

PLEASE READ THIS BEFORE CHECKING YOUR PLANNING CONSENT

The following are matters which must, by statute, be addressed **prior to any works being enacted** on the strength of the attached consent;

- 1) If this consent is issued conditionally all **“prior to commencement”** conditions must be formally discharged for any works to be considered lawful. Any failure in this regard will constitute a breach of Planning Control as defined by S123(1)(b) of the Town and Country Planning (Scotland) Act 1997.
- 2) The Notice required by Section 27A of the Town and Country Planning (Scotland) Act 1997, **Notification of Initiation of Development**, must be submitted to the Planning Authority. Any failure in this regard will constitute a breach of Planning Control as defined by S123(1)(c) of the Town and Country Planning (Scotland) Act 1997.
- 3) The Notice required by Section 27C of the Town and Country Planning (Scotland) Act 1997, **Display of Notice While Development Is Carried Out**, for developments belonging to the categories of national or major development or of a Class specified in Schedule 3*, must be displayed at the development site for the period of the development. Any failure in this regard will constitute a breach of Planning Control as defined by S123(1)(d) of the Town and Country Planning (Scotland) Act 1997.

In addition to the above it is also a requirement, as soon as practicable once development is complete, that a Notice is submitted to the Planning Authority under the terms of S27B of the Town and Country Planning (Scotland) Act 1997 advising of the completion of works approved. If the development is phased the terms of S27B(2) will be of relevance.

**Pro forma copies of the Notices detailed above are included in this
Decision Notice Package.**

*Schedule 3

Classes of development - regulations 20(2)(c) and 41(1)(b)

The following are the classes of development specified for the purposes of regulations 20(2)(c) and 41(1)(b)—

(1) the construction or installation of buildings for use as a public convenience;

(2) the construction of buildings or other operations, or use of land—

(a) for the disposal of refuse or waste materials or for the storage or recovery of reusable metal;

(b) for the retention, treatment or disposal of sewage, trade-waste, or effluent other than—

(i) the construction of pumphouses in a line of sewers;

(ii) the construction of septic tanks and cesspools serving single dwellinghouses, single caravans or single buildings in which not more than 10 people will normally reside, work or congregate;

(iii) the laying of sewers; or

(iv) works ancillary to those described in sub-paragraphs (i) to (iii);

(c) as a scrap yard or coal yard; or

(d) for the winning or working of minerals, including management of extractive waste.

- (3) the construction of buildings or use of land or buildings for the purpose of slaughtering animals (including fish and poultry) or the processing of animal carcasses for final disposal or as part of the production of other goods;
- (4) the construction or use of buildings for any of the following purposes—
- (a) building for indoor games
 - (b) cinema
 - (c) dancing
 - (d) fun fair
 - (e) gymnasium (not forming part of a school, college or university)
 - (f) hot food shop
 - (g) licensed premises
 - (h) music hall
 - (i) skating rink
 - (j) swimming pool or
 - (k) theatre;
- (5) the construction of buildings for or the use of buildings or land as—
- (a) a crematorium or a cemetery;
 - (b) a zoo or wildlife park or for the business of boarding or breeding animals;
- (6) the construction of buildings and use of buildings or land for motor racing;
- (7) the construction of a building to a height exceeding 20 metres;
- (8) the construction of buildings, operations and use of buildings or land which will—
- (a) affect residential property by reason of fumes, noise, vibration, smoke, artificial lighting, or discharge of any solid or liquid substance;
 - (b) alter the character of an area of established amenity;
 - (c) bring crowds into a generally quiet area;
 - (d) cause activity and noise between the hours of 8 pm and 8 am; or
 - (e) introduce significant change into a homogeneous area.

