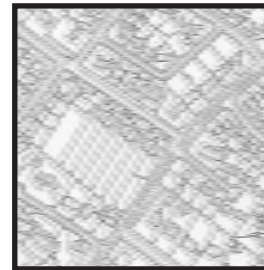
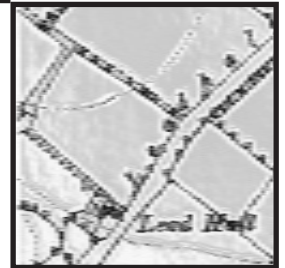


## PLANNING

### Our Service To You



May 2002



**Our aim is to provide you with an effective Development Control Service.**

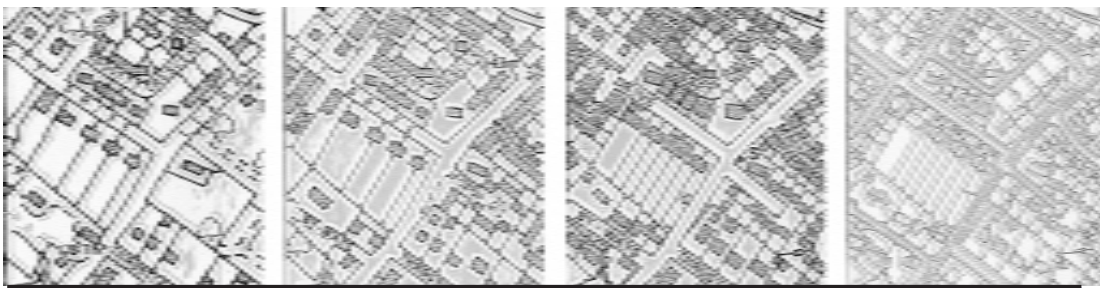
## What we will do for you

### We will undertake to:

- be open between 8.30am and 4.30pm Mon-Fri to deal in person with your general planning enquiries.
- deal with your enquiries in a helpful and courteous manner.
- provide a 'Planning Application Pack' containing guidance notes on how to make a planning application.
- help you fill in application forms and determine the correct fee.
- provide applicants/agents with copies of a site plan based on the local Ordnance Survey map of the area for a fee. Please contact the Map Return Officer on 01423 556964/556984 or fill in the form on our website at [www.harrogate.gov.uk/harrogate-1036](http://www.harrogate.gov.uk/harrogate-1036) or email: [location.map@harrogate.gov.uk](mailto:location.map@harrogate.gov.uk) or call in at Planning Enquiries at the Department of Development Services.
- make available the Planning Register.
- make available historic application files by appointment.
- maintain a website where you can view and track the progress of planning applications and make representations.
- provide you on demand with copies of current applications to inspect in the office or, by prior arrangement, photocopies may be purchased for your further inspection.
- make available current case files by appointment.
- provide a range of information leaflets covering the most frequent planning enquiries.

by the Planning Committee we will notify you of your "Opportunity to Speak" at the meeting and make available to view our report and recommendations on our website [www.harrogate.gov.uk/harrogate-105](http://www.harrogate.gov.uk/harrogate-105) or at Planning Enquiries. Committee reports are available as soon as the agenda for a committee meeting has been printed. This is normally one week before the date of the meeting.

- Decision Notices will be posted 1st class mail to applicants/agents on the day the decision is made, except for Committee decisions which are normally issued the following day.
- notify Parish Councils and the public who have made written representations of the outcome.
- to explain the applicant's right of appeal to the Secretary of State if we refuse permission, or attach conditions which the applicant cannot accept or if we fail to make a decision within 13 weeks for larger applications and 8 weeks for all other applications.

