High Hedges: Complaint Form

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’.

YOU MUST PAY A FEE WHEN YOU SEND IN THIS FORM. The current standard fee is £500 (please refer to level of fees enclosed with this form).

The Council will rely on the information you provide so please make sure it is clear and accurate.

1 Who’s who/the parties

1.1 Complainant’s contact details (person affected by the hedge)

Name ...................................................................................................................................................................................

Address ...................................................................................................................................................................................

...................................................................................................................................................................................

................................................................................................................................................................................... Postcode

Daytime/Mobile Tel:  ...........................................................................................................................................................

Fax No. ...................................................................................................................................................................................

Email Address .................................................................................................................................................................

Is the complainant content for us to contact them by email, at the address provided? YES [ ] NO [ ]
1.2 Address of the property affected by the hedge and name of the person living there, if different to 1.1. (If you rent or do not own the property, please give ownership details below.)

Name .............................................................................................................................................................................

Address ...........................................................................................................................................................................

............................................................................................................................................................................. Postcode .............................................................................................................................................................................

Daytime/Mobile Tel: ..........................................................................................................................................................

Fax No. ...............................................................................................................................................................................

Email Address ..............................................................................................................................................................

1.3 Contact details of Agent or other person acting on your behalf of the complainant (if any).

Name .............................................................................................................................................................................

Address ...........................................................................................................................................................................

............................................................................................................................................................................. Postcode .............................................................................................................................................................................

Daytime/Mobile Tel: ..........................................................................................................................................................

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 [ ]

1.4 Address of the site where the hedge is growing and name of person living there, and if the property is rented. If the named person does not own the property. Please give details of ownership if known at 1.5 below.

Name .............................................................................................................................................................................

Address or description of location ........................................................................................................................................

............................................................................................................................................................................. Postcode .............................................................................................................................................................................

Daytime/Mobile Tel: ..........................................................................................................................................................

Fax No. ...............................................................................................................................................................................

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

Name ......................................................................................................................................................

Address ...................................................................................................................................................

......................................................................................................................................................... Postcode ..............................................................

Daytime/Mobile Tel: ...................................................................................................................................

Fax No. .....................................................................................................................................................

Email Address .......................................................................................................................................... 


2 Attempts to resolve the complaint

Please describe what you have done to try to settle this matter (i.e. discussed the problem with the hedge owner, sought mediation or informed the hedge owner of your intent to complain to the Council). Give dates and say what the result was. Please provide copies of any letters that you mention.

If you have not tried all the above steps, the Council might not proceed with your complaint.
3 Criteria for making a complaint

About the hedge

3.1 Is the hedge - or the portion that is causing problems - made up of a line of 2 or more trees or shrubs?

YES ☐ NO ☐

3.2 Is it mostly evergreen or semi-evergreen?

YES ☐ NO ☐

3.3 Is it more than 2 metres above ground level?

YES ☐ NO ☐

3.4 Even though there are gaps in the foliage or between the trees, is the hedge still capable of obstructing light or views?

YES ☐ NO ☐

3.5 Is it growing on land owned by someone else?

YES ☐ NO ☐

Who can complain

3.6 Are you, the complainant the owner or occupier or tenant of the property affected by the hedge?

YES ☐ NO ☐

Please delete whichever does not apply OWNER / OCCUPIER / TENANT / REPRESENTATIVE / AGENT

(If you are the representative, Agent or person acting on behalf of the complainant please provide your details at 1.3.)

3.7 Is your 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.
4 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.
(Please attach additional pages if required)
To help the Council understand your situation, the Council may, if requested, have provided you with a map for this purpose. 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.

Please provide a sketch or plan of the position of the hedge here.

5  Previous complaints to the Council

5.1 Has a formal complaint been made to the Council before this hedge?

YES  NO

5.2 If you have answered ‘Yes’, do you know the date and/or reference number of the Council's decision letter?

Date  Ref number

5.3 What has changed since the Council last looked at the hedge?

If nothing has altered, the Council might not proceed with your complaint.
6 Supporting documents

6.1 Have you enclosed the following: (Please 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)

Important

(If the hedge is located on a boundary, please submit details of your property deeds or any other information you may have that indicates the hedge is not within your ownership.

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

7.2 (I enclose the fee of £500

( Signed ................................................................................................................. Date ...................................................................................................................

7.3 (THE COMPLETED FORM AND ALL ENCLOSURES SHOULD BE SENT BY POST, EMAIL OR HANDED IN AT THE ADDRESS BELOW:

Development Management
Cheshire East Council
Po Box 606
Municipal Buildings
Earle street
Crewe
CW1 9HP

Telephone: 0300 123 5014
email: planning@cheshireeast.gov.uk
web: www.cheshireeast.gov.uk

7.4 Please also send a copy of this form to the hedgeowner.

Tick the box to show you have done this

Please note that an application in full will be registered and may become accessible via the Council’s website and can in certain circumstances be copied to neighbours and other third parties. All applicants are now requested to draw our attention to any sensitive private information which they would not wish to be made available.