

September 2009

Planning Services Newsletter helping to keep our customers informed of any news, our performance and changes that we have implemented based on feedback from our customers.

FEEDBACK WITH OUR RESPONSES

Can you respond quicker and by email when an application is invalid?

We have a target time of 5 working days to advise of the reasons for the application being invalid. We do however have a target time of 3 working days to register valid applications and they take precedence over invalid applications. Where possible we always communicate by email and as quickly as possible.

Can drinks to be made available when there is an overflow of attendees at plans committee?

Water is available in the committee room and we will trial making bottled water available for sale in the Customer Services waiting area.



Can you reduce the time taken to approve material samples?

Please deposit material samples as soon as possible. We have agreed to have a target time of **5 working days** to approve samples for domestic applications and straightforward approvals. Case officers do not make special site visits to approve materials and to reduce time and travel the approval is incorporated with their planning application site visits.

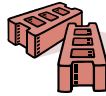
Can you provide a good example of what is required on the plans?

We now have a [good example](#) of plan requirements on our website.



Discharges

Many builders are not aware that they must pay to **discharge conditions** when depositing materials at our Customer Service Centre.



We have added this note to our decision notices to alert applicants of the charge.

A fee is payable where a written request is made for written confirmation that one or more conditions imposed on the same planning permission have been complied with. Please visit our website for more information.

If possible could agents make applicants and builders aware of the [charges to discharge conditions](#) introduced in April 2008.

PERFORMANCE August 2009

Planning Applications Received = 103
 Planning Applications Decided = 78
 % of Major Applications decided in 13 weeks = 100
 % of Minor Applications decided in 8 weeks = 90
 % of Other Applications decided in 8 weeks = 98



We are now registering 90% of valid applications within 3 working days of receipt.

We received 47% of our applications electronically via the Planning Portal.

AGENTS FORUM

We look forward to meeting the 28 agents registered so far to attend our [Agents Forum](#) on the 28th September.

Agenda

- Meet the Teams
- Pre-application advice
- Registering planning applications
 - Application checklist
 - Forms
 - Details required on plans
 - Fees
 - Validation
 - Design and Access Statements
- The decision process
- Decisions
- Discharge of Conditions—
 - procedures and timescales
- Appeals
- Electronic Payments
- Website

Please let us know if you have any other items to add even if you cannot attend. We will circulate the presentation and notes upon request.

We are planning to arrange Parish Council training as requested.

My Charnwood

Use this [link](#) then enter the postcode or street name. Refer to the Icons above "Refuse Collection Dates" to find out if the property is affected by an **Enforcement Notice, Historic Industry, Flooding, Conservation Area, Listed Building, Local Listing or a Tree Preservation Area.** Click on the Planning or Heritage Tabs for further information and links.

[Planning Portal News Round-up: 17th September 2009](#)

We hope that you found this newsletter useful, we welcome any feedback to help us improve our service. Please advise us if you wish us to send our newsletters to another address or be removed from our mailing list.

Is there anything you would like us to include in a newsletter or put on our website?

Contact Maureen Jackson development.control@charnwood.gov.uk