

Frequently Asked Questions

Who is JustHelping?

JustHelping is a registered charity (no 1149068) established in 2012 with a mission to bring individuals together to volunteer and support their local community. Our main event is the Christmas tree collection raising money through voluntary donations when someone registers their tree online. We love collecting and recycling real Christmas trees because it engages many volunteers and encourages people to donate to charities.

What is the Christmas tree collection?

The Christmas tree collection is a partnership between the collection team (a hospice or a community group or charity). JustHelping amongst other things facilitates the registration of the trees, receipt of any donations and via our major partner [TRU 121 Systems](#) who give us access to their sophisticated routing technology, we provide route planning and mapping so that the volunteers can quickly and efficiently collect the trees.

How do I register my tree for collection?

Please register your tree by clicking on the [REGISTER TREE](#) button.

Is there a cost for collecting my tree?

We do not charge for collecting your tree. The success of the collection relies on donations and we appreciate every donation made. The event does incur costs (such as online banking charges, hiring of vans etc) and therefore we ask if you can please make a voluntary donation. You can donate by credit or debit card or by PayPal. We do not make any profit by collecting and recycling your tree.

Can I donate when my tree is collected?

It is more secure to donate online. Volunteers may not always be permitted to carry cheques or cash.

I have entered my postcode and it says there isn't a collection in my area?

Each year more collections are added as hospices and community groups start up a Christmas tree collection but as yet there is not a JustHelping collection in your area. There may be another collection in your area and who can find out [HERE](#).

Alternatively, you would like to help set up a collection in your area and we would be very happy to support you. Please [GET IN TOUCH](#).

What do I have to do?

After you have registered your tree for collection, you will receive a confirmation email. You will receive another email a day or so before collection day. Please remove all the Christmas decorations and leave your tree in your designated place early on the first morning of the collection

When will it be collected?

Your tree will be collected sometime during the collection dates as indicated in your confirmation email. Unfortunately, we cannot give you a specific date or time. The collection is run entirely by volunteers who are giving up their time to collect your tree and support their local hospice. For more information about collection dates please go to the [FIND A COLLECTION](#) page and click on your local hospice name.

Do I have to be at home when they collect my tree?

No. Just leave it in your designated place ready for us to collect. Our volunteers cannot enter your property. Please ensure your tree is not behind locked gates and is clearly visible for the volunteers to collect.

Frequently Asked Questions

Where do I leave my tree?

When you register your tree will be asked for an accurate address (including postcode), if you live in a property that is difficult to find or in a **new home built in the last three years, please leave detailed instructions.**

Please leave the tree on your property close to the road where it can easily be seen. If you must leave it on the pavement, please ensure it is not a safety hazard to others. If it cannot be left in view, please include information in the notes area when you register eg. "through the gate on the left, at the side of the garage." Please ensure that it can be safely retrieved by our volunteers.

Who will collect my tree?

We have a team of volunteers who give up their time to collect the trees.

What if we have adverse weather conditions?

The weather can be unpredictable. We shall endeavour to collect your tree within the specified days. If it is windy, please try to keep your tree from blowing away by anchoring it if you can. Let us know if you have to change the location of your tree by [EMAILING US](#). If we have to postpone collecting your tree, you will receive an email advising you of the new collection dates.

Why can you not specify a time or day for my tree to be collected?

Due to the large number of trees to be collected we are unable to give an exact time & day. We rely on volunteers to collect the trees. We plan the eco-friendliest and time efficient routes possible and the routes are planned in advance of the collection days.

What if my tree hasn't been collected?

Did you receive a postcard through your door saying that we have called to collect? Did you leave the tree in the correct place in good time? If you still need your tree collecting please contact your local collection directly. Contact details can be found under each hospice on the [FIND A COLLECTION](#) page.

Please note that we may not be able to collect your tree after the collection dates as we do not readily have vans and volunteers available.

What happens to my tree?

The trees are taken to a safe venue where they are chipped. The chippings are reused locally such as in the grounds of sports fields or to make paths in local parks. Whole trees are also used in some places to preserve sand dunes or in local animal reserves and zoos. You can also read about it in our [NEWS](#). All the trees are recycled.

What happens with my donation?

After costs for running the collection, all monies raised will go to local charities. Unless specified 90% of the monies raised go to the hospice and 10% is donated to local charities. If you would like to know more [PLEASE GET IN TOUCH](#).

Can I get involved or help with a collection?

We are always looking for volunteers to get involved perhaps collecting the trees or supporting the collection and hospice team. We are also keen to find sponsors who can offer advice and practical support. Please do [GET IN TOUCH](#).