

2 March 2020
Our ref: 6100888

Thank you for your request received on 10 February 2020, 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:

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

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:

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:

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?

We have processed this request under the Environmental Information Regulations 2004.

Response

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	0
2018	2
2019	4

Footnote * Table shows the number of HHCs registered;

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	3
2019	1

Footnote ** Table shows the number of HHCs determined (but does not reflect any Remedial Notice compliance period);

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	n/a
2018	n/a
2019	n/a

Footnote *** As any such complaint would not have been registered.

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	£1290
2019	£2656

Footnote **** Table shows the administration fees charged – but does not reflect the officer time dealing with the HHCs.

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	n/a	0
2018	n/a	0

Footnote ***** Please note that fines are issued by the Magistrates Court, not so the Council; Council has not taken direct action to undertake action specified in Remedial Notice but has been involved in a lot of background correspondence to achieve compliance

Further information

If you are interested in the data that the council holds you may wish to visit Open Barnet, the council's data portal. This brings together all our published datasets and other information of interest on one searchable database for anyone, anywhere to access. <http://open.barnet.gov.uk/>

Advice and Assistance : Direct Marketing

If you are a company that intends to use the names and contact details of council officers (or other officers) provided in this response for direct marketing, you need to be registered with the Information Commissioner to process personal data for this purpose. You must also check that the individual (whom you wish to contact for direct marketing purposes) is not registered with one of the Preference Services to prevent Direct Marketing. If they are you must adhere to this preference.

You must also ensure you comply with the Privacy Electronic and Communications Regulations (PECR). For more information follow this Link www.ico.org.uk

For the avoidance of doubt the provision of council (and other) officer names and contact details under FOI does not give consent to receive direct marketing via any media and expressly does not constitute a 'soft opt-in' under PECR.

Your rights

If you are unhappy with the way your request for information has been handled, you can request a review within the next 40 working days by writing to the Information Management Team at: foi@barnet.gov.uk. Or by post to Information Management Team (FOI) London Borough of Barnet, 2 Bristol Avenue, Colindale, NW9 4EW

If, having exhausted our review procedure, you remain dissatisfied with the handling of your request or complaint, you will have a right to appeal to the Information Commissioner at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF (telephone: 0303 123 1113; website www.ico.org.uk). There is no charge for making an appeal.