

# Introduction to Development Services - Directorate of Development and Renewal





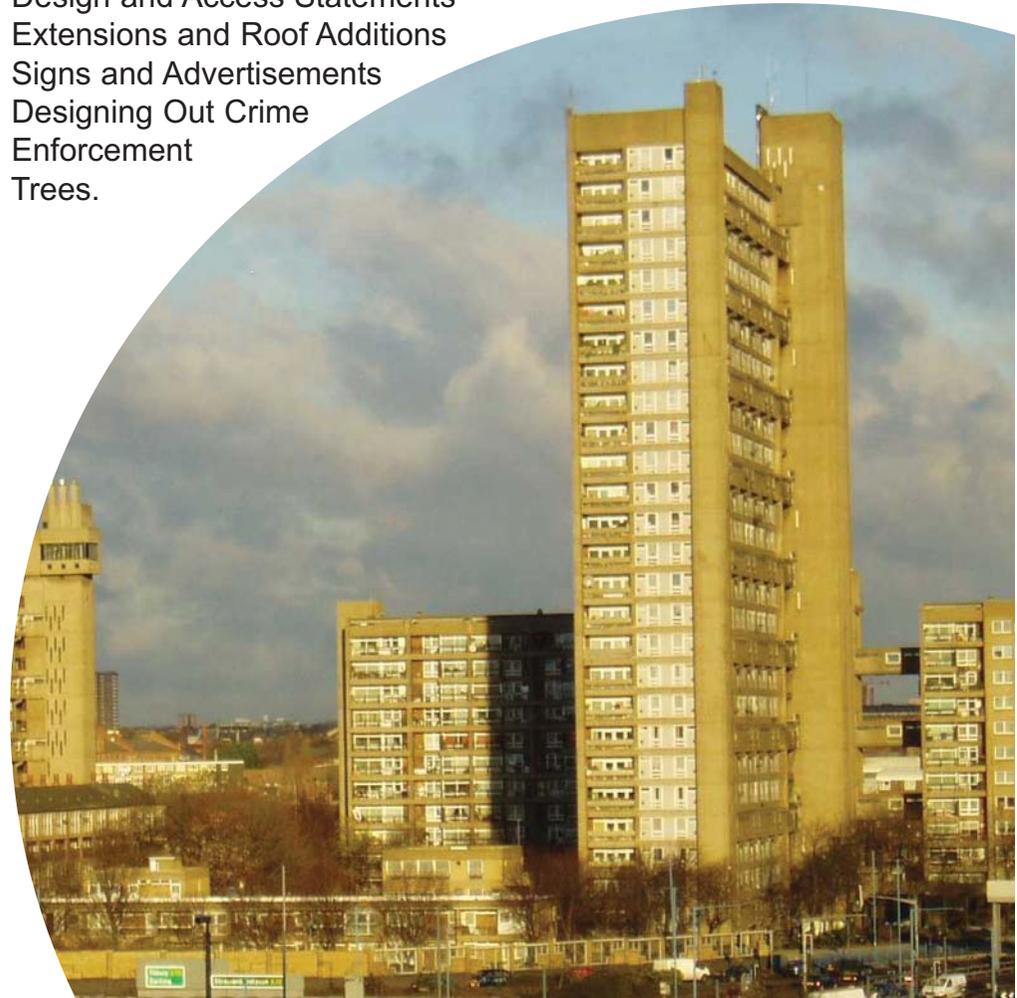
## Introduction to Development Services - Directorate of Development and Renewal

The purpose of our national planning system is to balance and resolve competing demands between economic, social and environmental considerations to achieve what the Government has described as Sustainable Development. The Directorate of Development and Renewal, as part of its wider services, offers a number of Development Teams that are specifically focused on delivering developments that contribute to the sustainable development of Tower Hamlets.

These teams play a vital role in making sure that the views of local residents and businesses are taken into account in the formulation of local planning policy and in planning decision making. The teams are: Development Control; Development Schemes; Development Design and Conservation; Strategic Planning.

This guide is one of a series of leaflets that will provide information and advice on the services offered by the Directorate of Development and Renewal. In addition the Directorate offers a wide range of other services from Building Control, Access to Employment, Inward Investment and Major Projects including Transport Infrastructure. Housing services are also now part of Development and Renewal. For an introduction to these services please access the Council's website (address on back of leaflet). Leaflets produced so far cover:

1. A Guide to the New Planning System
2. Conservation Areas and Listed Buildings
3. Shopfronts and Roller Shutter Grilles
4. Design and Access Statements
5. Extensions and Roof Additions
6. Signs and Advertisements
7. Designing Out Crime
8. Enforcement
9. Trees.



