25 Church Street
Shoreham-by-Sea
BN43 5DQ

7th April

- 8 APR 2010

Keith Morgan
Planning Services Manager
Adur Dis[redacted]

Dear Mr. Morgan

Work to conifer in garden of 25 Church Street, Shoreham
Your ref: ADC/0107/10

I'm writing in reply to your letter of 31st March, following a conversation with Mr. Hone yesterday, and to complain about the way this matter is being handled.

I originally wrote to your department on the 15th March; I received a reply with the appropriate form on the 24th (your letter in fact was dated the 24 April - by mistake). I remember filling in this form on the following day and delivering it by hand to your office. I do not have a copy of the form unfortunately, but I cannot believe you didn't receive it until the 31st March as stated in your letter of the 31st March - 'I acknowledge receipt of your application of 31/03/2010 giving us notice that you propose to carry out the above tree work'. Are you saying you received my application on the 31st and wrote to me on the same day. I think not. Given the urgency of the matter for us, there is no way I would have left it until the 31st to return the form. In fact, I was in bed with bronchitis from the 28th to the 31st March. I had filled in and returned the form as quickly as possible after receiving it. I specifically remember deciding not to go to the library and make a copy of it in order to save time. I would also point out that I was not giving you notice that I was proposing to carry out the above tree work - I was asking for permission.

You then state in your letter of the 31st that you have six weeks from the date of my letter to consider making a TPO on the 'trees' (plural?). You give this as the 12th May which is six weeks from your letter of the 31st March. Considering that I wrote to you on the 15th March and the the 31st is the date of your letter, this is extremely inefficient and unhelpful given that Mr. Catherall needs to the work for technical reasons to do with the tree as soon as possible. Also - your letter doesn't explain why suddenly you are considering a TPO - perhaps a phone call with this information would have been more efficient. Also you give no indication of what it is you will be doing in respect of this tree for six weeks. Mr. Hone tells me that neighbours need to be informed. Perhaps you could have said that in your letter. There seemed to be no question of anyone coming from council to visit to the house and inspecting the tree personally. Your letter also tells me that if I do not hear from you by the 12th May I may carry out the work. So after the proper procedures being followed by me, the appropriate paperwork in place etc, you cannot even write a letter or make a phone call to tell me the outcome - which possibly could save a bit of time - time which has been wasted by some sort of manipulation of the dates by your office.

Yours sincerely,

[redacted]

Janet Pressley