

## ***Planning Enforcement - Request for Service Form:***

### ***Guidance Notes***

**Important:** Lambeth Planning Enforcement does not normally accept anonymous complaints. Therefore, all fields of the Request for Service Form should be completed unless the field does not apply (for example; you have no email address or do not own a mobile phone). If details are not provided or the details are insufficient, the Request For Service Form will either be returned to you for more information or placed on file and the case will not be investigated.

#### **Making a Complaint**

Carefully read through these guidance notes and then through the form itself, before you begin to fill it in. You should try to provide as much information as possible. You may want to include additional information such as photographs in order to help the enforcement team get a clearer picture of the development you are concerned about.

The following provides some guidance on some of the information you should be providing on the form. Once you have completed the form, you should return it to the Planning Enforcement Team. You can find the contact details at the end of these guidance notes, together with the contact of the Town Planning Advice Centre.

#### **Completing the Form**

##### **Part 1: Complainant Details (Confidential)**

These details are kept confidential at all times and are protected by the Data Protection Act. This information is required to be able us to contact you if/ when we need further information, and to let you know what progress we are making. The information will not be used for any other purpose.

You should provide your full name, including your title and your address should include the property number and any flat number, as well as a postcode.

##### **Part 2: Details of Alleged Breach**

- 1. Address of Site:** Please provide an accurate address as far as possible, preferably including a postcode. If it is an unusual site and you cannot find out its address, you could try providing photographs and/ or locating it on a map.
- 2. Type of Breach:** You should tick the box which best describes the type of breach you wish to complain about. Alongside each type of breach are a number of questions for you to consider. Space is provided in point 3 of the form for you to give answers to these questions. Your answers will give the enforcement team a good background in the case and help them to deal with the enquiry more effectively.
  - Breach of Conditions:** Provide details of the conditions being breached and how they are being breached, together with details of the application to which the conditions are attached.
  - Building Works:** Check the history of the premises on our website and/ or with the Town Planning Advice Centre prior to pursuing a complaint: has planning permission or a certificate of lawfulness already been granted or are there any applications pending? Provide details of approximate measurements and any relevant dates of when works commenced and when they were completed.

- **Not built in accordance with approved plans:** Provide details of the relevant application and preferably refer to specific drawings. Provide detailed information explaining how the works differ from the approved plans. Provide any relevant dates of when works commenced and when they were completed.
  - **Material change of use:** Check the history of the premises on our website and/ or with the Town Planning Advice Centre prior to pursuing a complaint: has planning permission or a certificate of lawfulness already been granted or are there any applications pending? Provide any relevant dates of when the use commenced. Has the whole property changed use or is only a small part of the premises subject to a change of use?
  - **Unauthorised advertisement:** Is it on private land? Check the history of the premises on our website and/ or with the Town Planning Advice Centre prior to pursuing a complaint: has any advertisement consent been granted? Provide any relevant dates of when the advertisement was erected; specifically, has the advertisement been in situ since before 1 April, 1974? Has the current advert replaced an older advertisement?
  - **Development without Listed Building Consent:** Has listed building consent been granted? Provide any relevant dates of when works commenced and when they were completed.
  - **Development without Conservation Area Consent:** Has Conservation Area Consent been granted? Does it constitute total or substantial demolition (more than approximately 75%)?
  - **Works to trees without consent:** Is the tree on private land? Is the tree in a conservation area? Is the tree protected by a Tree Preservation Order? Check the history of the premises on with the Town Planning Advice Centre prior to pursuing a complaint; has consent for works already been granted?
3. **Specific Details of Complaint:** Please provide as much detailed information as possible, including approximate dimensions, any relevant dates and if possible, contact details of any contractors, developers or property owners and occupiers. **Use this space to try and answer all the relevant questions in section 2 of the form.** The list of questions is intended to give you an idea of the sort of information the Enforcement Team need in order to effectively investigate your complaint. Please feel free to give additional information if you have it. Please use separate sheets if required.
4. **Name of owner/occupier of the property:** If possible, provide the name of the owner and/ or the occupier of the premises, or any other useful contact.
5. **How is the development affecting your amenity or the locality in general?** Provide details of the harm to amenity caused by the breach of planning control: what has prompted you to make this complaint?

If you need help completing the form or need information such as reference numbers, you can contact the Town Planning Advice Centre, or visit in person. Send your completed request form to:

**Planning Enforcement**

Lambeth Planning Department Telephone: 020 7926 1185  
 Phoenix House Fax: 020 7926 1171  
 10 Wandsworth Road  
 London SW8 2LL [www.lambeth.gov.uk/planning](http://www.lambeth.gov.uk/planning)

## Planning Enforcement Request for Service

Please refer to the guidance notes while filling in the form. You should complete **all** fields.

### Part 1: Your Details (Confidential) - Anonymous complaints will not be investigated

Title: Mr / Mrs / Ms / Dr (Delete as appropriate)      Other: .....

First Name: ..... Surname: .....

Daytime Telephone Number: ..... Mobile: .....

Full Address: .....

Postcode: ..... Email: .....

### Part 2: Details of Alleged Breach

1. Address of Site: .....

2. Please tick relevant box/es and *answer the questions/provide information requested in italics below;*

- Breach of Conditions** *Application reference number and the conditions being breached? When did the breach occur?*
- Building Works** *Has planning permission or a certificate of lawfulness been granted? When were the works carried out/completed? Provide details of the works in question, i.e. Nature of the works and their location on the property.*
- Works not built in accordance with approved plans** *When were the works carried out/completed? Application reference number?*
- Material change of use** *Has planning permission or a certificate of lawfulness been granted? When did the change of use commence? Provide details of the use in question, i.e. Nature of the use? Has the use of the whole premises changed?*
- Unauthorised advertisement** *Is it on private land? When was the advertisement erected? Was there an advertisement in the same location prior to the current advertisement being erected?*
- Development without Listed Building Consent** *Has listed building consent been granted? When were the works carried out/completed? Provide details of the works in question, i.e. Nature of the works and their location on the property.*
- Development without Conservation Area Consent** *Has conservation area consent been granted? Is it total or substantial demolition?*
- Works to trees without consent** *Is the tree in a conservation area? Is the tree protected by a Tree Preservation Order? Has consent for works been granted?*

3. Specific Details of Complaint (answers to questions in point two):

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4. Name of owner/occupier of property (if available): .....

5. How is the development affecting your amenity or the locality in general? .....

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