

FOI number: **HBC_FOI_20200132**
 Date FOI Received: **10/02/2020**
 Department: **Parks**
 Title: **Tree, Hedge and plant neighbour complaints**
 Description: **Complaints made by neighbours about high hedges, trees or plants 2017-2019.**

Request: (As Redacted sent by requestor)

I would like to make a request under the Freedom of Information Act (2000). I'm seeking to identify the number of complaints made by neighbours about high hedges, trees or plants.

The questions I have are as follows:

Q1. In the following time periods, please provide the total number of complaints logged regarding a neighbour's high hedges, trees or plants under Part 8 of the Anti-social Behaviour Act 2003:

2017	
2018	
2019	

Q2. In the following time periods, please provide the number of complaints that were settled / resolved regarding a neighbour's hedges, trees or plants:

2017	
2018	
2019	

Q3. In the following time periods, please provide the number of complaints that were rejected because the complainant had not followed the Government's 'over the garden hedge' guidance:

2017	
2018	
2019	

Q4. Please state how much income you generated from payments related to handling disputes related to high hedges, trees or plants in the following time periods:

2017	
2018	
2019	

Q5. In the following time periods, please provide the fines or instances where the council has to complete remedial work where a remedial notice was not acted upon?

Year	Fines issued	Council enforcement of remedial notices e.g. council entering land to carry out required work
2017		
2018		
2019		

Response: (Response as Redacted sent by service)

I would like to make a request under the Freedom of Information Act (2000). I'm seeking to identify the number of complaints made by neighbours about high hedges, trees or plants. The questions I have are as follows:

Q1. In the following time periods, please provide the total number of complaints logged regarding a neighbour's high hedges, trees or plants under Part 8 of the Anti-social Behaviour Act 2003:

2017	1
2018	1
2019	0

Q2. In the following time periods, please provide the number of complaints that were settled / resolved regarding a neighbour's hedges, trees or plants:

2017	1
2018	1
2019	0

Q3. In the following time periods, please provide the number of complaints that were rejected because the complainant had not followed the Government's 'over the garden hedge' guidance:

2017	0
2018	0
2019	0

Q4. Please state how much income you generated from payments related to handling disputes related to high hedges, trees or plants in the following time periods:

2017	£400
2018	£400
2019	0

Q5. In the following time periods, please provide the fines or instances where the council has to complete remedial work where a remedial notice was not acted upon?

Year	Fines issued	Council enforcement of remedial notices e.g. council entering land to carry out required work
2017	None	None
2018	None	None
2019	None	None

If you have any queries about the processing of your request then please do not hesitate to contact me. Further information explaining the Council's process for responding to information requests together with a complaints/appeals procedure is available in our reception or via our website at:

<https://www.hertsmere.gov.uk/Your-Council/Official-Publications--Guides--Policies/Access-to-Information.aspx>

The Information Commissioner oversees the application of the Freedom of Information Act. You may contact the Information Commissioner at:

Information Commissioners Office

Wycliffe House, Water Lane
Wilmslow
Cheshire SK9 5AF
Telephone: 01625 545700
Website: www.informationcommissioner.gov.uk

Please include the above reference number on all correspondence related to this request.

Thank you for your request.

Kind regards

Information Services