

CUSTOMER CONTRACT AT YOUR SERVICE LANDSCAPE SERVICES

HIGH HEDGES

The Landscape Services team within Development Services is responsible for the administration of the High Hedges legislation, which came into force on the 1st June 2005. The legislation forms Part 8 of the Anti-Social Behaviour Act 2003.

Our aim is to give an effective and efficient service providing an independent assessment of all complaints received.

CUSTOMER CONTRACT

What Can You Expect?

We will provide the best possible service to process all complaints.

We therefore aim to: -

- Register all accepted complaints by the next working day following receipt.
- Return all unaccepted complaints, with a full explanation, within 7 working days of receipt.
- Consult all parties affected by the hedge within 7 working days of receipt.
- Give 28 days for all consulted parties to respond to the complaint.
- Determine the complaint within 12 weeks of receipt.

HELP US TO HELP YOU

In return, we ask that:

- All complaint forms are submitted fully completed.
- The correct fee is enclosed.
- Ensure that all other avenues to resolve the problem are exhausted.
- Leave a daytime telephone number so that we can ring you back if we require more information or to arrange a site visit.
- Let us know immediately if you and your neighbour come to an amicable arrangement before the site inspection.

- All of our officers carry identity cards. Be safe and always ask them to show you proof of identity.
- Remember that complaining to the Council is a last resort.

HOW TO GET HELP AND ADVICE

We are always willing to discuss your problem with you, but we cannot advise as to whether you are likely to have a valid complaint.

Further information is available from the government web-site www.odpm.gov.uk

Complaint forms are available from

Landscape Services
Causeway House
Braintree
Essex.
CM7 9HB

Tel:- 01376 557743

E-mail:- planning@braintree.gov.uk for the attention of Landscape Services

Fax:- 01376 557787

DX 56210 Braintree