

High Hedges: Guidance notes on completing the complaint form

General notes

These guidance notes are to help you fill in the form to make a complaint about a neighbouring high hedge. You should also read the leaflet 'High hedges: complaining to the council', which you can obtain from Mid Sussex District Council or download from the GOV.UK website at <https://www.gov.uk/government/collections/high-hedges>

Consideration of your complaint will be delayed if you do not complete the form properly or do not provide the information requested.

If you are still unsure how to answer any of the questions, please contact either Irene Fletcher on 01444 477383 or Irene.Fletcher@midsussex.gov.uk or Sarah Nelson on 01444 477067 or Sarah.Nelson@midsussex.gov.uk

1. Attempts to resolve the complaint

Involving the Council should be a last resort if you cannot agree a solution. The Council may refuse to investigate your complaint if they consider you have not done everything you reasonably could to settle your dispute. Even if there is a long history of negotiations between the parties, efforts to resolve the matter must have been made by the complainant after 1st June 2005.

Please keep the descriptions brief but say how you made the approach (e.g. face to face, phone, letter) and what the result was.

Example 1

- 12 June 2005 - phoned to ask if we could discuss hedge. Met on 19 March but we couldn't agree a solution;
- 15 July - mediators visited;
- 29 July - met neighbours and mediators. But still couldn't find an answer we were both happy with;
- 14 August - wrote to inform neighbour would be complaining to council.

Example 2

- 12 June 2005 - wrote to ask if we could discuss hedge. 2 weeks later still no reply;
- 9 July - wrote to ask if would speak to mediator. 2 weeks later still no reply;
- 7 August - wrote to inform neighbour would be complaining to council.

Example 3

- 12 June 2005 - saw neighbour in their garden and asked if we could discuss hedge. Neighbour came round on 19 March. Saw the effect of the hedge for themselves. Sympathetic but unwilling to reduce the hedge as much as we wanted;
- Neighbours willing to try mediation but discovered that neighbour mediation not available in our area. We live too far from the nearest service;
- 23 July - saw neighbour again and told them that, if we couldn't agree a solution, we would make a formal complaint to council. Left it for a couple of weeks then confirmed in writing that we would be going ahead with the complaint.

It is not necessary to send copies of all correspondence with your neighbour about the hedge - especially if the dispute is a long-running one. You need only provide evidence of your latest attempts to settle it. But you must be able to show that you have tried to resolve matters since 1st June 2005.

2. Criteria for making a complaint

Who can complain?

2.6: You must be the owner or occupier of the property affected by a high hedge in order to make a formal complaint to the council.

If you do not own the property (e.g. because you are a tenant or a leaseholder), you can still make a complaint. But you should let the owner (e.g. landlord or management company) know what you are doing.

2.7: The property does not have to be wholly residential but must include some living accommodation otherwise we cannot consider the complaint.

3. Grounds of complaint

It will help if you provide as much information as you can but keep it factual. Remember that a copy of this form will be sent to the person who owns the site where the hedge is growing, and to the person living there if they are different people.

Concentrate on the hedge and the disadvantages you actually experience because it is too tall.

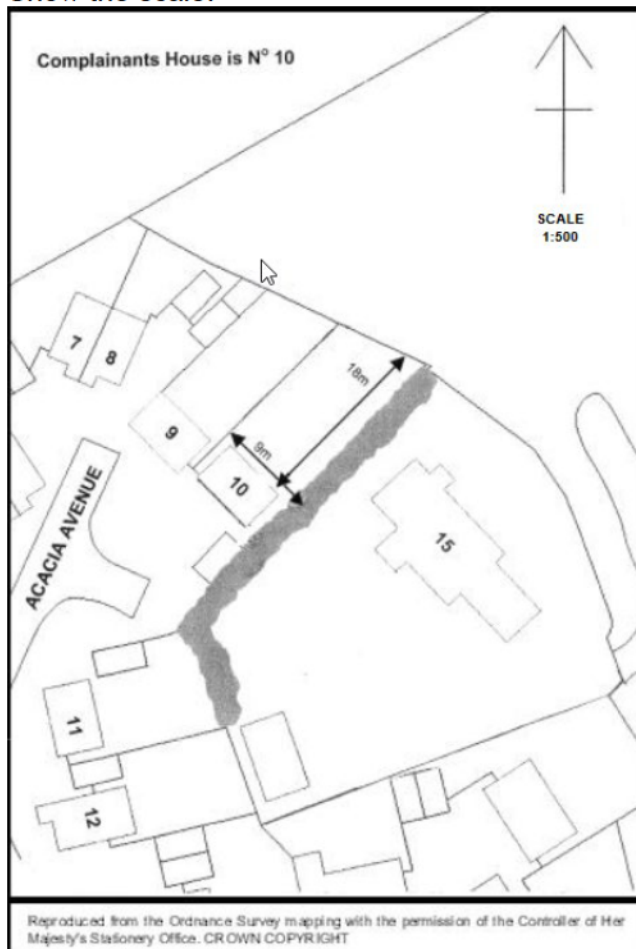
We cannot consider problems that are not connected with the height of the hedge. For example, if the roots of the hedge are causing damage to your property or are affecting your garden.

