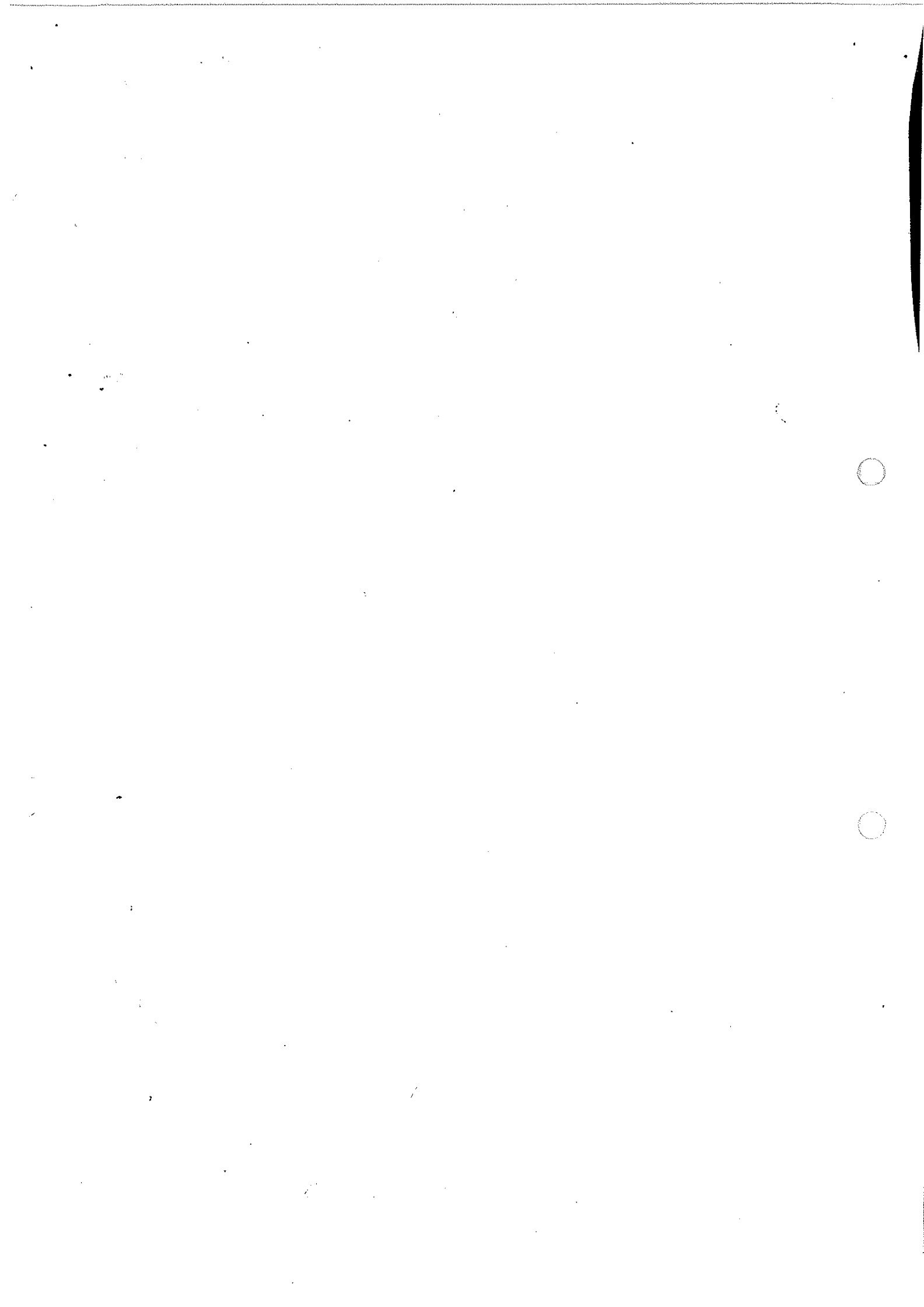


**REGULATORY SERVICES**

**DEVELOPMENT CONTROL**

**Enforcement Policy**



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## **1.0 BACKGROUND**

- 1.1 On 11<sup>th</sup> October 2000 East Herts Council signed up to the Enforcement Concordat as commended by the Cabinet Office and the Local Government Association, which lays down the principles of good practice to ensure fair, practical and consistent enforcement in Local Government.
- 1.2 In addition to the Concordat, the Council also published its own corporate Enforcement Policy in February 2004. This sets out the Council's commitment to carrying out all its enforcement functions in a fair, consistent and balanced manner.
- 1.3 All enforcement units within the Council follow this corporate policy and, using its principles and procedures, each unit has also developed its own Service-specific enforcement policy. This policy document indicates how the Development Control Service will apply its enforcement powers, from informal enforcement actions through to formal action; direct action where appropriate; and prosecution proceedings.

