

**Lissa Rowan**

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**From:** [REDACTED]  
**Sent:** 17 January 2024 18:17  
**To:** Lissa Rowan  
**Subject:** Re: Notice of Review: Planning Application 23/01371/APP

**Warning. This email contains web links and originates from outside of the Moray Council network.**  
**You should only click on these links if you are certain that the email is genuine and the content is safe.**

Hi there,

I wish to add to my support of the conversion of the garage to hair salon at 22 Duffus Crescent. Since its conversion, I have not noticed a sudden influx of extra people on foot or in cars around the area. Although we live further down the street, I walk past 22 Duffus Crescent up to six times a day, mainly between 8.30 and 3.30. I have not seen any issues with extra cars or parking outside or near to 22 Duffus Crescent on any occasion. I have not met lots of people taking over the pavements near by. Most times I walk past, the house and salon look quiet and there is no one else around, just as it was before the conversion.

Many thanks,  
[REDACTED]

On Tue, Jan 16, 2024 at 10:54 AM Lissa Rowan <[Lissa.Rowan@moray.gov.uk](mailto:Lissa.Rowan@moray.gov.uk)> wrote:

Good morning

Please find attached correspondence in relation to the above Notice of Review.

Kind regards

Lissa

**Lissa Rowan** | Committee Services Officer | Governance, Strategy and Performance Services

[lissa.rowan@moray.gov.uk](mailto:lissa.rowan@moray.gov.uk) | [website](#) | [facebook](#) | [twitter](#) | [instagram](#) | [news](#)  
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*Please note, my working pattern is Monday-Thursday*

**Lissa Rowan**

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**From:** [REDACTED]  
**Sent:** 17 January 2024 20:24  
**To:** Lissa Rowan  
**Subject:** Support for Planning Application 23/01371/APP

Hi Lissa,

I would like to express my support for the planning application 23/01371/APP.

The reason I would like to support the application is that since the applicant has opened her salon it has allowed me to go to have my hair done for the first time in years. This is due to the affordable prices, the fact that I can go within school hours when my children are at school and nursery and also that it is within walking distance from my house which means I don't have to travel far.

I was a hairdresser myself for many years but had to give up work when I had children as I simply could not afford the rates to rent a premises in town.

I think that it is fantastic that the applicant has opened this salon within her home which allows her to work within school hours. It would be a shame if the application was rejected as it would take away ability to work.

Thank you.

Kind regards,

[REDACTED]

Sent from my iPhone

**Lissa Rowan**

---

**From:** [REDACTED]  
**Sent:** 17 January 2024 21:21  
**To:** Lissa Rowan  
**Subject:** Re: Notice of Review: Planning Application 23/01371/APP  
**Attachments:** image003.png

**Warning. This email contains web links and originates from outside of the Moray Council network.**

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Dear Madam

Town and Country Planning (Schemes of Delegation and Local Review Procedure)  
(Scotland) Regulations 2013 [‘the Regulations’]

Notice of Review: Planning Application 23/01371/APP – Retrospective consent to convert part of garage to hair salon at 22 Duffus Crescent, Elgin

Further to the previous support submission in connection with the above, I would have the following points to add:-

Given that the salon has been operating for a period of approximately 6 months, there is now evidence that it is not posing any adverse issues to the neighbours or other proprietors on Duffus Crescent.

I pass the property on a daily basis to get to and from my own home and rarely see another vehicle in the drive other than the Fergusons’ own family car.

I believe that it has definitely been proven that the salon has not had any negative impact and you would actually not even realise the salon was there if you did not know it was. From the outside of the property, it looks just like any other home that has converted the garage to a room.

Mrs Ferguson is a mother to 3 primary/nursery aged children and can only work during the school/nursery hours. She should be supported in being able to run the salon at her home to fit in with a very busy home life with the children. I know from my own experience that trying to work and support a family is difficult enough at the best of times.

The original concerns of extra footfall, vehicular traffic, road obstruction, parking issues and privacy of neighbours can surely now all be negated, given none of these have been an issue.

Commercial rates to rent a salon space or even rent a chair in an existing salon are too high for someone who has limited hours to work. Having the salon at home gives Mrs Ferguson the opportunity to be able to work and make the best use of the child free time she does have.

There are numerous other businesses that run from homes in Hamilton Gardens and a small, discreet salon is an asset to the community.

I am not a client of Mrs Fergusons and have no personal interest in her running the salon from home, other than to support one of the kindest people I know.

I would hope that the decision be seriously reconsidered with the lives of the whole Ferguson family taken into account, as Mrs Ferguson is simply trying to work in the only way possible to support and provide for her lovely family.

