

Changes to how we deal with validation of applications

Dear Customer

A significant number of the applications submitted to us are incomplete and require additional information or an additional fee before we can register them as valid.

To speed up the process and improve the quality of submissions we have already introduced a maximum 21 day period for all the missing information / additional fee to be sent to us. If you do not respond within this period we will not give you any more time and at present return a copy of your application to you with a refund of any fee you have paid. To progress your project you will then need to submit the application again with full documentation and the correct fee.

The present arrangements do mean that we waste time and effort in looking through incomplete applications. It also costs us about £25 in administration charges just to refund the fee. From 11th January 2010, therefore, we do intend to recover this cost and the cost of our time in dealing with your application from you. We will be introducing an administration fee to cover our costs in processing your application if the application has to be returned to you as incomplete. The administration charge will be as follows;

Major applications (10 or more dwellings and site area of 0.5ha and floorspace of 1000 square metres or more and site area of 1ha) - £150

Minor applications - £50

Householder and sign applications – £30

Applications submitted on or after 11th January 2010 which remain incomplete after the 21 day period will be returned to you and the appropriate administrative charge will be deducted from the fee that you have paid and be reflected in the amount of fee that we return to you.

Our emphasis must be on improving the quality of submissions and speeding up the time it takes us to validate your applications this is in everyone's best interest and we hope you will support us in this approach.