Kettering Borough Council is committed to protecting your privacy when using our services. Before completing this form, please read our Privacy Notice at www.kettering.gov.uk/privacynoticeplanning which tells you how we use your information, who we may share it with and why. It also details what you can do if you have any concerns and how to request the information we hold about you.

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.

The High Hedge Guidance Notes and the leaflet 'High Hedges: Complaining to the Council' provide further details. Please use BLOCK CAPITALS and black ink.

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 all letters that you mention.

1.1 Asked to discuss problem with owner/wrote letters to the owner

1.2 Asked the hedge owner to try mediation

1.3 Informed them of intention to complain to council

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

1.4 Anything else
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 ☐

2.2 Is it mostly evergreen or semi-evergreen?

Yes ☐ No ☐

2.3 Is it more than 2 metres above ground level measured from the base of the trees?

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.

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 [ ] No [ ]

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

Date:
Ref. No:

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

Title: Initials: Surname:
Address: Postcode:

Daytime telephone No:
Mobile telephone No:
Fax No:
E-mail address:

Is the Complainant content for use to contact them by e-mail, 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.

Title: Initials: Surname:
Address: Postcode:
Daytime telephone No: Mobile telephone No: Fax No: E-mail address:

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

Title: Initials: Surname:
Address: Postcode:
Daytime telephone No: Mobile telephone No: Fax No: E-mail address:
Is the Agent, or other person named above, content for use to contact them by e-mail, 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: Initials: Surname:
Address or description of location: Postcode:
Daytime telephone No: Mobile telephone No: Fax No: E-mail 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: Initials: Surname:
Address: Postcode:
Daytime telephone No: Mobile telephone No: Fax No: E-mail address:
6. **Supporting Documents**

6.1 Have you enclosed the following:-

- Photograph(s) of the hedge
- A location plan of the hedge and surrounding properties
- Copies of all correspondence with your neighbour about the hedge
- Copies of any other documents that you mention
  (please list these separately)

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

7.2 I enclose the fee of £400

    Name:

    Date:

7.3 Post or e-mail this form and all enclosures to:

    Kettering Borough Council
    Development Services
    Municipal Offices
    Bowling Green Road
    KETTERING
    Northants NN15 7QX

7.4 Please also send a copy of this form to the people identified in Sections 5.4 and 5.5

    Tick the box to show you have done this