

## PRE-APPLICATION PROCEDURE: MINIMUM STANDARDS OF SERVICE

The Vale of Glamorgan Council is committed to providing pre-application advice to all potential applicants. The Planning and Transportation Division recognises that the provision of advice prior to the submission of applications can improve the quality of submissions and speed up the determination process. Accordingly, we have adopted the following approach, as minimum standards that can be expected.

1. All requests for pre-applications should initially be made in writing with draft or sketch proposals included for assessment.
2. In the case of more major schemes or schemes that potentially impact on listed buildings or the historic environment (e.g. Conservation Areas), detailed plans may be requested.
3. Following receipt of the information, consultations may be undertaken with other interested service areas within the Council. By way of example, we will often consult with the Council's Highway Engineers, Building Control officers and Environmental Health officers. On major schemes, we operate a Development Team approach and coordinate meetings, where necessary to reflect this.
4. All requests made in writing will receive a written response by letter or Email (as appropriate), occasionally following the covering of any necessary meetings (see below). We aim to respond either through a meeting or in writing within 28 days of the request for advice.
5. Requests for site meetings will be carefully considered, but only following the submission of written requests for advice as detailed in points 1 and 2 above. There will be instances where site visits will be unnecessary, but the Division recognises that in other instances the undertaking of a site visit may well add value to the process. Requests for site visits/site meetings will therefore need to be assessed on a case by case basis.
6. The Division will allocate each request for advice a unique reference number, which will be entered on a database for monitoring purposes.
7. Requests for repeated pre-application meetings on a particular development project may well be refused if it is apparent that the advice offered by the Council, is being repeatedly ignored.
8. The Division takes its role in providing pre-application advice very seriously and urges agents, applicants and developers to take on board comments that are provided in order to improve the quality of submissions which can also ensure that the Division deals with subsequent applications in a timely manner.