Yours faithfully

██████████

On Tue, 16 Jan 2024, 10:54 Lissa Rowan, <[Lissa.Rowan@moray.gov.uk](mailto:Lissa.Rowan@moray.gov.uk)> wrote:

Good morning

Please find attached correspondence in relation to the above Notice of Review.

Kind regards

Lissa

**Lissa Rowan** | Committee Services Officer | Governance, Strategy and Performance Services

[lissa.rowan@moray.gov.uk](mailto:lissa.rowan@moray.gov.uk) | [website](#) | [facebook](#) | [twitter](#) | [instagram](#) | [news](#)

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*Please note, my working pattern is Monday-Thursday*

**Lissa Rowan**

---

**From:** [REDACTED]  
**Sent:** 18 January 2024 20:27  
**To:** Lissa Rowan  
**Subject:** Re: Notice of Review: Planning Application 23/01371/APP

**Warning. This email contains web links and originates from outside of the Moray Council network.**  
**You should only click on these links if you are certain that the email is genuine and the content is safe.**

Hello Lissa.

Thank you so much for the email. I would like to add that we have not noticed any disturbance in the area due to this business. There are no changes have been noticed to livelihood. We haven't noticed any issues with large amount of people or cars in area in the last 6 months. There has been no issue with parking or traffic within the area or our street.

We fully support Rebecca with this business. For me and my family it's an advantage to have the business so close by.

We wish Rebecca all the very best for her business.

Kind regards

---

**From:** Lissa Rowan <Lissa.Rowan@moray.gov.uk>  
**Sent:** 16 January 2024 10:54  
**Subject:** Notice of Review: Planning Application 23/01371/APP

Good morning

Please find attached correspondence in relation to the above Notice of Review.

Kind regards

Lissa

**Lissa Rowan** | Committee Services Officer | Governance, Strategy and Performance Services

[lissa.rowan@moray.gov.uk](mailto:lissa.rowan@moray.gov.uk) | [website](#) | [facebook](#) | [twitter](#) | [instagram](#) | [news](#)  
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*Please note, my working pattern is Monday-Thursday*

**Lissa Rowan**

---

**From:** [REDACTED]  
**Sent:** 18 January 2024 20:34  
**To:** Lissa Rowan  
**Subject:** RE: Notice of Review: Planning Application 23/01371/APP

**Warning. This email contains web links and originates from outside of the Moray Council network.**

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Good evening,

I would like to put forward the following comments in support of the application above. As a neighbour I was previously in favour of the application and I still strongly support the application.

Mrs Fergusson has been extremely considerate of other neighbours and in deed I would not know that she is operating a hair salon from her garage There certainly has been no increase in traffic or has there been any congestion or problems in parking in the street. In fact I have a new neighbor who has more cars parked every day outside their property than I have ever seen with Mrs Fergusson. I actually would not know when she is working as it is still very quiet and I have not seen large groups of people frequent the property

There are quite a few of us who live on the estate who use her for our hairdressing services – it is indeed a very beneficial addition to our estate and obviously very good for carbon footprint as I can walk and I am not having to use my car, it is also very safe for my children to use her to get their hair cut. I think more people should be given the opportunity to operate from home especially as this has been done in keeping to high standards of our estate and very tastefully done in keeping with the other properties in the estate

Thank you

Sent from [Mail](#) for Windows

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**From:** [Lissa Rowan](#)  
**Sent:** 16 January 2024 10:54  
**Subject:** Notice of Review: Planning Application 23/01371/APP

Good morning

Please find attached correspondence in relation to the above Notice of Review.

Kind regards

Lissa

**Lissa Rowan** | Committee Services Officer | Governance, Strategy and Performance Services

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*Please note, my working pattern is Monday-Thursday*

**Lissa Rowan**

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**From:** [REDACTED]  
**Sent:** 19 January 2024 10:57  
**To:** Lissa Rowan  
**Subject:** Re: Notice of Review: Planning Application 23/01371/APP

**Warning. This email contains web links and originates from outside of the Moray Council network. You should only click on these links if you are certain that the email is genuine and the content is safe.**

Dear Lissa,

Thank you for your email and attachment.

I would like to further add to my support for this application as I feel strongly that having a small local hair salon is definitely a net benefit to the community - in fact, I don't really see any real disadvantages. I struggle to see how something being run on such a small scale for relatively short period of times could be of any more inconvenience to those living in the area than say, people having a friend/relative round to visit; having delivery drivers drop off parcels; or a window cleaner doing his rounds.

