

Development Management Standard



Broxtowe
Borough
COUNCIL

The Council is committed to listening and responding to provide efficient and effective services to both residents and non-residents alike. In dealing with the Council you will be dealt with in a courteous and professional manner at all times and can be assured of equal treatment.

As a practical demonstration of our commitment, the Council has produced a number of customer Service Standards, which represent our pledge to you. The Council's vision, values and priorities are published separately and are available on request.

This Service Standard covers Development Management and explains the standards we aim to meet and what you can expect from us.

What You Can Expect From Us:

- We will ensure that an officer from the Planning Division is available on weekdays at the Beeston Offices between the hours 8:30am and 12:30pm to discuss general planning enquiries.
- We welcome the opportunity to give informal pre-application advice and discuss your proposal. Please note there is a charge for this service. Details of fees can be viewed under 'related documents'.
- We will advise you on request of any charges for copying documents. We will also advise you on request of the correct fee for planning applications and pre-application advice.
- When we receive a letter that requires a reply, we will aim to reply within 5 working days. Where the subject of the letter requires more time to respond, we will acknowledge its receipt within 5 working days, identifying the member of staff dealing with your enquiry.
- We will register valid planning applications within 3 working days of receipt. We will then send you an acknowledgement advising you of the target date for deciding your application.
- We will advise you if your application is incomplete and explain why, within 5 working days of receipt.
- We aim to deal with at least:
 - 60% of major commercial and industrial planning applications within a period of 13 weeks from the date of their registration
 - 65% of minor commercial and industrial planning applications within a period of 8 weeks from the date of their registration
 - 80% of other planning applications within a period of 8 weeks from the date of their registration.
- We will ensure that your application is considered by an experienced planning officer.
- We will determine your planning application, having regard to the Local Development Plan and any other relevant issues.
- We will inspect the site of the proposed development before reaching a decision.
- The officer inspecting the site will carry identification.
- We will notify occupiers of properties that immediately adjoin an application site and give them 21 days to comment on the application. We will also submit advertisements for publication in local newspapers where legislation requires us to do so.
- We will take into account all written comments sent to us about a planning application when reaching a decision.

- We will make copies of current planning applications available to view online at the Council Offices in Beeston on weekdays between the hours of 8:30am and 5:00pm (4:30pm Fridays). We no longer provide paper copies of plans to view at the council office reception.
- If you have written to the Council about a planning application and have asked to be notified of the outcome we will advise you of the decision within 10 working days of it being made.
- We will advise applicants of their rights of appeal against a decision on a planning application.

How You Can Help Us:

To enable us to provide our service as smoothly as possible we need your co-operation and it would be helpful if you could bear the following points in mind.

- Please ensure that the correct information, plans and fees are provided with your application.
- If you need to contact us with any queries, please quote the reference number we have given you and any relevant details that might be of assistance. This will ensure that your enquiry is dealt with as quickly as possible.
- Please respond to any request for revisions or additional information at your earliest convenience to assist in the efficient processing of your application.
- Please remember to keep us informed of any changes you wish to make to the proposed development.
- Please treat our staff with courtesy - they are trying to help you.

What Happens If Things Go Wrong:

The Council is proud of its customer service record and if for any reason you feel it has not complied with this Standard, please let us know in the first instance by contacting the Head of Neighbourhoods and Prosperity at the Council Offices, Foster Avenue, Beeston, Nottingham, NG9 1AB or by telephone on 0115 917 7777. Alternatively, if you wish, you can write to the Head of Neighbourhoods and Prosperity at the same address.

If you need this leaflet in other formats or languages, contact us on 0115 917 7777

Other Help We Can Offer You:

We will:

- Provide information leaflets about various planning issues.
- Provide a translation service where necessary.
- The planning pages of the Council's website contain further guidance that is updated periodically.

This service standard is available in large print upon request

Broxtowe Borough Council
Neighbourhoods and Prosperity
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www.broxtowe.gov.uk



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