

FOR OFFICE USE	
RECEIVED:	REF NO:



## **High Hedges Complaint Form**

Use this form to submit a complaint to the Council about a high hedge, under Part 8 of the Anti-social Behaviour Act 2003. It should be completed by the person making the complaint or their representative. Before completing this form, please read the guidance notes sent with it and the leaflet High hedges: complaining to the council. Please write clearly and use black ink.

You must pay a fee when you send in this form. The current fee is £350. There is a reduction if you are receiving certain benefits, you will find further information in the guidance notes.

The Council will rely on the information you provide so please make sure it is clear and accurate.

### **1. Attempts to resolve the complaint**

Please describe what you have done to try to settle this matter. Give dates and say what the result was. Please provide copies of any letters that you mention.

1.1 Approached neighbour/hedge owner and asked to discuss problem

1.2 Asked neighbour/hedge owner to try mediation

1.3 Informed neighbour/hedge owner of intention to complain to council

If you have not tried all the above steps, the Council might not proceed with your complaint.

1.4 Anything else?

## 2. Criteria for making a complaint

### About the hedge

- 2.1 Is the hedge - or the portion that is causing problems - made up a line of 2 or more trees or shrubs? Yes  No
- 2.2 Is it mostly evergreen or semi-evergreen? Yes  No
- 2.3 Is it more than 2 metres above ground level? Yes  No
- 2.4 Even though there are gaps in the foliage or between the trees, Is the hedge still capable of obstructing light or views? Yes  No
- 2.5 Is it growing on land owned by someone else? Yes  No

### Who can complain

- 2.6 Is the complainant the owner or occupier (eg tenant) of the Property affected by the hedge? Yes  No

Please delete whichever does not apply

Owner / Occupier

- 2.7 Is the property residential? Yes  No

**If you have answered 'No' to any of the questions in this section, the criteria have not been met and so the Council cannot consider your complaint.**

**3. Grounds for complaint**

**Please describe the problems actually experienced as a result of the hedge being too tall, and say how serious they are. It will save time and help your case if you stick to the facts and provide all relevant information to back up the points you are making.**

**To help the Council understand your situation, please provide a photo of the hedge and a plan or sketch of both the site where the hedge is growing and the property it is affecting, with the hedge clearly marked on it.**

**4. Previous complaints to the Council**

4.1 Has a formal complaint been made to the Council before about this hedge? Yes  No

4.2 If you have ticked 'Yes', do you know the date and/or reference number of the Council's decision letter?  
Date  Reference

4.3 What has changed since the Council last looked at this?

If nothing has altered, the Council might not proceed with your complaint.

**5. Who's who/The parties**

**5.1 Complainant's contact details**

Title  Forename  Surname

Address   
.....  
.....  
.....  
.....Postcode.....

Daytime phone number:  mobile:

E-mail:

Is the complainant content for us to contact them by email at the address provided? Yes  No

**5.2 Address of the property affected by the hedge and name of the person living there, if different to 5.1**

Title  Forename  Surname

Address   
.....  
.....  
.....  
.....Postcode.....

Daytime phone number:  mobile:

E-mail:

**5.3 Contact details of Agent or other person acting on behalf of the complainant(if any)**

Title  Forename  Surname

Address   
.....  
.....  
.....  
.....Postcode.....

Daytime phone number:  mobile:

E-mail:

Is the Agent, or other person named above, content for us to contact them by email at the address provided?

Yes  No

**5.4 Address of the site where the hedge is growing and name of person living there, if known**

Title  Forename  Surname

Address   
.....  
.....  
.....  
.....Postcode.....

Daytime phone number:  mobile:

E-mail:

**5.5 Name and address of the person who owns the property where the hedge is situated, if different to 5.4 and if known**

Title  Forename  Surname

Address   
.....  
.....  
.....  
.....Postcode.....

Daytime phone number:  mobile:

E-mail:

**6. Supporting documents**

**Have you enclosed the following:**

Tick box

- A photo of the hedge
- A location plan of the hedge and surrounding properties
- Copies of correspondence with your neighbour about the hedge
- Copies of any other documents that you mention (please list below)

**7. Sending the complaint**

Tick box

- 7.1 I confirm that I have completed as much of this form as a I can and that, to the best of my knowledge, the information provided is accurate.
- 7.2 **I enclose the fee of £350**   
I enclose the reduced fee of £175 (You may be entitled to a reduction if you are receiving certain benefits, see Guidance Notes)
- 7.3 I confirm that I have also sent a copy of this form to the people Identified in Section 5 above

**SIGNED**

**Print name**

**Date**

**7.4 Post or email this form and all enclosures to:**

Conservation Design and Landscape Team  
Planning Services  
South Norfolk Council  
Long Stratton  
Norwich NR15 2XE  
  
Email: [planning@s-norfolk.gov.uk](mailto:planning@s-norfolk.gov.uk)

