

Review of Charging for Pre-Application Advice		
Number of requests received (1st April 2010 – 18th March 2011)	37	
Type of application advice requested	Development potential Householder extension Change of Use Other	24 5 7 1
Site visits made or meetings held in respect of pre-apps	23	
Written advice only given	14	
Income generated	£12,030.59 excl. VAT	
<p>Comments received:-</p> <p>Resulting from our planning applications service questionnaire some additional comments were made concerning our charging for pre-application advice, the agent concerned wanted to know “why we have started this system as he would still like to be able to come to surgery and obtain free advice.”</p> <p>Feedback from the Planning Services helpdesk also confirmed that this is the general view of a lot of the agents. Feedback from the general public is more positive; on balance the consensus is that they seem to be prepared to pay for this service as they recognise the benefits of gaining advice prior to submitting an application.</p> <p>A new questionnaire has been developed and is now on our website which will aim to monitor the chargeable pre-app service. This new questionnaire will aim to:-</p> <ul style="list-style-type: none"> • Establish a baseline for members of the public perception of the quality of the service • Discover issues with the service that can be addressed, either through quick action or longer-term measures • Gain ideas from members of the public about how we can improve the service offered. 		