

Hello ,

Below is the conversation that transpired on 16/ 10/ 2017 14:44:51, regarding your inquiry about overgrowth.

16/ 10/ 2017 13:31:05 +00:00 [Web\_Chat] Thank you for your chat request you are being directed to an Agent

16/ 10/ 2017 13:31:10 +00:00 [BasingstokeChat] One moment while we check for an available agent.

16/ 10/ 2017 13:32:17 +00:00 Teresa Hello Jade

16/ 10/ 2017 13:33:03 +00:00 [Jade] Good afternoon, How may I help you?

16/ 10/ 2017 13:33:34 +00:00 Teresa I was wondering who I can contact regarding overgrowth on public land that is invading my garden

16/ 10/ 2017 13:34:03 +00:00 Teresa we have what I'd classify as a bamboo infestation on the public land behind my house, which is overgrowing my back fence

16/ 10/ 2017 13:34:14 +00:00 Teresa and starting to invade my garden

16/ 10/ 2017 13:34:38 +00:00 Teresa Is that something you can advise on?

16/ 10/ 2017 13:35:53 +00:00 [Jade] If I could take your full address I can check if this is our Land. If it is council land you can fill out an application form to request works to be carried out on them.

16/ 10/ 2017 13:36:34 +00:00 Teresa sure 47 Richards Field Chineham RG24 8JY

16/ 10/ 2017 13:36:58 +00:00 [Jade] Thank you, please bear with me whilst i check.

16/ 10/ 2017 13:37:04 +00:00 Teresa The land I mention is be field between the a33 and the homes

16/ 10/ 2017 13:37:12 +00:00 Teresa no problem, thank you

16/ 10/ 2017 13:43:20 +00:00 [Jade] I have checked and unfortunately we do not own that land therefore we can not help with maintaining it. I would suggest checking with land registry to see who owns the land. Also by law you are entitled to cut back the trees away from your boundary line.

16/ 10/ 2017 13:43:39 +00:00 Teresa perfect, thanks for checking :-)

16/ 10/ 2017 13:44:24 +00:00 [Jade] Thank you for your enquiry. If there is anything else we may help you with in the future please do not hesitate to contact us. We are currently asking customers for feedback on how we can improve our services and would be grateful if you could complete our customer survey using the link: <a rel="nofollow external" target="\_blank" href="https://nam01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.snapsurveys.com%2Fwh%2Fs.asp%3Fk%3D148906510600&data=02%7C01%7Ctessmwhite%40hotmail.com%7C80a1eef0f797495306bf08d5149c18c0%7C84df9e7fe9f640afb435aaaaaaaaaaaa%7C1%7C0%7C636437583024850287&sdata=oYSDzjXS3znCOsoijJ%2FXABBAPLJTtAFIaKh9DXmb7E8%3D&reserved=0" title="https://nam01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.snapsurveys.com%2Fwh%2Fs.asp%3Fk%3D148906510600&data=02%7C01%7Ctessmwhite%40hotmail.com%7C80a1eef0f797495306bf08d5149c18c0%7C84df9e7fe9f640afb435aaaaaaaaaaaa%7C1%7C0%7C636437583024850287&sdata=oYSDzjXS3znCOsoijJ%2FXABBAPLJTtAFIaKh9DXmb7E8%3D&reserved=0">https://nam01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.snapsurveys.com%2Fwh%2Fs.asp%3Fk%3D148906510600&data=02%7C01%7Ctessmwhite%40hotmail.com%7C80a1eef0f797495306bf08d5149c18c0%7C84df9e7fe9f640afb435aaaaaaaaaaaa%7C1%7C0%7C636437583024850287&sdata=oYSDzjXS3znCOsoijJ%2FXABBAPLJTtAFIaKh9DXmb7E8%3D&reserved=0</a>

Thank you.

Please do not reply to this email, for further information please email [customer.service@basingstoke.gov.uk](mailto:customer.service@basingstoke.gov.uk)

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