

Complaint form: high hedges



Hinckley & Bosworth
Borough Council

A Borough to be proud of

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 £350.

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

1. 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.

1.1 Approached neighbour/hedge owner and asked to discuss problem

2017 Unofficially attempted to speak with Mr and Mrs Coo regarding their hedge but they would not consider it
17th October 2024 Formally asked Neighbours to address the hedge as it was too high and speaking wasn't working

1.2 Asked neighbour/hedge owner to try mediation

17th October 2024 Sent a letter with recorded delivery but received no reply

1.3 Informed neighbour/hedge owner of intention to complain to council

18th December sent another letter with recorded delivery
Stating how they hadn't acknowledged our previous letter
and that they had left us no choice but to contact
the council

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

1.4 Anything else

27 Jan 2025 sent copies of the letters to the council
and Rudi Simpson replied with this form to fill out.

2. Criteria for making a complaint

About the hedge

2.1 Is the hedge - or the portion that is causing problems - made up of a line of 2 or more trees or shrubs?

Yes

☒

No

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2.2 Is it mostly evergreen or semi-evergreen?

Yes

☒

No

☐

2.3 Is it more than 2 metres above ground level?

Yes

☒

No

☐

2.4 Even though there are gaps in the foliage or between the trees, is the hedge still capable of obstructing light or views?

Yes

☒

No

☐

2.5 Is it growing on land owned by someone else?

Yes

☒

No

☐

Who can complain

2.6 Is the complainant the owner or occupier (eg tenant) of the property affected by the hedge?

Yes

☒

No

☐

Please delete whichever does not apply.