## **2.0 INTRODUCTION**

- 2.1 The District Council is the local planning authority responsible for Development Control (DC) within East Hertfordshire. In carrying out these duties, the Council undertakes all enforcement action relating to *breaches of planning control* (see paragraph 3.1), with the exception of mineral and waste developments (the County Council being the planning authority for such developments). The team also deals with a variety of other enforcement matters and the full scope of work is set out in Section 3.0 of this document.
- 2.2 The aim of the Development Control Enforcement Service is to ensure that development within the District is carried out in accordance with planning legislation; with the policies of the Local Plan; and with any permissions granted by the Authority. In this way, the service seeks to remedy the undesirable effects of unauthorised developments; maintain the credibility of the planning system; achieve higher quality outcomes in the built environment; and protect and enhance the character and appearance of East Herts.
- 2.3 This document sets out the enforcement functions undertaken by the Development Control Service and explains the Council's policy; priorities

and standards for dealing with these functions. It also identifies the procedures which officers follow when undertaking their statutory duties, to ensure that they act in an equitable, practicable and consistent manner.

- 2.4 The Policy cannot be absolutely prescriptive because the circumstances of each individual case and the evidence available to the Authority in each one is likely to vary considerably. However, the policy does outline the standard of service that can be expected from the enforcement of planning control in the District.

### **3.0 THE SCOPE OF DEVELOPMENT CONTROL ENFORCEMENT**

- 3.1 The Development Control Enforcement Service carries out the following functions: -

- Breaches of planning control - these involve the following:-
  - i) the carrying out of development without the necessary planning permission
  - ii) the failure to adhere to conditions imposed on planning permissions
- Unauthorised works to listed buildings
- Unauthorised advertisements, including flyposting
- Untidy land/buildings that are seriously detrimental to the amenity of an area.
- Complaints about High Hedges under the Anti-Social Behaviour Act 2003
- Preparing Directions under Article 4 of the Town and Country Planning Act 1990 to prevent the use of "permitted development" rights that may result in undesirable environmental effects.

- 3.2 The Service investigates approximately 500 complaints a year from the public; District Councillors; Parish and Town Councils and also via Council staff. Some of these complaints are of a minor nature and can be dealt with speedily. Others require lengthy investigations and subsequent action which can be prolonged, particularly when protracted legal processes are involved.

## **4.0 THE PRINCIPLES OF GOOD ENFORCEMENT - POLICY**

4.1 In accordance with the Central Government Enforcement Concordat , the Development Control Enforcement policy and process is based upon the following key principles:

- 1 **Measuring performance against agreed standards;**
- 2 **Openness** in dealing with businesses and others;
- 3 **Helpful**, courteous and efficient enforcement officers;
- 4 **Publicised complaints** procedures;
- 5 Enforcement decisions taken in a **proportionate** manner;
- 6 High standards of **consistency** in enforcement action.

The DC enforcement team will adopt these principles in the following way:-

### **Standards**

4.2 The Council's Directors Board will monitor the annual performance of the DC Enforcement team against the standards set out in this policy and the targets identified at paragraph 6.1. Any other service standards, such as speed of response, will be available on request and information will be provided in plain language.

### **Openness**

- 4.3 The DC Enforcement Service will provide information and advice regarding enforcement matters in plain language and will disseminate this as widely as possible. It will be open about how it operates, and will discuss general issues, specific compliance failures or problems with anyone experiencing difficulties with the process.
- 4.4 The Service will help those it deals with to understand what is expected of them, and what they can expect from the Service in terms of formal action, informal action and advice.
- 4.5 It will make clear to those who are potentially subject to enforcement action what must be done and within what timescale; distinguishing where necessary, between statutory requirements and what is desirable but not compulsory. It will also explain these requirements and timescales to complainants and other interested parties on request.

