



factsheet

People Matter

CUSTOMER SERVICE STANDARDS

DEVELOPMENT CONTROL (PLANNING APPLICATIONS AND APPEALS)

Web: www.charnwood.gov.uk/environment/planapps.html

Tel: 01509 634740

Email: development.control@charnwood.gov.uk

The Development Control Service is responsible for controlling new building and changes in the use of existing buildings and land through deciding planning applications. These are decided on the basis of national planning policy and the statutory Development Plan, augmented by Supplementary Planning Documents on specific topics and other approved standards for matters such as highway design and parking. The service provides advice as to the need for planning permission and guidance on the factors that will be taken into consideration in influencing the outcome of planning applications.

(PLEASE NOTE: All applications should be accompanied by the correct payment of the appropriate fee, details of which can be



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obtained by using the contact details provided at the top of this page to visit our website or contact us).

In addition to the standards in the customer charter you can also expect us to deliver the following:

When you:	We will:	Within: (Timescale)
Submit a pre-application enquiry	Send a written response (CS 93)	Within 30 working days of receipt
Submit a fully complete planning application	Make it available for viewing on the web site (CS 94)	Within 7 days of receipt
Submit a fully complete Major application	Decide the application and send formal notification or explain why a decision can not be made. (NI 157a)	Within 13 weeks
Submit a fully complete Minor application	Decide the application and send formal notification or explain why a decision can not be made. (NI 157b)	Within 8 weeks
Submit a fully complete Other	Decide the application and send formal notification or explain	Within 8 weeks



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When you:	We will:	Within: (Timescale)
application	why a decision can not be made. (NI 157c)	
Submit comments in respect of a planning application	Inform you of the decision. (CS 97)	Within 5 days of the decision being made
Submit comments in respect of a local development document	Acknowledge receipt of your comments. (CS 222)	Within 10 working days

If you wish to find out how the service is performing against its targets this information is available on the website at www.charnwood.gov.uk/CSS4

This information is available in different formats. To access these please phone (01509) 634560.

এ তথ্যাদি অন্যান্য মাধ্যমে পাওয়া যায়। এসব পেতে হলে দয়া করে (01509) 634560 এ নাম্বারে টেলিফোন করুন।

這資料具不同的格式，請致電 (01509) 634560 索取。

आ भाषिती जुही जुही पद्धतिओमां उपबन्ध छे. ते भेणववा भाटे कृपा करी आ नंबर पर फोन करो (01509) 634560.

यह जानकारी अलग-अलग प्रारूपों में मिल सकती है। इनको पाने के लिये कृपया यह नंबर डायल कीजिये (01509) 634560.

ਇਹ ਜਾਣਕਾਰੀ ਵੱਖ-ਵੱਖ ਸ਼ਕਲਾਂ ਵਿੱਚ ਮਿਲ ਸਕਦੀ ਹੈ। ਇਹ ਹਾਮਿਲ ਕਰਨ ਲਈ ਮਿਹਰਬਾਨੀ ਕਰਕੇ ਇਸ ਨੰਬਰ 'ਤੇ ਫੋਨ ਕਰੋ (01509) 634560



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