

COMPLAINTS 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 leaflet 'High Hedges: complaining to the council':
<https://www.gov.uk/government/publications/high-hedges-complaining-to-the-council>

Please use BLOCK CAPITALS.

You must pay a fee for the Council to deal with your complaint. The fee is £550.00 for initial complaints and £220.00 for repeat complaints.

Details contained in this complaints form will be made available to neighbours and potentially other third parties. Please indicate whether there are certain details, e.g. phone number, that you would prefer remain confidential.

To help us process your complaint effectively, please make sure that the information you provide is clear and accurate.

Before you complete any of the form, please answer the following questions by circling 'YES' or 'NO'.

Is the hedge – or the portion that is causing problems – made up of a line of two or more trees and shrubs?	YES	NO
Is the hedge mostly evergreen or semi-evergreen?	YES	NO
Is the hedge more than two metres (6'7") above ground level?	YES	NO
Even if there are gaps in the leaves or between the trees, does the hedge obstruct light or views?	YES	NO
Is the hedge growing on land owned by someone other than the person complaining?	YES	NO
Does the person complaining own or occupy (e.g. as owner or tenant) the property affected by the hedge?	YES	NO
Do any people live in the property affected by the hedge?	YES	NO

If you have answered 'NO' to any of the questions the Council cannot consider the complaint.

1. THE PEOPLE INVOLVED

1.1 Name and address of person complaining. This person will be our main contact on all matters relating to this complaint. All enquires and correspondence will be directed to them.		
Name		
Address		
Post Code		
Daytime Tel No		
Mobile Tel No		
E-mail address		
The Council should use these details to contact me about this complaint.	YES	NO
I agree that the Council can contact me about this complaint using the above e-mail address?	YES	NO
*The Council will only send documents to you electronically with your consent.		

1.2 If you are filling out this form on behalf of someone else, put your contact details here. If you are the person complaining you should leave this box blank.		
Name		
Address		
Post Code		
Daytime Tel No		
Mobile Tel No		
E-mail address		
Relationship to person complaining		
The Council should use these details to contact me about this complaint.	YES	NO
I agree that the Council can contact me about this complaint using the above e-mail address?	YES	NO
*The Council will only send documents to you electronically with your consent.		

1.3 Address of property affected by the hedge and name of person living there, if different from 1.1		
Name		
Address		
Post Code		
Daytime Tel No		
Mobile Tel No		
E-mail address		

1.4 Address of property where hedge is growing and name of person living there (if known).		
Name		
Address		
Post Code		
Daytime Tel No		
Mobile Tel No		
E-mail address		

