



If you would like this leaflet in large print, on tape or in another language, please phone 0845 907 2244.

If you need this information in your language, please contact us using one of the methods below.

“જો તમારે આ માહિતીની તમારી પોતાની ભાષામાં જરૂર હોય, તો નીચેની પદ્ધતિઓમાંથી એકનો ઉપયોગ કરીને કાઉન્સિલનો સંપર્ક સાધો.”

如果您需要您自己语言的此信息，请通过以下方法之一与委员会联系。

“ਜੇ ਇਹ ਜਾਣਕਾਰੀ ਤੁਹਾਨੂੰ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿਚ ਚਾਹੀਦੀ ਹੋਵੇ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਹੇਠ ਲਿਖਿਆਂ ਵਿੱਚੋਂ ਕਿਸੇ ਇੱਕ ਤਰੀਕੇ ਦੀ ਵਰਤੋਂ ਕਰਦੇ ਹੋਏ ਕੌਂਸਲ ਨਾਲ ਸੰਪਰਕ ਕਰੋ।”

اگر آپ یہ معلومات اپنی زبان میں چاہتے ہیں تو براہ مہربانی نیچے دیے گئے طریقوں میں کسی ایک کا استعمال کرتے ہوئے کونسل سے رابطہ کیجئے۔

 **0845 907 2244**

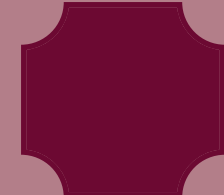
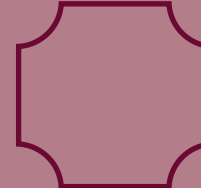
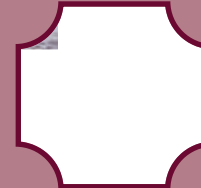
 **communications@erewash.gov.uk**

 **Ilkeston Town Hall, Wharncliffe Road, Ilkeston, Derbyshire DE7 5RP**
Long Eaton Town Hall, Derby Road, Long Eaton, Derbyshire NG10 1HU

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Development services

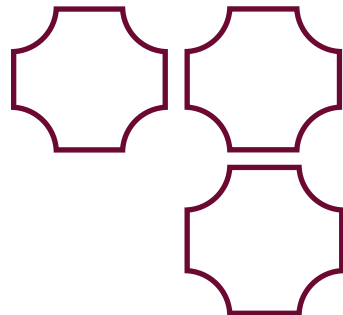
... our promise to you ...



Service delivery standards
Planning & Regeneration Directorate

Development Services affect us all. They include the following teams:

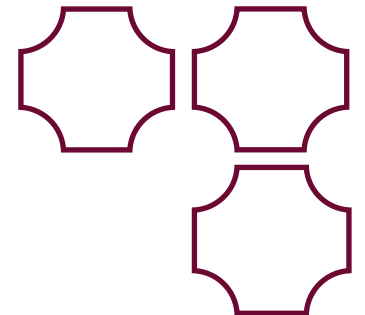
- Development Control - controls how buildings and space look.
- Enforcement - controls how land is used.
- Land Charges - responds to land and property searches.
- Planning Policy - puts together council policies for the development, protection and use of land within the borough.
- Economic Regeneration - works with Erewash Partnership to promote and deliver economic regeneration across the borough.
- Conservation and Design - protects and improves our heritage and encourages high-quality design with all buildings in conservation areas.
- Housing Strategy - produces a 'fit-for-purpose' strategy and makes sure housing in Erewash meets the needs of the borough.



How to get more information

Write to:

- Development Manager
Long Eaton Town Hall
Derby Road
Long Eaton
Derbyshire
NG10 1HU
- Phone: 0115 907 2240
- Email: planning@erewash.gov.uk
- Website:
www.erewash.gov.uk/planning_buildings/development_control



Your rights

We are committed to giving an equal service to all. This means that we should not treat you any differently because of your gender, race, age, disability, sexual orientation or religion.

We are constantly looking for feedback on our services. We welcome any feedback that will help us to improve our services. If you want to make a comment, compliment or a complaint, please:

- tell a member of our staff
- phone us on 0845 907 2244
- write to us at:
Erewash Borough Council
Long Eaton Town Hall
Derby Road
Long Eaton
Derbyshire
NG10 1HU
- email to: Contactcentre@erewash.gov.uk
- fill in our comments, compliments and complaints form, available from our receptions or by downloading from our website www.erewash.gov.uk
- fill in the online comments, compliments and complaints e-form on our website www.erewash.gov.uk.

You can see full details of our comments, compliments and complaints policy at www.erewash.gov.uk.

We will do the following:

- make sure our staff are polite, helpful, well-informed and available to help from 8:30am to 5pm (Monday to Thursday) and 8:30am to 4:30pm on a Friday;
- make sure we acknowledge all letters and emails within five working days of receiving them and send a full response to 75% of these within twenty working days;
- answer phone calls promptly and return them within two working days if we cannot give an immediate answer;
- make sure our publicity materials and guidance notes are clear and easy to understand and available in reception areas at Long Eaton and Ilkeston town halls and on our website;
- make sure we regularly check and update all leaflets;
- make information available on our fees and the cost of documents, which we will review each year;
- give applicants a chance to discuss their development proposals with a planning officer before making an application;
- offer a team approach to larger development proposals by involving officers from other council departments and external agencies, before an application is made;
- improve and develop our IT systems to make our services easier to access for everyone;

We will do the following continued

- consult the public on all policy documents and give feedback to those who took part;
- reply to planning applications within seven working days of receiving them, to either register them or offer advice about invalid applications;
- publicise applications in line with legal requirements and take into account any comments from interested parties before making a decision on the application;
- inspect a proposed development site before making a decision on an application. The officer visiting the site will have an identification badge;
- make decisions on planning applications on time and in line with set targets;
- tell applicants or agents about Planning Committee decisions within three working days;
- tell neighbours and other interested parties about Planning Committee decisions within seven working days;
- speak to people who have used the planning service to help make sure the service is working for them;
- give everyone involved in an application the chance to speak at the Planning Committee in line with our approved protocol, which we review regularly;
- investigate alleged breaches of planning control in line with national and local guidance;

We will do the following continued

- try to resolve breaches of planning control by talking with those involved and reaching an agreement. If this is not possible or appropriate, we would consider legal action;
- keep personal details of those who have complained confidential, where possible, and keep them informed about the investigation;
- inspect the site of an alleged breach of planning control within 10 working days. If building works have already started, these cases will be given priority; and
- tell any person who is in breach of planning control what their rights are and the steps they need to take to make things right.

We ask you to:

- make sure that all applications have the correct plans, forms, fee and relevant information with them;
- have your reference number available when contacting us about your application;
- reply to our requests for additional or amended information as quickly as possible;
- give us full details of an alleged breach of planning when you report it to us. We will need an accurate site address and your contact details;
- make an appointment if you would like to discuss your application with a planning officer;
- reply to our policy document consultations within the set time period; and
- treat our staff with courtesy.