



REF NO.

Complaint Form - High Hedges

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In performing this service, the Council may share your information with other organisations or departments, but only when it is satisfied that it is necessary to perform a public task, or to exercise its statutory duties to do so.

The Council may also share your personal information for the purposes of the prevention, investigation, detection, or prosecution of criminal offences, but will not share your personal information, or use it for this, or any other purpose, unless provided for by law.

More detailed information about the Council's handling of your personal data can be found in its [privacy policy](#) which is available online or on request.

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 £500 and cheques must be made payable to Southampton City Council.

The Council will rely on the information you provide so please make sure it is clear and accurate.

1. Criteria for making a complaint

About the hedge

- 1.1 Is the hedge – or the portion that is causing problems – made up of a line of 2 or more trees or shrubs? Yes No
- 1.2 Is it mostly evergreen or semi-evergreen? Yes No
- 1.3 Is it more than 2 metres above ground level? Yes No
- 1.4 Even though there are gaps in the foliage or between the trees, is the hedge still capable of obstructing light or views? Yes No
- 1.5 Is it growing on land owned by someone else? Yes No

Who can complain

- 1.6 Is the property residential? Yes No
- 1.7 Is the complainant the owner or occupier (eg tenant) of the property affected by the hedge? Yes No
- Please tick whichever applies. Owner Occupier

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.

If you have answered 'Yes' to any of the questions you will need to answer the questions overleaf.

2. Address details for the complainant and hedge owner

2.1 Complainant's contact details

Title Forename Surname
Address
Postcode Email address
Telephone number Mobile phone number

Are you content for Southampton City Council to use the above email address for contact purposes? Yes No

2.2 Address of the property affected by the hedge and name of the person living there (if different to 2.1)

Title Forename Surname
Address
Postcode Email address
Telephone number Mobile phone number

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

Title Forename Surname
Address
Postcode Email address
Telephone number Mobile phone number

Is the agent content for Southampton City Council to use the above email address for contact purposes? Yes No

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

Title Forename Surname
Address
Postcode Email address
Telephone number Mobile phone number

2.5 Name and address of the person who owns the property where the hedge is situated, if different to 2.4 and if known

Title Forename Surname
Address
Postcode Email address
Telephone number Mobile phone number

3. 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.

3.1 Have you approached the hedge owner and asked to discuss the problem?
If yes please give details (continue on a separate sheet if necessary)

Yes No

Date	What your actions were?	What was the outcome?

3.2 Have you tried formal mediation with your neighbour/hedge owner?
If yes please give details (continue on a separate sheet if necessary)

Yes No

Date	What your actions were?	What was the outcome?

3.3 Have you informed the hedge owner of your intention to complain to the council?
If yes please give details (continue on a separate sheet if necessary)

Yes No

Date	What your actions were?	What was the outcome?

If you have not tried all the above steps, the council might not proceed with your complaint.

3.4 If you feel there is any other relevant information that is pertinent to this complaint then please include it here. (continue on a separate sheet if necessary)

4. 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.

To help the council understand your 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.

5. Previous complaints to the council

5.1 Has a formal complaint been made to the council before about this hedge?
If yes please give details (continue on a separate sheet if necessary)

Yes No

Date	Reference number	Council decision

5.2 What has changed since the council last looked at this? (continue on a separate sheet if necessary)

If nothing has altered, the council might not proceed with your complaint.

6. Supporting documents

6.1 Have you enclosed the following:

A cheque for £500 to cover the fee

A photograph of the hedge

A location plan of the hedge and surrounding properties

Copies of correspondence with the hedge owner about the hedge

Copies of other documents you mention (please list separately)

Copies of evidence of a reduced fee (if applicable)

Copies of evidence of formal mediation and fee paid (if applicable)

7. Declaration

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. I agree that the council may check the authenticity of my benefit entitlement (if applicable).

7.2 I enclose the fee of

7.3 I have sent a copy of this form to the people identified as the hedge owners.

Signature

Name (printed)

Date

Please send your completed form to:

The Tree Team
Southampton City Council
Civic Centre
Southampton
SO14 7LY

Email trees@southampton.gov.uk

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