

Dear Ms Hussain

I am writing formally to complain about your letter regarding the planning application 19/02323/FUL.

I wish to make the following complaint and to ask you to reissue the consultation letter on this application and restart the period for consultation having addressed all the issues below:

1. The letter sent to me regarding this application dated 11 June 2020 is completely unclear, opaque and confusing.

Your letter does not explain what a hybrid application is and why that may or may not matter from a planning point of view. You do not explain what the implications are of a "detailed" versus an "outline" application. It is not possible for a resident to comment on an application in a meaningful or informed way without knowing the LEGAL implications of what is being put before them.

2. You do not give a direct link to a page upon which I can make a representation on this proposal. I have firstly to type in a long website address and then search for the individual planning application. This is a three step process without clear instructions.

3. I am not able to share a link to this planning application with others. When I find that application and cut and paste the link - <https://publicaccess.kingston.gov.uk/online-applications/simpleSearchResults.do?action=firstPage> - on to a new tab, it says there is an error*. This means I can not store or share a direct link to the page for making representations on this planning application. This process is cumbersome and will put many people, including me, off commenting on the application.

4. Given you say that you are "unable to guarantee timescales for receipt or the processing of information" sent by letter, you have a duty to make the process for submitting online comments simple and straightforward. You have not done so.

5. You say that "submitting comments via the website is preferable" to sending an email to the development management team as "by doing so you will ensure your comments are automatically uploaded to the planning database and logged against the relevant planning application". It seems that you are implying that emails may not be logged against the relevant planning application. Whatever the situation, it is unacceptable for the council to discourage residents from submitting comments in the way that is easiest for them to do.

6. You do not give the last date for the acceptance of comments or state a time on that day when you will stop accepting comments. For the sake of clarity, this date and time should be clearly stated especially as this may be the "last opportunity" that residents have to comment/ make representations.

I believe that the council's failure under the points above represent a breach of the statutory public sector consultation requirements for a planning application and that they would leave any decision by the council on this application open to judicial review.

Please note also that no "opportunity area" has yet been agreed for Kingston and that the Borough's housing targets are not yet final. Any application relying on these as facts is clearly in error.

Yours

Caroline Shah

