

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 and black ink.

YOU MUST PAY A FEE WHEN YOU SEND IN THIS FORM. The current fee is normally £370 but a reduced fee of £185 may apply – please see section 7.2 below.

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 Asked to discuss problem

1.2 Asked the hedge owner to try mediation

1.3 Informed them of intention to complain to Council

If you have not tried all the above steps, the Council might not proceed with your complaint.

1.4 Anything else you wish to add

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

Who can complain

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

Yes No

Please delete whichever does not apply.

Owner/Occupier

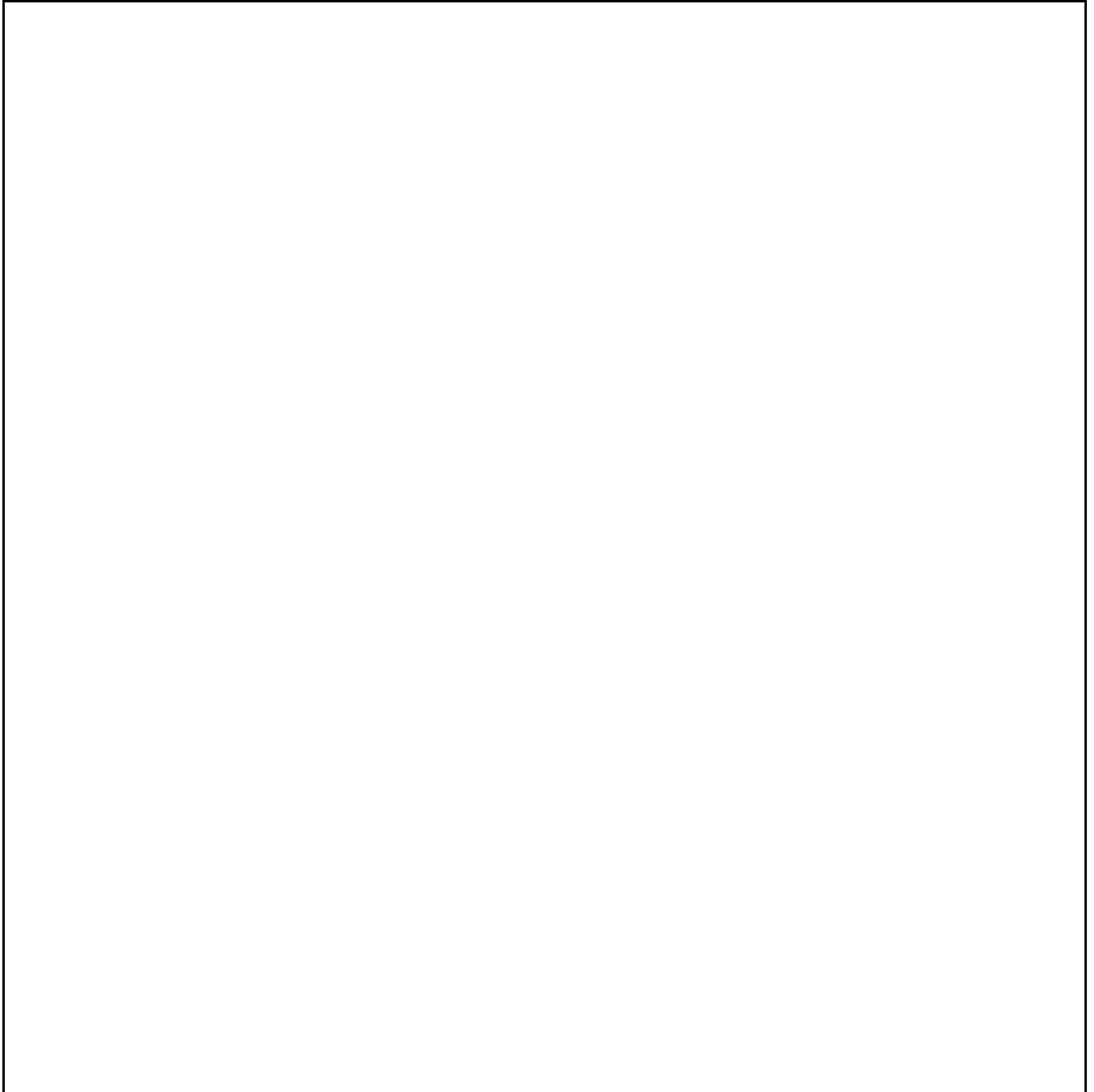
2.7 Is the complainant's property residential?