I see the applicant at school pick ups/drop offs as well as at various afterschool kids' activities and hobbies. Therefore, I do not believe she would have any or many opportunities to be able to operate outwith school hours. The nature of the business is not one where you would have a queue of people waiting outside or cars coming and going every 5minutes. It is also likely that a lot of clients will walk to the salon given its convenient location.

It is extremely difficult to find premises to rent for only a few hours - you quite often need to commit to full days (as I know from my wife's experience), this would be inefficient and would not make it worth the applicant's time. There are so many difficulties for households with two working patents and there should be more done to help and encourage people (especially mothers) to get back to work. As my wife and I are also working parents, we can understand the need for the convenience and flexibility of being able to essentially work from home. A huge number of people are lucky enough to be able to do so and given the very quiet, limited and non-intrusive nature of the applicant's business, I don't see why this shouldn't be an option for her.

Kind Regards,  
[REDACTED]

On 16 Jan 2024, at 10:54, Lissa Rowan <Lissa.Rowan@moray.gov.uk> wrote:

Good morning

Please find attached correspondence in relation to the above Notice of Review.

Kind regards

Lissa

**Lissa Rowan** | Committee Services Officer | Governance, Strategy  
and Performance Services



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<image003.png>

***Please note, my working pattern is Monday-Thursday***

<LR299 - Ltr to IPs NoR Not.pdf>

**Lissa Rowan**

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**From:** [REDACTED]  
**Sent:** 20 January 2024 17:24  
**To:** Lissa Rowan  
**Subject:** Re: Notice of Review: Planning Application 23/01371/APP

**Warning. This email contains web links and originates from outside of the Moray Council network. You should only click on these links if you are certain that the email is genuine and the content is safe.**

Hi I am so very pleased to see this being reviewed. [REDACTED]  
[REDACTED]. The family are a lovely, kind and respectful family with 3 children who are very well thought of in this estate. Ryan is a very good trustworthy respectable electrician and Rebecca an incredible talented hair dresser who just wants to work whilst not having to worry about her job effecting the kids.

I and many others would very much like the salon to go ahead being we live close by and would prefer giving that the hours open are during school time hours. Not everyone drives and the bus service isn't the best up this way anyway so even better for those who lived close by [REDACTED] who would benefit from the short distance to Rebecca's salon. Not to mention the ever growing populating houses being built round here would also benefit. Please see that this is beneficial for this area [REDACTED]

Regards

On 16 Jan 2024, at 10:55, Lissa Rowan <Lissa.Rowan@moray.gov.uk> wrote:

*Thursday*



**Lissa Rowan**

---

**From:** [REDACTED]  
**Sent:** 22 January 2024 19:00  
**To:** Lissa Rowan  
**Subject:** Re: Notice of Review: Planning Application 23/01371/APP

**Warning. This email contains web links and originates from outside of the Moray Council network. You should only click on these links if you are certain that the email is genuine and the content is safe.**

Dear Lissa,

Many thanks for you email regarding the Notice of Review: Planning Application 23/01371/APP.

Please see below a further representation in support of Mrs Ferguson's planning application.

Since Mrs Ferguson has opened her business operating from no.22 there has been no increase in pedestrian footfall, vehicle numbers, or traffic noise in Duffus Crescent. Indeed, if one did not already know that Mrs Ferguson had a salon you would be unaware of it. I work from home in Duffus Crescent so I am home all day with a street-side office and would certainly notice any increases in traffic or noise. Furthermore, I regularly walk past no.22 with my dog, and there has been no increase in the number of street parked vehicles, or vehicles blocking access ways. Mrs Ferguson is a busy mother who has decided to spend a couple of hours a day providing a hair dressing service for those in a similar situation on the development, and also to help support her family, to provide this service anywhere other than her home would not be feasible for her, and would remove a convenient service from those who rely on services being local.

As a neighbour, I fully support Mrs Ferguson, her business provides a vital service to those unable to go elsewhere, services such as Mrs Ferguson's not only keep businesses local, they also unite the community.

Best Regards.

[REDACTED]

[REDACTED]

On Tuesday, 16 January 2024 at 10:54:43 GMT, Lissa Rowan <lissa.rowan@moray.gov.uk> wrote:

Good morning

Please find attached correspondence in relation to the above Notice of Review.

Kind regards

Lissa

**Lissa Rowan** | Committee Services Officer | Governance, Strategy and Performance Services

[lissa.rowan@moray.gov.uk](mailto:lissa.rowan@moray.gov.uk) | [website](#) | [facebook](#) | [twitter](#) | [instagram](#) | [news](#)  
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*Please note, my working pattern is Monday-Thursday*

**Lissa Rowan**

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**From:** [REDACTED]  
**Sent:** 22 January 2024 19:14  
**To:** Lissa Rowan  
**Subject:** Your ref : LR/LR299

Good Evening,

I have received notification of a review of the above reference.

