Response letter to a council letter or notice about an unauthorised dropped kerb

This template is general information, not legal advice. Councils' requirements differ: check your own council's dropped kerb page and application form before you send anything, and change the wording to fit your situation.

Important: this template is not legal advice. If you have received a formal notice (for example under section 184 of the Highways Act 1980, or a planning enforcement notice), it may have deadlines and rights to object or appeal. Read it carefully and consider getting advice from a solicitor or Citizens Advice before you reply.

[Your name]
[Your address]
[Postcode]
[Email / phone]

[Date]

[Council name], [team named on the letter]
[Address or email from the letter]

Your letter / notice dated [date], reference [reference]: [property address]

Dear [name or Sir or Madam],

Thank you for your [letter / notice] dated [date] about [vehicles crossing the footway / the vehicle crossing] at [property address]. I want to resolve this properly and I'm writing to [choose the options that apply]:

- [confirm that I have stopped driving across the footway from [date] while this is resolved;]
- [explain that the crossing was in place when I bought the property on [date] and I wasn't aware it lacked consent; my solicitor is [name / firm];]
- [ask to apply for a retrospective consent / a vehicle crossing so the access can be made lawful, and request the application form and fee;]
- [provide information you have, e.g. invoices, photographs, the contractor's details, any earlier council correspondence;]
- [ask for clarification of what work, if any, you require and by when, and the cost if the council intends to do the work and recharge it.]

[If you want to object or ask for more time, say so clearly and give your reasons. Check the notice for any deadline and the way objections must be made.]

Please confirm receipt of this letter and let me know the next steps. I'm happy to arrange a site visit.

Yours sincerely,
[Your name]

More about what the law says and how councils deal with unauthorised crossings: droppedkerbguide.co.uk/dropped-kerb-without-permission