



Worcester City Council

The Guildhall, High Street, Worcester, WR1 2EY

Tel: 01905 722233 www.worcester.gov.uk

High Hedge Complaints

Worcester City Council will register a high hedge complaint if it meets the criteria set out in Government guidance (<https://www.gov.uk/government/publications/high-hedges-complaining-to-the-council/high-hedges-complaining-to-the-council>).

Once a complaint is registered a questionnaire is sent to the hedge owner. The Tree Officer will then make a site visit and inspect the hedge from both sides, record measurements and take photographs. The Tree Officer may ask questions but is not able to mediate or listen to arguments.

Once the evidence has been assessed a detailed report will be produced. The report sets out the evidence and calculations made to make a decision on the appropriate hedge height. The report will either dismiss the complaint, or say that the hedge will require work to reduce its height.

If the hedge requires reduction then a Remedial Notice, a legal document, will be served on the hedge owner. This will give them a set timescale in which the works must be completed. If the owner fails to comply with the Remedial Notice then enforcement action will be taken. In extreme cases the Council may prosecute the hedge owner in the magistrates' court.

Either party may appeal against the Council's decision to the Planning Inspectorate, within 28 days of issue. The planning inspector's decision is final.

environment.appeals@planninginspectorate.gov.uk

Environment Appeals
Room 3A Eagle Wing
Temple Quay House
2 The Square
Temple Quay
Bristol
BS1 6PN

A Remedial Notice is recorded as a local land charge at the Land Registry. If the property is sold then the new owner will be responsible for complying with the notice.

To find your nearest community mediation service you may wish to contact the National Mediation Helpline at 0845 6030 809 or www.nationalmediationhelpline.com.