

Your Planning Services

Our aim is to provide a high standard of Planning Services

1. We aim to decide 80% of all applications within eight weeks. If your application takes longer, on request, we will provide an explanation and advice as to when a decision is likely.
2. A Planning or Technical officer will always be available to offer planning advice.
3. We will offer advice on whether your proposal requires planning permission. Help us to assist you by providing accurate plans of your proposal.
4. We encourage discussions with us before submitting a planning application. For larger, more complicated applications we will follow a development team approach. A leaflet explaining the development team approach is available or can be viewed on our website.
5. Explanatory leaflets are available to explain the procedures for specific proposals, e.g. Householders Guidance Notes.
6. Planning policy documents can be viewed on our website, and copies can be made available on request (subject to copying charges.)
7. We will investigate all alleged breaches of Planning Control. Our Enforcement Policy provides details of the arrangements.
8. We will try to ensure visitors to the Council offices are not kept waiting for longer than ten minutes.
9. If you write or email us with a query, we will reply within five working days. If your query will take longer to answer, we will let you know and provide an indication of how long you can expect to wait for a full reply.
10. Telephone calls are automatically queued and will be answered promptly on a first come first served basis. If we cannot deal with your query immediately, we will let you know when you can expect an answer. Telephones are manned from 8.00 am–5.30 pm each day (5.00 pm on Fridays). If you reach a voicemail message, please leave your name and telephone number and an officer will ring you back as quickly as possible. Emails should be sent to planning.applications@rochford.gov.uk
11. Our reception area will be open to you each day between 8.30 am–5.30 pm (5.00 pm on Fridays) and we offer appointments at convenient times.
12. If you report a problem which is the responsibility of another Department or Agency, we will refer the details to them, tell you what we have done and provide a contact name for you.
13. If you are not satisfied with the service you received or the way your query was handled, you can make a complaint. Details of the Council's complaints procedure are available at the Council Offices or by telephoning 01702 546366. Alternatively you can visit the Council's website at <http://www.rochford.gov.uk>

Our aim is to provide a high quality planning service. If you are not satisfied then please tell us so that we can investigate and make improvements!