

Complaint Form - High Hedges

Please 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](#). If you are unsure how to answer some of the questions, please telephone 01992 785510.

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 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 two or more trees or shrubs?

Yes No

2.2 Is it mostly evergreen or semi-evergreen?

Yes No

2.3 Is it more than two 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

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

Yes No

Owner Occupier Please delete whichever does not apply

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 the Council cannot consider your complaint.

3 Grounds of complaint

- 3.1 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.

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 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 involved

5.1 Complainant's contact details

Name:	Title	Forename	Surname
	<input type="text"/>	<input type="text"/>	<input type="text"/>
Address:	<input type="text"/>		
	<input type="text"/>		
Telephone:	<input type="text"/>		
Mobile:	<input type="text"/>		
Email:	<input type="text"/>		

5.2 Address of site where the hedge is growing and the name of the person living there

Name:	Title	Forename	Surname
	<input type="text"/>	<input type="text"/>	<input type="text"/>
Address:	<input type="text"/>		
	<input type="text"/>		
Telephone:	<input type="text"/>		
Mobile:	<input type="text"/>		
Email:	<input type="text"/>		

6 Supporting documents

Have you enclosed the following:

- A photo of the hedge
- A location plan of the hedge and surrounding properties
- Copies of correspondence with your neighbour about the hedge
- I agree that I will be required to pay a fee of up to £600***

Signed Date

This form should be sent to
Planning Compliance Officer, Broxbourne Borough Council, Borough Offices, Bishops' College,
Churchgate, Cheshunt, Hertfordshire, EN8 9XQ
Tel: 01992 785510 Email: planning@broxbourne.gov.uk