



The Development Management **CHARTER**

CONTENTS

PAGE

FOREWORD	2
Customer Service	3
Pre Application Planning Advice	4
Submitting Your Planning Application	5
Processing Your Planning Application	6
Keeping Everybody Informed	8
Objections/Representations	9
Deciding Your Planning Application	10
Monitoring & Enforcing Development	11
Performance Monitoring & Continuous Improvement	12
Customer Satisfaction	13
Customer Conduct	14
How to Contact Us	14
Further Information	16
Translation & Interpretation Service	16
Arabic	17
Bangladeshi	17
Bengali	18
Chinese	18
Polish	19
Punjabi	19
Urdu	20



FOREWORD

The citizens of Dundee should be justly proud of their city. We have an enviable reputation in science, new technology learning and culture. We encourage innovative modern architecture whilst respecting the need to protect and enhance our built and natural heritage.

Creating an exciting city that is full of vitality and diversity is only achievable through careful planning with the involvement of the business community and Dundee citizens. The Development Management Service is sharply focused not only in helping to maintain and improve standards in the built environment, but to do so in a way which is helpful to all those who use our service.

The first Development Quality Charter was published in 2005 and was prepared to advise our stakeholders and our customers of the level and quality of service they may expect. This document has now been significantly updated and revised to reflect changes which have taken place in the planning world.

I trust that you will find the Charter informative. If you have views on any aspect of the Development Management Service, please advise the Council as our aim is to continuously monitor and improve the service we provide to our customers.

Cllr David Bowes
Convener Development Management Committee
March 2015



CUSTOMER SERVICE

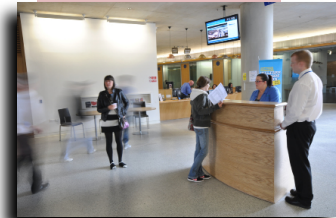
The Development Management Service is based at Dundee House, North Lindsay Street, Dundee.

The Council's Customer Services Team is located on the ground floor reception area of Dundee House and provides a convenient gateway to a range of Council services, including planning.

Customer service staff are available to receive planning applications, process payments and put customers in contact with the Development Management Team via the Duty Planning Officer.

The Development Management Team will:

1. Provide help with selecting and providing the right kind of form and guidance notes compatible with the kind of application you may wish to make.
2. Accept planning submission for subsequent checking and acknowledgement by the Development Management service.
3. Make Planning Officers available during normal office hours Monday to Friday to provide information and advice. If requested, we will visit disabled applicants or carers in their own homes to discuss their development ideas or submitted planning applications.



4. Advise you if you need planning permission and discuss with you or your representative the planning issues relevant to your proposal.
5. Advise you on where you can obtain information or other kinds of permission which may be necessary.

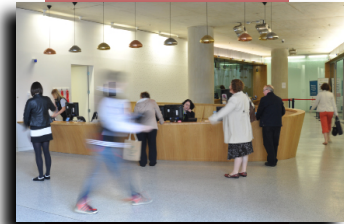
PRE APPLICATION PLANNING ADVICE

The Council strongly encourages those who are considering any built development or change of use of a property to seek independent professional planning advice from an architect or planning consultant. The Council's Development Management Team is responsible for administering the legislation which governs the making and determination of planning applications. Details of the service provided are available in the booklet entitled [The Development Management Service - A Users Guide](#).

The Council provides free and independent professional planning advice in respect of the above services and strongly encourages customers to make use of this service early in the planning of their proposals. This enables the Development Management Team to provide clear guidance on the acceptability of proposals, the level of supporting information that is required to accompany planning applications and identify the need and amount of any developer contributions.

To facilitate the timeous and efficient determination of major planning applications the Council encourages applicants to commit to Processing Agreements at the preplanning stage. This allows for the early identification of the Council's requirements and realistic deadlines in the formulation, submission and determination of planning applications.

Contact details are provided elsewhere in this Charter.



The Development Management Service will:

- 1 Acknowledge by letter or e-mail, within 5 working days, the receipt of any written request for preplanning application advice, which could not be provided immediately. A full written response will be given to you normally within 21 working days subject to the receipt of the required basic information.
- 2 Deal with any telephone enquiries for pre-planning application advice promptly or, where this is not possible because more information is required, within a mutually agreed timescale.

