

# Complaint form: high hedges

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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 £550.**

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

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## 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

### 1.2 Asked neighbour/hedge owner to try mediation through an independent mediator

### 1.3 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.**

### 1.4 Anything else

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## 2. Criteria for making a complaint

### *About the hedge*

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

Yes

No

2.2 Is it mostly evergreen or semi-evergreen?

Yes

No

2.3 Is it more than 2 metres above ground level?

Yes

No

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

Yes

No

2.5 Is it growing on land owned by someone else?

Yes

No

### *Who can complain*

2.6 Is the complainant the owner or occupier (eg tenant) of the property affected by the hedge?

Yes

No

Please delete whichever does not apply.

Owner / Occupier
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2.7 Is the property residential?

Yes

No

**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.**

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### 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.

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#### 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', 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.

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#### 5. Who's who/The parties

5.1 Complainant's contact details

	Title	Forename	Surname
Name	<input type="text"/>	<input type="text"/>	<input type="text"/>
Address	<input type="text"/>		
	<input type="text"/>		
City/Town	<input type="text"/>		
County	<input type="text"/>	Postcode	<input type="text"/>
Daytime Telephone No.	<input type="text"/>		
Mobile Telephone No.	<input type="text"/>		
Fax No.	<input type="text"/>		
Email Address	<input type="text"/>		

Is the complainant content for us to contact them by email, 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
<b>Name</b>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<b>Address</b>	<input type="text"/>		
	<input type="text"/>		
<b>City/Town</b>	<input type="text"/>		
<b>County</b>	<input type="text"/>	<b>Postcode</b>	<input type="text"/>
<b>Daytime Telephone No.</b>	<input type="text"/>		
<b>Mobile Telephone No.</b>	<input type="text"/>		
<b>Fax No.</b>	<input type="text"/>		
<b>Email Address</b>	<input type="text"/>		

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

	Title	Forename	Surname
<b>Name</b>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<b>Address</b>	<input type="text"/>		
	<input type="text"/>		
<b>City/Town</b>	<input type="text"/>		
<b>County</b>	<input type="text"/>	<b>Postcode</b>	<input type="text"/>
<b>Daytime Telephone No.</b>	<input type="text"/>		
<b>Mobile Telephone No.</b>	<input type="text"/>		
<b>Fax No.</b>	<input type="text"/>		
<b>Email Address</b>	<input type="text"/>		

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

Yes

No

**5.4 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 or description of location	<input type="text"/>		
City/Town	<input type="text"/>		
County	<input type="text"/>	Postcode	<input type="text"/>
Daytime Telephone No.	<input type="text"/>		
Mobile Telephone No.	<input type="text"/>		
Fax No.	<input type="text"/>		
Email Address	<input type="text"/>		

**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**

	Title	Forename	Surname
Name	<input type="text"/>	<input type="text"/>	<input type="text"/>
Address	<input type="text"/>		
	<input type="text"/>		
City/Town	<input type="text"/>		
County	<input type="text"/>	Postcode	<input type="text"/>
Daytime Telephone No.	<input type="text"/>		
Mobile Telephone No.	<input type="text"/>		
Fax No.	<input type="text"/>		
Email Address	<input type="text"/>		

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## 6. Supporting documents

6.1 Have you enclosed the following:

	Tick box
A photo of the hedge	<input type="checkbox"/>
A location plan of the hedge and surrounding properties	<input type="checkbox"/>
Copies of correspondence with your neighbour about the hedge	<input type="checkbox"/>
Copies of any other documents that you mention (please list these separately)	<input type="checkbox"/>

## 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 £550.

Tick box

Name

Date

7.3 POST OR EMAIL THIS FORM AND ALL ENCLOSURES TO:

Torbay Council, Trees,  
 c/o Community Services,  
 Lower Ground Floor  
 Town Hall, Torquay TQ1 3DR  
 Telephone No: (01803) 207797  
 Email: trees@torbay.gov.uk

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

Tick the box to show you have done this

You can also download this complaint form from our website at [www.torbay.gov.uk/high-hedges](http://www.torbay.gov.uk/high-hedges)