

High Hedges complaint form



Environmental Services Department

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 fee is currently £500. But if the person paying the fee is currently claiming benefit the fee will be £100. We will need a copy of one of the following documents before we can accept an application with a fee of £100:

- a copy of your latest council tax bill showing the benefit received; or
- a Housing Benefit notification letter from the Director of Finance at Wigan Council. These are sent to all customers in April. You can request another copy by either:
 - telephoning: 01942 828644 (Finance Department); or
 - visiting the Council Tax Office on Moore Street East, Whelley, Wigan; or
- a recent copy of your bank statement showing an entry for Housing Benefit; or
- a remittance slip which comes with a cheque for housing benefit and shows the period of the benefit.

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 the neighbour or hedge owner and asked them to discuss the problem.

1.2 Asked the neighbour or hedge owner to try mediation.

1.3 Informed the neighbour or hedge owner 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

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 state whether owner or occupier: Owner / Occupier

2.7 Is the property affected by the hedge 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 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: _____ Reference 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 Details of the parties involved

5.1 Complainant's contact details

Name: _____

Address: _____

Postcode: _____

Daytime telephone number: _____

Mobile telephone number: _____

Fax number: _____

Email address: _____

Is the complainant happy 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: _____

Address: _____

Postcode: _____

Daytime telephone number: _____

Mobile telephone number: _____

Fax number: _____

Email address: _____

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

Name: _____

Address: _____

Postcode: _____

Daytime telephone number: _____

Mobile telephone number: _____

Fax number: _____

Email address: _____

Is the Agent, or other person named above, happy 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: _____

Address: _____

Postcode: _____

Daytime telephone number: _____

Mobile telephone number: _____

Fax number: _____

Email address: _____

5.5 If known, give details of name and address of the person who owns the property where the hedge is situated, if different to 5.4.

Name: _____

Address: _____

Postcode: _____

Daytime telephone number: _____

Mobile telephone number: _____

Fax number: _____

Email address: _____

6 Supporting documents

6.1 Have you enclosed the following:

Tick box

A photograph 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)

If you are paying the reduced fee of £100, proof that you receive either
council tax benefit or housing benefit.

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 £ _____

Tick box

Sign your name _____ Date _____

7.3 You can post or email this form and all enclosures to:

Gillian Bishop, Executive Director Environmental Services, Development Control,
Environmental Services Department, Civic Buildings, New Market Street, Wigan
WN1 1RP

E-mail: environmentalservices@wigan.gov.uk

7.4 Tick the box to confirm that you have sent a copy of this form to the people
identified in Section 5.4 and 5.5.

You can also download this complaint form from our website at:
<http://www.wigan.gov.uk>.

Please note:

There is no guarantee that a complaint will result in action to reduce the height of a hedge.
Each case is decided on its own merits after the council has investigated all the
circumstances, including the hedge-owners comments.

**Gillian Bishop, Executive Director Environmental Services, Civic Buildings,
New Market Street, Wigan WN1 1RP, E-mail: environmentalservices@wigan.gov.uk,
Web site: www.wigan.gov.uk, Telephone: 01942 244991, Fax: 01942 404222,
Out of hours answerphone: 01942 404301**
