



Can the Planning Enforcement Officer help with your enquiry?

The Planning Enforcement service can only undertake investigations on enquiries relating to:

- **Planning permission** [does a development/use need planning permission]
- **Approved proposals** [is a development/use being carried out in accordance with the permission given]
- **Untidy land/buildings** [in **certain** circumstances the enforcement team can take action to clean up untidy properties or land.
- **Advertisements** [does an advertisement need advertisement consent]

Does the development/use have planning permission?

Before submitting an enquiry you can check to see if the development has planning permission. Using our online planning application search function (<https://plan.worcester.gov.uk>) you will be able to view any drawings and reports submitted as part of the application along with the decision notice.

Has the development already got planning permission?

Some proposals do not require an application for planning permission, where the development is to a residential house, you can check what can be built before an application for planning permission is required by using the Planning Portal's permitted development information and Interactive house: <http://www.planningportal.gov.uk/permission/house>

If your enquiry relates to open land/residential flats, maisonettes, HMO (House in Multiple Occupation) or commercial uses then you should contact the Planning Enforcement Officer.

Does the development/use happen in the highway?

If your enquiry relates to development/use in the highway, for example car sales from the side of the road, sales from roadside kiosks (burger vans etc.) then you should contact the Highways team for further advice:

<http://www.worcestershire.gov.uk/cms/report--a-highway-problem.aspx>

The Planning Enforcement Officer will not be able to investigate problems on the public highway.

Does the enquiry relate to the position/ownership of boundaries to your property or works to party walls?

Worcester City Council does not hold private land ownership details and cannot arbitrate on private land ownership or boundary positions. For details concerning land ownership such details are registered at the Land Registry Office. For further advice on land ownership.

<http://www.landregistry.gov.uk/?fl=1&dlr=cv>

Where works are being carried out to a "party" wall between you and a neighbour then you should refer to the Party Walls Act 1996.

<http://www.legislation.gov.uk/ukpga/1996/40/contents>

For enquiries relating to the Party Walls act you should seek advice from a surveyor, solicitor or the citizens advice bureau; the Planning Enforcement Officer will not be able to assist you.

Making a complaint

When making a complaint please make sure that the information you give us is as accurate as possible. All records concerning complaints are confidential and are kept subject to the Data Protection Act 1998 and the Environmental Information Regulations 2004.

We ask you for the following information:

Your Details

Name: Whilst you can remain anonymous we would prefer to deal with a person and can only provide information about the progress of the complaint to the person named on the form.

Address: Please provide your address details, including postcode (this is important if the enquiry relates to land that adjoins your property).

Telephone number: Please provide a contact number in case we need to contact you about the complaint.

About the Enquiry

Address to which the enquiry relates: Please provide as full an address as possible. If the site has no address then please describe as best you can the exact location e.g. land between 1 and 5 Smith Street.

Details of Enquiry: Explain with as much detail as possible the issues that concern you. Please be as clear as possible in your description please continue on a separate sheet if necessary.

When did the use/development commence: Please give the date you first became aware of the problem and (if you know) the date it first started.

What harm does use/development cause?

Please give a full description of the harm that is caused by the development/use and how it affects you.

Please remember that accurate information will assist the Planning Enforcement Officer in determining whether there is a breach in planning control.