



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 £550.

The Council will rely on the information you provide so please make sure it is clear and accurate. [View our privacy notice here.](#)

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 problem

1.2 Asked neighbour/hedge owner to try mediation

1.3 Informed neighbour/hedge owner of intention to complain to council

If you have not tried all of 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

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 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 to stick to the facts and provide all the relevant information to back up the points you are making.



To help the Council understand the 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 Councils 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 Complainants contact details

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 Number	<input type="text"/>		
Mobile Telephone Number	<input type="text"/>		
Fax Number	<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 Number	<input type="text"/>		
Mobile Telephone Number	<input type="text"/>		
Fax Number	<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 Number	<input type="text"/>		
Mobile Telephone Number	<input type="text"/>		
Fax Number	<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

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

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 Number	<input type="text"/>		
Mobile Telephone Number	<input type="text"/>		
Fax Number	<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

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 Number	<input type="text"/>		
Mobile Telephone Number	<input type="text"/>		
Fax Number	<input type="text"/>		
Email Address	<input type="text"/>		

6 Supporting documents

6.1 Have you enclosed the following:

A photo of the hedge	Tick box <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 (please list these separately)	<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.

Tick box

7.2 I enclose the fee of £550

Tick box

Name

Date

7.3 Post or email this form and all enclosures to:

**High Hedges Complaints
Planning Services
Elmbridge Borough Council
Civic Centre
High Street
Esher
Surrey
KT10 9SD**

Or email it to: tplan@elmbridge.gov.uk

7.4 Please also send a copy of this form to the people identified in Section 5 above.

Tick the box to show you have done this

