

# Hackney Planning Service Charter

# Planning Information

Leaflet 3



## Our Service Charter

We will provide an excellent planning service that results in a high quality built and natural environment. This charter sets out what you can expect from us.

## What do we do?

Planning is about managing and facilitating high quality and sustainable change in the built and natural environment. Our job is to provide the vision and framework for that change to achieve the greatest benefit for the communities of Hackney and fulfil the themes of the Council's Community Strategy.

- Produce and review planning policies, against which planning applications are assessed.
- Assess and make decisions on planning application for permission to carry out works to buildings or change their use.
- Consider applications for works to listed buildings, demolitions in Conservation Areas, protected trees and for the display of advertisements or signs.
- Consult local people, external organisations and internal departments for their views about development proposals and applications.
- Encourage the wider community to engage in the planning process for example Hackney Design Awards and planning user forums.
- Investigate cases where it appears development has occurred without the right planning permission. We take action if planning legislation is breached and the development is harmful to the local area.
- Provide expert advice on the built and natural environment on matters such as design, conservation and sustainability.

## What can planning applicants expect?

- Pre-application written advice is available free of charge for minor application types and you can expect a response within 15 working days.
- Pre-application meetings and written reports are available for all major proposals and you can expect a response in 30 working days. (Note – in some instances, this is a chargeable service)
- We will acknowledge 70 % of all applications within 5 working days of receipt.
- We will provide a dedicated officer to liaise with you throughout the planning application process.
- We will notify you in writing four weeks into the assessment process to advise how the application is progressing.
- At least 70 % of all major applications will be determined within 13 weeks or 16 weeks if an Environmental Impact Assessment is needed.
- At least 80 % of all other planning applications will be determined within 8 weeks.
- Full reasons for granting or refusing applications will be provided on a decision notice.
- All planning related submissions will be considered and development proposals assessed in accordance with policy.



### For more information about Pre-Application Advice

**Visit:** [www.hackney.gov.uk/planning-preapplication](http://www.hackney.gov.uk/planning-preapplication)

**Read:** Leaflet 4 – Pre-Application Advice for Planning Applications

**Email:** [planning@hackney.gov.uk](mailto:planning@hackney.gov.uk)

**Phone:** Pre-Application Coordinator on 020 8356 7757

## What can adjoining occupiers and interest groups expect?

- The service provides a ‘search and track’ facility, where applications received and decided can be viewed at [www.hackney.gov.uk/planning](http://www.hackney.gov.uk/planning).
- Neighbours adjoining an application site and other nearby occupiers who may be directly affected by a proposal, are notified via a neighbour consultation letter.
- Various avenues are available to comment on an application – completing the submission form provided with the neighbour consultation letter, by letter, by email and on-line.
- All persons consulted about a planning application have 21 days to comment.



### For more information about Planning Application Consultation

**Visit:** [www.hackney.gov.uk/planning](http://www.hackney.gov.uk/planning)

**Read:** Leaflet 1 – How to have your say on Planning Applications

**Email:** [planningconsultation@hackney.gov.uk](mailto:planningconsultation@hackney.gov.uk)

**Phone:** Duty Desk on 020 8356 8062

## What can you expect from the Planning Enforcement Team?

- All complaints received relating to potential breaches of planning control are kept confidential.
- All planning enforcement complaints are logged and acknowledged within 5 working days of receipt.
- A site inspection to investigate the planning enforcement complaint will occur within 10 working days.
- Where a breach of planning control is confirmed, the complainant will be updated on our progress 8 weeks into the process. (Note – enforcement action is a legal process and take considerable time to resolve).
- We will negotiate where possible to find solutions to breaches of planning control.
- We aim to resolve 75 % of breaches of planning control within 20 weeks.



### For more information about Planning Enforcement

**Visit:** [www.hackney.gov.uk/planning](http://www.hackney.gov.uk/planning)

**Read:** Leaflet 5 – Planning Enforcement

**Email:** [planningenforcement@hackney.gov.uk](mailto:planningenforcement@hackney.gov.uk)

**Phone:** Duty Desk on 020 8356 8062

## What can I expect from Policy?

- We will produce a Local Development Framework (LDF) setting out the Council's planning vision for Hackney in line with our published timetable.
- We will undertake thorough public engagement on all documents prepared in association with the LDF, such as the Core Strategy, Supplementary Planning Documents, Masterplans and the like.
- We will acknowledge receipt of all representations received and provide a formal response.



### For more information about Planning Policy and the Local Development Framework

**Visit:** [www.hackney.gov.uk/ldf](http://www.hackney.gov.uk/ldf)

**Email:** [planning@hackney.gov.uk](mailto:planning@hackney.gov.uk)

**Phone:** Duty Desk on 020 8356 8062

## What can I expect from Conservation, Urban Design and Sustainability?

- Provision of clear, consistent and thorough advice relating to conservation and design matters in the planning application assessment process.
- Protect and enhance Hackney's built environment through policy preparation and management of Conservation Areas and Listed Buildings.
- Consent to carry out works to trees in a Conservation Area will be responded to in 6 weeks and applications to carry out works to trees with a Tree Preservation Order will be completed in 8 weeks.



### For more information about Conservation Areas, Listed Buildings and Tree Management

**Visit:** [www.hackney.gov.uk](http://www.hackney.gov.uk)

**Email:** [planning@hackney.gov.uk](mailto:planning@hackney.gov.uk)

## Making a complaint

We aim to provide you with the very best service possible. There may be times when you are not satisfied with the service or want to suggest ways we can improve it.

The best people to deal with your concerns are the officers providing the service. In the first instance you can speak or write to the manager overseeing your application. They should be able to sort your problem out quickly.

If you are still unhappy you can make a formal complaint through our Standards and Complaints Team.

Hackney's complaint process is outlined in the Complaints Booklet which can be viewed or downloaded from the web address shown below.



### How to make a complaint

**Complete an on-line form:**

[www.hackney.gov.uk/complaints](http://www.hackney.gov.uk/complaints)

**Write to:** Standards and Complaints Team,  
Hackney Service Centre, 1 Hillman Street,  
London E8 1DY

**Email:** [complaints@hackney.gov.uk](mailto:complaints@hackney.gov.uk)

**Phone:** 020 8356 3770

## **How to Contact Us**

### **Duty Planning Officer**

**Phone:** Monday to Friday 9am–5pm

**T:** 020 8356 8062

**Face to Face:** Monday to Friday 10am–12pm  
or 2pm–4pm at Hackney Service Centre,  
1 Hillman Street, London E8 1DY

**Email:** Refer to the specific emails listed  
in this leaflet

**On-line:** [www.hackney.gov.uk/planning](http://www.hackney.gov.uk/planning)

**Write to:** Hackney Planning Service  
2 Hillman Street, London E8 1FB

**Phone:** 020 8356 3000 – General Enquiries

**Fax:** 020 8356 8110

### **Other Planning Information Leaflets**

**Leaflet 1** How to have your say on  
Planning Applications

**Leaflet 2** How to have your say at Planning  
Sub-Committee Meetings

**Leaflet 4** Pre-Application Advice on Planning  
Applications

**Leaflet 5** Planning Enforcement