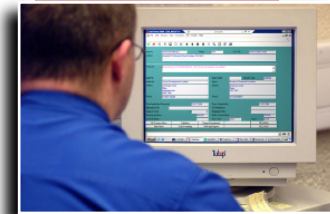
SUBMITTING YOUR PLANNING APPLICATION

As outlined above it is strongly recommended that either yourself or the person you have appointed to act on your behalf obtains advice from our Development Management Team before an application is submitted. Time spent engaging in pre-application discussions can save time (and money) later.

Planning applications may be submitted using forms and guidance notes available from our [website](#) or online via Scotland's national [planning portal](#).

When your planning application has been received, the Development Management Service will:

1. Examine, register and acknowledge your application in writing within 5 working days of it being received in complete and valid form.
2. Notify you in writing within 5 working days if your application is incomplete or invalid, with an explanation of how this deficiency can be corrected.
3. Return incomplete planning applications within 14 days when basic essential information, which has been requested, has not been provided.
4. Undertake, where this is necessary, to notify your neighbours of your application within 5 working days of receipt of your valid application and where a statutory newspaper advertisement is needed to make arrangements for this as soon as possible.



PROCESSING YOUR PLANNING APPLICATION

Once your planning application has been submitted and registered as valid, the Development Management Service will:

1. Appoint a suitably experienced case officer to process your application through to a decision.

2. Ensure your application is fully assessed and that a site visit is arranged prior to a written and publicly available report on the application being prepared.
3. The report will give a clear explanation of the planning issues involved and will give reasons for the decision which, depending on the complexity of the case, may be either made by the Appointed Officer or by Councillors at Committee.
4. Be available to discuss the project with you throughout and to advise when a decision is likely.
5. Endeavour to determine:
 - i. at least 80% of all householder planning applications within 2 months of their receipt in a valid form;
 - ii. at least 80% of all non major applications within 3 months of receipt of a valid application;
 - iii. at least 60% of major applications within 4 months of receipt of a valid application

Timescales may extend beyond these periods if:

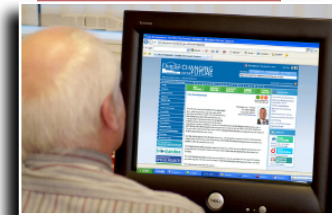
- Additional plans or information are required and particularly if receipt is delayed.
- Revisions to proposals are proposed (please note that for legal reasons significant changes may require the submission of an entirely new application).
- Negotiations are necessary.

- Special legal procedures are applicable to the planning applications.
 - Applications require to be determined by Committee rather than under powers delegated to the Appointed Officer.
 - The applicant fails to pay a recoverable charge in respect of statutory newspaper advertising undertaken by the Council.
6. For major applications the Council will seek to enter into Processing Agreements or similar arrangements which establish mutually agreed timescales for the provision and assessment of information and for decision making.
 7. Return unprocessed, invalid applications, and valid applications which cannot be determined due to delays occurring when requested information is not timeously supplied by the applicant or their agent.

KEEPING EVERYBODY INFORMED

The way in which planning services are delivered has now changed. Planning legislation introduced in 2009, together with the wider availability of online facilities and advice, now means that the Development Management Service is even more open and customer focused. Accordingly, the Development Management Service will:

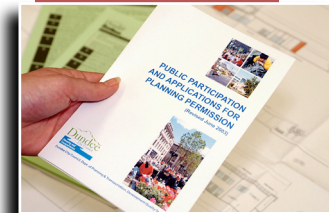
1. On request, be happy to keep applicants or their agents and those who have made representations informed about the progress of a particular planning application.



2. Maintain a free and accessible Planning Register of all applications yet to be decided and decisions where the process has been completed.
3. Publish each week on the Council's website a list of new planning applications received.
4. Consult Statutory Consultees and encourage liaison with local organisations and Community Councils.
5. Arrange for all advertisements required by Regulations to appear in the Dundee Evening Telegraph as soon as possible after the receipt of a valid application.
6. On request, provide information in other languages and arrange assistance for blind or partially sighted customers who require access to planning information.

