

Neighborwoods FAQ

1. What is NeighborWoods?

NeighborWoods is a free street program eligible to all home-owners within the Austin Energy service area that have room along the street to plant trees. NeighborWoods is sponsored by Austin Energy and partners with City of Austin PARD to reduce air temperatures and energy consumption by investing in tree canopy cover. TreeFolks administers the NeighborWoods program and delivered 3,600 free street trees to 1,908 homes within the Austin Energy service area last year.

2. How can I receive trees?

TreeFolks surveys specific neighborhoods each year to see if homeowners are eligible to receive any street trees. A flag is placed in the recommended area and a doorhanger is left on the door offering a certain number of trees. Fill out the form and mail it back to us or visit our website to submit our online order form. If you would like your yard to be surveyed please sign up to be on our waitlist.

3. When will my trees arrive?

We will deliver your trees sometime between October – March. A notification by mail will be sent 1 – 2 weeks in advance of the delivery. You do not need to be home for the delivery as we will place your tree(s) on your front porch or sidewalk. If you know you will be on vacation around the estimated time of delivery and will not be able to water the tree(s) daily until planted, please let us know and we will postpone your delivery to a later date. If you have not received your trees within 2 weeks of the delivery notification, please contact us to inquire about the delivery.

4. When and how should I plant my tree?

You should plant your tree within two weeks of the delivery. The planting season in Central Texas is between October–March so make sure your tree is planting during this time. A plastic bag containing tree planting instructions should be delivered along with the tree. If you did not receive the tree planting instructions, you can refer to the instructions on our website

5. How often should I water my tree?

Your tree(s) should be watered daily until they are planted. Once in the ground, NeighborWoods trees will need 15-20 gallons of water every 7–10 days unless it rains at least one inch. If you are using a hose, leave it on a low stream near the trunk for 15–20 minutes to equal that amount. Remember to water the tree(s) year-round for at least 2 years!

6. Which species of tree did I receive?

Each container should have a label displaying the species of tree you received. If your tree does not have a label on it, please contact us and we will be happy to tell you which tree(s) you received.

7. Is mulch really important?

YES! We strongly recommend mulching your tree at least once a year, especially throughout the summer. Mulch adds important nutrients to the soil, helps keep the soil cool and moist, and serves as a barrier from lawn equipment and foot traffic which can harm young trees. Build a 4” mulch ring 2-3 feet around the tree keeping the mulch at least 2 inches from the trunk to prevent disease.

8. The leaves have fallen off my tree, is it dead?

Many of the trees delivered are deciduous, meaning they lose their leaves every fall. However, if the leaves do not grow back the following spring there may be a problem with your tree. Scratch the bark with your fingernail. If the underside is green the tree is still alive, if it is brown your tree has died.

9. Who are TreeFolks and how can I support your programs?

TreeFolks is a 501 (c) 3 non-profit organization dedicated to growing the urban forest of Central Texas through tree planting, education and community partnerships. The NeighborWoods program is sponsored by Austin Energy and partners with City of Austin PARD but administered through TreeFolks. TreeFolks depends on donations and partnerships from the community and 90% of our budget is spent directly on tree planting and education programs. If you are interested in donating to TreeFolks, please visit the donate page of our website. We appreciate the support of our community!