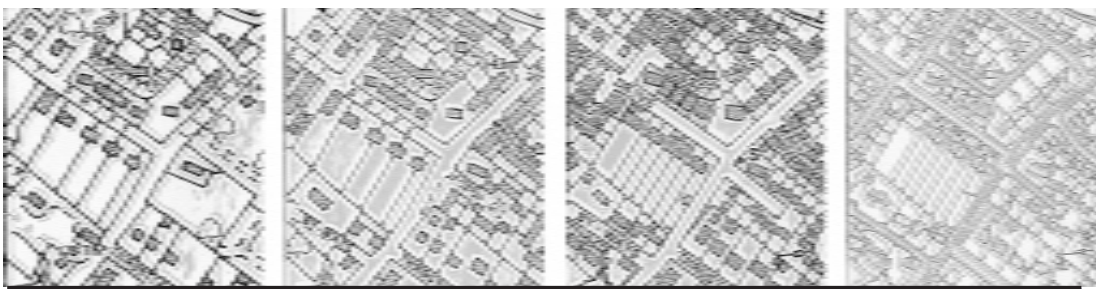


## What we will do when an application is submitted

### We will undertake:

- to register and acknowledge the application within 3 working days of it being received complete and valid.
- to publicise the application within 3 weeks of its registration and explain how people can make their views known. See the "Have Your Say on a Planning Application" leaflet available from Planning Enquiries or download it from [www.harrogate.gov.uk/harrogate-106](http://www.harrogate.gov.uk/harrogate-106)
- to ensure all statutory procedures are followed and completed and to give a minimum period of 21 days for consultees, the Parish Council and the public to comment.
- to visit the site.
- to take into account the Development Plan (e.g. Harrogate District Local Development Framework) and other material planning considerations.
- not to take into account irrelevant considerations.
- not to delay in deciding the application because an organisation we have consulted is slow to respond and has not told us it wishes to make observations.
- to identify upon receipt applications which are clearly objectionable in principle and progress these to the earliest decision possible consistent with following all relevant statutory procedures. No negotiations will be carried out on such applications.
- to contact the applicant/agent if we consider an application can be easily amended to make it acceptable and still be determined within the target timescale. Planning Officers will not however undertake to notify applicants of their recommendation if the application is clearly objectionable in principle. If an application is scheduled to be determined

- help you to identify important planning factors such as Listed Buildings, Conservation Areas or Tree Preservation Orders which may affect your site.
- make all the consultation and objection letters on any planning application file available for you to inspect by prior appointment.
- advise the applicant and anyone who has made written representations of the appropriate Committee date when we know it and your "Opportunity to Speak" (when an the application is not determined under delegated powers). *Note: About 10% of all applications are decided by a Committee of Councillors.*
- summarise all supporting or objection letters with the report to the Planning Committee and always ensure they are fully taken into account in any decision we take.
- provide you with the dates of the Planning Committee meetings and a list of the names and addresses of the committee members.
- make available committee reports and minutes on our website.
- make available for your inspection a copy of the "Planning Code of Good Practice for Members and Officers" (copies may be viewed on the Council's website at [www.harrogate.gov.uk/harrogate-1806](http://www.harrogate.gov.uk/harrogate-1806))
- deal with applications as speedily as possible (current performance can be checked by visiting the Council's website - address as above)
- advise applicants how to appeal to the Secretary of State if they are not happy with the decision we have made on an application. (Objectors have no legal right of appeal).
- advise you of the Council's complaints procedure if you are not happy with the way we have treated you.
- investigate all written complaints about breaches of planning control. For more information "A Guide to Planning Enforcement" leaflet is available from Planning Enquiries or download it from our website.



## Contacting a Planning Officer

- Each case is allocated to a Planning Officer whose name and contact details are notified to the applicant/agent when we acknowledge receipt.
- You may leave a message with Planning Enquiries staff or on 'Voicemail' and the Planning Officer will, if at work, return your call within 1 working day.
- A duty Planning Officer is available during office hours - visit Planning Enquiries at the Department of Development Services (address on back page) or telephone (01423) 556666.

## How to find out if permission is needed

- 'Planning Enquiries' staff can supply you with a range of guidance leaflets or you can download copies from the website [www.harrogate.gov.uk/planning](http://www.harrogate.gov.uk/planning)
- For domestic alterations and extensions fill in a "Householder Planning Check Form" (download it from [www.harrogate.gov.uk/harrogate-106](http://www.harrogate.gov.uk/harrogate-106) or telephone (01423) 556666 for a copy and the Council will give you, free of charge, a written reply within 4 weeks.  
It makes good sense to do this:
  - for your own peace of mind
  - for record purposes when selling your house
  - when raising the money
  - or to show anyone who questions your right to build
- All other written enquiries as to the need for planning permission or the permitted use of the property should take the form of a formal application under Sections 191/192 of the Town and Country Planning Act 1990, for a Lawful Development Certificate for which a fee is payable.

## How to find out if permission is likely to be granted

- Professional agents are expected to make their own assessment of their applications' chances by reference to the Structure Plan, the Harrogate District Local Plan, Selective Alteration to the Local Plan and Supplementary Planning Guidance, Government Planning Policy Guidance and Circulars. All this material is available for inspection by the public at Planning Enquiries and at [www.harrogate.gov.uk/planning](http://www.harrogate.gov.uk/planning)
- Enquiries will not be dealt with by Planning Officers unless adequate information is provided in writing and in illustrative form.
- All pre-application enquiries received in writing will be acknowledged giving the planning Case Officer's name and contact details and a target reply timescale of 6 weeks.
- The Department's response will be in writing based on a desk study unless a site visit or meeting is required - this will be at the Planning Officer's discretion and a site visit or meeting will **not** be undertaken where:
  - there is a clear objection in principle; or
  - the enquiry is judged to be of a speculative nature, not likely to result in an application.

## How to make a general enquiry

- Planning Enquiries staff are available each working day to help you with your general enquiry. (office open 8.30am-4.00pm Mon-Fri. Telephone lines ((01423) 556666) open 8.30am-5.15pm Mon-Thurs, 8.30am-4.45pm Fri).