OBJECTIONS/REPRESENTATIONS

Anyone can object to or make representations on any planning application. However, objections and representations must be made on valid planning grounds and must be made within laid down timescales. The guidance leaflet "[Public Participation and Applications for Planning Permission](#)" is available online and explains how objections or representations on a planning application can be made.



In dealing with valid objections/representations the Development Management Service will:

1. Provide guidance to those wishing to comment on planning applications and assist in their understanding of planning issues which may affect the determination of an application.
2. Acknowledge letters of objection and representation from members of the public within 3 working days of receipt.
3. Copy and send all letters of objection and representation to the appropriate Ward Councillor within 5 days of receipt.
4. Acknowledge comments on new planning applications submitted online within 3 working days of receipt.

DECIDING YOUR PLANNING APPLICATION

A decision on your planning application is made by one of two methods - using powers delegated to the Director of City Development; or by the Development Management Committee.

The guidance leaflet "[Public Participation and Applications for Planning Permission](#)" explains the decision make process in greater detail.

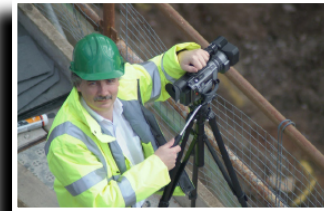


When a decision has been made on your planning application the Development Management Service will:

1. Normally issue the decision notice within 2 working days of the decision being taken.
2. Explain your right of Review or Appeal against a decision to refuse planning permission or against the imposition of a condition or conditions.
3. Notify individual objectors of the decision on the application within 10 working days of the Decision Notice being issued.
4. Update the statutory Planning Register with details of all new decisions within 5 days.

MONITORING & ENFORCING DEVELOPMENT

It is important that all developments which require planning permission obtain permission before any development starts on site. In addition, all approved developments should be carried out in accordance with the permissions granted and with any conditions imposed. The City Council has a duty to investigate breaches of planning control and has powers under planning legislation to remedy breaches of planning permission.



The booklet "[Planning Enforcement Charter: A Guide to Enforcing Planning Controls](#)" explaining enforcement procedures in greater detail is available online.

Where an alleged breach of planning control is reported or suspected, the Development Management Service will:

1. Acknowledge valid written complaints (letter and Email) in writing within 10 working days of receipt.
2. Visit the site of each complaint and undertake further research to establish whether or not the activity or building work is considered to be unauthorised.
3. Where possible contact the owner/occupier or the property concerned within 10 working days to discuss breaches of planning legislation.
4. Inform the complainant of the course of action which the Planning Service intends to take regarding the complaint within 5 working days of a decision.

PERFORMANCE MONITORING & CONTINUOUS IMPROVEMENT

Our Development Management processes, procedures and local performance standards, in addition to those established by Scottish Ministers and the Accounts Commission, will be identified and regularly reviewed through the Planning Performance Framework. Comments and suggestions from customers are very important to us to show how well we are performing and where we can still improve.



To monitor and review our performance the Development Management Service will:

1. Annually report performance in the Planning Performance Framework and publish the results on the Councils website.
2. Periodically review and update the Development Management Service procedures to ensure efficiency and effectiveness of the service is maintained and if possible improved.

CUSTOMER SATISFACTION

The Development Management Service is committed to providing the highest standards of service for the citizens of Dundee. However, we do not always get things right first time. Where we do receive a complaint relating to the way we have delivered our service (as opposed to a decision we have reached on an application) we will be thorough and prompt in dealing with it.

If you have a complaint please follow the instructions on the [Interactive Form](#)

CUSTOMER CONDUCT

The Development Management Service supports the highest standards of customer care. However, the Council will not tolerate instances of verbal or physical abuse of its officers or Members. The Council will record such incidents and may report the most serious incidents to the police.