I would just like to say that I live round the corner from Mrs Fergusson and fully support the salon, I walk regularly round Hamilton gardens and have not once seen any changes in traffic or any more people around than normal. I find the convenience of the salon is excellent, saves having to go into town, I feel as a community we should support anyone trying to run a business and provide for their families. Mrs Ferguson is a very well thought of member of the community and is very considerate of anyone around her.

Kind regards

[REDACTED]

[Sent from the all-new AOL app for iOS](#)

**Lissa Rowan**

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**From:** [REDACTED]  
**Sent:** 23 January 2024 19:14  
**To:** Lissa Rowan  
**Subject:** Re: Notice of Review: Planning Application 23/01371/APP

**Warning. This email contains web links and originates from outside of the Moray Council network. You should only click on these links if you are certain that the email is genuine and the content is safe.**

Dear Lisa

I am writing again to support this very small business [REDACTED].  
I am able to arrive at appointments within four minutes with my electric bike which is extremely accommodating to me to be able to come before my school pick up. I am aware that most of [REDACTED] clients live within Hamilton gardens and Bishopmill area due to them knowing the family a number of years they are all a support to the family [REDACTED] in which other possible position is [REDACTED] able to work such short hours in which are not a tie. Due to keeping the prices down not being in town or with high rates to pay I'm able to afford hair appointments regularly. This accommodating salon suites so many with additional needs due to its quiet and calm atmosphere. The family are committed to other activities out within school and nursery hours which gives no other flexibility for working out within them. this is such a useful business to many in the area and has no impact on anyone. The family are only trying to do the very best for themselves and their family. [REDACTED] both running businesses and juggling life they are a hard working family and showing their children a great purpose in life with such great work ethics.

On 16 Jan 2024, at 10:54, Lissa Rowan <Lissa.Rowan@moray.gov.uk> wrote:

Good morning

Please find attached correspondence in relation to the above Notice of Review.

Kind regards

Lissa

**Lissa Rowan** | Committee Services Officer | Governance, Strategy and Performance Services

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<image003.png>

*Please note, my working pattern is Monday-Thursday*

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**Lissa Rowan**

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**From:** [REDACTED]  
**Sent:** 24 January 2024 07:19  
**To:** Lissa Rowan  
**Subject:** Re: Notice of Review: Planning Application 23/01371/APP

**Warning. This email contains web links and originates from outside of the Moray Council network. You should only click on these links if you are certain that the email is genuine and the content is safe.**

Good morning,  
I want to support this planning application request and wanted to highlight certain important points.

First of all, it is very discreet and no one would have any idea that it is a salon.

Secondly, there is no increase in traffic, nor any extra cars parking on the road due to Rebecca being exceptionally considerate and using her driveway for anyone to park so you would not know if friends, family or clients are visiting nor would anyone care as not effecting anyone else.

Lastly, it is hard for us mums to work hours around the school day. Only possible to work 4.5 hours due to drop off/pickup/lunch, however working from home allows more flexibility meaning more money for the family to live off. We should be supporting these small businesses not hindering, and supporting people to work a decent amount of hours to help with the economy.

Kind regards

[REDACTED]  
[REDACTED]

Sent from [Outlook for iOS](#)

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**From:** Lissa Rowan <Lissa.Rowan@moray.gov.uk>  
**Sent:** Tuesday, January 16, 2024 10:59:46 AM  
**Subject:** Notice of Review: Planning Application 23/01371/APP

Good morning

Please find attached correspondence in relation to the above Notice of Review.

Kind regards

Lissa

**Lissa Rowan** | Committee Services Officer | Governance, Strategy and Performance Services

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*Please note, my working pattern is Monday-Thursday*



**Lissa Rowan**

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**From:** [REDACTED]  
**Sent:** 28 January 2024 07:50  
**To:** Lissa Rowan  
**Subject:** Application Ref- 23/01371/APP

Application Ref- 23/01371/APP

Dear Lissa ,

Myself and my family live [REDACTED] to the applicants on the end of the access road. Due to me working part time from home I have had no disturbance in any way from the salon being next door. For the last 6 months we have no difference or change and they been very accommodating asking clients to walk around the own pathway. Whilst working I have noticed anyone passing. We barely ever see any cars there and when they do have a visitor they always use their driveway. We have never had an issue with parked cars on the access road or street from the Ferguson's. [REDACTED]

[REDACTED]

The salon is very well done and this is a huge benefit to us as a family I can go on my day off for appointments while my children are at school. My husband works shifts and can use the salon whilst home in the day also. During school holidays I can send my children in one at a time whilst staying home with the others and I can continue to work. This is extremely rare and a fantastic experience for us.

