Environmental Services
Unit 4, Linnet Court
Cawledge Business Park
Alnwick
NE66 2GD
United Kingdom

T: +44 (0) 330 380 1036
F: +44 (0) 330 380 1038
E: office@innovation-environmental.co.uk
www.innovationpropertyuk.com/environmental

innovation group environmental services

Woking Borough Council
Civic Offices, Gloucester Square, Woking, Surrey
GU21 6YL

18 March 2026

Our Ref: IFS-AVI-SUB-25-0121606
Contact: mitigation
Direct Dial: 0330 088 3258
E-mail: subsidenceclaimsunits@innovation.group

Dear Woking Borough Council,

Re: 7 Farman Close, Woodley, Reading, RG5 4XF

We have been appointed by the buildings insurers of the above property ("our Principals"). Our Principals' customer, ("the Policyholder"), has submitted a claim under their Buildings Insurance Policy on [insert date] following the appearance of cracks in the property.

Engineers are currently undertaking comprehensive site investigations to ascertain the precise nature and cause of the damage and we will forward this information as it becomes available. However, from initial investigations we believe that vegetation under your control, as detailed below and identified in the enclosed Arboricultural Report, may be a significant factor in that damage.

Tree No	Species	Status	Recommendation
TG1	Mixed species group (x4 Oak, x1 Ash)	Implicated	See section 5 of arborist report

As you may be aware damage caused by tree roots constitutes a nuisance in law, and action can be taken not only to recover the costs associated with investigating and repairing damage already caused, but also to enforce vegetation management and/or recover costs and damages that may be incurred if that nuisance is not abated i.e. steps are not taken to prevent the vegetation from continuing to cause damage to the Policyholder's property.

Therefore, we would be grateful if you would now promptly inspect your vegetation and, once the further information has been made available to you by us, advise us of the action you propose to taken to manage the vegetation. We anticipate writing to you with the further information within 7-14 days.

Please acknowledge receipt of this letter within 14 days.

Yours faithfully

Mitigation Department

The WOW! Awards for outstanding customer service...
Have you received great service from one of our team? Nominate them for a **WOW! Award** at www.innovationpropertyuk.com/wow-awards

Company Registration No 03730163 Registered in England and Wales
Registered Office: Yarmouth House, 1300 Parkway, Solent Business Park, Whiteley, Hampshire, PO15 7AE
VAT Registration No 765 3677 89

Company Registration No 03730163 Registered in England and Wales
Registered Office: Yarmouth House, 1300 Parkway, Solent Business Park, Whiteley, Hampshire, PO15 7AE
VAT Registration No 765 3677 89