**4.6 Complainants will be informed of progress of their complaint as follows:-**

- acknowledgement
- decision as to whether there is a breach of control
- the service of any formal notice
- when any appeal is lodged
- when any application for retrospective planning permission is submitted
- the outcome of any formal enforcement action

**Helpfulness**

- 4.7 The Council will provide a courteous and efficient service, and matters will be dealt with as quickly as possible. It will provide a contact point and telephone number for further dealings with the Service and will encourage householders and businesses to seek advice and/or information from officers.
- 4.8 Enforcement visits are usually made unannounced but, if appropriate, appointments will be made. Where access cannot reasonably be obtained during the day, or in other appropriate circumstances, site visits may be made outside normal working hours.
- 4.9 In accordance with Government advice, the Council will take particular care to work with small businesses, householders; voluntary and community organisations and minority groups so that they can meet their legal obligations without unnecessary expense, where practicable.

**Complaints about the Service**

- 4.10 The Council undertakes regular customer satisfaction surveys and regularly reviews comments and complaints it receives regarding the nature and quality of its services and enforcement functions. In addition, if anyone wishes to complain about any aspect of the Development Control Enforcement Service they may do so initially by contacting the Planning Enforcement Manager at: -

Development Control  
East Herts Council,  
Wallfields,  
Pegs Lane,  
Hertford,  
Herts SG13 8EQ

Telephone: 01279 655261  
e-mail: [planning@eastherts.gov.uk](mailto:planning@eastherts.gov.uk)

If a complainant is dissatisfied with the response to their complaint, they may then complain further through the Council's formal complaints procedure. This is available at all Council offices or on the website [www.eastherts.gov.uk](http://www.eastherts.gov.uk)

- 4.11 All complaints will be investigated in accordance with the Council's corporate complaints procedure. In cases where disputes cannot be resolved, any further right of complaint or appeal will be explained.

### **Proportionality**

- 4.12 Enforcement action should only be taken where it is expedient in the public interest and any action should always be proportionate to the breach of planning control to which it relates. The Council will therefore need to carefully assess, in each individual case, what level of enforcement action is appropriate (if any) and which power (or mix of powers) is best suited to remedy that particular breach of planning control most effectively.
- 4.13 In many cases, where the breach of control is reparable or is of a minor nature, not warranting immediate action, the offender will be given an appropriate amount of time in which to remedy the situation before any formal action is instigated.
- 4.14 However, the Council is committed to firm and speedy action in cases where more serious breaches of control occur. In very urgent cases where irreparable harm may be caused to the environment or a significant nuisance caused by the unauthorised development, the Council will seek urgent action to prevent the development continuing. This may be in the form of a Stop Notice, or through an application to the courts for injunctive relief.
- 4.15, In carrying out enforcement action, the Development Control Service will have due regard to the provisions of the Regulation of Investigatory Powers Act (RIPA); the Police and Criminal Evidence Act (PACE) and the Human Rights Act.



## **Consistency**

- 4.16 The Council will carry out its duties in a fair, equitable and consistent manner. Decisions on enforcement matters always entail a degree of professional judgement and the circumstances of each individual case (and therefore, the appropriate remedy) will inevitably differ in detail. As a result, a form of enforcement action taken in one particular case, may not necessarily be appropriate in an apparently similar case. However, Officers will always try to explain any such apparent differences as necessary.
- 4.17 Notwithstanding this, the Council will seek to ensure consistency in its enforcement by ensuring that its officers:
- a) follow current internal procedural and guidance notes.
  - b) are guided primarily by:
    - The Town & Country Planning Acts and related Orders
    - Planning Policy Guidance Note 18 (Enforcement)
    - Planning Policy Guidance Note 19 (Outdoor Advertising)
    - Other Planning Policy Guidance Notes or Planning Policy Statements relevant to the particular case.
    - ODPM Circular 10/97 (Enforcing Planning Control)
    - ODPM Enforcement Good Practice Guide
    - The East Herts Local Plan and draft Review policies
    - Adopted Supplementary Planning Guidance
    - Relevant case law
  - c) take due account of guidance from other authoritative bodies such as the Royal Town Planning Institute and the Local Authorities Co-ordinating body on Regulatory Services (LACORS),
  - d) liaise with other departments of the Council and other enforcement agencies e.g., Herts County Council; Police, Trading Standards, the Environment Agency, and the Health and Safety Executive as necessary.
  - e) operate an inter-agency approach where the local authority's powers are insufficient,
  - f) are aware of any new legislation or guidance, which impacts on their duties.

