

From: Rachel [REDACTED]
Sent: 21 October 2022 16:35
To: Banks, Andrew <Andrew.Banks@herefordshire.gov.uk>
Subject: Re: Listed Building Consent - 221875

Dear Andrew,

Many thanks your quick time reply is much appreciated.

Kind regards,
Rachel

On 21 Oct 2022, at 16:31, Banks, Andrew <Andrew.Banks@herefordshire.gov.uk> wrote:

Dear Rachel,

Thank you for the prompt response. I am sufficiently content to deal with the matter on the basis of your email and we can include a condition the preclude the installation of trickle vents. I will make sure that our email exchange is added to the file as a record.

Kind regards

Andrew

Herefordshire.gov.uk

Andrew Banks

Development Manager | North Team

Development Management | Economy & Environment | Herefordshire Council

@ Andrew.Banks@herefordshire.gov.uk

Tel 01432 383085

Main Council Switchboard:

01432 260000

General Planning Enquiries:

planningenquiries@herefordshire.gov.uk

Planning Registration Enquiries:

planningregistration@herefordshire.gov.uk

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From: Rachel [REDACTED]
Sent: 21 October 2022 16:15
To: Banks, Andrew <Andrew.Banks@herefordshire.gov.uk>; Lewis, Debra <Debra.Lewis@herefordshire.gov.uk>
Cc: Roopra, Kam <Kam.Roopra@herefordshire.gov.uk>
Subject: Re: Listed Building Consent - 221875

Dear Andrew & Debra,

Having just received your email, I have been straight on the phone to Atrium windows who are supplying replacement windows.

I have updated them about the issue of trickle vents raised by Debra.

They explained that since June 2022 it has become part of Building Regulations to have to include trickle vents in windows. However, this is not necessarily the case with Listed buildings. I would actually prefer not to have the vents either as I think that the windows are more in keeping with my barn conversion without them.

So I have requested that Atrium Windows don't include the trickle vents in my order. They have confirmed that this request will be facilitated accordingly prior to installation.

Hopefully this written response in relation to the suggestion raised by Debra, will avoid the need to any conditions needing to be required.

If necessary I can request further confirmation in writing from Atrium windows.

I would be grateful if you can confirm that this is acceptable.

Kind regards
Rachel Barnes-Wehrle

On 21 Oct 2022, at 15:55, Banks, Andrew <Andrew.Banks@herefordshire.gov.uk> wrote:

Dear Rachel,

Please find attached Debra's comments. You'll see that she has no objection to the proposals, but had queried the inclusion of trickle vents and has suggested that they should be omitted from the scheme. In order to bring the matter to a conclusion I think that we could deal with this by condition rather than requiring the submission of amended plans, and I have asked Kam to deal with it on this basis. She will complete her report and we will issue the decision early next week.

Kind regards

Andrew

Herefordshire.gov.uk

Andrew Banks

Development Manager | North Team

Development Management | Economy & Environment | Herefordshire Council

@ Andrew.Banks@herefordshire.gov.uk

Tel 01432 383085

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From: Lewis, Debra <Debra.Lewis@herefordshire.gov.uk>

Sent: 19 October 2022 19:18

To: Rachel [REDACTED] Carlisle, Heather <Heather.Carlisle@herefordshire.gov.uk>

Cc: Banks, Andrew <Andrew.Banks@herefordshire.gov.uk>; Roopra, Kam <Kam.Roopra@herefordshire.gov.uk>; SJ [REDACTED]

Subject: RE: Listed Building Consent - PP-11309290 ***URGENT*** - receipt 17/10

Dear Rachel,

Thank you for your e-mail. I can confirm receipt of the additional information which I received on 5 October, however I was not aware that an anticipated determination date of 13 October and then 19th October had been provided, as that is not the usual period of time granted to consultees to provide a response, and unfortunately with pre-existing work commitments it was not a deadline I could have met.

I note your request of earlier today for a response by the end of the day, however I have been on site and in meetings today, and unfortunately I am again on site and in meetings tomorrow. However I will aim to provide a response on the information you provided on 5 October by the end of Friday 21 October.

I trust that this provides an update, however if I can be of further assistance please do not hesitate to contact me.

Regards

Herefordshire.gov.uk

Debra Lewis
Principal Building Conservation Officer
Built & Natural Environment Service
Tel: 01432 260775
Email: Debra.Lewis@herefordshire.gov.uk

Economy and Environment Directorate
Plough Lane
Hereford
HR4 0LE

From: Rachel [REDACTED]

Sent: 19 October 2022 14:38

To: Carlisle, Heather <Heather.Carlisle@herefordshire.gov.uk>

Cc: Banks, Andrew <Andrew.Banks@herefordshire.gov.uk>; Lewis, Debra <Debra.Lewis@herefordshire.gov.uk>;
Roopra, Kam <Kam.Roopra@herefordshire.gov.uk>; SJ [REDACTED]

Subject: Fwd: Listed Building Consent - PP-11309290 ***URGENT*** - receipt 17/10

Dear Debra,

It is extremely disappointing and frustrating that I find myself yet again having to contact you.

