

Explanatory Notes for Herbicide Treatment Programmes

Instruction

Please email sales@environetuk.com to confirm instructions to include the quote reference number, your name, property and billing address, any additional options and the total value. Please also include any other requirements you may have, for example contact details for arranging access.

Invoices

Where the guarantee document is required up front (e.g. for remortgage or sale purposes):

- An invoice for 100% will be issued upon receipt of instruction as IBGs cannot be issued until we are in receipt of full payment.

Alternatively staged payments can be made in accordance with the schedule below but please note that the guarantee cannot be issued until we are in receipt of 100% payment:

- 10% deposit upon instruction
- 50% after first treatment/monitoring visit
- 90% after third treatment/monitoring visit
- 100% after the Yr. 3 visit

Quality of Service

We want to make sure everything goes to plan on this project and that you are happy with the service we provide. If at any stage you feel unhappy or consider improvements could be made please let us know.

We have a [Complaints Procedure](#). If we have not met your expectations, you may call or email one of our Senior Regional Managers who will take any action deemed necessary.

If we have exceeded your expectations we would of course also like to hear from you.

Herbicide Treatment

Herbicide treatment is generally the most economic method. DEFRA approved herbicide with carefully selected adjuvant is applied using a knapsack sprayer with specially selected nozzles. On rare occasions where the risk to non-target plants is too high we may elect to apply the herbicide using a stem injection method. Our programmes usually consist of 4 applications over a 24 month period, with annual monitoring visits in the third and fourth year.

The effectiveness of herbicide treatment relies upon delivering a lethal dose into the entire rhizome system, not an easy task. Knotweed has the ability to lie dormant for many years, making it impossible to verify complete eradication with confidence. For this reason it is usually considered a “control” method, but with the backing of an insurance backed guarantee it is usually considered sufficient as long as you do not intend to disturb the ground in the foreseeable future e.g. for construction or landscaping work.

Insurance Backed Guarantees (IBG)

The quality of the IBG is important, as it covers you in the event of your knotweed specialist not being able to meet its guarantee obligations due to insolvency. They are a requirement of most lenders so if you are seeking a mortgage on the affected property it is likely you will need an IBG for a minimum of 5 years, possibly 10. Guarantee cover varies from provider to provider. Ours are underwritten by CLS Property Insight, on behalf of Great Lakes SE, part of the Munich Re Group, and can be issued after our first treatment visit. A sample document can be provided upon request.



Previous Herbicide Treatment

If the knotweed has been previously treated there is a risk of rhizome dormancy. Not only can this conceal the extent of affected ground, but also makes it difficult, if not impossible, to then kill the entire rhizome system with herbicides. If the knotweed has been previously treated and there are signs of dormancy may not be able to provide an IBG. In cases where an IBG is required and herbicide is not a viable option we recommend our [Resi-Dig-Out™](#) or [Dart™](#) options.

Future Construction or Landscaping Works

If you are planning work that will result in disturbance to the ground you should be aware that viable rhizome may still be present in the ground. We recommend physical removal in these circumstances. If the proposed disturbance works are planned for 24 months or more it might be sensible to carry out the herbicide treatment programme and commission us to supervise the planned works to check the condition of the knotweed rhizome, and advise whether further precautions are required.

Proximity of water-courses

If a water-course (e.g. stream, river, canal, lake, pond etc.) is within 5m of the knotweed then additional environmental protection measures need to be put in place e.g. use of aquatic safe herbicides. It won't cost you more if we are informed at the quoting stage, but if you don't it might result in a chargeable abortive visit and delay the treatment programme.

The extent of knotweed

We have made allowance for treating an area up to the amount of knotweed specified in the quotation. On our first visit we will check that the extent is as quoted, and advise you if any amendments need to be made to the quotation. Any revised costs will be agreed with you.

Knotweed in adjoining property

Knotweed spreading from one property to another, also known as encroachment, is common particularly in small gardens where knotweed seems to have a propensity to grow along the boundaries. There are legal implications that we can help you address if required. If knotweed in adjoining property is not tackled it is likely it will encroach back onto your land. Whilst this is covered by our IBG, there are limitations to the cover. We recommend you speak with your neighbour to suggest a coordinated approach, as an amicable resolution is better and generally less expensive than going down the legal route.

To assist we offer a Neighbour Discount scheme.

Neighbour Discount Scheme

“Working together we can get rid of Japanese knotweed from your neighbourhood”

If you're happy with the service so far, and know others with a property affected by knotweed, why not tell them about the Environet team and our Neighbourhood Discount scheme? If their affected property is in your street or an adjoining one and they tell us that you recommended Environet, we'll offer them our Neighbourhood Discount of 5%. Upon receipt of their instructions and deposit payment, we'll also send to you the value of their discount, up to a maximum of £250 as a little thank you.

Misrepresentation

If you consider yourself the recent victim of misrepresentation, where your seller did not disclose the presence of Japanese knotweed, we recommend you speak to one of the following specialist solicitors for further advice:

- Mark Montaldo at CEL Solicitors on Mark.Montaldo@celsolicitors.co.uk Tel 0151 909 8212;
- Nicola Tune at Cobleys Solicitors on n.tune@cobleys.com Tel 0151 242 9000;
- Dorothea Antzoulatos of Charles Lyndon Solicitors knotweed@charleslyndon.com Tel: 0207 058 0050

Clearance prior to treatment

We have assumed that the knotweed affected area is in a tidy state, not covered in waste materials that need to be cleared prior to treatment. If in doubt send us a photo so we can determine whether waste clearance prior to treatment is required. We can offer this additional service for an agreed additional charge.

Dead Cane Removal

We offer an optional removal service. If you have instructed us to remove the dead canes, this will be carried out fully in accordance with the Environmental Protection Act 1990 “duty of care” regulations. We are a registered waste carrier by the Environment Agency, a legal requirement for anyone transporting knotweed.

Please note that removing knotweed from a property other than in accordance with the above legislation is a criminal offence. Please also note that you **MUST NOT** add knotweed to your green waste collection.

Damage to Other Plants

It is likely that other plants within the knotweed treatment area will be adversely affected by the herbicide. We will do our utmost to minimise these effects, but do not accept liability for damage or death of any plants on the property within the treatment area. If you have any prized plants, including any trees with preservation orders, please advise us so that alternative precautions can be taken.

Access Requirements

We will of course need pedestrian access to the knotweed affected area(s). We encourage you to be present for the first application so that access arrangements for future visits can be agreed.

Water Supply

On occasion we may need a supply of water so if you can make available an external tap that would be appreciated, although it's not essential.

Important Precautions

- a) Do not allow knotweed infested ground to be disturbed.
- b) Do not allow the above ground knotweed vegetation to be trampled on, cut down or damaged.
- c) Remain vigilant for signs of new outbreaks in new areas within the property's boundary and adjoining land.

Health & Safety

The herbicides we use are generally not toxic to humans or normal household pets. We do however take precautions to avoid unnecessary exposure. Please could you ensure that during the actual application and until the herbicide has dried (typically 30 mins after application) that children and pets are kept away from the area.