Governance

**Chief Governance Officer, Solicitor to the Council
and Council Monitoring Officer: David Mitchell**



Telephone: 01563 576790

Email: submittoplanning@east-ayrshire.gov.uk

TOWN AND COUNTRY PLANNING (SCOTLAND) ACT 1997 (as amended)

Town and Country Planning (Development Management Procedure) (Scotland) Regulations 2013

Application Reference Number: 22/0046/PP

TO: Mr Jim Smith
per
JKM Consultancy
8 Banfield Drive
Cumnock
Scotland
KA18 1AS

GRANT OF PLANNING PERMISSION

With reference to your application validated on 7th February 2022 for planning permission under the above mentioned Act and Regulations for the following development:

Proposed Residential Development with associated parking and open space as indicated in the plans:

Plan Type	Reference	Version No	Received Date
Proposed Site Plan	BP01	A	21.10.2022
Landscape	LM-01	A	21.10.2022
Sections - Proposed	SO2	A	21.10.2022
Details	Drainage 0100	C	21.10.2022
Levels	0101	B	21.10.2022
Location Plan	LP1		27.01.2022
Existing Site Plan	EX01		27.01.2022
Floor - Proposed	P01		27.01.2022
Elevation - Proposed	P02		27.01.2022
Floor - Proposed	P03		27.01.2022
Elevation - Proposed	P04		27.01.2022
Floor - Proposed	P05		27.01.2022
Floor - Proposed	P06		27.01.2022
Elevation - Proposed	P07		27.01.2022
Floor - Proposed	P08		27.01.2022

The Opera House
8 John Finnie Street
Kilmarnock, KA1 1DD
T E L: 0 1 5 6 3 5 7 6 7 9 0
F A X: 0 1 5 6 3 5 5 4 5 9 2
www.east-ayrshire.gov.uk

Floor - Proposed	P09	27.01.2022
Elevation - Proposed	P10	27.01.2002
Sections - Existing	S01	27.01.2022

AT

Land Off Cameron Crescent, Cameron Crescent, Netherthird, Cumnock, East Ayrshire,

East Ayrshire Council in exercise of their powers under the above mentioned Act and Regulations hereby **GRANT** planning permission for the said development in accordance with the above listed plans, docquetted as relative hereto and subject to the following conditions.

1. The development hereby permitted shall be commenced within 3 years from the date of this planning permission.

Reason: To define the duration of this consent and to accord with the provisions of Section 58 of the Town and Country Planning (Scotland) Act 1997, as amended.

2. Prior to the commencement of development, the developer shall submit a Construction Traffic Management Plan for the written approval of the Planning Authority in a consultation with the Ayrshire Roads Alliance.

Reason: In the interest of road safety.

3. Further to Condition 2 above, the Construction Traffic Management Plan shall be implemented as per the approved details at all times during the construction period.

Reason: In the interest of road safety,

4. Prior to any work commencing on site, full details of the necessary infrastructure to enable all premises within the development to be connected to the existing fibre optic network in this area in accordance with the relevant telecommunications providers' standards, shall be submitted to, and be approved in writing by, the Planning Authority.

Reason: In terms of connecting to the necessary infrastructure for existing fibre optic network in the area.

5. Further to Condition 4 above, the developer shall ensure that the programme of fibre optic network provision is fully implemented within the development site prior to occupation of each the houses hereby approved, unless otherwise agreed in writing by the Planning Authority.

Reason: In terms of connecting to the necessary infrastructure for existing fibre optic network in the area.

6. Prior to any works commencing on site, a low carbon development statement shall be submitted to and approved in writing by the Planning Authority. This shall outline the installation and operation of low/zero carbon generating technologies used in the construction of the houses.

Reason: In order to comply with Policy ENV14 of the East Ayrshire Local Development Plan 2017.

7. Further to Condition 6, above, the statement on low/zero carbon generating technologies shall be implemented in accordance with the approved details prior to the occupation of the houses hereby approved and maintained thereafter in perpetuity.

Reason: In order to comply with Policy ENV14 of the East Ayrshire Local Development Plan 2017.

8. Prior to any work commencing on site, details/images and manufacturers details and specifications (including colours) of the proposed external materials to be used in the house units shall be submitted to and approved in writing by the Planning Authority.

Reason: In the interests of visual amenity.

9. Further to Condition 8 above, the approved external materials shall be fully implemented on site prior to occupation of the houses and maintained thereafter.

Reason: In the interests of visual amenity.

10. (a) No development in respect of this planning permission shall take place unless full details of the proposed foul and surface water drainage system has been submitted to and approved in writing by the planning authority. The details shall include:

- (i) Plans, details and sections of the proposed SUDS features.
- (ii) Details of proposals for managing surface water during construction;
- (iii) Details of the long-term maintenance and management of the surface water drainage system.
- (iv) Details of phasing for the implementation of the surface water drainage system, including to cover the construction phase.
- (v) Evidence of a consent to connect to the public sewer system.