The above measures will be supplemented by training for enforcement

and planning officers and managerial checks on performance. This will ensure a consistent approach to the various enforcement functions.

### **Transparency**

- 4.18 Advice from officers will be put clearly and simply and will be confirmed in writing, explaining why the required action is necessary and over what time-scale, and making sure that legal requirements are clearly distinguished from best practice advice.
- 4.19 Before formal enforcement action is taken, officers will provide an opportunity to discuss the circumstances of the case and, if possible, resolve points of difference, unless immediate action is required.
- 4.20 Where immediate action is considered necessary, an explanation of why such action is required will be given at the time and confirmed in writing.
- 4.21 Where there are rights of appeal against formal action, advice on the appeal mechanism will be clearly set out in writing at the time the action is taken (this advice will be issued with the enforcement notice).
- 4.22 Information will be maintained in accordance with the Data Protection Act; the Freedom of Information Act and any other appropriate legislation. Where the detection, prevention or prosecution of crime is involved, disclosure of relevant details may be given to other appropriate parties, including the Police. However, wherever possible complainants details will be treated in confidence.

### **Targeting**

- 4.23 Resources will be targeted on the investigation of complaints in accordance with the priorities set out in paragraph 5.6 of this document.

### **Shared Enforcement Responsibility**

- 4.24 The Council recognises there are areas of work within the Development Control Service where there may be shared or complementary enforcement roles with other agencies that may benefit from an inter-agency or multi-agency approach. In all such circumstances the Council will aim to work in conjunction with all other agencies as appropriate.

## **Authorisation of Officers**

- 4.25 The East Herts Council Constitution was adopted on 12 May 2004 and gives certain specified delegated powers to the Director of Regulatory Services; the Planning Enforcement Manager; Development Control Managers; and their appointed officers in respect of enforcement matters. These powers are set out in full in the Constitution, a copy of which is available on the Councils website at [www.eastherts.gov.uk](http://www.eastherts.gov.uk).

## **Exercise of Powers of Entry**

- 4.26 In order to enforce the various statutory provisions relating to Development Control, authorised officers have powers of entry to land and premises without prior notice, subject to certain conditions. Officers seeking access into residential property are however required to give 24 hours notice to an owner/occupier that he/she wishes to gain entry for a specific purpose on a specified day. Entry may be sought whenever a breach of planning control is suspected.
- 4.27 The obstruction of an officer in the course of his/her duty, is a criminal offence and it is the policy of East Herts Council to refer cases of obstruction to the Solicitor to the Council, with a view to prosecution. In such cases, the investigating officer will also apply to a Magistrate for a warrant to enter the premises by force if necessary, to enable the purposes of such entry to be fulfilled.
- 4.28 It is the policy of East Herts Council to issue all investigating officers with identification cards including a photograph. Officers will carry their I.D. cards with them at all times and will produce them on request to verify their identity. If any person has any doubts or suspicions concerning an officer's identity they can contact East Herts Council at the address listed at the end of this policy document.

## **5.0 THE ENFORCEMENT PROCESS IN DEVELOPMENT CONTROL**

- 5.1 see flow chart at Appendix A?
- 5.2 Formal investigations and legal proceedings can sometimes be very time consuming and protracted. Some stages of the process must adhere to statutory timescales and this clearly limits the opportunities available to the Council to speed up the process. However, every effort will be made to deal with all complaints as quickly as possible.

The process for dealing with complaints will be as follows:-

### **Receipt of complaints**

- 5.3 The Council will not investigate anonymous complaints but will refer complainants, who wish to remain anonymous, to their relevant Town or Parish Council, or to their local Member who can then refer the complaint to the enforcement team and liaise. This will help to prevent frivolous or vexatious complaints and enable officers to contact the complainant in circumstances where additional information is needed.
- 5.4 The Planning Enforcement Manager will check complaints received to ensure that they fall within the remit of the Development Control function. Valid complaints will then be logged onto the Service's database within 2 working days.
- 5.5 Valid complaints will then be acknowledged in writing within 3 working days.
- 5.6 Other complaints which do not fall within the remit of the Service will be re-directed to the appropriate department of the Council or to an external agency and the complainant will be advised of this. Where necessary, the complainant will be advised that the Council is unable to assist with the complaint (for example where the problem is a civil matter).
- 5.7 Investigations carried out in accordance with the following priorities:-

