***Please complete this form in block letters, using black ink or type if you prefer. Before completing the form, you are advised to read the guidance notes at the back and the leaflet "High Hedges: complaining to the Council".***

This form allows us to determine if we are allowed to act in this case. Please complete all parts of the form

We will acknowledge your complaint within 10 working days and notify you if your concerns are to be investigated. If we determine that this is a case we can act upon you will be sent a further form which must be completed and returned with a non-refundable fee of £450

***Please provide your contact details***

|  |  |
| --- | --- |
| Applicant:Title/Name:Address:Post Code:Telephone No:Mobile No:E-Mail: | Agent:Title/Name:Address:Post Code:Telephone No:Mobile No:E-Mail: |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Preferred Method** |  | Post |  | E-mail |  | Telephone |

**of contact**

Please tick appropriate box ***(******)***

***Please provide the address of the property where the hedge is sited***

|  |  |  |  |
| --- | --- | --- | --- |
| **Address** |  |  |  |
|  |  (Please state property/company name if applicable) |  |  |
|  |  |  |  |
| ***Please enter the owners details if known*** |  |  |  |
| **Title / Name** |  |  |  |
|  |  |  |  |
| **Address** |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
| **Post Code** |  | **Telephone No.** |  |

***Attempts made to resolve the complaint***

Please describe what you have done to try to settle this matter. Give dates and say what result occurred. **If you have not tried a number of steps to resolve your dispute, including discussing the problem with your neighbour, writing to the owner and seeking independent mediation the Council is unable to proceed with your complaint. – please see attached leaflet**

Please provide copies of any letters or diary notes that you mention

***(Please use additional sheets in needed)***

***Criteria for making a complaint: (please tick***  ***the appropriate boxes below)***

|  |  |  |  |
| --- | --- | --- | --- |
|  |  |  |  |
| Is the hedge - or the portion that is causing problems - made up of a line of two or more trees or shrubs? | **Yes** |  | **No** |
|  |  |  |  |
| Is the hedge evergreen or semi-evergreen? | **Yes** |  | **No** |
|  |  |  |  |
| Is it more than 2 metres above ground level? | **Yes** |  | **No** |
|  |  |  |  |
| Does the hedge form a solid boundary so that you cannot see what lies behind it? | **Yes** |  | **No** |
|  |  |  |  |
| Is it growing on land owned by someone else? | **Yes** |  | **No** |
|  |  |  |  |
| Is the property residential? | **Yes** |  | **No** |

***Criteria for making a complaint***

You must be the owner **or** occupier of the property affected by a high hedge in order to make a formal complaint to the Council. If you do not own the property (eg because you are a tenant or a leaseholder), you can still make a complaint. But you should let the owner (eg landlord or management company) know what you are doing.

The property does not have to be wholly residential but must include some living accommodation otherwise we cannot consider the complaint.

#

#

##### High Hedges Complaint Form

***Previous complaints to the Council (please tick***  ***the appropriate box below)***

|  |  |  |  |
| --- | --- | --- | --- |
| Has a written complaint been made to the Council and not upheld? | **Yes** |  | **No** |

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

|  |  |  |  |
| --- | --- | --- | --- |
| Date |  | Reference No. |  |

What has changed since the Council last looked at this hedge?

**If nothing has altered, the Council will not proceed with your complaint.**

***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.

***Please sketch your location plan below***

To help us understand your situation better, please provide a photograph of the hedge if possible 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.

***Supporting documents (please tick***  ***the appropriate boxes below)***

Have you enclosed the following:

|  |  |
| --- | --- |
| 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 documents that you mention (please list separately below) |  |
|  |  |
|  |

***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.

I have/the complainant\* has given notice of this complaint to every person who, on the day of making it, was the owner of the hedge to which the dispute relates.

|  |  |  |  |
| --- | --- | --- | --- |
| Signature |  | Date |  |

\* Delete where appropriate

Post or E-mail this form to:

Planning Enforcement

Fylde Council

The Town Hall

St Annes Road West

Lytham St Annes

Lancashire

FY8 1LW

E-mail: planningenforcement@fylde.gov.uk

***Fees***

*A fee of £450 is payable before the complaint is investigated.*

***Method of payment of fee***

By Cheque: Please make you cheque payable to "Fylde Borough Council".

 Remember to date and sign your cheque.

By Credit / Please contact the Customer Service Centre on 01253 658658.

Debit Card:

***Guidance notes for completing this form***

**General notes**

These guidance notes are to help you fill in the form to make a complaint about a neighbouring high hedge.  **You should also read the leaflet *'High hedges: complaining to the Council'*.**

Consideration of your complaint will be delayed if you do not complete the form properly, do not provide the information requested.

You can obtain translations and large print versions of this guidance and the form through the Council.

***Contact details***

We need all these names and addresses because there are some documents that we are required, by law, to send to the owner **and** occupier of the land on which the hedge grows. This includes our decision on the complaint.

If the site where the hedge is growing does not have a postal address, use the box to describe as clearly as possible where it is, eg 'Land to rear of 12 to 18 High Street' or 'Park adjoining Main Road'. We need this information because we will have to contact these people for their comments, and to arrange to visit the site where the hedge is growing.

If you are in any doubt about who owns the property where the hedge is situated, you can check with the Land Registry. The relevant form is on their website https://www.gov.uk/search-property-information-land-registry or can be obtained from the Local Office. The current fee for this service is £6 for both the view of the registered owners and the relevant title plan, if you know the full postal address of the property.

***Attempts to resolve the complaint***

Please keep the descriptions brief but say how you made the approach (eg face to face, phone, letter) and what the result was.

***Example 1***

12 March 2005 - phoned to ask if we could discuss hedge. Met on 19 March but we couldn't agree a solution;

15 April - mediators visited;

29 April - met neighbours and mediators, but still couldn't find an answer we were both happy with;

14 May - wrote to inform neighbour would be complaining to Council.

***Example 2***

12 March 2005 - wrote to ask if we could discuss hedge. 2 weeks later still no reply;

9 April - wrote to ask if would speak to mediator. 2 weeks later still no reply;

7 May - wrote to inform neighbour would be complaining to Council.

***Example 3***

12 March 2005 - saw neighbour in their garden and asked if we could discuss hedge. Neighbour came round on 19 March. Saw the effect of the hedge for themselves. Sympathetic but unwilling to reduce the hedge as much as we wanted and unwilling to try mediation.

23 April - saw neighbour again and told them that, if we couldn't agree a solution, we would make a formal complaint to Council. Left it for a couple of weeks then confirmed in writing that we would be going ahead with the complaint.

It is not necessary to send copies of all correspondence with your neighbour about the hedge - especially if the dispute is a long-running one. You need only provide evidence of your latest attempts to settle it.