(b) The details approve under (a) shall be implemented in full accordance with the approved details and phasing unless otherwise agreed in writing by the planning authority.

Reason: In the interests of service provision for the development.

11. No importation of soils or upfilling of such material shall be used at any time, unless with the prior approval of the Planning Authority. All ground level shall be maintained as approved in perpetuity and in accordance with the approved details.

Reason: In order to control the development of the site in terms of ground levels.

12. All external lighting shall be fitted with PIR sensors/Timers, shall be fitted with shades to minimise light spillage outwith the area to be illuminated and shall not be illuminated permanently/on fixed mode (excepting adopted street lighting).

Reason: In order to limit light pollution in terms of protected species.

13. All ground or vegetation clearance works, including any tree felling, shall take place outwith the main bird breeding season (i.e. outwith the period April to July inclusive), and no ground or vegetation clearance works is permitted between April to July in this respect. If this is not possible a suitably qualified ornithologist shall be engaged to survey the ground and trees immediately prior to such works to advise the developer of any bird nesting activity and of any actions required to protect the breeding birds.

Reason: In terms of the legal requirements of the Wildlife and Countryside Act 1981.

14. (a) No development in respect of this planning permission shall take place unless a plan giving details of the proposed methods of protecting the trees which are to be retained in, or adjacent to the site, has been submitted to and approved in writing by the Planning Authority. Such methods, including protective fencing must be in accordance with BS 5837: 2012 ('Trees in Relation to Design, Demolition and Construction').

(b) No construction work shall take place unless such tree protection methods as may be so approved under (a) have been implemented in full. Such tree protection methods as may be so approved shall remain in place for the duration of the construction works.

(c) No excavations, changes in levels, trenching, storage of materials, open fires or vehicle manoeuvres shall take place within the protected areas referred to in (b) above unless otherwise approved in writing in advance by the planning authority.

Reason: In the interests of tree protection.

15. No construction work, site clearance or preparation work or related deliveries shall take place before 0800hrs or after 1800hrs Monday to Friday, before 0900hrs or after 1300hrs on Saturday and not at any time on a Sunday or on a Scottish bank holiday, as set out and defined at www.gov.uk.

Reason: In the interest of residential amenity.

16. Prior to any work commencing on site, a Dust Management Plan shall be submitted to and approved in writing by the Planning Authority.

Reason: In order that the Planning Authority considers this information.

17. Further to Condition 16, the Dust Management Plan shall be implemented in accordance with the approved details at all times during the construction period.

Reason: In the interests of surrounding residential amenity.

18. Prior to any work commencing on site, all proposed garden plot boundary features shall be submitted to and approved in writing by the Planning Authority. This shall include provision for hedges to the front of plots 1-12a and to the rear of plots 13-20, and for all boundaries of plot 21.

Reason: In order to provide suitable semi-rural edge of settlement boundary.

19. Further to Condition 18, the boundary features shall be implemented on site per the approved details, and prior to the occupation of each of the respective houses and shall be maintained in accordance with the approved details thereafter.

Reason: In the interests of visual amenity and overall biodiversity.

20. a. Prior to any work commencing on site, full details of the biodiversity enhancement measures proposed, including further details on proposals submitted, shall be submitted to and approved in writing by the Planning Authority. The developer shall ensure that the programme of biodiversity enhancement measures includes details of the long term management of the above.

b. Further to Condition 20a, the programme of biodiversity enhancement measures shall be fully implemented in accordance with the approved details and maintained as such in perpetuity.

Reason: In the interests of securing biodiversity gain.

21. No development shall take place within the development site as outlined in red on the approved plan until the developer has secured the implementation of a programme of archaeological works in accordance with

a written scheme of investigation which has been submitted by the applicant, agreed by the West of Scotland Archaeology Service, and approved by the Planning Authority.

Reason: In order that the Planning Authority, in consultation with the West of Scotland Archaeology Service, considers this information.

