

Brief overview of the Council's High Hedge services

The High Hedge Legislation sets out a framework for the Council to deal with complaints about neighbouring hedges. The Council offers two services for people affected by a neighbour's hedge; an Initial Site Survey and the Formal Complaint.

The fee for the Council dealing with your Formal Complaint is £250.00. This has been set to cover the cost of dealing with the complaint and any resultant legal action that may occur.

There may be circumstances where action will not be taken and the fee will not be refunded. The Council recognises that paying £250.00 for a Formal Complaint that may result in no action being taken appears unfair in the circumstances.

Initial Site Survey

Therefore, we offer an informal Initial Site Survey service that will give you our opinion so that you can make a more informed decision as to whether to proceed with a formal complaint. To meet the cost of this service, a fee of £75.00 is required.

If you wish to benefit from this service, please complete the Initial Site Survey application on our website and contact the Planning Department to pay the application fee of £75.00.

We will survey the hedge from your garden and will write to you with our opinion on what action can be taken. We will not contact your neighbour. Given the limited nature of this service, our opinion is given without prejudice to any future formal application and there is no right of appeal. There is no requirement to demonstrate that you have consulted with your neighbour or entered into mediation.

Formal Complaint

If you have taken advantage of the Initial Site Survey service and wish to proceed with a Formal Complaint, the fee for a formal application will be £175.00.

The Council's role is not to negotiate, but to make an impartial assessment of the impact of the hedge on the amenity of your property and to serve a Remedial Notice where necessary. We will survey the hedge from your garden and your neighbour's garden, and all the information will be taken into consideration.

We will not accept a Formal Application if you do not provide evidence that you have attempted to resolve the dispute by reaching agreement with your neighbour. You must retain copies of any letters or correspondence between you and the hedge owner to submit with the application. You should also consider involving an independent, impartial person to mediate between you and your neighbour if you do not get on or the dispute is long running.

If you wish to benefit from this service, please complete the Formal Complaint application on our website and contact the Planning Department to pay the application fee of £250.00 (or £175.00 if you have already paid for an Initial Site Survey).

If you require any further information or advice, please contact the Planning Department on (0151) 691 8399.