



EAST CAMBRIDGESHIRE DISTRICT COUNCIL

The Grange, Nutholt Lane, Ely, Cambridgeshire, CB7 4EE

Telephone: 01353 665555

www.eastcambs.gov.uk

High Hedges Complaint Form

Use this form to submit a complaint to the Council about a high hedge, under Part 8 of the Anti-Social Behaviour Act 2003.

Before completing this form, please read the accompanying guidance notes.

YOU MUST PAY THE FEE OF £568 BEFORE YOU SUBMIT THIS FORM BY CALLING CUSTOMER SERVICES ON 01353 665555, AND MAKE A NOTE OF THE PAYMENT REFERENCE THEY PROVIDE ON THIS FORM

Fields marked with * are mandatory and your complaint may be delayed if these are not completed

SECTION 1: The Parties

Q1. Complainant's Contact Details *

Name:	Address:
Daytime telephone No:	Mobile telephone No:
Email Address:	☐ ☐
Are you happy for us to contact you by email? Yes ☐ No ☐	

Q2. Address of the property affected by the hedge (please provide name of person living there, if different to Q1)

Name:	Address:
Daytime telephone No:	Mobile telephone No:
Email Address:	

Q3. Contact details of agent or other person acting on behalf of complainant (if any)

Name:	Address:
Daytime telephone No:	Mobile telephone No:
Email Address:	☐
Is the agent or person named above happy for us to contact them by email? Yes ☐ No ☐	

Q4. Address of the site where the hedge is growing (please provide name of person living there, if known)*

Name:	Address:
Daytime telephone No:	Mobile telephone No:

Email Address:

Q5. Name and address of the person who owns the property where the hedge is situated (if different from Q4)

Name:

Address:

Daytime telephone No:

Mobile telephone No:

Email Address:

SECTION 2: Attempts to resolve the complaint

Q6. Please describe what you have done to try and resolve the issue. Give dates and say what the result was and please provide copies of any letters that you mention.

Have you approached neighbour/hedge owner and asked to discuss the problem?

Have you asked neighbour/hedge owner to try mediation?

Have you informed neighbour/hedge owner of your intention to complain to the Council?

If you have not tried all of the above steps, the Council may decide not to proceed with your complaint.

Any other information you feel is relevant

SECTION 3: Criteria for making a complaint

Q7. About the hedge

Is the hedge, or the portion that is causing problems, made up of two or more trees or shrubs?

☐ Yes ☐ No

Is it mostly evergreen or semi-evergreen?

☐ Yes ☐ No

Is it more than 2 meters above ground level?

☐ Yes ☐ No

Even if there are gaps in the foliage, is the hedge capable of obstructing light or views?

☐ Yes ☐ No

Is it growing on land owned by someone else?

☐ Yes ☐ No

Is the complainant the owner or occupier of the property affected by the hedge?

☐ Yes ☐ No

Owner/Occupier (please delete as appropriate)

Is the property in residential use?

Yes No

☐☐

If you have answered 'No' to any of the above questions, the criteria for taking action has not been met and the Council will be unable to consider your complaint.

SECTION 4: Grounds for complaint

Q8. Please describe the problems actually experienced as a result of the hedge being too tall, and say how serious they are. It will help your case if you stick to the facts and provide all relevant information to support the points you are making.

To help the Council understand your situation, please provide a photograph of the hedge and a plan or sketch of the site showing where the hedge is growing and the property affected (ensure the hedge is clearly marked)

SECTION 5: Previous complaints to the Council

Q9. Have you, or anyone else previously complained to the Council about this matter?

Has a formal complaint been made to the Council before ☐ Yes ☐ No about this hedge?

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

Date:

Reference No:

Please give details of anything that has changed since the last time the Council looked at this matter.

SECTION 6: Supporting Documents**Q10. Have you enclosed the following?**

A photograph of the hedge?	☐ Yes ☐ No
A plan showing the location of the hedge and surrounding properties (see last page)	☐ Yes ☐ No
Copies of correspondence with your neighbour regarding the hedge?	☐ Yes ☐ No
Copies of any other documents that you mention? (please list below)	☐ Yes ☐ No

SECTION 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.	☐ (please tick)
I have paid the necessary fee of £568	☐ (please tick)
	Payment reference:
Signed:	Date:

PLEASE POST OR EMAIL THIS FORM AND ALL ENCLOSURES TO:

Planning Enforcement
East Cambridgeshire District Council
The Grange
Nutholt Lane
Ely, CB7 4ee

E: planning.enforcement@eastcambs.gov.uk

Please also send a copy of this form to the people identified in Section 1 of this form.

SECTION 8: Sketch sheet (please include with completed complaints form)

Q11. Please clearly show the hedge that is subject to this complaint in relation to the property affected.