22. Further to Condition 21, the developer shall ensure that the programme of archaeological works is fully implemented and that all recording and recovery of archaeological resources within the development site is undertaken to the satisfaction of the Planning Authority in agreement with the West of Scotland Archaeology Service.

Reason: In the interests of preserving any archaeological remains on site.

23. Prior to any work commencing on site, and notwithstanding the approved plans, full details of a landscaping scheme, for all the areas of landscaping shall be submitted to and approved in writing by the Planning Authority. The scheme to be submitted shall include:

- a. Full details of all trees, shrubs, grass/wildflowers to be planted within the application site, and shall include the name, quantity and size of all species and locations where they will be planted;
- b. Full details of all recreation/children's play areas within the application site (including children's play equipment, surfacing, and boundary treatments);
- c. details of the specific tree planting, including species, size and location;
- d. details for the programme for the installation of the paths;
- e. A landscape maintenance programme and details of future maintenance responsibility for all areas of publicly accessed land, and for the areas of open space and/or play areas associated with the development. The landscape maintenance programme shall include a commitment that any planting undertaken shall be maintained by the developer in accordance with good horticultural practice for a period of 5 years from the date of planting and that within that period any trees, shrubs or plants which are dead, damaged, missing, diseased or fail to establish shall be replaced within one calendar year.

Reason: In the interests of visual amenity, effective landscape management, biodiversity gain, and to ensure appropriate public and private open space is provided.

24. Further to the terms of Condition 23 above, all landscaping, communal space, recreation open space (including children's play areas) and paths shall be implemented on site as per the approved details of the landscaping scheme and completed prior to occupation of the 11th house or as otherwise set out within the approved landscaping scheme and shall be maintained thereafter in accordance with the details set out within the scheme.

Reason: In the interests of residential amenity and effective landscape management.

25. Prior to the commencement of development, A Flood Risk Assessment shall be submitted to and approved in writing by the Planning Authority In consultation with the Ayrshire Roads Alliance as Flood Authority. The Flood Risk Assessment shall establish the actual floodplain within the site, and shall detail any required mitigation measures.

Reason: In the interests of flood management.

26. Further to Condition 25 the development shall be implemented in accordance with the recommended actions or mitigation in the approved details, subject to confirmation by and recommendation of Ayrshire Roads Alliance as Flood Authority.

Reason: In the interests of flood management.

27. The areas of hedges and gorse as shown on the Landscape sketch masterplan (drawing CCC 105.21 LM-01 Rev A submitted 21/10/22) shall not be removed and shall remain in situ during the course of the development.

Reason: In the interests of local biodiversity.

28. Prior to the commencement of development, an external lighting plan shall be submitted to and approved in writing by the Planning Authority in consultation with the Council's Environmental Health Service. This shall include any fixed lighting for the development, and that of the construction phase.

Reason: In the interests of the surrounding amenity and the proximity of the development to the banks of the Glaisnock Water habitats.

29. Further to Condition 28, the development shall be implemented in accordance with the lighting plan per the approved details, at all times, subject to subject to confirmation by and recommendation of the Council's Environmental Health Service.

Reason: In the interests of the surrounding amenity and the proximity of the development to the banks of the Glaisnock Water habitats.

30. Prior to the commencement of development, details of the designs, layouts, products and timing for the additional acoustic measures required under paragraphs 13.13 -13.21 of the submitted Noise Impact Assessment Rev B, shall be submitted to and approved in writing by the Planning Authority in consultation with the Council's Environmental Health Service.

Reason: In order that the Planning Authority considers this information.

31. Further to Condition 30 above, the noise reduction products/ measures shall be implemented on site per the approved details and maintained thereafter during the life of the development.

Reason: In order that sufficient noise mitigation measures are installed to protect noise sensitive properties.

Please note that the Planning Authority will not issue stamped paper drawings relating to any decision notice resulting from this application. Any stamped drawings relating to a decision notice will be available on the Online Planning Information System (OPIS) to be downloaded or to be printed through the following web link.

<http://eplanning.east-ayrshire.gov.uk/online/applicationDetails.do?activeTab=summary&keyVal=R6D2DCGFKVT00>

The Council has granted consent for this development for the following reason(s):

The material considerations have been assessed and would not suggest refusal of the application, in light of the general compliance with the Development Plan overall.



