

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 accompanying guidance notes 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 current fee is £343.30.

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

Section 1. Criteria for making a complaint

About the hedge

1.1 Is the hedge – or the portion that is causing problems - made up of a line of 2 or more trees or shrubs?

Yes No

1.2 Is it mostly evergreen or semi-evergreen?

Yes No

1.3 Is it more than 2 metres above ground level?

Yes No

1.4 Even though there may be gaps in the foliage or between the trees, is the hedge still capable of obstructing light or views?

Yes No

1.5 Is it growing on land owned by someone else?

Yes No

Who can complain

1.6 Are you the owner or occupier (e.g. tenant) of the property affected by the hedge?

Owner Occupier Neither

1.7 Is the property affected by the hedge residential?

Yes No

If you have answered no to any of the questions above, the criteria have not been met and so the council cannot consider your complaint.

If you have answered yes to one or more of the questions above please continue to complete this form.

Section 2. Contact details - Identifying the main parties

2.1 Complainant's contact details

	Title	Forename	Surname
Name	<input type="text"/>	<input type="text"/>	<input type="text"/>
Address	<input type="text"/>		
City/Town	<input type="text"/>		
County	<input type="text"/>	Post code	<input type="text"/>
Daytime Tel No.	<input type="text"/>	Mobile Tel No.	<input type="text"/>
Fax No.	<input type="text"/>		
E-mail address	<input type="text"/>		

We will contact you by email but if you would prefer to be contacted by post tick here

2.2 Address of the property affected by the hedge and name of the person living there, if different to 2.1 (this does not refer to the hedge owner)

	Title	Forename	Surname
Name	<input type="text"/>	<input type="text"/>	<input type="text"/>
Address	<input type="text"/>		
City/Town	<input type="text"/>		
County	<input type="text"/>	Post code	<input type="text"/>
Daytime Tel No.	<input type="text"/>	Mobile Tel No.	<input type="text"/>
Fax No.	<input type="text"/>		
E-mail address	<input type="text"/>		

2.3 Contact details of agent or other person acting on your behalf (if any)

	Title	Forename	Surname
Name	<input type="text"/>	<input type="text"/>	<input type="text"/>
Address	<input type="text"/>		
City/Town	<input type="text"/>		
County	<input type="text"/>	Post code	<input type="text"/>
Daytime Tel No.	<input type="text"/>	Mobile Tel No.	<input type="text"/>
Fax No.	<input type="text"/>		
E-mail address	<input type="text"/>		

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

Yes No

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

	Title	Forename	Surname
Name	<input type="text"/>	<input type="text"/>	<input type="text"/>
Address	<input type="text"/>		
City/Town	<input type="text"/>		
County	<input type="text"/>	Post code	<input type="text"/>
Daytime Tel No.	<input type="text"/>	Mobile Tel No.	<input type="text"/>
Fax No.	<input type="text"/>		
E-mail address	<input type="text"/>		

2.5 Name and address of the person who owns the property where the hedge is situated, if different to 2.4 and if known

	Title	Forename	Surname
Name	<input type="text"/>	<input type="text"/>	<input type="text"/>
Address	<input type="text"/>		
City/Town	<input type="text"/>		
County	<input type="text"/>	Post code	<input type="text"/>
Daytime Tel No.	<input type="text"/>	Mobile Tel No.	<input type="text"/>
Fax No.	<input type="text"/>		
E-mail address	<input type="text"/>		

Section 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 focus on factual matters 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.

Section 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', please supply 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 you complaint.

Section 5. 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.

5.1 What attempt have you made to discuss the problem with your neighbour?

5.2 What efforts have you made to ask the hedge owner to consider mediation?

5.3 Have you informed the hedge owner of your intention to complain to the council? If so please provide evidence.

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

5.4 Please provide any further details you feel are relevant.

Section 6. Supporting documents

The documents listed below are requested before your complaint can be considered. If the appropriate documents are not provided your complaint will not be registered.

6.1 Have you enclosed of the following, Tick box:

- A photo of the hedge
- A location plan of the hedge and surrounding properties at a scale which enables the hedge to be clearly identified (1:1250 or 1:500) which shows North
- Copies of correspondence with your neighbour about the hedge
- Copies of any other documents that you mention *(please list these separately)*

Section 7. Sending the complaint

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. Tick box

7.2 I enclose the fee of £343.30. Cheque **Telephone**

Cheques made payable to 'Malvern Hills District Council'

Alternatively payment can be made over the telephone by calling 01684 862221.

Please provide your name and address as a reference when making payment

7.3 I have sent copies of the forms to all parties noted in sections 2.2, 2.4 and 2.5 as appropriate. Tick box

We will hold, process and store your information in accordance with Data Protection Law. For more information please see our privacy notices on our website.

Signature Date

On behalf of _____ (Insert complainants name if signed by an agent)

Please post this form and all enclosures to: Planning Enforcement, Malvern Hills District Council, The Council House, Avenue Road, Malvern, Worcestershire WR14 3AF or email to planningenforcement@malvern hills.gov.uk