### **Prioritising workload/complaints**

- 5.8 In order to assist the prioritisation of the overall enforcement workload, the following priorities for pursuing various types of enforcement matters will be adopted:-

#### **Priority 1**

- Unauthorised alterations to listed buildings.
- Unauthorised developments having a severe and possibly irreversible impact on surroundings e.g. major unauthorised engineering works; unauthorised traveller sites; felling of protected trees.
- Activities requiring the service of an urgent Article 4 Direction
- Service of formal Notices
- On-going court or appeal proceedings

### Priority 2

- Major unauthorised building works (not falling within above category).
- Commercial activity or changes of use that have significant impact on residential property. e.g. car repairs; late night opening.
- On-going breach of an effective Enforcement Notice
- Complaints where the time limit for taking enforcement action expires imminently
- Development causing danger to highway users
- High Hedge complaints.

### Priority 3

- Breaches of condition. (not falling within above categories of harm)
- Other changes of use.
- Other unauthorised building works.
- Unauthorised advertisements/flyposting
- Untidy or derelict land or buildings

### Priority 4

- Checking compliance with conditions on permissions

## 6.0 TARGETS

6.1 The targets for investigation of possible breaches of planning control are as follows:-

		Start date (SD)
a)	Receipt of complaint	
b)	Site Investigation of new Priority 1 complaints	within 1 working day of SD
c)	Acknowledge all new complaints	within 3 working days of SD
d)	Site Investigation of new complaints (other than priority 1)	within 15 working days of SD
e)	If no action, inform complainant	within 17 working days of SD
f)	If further action, advise complainant and offender of intended action	Priority 1 cases - within 1 week of SD  other cases – within 6 weeks of SD
g)	Inform complainant of any formal action	within 5 working days of authorisation

h)	Inform complainant of any appeal	within statutory timescales
i)	Inform complainant of final outcome	within 10 days of completion of work

## **7.0 ENFORCEMENT OPTIONS**

7.1 It is important to recognise that the use of planning enforcement powers is discretionary.

7.2 The carrying out of *development* (as defined in the Town and Country Planning Act) without planning permission is not an offence at law - an offence is only committed when the requirements of a formal notice are not met. The same is not however true of :

- unauthorised works to listed buildings;
- the display of advertisements without the necessary consent; or
- unauthorised works to protected trees.

In these cases, the unauthorised works or advertisements do constitute an offence and the Council is entitled to commence legal proceedings immediately where it is considered expedient to do so.

7.3 It is also important to note that s.73 of the Town and Country Planning Act 1990 provides for planning permission to be granted retrospectively.

7.4 Central Government advice contained in PPG18 advises that, in considering any enforcement action, the determining issue for the local planning authority should be whether the breach of planning control would unacceptably affect public amenity or the existing use of land or buildings meriting protection *in the public interest*

7.5 The options that are available to the Council and its officers to secure compliance with planning law are:

- 1 To take no action
- 2 To take informal action (either written or oral)
- 3 To issue a formal caution
- 4 To issue a range of statutory notices generally requiring some remedy within a specified timescale (or possibly immediately)
- 5 To execute work required by a statutory notice where the recipient has not complied
- 6 To prosecute for non-compliance
- 7 To take out an injunction.

7.6 In any situation which requires action to ensure compliance with the law, officers will consider the following when deciding on the most appropriate enforcement method: -

- 1 the degree of harm caused by the breach of control
- 2 the seriousness of the contravention
- 3 the different technical means of remedying the situation
- 4 the particular circumstances of the case and likelihood of its continuation or recurrence,
- 5 the impact of the enforcement choice in encouraging others to comply with the law,
- 6 the likely effectiveness of the various enforcement options,

#### **No action**

- 7.7 If it is found that there has been no breach of relevant legislation then no further action by the Council will be required. Notwithstanding this, the investigation officer will note their findings and the reason for the decision, which must be recorded in writing for future reference.
- 7.8 If, in the opinion of the Director of Regulatory Services; the Planning Enforcement Manager; or a Development Control Manager, the breach of planning control is found to be so minor that it would not be expedient to the public interest to take any action, this decision will again be recorded in writing and the case file closed.

