



factsheet

People Matter

Customer Service Standards

PLANNING ENFORCEMENT

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

Tel: 01509 634743

Email: development.control@charnwood.gov.uk

The Enforcement Service is responsible for the investigation of complaints concerning unauthorised development or a failure on the part of a developer to comply with any conditions attached to a planning permission.

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

When you:	We will:	Within: (Timescale)
Complain about unauthorised development	Send an acknowledgement letter (CS 98a)	Within 5 working days
	Visit the site (CS 98b)	Within 10 working days



DOUBLE CLICK, HIGHLIGHT & INSERT DOCUMENT TITLE AS CAPS (GILL SANS 12)

When you:	We will:	Within: (Timescale)
	Write to confirm whether or not there is a breach of planning control. Where this is not possible, we will write giving full reasons. Where there is a breach of planning control we will write and explain the procedure we will follow and time scale envisaged. (DC 6)	Within 15 working days

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。

આ માહિતી જુદી જુદી પદ્ધતિઓમાં ઉપલબ્ધ છે. તે મેળવવા માટે કૃપા કરી આ નંબર પર ફોન કરો (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 ਫ਼ੋਨ ਕਰੋ (01509) 634560

