

Enfield Council: Planning Charter 2019

We will treat our customers with fairness and in a polite and professional manner and expect our customers to treat us in the same way

Our aims for planning applicants:

- Decide applications within the statutory 8 or 13 weeks
- Keep you updated if we cannot decide by this date

How we process your application

- By day 2 we acknowledge receipt of your application
- By day 5 we check your application meets the submission requirements
 - Meets requirements – you will receive a registration letter
 - Does not meet requirements – you will receive a letter explaining the information required. Application processing will not start until the correct information is received
- By day 5 registered applications are published on the online planning register; consultation letters are sent
- Between weeks 5-6 the planning officer may visit the site if this is required
 - You will be contacted if minor revisions or amendments are needed
 - We may send further consultation letters where amendments are received
- Weeks 6-8: where amendments are received, we may ask you to agree an Extension of Time. This does not affect your statutory right of appeal.
- We will tell you if your application is to be decided by Planning Committee instead of delegated officers and will invite you to the meeting.
- Planning Committee decisions will be sent within 7 days following the meeting, unless they are subject to a Legal Agreement or further referral process.
- Your decision will be published online at <https://new.enfield.gov.uk/services/planning/the-planning-register/>

What to do if I have a query

- If you have engaged an agent to act on your behalf, contact them for any progress updates. All information will go to your agent.
- If you have submitted your own application, speak to us through our Web Chat service by clicking on the icon on our planning web page

Our aims for neighbours and interested parties

- You can use our online service to view planning applications at <https://new.enfield.gov.uk/services/planning/the-planning-register/>
- We will notify you of an application that directly adjoins your boundary. Exceptions to this are:
 - Applications to confirm planning permission is not required and development is permitted
 - Non-material amendments to a previously approved scheme
 - Discharge of planning conditions for an approved scheme
 - Authorisation for works to protected trees
- We may put up a notice within the vicinity of the application site and publish the application in the local press
- You have 21 days to submit your comments using the online planning register. This may be extended if amendments are received from the applicant.
- If you use our online services, you can receive confirmation that your comments have been received. We cannot respond if you post or email your comments.
- The decision and officers report will be available on the online planning register