

# Annual Community Tree Giveaway

## Frequently Asked Questions



### PROGRAM REGISTRATION AND TREE AVAILABILITY

#### Why is there a limit of one free tree per household?

By limiting each household to one tree, we can help both you *and* your neighbor!

#### Will you run out of trees this year?

Very likely! Trees are available by registration only, on a first come, first served basis – while supplies last!

#### How quickly do you anticipate registration to fill?

Very quickly! Registration typically fills within the first few hours after opening.

#### If registration fills up, will you order more trees?

No, we will not order more trees once registration has filled. We have a limited budget for purchasing trees each year and offer the most we can.

#### How do I confirm that I'm registered for the event?

Once you have registered, you will receive an automated confirmation email. No later than one week prior to the event, you will receive a second, more detailed confirmation email with all event information including your confirmed tree species and pick-up time. We appreciate your extreme patience as we confirm registrations – this is not an automated task. If you haven't received your second confirmation email (with your confirmed tree type and pick up time) by one week out from the giveaway, please email [info@kdb.org](mailto:info@kdb.org). **Also, please note, if you have previously unsubscribed from any KDB communications, we may not be able to email you.**

[Subscribe here.](#)

#### I missed registration. Can I still receive a tree?

Darn! We wish we could give trees to EVERYONE, but sadly we are limited to a certain amount. If registration fills up before you could snag a spot, we encourage you to join our [waiting list](#). At the end of the event, we frequently have trees that are not picked up, but still need a home. After the last pickup time, we allow waiting list participants to enter the event and choose from the leftover trees. They are limited to one per household and are first come, first served.

#### Can I take trees home for my neighbor, family member, etc.?

Yes, you can pick up a tree for another registered participant, but ONLY if you have a copy of their proof of residency. Alternatively, you can arrange for someone to pick up your tree on your behalf, but they must show YOUR proof of residency.

#### I can't make it to the event on October 24th. Should I still register?

Please do not register if you cannot attend the event. However, you may register if you plan to arrange for someone else to pick up your tree on your behalf. They must bring a copy of your proof of residency. No alternate pick-up dates can be arranged – the Community Tree Giveaway is a one-day-only event.

### TREE CHARACTERISTICS

#### Which trees are best for our North Texas climate/soil conditions; have the best fall color; etc.?

All of the trees selected for the event are native or adapted to this area of Texas which means they have spent generations adapting themselves to this climate. Review the [KDB website](#) and [KDB's 2020 Tree Giveaway Guide](#) to learn more about this year's available trees and their characteristics.

### **Which trees will grow the fastest?**

Most of the trees selected for the event are large, hardwood shade trees. They have a longer lifespan which means they grow more slowly. Usually, the slower a tree grows, the longer it lives. This is a good thing for our urban forest! Two of the tree options are understory or ornamental trees. They will grow a little bit faster, but will not get as large or live as long.

### **How big are the trees? Will I need a truck or trailer to pick up my tree?**

Depending on the species, trees range anywhere from 3 to 8 feet tall and can be transported by car or truck – no trailer is needed. The trees distributed through this event can typically fit in a small car. For taller varieties, we can easily arrange your tree so that it sticks out the window. Please do not come on foot or by bicycle to pick up your tree. If desired, line your car with newspapers prior to the event.

## **EVENT LOGISTICS**

### **Is this a City of Denton program?**

Yes! The 2020 Community Tree Giveaway is hosted in partnership by Keep Denton Beautiful, Inc. (KDB) – a local 501(c)(3) nonprofit organization and the City of Denton Parks and Recreation Department.

### **Can I volunteer to help out with this event?**

Yes, please join us! You can sign up to volunteer (individually or with a group) by emailing [carly.weld@cityofdenton.com](mailto:carly.weld@cityofdenton.com).

## **CITY OF DENTON RESIDENCY**

### **I live in Denton County but not in the City of Denton. Can I still get a tree?**

Keep Denton Beautiful's programming only covers the area within Denton city limits, so only City residents are eligible to participate. Residents living within Denton's ETJ areas are also eligible to receive a tree.

### **How can I prove my City of Denton residency?**

An official document that shows your household address, such as a Texas Driver's License, voter registration card, or utility bill, can be used to prove your residency. Please keep window rolled up during event check-in and hold proof of residency up to window for registration volunteers to confirm address.

### **Do I have to be a Denton resident to join the event waiting list?**

Yes, all participants and waiting list participants must live in Denton or an ETJ area, and proof of residency is required.