[REDACTED] we fully support Mrs Ferguson working from home and see how busy their family are on a day to day basis, the same as we are. I am aware of many residents in Hamilton gardens who also support it as it is so useful to us. We are also very aware of how many businesses in which run from here and they have not been issued with any problems all fully supported by the community. Some of these 48 other businesses here have continuous clients on a much larger scale, it is very unfair that the Ferguson's have been targeted for this very small business. Mrs Ferguson has such a limited time to work which I understand myself and just wants to get on with juggling her children. I really hope you are able to overturn the decision on this small business and approve.

[REDACTED]

**Lissa Rowan**

---

**From:** [REDACTED]  
**Sent:** 28 January 2024 19:34  
**To:** Lissa Rowan  
**Subject:** Re: Notice of Review: Planning Application 23/01371/APP

**Warning. This email contains web links and originates from outside of the Moray Council network. You should only click on these links if you are certain that the email is genuine and the content is safe.**

Good evening,

I would like to add to my previous email please, stating why Mrs Ferguson should be allowed to keep her salon in Duffus Crescent, Elgin.

I myself live on Duffus Crescent and am extremely happy that I can walk to my hairdresser. There have been no issues with parking on the estate as far as I am aware of. I have never seen or heard of any issues of this. This is just a mum of young children looking to do what she loves in her own home. Please consider letting Mrs Ferguson keep her beautiful salon. It's not hurting anyone.

Kind regards

[REDACTED]

Sent from my iPhone

On 16 Jan 2024, at 10:54, Lissa Rowan <Lissa.Rowan@moray.gov.uk> wrote:

Good morning

Please find attached correspondence in relation to the above Notice of Review.

Kind regards

Lissa

**Lissa Rowan** | Committee Services Officer | Governance, Strategy and Performance Services

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<image003.png>

*Please note, my working pattern is Monday-Thursday*

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**Lissa Rowan**

---

**From:** [REDACTED]  
**Sent:** 29 January 2024 21:24  
**To:** Lissa Rowan  
**Subject:** Re: Notice of Review: Planning Application 23/01371/APP

**Warning. This email contains web links and originates from outside of the Moray Council network. You should only click on these links if you are certain that the email is genuine and the content is safe.**

Good evening,

I write regarding the retrospective planning permission Of 22 Duffus Crescent.

Further to my first comments I would like to add that since then I have not noticed any extra traffic in the area. I visit a friend regularly on Duffus crescent and drive past most days to my home on the estate and at no point has the drive or road looked busy or overcrowded outside number 22. The transformation of the garage looks pleasing to the eye and has been done to a high standard and looks In keeping with other houses on the street with wood cladding.

Having visited the salon with my daughter, it is very clear that the small salon would not be able to expand and have more than the number of clients Mrs Ferguson stated in her plans which I believe is the concern of some.

I have also visited the salon and at no point have i felt the need to observe the houses surrounding it, which again, i believe is the concern of some.

I also have to say that my daughter gets anxious with visiting salons but this homely experience allowed her to feel comfortable and calm.

With additional support needs on the rise throughout the country, I feel it is important to have more options and this salon feels calming for parents and children alike.

I fully support this business and I would find it a huge shame that The Ferguson's should be disadvantaged due to a very small minority, especially when there are several other businesses on the estate who have had no objections [REDACTED]. Until a recent house sale, the house across from The Ferguson's [REDACTED] had a dog grooming business running in the back garden. [REDACTED]

I really do hope that this hard working family are left to enjoy their property and Mrs Ferguson continues to be able to work from home. They are an asset to the estate and their work ethic and juggling of parenting are to be admired.

Kind regards,

[REDACTED]

Sent from [Outlook for Android](#)

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**From:** Lissa Rowan <Lissa.Rowan@moray.gov.uk>  
**Sent:** Tuesday, January 16, 2024 10:54:41 AM  
**Subject:** Notice of Review: Planning Application 23/01371/APP

Good morning

Please find attached correspondence in relation to the above Notice of Review.