#### **Informal action**

- 7.9 In accordance with Government policy, the Development Control Enforcement Service will try to resolve contraventions by negotiation first. This action will take the form of written requests for a breach of planning control to be remedied voluntarily. This may for example, require an unauthorised use to cease or an operational development to be modified so that it accords with planning legislation, or with the requirements of a formal permission or consent of the Council.
- 7.10 Informal action may also involve a request for a retrospective application for planning permission in appropriate circumstances. Similarly, if a breach is found to be immune from action because of the passage of time an application for a Lawful Development Certificate will be invited.
- 7.11 Informal action will be recorded on files and compliance with requests will be monitored.

- 7.12 Where informal action fails to rectify a breach of control, officers will consider whether further formal action is warranted or whether the case file should be closed.

### **Formal Cautions**

- 7.13 Where the Director of Corporate Governance considers the circumstances appropriate, formal cautions will be issued in accordance with guidance in Home Office Circular 18/1994. The aim of the formal caution is to deal quickly and simply with less serious offences, divert offenders from unnecessary appearance in the criminal courts and reduce the chances of their re-offending. A formal caution is likely to be appropriate only where there has been a contravention of the law giving rise to a potential risk or environmental impact or persistent failure to put a matter right
- 7.14 Formal cautions will only be offered where the Council has confidence that this is in the public interest and where there is sufficient evidence to support a prosecution should the offender refuse to accept the caution, i.e.:
- a) The evidence available must comply with the Crown Prosecution Service code on criteria for prosecution i.e. a conviction should be more likely than an acquittal before a court;
  - b) The offender must admit to the offence;
  - c) The offender must agree to the caution.
- 7.15 There should be a presumption in favour of cautioning rather than prosecution for certain categories of offenders, e.g. the elderly or those who suffer from mental illness or impairment or from a severe physical illness. However, membership of these groups does not of itself provide protection against prosecution.
- 7.16 The offender must be given a full explanation of the significance of the caution before being allowed to accept it, as a formal caution is an admission to guilt of a criminal offence and is recorded as such. It may be cited if the offender is found guilty of the same or similar offence on a later occasion. It remains "on record" for 3 years and will be reported to the Office of Fair Trading.
- 7.17 The authorisation to issue formal cautions or to prosecute is delegated to the Director of Regulatory Services, in consultation with the Director of Corporate Governance.



## **Statutory Notices**

- 7.18 Subject to the many specific rules governing the use of different statutory notices, they would generally be used where there is a clear breach of the legislation; where the degree of environmental impact or harm from the situation is significant; or there has been repeated failure to put a matter right and where a remedy needs to be specified and secured within a set period of time.
- 7.19 Notices generally specify the problem and a remedy (determined by officers of the Council). They are appropriate where, in addition to the above, the response of the offender needs to be monitored to ensure a satisfactory outcome. In most, but not all, cases there is a right of appeal against a notice.

**Subject to consideration of the evidence it is likely that the negligent or wilful non-compliance with a statutory notice will result in prosecution.**

## **Prosecutions**

- 7.20 The decision to prosecute an individual is a serious step. Fair and effective prosecution is essential to the maintenance of law and order. Prosecution can have serious implications for all involved. The Council has regard to the Code for Crown Prosecutors so that it can make fair and consistent decisions about prosecutions.
- 7.21 The authorisation to prosecute is delegated to the Director of Regulatory Services; the Planning Enforcement Manager; or a Development Control Manager, in consultation with the Director of Corporate Governance.
- 7.22 The Council has the discretion whether or not to prosecute for an offence and the decision to prosecute will be based on the circumstances of each individual case. The criteria for prosecution must be related to the seriousness of the offence rather than being a punitive response to minor technical transgressions. Not every breach of legislation will result in legal action. Relevant factors will be assessed by the investigating officer, the Planning Enforcement Manager and, where appropriate, the Director of Regulatory Services and the Director of Corporate Governance or their nominated representative.
- 7.23 Circumstances that warrant prosecution will include at least one of the following:
- a) The alleged offence involves an obvious and serious breach of

- town planning legislation
- b) The alleged offence involves a knowing or wilful failure to comply in full or in part with the requirements of a statutory notice, statutory instrument or other legal duty;
- c) There is a history of similar offences (such as repeated cases of flyposting; or repeated and recurrent breaches of the requirements of an enforcement notices for example)

7.24 The Director of Regulatory Services or his duly authorised officers must be satisfied that there is relevant, admissible, substantial and reliable evidence that an offence has been committed by an identifiable person/company. This is known as the **evidential test**.

