

**Planning and Building Service**

For Office Use Only	
Application No.	
Registration Date	

Use this form to submit a complaint to the Council about high hedges under Part 8 of the Anti-Social Behaviour Act 2003. It should be completed by the person making the complaint or their representative. The Council will rely on the information you provide so please make sure it is clear and accurate. Please use **BLOCK CAPITALS** and black ink.

**IMPORTANT**

- Before completing this form, you are strongly advised to read the guidance notes sent with it and the leaflet *'High Hedges : Complaining to the Council'*
- A fee must be submitted with this form. Please see our Fees and Charges list for current fee.

**1. Attempts to resolve the complaint**

Please describe what you have done to try and settle this matter. Give dates and say what the result was. Please provide copies of any letters you mention.

**1.1 Have you discussed this problem with the owner(s) of the hedge? If so, how and when**

**1.2 Have you put your concerns in writing to the owner(s) of the hedge? If so, how and when**

**1.3 Have you told them of your intention to complain to the Council? If so, how and when**

The above 3 steps are considered the minimum necessary for you to have done to try and resolve this matter. If they have not carried out, the Council might not proceed with your complaint.

**1.4 Have you asked the hedge owner to consider mediation or any steps to resolve the matter? If so, how and when**

If the answer is 'No' to any of the questions at 2 and 2.1 below, the criteria set out in the Act have not been met and the Council will not be able to consider your complaint.

## 2. Criteria for making a complaint *About the hedge*

Is the hedge – or the portion that is causing problems – made up of a line of 2 or more trees or shrubs?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Is it mostly evergreen or semi-evergreen?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Is it more than 2 metres above ground level?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Even though there are gaps in the foliage or between the trees, is the hedge still capable of obstruction light or views?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Is it growing on land owned by someone else?	Yes <input type="checkbox"/>	No <input type="checkbox"/>

## 2.1 Who can complain

Is the complainant the owner or occupier (e.g. tenant) of the property affected by the hedge?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Please select whichever applies	Owner/Occupier	
Is the property residential?	Yes <input type="checkbox"/>	No <input type="checkbox"/>

## 3 Grounds of complaint

Please describe the problems actually experienced as a result of the high hedge being too tall, and say how serious they are. It will save time and help your case if you keep to the facts and provide all 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 location plan 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**

Has a formal complaint been made to the Council before about this hedge?

Yes No 

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

Date Ref Number **4.1 What has changed since the Council last looked at this matter?**

If nothing has altered, the Council might not proceed with your complaint?

**5 Who's who/The parties *Complainant's contact details***

Name

Address

Postcode

Home Tel No.

Work Tel No.

Fax No.

Email Address

Is the complainant content for us to contact them by email, at the address provided?

Yes No **5.1 Address of the property affected by the hedge and name of the person living there, if different to 5**

Name

Address

Postcode

Home Tel No.

Work Tel No.

Fax No.

Email Address

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

Name

Address

Postcode

Home Tel No.

Work Tel No.

Fax No.

Email Address

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

Yes No

**5.3 Address of the site where the hedge is growing and name of person living there, if known.**

Name		
Address		
		Postcode
Home Tel No.	Work Tel No.	Fax No.
Email Address		

**5.4 Name and address of the person who owns the property where the hedge is situated, if different to 5.3 and if known**

Name		
Address		
		Postcode
Home Tel No.	Work Tel No.	Fax No.
Email Address		

**6 Supporting documents have you enclosed the following?**

A photograph 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"/>
You must also send a copy of this form to the people identified in Section 5.3 and 5.4 above <i>(Tick this box to show you have done this)</i>	<input type="checkbox"/>

**7 Sending the complaint**

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	<input type="checkbox"/>	
Fee attached	<input type="checkbox"/>	
Name.....	Signed.....	Date.....

**7.1 Post or Email this form and all enclosures to:**

Planning and Building Service  
Test Valley Borough Council  
Beech Hurst  
Weyhill Road  
Andover  
SP10 3AJ  
Email: [planning@testvalley.gov.uk](mailto:planning@testvalley.gov.uk)

Please note that the information contained on this form will not be treated as confidential and will be available for public inspection. Information will be held on a computer, may be available on the Council's website and used for planning purposes (Data Protection Act 1998)