

## 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 through the guidance notes sent with it and the leaflet *High Hedges: Complaining to the Council*. Please use BLOCK CAPITALS and black ink.**

YOU MUST PAY A FEE WHEN YOU SEND IN THIS FORM. The set fee has not yet been confirmed. Please contact Planning Services for further details.

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.

Details:

1.2 Asked neighbour/hedge owner to try mediation.

Details:

1.3 Approached neighbour/hedge owner and asked to discuss problem.

Details:

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

1.4 Anything else.

Details:

## 2. Criteria for making a complaint

<b>About the hedge</b>		<b>Please tick</b>	<b>Yes</b>	<b>No</b>
2.1	Is the hedge – or the portion that is causing problems – made up of a line or 2 or more trees or shrubs?		<input type="checkbox"/>	<input type="checkbox"/>
2.2	Is it mostly evergreen or semi-evergreen?		<input type="checkbox"/>	<input type="checkbox"/>
2.3	Is it more than 2 metres above ground level?		<input type="checkbox"/>	<input type="checkbox"/>
2.4	Even though there are gaps in the foliage or between the trees, is the hedge still capable of obstructing light or views?		<input type="checkbox"/>	<input type="checkbox"/>
2.5	Is it growing on land owned by someone else?		<input type="checkbox"/>	<input type="checkbox"/>
<b>Who can complain</b>		<b>Please tick</b>	<b>Yes</b>	<b>No</b>
2.6	Is the complainant the owner or occupier (e.g. tenant) of the property affected by the hedge?		<input type="checkbox"/>	<input type="checkbox"/>
	Is the complainant the <b>Owner</b> <input type="checkbox"/> or the <b>Occupier</b> <input type="checkbox"/> of the property affected.			
2.7	Is the property residential?		<input type="checkbox"/>	<input type="checkbox"/>

**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 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.**

#### 4. Previous Complaints to the Council

Please tick Yes No

4.1 Is the property residential?  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:

Ref Number:

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 N<sup>o</sup>

Fax N<sup>o</sup>

Mobile Phone N<sup>o</sup>

Email

Please tick Yes No

Is the complainant content for us to contact them by e-mail, 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 N<sup>o</sup>

Fax N<sup>o</sup>

Mobile Phone N<sup>o</sup>

Email

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

Title  Forename  Surname

Address

Postcode

Daytime Phone N<sup>o</sup>  Fax N<sup>o</sup>

Mobile Phone N<sup>o</sup>  Email

**Please tick**      **Yes**      **No**

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

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 N<sup>o</sup>  Fax N<sup>o</sup>

Mobile Phone N<sup>o</sup>  Email

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

Title  Forename  Surname

Address

Postcode

Daytime Phone N<sup>o</sup>  Fax N<sup>o</sup>

Mobile Phone N<sup>o</sup>  Email

**6. Supporting Documents**

- 6.1 Have you enclosed the following: **Please tick to confirm**
- 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 these separately)

List of other documents enclosed:

## 7. Sending the Complaint

**Please tick to confirm**

7.1 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.

7.2 I enclose the appropriate fee.   
*(The set fee has not yet been confirmed. Please contact Planning Services for further details.)*

Signed:

Date:

**Please tick to confirm copy sent**

7.3 **Please also send a copy of this form to the people identified in Section 5.**

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You can also download this Complaint Form from our website at [www.harlow.gov.uk](http://www.harlow.gov.uk)