



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.

Please contact us to make a credit/debit card payment on 01483 505050, the current fee is £750.00. 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 the problem .....

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1.2 Asked neighbour/hedge owner to try mediation .....

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1.3 Informed neighbour/hedge owner 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

**2 Criteria for making a complaint (continued)**

**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 for 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.**

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**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 ticked 'Yes', do you know the date and/or reference number of the Council's decision letter?

Date

Reference

4.3 What has changed since the Council last looked at this? .....

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**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:

Address:   
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..... Postcode: .....

Phone number:

E-mail:

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:

Address:   
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..... Postcode: .....

Phone number:

E-mail:

**5.3 Contact details of agent or other person acting on behalf of the complainant (if any)**

Title:  Forename:  Surname:

Address:   
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..... Postcode: .....

Phone number:

E-mail:

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:

Address:   
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.....  
..... Postcode: .....

Phone number:

E-mail:

**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:

Address:   
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..... Postcode: .....

Phone number:

E-mail:

**6 Supporting documents**

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 documents that you mention (please list below)

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## 7 Sending the complaint

Tick box

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 will pay the fee of £750.00 by credit/debit card

7.3 I confirm that I have also sent a copy of this form to the people identified in Section 5 above

Signed:

Print Name:

Date:

7.3 Post or email this form and all enclosures to:

Enforcement Officer – High Hedges  
Planning Services  
Guildford Borough Council  
Millmead House.  
Guildford. GU2 4BB

PlanningEnquiries@guildford.gov.uk

You can download additional copies of this complaint form from our website at [www.guildford.gov.uk](http://www.guildford.gov.uk)