

Complaint Ref. No.

For office use only



Part 8 of the Anti-social Behaviour Act 2003

High Hedge Complaint Form

Use this form to submit a complaint to the Council about a high hedge. It should be completed by the person making the complaint ("the complainant") or their representative/agent.

Before completing this form, please read the Council's accompanying guidance notes, and also the guidance <https://www.gov.uk/government/publications/high-hedges-complaining-to-the-council/high-hedges-complaining-to-the-council> and <https://www.gov.uk/government/publications/over-the-garden-hedge/over-the-garden-hedge> available on the Government's website (gov.uk).

YOU MUST PAY A FEE WHEN YOU SUBMIT THIS FORM. The current fee is £520.

Please make sure the information you provide is clear, accurate and fully detailed. Please use BLOCK CAPITALS and black ink.

1. The parties to the complaint

1.1 The complainant

Name	<input type="text" value="Title"/>	<input type="text" value="Surname"/>
	<input type="text" value="First name(s)"/>	
Address	<input type="text"/>	
	<input type="text"/>	
	<input type="text" value="Postcode"/>	

Daytime Telephone No.

Mobile Telephone No.

Fax No.

E-mail Address

Is the complainant content for us to contact them by E-mail, at the address provided?

Yes

No

1.2 Address of the property affected by the hedge, and name of the occupier, if different to 1.1 above

Name	Title	Surname
	First name(s)	
Address		
	Postcode	

Daytime Telephone No.	
Mobile Telephone No.	
Fax No.	
E-mail Address	

Is this occupier content for us to contact them by E-mail, at the address provided?

Yes

No

1.3 Contact details of agent/representative or other person acting on behalf of the complainant (if any)

Name	Title	Surname
	First name(s)	
Address		
	Postcode	

Daytime Telephone No.	
Mobile Telephone No.	
Fax No.	
E-mail Address	

Is this agent content for us to contact them by E-mail, at the address provided?

Yes

No

Any named agent/representative will be the main contact for matters relating to this complaint, and the Council will direct all enquiries and correspondence to this person

1.4 Address/location of the site where the hedge is situated, and name of the occupier if known

Name	Title	Surname
	First name(s)	
Address/ Location		
	Postcode	
Daytime Telephone No.		
Mobile Telephone No.		
Fax No.		
E-mail Address		

Continue on a separate sheet if there is more than one occupier (eg different occupiers of multiple flats sharing the ground where the hedge is situated)

1.5 Name and address of the person who owns the property where the hedge is situated, if different to 1.4 above and if known

Name	Title	Surname
	First name(s)	
Address		
	Postcode	
Daytime Telephone No.		
Mobile Telephone No.		
Fax No.		
E-mail Address		

Continue on a separate sheet if there is more than one owner

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 Does it rise to a height of more than 2 metres above ground level?

Yes

No

2.4 Even though there may be gaps in the foliage or between the trees/shrubs forming the hedge, does it effectively form a barrier to light or access at heights of more than 2 metres above ground level?

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 / Other Occupier

2.7 Is the property affected by the hedge domestic/residential?

Yes

No

If you have answered “No” to any of the questions in Section 2, the criteria have not been met and the Council cannot consider your complaint.

3. Grounds of complaint

- 3.1 Please describe below the problems actually experienced, and their severity, as a result of the height of the hedge, and explain how they adversely affect your reasonable enjoyment of the property. State whether and how the hedge affects the dwelling (specifying which rooms), the garden or both. It will save time if you stick to the facts, provide full details and all relevant information to back up the points you are making.

Continue on a separate sheet if necessary

To help the Council understand your situation, please provide a photograph of the hedge, and a plan showing both the site where the hedge is growing and the property it is affecting with the hedge clearly marked on it.

3.2 What do you consider would be the necessary action required to resolve your complaint and address the problems actually experienced as a result of the height of the hedge – for instance, by how much would you wish to see the height of the hedge reduced?

4. Attempts to resolve the situation

Please describe what you have already done to try to settle this matter before making this complaint to the Council. Give dates and say what the result was. Please provide copies of any letters or e-mails you mention.

4.1 Discussed or asked to discuss the hedge with the owner/occupier of the property where the hedge is situated

4.2 Sent letter(s) or e-mail(s) to the owner/occupier

4.3 Asked the owner/occupier to try mediation

4.4 Sent a letter to the owner/occupier informing them of intent to make a formal complaint to the Council

For more information on the above steps, please read the Government guidance <https://www.gov.uk/government/publications/over-the-garden-hedge/over-the-garden-hedge> If you have not tried all these steps 4.1 to 4.4, the Council might not consider your complaint.

4.5 Any other attempts to resolve the situation

5. Previous complaints to the Council

5.1 Have you previously made a formal complaint to the Council about this hedge?

Yes

No

5.2 If "Yes" do you know the date and/or reference number of the Council's decision letter?

Date

Ref. No.

5.3 What has changed since the Council last considered this matter?

If nothing has changed, the Council might not consider your current complaint.

6. Supporting documents

6.1 Have you enclosed the following:

- | | | | | |
|--|-----|--------------------------|----|--------------------------|
| A photograph of the hedge | Yes | <input type="checkbox"/> | No | <input type="checkbox"/> |
| A location plan showing the position and relevant length of the hedge, and all relevant properties | Yes | <input type="checkbox"/> | No | <input type="checkbox"/> |
| Copies of correspondence with the owner/occupier of the property where the hedge is situated | Yes | <input type="checkbox"/> | No | <input type="checkbox"/> |
| Copies of any other documents you mention | Yes | <input type="checkbox"/> | No | <input type="checkbox"/> |

7. Declaration

- 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 given is accurate and correct.
- 7.2 I have enclosed the appropriate fee of £520, payable to Staffordshire Moorlands District Council.

Signed

Print name

Date

8. Sending the complaint

8.1 Post or E-mail this form once completed, with all enclosures, including the fee, to:

Arboricultural Officer
Development Services
Staffordshire Moorlands District Council
Moorlands House
Stockwell Street
Leek
Staffordshire Moorlands
ST13 6HQ

or E-mail: trees@staffsmoorlands.gov.uk

8.2 Please also send a copy of this form to all those people listed at Sections 1.4 and 1.5 above, and tick this box to confirm that you have done this:

If the Council considers your complaint, we will seek the comments of all owners/occupiers of the property where the hedge is situated, and we will send them a copy of this form if you have not done so.