

Complaints Form - High Hedges

Before completing this form, please read the guidance notes attached and the 'High Hedges': Complaining to the Council'. Please use **BLOCK CAPITALS** and **black ink**.

YOU MUST PAY A FEE WHEN YOU RETURN THIS FORM. The current fee is £320.
This is not refundable.

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

1. Contact Details

1.1 Name and address of the person that we should send all communications about this complaint to.

Name	Title	<input type="text"/>	Forename	<input type="text"/>	Surname	<input type="text"/>
Address	<input type="text"/>					
Post Code	<input type="text"/>					
Telephone Number	<input type="text"/>					
Daytime Telephone No.	<input type="text"/>					
Facsimile Number	<input type="text"/>					
Email Address	<input type="text"/>					

1.2 Are you submitting this on behalf of the person who is bringing the complaint?

Yes

No

1.3 Do you agree to us sending documents about this complaint to the email address that you have provided?

Yes

No

2. Property Affected by the Hedge

2.1 Is it used solely as housing (even if there is no-one living there at present?)

Yes

No

2.2 If you have ticked 'NO', please describe what the property is used for.

2.3 Address of the property, if different to 1.1 (include postcode)

2.4 Name of the person there and contact details, if different to 1.1

Name Title Forename Surname

Daytime Telephone No.

Facsimile Number

Email Address

2.5 Name and address of the person who owns the property, if different to 1.1

Name Title Forename Surname

Address, including
postcode

Telephone Number

Daytime Telephone No.

Facsimile Number

Email Address

3. Location of Hedge

3.1 Address of the site where the hedge is growing

**Address, including
postcode**

3.2 Name of the person living there and contact details

Name

Title

Forename

Surname

Daytime Telephone No.

Facsimile Number

Email Address

3.3 Name and address of the person who owns the property, if different to 1.1

Name

Title

Forename

Surname

**Address, including
postcode**

Telephone Number

Daytime Telephone No.

Facsimile Number

Email Address

4. About the Hedge

Please provide a photograph 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.

4.1 Are there 2 or more trees or shrubs in the line of hedge?

Yes

No

4.2 Are the trees and shrubs in it mainly evergreen or semi-evergreen?

Yes

No

4.1 Is it over 2 metres tall along its whole length?

Yes

No

If you have answered 'NO' to any of the questions in this section, the hedge does not meet the legal definition and the council cannot consider your complaint.

5. Grounds of Complaint

Please describe the practical disadvantages caused by 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.

6. Previous Attempts to Resolve the Complaint

Please describe what you have done to try to settle this matter amicably. Give dates and say what the result was. Please provide copies of any letters that you mention

6.1 Asked to speak to neighbour

Date

What
Happened

6.2 Asked them to try mediation

Date

What
Happened

6.3 Informed them of intention to complain to council

Date

What
Happened

6.4 Anything else

Date

What
Happened

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

7. Previous Complaints to the Council

7.1 Has a previous complaint been made to the council about this hedge?

Yes

No

7.2 If you have ticked 'YES', what was the date of the Council's decision letter?

Date

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

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

8. Checking and Sending

8.1 Have you:

- Completed the whole of this form
- Enclosed a photograph of the hedge
- Enclosed a location plan of the hedge and surrounding properties
- Enclosed copies of correspondence with your neighbour about the hedge
- Enclosed copies of any other documents that you mention
- Enclosed a cheque for £320, made payable to the "City and County of Swansea".
I understand that this fee is non-refundable

8.2 Now sign and date the form

Signed

Date

8.3 Send a copy of this form to the people identified in Section 3 above.

- Tick the box to show you have done this

8.4 Send or email this form and all enclosures to:.

**Environment Department Housing
and Public Health Division The
Guildhall
SWANSEA
SA1 4PE**

You can also download this Complaint Form from our website at:

<http://www.swansea.gov.uk>

Swansea Council is the data controller for the personal information you provide on this form. Your information will be used to provide you with the service that you have requested and will not be used for any other purpose. We will not share your data with any third parties without your explicit consent unless we are required or permitted to do so by law.

Data protection law describes the legal basis for our processing your data as necessary for the performance of a contract. For further information about how Swansea Council uses your personal data, including your rights as a data subject, please see our corporate privacy notice on our website.