

Complaint form

High hedges

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 use BLOCK CAPITALS and black ink, or fill this form in electronically.

YOU MUST PAY A FEE WHEN YOU SEND IN THIS FORM. The current fee is £515.00

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

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.

**Approached neighbour/
hedge owner and asked
to discuss problem?**

**Asked neighbour/hedge owner
to try mediation**

**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.**

Anything else

Criteria for making a complaint

About the hedge

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

Who can complain

Is the complainant the owner or occupier (eg tenant) of the property affected by the hedge?	No	Yes
	If yes, are they the	
	Owner	
	Occupier	
Is the property residential?	No	Yes

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

Grounds of 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.

Previous complaints to the Council

Has a formal complaint been made to the Council before about this hedge?	No	Yes
If you have ticked 'Yes', do you know the date and/or reference number of the Council's decision letter?	Date	Ref number
What has changed since the Council last looked at this?		

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

Who's who/The parties

Complainant's contact details

Name

Address

(including postcode)

Daytime telephone number

Mobile telephone number

Email

**Is the complainant content for us to contact them by email,
at the address provided?**

No

Yes

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

Name

Address

(including postcode)

Daytime telephone number

Mobile telephone number

Email

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

Name

Address

(including postcode)

Daytime telephone number

Mobile telephone number

Email

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

No

Yes

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

Name

Address

(including postcode)

Daytime telephone number

Mobile telephone number

Email

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

Name

Address

(including postcode)

Daytime telephone number

Mobile telephone number

Email

Supporting documents

Have you enclosed the following

A photo of the hedge

A location plan of the hedge and surrounding properties

Copies of any other documents that you mention

(please list these separately)

Sending the complaint

I confirm that I have completed as much of this form as I can and that, to the best of my knowledge, the information provided is accurate.

I enclose the fee of £515

Name

Date

Please complete and return this form as early as possible to:

Planning Enforcement

East Herts District Council, Wallfields, Pegs Lane, Hertford, Herts, SG13 8EQ

Alternatively, you can email this form by pressing the send bottom.

This will open and attach this form to your email application.