



These notes are to help you complete the high hedge complaint form issued by Nuneaton and Bedworth Borough Council in connection with a high hedge at a neighbouring property. Please also refer to the booklet "High Hedges: complaining to the Council".

If you are unsure of how to fill in the form please contact the Development Control team on 024 7637 6328 for advice.

Please note if you do not complete the form correctly or do not provide the information requested your complaint may be delayed. Completing the form correctly does not mean that the Council will take action, investigations will take place to establish if the legislation applies and if not, no action can be taken.

Section 2. Who is involved?

You must be the owner or occupier of the domestic property affected by a high hedge. The property does not have to be wholly residential, but must include some separate living accommodation in order for the complaint to be considered.

If you do not own the property because you are a tenant or leaseholder, you can still make a complaint but you should let the owner know that a complaint is being made.

The form can be filled in by a representative or agent of the owner/occupier of the affected property, but you must be acting with their knowledge and agreement. This persons details should be entered in part 1a.

All of the names and addresses are needed 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.

Part 1b only needs to be completed if the complainant does not live at the affected property. The information is needed as we will have to contact the occupier to visit the property to see the impact for ourselves.

The person named in part 1a will be the main point of contact and all correspondence and queries will be directed to them.

If you are in doubt about who owns the land on which the hedge is located you can check with the Land Registry. The relevant form is on their website (www.landregistry.gov.uk) or you can get it from their local office. The closest office to Nuneaton and Bedworth Borough Council is:

Land Registry Coventry Office
Leigh Court
Torrington Avenue
Tile Hill
Coventry
CV4 9XZ

Tel: (024) 7686 0860



Alternatively Land Register Online (www.landregisteronline.gov.uk) provides access to details of registered properties in England. Copies of the title plans and registers can be downloaded.

The Land Registry charge a small fee for these services.

Section 3. Attempts to resolve the complaint.

Please keep the descriptions brief but please say the date when you approached the owner, how you made the approach ie face to face, over the phone, letter, what you said and what the response was.

If the dispute is long-running please only send details of approaches and responses within the 4 months prior to making the complaint to the Council.

Section 4. Grounds of Complaint

Please provide as much factual information as possible. You will have to send a copy of this form and attachments to the to the person who owns the hedge and the person who lives there if they are different people.

Please concentrate on the problems you experience because of the hedge's height. Things not connected to the height cannot be considered, for example the problems the roots cause, fears that it will fall over or the worry that it is causing.

When drawing you plan please ensure that you mark on surrounding road names, sketch in the buildings including adjoining properties with house numbers, mark the position of the hedge and how far it extends on the boundary. Please indicate which way is north and which windows in the property are affected and which rooms they serve. Please supply all relevant measurements in metres.

Section 5. Previous High Hedge Complaints

Only previous formal complaints made to the Council about this particular hedge need to be included, not any telephone calls or informal approaches made to the Council about the issue. If you have made a formal complaint to the Council about another hedge on the same property or have made a complaint about a high hedge at another property, these should also be excluded from this section.

Section 6. Supporting Documentation

Please make sure all of the relevant boxes have been ticked. If other relevant documents are submitted with your complaint, please attach a list of the documents so that we are sure we have everything that we need for the complaint.