HOW TO CONTACT US

The Reception at Dundee House is open for enquiries by personal callers during the following hours: Monday to Friday 0830-1700 and on Wednesdays 0930 –1700. Dundee House will be closed at all other times. No appointment is necessary although it is better to make contact with the Duty Planning Officer by telephone in advance if you consider that a meeting is necessary or if professional planning advice is needed. The contact telephone number for this service is: 01382 433105

The Development Management Team can also be contacted by email at:

development.management@dundeecity.gov.uk

If you have made a planning application and wish to discuss it with the officer assigned to the application, contact details will be provided on correspondence you or your agent will have received from the City Development Department.

The Development Management Charter is our commitment to you in providing a more effective and efficient service with clearly defined standards of customer care.

Where we fail in our commitment to you we wish to hear from you so that our service can be continually improved.

If you wish to write to us concerning this Charter or the services we provide, we can be contacted at the following address:

Charlie Walker - Team Leader
Email: charles.walker@dundeecity.gov.uk
Telephone: 01382 433378

The Development Management Service
City Development Department
Dundee City Council
Dundee House
50 North Lindsay Street
Dundee DD1 1QE

FURTHER INFORMATION

Further information on all City Development Department services can be found online at the following web page: <http://www.dundeecity.gov.uk/citydevelopment>

DUNDEE TRANSLATION AND INTERPRETATION SERVICE

If you have difficulties understanding English, please contact [Dundee Translation and Interpretation Service](#)

Arabic

سَلِّحْ لِي دَمْعًا لَمْ يَدْخُلْ فِي عَيْنِي وَرَوَّحْ لِي رِيحًا عَمَّ ضَرْعِي قَاتِلِي جِلْدًا أَذَى نِي . اِمْ دَمْعٌ يَفِي كُنْتُ دَعَا سَ
طَطَّحْ لِي قِي بِطَطِّ عَجَلِ عَمُو مَدِي دَقَّتْ بِطَبْتِ رِي .
تَالِ كَشَّحْ لِي عَجَلِ عَمَلِ حَضَّ اَوْلَا قَرُوشِ جِلْدًا مَدِي دَقَّتْ وَ اِنْفَادَا وَ اِنْرِي يَاعَمَّ نَالِ عَجَلِ اَلْخِ نَدِ
اَرِي تَاتُو عِي لِي اَعْفِ رَثْكَ اَهْلِ عَجُو اِنِّي اَلْمَعْلُومُ دَمْعِي جِلْدًا تَامِدْخَلًا نِي سَحْتِ .
لِاَصْرَتِ اِلَّا لِي دَلَّ صَفْمٌ قِرْطَ اَضْيَا قَاتِلِي جِلْدًا نَدْمَضْتِي . وَا تَامُو لِي عَمَلًا مَدِي دِي زَمِي لِي اَلْعِج
اِنْعَمِ دَلَّ اَسْمُ دَشَّ قَانِمِي يَفِي بَعْرَتِ .
مَقْرُودُ حَفْصِ لِي يَفِي لِي اَصْرَتِ اِلَّا لِي يَحْلِي اِنْتِ دَرْتِ

Bangladeshi

এই কবিতাটি কাটনাগুলির উন্নয়ন ব্যবস্থা পরিসেবার মাধ্যমে ঠিক করা এবং আপনাদের যত্নে একটি পরিকল্পনা দরখাস্ত শেষ ও প্রসেস পরিস্ফুটন কি কি হয়ে থাকে সে ব্যাপারে সাহায্য করবে।

আমাদের নিশানা ও আদর্শ ঠিক করার মধ্যমে ও সমস্যা সমাধানে সঠিক উপদেশ দেওয়ার মধ্যমে আমাদের উদ্দেশ্য হচ্ছে সেবার মান উন্নত করা ও আমাদের গ্রাহকদের জন্য এটা আরো কার্যকর করা।

আপনাদের যদি আর কোন তথ্য দরকার হয় বা কোন ব্যাপারে আমাদের সাথে আলোচনা করতে চান সেক্ষেত্রে এ কবিতা আমাদের বিক্রয়িত ঠিকানা দেওয়া আছে।

