

East Renfrewshire Council

Planning Service Charter

The aims of the Planning Service are to promote sustainable development within East Renfrewshire, by encouraging and guiding development to the most appropriate locations; by promoting high quality design; and by enhancing and protecting the natural and built environment. Our customers (developers, businesses and residents) can expect the following service standards.

1. We will have professional planning staff available to answer questions at our main planning office and over the telephone from 8.45 am to 1pm Monday to Friday. You don't need to make an appointment for general enquiries, but if you are wanting to discuss a specific proposal then it would be helpful if you phoned first and made an appointment. This also guarantees that an officer will be free and have ample time to speak to you, rather than perhaps having to wait to see a busy duty officer. See overleaf for contact details. Additionally, 'customer first' support staff will be available at the Council's main offices at Eastwood Park and Barrhead Main Street to give general assistance with enquiries from 8.45am to 4.45pm Monday to Friday.
2. We will offer the opportunity to discuss your proposals with you and offer professional advice before you submit a planning application. We aim to provide responses to written enquiries within two weeks. We will respond giving comments on the principle of the proposal and the planning policies that apply. If the principle of the proposal is generally acceptable, but there are matters of detail or design which give rise to concern, the Officer will also comment on these matters.
3. We offer you the opportunity to submit your planning application electronically (preferred) or by paper. We also offer you the opportunity to pay for your application by a variety of means: online, over the telephone or in person at our main Eastwood Park and Barrhead offices. You may pay by credit/debit card cash. See separate 'How to pay' guidelines online.
4. We offer all applicants for major development the opportunity to enter into a 'Processing Agreement' with the Council, which will guide the timescales and arrangements for processing the application. We will also, upon request, host a meeting of our 'major development team' (involving officers of our planning, regeneration, economic development, roads, building standards, environmental health and housing services, as appropriate) with potential applicants to discuss developments and provide advice in a comprehensive manner.
5. We will normally issue decisions on householder, 'local' and other related applications (such as listed buildings and tree works) within two months of receipt of a valid application.
6. We will normally issue decisions on 'major' planning applications within four months of receipt of a valid application.
7. We will advise you of the reasons for any delay where an application is going to exceed the normal expected decision period (2 months for 'local' developments or 4 months for 'major' developments).
8. We aim to check and register all valid planning applications within three working days, when we will send the applicant an acknowledgement. If your application is not valid, we will advise you of what the problem is and what you need to do to resolve it.
9. We will publicise the receipt of all planning applications within five days of registration. Neighbours located within 20 metres of a development site will be sent a letter. Certain applications will be advertised in one of the local newspapers. We will allow at least 21 days for people to make comments on planning applications. In practice for 'delegated' applications we will consider all representations received before the decision on the application is made. For applications going to the Planning Applications Committee, we will consider representations up until the date that the committee report is completed i.e. no later than the Tuesday of the week before the committee meeting takes place.

10. We will have 'planning register' details of all planning applications made since the year 2000 available on our website. Additionally, copies of documents for all current (and recent) planning applications will also be available to view. Computer access will be available at the Council's main offices at Eastwood Park, Barrhead Main Street, Spiersbridge Way and all libraries.
11. We will make weekly and monthly lists of valid planning applications received and all undecided applications available on the Council's web site.
12. We will keep planning information on the Council's website up-to-date, providing advice on what needs planning permission, how to make a planning application, how to comment on a proposal, finding out decisions, contributing to development plans and general advice on planning legislation and procedures.
13. We will acknowledge all letters of representation relating to current planning applications and advise you of the outcome of the application within a week of it being determined. Representations can be viewed online, including names and addresses, although we will redact 'special category' and 'sensitive' personal information such as signatures, personal phone numbers and personal email addresses. Comments or objections can also be viewed at our planning office. If the planning application goes to appeal, then the Scottish Government's Planning and Environmental Appeals Division will be passed a copy of your representation and they may also post it online.
14. We will normally issue decisions on Local Reviews within three months of receipt of a valid Review.
15. We will commence investigation of all written reports about unauthorised developments and breaches of planning control as quickly as possible and aim to provide a response to you within 15 days. Please see separate Enforcement Charter.
16. We will maintain an up-to-date development plan (Local Development Plan and Strategic Development Plan), with updates completed at no greater than 5 yearly intervals. These Plans, along with associated documents and drafts will be publicised and public contributions to them will be sought.
17. We will prepare Supplementary Planning Guidance, Development Briefs and Masterplans as appropriate to promote and guide sustainable development in the area.
18. We will respond to you in plain English where possible given the nature of your enquiry.
19. We will be helpful, polite and courteous in our dealings with you.
20. We will deal with all complaints in accord with the Council's 'dealing with complaints' procedure, responding to 'stage 1' complaints within 5 working days; and 'stage 2 investigation' complaints within 20 working days.

For further information please contact:

East Renfrewshire Council Planning Service,
2 Spiersbridge Way, Thornliebank, East Renfrewshire G46 8NG
Telephone: 0141 577 3001
Email: planning@eastrenfrewshire.gov.uk
Website: <http://www.eastrenfrewshire.gov.uk/planning-and-building-standards>

Submit planning applications at: www.eplanning.scot

If you require this information in larger print, Braille or translated,
please telephone a Customer Services Officer on 0141 577 3001.