

THREE RIVERS DISTRICT COUNCIL

DUTY PLANNING SERVICE

Planning applications may be viewed at the Council's Customer Service Centre between 8.30 a.m. and 5.30 p.m. (Monday to Thursday) and between 8.30 a.m. and 5.00 p.m. (Fridays).

Due to the nature of their work, Case Officers are not available all day, however, an Officer will usually be available by telephone between the hours of 8.30 a.m. to 11.00 a.m. and 4.00 p.m. to 5.30 p.m. (5.00 p.m. on Fridays).

The Customer Service Centre are able to answer most non-technical questions by telephone (8.00 a.m. to 6.00 p.m. Monday to Friday), however if you require technical advice on general planning matters you may contact or visit the Duty Planning Officer between 10.00 a.m. and 1.00 p.m. without an appointment.

The Duty Planner will: -

- Give informal verbal advice on general planning enquiries from personal callers, for example about the need for planning permission or explaining the Council's planning policies, standards and guidelines.
- Assist in the procedural technicalities of application preparation and form-filling, including the explanation of planning fees.
- Help with explaining planning applications to neighbouring residents and other interested parties.
- Answer general planning enquiries from telephone callers, where requested by the Customer Service Centre.

The Duty Planner will not: -

- Give written advice on the need for planning permission (this should be sought by submitting an application for a Certificate of Lawful Development).
- Express specific views on the acceptability of proposals brought in by prospective applicants.
- Discuss with applicants or agents the technical merits of current applications, recently refused applications or appeals.
- Decide minor amendments to planning permission.

(Advice on the last two items should be sought by arranging a meeting with the case officer who has dealt with the application or appeal. For minor amendments details should be submitted in writing in advance of any meeting).

Advice by Duty Planners

- Any planning advice provided by officers of this Local Planning Authority to members of the public, either orally or in writing, in the course of their duties is offered in good faith, and is based on the information and evidence given to them by that member of the public.
- Such views are the personal opinion of that officer and are not a formal decision of, nor binding on, the Local Planning Authority.
- The Local Planning Authority will only be bound where a formal application is submitted and a formal decision is issued in writing.