In addition, we are unable to consider matters that are not directly about the hedge in question. For example, that other people keep their hedges trimmed to a lower height; or that the worry is making you ill.

Please also provide a photo of the hedge and a scaled plan showing the location of the hedge and surrounding properties. A 1:500 scale plan is ideal.

When drawing your plan, please look at the example below and make sure that you:

- Mark and name surrounding roads.
- Show buildings, including adjoining properties. Add house numbers or names.
- Mark clearly the position of the hedge and how far it extends.
- Mark which way north is.
- Show the scale.



This plan is for illustration purposes only and is not drawn to scale.

Please include copies of any professional reports that you may have had prepared. If you are complaining about the hedge blocking light, please mark which way is north on your plan and provide relevant measurements (e.g. size of garden, distance between the hedge and any windows affected). All measurements must be in metres (m).

4. Previous complaints to the Council

We only need to know about formal complaints, made under the high hedges part of the Anti-social Behaviour Act 2003. You don't need to tell us about telephone calls or other informal contact with the council about your hedge problems.

5. Who's who / The parties

We need all these names and addresses because there are some documents that the law requires us to send to the owner **and** occupier of the land on which the hedge grows. These include our decision on the complaint.

5.1: Even if someone else is submitting the complaint on your behalf, it is important that we have your contact details. Tick the 'Yes' box if you prefer to be contacted by e-mail. We cannot send documents to you electronically unless you agree.

5.2: We need this information because we will have to get in touch with this person to arrange to visit the property so that we can see for ourselves the effect of the hedge.

5.3: Complete this section if you are a professional adviser, relative, friend or other representative.

You will be our main contact on all matters relating to this complaint. We will direct all queries and correspondence to you. Please bear this in mind.

If you tick the 'Yes' box, we will conduct all business relating to this complaint by e-mail. But we cannot send documents to you electronically unless you agree.

5.4: This will normally be the person you have talked to when you tried to agree a solution to your hedge problems.

If the site where the hedge is growing does not have a postal address, use the box to describe as clearly as possible where it is, e.g. 'Land to rear of 12 to 18 High Street' or 'Park adjoining Main Road'.

We need this information because we will have to contact these people for their comments, and to arrange to visit the site where the hedge is growing.

5.5: If you are in any doubt about who owns the property where the hedge is situated, you can check with the Land Registry. The relevant form 313 is on their website www.landregistry.gov.uk or can be obtained from the Local Office (tel: 02392 768888). The current fee for this service is £4, if you know the full postal address of the property.

Alternatively, Land Register Online (at www.landregisteronline.gov.uk) provides easy access to details of registered properties in England. Copies of title plans and registers held in electronic format can be downloaded in PDF format for £2 each. The register includes ownership details.

6. Supporting documents

Please make sure you have ticked all the relevant boxes. If you do not supply all the supporting documents, the Council will not be able to deal with your complaint.

If you have ticked the last box, please list these documents by date and title (e.g. January 2005 - surveyor's report). This will help us to check that we have got everything.

If you are submitting this form by email but will be posting supporting documents/cheques to us separately, put a reference number or title on them (e.g. hedge complaint, 12 High Street) so that we can match them up with your complaint.

7. Sending the complaint

You should make your cheque payable to Mid Sussex District Council.

7.3: A reduced fee of £250 is payable if you are claiming either Housing Benefit or Council Tax Benefit. If you are paying a reduced fee you must provide up to date documentary evidence of your eligibility, such as a recent Housing Benefit or Council Tax Benefit letter.

7.4: Please tick the box to confirm that you are willing for the Council to make enquiries in order to authenticate the payment of the reduced fee.