**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.**

**YOU MUST PAY A FEE WHEN YOU SEND IN THIS FORM. The current fee is £450.00.**

**If you are receiving Council Tax or Housing Benefits the fee is £100.00. To claim the reduction in fee, please provide evidence that you are in receipt of benefits at the time of making the application.**

**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. Asked to discuss problem

|  |
| --- |
|  |

1.2 Asked the hedge owner to try mediation

|  |
| --- |
|  |

1.3 Informed them of your intention to complain to the Council

|  |
| --- |
|  |

* 1. Anything else

|  |
| --- |
|  |

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

2. CRITERIA FOR MAKING A COMPLAINT

*About the hedge*

* 1. Is the hedge – or the portion that is causing problems – made up of a line of two or more trees or shrubs?

Yes No

* 1. Is it mostly evergreen or semi-evergreen?

Yes No

If known, please state the hedge species?\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

* 1. Is it more than two metres above ground level?

Yes No

* 1. Even though there are gaps in the foliage or between the trees, is the hedge still capable of obstructing light or views?

Yes No

* 1. Is it growing on land owned by someone else?

Yes No

*Who can complain?*

* 1. Is the complainant the owner or occupier (e.g. Tenant) of the property affected by the hedge?

Yes No

* 1. Is the property residential?

Yes No

**If you have answered ‘No’ to any of the above questions in this section, the criteria has not been met and therefore Winchester City 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 Winchester City 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.

1. 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 Ref No.

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

|  |
| --- |
|  |

IF NOTHING HAS ALTERED, THE COUNCIL MIGHT NOT PROCEED WITH YOUR COMPLAINT.

1. Who’s who/The Parties

5.1 Complainant’s contact details

|  |  |  |  |
| --- | --- | --- | --- |
| Name | Title | Forename | Surname |

|  |  |  |
| --- | --- | --- |
| Address |  | |
|  | |
|  | |
| City/Town |  | |
| County |  | Postcode |
| Daytime  Telephone No. |  |  |
| Mobile Telephone No. |  | |
| Fax No. |  | |
| Email Address |  | |

Can Winchester City Council contact you by email?

Yes No

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

|  |  |  |  |
| --- | --- | --- | --- |
| Name | Title | Forename | Surname |

|  |  |  |
| --- | --- | --- |
| Address |  | |
|  | |
|  | |
| City/Town |  | |
| County |  | Postcode |
| Daytime  Telephone No. |  |  |
| Mobile Telephone No. |  | |
| Fax No. |  | |
| Email Address |  | |

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

|  |  |  |  |
| --- | --- | --- | --- |
| Name | Title | Forename | Surname |

|  |  |  |
| --- | --- | --- |
| Address |  | |
|  | |
|  | |
| City/Town |  | |
| County |  | Postcode |
| Daytime  Telephone No. |  |  |
| Mobile Telephone No. |  | |
| Fax No. |  | |
| Email Address |  | |

Is the Agent, or other person named above, content for Winchester City Council to contact them by email?

Yes No

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

|  |  |  |  |
| --- | --- | --- | --- |
| Name | Title | Forename | Surname |

|  |  |  |
| --- | --- | --- |
| Address |  | |
|  | |
|  | |
| City/Town |  | |
| County |  | Postcode |
| Daytime  Telephone No. |  |  |
| Mobile Telephone No. |  | |
| Fax No. |  | |
| Email Address |  | |

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

|  |  |  |  |
| --- | --- | --- | --- |
| Name | Title | Forename | Surname |

|  |  |  |
| --- | --- | --- |
| Address |  | |
|  | |
|  | |
| City/Town |  | |
| County |  | Postcode |
| Daytime  Telephone No. |  |  |
| Mobile Telephone No. |  | |
| Fax No. |  | |
| Email Address |  | |

6. SUPPORTING DOCUMENTS

6.1 Have you enclosed the following:-

Tick box

|  |  |
| --- | --- |
| A photograph 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 mentioned (please list these separately) |  |

7. SENDING THE COMPLAINT

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.

Tick Box

7.2 I enclose the fee of £ (cheques are to be made payable to Winchester City Council)

Tick Box

Name Date

* 1. POST OR EMAIL THIS FORM AND ALL ENCLOSURES TO:

|  |
| --- |
| Winchester City Council  Planning Enforcement  Colebrook Street  Winchester  Hampshire  SO23 0HU  Tel: 01962-848480  Email: [enf@winchester.gov.uk](mailto:enf@winchester.gov.uk) |

**PLEASE NOTE THAT A COPY OF THIS APPLICATION WILL BE SENT TO THE HEDGE OWNER. THE INFORMATION IN THIS APPLICATION IS NOT CONFIDENTIAL**