### **Will a copy of my confirmation email be accepted as proof of residency?**

No, this does not confirm your proof of residency. Please bring a Texas Driver's License, voter registration card, or utility bill.

## **THE DAY OF THE TREE GIVEAWAY**

### **When do I pick up my tree?**

Once you have registered, you will receive an automated confirmation email. No later than one week prior to the event, you will receive a second, more detailed confirmation email with all event information including your confirmed tree species and pick-up time. If you arrive at a time different than your confirmed pick-up time, we cannot guarantee you will receive your desired tree species. **NOTE:** ALL trees must be picked up by 12 p.m. (noon) on October 24, 2020. ***The Giveaway is a ONE-DAY-ONLY event - if you cannot pick up your tree on October 24, 2020, please do not register.***

### **Where do I pick up my tree?**

The Community Tree Giveaway is located at the Denton Landfill (1527 S. Mayhill Rd., Denton, TX 76208). Once you arrive at the landfill entrance, follow the event signage to the left and look for event volunteers to navigate you to the pick-up line.

### **How long will I have to wait in line to receive my tree?**

Since the Community Tree Giveaway is a drive-thru-only event with check-in, the estimated wait time from arrival to when you receive your tree is typically 5-20 minutes. We do everything we can to spread out participant arrival times to ensure the line does not get backed up, which is why your assigned arrival time is so important. We appreciate your patience while you wait inside your vehicle. Our staff and volunteers work as quickly as possible to get you through the line and back home to plant your tree!

### **Do I have to wear a mask when picking up my tree? \*New COVID Procedure\***

Yes, for the safety of you and our staff and volunteers, we ask that you wear a mask once you pull up to registration check-in.

### **Can I load my own trees into my vehicle? \*New COVID Procedure\***

No. We ask that all participants remain in their cars to protect the health and safety of our staff, volunteers, and participants. Because this event has so much traffic, event volunteers and staff load the trees. This keeps the line moving quickly, minimizes the amount of time that cars are idling during the event, and keeps everyone attending the event safe from traffic mishaps. This year staying in your vehicle also helps with social distancing. Thank you for staying in your vehicle and helping our event run smoothly!

### **Why was I turned away this year when I tried to get a tree?**

There are two reasons you may have been turned away: 1) You were not able to provide proof of residency at check-in ,or 2) You did not register for an available tree. Participants who live outside of Denton city limits or participants who have not registered are not eligible to receive a tree.

### **I wasn't able to pick up my tree at the event. Can I pick it up at a later date?**

No, all trees are given away at the one-day-only event. We cannot make exceptions, even for COVID-related reasons.

### **What happens to trees that aren't picked up at the giveaway?**

Any trees that are not claimed are subsequently offered to waiting list participants at the close of the event. Participants may not pick up trees after the event closes.

### **Will T-shirts be on sale at the Tree Giveaway?**

No, in an effort to reduce contact between participants and event staff, T-shirts will not be on sale at the event.

## **COVID-19 PROCEDURES**

### **What additional protocols have been implemented to protect event participants, staff, and volunteers?**

In an effort to protect the health and safety of everyone at the event, we have implemented the following recommended health protocols this year:

- Pre-screening/temperature checks for all staff and volunteers
- Self-screening for all participants
- Face coverings, social distancing
- Gloves for all staff and volunteers
- Reduced contact points
- Hand sanitizer and handwashing stations for event staff
- COVID-19 liability waivers for volunteers and participants
- Event staff grouped at tree stations are limited to households or "pods"
- Participants will remain in vehicles at all times

## AFTER THE TREE GIVEAWAY

### I'm not sure how to plant or care for my tree properly. Where can I find good tree care information?

We're so glad you asked! We are invested in making sure you have the tools you need to help your tree survive and thrive. A virtual Tree Owner's Manual, complete with detailed instructions for how to plant and care for your tree, will be provided to all participants via email. Virtual tree planting and care classes will be offered before and after the event. You can visit the Tree Giveaway program page at [kdb.org](http://kdb.org) to view a tree planting video, and other online resources. For additional information, we recommend:

*Alliance for Community Trees* – [www.actrees.org](http://www.actrees.org)

*Arbor Day Foundation* - [www.arborday.org](http://www.arborday.org)

*Casey Trees* - [www.caseytrees.org](http://www.caseytrees.org)

*Texas A&M AgriLife Extension* –

<http://agrilifeextension.tamu.edu/solutions/tree-care-kit/>

*Texas A&M Forest Service* - <https://texastreeplanting.tamu.edu/>

### OTHER QUESTIONS?

Contact [info@kdb.org](mailto:info@kdb.org)