

**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, 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 RETURN THIS FORM. The current fee is £350**

A reduced fee of £250 will apply to complaints made by residents who are:

- registered disabled
- retired, aged over 65 and claiming the State pension
- unemployed and claiming benefits
- claiming benefits

**The Council will rely on the information you provide so please make sure it is clear and accurate. Proof will be required if applying with a reduced fee.**

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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 Asked to discuss problem**

**1.2 Asked the hedge owner to try mediation**

**1.3 Informed them of intention to complain to Council**

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

**1.4 Anything else**

**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 (e.g. tenant) of the property affected by the hedge?**

Yes  No

Please delete whichever does not apply.

Owner/Occupier

**2.7 Is the property residential?**

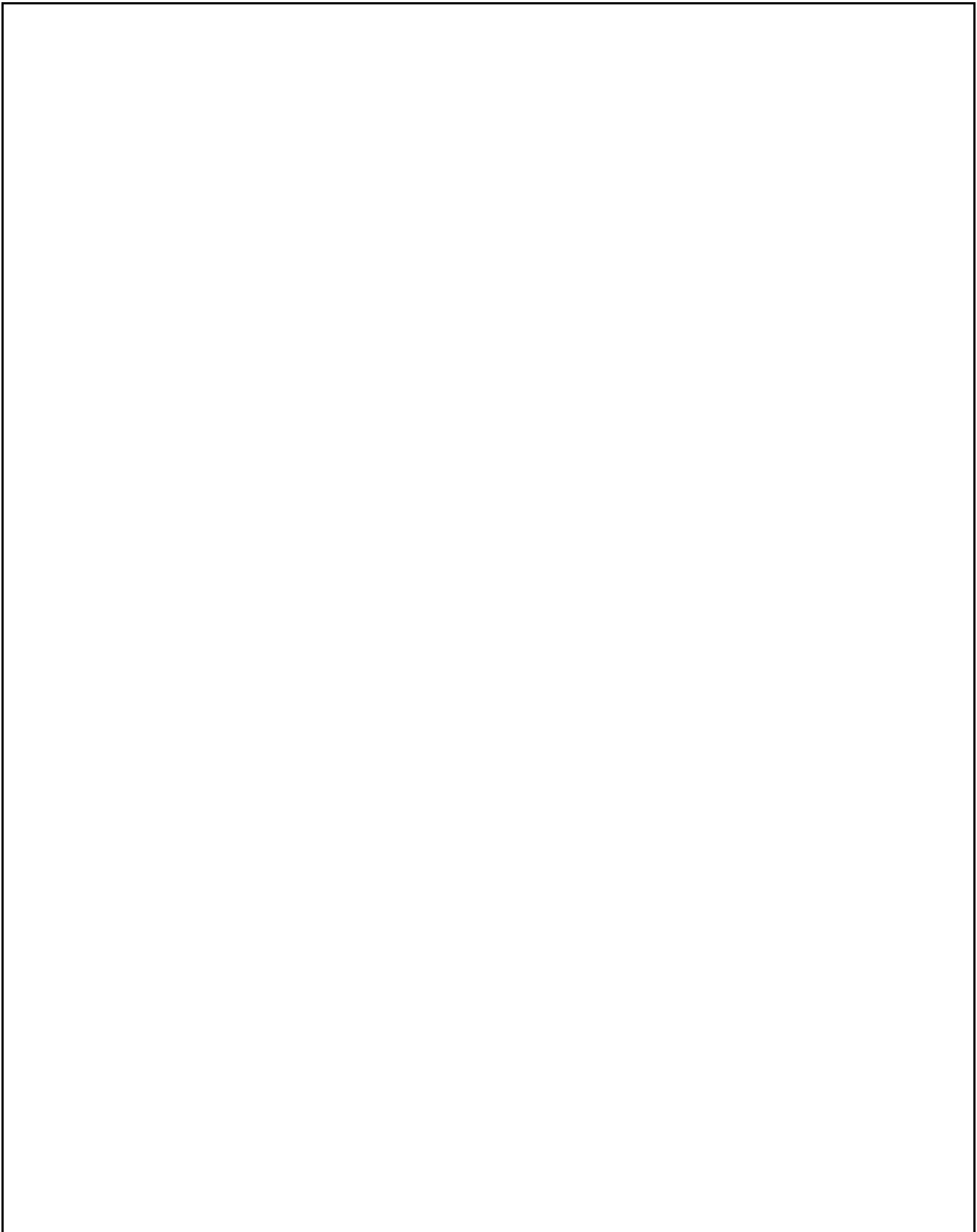
Yes

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.**

**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. Include a north point on the plan.

**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. 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.

**5. Who's Who/The Parties**

5.1 Complainant's contact details

Name:	<b>Title</b>	<b>Forename</b>	<b>Surname</b>
	<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"/>	<b>Postcode</b>	<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**

	<b>Title</b>	<b>Forename</b>	<b>Surname</b>
<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)**

	<b>Title</b>	<b>Forename</b>	<b>Surname</b>
<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.**

	<b>Title</b>	<b>Forename</b>	<b>Surname</b>
<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"/>		

**5.5 Name and address of the person who owns the property where the hedge is situated, if different to 5.4 and if known.**

	<b>Title</b>	<b>Forename</b>	<b>Surname</b>
<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"/>		

**6. Supporting Documents**

**6.1 Have you enclosed the following:**

A photo of the hedge

*Tick Box*

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 mention (*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 £350 or if qualifying for a concession £250**

*Tick Box*

Name:

Date:

**7.3 RETURN THIS FORM AND ALL ENCLOSURES TO:**

**Planning Enforcement Team  
Director for Place  
Southend-on-Sea Borough Council  
P O Box 5557  
Civic Centre  
Victoria Avenue  
Southend-on-Sea  
Essex SS2 6ZF**

Email: [council@southend.gov.uk](mailto:council@southend.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