

# YOUR PLANNING SERVICE

Frequently  
Asked  
Questions



EAST CAMBRIDGESHIRE  
DISTRICT COUNCIL

## **What is the Planning Service?**

The Council's Planning Service is responsible for a range of activities relating to planning, ranging from registering applications to enforcing against unauthorised works. Officers within the service aim to manage the future development of the district to promote growth, whilst conserving the natural and historic environment, helping shape the sustainable places people want to live and work in. Further information about the services we provide can be found on the planning pages of the Council's website:

<https://www.eastcambs.gov.uk/content/planning-0>

## **Can I speak to a Planning Officer?**

Yes – We offer a general planning enquiries service, which is open for calls during the Council's opening hours.

8:45 – 17:00 Monday – Thursday

8:45 – 16:30 Friday

You can call directly on 01353 616136.

If the officer is unable to answer your call, you will be diverted to the main switchboard where you can leave your details and someone will call you back.

## **Can I see an Officer in person?**

Yes – During the Council's normal working hours there is a Duty Planning Officer available to provide face-to-face advice for general planning enquiries. The Duty Officer cannot provide detailed site specific advice for development proposals. This service is provided on a first come first served basis.

## **Can I get detailed advice on a development proposal?**

Yes – We offer a full pre-application advice service, with a variety of different options to best suit your requirements.

Full details of this service, including details of any relevant fees, can be found on the Council's website <http://www.eastcambs.gov.uk/planning/pre-application-advice>

or in the *'Pre-application Advice'* leaflet.

## **How do I submit an application and what happens next?**

Planning applications can be submitted electronically through the Planning Portal <https://www.planningportal.co.uk/info/200126/applications>

Alternatively, paper copies can be downloaded from the Council's website <https://www.eastcambs.gov.uk/planning/applying-permission>

More information on submitting an application, the relevant fees, and the information required can be found on the Council's website <https://www.eastcambs.gov.uk/content/planning-0> or in the *'Planning Application Process'* leaflet.

## **How do I comment on a planning application?**

Comments can be made on any current planning application through the Council's website, by email to [plservices@eastcambs.gov.uk](mailto:plservices@eastcambs.gov.uk), or by letter to the address at the end of this leaflet. More information can also be found in the *'Planning Application Process'* leaflet.

Formal comments on planning applications must be made in writing, but you may call the case officer directly if you have any questions. The contact details of individual officers are available on the Council's website

<http://www.eastcambs.gov.uk/planning/contact-us>.

## **Can I speak to someone about a Listed Building or Conservation Area?**

Yes – The Conservation Officer can be contacted directly by phone or email

01353 616309

[conservation@eastcambs.gov.uk](mailto:conservation@eastcambs.gov.uk)

Further information on heritage and conservation can also be found on the Council's website

<http://www.eastcambs.gov.uk/conservation/heritage-conservation>

## **Can I speak to someone about Trees?**

Yes – The Tree Officers can be contacted directly by phone or email

01353616332

[treesteam@eastcambs.gov.uk](mailto:treesteam@eastcambs.gov.uk)

Information is also available on the Council's website <http://www.eastcambs.gov.uk/trees-landscaping/trees>.

## **How can I report unauthorised development?**

The Planning Enforcement Officers are responsible for investigating unauthorised development and development in breach of conditions. You can report your concerns by submitting a complaint form online <http://www.eastcambs.gov.uk/planning/planning-enforcement-report-breach>.

Alternatively you can download the form and either post or email it to the Enforcement Team

[Planning\\_Enforcement@eastcambs.gov.uk](mailto:Planning_Enforcement@eastcambs.gov.uk)

Further information on the work of Planning Enforcement can be found on the Council's website <http://www.eastcambbs.gov.uk/planning/enforcement> or in the '*Planning Enforcement*' leaflet.

## **My planning decision says there are conditions, what does this mean?**

Many planning decisions are granted subject to planning conditions. These sometimes require information to be submitted before you can start work on the development. Further information can be found in the Councils' '*Post Decision Processes*' leaflet.

## **My application was refused, what should I do next?**

You have the right to appeal the decision – details of this process are provided with your decision notice. They can also be found on the Planning Portal website [https://www.planningportal.co.uk/info/200207/appeals/110/making\\_an\\_appeal](https://www.planningportal.co.uk/info/200207/appeals/110/making_an_appeal)

The Officer's report, which can be viewed on the planning pages of the Council's website will provide more information on the reasons for the refusal. The Case Officer will also be able to advise you if you contact them directly.

## **Can I change my development once it has been approved?**

Depending on the scale of the changes, it may be possible to make a non-material amendment or a minor amendment to the approved plans submitted via a variation of condition application. There are a variety of ways this can be done.

Further information is available on the planning pages of the Council's website.

<https://www.eastcambs.gov.uk/content/planning-0>

If you require this document in different formats (e.g. Braille, large print, audiotape/CD or other languages please contact the council's main reception or email [translate@eastcambs.gov.uk](mailto:translate@eastcambs.gov.uk)

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