Kind regards

Lissa

**Lissa Rowan** | Committee Services Officer | Governance, Strategy and Performance Services

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*Please note, my working pattern is Monday-Thursday*

**Lissa Rowan**

---

**From:** [REDACTED]  
**Sent:** 29 January 2024 21:36  
**To:** Lissa Rowan  
**Subject:** Re: Notice of Review: Planning Application 23/01371/APP

**Warning. This email contains web links and originates from outside of the Moray Council network. You should only click on these links if you are certain that the email is genuine and the content is safe.**

Good evening

In addition to my previous comments with regards being in favour of Mrs feegussons hair salon I had mentioned I felt the salon is very safe for my children to get their hair cut. My teenager has autism and can be over whelmed by busy and noisy environments . The fact that Mrs Ferguson has only the capacity to have one client at a time makes my daughter feel very comfortable and safe as it is a nice and quiet space for her and easy access to home .

Thank you

[REDACTED]  
Sent from my iPhone

[REDACTED]

Good evening,

I would like to put forward the following comments in support of the application above. As a neighbour I was previously in favour of the application and I still strongly support the application. Mrs Ferguson has been extremely considerate of other neighbours and in deed I would not know that she is operating a hair salon from her garage There certainly has been no increase in traffic or has there been any congestion or problems in parking in the street. [REDACTED]

[REDACTED] I actually would not know when she is working as it is still very quiet and I have not seen large groups of people frequent the property

There are quite a few of us who live on the estate who use her for our hairdressing services – it is indeed a very beneficial addition to our estate and obviously very good for carbon footprint as I can walk and I am not having to use my car, it is also very safe for my children to use her to get their hair cut. I think more people should be given the opportunity to operate from home especially as this has been done in keeping to high standards of our estate and very tastefully done in keeping with the other properties in the estate

Thank you

[REDACTED]

Sent from [Mail](#) for Windows

---

**From:** [Lissa Rowan](#)  
**Sent:** 16 January 2024 10:54  
**Subject:** Notice of Review: Planning Application 23/01371/APP

Good morning

Please find attached correspondence in relation to the above Notice of Review.

Kind regards

Lissa

**Lissa Rowan** | Committee Services Officer | Governance, Strategy  
and Performance Services

[lissa.rowan@moray.gov.uk](mailto:lissa.rowan@moray.gov.uk) | [website](#) | [facebook](#) | [twitter](#) | [instagram](#) | [news](#)

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<image003.png>

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**Lissa Rowan**

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**From:** [REDACTED]  
**Sent:** 26 January 2024 15:36  
**To:** Lissa Rowan  
**Subject:** Ref: LR/LR 299 - 22 Duffus Crescent

Good afternoon,

I received a letter about the above property and the small business that trades from the converted garage.

I have not noticed any increase in traffic in the area due to Mrs Fergusons small business starting. If the business was bigger, I would expect there to be a dramatic increase in car's parked on the side of the road and a constant disturbance due to people constantly coming back and too, but this is far from the case. I haven't noticed any change.

I don't believe that the size of the business would interrupt any neighbours as there is only a few people arriving throughout the day. I would compare this to my friend coming round for a coffee or a Tesco delivery.

On another note, I think it's great that a young individual is looking to start a small business in the area considering the recent economic turmoil with general cost increases/interest rate rises etc. Why would anybody wish to put a stop to it as it will bring a benefit to the local community.

Kind Regards,

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

They say they have experienced deliberate obstruction of the access road from neighbours, making it near impossible for them to access their drive. We have lived here happily for 8 years, with absolutely zero instances of parking issues from any of the occupants of the 5 owners of the access road. It is not a main road, which the applicants are used to, it is only wide enough for one vehicle. Visitors to our house park in front of our drive, and it does block the access road. We are located in the middle, with two houses either side of us, so if we have a visitor parked in front of our house, the other residents STILL have access to one of the two entrance/exit points. We ensure that enough space is left available for the applicant to be able to manoeuvre their vehicle and use the entrance they are immediately next to. Pictures taken and submitted by the applicant clearly demonstrate this. Our visitors have parked this way for 8 years, and it has not caused any issues whatsoever with previous neighbours. There is no delicate way to say it, but this is a non-existent issue, and they seem determined to make their life difficult while attempting to make it into an issue. They park vehicles facing the longest way out, increasing chances of any visitors at two houses blocking their way. I arrived home in my work vehicle, and seeing Mrs Ferguson at her car, quickly reversed in to clear the road. Rather than drive past (or perform a 3-point turn in her drive), she reversed out of the other entrance. Contrast this with Mr Ferguson, who decided to mount the kerb and drive half on the grass to pass a visitor's car, a dangerous manoeuvre that could have damaged his or our visitor's vehicle, and a bizarre one considering the entire rest of the road was completely empty, and he could have driven in the other entrance without any issues.