1.5 Name & address of the person who owns the property where the hedge is situated, if different from 1.4

Name	
Address	
Post Code	
Daytime Tel No	
Mobile Tel No	
E-mail address	

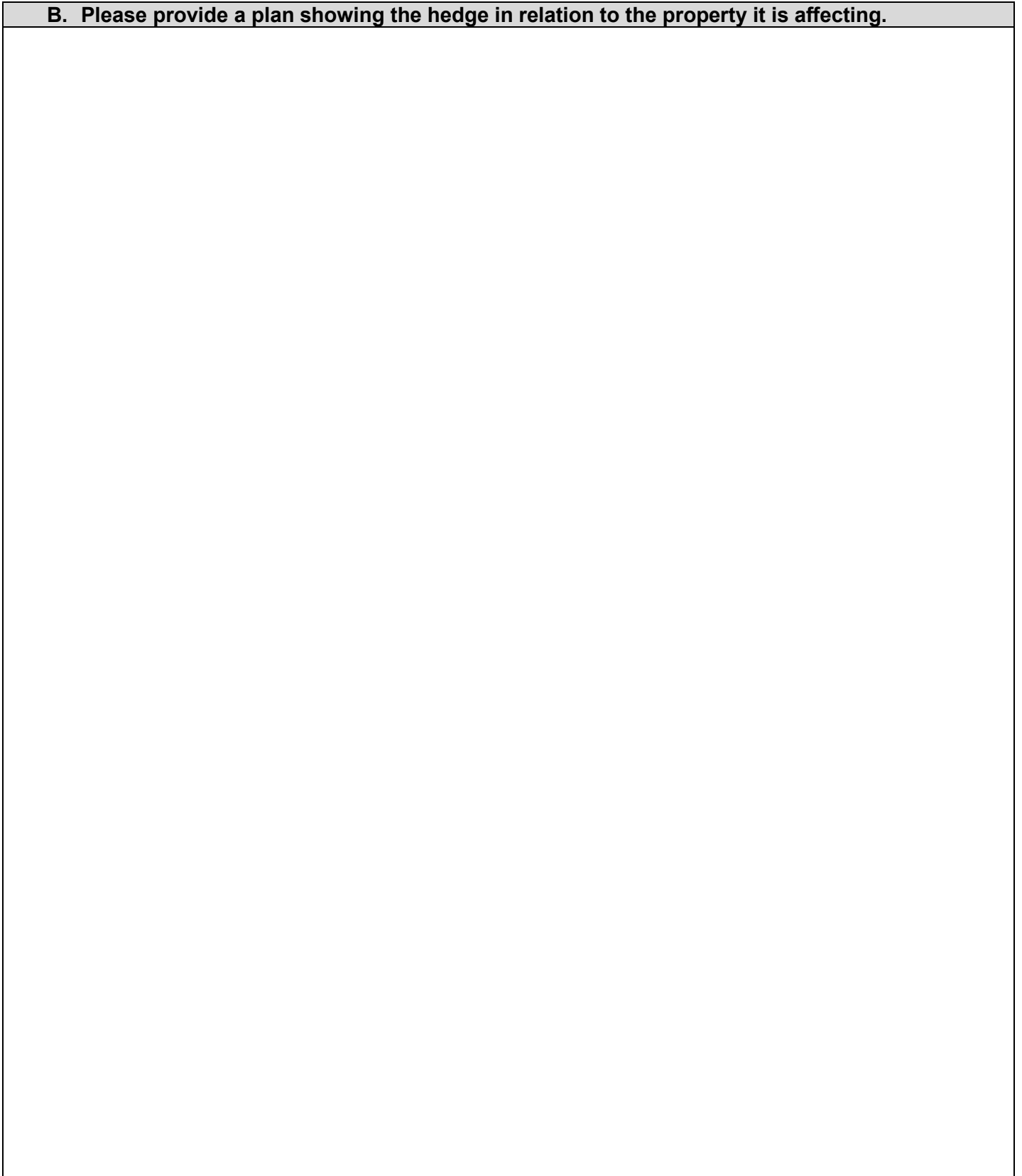
2. GROUNDS OF COMPLAINT

A. Describe how the height of the hedge affects the reasonable enjoyment of your property. Please stick to facts and provide all relevant information and evidence to back up the points you are making.

NB It isn't sufficient to just say the hedge is affecting your amenity. You need to explain exactly how this is happening. (Please continue on a separate sheet if necessary).

GROUNDS OF COMPLAINT (CONTINUED)

B. Please provide a plan showing the hedge in relation to the property it is affecting.



C. Photos and supporting evidence

Please include some photos with your complaint, ensuring they are labelled with your name, address and date they were taken.

If required, photos can be submitted electronically by e-mail to: contacttrees@eppingforestdc.gov.uk

3. PREVIOUS COMPLAINTS TO THE COUNCIL

3.1 As far as you know has a written complaint ever been made to the council before about this hedge (not including any made before 1st June 2005)?	YES	NO
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If you have ticked 'YES' please provide a date of the council's decision and the reference number.
 If you do not know what these are you should, where possible, enclose a copy of the council's last letter about this old complaint.
 If you have ticked 'NO' please go straight to Section 4.

Date		Reference Number	
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3.2 Name and address of the person who made the previous complaint if different from question 1.1

Name	
Address	
Postcode	
Daytime Tel No	
Mobile Tel No	
E-mail	

3.3 What has changed since the council's last decision?

If nothing has altered since the last complaint the council may not make a different decision on this new complaint.

4. ATTEMPTS TO RESOLVE THE COMPLAINT

Please describe what has been done to try and resolve the matter. Give dates and say what the outcome was. You need to demonstrate a recent attempt to discuss the problem – within the last 2-3 months, and we expect at least 2 written approaches to have been made. Please provide copies of any documents that are mentioned eg letters, e-mails, screenshots/photos of text messages.

If you do not have enough room please attach a separate sheet.

4.1 Attempts to discuss the problem with the hedge owner.

4.2 Writing to the hedge owner.

4.3 Informing the hedge owner of your intention to complain to the council.

4.4 Anything else (e.g. offering to share the cost of the work).

5. PAYING THE FEE

The fee for initial complaints is £550.00. Payment by card, over the phone, once EFDC has confirmed that i) the complaint is valid under the regulations and ii) there is sufficient supporting information to show all reasonable efforts to resolve the issue have been exhausted.

5.1 Person to contact re: payment of £550.00 fee

Name	
Telephone No	

6. SUPPORTING DOCUMENTS

Are the following enclosed?

Your application may be returned if there is insufficient supporting documentation. Please tick the boxes.

6.1 Photograph(s) of the hedge	
6.2 Location plan of the hedge and surrounding properties.	
6.3 Copies of correspondence with the hedge owner (or their representative) about the hedge.	
6.4 Copies of any other documents that are mentioned in this form.	
Please list these documents below and continue on a separate sheet if necessary	

7. SENDING THE COMPLAINT

You are required to send a copy of your complaint and all the supporting documents to all of the people identified in Section 1, including the hedge owner.

7.1 I confirm that I have sent a copy of this completed form and all supporting documents to all of the people identified in Section 1, including the hedge owner.

Date Sent		Sent by (Print name)	
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7.2 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 confirm that all copies of documents supplied are accurate and that I will, if requested, supply the originals.

Signature	
Print Name	
I am signing on behalf of (print name of person complaining if you are signing on their behalf)	
Date	

Please send the completed form and copies of all supporting documents to the address on page 1 of this form or by email to: contacttrees@eppingforestdc.gov.uk Do not send original documents. You are advised to keep a copy of the entire form for your own records.

If you have any questions about completing this form please contact the Tree & Landscape Technical Officer on Tel: 01992 564452 or e-mail: contacttrees@eppingforestdc.gov.uk

8. WHAT HAPPENS NEXT?

Registering the complaint

An acknowledgement letter will be sent once the council has received and validated the complaint. If there are any queries or omissions that mean we cannot accept your complaint we will be in touch asking for further information.

How long will it take?

There is no time limit given in the Regulations to resolve a complaint. The Council will try to provide a decision in a reasonable time, and will treat all complaints equally on a first-come, first-served basis. Complaints involving multiple interested parties will take longer as there will be more consultations to undertake. We will aim to make a decision within 2-3 months of submission.

Further Information

More information about High Hedges can be found on this Government website:

<https://www.gov.uk/government/publications/high-hedges-complaining-to-the-council/high-hedges-complaining-to-the-council>

If you would like to enquire about the progress of your complaint, please contact the Tree & Landscape Technical Officer and quote your address:

Tel: 01992 564452 or E-mail: contacttrees@eppingforestdc.gov.uk