but in the highest quality workmanship, all while promoting a culture of safety. The drive behind this company is our passion for trees. I treat every property that I am on as I would treat my own, so you are assured to get a detailed, impeccable finished product.

Our vision, mission and values are rooted in exceeding our client's expectation. We strive to provide the best possible customer service experience.

Call Arbor Ace at 973-903-1641 with any questions or tree problems you may have.

Our passion is caring for trees.

**CALL TO HAVE AN ARBORIST
PROVIDE A TREE INSPECTION, TODAY!**

(973) 903-1641

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