This guide provides a broad picture of the Development Services offered, outlines what you can expect from us and provides contact details for those seeking further information and advice. It covers the following:

1. How the Development & Renewal Services works.
2. What services do we provide?
3. How can I have my say in Planning Applications ?
4. What if I am not happy with a Planning Decision?
5. Further information.

## 1. How the Development and Renewal Services Works

The main functions of Development Services are:

- To develop and produce plans and policies for the future use of land and buildings.
- To decide whether certain types of development should be allowed through the process of development control.



Once a planning application has been submitted and validated it will be passed to a Development Control Officer to consider and decide whether to grant or refuse planning permission.



If an application is complex or involves major development the application will be decided by local councillors at the Strategic Development Committee or Development Committee.

## 2. What Services do we Provide?

- Give planning advice at application and pre-application stages.
- Determine applications for major and minor development, Listed Buildings, advertisements and works to trees.
- Determine Certificates of Lawfulness.
- Encourage appropriate development to enhance the environment.
- Control changes to Listed Buildings to protect our heritage.
- Preserve and Enhance conservation areas; we investigate alleged breaches of planning control and take appropriate action.
- Negotiate appropriate development contributions.
- Aim to protect the environment in line with Council policy.
- Defend the Council's planning decisions in public inquiries and appeals.



### 3. How Can I Have My Say About Planning Applications?

Consultation with local residents and local business is at the heart of the planning process. You can comment on major initiatives, such as the production of policy documents, as well as on individual planning applications.

All planning applications have to be publicised by law. This is usually done by letter to the neighbouring properties offering a period of 21 days to make any comments. Local groups and relevant organisations may also be contacted and site and press notices displayed. If you wish to comment on a proposed development you can see the plans and application forms on the Council website and at our offices.

### 4. What if I am Not Happy with a Planning Decision?

If you are unhappy with the progress or outcome of your planning application there is a complaints procedure you can follow.

**Step 1** - It is advised that in the first instance you should contact the Development Control Officers who dealt with your planning application to discuss any possible amendments to the scheme to make it acceptable.

**Step 2** - If this is not successful you can complain in writing to the Head of Planning, or contact the Tower Hamlets complaints and customer services helpline.

**Step 3** - If an application is refused or planning conditions imposed which are considered unreasonable the applicant has a right of appeal within 12 months of the date of decision. Appeals are dealt with by the Planning Inspectorate on behalf of the First Secretary of State.



Tower Hamlets Development and Renewal location: Anchorage House

# For translation phone:



Albanian	Për përkthim, telefono:	Lithuanian	Vertimui, skambinkite:
Amharic	አባክህ እንዲተረጎምልህ ብትብኝ ይህን ስልክ ደውል	Malayalam	പരിഭാഷക്കായി വിളിക്കുക
Arabic	:للترجمة ، اتصل:	Polish	Po tłumaczenie, zadzwoń pod:
Bengali/Sylheti	অনুবাদের জন্য টেলিফোন করুন :	Portuguese	Para tradução, telefone:
Chinese	如欲索取翻譯，請致電：	Punjabi	ਤਰਜਮੇ ਲਈ ਫੋਨ ਕਰੋ:
Croatian/Serbian	Za prijevod, nazovite:	Russian	Для перевода, позвоните под номер:
Czech	Pro překlad volejte:	Somali	Wixii turjumid ah, wac:
Farsi	:برای ترجمه با تلفن زیر تماس بگیرید:	Spanish	Para traducción, telefonée:
French	Pour obtenir une traduction, veuillez appeler :	Swahili	Piga namba hii ili upate makaratasi yaliyotafsiriwa:
Greek	Για μετάφραση, τηλεφωνήστε	Turkish	Tercüme İçin, Telefon
Gujarati	તરજુમા માટે ફોન કરો:	Twi	Se won te brofo na wo pe mboa, fre me
Hindi	अनुवाद के लिए फोन करें:	Urdu	:ترجمے کیلئے فون کریں:
Japanese	翻訳に関する電話は :	Vietnamese	Muốn bản phiên dịch, gọi số:
Kurdish	:تەلیفون بو تە رجومه	Yoruba	Fun itumọ ede, ẹ pẹwa si ẹrọ-ibanisọrọ yi:

## 020 7364 5009

Also for large print, audio or braille

### 5. Further Information

The Council encourages and welcomes pre-application discussions with all members of the community and business and can provide further detailed guidance by contacting 020 7364 5009.

Alternatively you may wish to visit the Council's website [www.towerhamlets.gov.uk](http://www.towerhamlets.gov.uk) for further information.



2005-2006  
Promoting Racial Equality  
Getting Closer to Communities  
2004-2005  
Supporting Social Care Workers  
2003-2004  
Community Cohesion



INVESTOR IN PEOPLE