Owner / ~~Occupier~~

2.7 Is the property residential?

Yes

☒

No

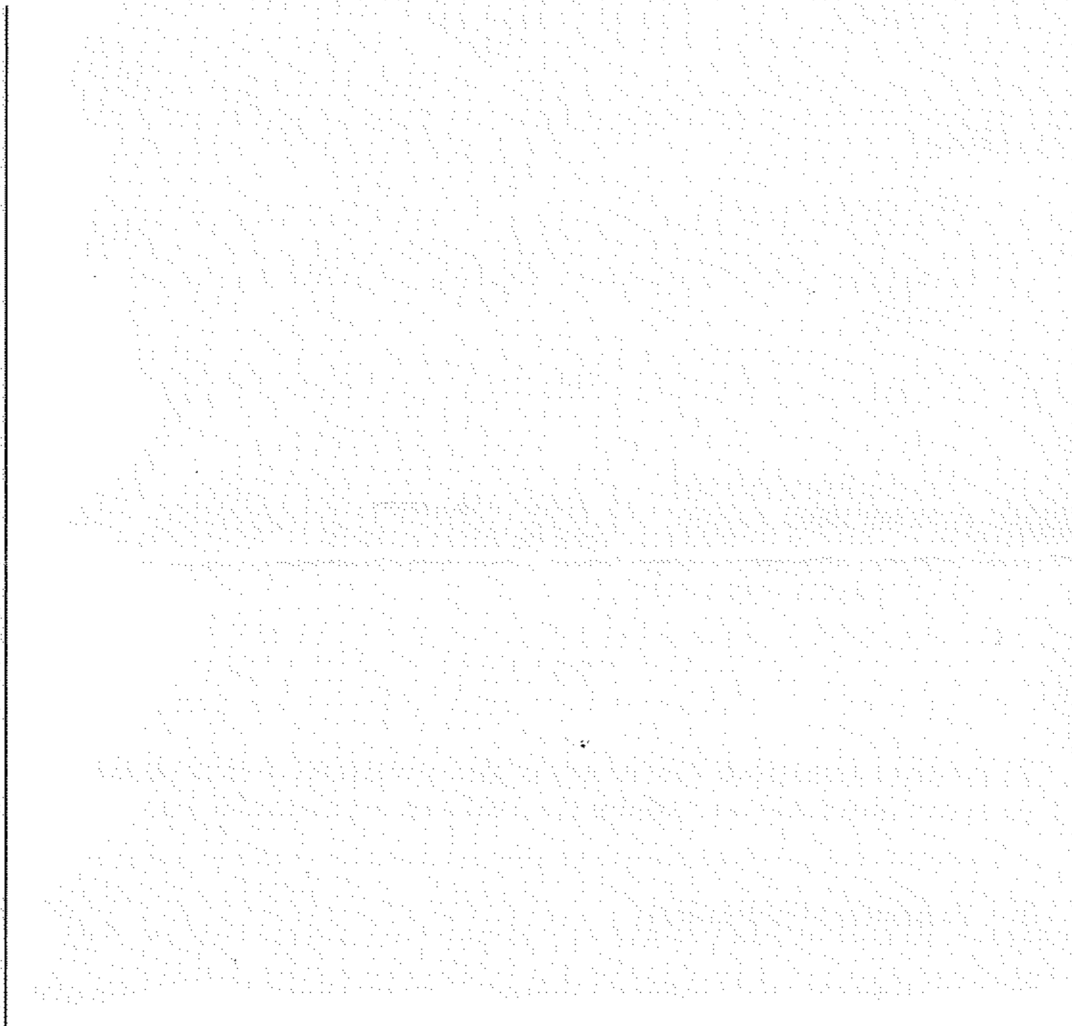
☐

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.

3. 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.

We have a conservatory to the rear of our property and the loss of light because of the overgrown hedge is preventing us from enjoying it.
We changed to a glass roof to try and remedy the situation however it is still affected.
The loss of light is affecting our health and ability to enjoy our own garden and indeed house.



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.

4. Previous complaints to the Council

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

Yes

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No

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

Date

Ref
number

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

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

5. Who's who/The parties

5.1 Complainant's contact details

Name	Title	Forename	Surname
	Mr	Colin	Coleman
Address	63, High Street Desford		
City/Town	Leicester		
County	Leicestershire	Postcode	LE9 9JF
Daytime Telephone No.			
Mobile Telephone No.			
Fax No.			
Email Address			

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

Yes

☒

No

☐

5.2 Address of the property affected by the hedge and name of the person living there, if different to 5.1

Name	Title	Forename	Surname
		Richard	Richard

Address		
City/Town		
County		Postcode
Daytime Telephone No.		
Mobile Telephone No.		
Fax No.		
Email Address		

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

	Title	Forename	Surname
Name			
Address			
City/Town			
County		Postcode	
Daytime Telephone No.			
Mobile Telephone No.			
Fax No.			
Email Address			

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

Yes

No

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

	Title	Forename	Surname
Name	Mr and Mrs	Richard and Mary	Carr
Address or description of location	29 Church Lane Desford		
City/Town	Leicester		
County	Leicestershire	Postcode	LE9 9GD
Daytime Telephone No.			
Mobile Telephone No.			
Fax No.			
Email Address			

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

	Title	Forename	Surname
Name			
Address			
City/Town			
County		Postcode	
Daytime Telephone No.			
Mobile Telephone No.			
Fax No.			
Email Address			

6. Supporting documents

6.1 Have you enclosed the following:

A photo of the hedge

Tick
box

☒

A location plan of the hedge and surrounding properties

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Copies of correspondence with your neighbour about the hedge

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Copies of any other documents that you mention (please list these separately)

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7. Sending the complaint

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.

Tick box

☒

7.2 I enclose the fee of £350.

Tick box

☒

Name

Iris Coleman

Date

8 Feb
25

7.3 POST OR EMAIL THIS FORM AND ALL ENCLOSURES TO:

Hinckley and Bosworth Borough Council
Hinckley Hub
Rugby Road
Hinckley
Leics
LE10 0FR

7.4 Please also send a copy of this form to the people identified in Section 5 above.

Tick the box to show you have done this

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