

Meeting	Full Council
Date	28 th April 2026
Report Title	Complaints
Agenda Reference	28
Author	Laura Cutter, Deputy Clerk, HR & Services Manager

Officers Recommendations:

- To note complaints received within the Parks & Open Spaces area and responses provided by Haydon Wick Parish Council (HWPC).**

- Darius Way**

Resident Letter (Shortened Summary)

Between 25–27 March 2026, tree and hedge cutting works were carried out on Shepperton Way, Abbey Meads, affecting our property.

The works have resulted in excessive cutting along our boundary, with trees and bushes reduced to ground level in places. This has left our property more exposed, reducing privacy and increasing perceived security risks, particularly to the front and rear boundaries.

While we support routine maintenance, we believe the extent of the cutting was disproportionate and has negatively impacted both the appearance of the area and the character of the greenery.

We request an explanation for the scope of the works, confirmation that security and privacy impacts were considered, and assurance that future maintenance will be carried out more sensitively.

HWPC Response (Shortened Summary)

Thank you for your feedback regarding hedge cutting in Abbey Meads.

The recent works involved removing significant bramble growth, which had made it difficult to distinguish the original hedge line. This was done to re-establish a clear, maintainable boundary and improve access, following resident requests.

While the result may appear severe, the hedge is expected to recover during spring and summer. The area will continue to be monitored and further works, and a risk assessment of the culvert area are planned.

If helpful, I am happy to meet on site to discuss further.



Resident request to reduce hazel height below fence height, due to interference with outbuilding within the garden. Path width reduced due to bramble invasion, causing reduced access for pedestrians, cyclist, push & wheelchairs.



Hazel reduced below fence height, fast growing and recovery species. Bramble removed from hedge line to improve access & to improve bus stop waiting area.



Resident request to gain access to rear fence to carry out maintenance and also issues with light reduction to rear garden. Original hedge line overgrown with bramble, therefore, to access the original hedge line the bramble had to be removed due to operative safety concerns.



Original hedge line reduced

2. Coleridge

Resident Letter (Shortened Summary)

Request for urgent return to site to complete tree cutting works outside property, as only part of the agreed vegetation removal was carried out.

Concern that overgrowth along the treeline remains, affecting privacy and view into the property, and that previous fence damage from roots is a known issue.

The recent work is described as incomplete and visually untidy, with one section of fencing also damaged. Request for rectification and completion of the intended works.



HWPC Response (Shortened Summary)

Apologies the work didn't meet expectations. It seems there was a miscommunication as the request came through a third party. I'd be happy to meet on site to review the original requirements and resolve this. I'm available Monday–Friday, 07:30–15:00—please let me know a suitable time.

Site Visit



A site visit then took place with the Parks & Open Spaces Manager on the 23rd April with the resident. It was agreed that the situation would be monitored and the hedgerow is given until the end of the season to regenerate – if not, could revisit putting in a small shrub bed. Also, additional work within the Parish Council's scope was identified and will be put through the POS Reporting System.