We do not have visitors often, [REDACTED], and in the submitted pictures they managed to capture every single visitor [REDACTED].



**Parking:** To justify parking, the applicant states other families have more vehicles parked at their houses. That is a different physical, geographic location, and has nothing to do with this application. The fact is, the access road was never designed for a large number of vehicles. Historically the 3 families centrally on the access road have had 2 vehicles, and have had visitors, but no parking instances. We have never objected to the applicant having visitors, or visitors parking in front of THEIR house- but increasing numbers of visitors/customers and family members were parking in front of our property, even though they could have parked in front of the applicants? We do not like confrontation, so just put up with it, and then received notification of the retrospective planning application. This just seemed a further extension of the applicant doing what they wanted with no consideration to others. With no attempt from them to discuss their plans, our only recourse was to place an objection in the planning system. The access road is only wide enough for 1 vehicle, it was never designed for large volumes of traffic. I previously had a large van for work, and had to park outside the estate as it was too difficult to manoeuvre in the access road, so I speak from experience. If the applicant has encountered difficulty manoeuvring when entering/leaving the access road when they only have 2 vehicles it will only be made increasingly difficult, if not impossible, with 4 vehicles. Modifying the front will not alleviate this issue. They have also mentioned a parking incident where they were 'targeted by an irate neighbour over parking'. They have neglected to mention the entire incident was CAUSED by their inconsiderate parking of two vehicles in front of that neighbour's house, leaving no room if the occupant expected visitors.

**Reconfiguration of drive:** The reconfiguration of the drive was submitted along with retrospective planning application for the business, and while it may be beneficial for them, parking requirements have to be met by any proposed business, and this was done primarily as a conditional requirement for a business. I am happy to be corrected, but the report of handling states 'the existing driveway to be reconfigured and extended to allow four car parking spaces..... within 6 months of the decision notice to allow sufficient parking for the domestic property and the salon within.' The applicant states they already have permission to alter their drive- but surely that is only if the business application is successful? As stated above, reconfiguring the drive will not alleviate issues.

**Other Businesses in estate:** Regarding other businesses running in the estate, I am aware of this, but I am not aware of any impact on their neighbours, or their location within the estate. That has nothing to do with me, or this application. Moray Planning department have clearly stated each application is considered on a case-by-case basis, taking into account material considerations. The businesses noted may not have required planning consent, or have any impact on the amenity. Mr Keir says a refusal will make many residents feel worried that working out of their homes will come to an end if the application is refused. I feel the sidelines/microbusinesses/home office arrangements in the estate are subject to their own discussion within their immediate locality. The only worry that is being created is by Mr Keir trying to say this planning application affects them, which it doesn't.

The deeds stipulate no business is to be run from the estate to protect the amenity. The planning system is there for the same purpose. Neighbours can have disagreements, over many issues, or over the impact of a business. That is THEIR business, neighbours can come to agreements over what takes place in their locality, as long as they are in agreement. As Mr Keir states, we live in a democratic society. The deeds are only there to enforce decisions made by the experienced council planners, which in this case was to refuse the application.

**Provisions in place:** A number of provisions have been put forward to address concerns of numbers of customers. Electronic diaries, finance checks, a section 75 agreement. Diaries can be altered, off the books diaries kept, data can be deleted, payments may be cash in hand. There are numerous ways that customer numbers can be manipulated, which is why on a similar conversion a Moray planning officer refused it, as there was no way of officially regulating it once approval had been given. Mr Keir states that it is a stretch to call the business a shop, but it is. He goes on to say you begin as an acorn before becoming an oak tree. Every business owner wants their business to grow, but this location is unsuitable for that growth. If it is so small scale, it seems overkill to turn part of your house into a shop, when simply operating as a mobile hairdresser would ensure the ability to be flexible and mobile for your family, while catering to the elderly in the comfort of their homes, and reducing your overall running costs from energy expenditure?

## Further comments from Mr Keir

It has to be stated that Mr Keir is not impartial and has been paid to favour the applicants position. Mr Keir states 32 ayes to 5 nos would be a positive and that policies are there to protect Moray. My understanding was the planning process was to pass comment on an application that had an effect on you, not a straightforward vote where most votes indicate the winner. If that was the case, rather than just follow the rules of the planning system, I am sure 5 objectors would be able to muster more support than one applicant. That aside, some submissions of support appeared blank, others were personal attacks, and very few actually contained material considerations. As I mentioned in my objection, the customers disrupt our amenity, then return to their own home which is undisturbed. Mr Keir accepts policies are in place to protect Moray. Those same policies were responsible for the application being refused, after consideration of all arguments, but the decision was not accepted by the applicant. He asks 'what is being protected?' - that would be the democratic right of the 5 objectors to have their objections heard, and then be validated by council planners in refusing the application.

