

YOUR CUSTOMER CONTRACT FOR

DEVELOPMENT CONTROL

This contract outlines the service you can expect from the Development Control Department of City of York Council when you submit a planning application or make representations on someone else's planning application. It covers applications for most types of significant building work or changes of use within the boundaries of the City.

This customer contract lets you know:

- How your application will be dealt with
- How any objections will be dealt with
- Who you can contact for further advice

We promise to:

- Acknowledge your application within 5 working days of receipt.
- Begin the consultation process on each application within 5 working days of receipt.
- Make all applications public through letters to neighbours, site notices and press notices as relevant.
- Tell applicants what changes they can make to an application in order to comply with Council and Planning policy, or to resolve any objections.
- Ensure decisions take into account all of the appropriate planning issues.
- We will advise you of the outcome of the decision process, including any conditions and legal agreements attached to a permission or the reasons for refusal of permission.

If we fail to keep our promises, let us know so that we can put it right.

Dave Merrett
Executive Member for Planning, Transport & Environment

Roy Templeman
Director of Environment & Development Services

In general

- We will treat everybody with respect and impartiality.
- We will seek to apply the Council's planning policies fairly and in line with the planning framework set out in Central Government advice, Regional and Structure Plans and the Council's own Local Plan.
- We will seek to meet all reasonable requests for information regarding specific current planning applications.

Before making an application

We will be pleased to give impartial advice on proposals, in confidence, before they are submitted.

We can give guidance on issues that may need further consideration and draw attention to issues where a balanced judgement will have to be made by Councillors and the Planning Committee or one of its Sub-Committees.

Consideration of your application

An Officer of the department will view the application site. Direct access may not be necessary if the relevant area can be seen from outside.

Officers will deal directly with around 70% of applications (generally the simpler, more straightforward ones). Their delegated powers are clearly set out in a document that is available from 9 St. Leonard's Place. The other applications are dealt with by a Committee of Councillors.

Should your application raise issues which need further discussion and potentially amendments to make them acceptable, we will keep you or your agent informed of progress and give advice on what changes will be appropriate.

If an application is to be considered by a Committee, we will tell you where and when the meeting will take place. We will let you know what is to be recommended to the Committee and how you or your representative can present your views at the meeting or any site visit which may precede the meeting. We will then let you know the Committee's decision within five working days of the meeting.

If the Committee delay the decision, or delegate it to Officers, we will let you know why within five working days.

When an application is dealt with under delegated powers, we will let you know the decision within 5 days of it being made.

If your application has been refused, we will advise you how you can appeal.

Some applications will be subject to a Section 106 Agreement. This means a legal agreement needs to be drawn up between the applicant and the Council to deal with special circumstances. Where this is the case, we will tell you the issues the agreement is to cover and the draft conditions for approval of your application.

Dealing with your objections

We promise to acknowledge all objections within 3 working days.

We will let you know when relevant changes are made to the application that concerns you. This will give you a chance to amend, withdraw or re-state your comments or make further comments.

We will offer advice on the planning framework within which planning applications and objections are judged.

If the application that concerns you is to be considered by a Committee, we will give you the time and date of the meeting (and any site visit) and tell you how you or a spokesperson can speak at the meeting.

We will tell you what the Committee has decided within five working days. If planning permission has been granted, we will tell you what conditions apply or what matters are to be covered by legal agreement. If it has been refused, we will tell you the reasons for refusal.

Details of matters included in Section 106 Agreements and related documents will be included in the minutes of Committee meetings. Copies of the agreements will be kept on file for public reference.

Around 70% of decisions on planning permission are made by Officers of the Council with delegated powers (see above). Where your objection is to be considered under this process, the Council will write to you to explain the arrangements.

How can I contact you?

You can contact us Monday to Friday 8.30 a.m. to 5.00 p.m. (except public holidays).

By telephone on (01904)	North-East Area Team	-	551322
	North-West Area Team	-	551327
	South Area Team	-	551353
	City Centre Area Team	-	551339

By fax on (01904) 551390

By e-mail to the person whose e-mail address appears on the correspondence you have received about your application or for general enquiries to:

North-East Area Team	paul.edwards@york.gov.uk
North-west Area Team	julie.simpson@york.gov.uk
South Area Team	carolyn.howarth@york.gov.uk hilary.shepherd@york.gov.uk
City Centre Area Team	sara.meace@york.gov.uk

By writing or visiting us at 9 St. Leonard's Place, York. YO1 7ET.

Let us know

If you are not happy with the response you get, please contact Cliff Carruthers, Head of Development Control, 9 St. Leonard's Place, York. YO1 7ET. Tel: (01904) 613161 - Ext. 1303.

If you still think we have not done the best we can, please contact the Assistant Director (Planning & Design), 9 St. Leonard's Place, York. YO1 7ET. Tel: (01904) 613161 - Ext. 1330.

We will acknowledge or reply to letters within 10 working days.

We will listen to any concerns you have and deal with them quickly