

Boundary Definition Policy Frequently Asked Questions

Q. Why do I need to seek permission?

CBH asks you to seek permission if you are applying to install fencing at your own cost, this is because you will own the fencing and be responsible for all further repair and maintenance. Permission will normally be given.

You need to seek permission so that we can ensure that you do not exceed the current height restrictions and that the fencing will be safe for you and your neighbours.

If you wish to install a boundary that exceeds the height limits you will need planning permission from the Local Authority. The height restriction is 900mm if the boundary is next to a highway and 1800mm anywhere else. This will need to be obtained before you ask for permission from CBH.

Q. Can you provide me with details for a builder to complete the works?

Colchester Borough Homes would not endorse any other companies or contractors. We can recommend you obtain at least 3 quotes from reputable contractors and if possible work with a company you have had personally recommended.

Q. Why are you installing chainlink fencing instead of closeboard when I already have a 1.8m closeboard fence?

Previously, to mark the boundary closeboard fencing may have been installed for the boundary with your neighbour. CBC has introduced a borough wide policy which determines the type of fencing between you and your neighbour. If your existing closeboard fencing adjoins a highway, public footpath or public area, we will replace like for like.

Q. I need closeboard fencing and not chainlink fencing in order to keep my children safe

Colchester Borough Homes will repair/replace fencing to mark the boundary of your property which is now being done using chainlink fencing. If you feel that this form of fencing is not suitable for your needs, we will normally grant permission for non standard fencing to be installed at your own cost.

Q. I need closeboard fencing and not chainlink in order to keep my dog secure or to prevent my neighbour's dog entering my garden.

Colchester Borough Homes promotes responsible pet ownership. Residents are responsible for the health and welfare of their pets and as responsible owners they are expected to ensure that pets are kept within the boundaries of the garden. If you are experiencing problems contact your Housing Officer for advice and support.

Q. I want you to replace my chainlink fence with closeboard due to issues with my neighbour/Break in/security worries

At Colchester Borough Homes we have a dedicated Anti-social behaviour team. If you are experiencing problems with your neighbours please contact us. The ASB Team can review the security of your home and give you relevant security advice depending on your circumstances.

Q. The Police have recommended that I install more secure/higher fencing

Colchester Borough Homes has a dedicated Anti-social Behaviour Team offering support and advice to the whole Borough whilst working closely with local police. If the Police have recommended more secure/higher fencing then our ASB team can review security measures based on your circumstances. Our ASB team work very closely with the Neighbourhood Policing Teams.

Q. I've removed my shed/shrub etc and there is a gap in the fencing. Please could you provide fencing?

Colchester Borough Homes would normally grant you permission to remove the shed/shrub that was part of the boundary on condition that you remark the boundary by installing a replacement fence or similar. Because of this we would not supply fencing for the gap in the boundary line.

Q. What does making safe mean?

Sometimes, fencing can be assessed as dangerous or posing a health and safety risk, particularly after very high winds. If possible, we will undertake a temporary repair to secure unstable fencing. If this is not possible, then we may have to take away the fencing or ensure the fencing is left secure on your premises until such time as a full repair can be completed within 180 calendar days.

Q. CBH has just installed new fencing and it has not been installed on the existing boundary.

Colchester Borough Homes will install fencing as close to the existing boundary as possible. In order to ensure that the new fence posts are safe and secure it may be necessary to divert from the existing boundary line in some cases but usually no more than by a 100mm tolerance.

Q. If I remove the hedgerow or fence, why do I have to replace it?

You will need to ask for permission to remove an existing hedgerow or fence that was part of the boundary. We will always ask that you remark the boundary by installing a replacement fence or similar. You will have to remark the boundary although you would not need to replace like for like.

Q. What is major fencing works?

Major work is where a new fence line is required and will be carried out within 180 calendar days.

Q. You've attended today and all you have done is take away the fence

Sometimes, fencing can be assessed as dangerous or posing a health and safety risk, particularly after very high winds. If possible, we will undertake a temporary repair to secure unstable fencing. If this is not possible, then we may have to take away the fencing or ensure the fencing is left secure on your premises, until such time as a full repair can be arranged.

Fencing repairs are not classified as emergency repairs so we have made the area safe for your family and will reattend to complete the work within 180 calendar days.

Q. Will I get an appointment?

Usually, access can be obtained to carry out the necessary work so an appointment is not required. If you would prefer, we can inform you when the work is due to be completed

Q. Why has my neighbour just had closeboard fencing installed and not chainlink fencing?

As a general rule Colchester Borough Homes will normally grant permission for residents to install fencing at their own cost. In addition, some residents will have non standard fencing installed due to unique circumstances.