



South Somerset District Council

Freedom of Information Act (2000) & Environmental Information Regulation (2004)

Information Request Reference Number: 398

RESPONSE

You have asked South Somerset District Council for the following information:-

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	0
2019	1

Please note that complaints are only recorded if they proceed to a stage where we actually receive a validated complaint form. The majority are resolved as a result of the effective negotiations guidance we provide.

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	0
2019	1

Please note, the validated complaints that have been recorded are not representative of the numbers of enquiries or complaints that have been successfully resolved.

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:



South Somerset District Council

2017	Not recorded
2018	Not recorded
2019	Not recorded

Our High Hedges cases are only recorded if they are successfully validated.

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	£0
2018	£0
2019	£0

Please note that our complaints process has allowed us to return the fee-cheque back to the complainant where the hedge-owner manages to resolve the complaint by reducing the height of the hedge to the satisfaction of the complainant – prior to our serving a Remedial Notice.

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	£0	£0
2018	£0	£0
2019	£0	£0

Please review the information on our website regarding the [re-use of Public Sector Information](#).