

Mr D. Ritson,
planning@mo-ra.co

E.mail: complaints@croydon.gov.uk

Our ref: KH/CASE4893951
Date: 9 April 2019

Dear Mr Ritson,

Stage 2 Complaint – 20-22 The Glade, CR0 7QD

I refer to your letter dated 14 January 2019, in response to Mr Smith's letter dated 5 March 2019, expressing your dissatisfaction with the response to your stage 1 complaint. Your complaint has been registered at stage 2 of the Council's complaints procedure and as Executive Director of Place, it is my role to oversee this stage of the procedure.

I understand from your complaint that there are two main points you wish to highlight regarding this development, the first being residential density and the second being rear garden development, both of which have been covered in Mr Smith's stage 1 response to you.

You are correct that the scheme exceeds the density matrix (150-200) as set out within the London Plan at 270 habitable rooms per hectare, however given the suburban setting combined with the similar footprint, form and spacing of the proposed dwellings in comparison to the surrounding properties and the acute need for new homes, it is considered an appropriate density for this site.

As well as the above considerations the case officer also took into account that each of the proposed properties offer one parking space per residence, do not have windows on the first floor that overlook into the neighbours garden and they create no overshadowing of sunlight to the neighbouring properties. They are also well landscaped with greenery surrounding both sides with appropriate garden provision to the rear, and suitable side access and storage for refuse.

With regards to your concerns regarding back garden development, and the back garden amenity of number 22 The Glade being below 10m, it is worth noting that no objection to the development was made by the occupier of number 22.

As mentioned in the stage 1 response by Mr Smith the area of the garden provision for number 22 is reduced due to the occupiers having chosen to erect a conservatory to the rear. There remains an appropriate garden amenity, which could arguably include the provision of the conservatory, as well as both side and front garden space

to the property.

You highlight particular standards and policies within the Mayor's London Housing Plan SPG, The London Plan and the Croydon Local Plan which you feel the Council has breached, these plans are not a set of statutory rules, rather they provide examples of good practice for Local Planning Authorities and Planning Committees to consider. Planning applications should comply with the development plan "as a whole", and the Local Authority have to take an overall view on the merits of such applications before putting them to committee; therefore I do not agree that the standards and policies highlighted in your letter are evidence of breaches or maladministration by the Planning Team.

The Corporate Complaints Team cannot overturn decisions to grant planning permission unless it can be evidenced that the planning process was defective. The Corporate Complaints Team however, do investigate complaints independently at Stage 2 of the process, which your complaint is being responded to as.

The objections made in this case were duly presented and considered by the planning committee and I can see no reason that the decision should be overturned.

Your complaint has been considered at stage 2 of the Council's complaints procedure. I hope I have satisfactorily addressed your concerns. However, if you remain dissatisfied you can ask the Local Government Ombudsman to consider your complaint:

By writing to: The Local Government Ombudsman
PO Box 4771
Coventry
CV4 0EH

By telephoning¹: 0300 061 0614

By texting: Text 'call back' to 07624 804 299

By online form: www.lgo.org.uk

Yours sincerely

Shifa Mustafa
Executive Director of Place

¹ Calls to 03 numbers will cost no more than calls to national geographic numbers (starting 01 or 02) from both mobiles and landlines, and will be included as part of any inclusive call minutes or discount schemes in the same way as geographic calls