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 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.



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 have 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

5.1 Complainant's contact details

Name	Title <input type="text"/>	Forename <input type="text"/>	Surname <input type="text"/>
Address	<input type="text"/>		
	<input type="text"/>		
City/Town	<input type="text"/>		
County	<input type="text"/>	Postcode	<input type="text"/>
Daytime Telephone. No.	<input type="text"/>		
Mobile Telephone No.	<input type="text"/>		
Fax No.	<input type="text"/>		
Email Address	<input type="text"/>		

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

Name	Title	Forename	Surname
	<input type="text"/>	<input type="text"/>	<input type="text"/>
Address	<input type="text"/>		
	<input type="text"/>		
City/Town	<input type="text"/>		
County	<input type="text"/>	Postcode	<input type="text"/>
Daytime Telephone. No.	<input type="text"/>		
Mobile Telephone No.	<input type="text"/>		
Fax No.	<input type="text"/>		
Email Address	<input type="text"/>		

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

Name	Title	Forename	Surname
	<input type="text"/>	<input type="text"/>	<input type="text"/>
Address	<input type="text"/>		
	<input type="text"/>		
City/Town	<input type="text"/>		
County	<input type="text"/>	Postcode	<input type="text"/>
Daytime Telephone. No.	<input type="text"/>		
Mobile Telephone No.	<input type="text"/>		
Fax No.	<input type="text"/>		
Email Address	<input type="text"/>		

Is the Agent, or other person named above, content for us to contact them by email at the address provided?

Yes

No

Is the complainant, or their agent, a member or officer of Reigate and Banstead Borough Council or related to a member or officer of Reigate and Banstead Borough Council?

Yes No

5.4 Address of the site where the hedge is growing and name of persons living there, if known

	Title	Forename	Surname
Name(s)	<input type="text"/>	<input type="text"/>	<input type="text"/>
Address or description of location	<input type="text"/>		
City/Town	<input type="text"/>		
County	<input type="text"/>	Postcode	<input type="text"/>
Daytime Telephone. No.	<input type="text"/>		
Mobile Telephone No.	<input type="text"/>		
Fax No.	<input type="text"/>		
Email Address	<input type="text"/>		

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
Name	<input type="text"/>	<input type="text"/>	<input type="text"/>
Address	<input type="text"/>		
City/Town	<input type="text"/>		
County	<input type="text"/>	Postcode	<input type="text"/>
Daytime Telephone. No.	<input type="text"/>		
Mobile Telephone No.	<input type="text"/>		
Fax No.	<input type="text"/>		

Email Address

6. Supporting documents

6.1 Have you enclosed the following:

	Tick Box
A photo of the hedge	<input type="checkbox"/>
A location plan of the hedge and surrounding properties	<input type="checkbox"/>
Copies of correspondence with your neighbour about the hedge	<input type="checkbox"/>
Copies of any other documents that you mention (<i>please list these separately</i>)	<input type="checkbox"/>

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 and correct.

Tick Box

7.2 I enclose the fee of £370.

Tick Box

If you are on low income and currently claiming any of the following, please ask for a High Hedges Benefits Enquiry Form:

Housing Benefit; Council Tax Benefit (not single occupancy or disability reduction), Income Support, Working Tax Credit; Job Seekers Allowance or Pension Credit.

Written confirmation of the benefit claim will be required to qualify for a reduced complaint fee of £185.

Name

Date

7.3 POST OR EMAIL THIS FORM AND ALL ENCLOSURES TO:

**HEAD OF BUILDING AND DEVELOPMENT SERVICES
POLICY AND ENVIRONMENT DEPARTMENT
REIGATE AND BANSTEAD BOROUGH COUNCIL
TOWN HALL
CASTLEFIELD ROAD
REIGATE
SURREY RH2 0SH**

E-mail address: **hedgecomplaints@reigate-banstead.gov.uk**

7.4 Please also send a copy of this form to the people identified in Sections 5.4 and 5.5 above.

Tick the box to show you have done this

DATA PROTECTION ACT 1998

Information contained in this form is likely to be personal data within the terms of the Data Protection Act 1998, and as such will be held by the Council only for the purposes under the terms of the Data Protection Act. This form and accompanying documents will be open to public inspection.