

This leaflet can be obtained in alternative formats, e.g. in braille, large print, on audio tape, or e-mail by contacting the Council on telephone:

**01727 819344 or 819345**



The District Council Offices textphone number is **01727 819570**. The service is for customers with a hearing impairment.

এই লিফলেটে যে তথ্য দেওয়া হয়েছে যদি আপনি  
আরও বুঝার সাহায্য চান তবে  
কোন বরনন Telephone: 01727 866100

St Albans City and District Council  
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St Albans AL1 3JE  
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[www.stalbans.gov.uk](http://www.stalbans.gov.uk)



Planning Advisory Leaflet



## THE DEVELOPMENT CONTROL CHARTER

Development Control is the section of the planning department responsible for processing and determining applications for planning permission, handling proposals for works such as new buildings, structural alterations and extensions, new uses and advertisement consent.

The department assesses any proposed works against the District Council's planning policies, and determines whether or not they are appropriate for the site concerned. This includes:

- providing advice and guidance to applicants throughout the planning process;
- visiting the site;
- making decisions on planning applications;
- inspecting the development of the application as it takes place;
- taking action if any rules are broken or the work is deemed harmful.

Applications for work to listed buildings, within conservation areas and the display of advertisements are also considered.

The Council:

- acts to conserve the urban and rural environment of the City and District;
- consults residents and the local community who are directly affected by any proposals before a decision is made;
- takes any comments into account when making a decision.

If an applicant appeals against refusal of permission, the Council will defend its decision. Members of the community can also become involved in this process.

## What you can expect from us

### *As a consultee*

- If you are affected by a proposal, the Council will consider any views and comments you send us by letter, fax or email when formally assessing the application at the end of the statutory consultation period. The Council will acknowledge receipt of

your comments by letter (if address supplied), but is unable to respond individually to any specific comments made. With some developments that attract a very large volume of public responses from throughout the District, it may not be possible to acknowledge correspondence.

- ❑ The Council will make all current applications and drawings available for inspection and comment at the Council Offices and also at Harpenden (for the northern area).
- ❑ If the decision is going to be made by Committee, there will be an opportunity to attend and speak at the meeting.
- ❑ An information telephone hotline is available 24 hours a day, with details of agendas, Committee dates and public speaking rights (Tel: 01727 819 469).

### ***As an applicant***

Upon submitting your application, it will be assigned to a planning case officer who, upon request, will inform you on the progress of your application and when you might expect a final decision. The Council aims to:

- ❑ decide 72% of major commercial and industrial applications within 13 weeks;
- ❑ decide 90% of minor commercial and industrial applications within 8 weeks;
- ❑ decide 96% of all other applications within 8 weeks.

The Council will give you the chance to negotiate on your proposal where we consider that an acceptable solution is possible within the timescale.

### ***General***

- ❑ The Council will seek to respond to letters, faxes and emails within 15 working days, or where a more in-depth response is needed, within 21 working days. [Please note that due to the large volume of comments received from the public on planning applications, the Council is unable to respond individually to these or address any specific points raised.]
- ❑ The Council will endeavour to answer your telephone call within 5 rings.
  - ❑ The Council officers will be courteous at all times.

### ***Further information***

This advisory leaflet is intended to be a helpful and useful source of information and not binding on any party. The Council offers no guarantee or warranties concerning the accuracy of the information supplied.

For more information about the contents of this leaflet contact:

The Planning Department  
St Albans City and District Council  
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Telephone: 01727 819344 or 819345  
Website: [www.stalbans.gov.uk](http://www.stalbans.gov.uk)

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