

# Planning enforcement

SERVICE  
STANDARDS

## Our services

The Planning Enforcement Team deals with complaints about unauthorised development and changes of use. This includes where:

- building work is carried out without permission (if permission is needed);
- planning conditions are not kept to;
- the use of a building or site is changed without planning permission;
- some types of advertisements are displayed without permission;
- walls and buildings in conservation areas are demolished without permission; and
- trees and hedges that are protected by tree preservation orders are cut back or cut down.

It is important to remember that, in most cases of unauthorised developments and changes of use, a criminal offence has not been committed until we have taken formal enforcement action and the person concerned has not kept to the requirements we have set.

## Our promise

### If you have made a complaint or reported something to us

- We will let you know we have received your complaint within three working days of receiving it.
- We will investigate all complaints by looking at the site and planning history, and carrying out a site inspection. If there are planning enforcement issues, we will try to settle any disputes by coming to an agreement and without taking formal action, unless the matter is causing significant harm. If we need to take formal enforcement action, this may eventually result in the person concerned being prosecuted.
- We will aim to make a decision within 8 weeks to take enforcement action, to negotiate an acceptable outcome, to invite a planning application or to close the case.
- We will contact you when the case is closed, explaining why.
- If appropriate, we will provide a service outside of office hours. Please see the 'Enforcement Response Service' service standards for more details.



- Cases are dealt with according to the following timescales.
  - Priority 1: Other serious complaints, including demolition in conservation areas. We will visit within three working days.
  - Priority 2: All other complaints, such as extensions to buildings and unauthorised changes in the use of a building. We will visit within 10 working days.
  - Priority 3: Minor complaints where planning rules may not have been kept to, such as minor alterations to the outside of a building, or other minor developments. We will visit within 15 working days.

#### We will not do the following:

- We will not consider taking formal enforcement action without first considering all the relevant planning circumstances of each case. We must investigate all complaints very carefully and allow enough time for the person concerned to carry out our instructions or appeal against our assessment.
- We cannot take enforcement action if the person has specific planning permission, or does not need planning permission, to carry out the work or change how a building is used. You can find more information on planning permission that has been granted, and the types of work that need planning permission, on our website at [www.haringey.gov.uk/planning-mainpage.htm](http://www.haringey.gov.uk/planning-mainpage.htm).
- We cannot take enforcement action against unauthorised developments that have been in place for four or more years, as these are considered to be 'established'.
- We cannot take enforcement action against unauthorised 'changes of use' that have existed for a continuous period of over 10 years, as these are considered to be 'established'.
- We cannot take enforcement action against things which do not fall within planning laws. These include the following.
  - Civil matters, such as blocking a private right of way, or a neighbour's building or fence built on your land. The website [www.adviceguide.org.uk](http://www.adviceguide.org.uk) provides information and advice about the legal system.
  - Work inside a property (for more information, please see the 'Building Control' or 'Maintaining Housing Standards' service standards if it is about a property in which several different households live).
  - Pollution and noise control (for more information, please see the 'Enforcement Response Service' and 'Health and Safety' service standards).
  - We may decide not to take enforcement action against all minor cases where planning rules have not been kept to.

## How you can help us

- Let us know as soon as possible about your complaint, providing written evidence and photographs, and witnesses if appropriate.
- Give us your name and contact details.
- We welcome your views about our service. Please tell us how you think we can improve.

## Find out more

For more information on what enforcement action we can take, please see our information sheet 'Planning Enforcement: Enforcement Powers'.

Phone: 020 8489 1478  
Emergencies out of office hours: 020 8489 0000 (between 5pm and 8.45am)

E-mail: [planning.enforcement@haringey.gov.uk](mailto:planning.enforcement@haringey.gov.uk)

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You can find more information and advice about planning enforcement on our website at [www.haringey.gov.uk/planning\\_enforcement](http://www.haringey.gov.uk/planning_enforcement). You can also read planning enforcement complaints from the last eight weeks.