Having satisfied the evidential test the following factors will be taken into consideration, forming the basis of the **public interest test**:

- 1 The seriousness of the alleged offence;
- 2 The previous history of the person or business concerned;
- 3 The ability of witnesses and their willingness to co-operate;
- 4 The willingness of the party concerned to prevent recurrence of the offence;
- 5 The probable public benefit of prosecution;
- 6 Any explanation offered by the alleged offender;
- 7 The likelihood of the defendant being able to establish, where appropriate, a due diligence/best practicable means defence;
- 8 Whether other action (eg formal cautioning) will be more appropriate or effective.

7.25 Further factors which may influence the decision to prosecute

Factors in favour of prosecution	Factors against prosecution
Significant sentence likely	Nominal penalty probable
Defendant an organiser of offence	Offence committed as result of genuine mistake or misunderstanding (balanced against seriousness of the offence and consequences)
Evidence of premeditation	One-off minor occurrence due to misjudgement
	Prosecution likely to have a detrimental effect on the victim's physical or mental health unless the seriousness of the offence or

	likelihood of its being repeated is such that it cannot be ignored
	There has been undue delay between the offence taking place and the date of trial, subject to the seriousness and complexity of the offence, unless caused in part by the defendant or offence only recently came to light

- 7.26 Officers investigating offences will seek to ensure that their investigations and decision making is not unduly prolonged and that complainants, witnesses and other parties are kept informed of progress with the case. To this end all cases for prosecution will be referred to the Director of Corporate Governance within 6 weeks of the decision to prosecute being made.
- 7.27 Fully documented contemporaneous notes will be kept of all cases.

#### **Work in Default**

- 7.28 Planning legislation allows the local authority to undertake the work required by a notice if the recipient of the notice does not do so within the times specified in it.
- 7.29 Where such a notice has been served, and where without adequate defence, the work has not been done, then work in default may follow subject to the practical constraints of the case and the financial circumstances. These powers will only be exercised in exceptional circumstances. Prior to carrying out works in default the Council will consider carefully the prospect of recovery of any costs incurred in accordance with current Council policy.
- 7.30 The Council will make every effort to recover the full cost of doing the work in default. In circumstances where this is not achievable, the Council will attempt to place a charge on property to enable costs to be recovered on future sale of the property involved.

## **Injunction**

- 7.31 An injunction from the High Court may be sought where there are sufficient grounds to believe that such action is warranted to remedy an actual or apprehended breach of planning control. Such action will be taken where the circumstances in any case cause a significant problem or threat to the environment; or would seriously undermine the policies of the Local Plan; *and* where the normal process of law (statutory notices, prosecution or work in default) is likely to be ineffective because the offender has shown a careless disregard for earlier similar requirements, or where the process of law would take an unacceptable period of time having regard to the particular circumstances.
- 7.32 The decision to pursue an injunction will always be made in conjunction with the Director of Corporate Governance or their nominated representative.

## **8.0 APPROVAL & REVIEW**

- 8.1 The Council approved this Enforcement Policy on *[insert date]*.
- 8.2 The Policy will be reviewed periodically and in response to new legislation or guidance and amended accordingly.

## **9.0 ACCESS TO THE POLICY**

- 9.1 The Policy is open to the public and copies can be obtained by contacting the Development Control Enforcement team on 01279 655261 or by requesting a copy at any Council Office or on the website [www.eastherts.gov.uk](http://www.eastherts.gov.uk).

## **10.0 IMPLEMENTATION OF THE ENFORCEMENT POLICY**

- 10.1 The Director of Regulatory Services and the Planning Enforcement Manager will be responsible for ensuring that all enforcement officers are familiar with the requirements of and carry out their duties in accordance with this Enforcement Policy.

**11.0 INFORMING US ABOUT A BREACH OF CONTROL**

11.1 You can register your complaint with us either by telephone or in writing to:-

Development Control Enforcement Service  
East Herts Council,  
Wallfields  
Pegs lane  
Hertford  
Herts SG13 8EQ

Tel: 01279 655261 extension 1552

e-mail: [planning@eastherts.gov.uk](mailto:planning@eastherts.gov.uk)

**12.0 HAVE YOUR SAY**

12.1 Our enforcement policy is regularly reviewed and updated - please tell us your views on the policy and include any comments or questions you have for us via email:

[planning@eastherts.gov.uk](mailto:planning@eastherts.gov.uk) OR  
use the space below and return to the address above.

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