Dated this **18th October 2023**

Signed.....

David Mitchell
Chief Governance Officer

ARA Advisory Notes:

a) Road Construction Consent: The applicant should take note of the information contained on the Ayrshire Roads Alliance website regarding: a. Road Construction Consent Process and Application Forms

b. Roads Development Guide and Additional Technical Guidance for Developers c. Road Bonds d. Technical Approval & Road Opening Permits for Works on the Public Road e. Building Warrants for the individual units should only be applied for following the granting of Road Construction Consent. This information can be found at: www.ayrshireroadsalliance.org

a) Road Opening Permit: For any work on the public road limits or out with the RCC red line site. That a Road Opening Permit shall be applied for, and obtained from the Council as Roads Authority, for any work within the public road limits, prior to works commencing on site. Under the terms of the Roads (Scotland) Act 1984, Section 56; a road opening/occupation permit shall be required for all works carried out within the public road limits. In accordance with the Transport (Scotland) Act 2005, a minimum registration period shall be required for all works; contact shall be made with: The Ayrshire Roads Alliance.

Notes to Applicant

1. It should be understood that this permission DOES NOT carry with it any building warrant which may be required under the building regulations currently in force, or any necessary consent or approval to the proposed development under other statutory enactments.
2. If the applicant is aggrieved by the decision of the planning authority to refuse permission for or approval required by a condition in respect of the proposed development, or to grant permission or approval subject to conditions, the applicant may appeal to the Scottish Ministers under section 47 of the Town and Country Planning (Scotland) Act 1997 within three months from the date of this notice. The notice of appeal should be sent to the **Scottish Ministers, Directorate for Planning and Environmental Appeals, Planning and Environmental Appeals Division, Scottish Government, Ground Floor, Hadrian House, Callendar Business Park, Callendar Road, Falkirk FK1 1XR Tel: 03002446668 or Email: DPEA@gov.scot** . If you wish to discuss or obtain more information on how to request a review you can contact the Scottish Government on 01324 696 400 or view the following page on the Scottish Government's website:- <http://www.scotland.gov.uk/Resource/0039/00399466.pdf>
3. If permission to develop land is refused or granted subject to conditions, whether by the Planning Authority or by the Scottish Ministers, and the owner of the land claims that the land has become incapable of reasonably beneficial use in its existing state and cannot be rendered capable of reasonably beneficial use by the carrying out of any development which has been or would be permitted, the owner of the land may serve on the Planning Authority a purchase notice requiring the purchase of the owner of the land's interest in the land in accordance with Part 5 of the Town and Country Planning (Scotland) Act, 1997.
4. Applicants should have early contact with the appropriate bodies that provide Water, Sewerage and Roads infrastructure otherwise the availability of services might be delayed.
5. The proposed development may lie / lies within a coal mining area, which may contain unrecorded coal mining related hazards. Applicants should take account of any coal mining hazards to stability in their proposals. Developers must also seek permission from the Coal Authority before undertaking any operations that involve entry into any coal or mines of coal, including coal mine shafts and audits and the implementation of site investigations or other works. Property specific summary information on any past, current and proposed surface and underground coal mining activity to affect the development can be obtained from the Coal Authority. The Coal Authority Mining Reports Service can be contacted on 0345 762 6848 or further information is also available on the Coal Authority website at www.gov.uk/government/organisations/the-coal-authority.
6. There are a number of risks created by building over gas mains and services. Please note therefore, if you plan to dig, or carry out building work to a property, site, or public highway within the gas network, SCOTLAND GAS NETWORKS ADVISE THAT you must:
 1. Check your proposals against the information held at <https://www.linesearchbeforeudig.co.uk/> to assess any risk associated with your development and
 2. Contact Scotland Gas Networks Plant Protection team to let them know. Plant location enquiries must be made via email at plantlocation@sgn.co.uk but you can phone them with general plant protection queries on 0800 912 1722.

You should be aware that in the event of an overbuild on the gas network, the pipework must be altered, you may be temporarily disconnected and your insurance may be invalidated.

