

Controlling development through planning

SERVICE STANDARDS

Our services

We are responsible for managing all new developments in the borough. All new developments must have planning permission or other appropriate permission. After carrying out an investigation, we can either grant or refuse permission for any planned development.

If necessary, we may also take action against a development where:

- building work has been carried out without the necessary planning permission;
- conditions attached to planning permission have not been met; or
- the use of a building has been changed without planning permission.

Our promise

When dealing with your planning application

- We will offer free advice for householders for any development under two units. A more formal advice service is available for applications of two or more units (there is a charge for this service).
- Within one week of confirming your application, we will contact you to tell you the name of the case officer who is dealing with it.
- We will consider planning applications we receive (including unusual applications such as work to listed buildings, displaying advertisements and work to protected trees) within eight weeks.
- We will consider all planning applications for major developments within 13 weeks.
- We will consult and give notice to residents and occupiers (people who use buildings for business purposes and so on) in line with our consultation policy.

If we need to take enforcement action

- We will investigate all complaints by assessing the site history or planning record (or both) and carrying out an inspection or interview.
- If we find that you have not kept to planning controls, we will try to settle the matter by coming to an agreement and without taking formal action, unless the matter is causing significant harm or is an urgent case.
- If we find we cannot settle the matter within a reasonable timescale, we may take formal enforcement action, which may include prosecuting you.



How you can help us

- Make sure that your application is accurate, and put forward with all the necessary supporting documents.
- You can make your planning application online. You can also check online for updates on your application or to see any recent applications in the borough.

Find out more

- For more detailed information about planning and to make an application, please see our website at www.haringey.gov.uk/planning-mainpage.
- You can discuss your planning application with us in the following ways.
 - By using the duty planning service at our office (see the address below). The service is available between 8.45am and 5pm, Monday to Friday.
 - For proposals of two units or more, we have a more formal advice service (there is a charge for this). For more information about how to ask for a meeting or to find out about our charges, please either visit the website at www.haringey.gov.uk/pre-application_planning_advice_services or call us on 020 8489 5508.
- You can download a planning application form from the website or collect one from our reception at the address below.

Address: 639 High Road, Tottenham, N17 8BD

Phone: 020 8489 5508

Website: www.haringey.gov.uk/planning-mainpage

