

Development Management Service Charter

October 2016

The customer service standards that you can expect us to deliver



theMORAY council

OUR COMMITMENT

Development Management plays an important role in delivering sustainable economic growth. Our aim is to deliver an excellent service and be one of Scotland's top planning authorities.

This charter sets out the service standards that you can expect from these services. Our aim is to always meet the timescales set out in these standards but there will be times when this will not be possible.

Our service will be:

- **Honest**

We will act with honesty and integrity. We will treat all users of our service fairly, objectively and with respect. All decisions will be made on the basis of their planning merits and in the public interest.

- **Accessible**

We will make planning information clear and easy to access. We will make it easy to contact us and to comment on applications and policies. We will welcome all contributions and take customer satisfaction feedback into account to continuously improve our service.

- **Transparent**

We will make information and decisions about planning applications and decisions on the Council's website.

- **Responsive**

We will provide timely advice and planning decisions. We will continue to look at ways to improve the speed and quality of our service.

- **Effective**

We will provide accurate and useful planning advice. We will make planning decisions that ensure a high quality of development delivers the strategic aims of the Council.

DEVELOPMENT MANAGEMENT

Development Management is a key part of the Council's planning service and includes the following functions:

- Determining planning applications under **delegated powers**, or by reference the Planning and Regulatory Service Committee
- **Enforcement and Condition monitoring**
- Providing Pre-application advice for **local** and **major developments**, including advice on whether permission is required
- Representing the Council at appeals determined by the Planning and Environmental Appeals Division (DPEA) and contributing to the Moray Local Review Board

PLANNING ADVICE AND APPLICATIONS

Advice and information on all aspects of our service can be found here: [Planning Applications - The Moray Council](#)

Details of valid planning applications can be found at: [Public Access](#)

You can contact our planning officers by emailing: development.control@moray.gov.uk

The Development Management Service is located at: The Moray Council, High Street, Elgin, IV30 1BX

A Duty Planning Officer service is available between 14:00 to 16:00 Monday to Friday. No appointment is necessary.

Our Service Standards

1	We will check all applications for sufficient information within 5 working days of receipt and either: <ul style="list-style-type: none">● Request further information to validate the application, or● Write to acknowledge receipt and confirm the application is valid.
2	We will do a site visit within 15 working days of receiving a valid planning application.
3	We will decide 90% of householder applications within 2 months and 80% of local applications within 2 months.
4	We will decide 80% of major applications within 4 months and will expect major applications to be subject of a processing agreement.
5	We will issue decisions within 2 working days of determining the application.
6	We will respond to local pre-application enquiries, informal determinations and non material variation requests within 28 working days.
7	We will issue a response to major pre-application requests 3 weeks following the date the pre-application meeting is held.

PLANNING AND REGULATORY SERVICES COMMITTEE

Our Planning and Regulatory Services Committee usually meets every two months in public to consider certain planning applications, enforcement actions and planning policy matters. See [Committee](#) for further details on how it operates. All our Committees can be viewed via the [webcast](#).

MONITORING

Our Development Management team will ensure that planning permissions are being complied with. Applicants are now required to notify us when they intend to start building and when works are complete.

Our Service Standards

8	We will write and acknowledge receipt within 5 working days of receiving a Notice of Initiation of Development and/or Notice of Completion of Development.
9	We will respond to information submitted to meet conditions on a planning permission within 28 working days of receipt.

ENFORCEMENT

Our enforcement team investigates breaches of planning control, high hedge enquiries and seeks remedial action where necessary. See our [Planning Enforcement Charter](#).

MONITORING OUR PERFORMANCE

We will carry out regular monitoring to check whether we are achieving our service standards and review these annually to ensure they are still relevant and to make continuous improvements.

WE WANT TO HEAR FROM YOU

How to give feedback

Customer's views and opinions are important to help us improve our service. You can contact us in the following ways:

Email: development.control@moray.gov.uk

Post: The Moray Council, PO Box 6760, Elgin, Moray IV30 9BX

Complaints

We aim to provide a high standard of service at all times. However, sometimes problems do arise.

Please direct your initial complaint to our Development Management Manager, Beverly Smith:

Email: beverly.smith@moray.gov.uk

Telephone: 01343 563276

If your complaint remains unresolved, please refer to our formal Complaints Procedure. Details of the procedure are here: [Complaints](#) or a copy can be forwarded to you on request.