However, despite your assurances, I still have not yet received any update response from either Andrew Banks or Debra Lewis in relation to the above Listed Building Consent Application.

Today is the third rescheduled target termination date - 19/10/22.

I am sure that you will agree that I have been very accommodating and patient about the significant administrative delay from the Planning Department in allowing this application to lie dormant from the 18th July to 29th September 2022.

I am now not prepared to simply sit and wait for the Planning Department to ignore my polite requests to expedite this application.

If I have not received the outcome of my application by the end of the working day today, I will be escalating this matter and making a formal complaint to the CEO.

I am not an unreasonable individual, but this really is completely unacceptable.

Kam Rooper appears to be the only Planning Department employee who has a grasp of professional customer service & should be commended for her efforts in trying to resolve this matter.

Regards,
Rachel Barnes-Wehrle

Begin forwarded message:

From: Rachel [REDACTED]
Subject: Re: Listed Building Consent - PP-11309290 ***URGENT*** - receipt 17/10
Date: 17 October 2022 at 13:06:54 BST
To: "Carlisle, Heather" <Heather.Carlisle@herefordshire.gov.uk>
Cc: andrew.banks@herefordshire.gov.uk, "Roopra, Kam" <kam.roopra@herefordshire.gov.uk>, debra.lewis@herefordshire.gov.uk

Dear Heather,

Thank you for replying to my email so promptly.

I currently have Atrium Windows on standby again regarding confirmation of an installation date for my replacement windows. Fortunately they have been very accommodating about the continued delays, however, in view of the water damage being caused by internal leaks from the old windows due to the recent rain I would very much appreciate any assistance that Andrew could give in respect of expediting this matter.

Kind regards,
Rachel Barnes-Wehrle

On 17 Oct 2022, at 08:01, Carlisle, Heather <Heather.Carlisle@herefordshire.gov.uk> wrote:

Good morning Mrs Rachel Barnes-Wehrle

Application: LBC: P221875/
Address: The Cider House, 1 Weston Court Barns, Weston, Pembridge
Proposal: Proposed replacement of two storey set of double glazed windows with French doors like for like.

https://www.herefordshire.gov.uk/info/200142/planning_services/planning_application_search/details?id=221875&search-term=10022780507&search-service=uprn&search-source=Postal%20address&search-

item=The%20Cider%20House%201%20Weston%20Court%20Barns,%20Pembbridge,%20Leominster%20Herefordshire,%20HR6%209JE

Thank you for your email and apologies you have had to make contact with the planning department to seek assistance in regards to getting your listed building consent determined in a timely manner. I have copied the case officer's line manager into this email (Andrew Banks) and will also make contact with him separately this morning. Please be reassured either Mr Banks or the case officer Kam will be in touch shortly with an update.
Kind regards,

Heather

Heather Carlisle BSc (Hons) MA, MRTPI
Principal Planning Officer - Major Applications Team
Economy and Environment Directorate
Development Management

Personal Contact Details:

01432 260453

Heather.Carlisle@herefordshire.gov.uk

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From: Rachel [REDACTED]
Sent: 15 October 2022 10:38
To: Carlisle, Heather <Heather.Carlisle@herefordshire.gov.uk>
Cc: Lewis, Debra <Debra.Lewis@herefordshire.gov.uk>; Roopra, Kam <Kam.Roopra@herefordshire.gov.uk>
Subject: Fwd: Listed Building Consent - PP-11309290 ***URGENT***

Dear Heather,

I am making contact with you to kindly ask for your assistance in relation to the above listed building consent application.

You will see from the below email audit trail that this application was made on the **4th July 2022.**

It was reviewed by Debra Lewis & she requested additional information & drawings to support the application of a "like for like" replacement hardwood set of double windows and French doors.

She sent this request on the 18th July 2022 to an internal member of staff (Kam Rooper) at the Planning Department at Plough Lane. [REDACTED] and her work load had not been allocated to other members of staff, so it was not actioned.

I was not made aware of the request for this additional information until the **29th September 2022.**

You will see from my second email to Debra that as soon as I was made aware of the request I provided it within 5 days.

I have had no response from Debra Lewis, neither an apology from the Planning Department for what can only be described as a significant fundamental administrative oversight in allowing work to remain un-actioned [REDACTED] but more importantly not acknowledging the receipt of the information she had requested & actioning the completion of the application within the target termination date of the **13th October 2022**.

