



## HIGH HEDGES: Complaint Form

Use this form to submit a complaint about a high hedge, under the High Hedges Act (Northern Ireland) 2011. A representative can complete this form on your behalf.

Before completing this form, please read the guidance notes and the 'High Hedges Act (Northern Ireland) 2011 – Guidance for Complainants' which can be found at [www.belfastcity.gov.uk/highhedges](http://www.belfastcity.gov.uk/highhedges)  
Please use BLOCK CAPITALS and black ink (if printing the form to complete).

**YOU MUST PAY A FEE WHEN YOU SEND IN THIS FORM.** The current fee is £350.

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

### 1. About the hedge

- |  |     |                          |    |                          |
|--|-----|--------------------------|----|--------------------------|
| 1.1 Does the complaint refer to a line of two or more trees or shrubs?   | Yes | <input type="checkbox"/> | No | <input type="checkbox"/> |
| 1.2 Is it mostly evergreen or semi-evergreen?  | Yes | <input type="checkbox"/> | No | <input type="checkbox"/> |
| 1.3 Is it more than two metres above ground level?   | Yes | <input type="checkbox"/> | No | <input type="checkbox"/> |
| 1.4 Even though there are gaps in the foliage or between the trees, is the hedge still capable of obstructing light? | Yes | <input type="checkbox"/> | No | <input type="checkbox"/> |
| 1.5 Is it growing on land owned by someone else?   | Yes | <input type="checkbox"/> | No | <input type="checkbox"/> |

### Your complaint

- |  |       |                          |          |                          |
|--|-------|--------------------------|----------|--------------------------|
| 1.6 Are you the owner or occupier (for example, the tenant) of the property affected by the hedge? | Owner | <input type="checkbox"/> | Occupier | <input type="checkbox"/> |
| 1.7 Is the property residential?   | Yes   | <input type="checkbox"/> | No       | <input type="checkbox"/> |

**Please note: If you answered 'No' to any of the questions in section 1, you have not met the criteria for making a complaint. Unfortunately, we cannot consider your complaint.**

**2. Grounds of complaint**

Please describe the problems you are experiencing as a result of the hedge being too tall, and the effect caused. It will save time and help your case if you stick to the facts and provide all relevant information to support your case.

**Remember that the High Hedges Act only deals with adverse effects on reasonable enjoyment due to loss of light.**

**3. Attempts to resolve the complaint**

Please describe the actions you have taken to try and settle this matter. Give dates and the results. Please provide copies of any recent letters that you mention. Please continue on a separate page if required.

3.1 Approached neighbour or hedge owner and asked them to discuss problem

Date	Result

**If you have not tried all the above steps, we may not proceed with your complaint.**

3.2 Asked neighbour or hedge owner to try mediation (please name mediation organisation you suggested)

Date	Result
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3.3 Informed neighbour or hedge owner of intention to complain to council

Date	Result
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3.4 Anything else

Date	Result
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**To help us understand your situation, please provide the following:**

1. a photo of the hedge, and
  2. a plan or sketch of the site where the hedge is growing and the property it is affecting, with the hedge clearly marked on it.
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**4. Previous complaints to us:**

4.1 Have you or your representative made a formal complaint to us before about this hedge?

4.2 If you have ticked 'Yes', do you know the date or reference number of our decision letter?

Date:  Ref. No.

4.3 What has changed since we last looked at this?

**If nothing has altered, we may not proceed with your complaint.**

**5. The Parties**

5.1 Your contact details (as the complainant)

	<b>Title</b>	<b>Forename</b>	<b>Surname</b>
<b>Name</b>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<b>Address</b>	<input type="text"/>		
	<input type="text"/>		
<b>City</b>	<input type="text"/>		
<b>County</b>	<input type="text"/>	<b>Postcode</b>	<input type="text"/>
<b>Telephone number</b>	<input type="text"/>		
<b>Mobile telephone number</b>	<input type="text"/>		
<b>Email address</b>	<input type="text"/>		

Are you happy for us to contact you by email, at the address provided? Yes  No

5.2 Contact details of the person acting on behalf of the complainant or representative (if applicable)

	<b>Title</b>	<b>Forename</b>	<b>Surname</b>
<b>Name</b>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<b>Address</b>	<input type="text"/>		
	<input type="text"/>		
<b>City</b>	<input type="text"/>		
<b>County</b>	<input type="text"/>	<b>Postcode</b>	<input type="text"/>
<b>Telephone number</b>	<input type="text"/>		
<b>Mobile telephone number</b>	<input type="text"/>		
<b>Email address</b>	<input type="text"/>		

Is your representative happy for us to contact them by email, at the address provided?

Yes  No

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

	<b>Title</b>	<b>Forename</b>	<b>Surname</b>
<b>Name</b>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<b>Address</b>	<input type="text"/>		
	<input type="text"/>		
<b>City</b>	<input type="text"/>		
<b>County</b>	<input type="text"/>	<b>Postcode</b>	<input type="text"/>
<b>Telephone number</b>	<input type="text"/>		
<b>Mobile telephone number</b>	<input type="text"/>		
<b>Email address</b>	<input type="text"/>		

5.4 Name and address of the person who owns the property where the hedge is situated - *if different to 5.3 and if known*

	<b>Title</b>	<b>Forename</b>	<b>Surname</b>
<b>Name</b>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<b>Address</b>	<input type="text"/>		
	<input type="text"/>		
<b>City</b>	<input type="text"/>		
<b>County</b>	<input type="text"/>	<b>Postcode</b>	<input type="text"/>
<b>Telephone number</b>	<input type="text"/>		
<b>Mobile telephone number</b>	<input type="text"/>		
<b>Email address</b>	<input type="text"/>		

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**6. Supporting documents**

6.1 Have you enclosed the following? *(please tick box)*

- A photo of the hedge
- A location plan of the hedge and surrounding properties
- Copies of your most recent correspondence with your neighbour about the hedge
- Copies of any other documents that you mention (please list 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.

7.2 Signature \_\_\_\_\_ Print Name \_\_\_\_\_

7.3 I enclose the fee of £350, payable by - Cheque

**7.4 Post or email this form and all supporting information to:**

Landscape Planning and Development Unit  
City and Neighbourhood Services Department  
Belfast City Council  
Cecil Ward Building  
4-10 Linenhall Street  
BELFAST  
BT2 8BP