NOTIFICATION OF INITIATION OF DEVELOPMENT

Under the Town and Country Planning (Development Management Procedure) (Scotland) Regulations 2013

Please complete and return this form to 8 John Finnie Street, Kilmarnock, KA1 1DD

1. Full name and address of the person intending to carry out the development.

Name.			
Address (including Post Code)			
Contact Telephone Number(s).			
Email Address.			

2. Full name and address of the landowner if they are different to the person identified at (1) above.

Name.			
Address (including Post Code)			
Contact Telephone Number(s).			
Email Address.			

3. Full name and address of any site agent appointed in respect of the development.

Name.			
Address (including Post Code)			
Contact Telephone Number(s).			
Email Address.			

4. Date of issue of Planning Permission and Reference Number.

Date of Planning Permission.		Reference Number.	22/0046/PP
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5. Date on which development will be initiated.

Date of Initiator	
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NOTIFICATION OF COMPLETION OF DEVELOPMENT

Under the Town and Country Planning (Development Management Procedure) (Scotland) Regulations 2013

Please complete and return this form to 8 John Finnie Street, Kilmarnock, KA1 1DD

1. Full name and address of the person/developer who completes the development.

Name.		
Address. (including Post Code)		
Contact Telephone Number(s).		
Email Address		

2. Full name and address of any agent appointed in respect of the development.

Name.		
Address. (including Post Code)		
Contact Telephone Number(s).		
Email Address.		

3. Date of issue of Planning Permission and Reference Number.

Date of Issue of Planning Permission.		Reference Number.	22/0046/PP
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4. Date of completion of development.

*If the development is being carried out in phases, the applicant/developer requires to advise the Planning Authority as soon as practicable after **each phase** of development and at the **end** of the development phases, **once all development is completed**.*

Date of Completion	
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OPIS Documents.

In OPIS you will be shown a list of available documents, select View Document to print or save the drawing:

The screenshot shows the OPIS website interface. At the top, there are navigation links: Contact us, Jobs, A to Z, Pay online, Report it, and Planning. Below these is a search bar with a magnifying glass icon, and links for My Profile and Login. The main heading is 'Application Documents' in large blue font. Below the heading, the case details are listed: '13/0726/DN | Demolition of block of flats | 123-149 B KA18 1NN'. A green arrow points to a 'Back to search results' link. Below this, there are four tabs: 'Details', 'Documents (4)', 'Comments', and 'Related It'. The 'Documents (4)' tab is highlighted with a red circle. Below the tabs, the case details are displayed in a table-like format:

Case No.	13/0726/DN
Date Created	08 Oct 2013
Location	

Governance

**Chief Governance Officer, Solicitor to the Council
and Council Monitoring Officer: David Mitchell**



Telephone: 01563 576790

Email: submittoplanning@east-ayrshire.gov.uk

Our Ref: DP/020 (DMCD/RH)

Date: As Postmark

Dear Sir(s)/Madam

**PROCESSING OF PLANNING APPLICATIONS: CUSTOMER SURVEY,
PLANNING AND ECONOMIC DEVELOPMENT SERVICE OF NEIGHBOURHOOD
SERVICES DEPARTMENT**

The Planning and Economic Development Service wishes to provide an improving service to its many customers and the enclosed questionnaire seeks comments from yourself following your involvement with the planning application process. The Service has been very grateful for the substantial response to previous questionnaires which has provided an invaluable insight into what our customers require of the services we offer.

Drawing upon these past responses we have made a number of improvements. I would be pleased if you could complete the attached questionnaire so we can continue this process. The questionnaire relates to the service you received regarding the particular planning application in which you had an interest and be assured that any information contained in the questionnaire will be treated in strict confidence. It will be used for analysis purposes within the Service and to determine areas for further improvement.

Alternatively, if you are in a position to do so you can complete the questionnaire online at:

<http://eastayrshi.re/developmentmanagementfeedback>

You will note that you are not asked to identify either your name or the application site, but if there are specific issues concerning the application that you wish addressed, then you should contact my officers at Kilmarnock (01563) 576790.

Thanking you in advance for your co-operation.

Yours faithfully,

A black rectangular redaction box covering the signature of David Mitchell.

**David Mitchell
Chief Governance Officer**

(Enclosure)

Customer Care Survey for Planning Application Process

A. What was your involvement in this application?

- Applicant
- Agent
- Objector to application
- Supporter of application

B. Was the application approved?

YES NO

Do you understand why this decision was reached?

