

When calling please contact
Steve Jones or **Andrew Bucklitch**
on **01527 881321** or **881320**
or e-mail **trees@bromsgrove.gov.uk**



Bromsgrove
District Council

www.bromsgrove.gov.uk

Planning and Environment Services

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Fax: (01527) 881313

DX: 17279 Bromsgrove

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Re: COMPLAINT ABOUT A HIGH HEDGE

You have indicated that you may wish to make a formal complaint about your neighbour's hedge, under Part 8 of the Anti-social Behaviour Act 2003. The Council can only intervene once you have tried and exhausted all other avenues for resolving your hedge dispute. A copy of the leaflet ***Over the garden hedge*** is enclosed which sets out some steps that you should consider trying.

The Council's role is to act as an independent and impartial adjudicator in those cases which people cannot settle for themselves. We cannot negotiate or mediate between you and your neighbour.

If you have discussed the problem with your neighbour but have been unable to agree a solution, then you may be able to make a formal complaint. You should, however, bear in mind that the Council can reject a complaint if we think someone has not done everything they reasonably could to negotiate a solution to their hedge problems. So if you don't follow the advice in the leaflet, you will need to explain why not.

I enclose our complaints form together with some guidance notes to help you complete it. Before filling it in, you should read the enclosed leaflet ***High hedges: complaining to the Council***. This explains what complaints we can consider and how we will deal with them. The leaflet also sets out what we expect you to have done to try to settle your hedge dispute.

The complaint form constitutes your statement of case as to why you consider the hedge is adversely affecting the reasonable enjoyment of your domestic property. It will be an important document in the Council's consideration of the complaint, as well as in any subsequent appeal against our decision. In setting out your grounds of complaint, therefore, you should describe fully the problems caused by the hedge, their severity and the impact on you. Please also send us any supporting information that you want us to take into account.

Please return the completed form to the above address. You must also send a copy to the owner and occupier of the land where the hedge is situated. When we receive your formal complaint, we will run some checks to make sure that it meets the requirements set out in Part 8 of the Anti-social Behaviour Act 2003 and that we can, therefore, deal with it. If we cannot proceed with the complaint, we will tell you why not. Otherwise, we will acknowledge that we have received it and explain what happens next.



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