

Please return form to:

Technical Officer
Planning Services
Civic Offices
High Street
Epping
Essex
CM16 4BZ

Tel. 01992 564346
sforgione@eppingforestdc.gov.uk



For Office Use Only	
Reference No.	
Parish/Town	
Ward	
Councillor	
Fee Paid	
Receipt No.	
Acknowledged	
Due Date	

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.

You must pay a fee when you return your completed form. The fee is £265.

Details contained in this complaint form could be made available to neighbours and other third parties.

To help us process your complaint effectively, please make sure that the information you provide is clear and accurate. Before you complete any of the form, please answer the following questions by ticking 'YES' or 'NO'.

Is the hedge – or the portion that is causing problems – made up of a line of two or more trees and shrubs?	YES	NO
Is the hedge mostly evergreen or semi-evergreen? (see the guidance notes and leaflet)	YES	NO
Is the hedge more than two metres (6'7") above ground level?	YES	NO
Even if there are gaps in the leaves or between the trees, does the hedge obstruct light or views?	YES	NO
Is the hedge growing on land owned by someone other than the person complaining?	YES	NO
Does the person complaining own or occupy (e.g. as owner or tenant) the property affected by the hedge?	YES	NO
Do any people live in the property affected by the hedge?	YES	NO

If you have answered 'NO' to any of the above questions the council cannot consider the complaint.

1. THE PEOPLE INVOLVED

1.1 Name and address of person complaining. This person will be our main contact on all matters relating to this complaint. All enquiries and correspondence will be directed to them.			
Name			
Address			
Post Code			
Daytime Telephone No.			
Fax No.			
Mobile Telephone No.			
Email Address			
The council should use these details to contact me about this complaint	YES	NO	
I agree that the council can contact me about this complaint using the above email address*	YES	NO	
*The council will only send documents to you electronically with your consent.			

1.2 If you are filling out this form on behalf of someone else, put your contact details here. If you are the person complaining you should leave this box blank.			
Name			
Address			
Post Code			
Daytime Telephone No.			
Fax No.			
Mobile Telephone No.			
Email Address			
Relationship to person complaining			
The council should use these details to contact me about this complaint	YES	NO	
I agree that the council can contact me about this complaint using the above email address*	YES	NO	
*The council will only send documents to you electronically with your consent.			

1.3 Address of property affected by the hedge and name of person living there, if different from 1.1			
Name			
Address			
Post Code			
Daytime Telephone No.			
Fax No.			
Mobile Telephone No.			
Email Address			

1.4 Address of property where hedge is growing and name of person living there (if known).			
Name			
Address			
Post Code			
Daytime Telephone No.			
Fax No.			
Mobile Telephone No.			
Email Address			

1.5 Name and address of the person who owns the property where the hedge is situated, if different from question 1.4 and if known.

Name	
Address	
Post Code	
Daytime Telephone No.	
Fax No.	
Mobile Telephone No.	
Email Address	

4. ATTEMPTS TO RESOLVE THE COMPLAINT

Please describe what has been done to try and resolve the matter. Give dates and say what the outcome was. You need to demonstrate a recent attempt to discuss the problem – within the last 2-3 months. Please provide copies of any documents that are mentioned.

If you do not have room, please attach a separate sheet.

4.1 Attempts to discuss the problem with the hedge owner.

4.2 Writing to the hedge owner.

4.3 Informing the hedge owner of your intention to complain to the council.

4.4 Anything else (e.g. offering to share the cost of the work).

5. PAYING THE FEE

The fee is £265. Please make cheques payable to 'Epping Forest District Council'.

5.1 I enclose the fee of £265. Please tick box and go to section 6.	
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6. SUPPORTING DOCUMENTS

Are the following enclosed? Your application may be returned if there is insufficient supporting documentation. Please tick the boxes.

6.1 A photograph of the hedge.	
6.2 A location plan of the hedge and surrounding properties.	
6.3 Copies of correspondence with the hedge owner (or their representative) about the hedge.	
6.4 Copies of any other documents that are mentioned in this form.	
Please list these documents below and continue on a separate sheet if necessary.	

7. SENDING THE COMPLAINT

7.1 I confirm that I have sent a copy of this completed form and all supporting documents to all of the people identified in section 1, including the hedge owner.			
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Date Sent		Sent by (print name)	
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7.2 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. I confirm that all copies of documents supplied are accurate and that I will, if requested, supply the originals.	
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Signature	
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Print Name	
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I am signing on behalf of (print name of person complaining if you are signing on their behalf)	
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Date	
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Please send the completed form, the fee and copies of all supporting documents to the address on page 1 of this form. Do not send original documents. You are advised to keep a copy of the entire form for your own records.

If you have any questions about completing this form please contact the Technical Officer on 01992 564346 or sforgione@eppingforestdc.gov.uk.

8. WHAT HAPPENS NEXT?

Registering the complaint

An acknowledgement letter will be sent once the council has received and accepted the form. Before this happens we may write back to you asking for more information if the form has not been correctly been filled in or if you have not enclosed the correct documents.

How long will it take?

There is no time limit given in the regulations to resolve a complaint. The council will try to provide a decision in a reasonable time, and will treat all complaints equally on a first-come, first-served basis. For example, a complaint that involves multiple interested parties will necessarily take longer to process as there will be more consultations to undertake. We will aim to make a decision within 2-3 months of submission.

Further information

More information about High Hedges can be found on the Office of the Deputy Prime Minister's website, at <http://www.odpm.gov.uk/treesandhedges>.

If you would like to enquire about the progress of your complaint, please telephone 01992 564346 and quote your reference number.