I have had to postpone the installation of my windows three times & still do not have any idea when the authorisation is going to be processed.

The consequences of this continued delay is that every time it rains my lounge floor & ceiling leak, due to the rotting window & door frames. These leaks are causing damage to the wooden floors. The whole purpose of submitting the application in the summer was to ensure that the replacement windows could be installed before the autumn.

I do appreciate that the Planning Department are responsible for carrying a large case load, however, the fact that this application is still pending after such a significant time delay, due to an internal administrative oversight is unacceptable. I would therefore ask for your assistance in ensuring that this matter is expedited as a matter of priority.

Regards,

Rachel Barnes-Wehrle

Begin forwarded message:

From: Rachel [REDACTED]
Subject: Fwd: Listed Building Consent - PP-11309290 ***URGENT***
Date: 12 October 2022 at 10:19:05 BST
To: debra.lewis@herefordshire.gov.uk
Cc: "Roopra, Kam" <kam.roopra@herefordshire.gov.uk>, SJ [REDACTED]

Dear Debra,

I am following up on my below email dated the 5th October 2022, where I forwarded the additional information you requested in relation to my listed building consent application **PP-11309290**.

I am conscious that tomorrow is the target termination date (13/10/22) & I have not received any response from you to date.

Can I therefore please request an urgent update in relation to my application.

You will note from my previous email that this application has been pending since 4th July 2022.

I would also re emphasise, that I was not made aware of your request for further details dated 18th July 2022, until the 29th September 2022. This was due to an administrative oversight by the Planning department.

As soon as I was made aware of your request for additional information, I ensured that you were provided with the additional drawings and information within five days and forwarded these to you personally.

I would be most grateful for a response from you no later than tomorrow.

Many thanks,
Regards,
Rachel Barnes-Wehrle

Begin forwarded message:

From: Rachel [REDACTED]
Subject: Listed Building Consent - PP-11309290
Date: 5 October 2022 at 08:46:43 BST
To: debra.lewis@herefordshire.gov.uk
Cc: kam.roopra@herefordshire.gov.uk

Dear Debra,

I am contacting you in respect of my Listed Building Consent application submitted on the 4th July 2023. Details of my application

- Application Type: Listed building consent
- Reference number: PP-11309290
- Version Number: 2
- Applicant: Rachel Barnes-Wehrle
- Application site address: The Cider House, 1, Weston Court Barns, C1081 From A44 To Weston Cottage, Weston Pembrige, HR6 9JE
- Submission date: 04/07/2022 11:57:25
- Application Fee: £0.00
- Total Service Charges: £0.00

I am aware that the Pembrige Parish Council have approved the application and that no objections have been received by Herefordshire planning department by the designated date of 8/8/22.

However, I had not been made aware of your comments raised in the attached document dated the 18th July 2022.

It is extremely regrettably that I only saw the above attached document on the 29th September 2022.

There has clearly been a significant internal oversight by the planning department, in that your request for further clarification and information has not been actioned internally and that I, as the application was not contacted as asked to provide the required updates necessary to progress my application to the final authorisation stage. I have spoken with Kam Roopra, the allocated officer from the planning department on the 29th September & she has explained the reason for the oversight.

Whilst I appreciate that she is not responsible for this significant delay [REDACTED] it has now meant that I have had to postpone the installation of my windows.

The reason for replacing the windows and french doors in my property is due to their poor condition. Much of the wood is rotten & not only are they not draft proof and in any way deemed energy efficient but more importantly they leak every time it rains. I am now having to manage internal flooding in our lounge as a result of the change in weather. The reason for having submitted the application in the summer was to ensure that I would have had more than sufficient time for the application to be processed before the new windows could be installed. I was also aware that there was a delay in applications being processed, which was why I submitted my application back on the 4th July this year, but it has now been 12 weeks.

I would add that I completely understand & respect the role of the planning department in regulating building applications. However, as a significant portion of the delay is due to the oversight by the planning department, I would very much appreciate your support in expediting this application as quickly as possible in order to achieve the target termination date which Kam has now reset to 13th October 2022.

I have attached further documents to provide the drawings that you have requested.

I note that you have said that the window detail drawing appears to include a window cill on the first floor windows, whereas there is not one currently and a cill would not be appropriate in this location. I can confirm that there will not be a window cill. There is a wooden panel to divide the bottom and top windows which runs parallel with the floor section, as per the current design, but no cill.

In addition to the other information you have requested, the details of the hardwood is “Sapele”.

If you do require anything further, in the interests of expediting matters could I please ask that Kam is requested to contact me asap by telephone. I can then ensure that any further information to provided without any unnecessary delays.

Many thanks,
Regards,
Rachel Barnes-Wehrle