The applicant admits it was rushed, which resulted in no planning, and no assessment of the location, impact on amenity, or any discussion at all with neighbours on the subject before proceeding. No discussion of the purpose/nature of the work was given, not even through 2 weeks of noise and disruption when there was ample opportunity to do so- a strange situation given we were classed as friends for a number of years. I do not believe it was rushed, and feel it was a calculated decision to put everything in place to try and force their application through. The applicant states she is considerate, but even she says 'she did not for one minute consider the neighbours (would object to the alterations)'. I feel the first part of that sentence is the pertinent part. Due to communication not being open from the start, I feel I cannot trust their word on their intentions with this proposal as ultimately it CANNOT be controlled, regardless of any short-term measures.

I can understand their feelings of emotional and mental upset, as this has had a damaging effect on all concerned. Not wishing to detract from those feelings, it may help them to understand this is purely a planning matter, and comments should have been restricted to this. I have reviewed my initial comments, and found none of them derogatory or personal in nature. It was my understanding that the planning application was subject to all MATERIAL CONSIDERATIONS pertaining to the plan, both for and against. [REDACTED]

[REDACTED]. I live in a residential estate, and did not expect a shop to be developed next door. 4 other objectors in the very near vicinity appear to have the same opinion. It is unfortunate that the applicant cannot understand that it is perfectly acceptable to hold a different opinion to theirs. This is why we have an impartial planning system, one that assessed both opinions, and ruled the development of a shop in a residential area should be refused.

**Lissa Rowan**

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**From:** [REDACTED]  
**Sent:** 31 January 2024 20:37  
**To:** Lissa Rowan  
**Subject:** Re: Notice of Review: Planning Application 23/01371/APP

**Warning. This email contains web links and originates from outside of the Moray Council network. You should only click on these links if you are certain that the email is genuine and the content is safe.**

Many thanks for the correspondence surrounding this planning application. I understand that there is a due process to follow but it is both surprising and alarming that this case is consuming so much time, effort and money, not only by the applicants but also the council. This is a micro business (not even a small business) that has minimal impact on the environment in which it operates, and on the residences that surrounds it. The owners are extremely sensitive to their position in their local community, with minimal foot fall, no additional traffic arriving at the premises, and no inconvenience caused to neighbours. I am also aware of other businesses being operated from private residences not only within this estate but in other areas of Elgin. Is the same level of rigour applied to other applicants? Common sense must prevail. Small and micro businesses are the lifeblood of any community.

Many thanks,

[REDACTED]

On 16 Jan 2024, at 10:54, Lissa Rowan <Lissa.Rowan@moray.gov.uk> wrote:

Good morning

Please find attached correspondence in relation to the above Notice of Review.

Kind regards

Lissa

**Lissa Rowan** | Committee Services Officer | Governance, Strategy and Performance Services

[lissa.rowan@moray.gov.uk](mailto:lissa.rowan@moray.gov.uk) | [website](#) | [facebook](#) | [twitter](#) | [instagram](#) | [news](#)

01343 563015 or 07765 741754

<image003.png>

*Please note, my working pattern is Monday-Thursday*

<LR299 - Ltr to IPs NoR Not.pdf>

**Lissa Rowan**

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**From:** [REDACTED]  
**Sent:** 30 January 2024 20:30  
**To:** Lissa Rowan  
**Subject:** Fwd: Planning Application 23/01371/APP

**Warning. This email contains web links and originates from outside of the Moray Council network.**

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Can I please update my response to-

In relation to the NOR for the above application I would like to add the below additional comments -

Information detailed in the response from Mr & Mrs Fergusson in my opinion are quite clearly manipulative fabrications intended to vilify the "Objectors" for their right to object to local planning permission. The fabricated issues they have raised in regards to neighbours should have no bearing over the planning permission and is clearly a distraction tactic from the main issue of planning which is a class 1 shop being in a residential area. Responses in my opinion should be based purely on the planning permission and I fully support Moray Council's decision to decline permission on the basis that this is a residential area and there is no manner in which to monitor the business at 22 Duffus Crescent.

**Lissa Rowan**

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**From:** [REDACTED]  
**Sent:** 05 February 2024 14:48  
**To:** Lissa Rowan  
**Subject:** 22 Duffus Crescent Elgin

I have no objection for the change of use from garage to hair salon.