YES NO

If NO, please explain why you did not understand the decision or what additional information would have been useful.

.....
.....

C. While the application was being considered by the Council did you receive correspondence from the Planning & Economic Development Division?

YES NO

If YES, how would you rate the correspondence?

1 would be easy to understand,
3 would be difficult to understand.

1 2 3

Please explain your answer

.....

D. If you had sought information from the Planning & Economic Development Division, did any phone call or letter in response satisfactorily answer your question?

YES NO

Please add any comments here

E. Did you visit the Planning & Economic Development Division to discuss or view the application?

YES NO

F. Did you have an appointment?

YES NO

and how long did you have to wait before you met with the appropriate officer?

Less than 5 mins 5-10 mins More than 10 mins

I. Did you get the information you were seeking?

YES NO

Please explain your answer if "NO"

J. How do you rate the service given by the staff you met?

Excellent Very Good Average Poor Very Poor

K. Please rate the Division's performance in the following areas?
 (please tick)

	Excellent	Very Good	Average	Poor	Very Poor
Courteous Welcome					
Knowledgeable Staff					
Reception Facilities					
Useful Information Pamphlets					
Layout of Application Forms/ Notices					
Format of Policy Documents Eg Local Plans/Advice Notes					
Providing Assistance with Forms and Plans					
Other (please specify)					

L. Please give your overall impression of the service you received when dealing with the Planning & Economic Development Division.

Excellent Very Good Average Poor Very Poor

Please offer any comments to explain your answer

M. Do you believe the application was processed in an adequate timescale?

YES NO

N. Do you believe there was unnecessary delay in the processing of the application?

YES NO

If YES, please offer any comment in support of your answer

O. Were you made aware of the processes being undertaken regarding the application?

YES NO

P. Did you have any difficulty getting to the Division's offices?

YES NO

If YES, what was the difficulty?

Q. Do you know of, or make use of, the Division's web site and online planning services?
Planning and Economic Development Home Page can be found at

<http://www.east-ayrshire.gov.uk/PlanningAndTheEnvironment/PlanningAndBuildingStandards/Planningandeconomicdevelopment.aspx>

ePlanning Home Page can be found at

<http://www.east-ayrshire.gov.uk/PlanningAndTheEnvironment/PlanningAndBuildingStandards/ePlanning.aspx>

YES NO

R. Would you be prepared to submit future applications / representations via the web?

YES NO

S. Are you NOW in a position to submit applications / representations electronically?

YES NO

T. Where you have received planning mail from our mail delivery company can you advise whether you received the mail within 2-3 working days of the letter date?

YES NO

Thank you very much for your help in returning this questionnaire.

Now you have Planning Permission...

Do you need a Building Warrant?

For many projects both Planning Permission and/or a Building Warrant are required before you can commence the proposed works. To establish whether you require a Building Warrant, contact us now if you need any help or advice. You can give us a call, email us, send a fax, or pop in yourself to our reception. We welcome any requests for pre-warrant application advice and discussions on all Building Regulations and associated issues. We offer a friendly, approachable, helpful and efficient customer focused service to meet the needs of the community of East Ayrshire.

Apply now, and get all your approvals in place before you are ready to start on site.

While we endeavour to process all applications within 15 working days of receipt, we can also ***Fast Track*** your application if you meet the following criteria and will assess your application within 7 working days, at **no** extra charge. You can request the ***Fast Track*** service for your application under the following criteria:

- Application for disabled person;
- Application of a minor nature;
- Application related to social or economic benefit;
- Application relating to the Scottish Type Approval System (STAS); or
- Application with any other special circumstances.

Whatever the reason, just tell us why you need a ***Fast Track*** warrant and we will do all we can to assess the application as soon as possible.

Get in touch now and let us help you to get your building warrant, and enable the work to be progressed on site.



East Ayrshire Council, Building Standards Service

The Opera House
8 John Finnie Street
Kilmarnock, KA1 1DD
t: 01563 576790
f: 01563 554592

e: buildingstandards@east-ayrshire.gov.uk
www.east-ayrshire.gov.uk