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.

The current fee is £600. We will contact you to arrange payment once we are satisfied that the complaint is valid.

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.

1.1 Approached neighbour/hedge owner and asked to discuss problem

1.2 Asked neighbour/hedge owner to try mediation

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

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**

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.

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.

5. Who's who/The parties

5.1 Complainant's contact details

	Title	Forename	Surname
Name	☐	☐	☐

Address ☐

☐

City/Town ☐

County ☐ **Postcode** ☐

Daytime Telephone No. ☐

Mobile Telephone No. ☐

Fax No. ☐

Email Address ☐

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
Name			

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)

	Title	Forename	Surname
Name			

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 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			

Address or description of location	
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

	Title	Forename	Surname
Name			

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 photo 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 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

Name

Date

7.2 POST OR EMAIL THIS FORM AND ALL ENCLOSURES TO:

The Tree Officer
Parks and Open Spaces
Dover District Council
Council Offices
White Cliffs Business Park
Whitfield
Dover
CT16 3PJ

Tree.enquiries@dover.gov.uk

7.3 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