যোগাযোগের বিক্রয়িত দেওয়া আছে ১৭ নম্বার পাতায়।

Bengali

এই কবমানাচ কাড়নাসেলের উন্নয়ন ব্যবস্থা পারসেবার মাপকাঠি চক করা এক আপনার যাতে একাচ পারকশনা দরষাচ পেশ প্রসেস পরহিত্তে কি কি হয়ে থাকে সে বাপারে সাহায্য করবে।

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যোগাযোগের বিস্তারিত দেওয়া আছে ১৭ নম্বার পাতায়।

Chinese

這憲章是列明議局的發展管理服 所定出的服 指標，目的是幫助你更了解當 計劃申請表格呈 後的有關程序及事 。

並且陳述我們的服務目標及水平，希望在處理問題方面能 提供更清晰的建 意。我們的目的是改善和提供更有有效的服務。

憲章裏包括了聯絡資料，如你希望索取更多資料或與我們商討事宜。

聯絡資料請見第 17 頁

Polish

Karta określa standardy zarządzania wydziałem ds. rozwój celu ułatwienie państwu lepszemu zrozumieniu tego, co jest planowanie jest złożony i przetwarzany.

Poprzez określenie naszych celów i standardów oraz poprzez porad dotyczących radzenia sobie z problemami chcemy sprawić, że będą bardziej efektywne dla naszych klientów.

Karta zawiera także dane kontaktowe w przypadku gdyby j dalszych informacji lub chcieliby państwo porozmawiać z :

Dane kontaktowe znajdują się na stronie 17.

Punjabi

ਤਰ) ਇਸ ਕੌਸਲ ਦੀ ਡਿਵੈਲਪਮੈਂਟ ਮੈਨਜਮੈਂਟ ਸਰਵਿਸ ਦੇ ਮਿਆਰ ਤੈਅ ਨੂੰ ਇਹ ਗੱਲ ਚੰਗੀ ਤਰ੍ਹਾਂ ਸਮਝਣ ਵਿੱਚ ਸਹਾਇਤਾ ਕਰਨਾ ਹੈ ਕਿ ਜਦੋਂ ਠੀ ਜਾਂਦੀ ਹੈ ਅਤੇ ਇਸ ਤੇ ਕਾਰਵਾਈ ਕੀਤੀ ਜਾਂਦੀ ਹੈ ਤਾਂ ਇਸ ਵਿੱਚ ਕੀ

ਤੇ ਇਨ੍ਹਾਂ ਸਮਸਿਆਵਾਂ ਨਾਲ ਨਜਿੱਠਣ ਲਈ ਸਾਫ ਤੌਰ ਤੇ ਸਲਾਹ ਦੇ ਕੇ ਾਰ ਕਰਨਾ ਹੈ ਅਤੇ ਇਸ ਨੂੰ ਆਪਣੇ ਗਾਹਕਾਂ ਲਈ ਹੋਰ ਵੀ ਬਹੁਤ ਜ਼ਿਆਦਾ

ਕਾਰੀ ਲੈਣਾ ਚਾਹੇ ਜਾਂ ਕਿਸੇ ਵਿਸ਼ੇ ਬਾਰੇ ਗੱਲ ਬਾਤ ਕਰਨਾ ਚਾਹੇ ਤਾਂ ਇਸ ਉੱਤੇ ਹਨ।

ਹੀ ਤੇ ਗਏ ਹਨ।

Urdu

ਪ੍ਰਿੰਟਿੰਗ ਮਸ਼ੀਨ ਸروس کے معیاری وضاحت کرتا ہے۔ اسکا مقصد آپ کو یہ سمجھانا ہے کہ آپ کی جانب سے پلاننگ کی درخواست میں کون سے اور کس پر کارروائی کیا شامل ہوتا ہے۔

ارہیں کر کے اور مسائل سے ٹھننے کے لئے واضح مشورہ دے کر ہمارا مقصد اپنی سروس کو اپنے کسٹمرز کے لئے زیادہ موثر بنانا ہے۔

مات چاہیے، یا آپ ہمارے ساتھ کسی معاملے پر بات کرنا چاہتے ہیں، تو چارٹرس اور ایٹیکٹ کی تفصیلات شامل ہیں۔

صفحہ نمبر 17 پر موجود ہیں۔