

ANGUS COUNCIL

DEVELOPMENT STANDARDS COMMITTEE – 8 FEBRUARY 2022

PLANNING APPLICATION – LAND SURROUNDING 2 AND 4 HILLHEAD ROAD
MONIKIE

GRID REF: 350031:738725

REPORT BY SERVICE LEAD – PLANNING & SUSTAINABLE GROWTH

Abstract:

This report deals with planning application [21/00254/FULL](#) for the erection of eight dwellings and associated works on land surrounding 2 and 4 Hillhead Road, Monikie by West Developments (Scotland) Ltd. This application is recommended for conditional approval.

1. RECOMMENDATION

It is recommended that the application be approved for the reason and subject to the conditions given in Section 10 of this report.

2. ALIGNMENT TO THE ANGUS LOCAL OUTCOMES IMPROVEMENT PLAN/CORPORATE PLAN

This report contributes to the following local outcome(s) contained within the Angus Local Outcomes Improvement Plan and Locality Plans:

- Safe, secure, vibrant and sustainable communities
- A reduced carbon footprint
- An enhanced, protected and enjoyed natural and built environment

3. INTRODUCTION

- 3.1 Planning permission is sought for the erection of eight houses and associated works on land surrounding 2 and 4 Hillhead Road, Monikie. A plan showing the location of the site is provided at Appendix 1.
- 3.2 The application site is triangular in shape and extends to approximately 4950sqm. The site lies to the rear and sides of 2 and 4 Hillhead Road and is currently unused ground that previously housed Monikie Railway Station and goods yard. The land is contained by Hillhead Road to the northeast, Kirkton Road to the south and Panmure Road to the west. The area is predominantly residential in character. There is a line of lime trees to the west of the site along Panmure Road which are subject of a tree preservation order (TPO 4/2018).
- 3.3 The proposal provides for the erection of 8No., 4-bedroom houses which would provide accommodation on two levels in what would be described as a 1½ storey building style. Three dwellings would front onto Hillhead Road with a further five located in the area to the south and served by a new access which would enter the site opposite 5 Hillhead Road. The dwellings would have pitched roofs containing dormer windows and would be finished in concrete roof tiles, with white dry dash render and anthracite grey cladding on the external walls. Plot sizes vary between 429sqm and 689sqm and each would include private garden areas and space for bin storage and parking. Plots 3 to 8 would have integral single garages and all plots

contain parking for at least three cars.

- 3.4 The proposed dwellings would require new connections to the public water supply and foul drainage network. It is indicated that the proposal would make provision for sustainable urban drainage systems (SUDS) for the disposal of surface water. Some relatively minor changes to ground levels are proposed in the southwest corner of the site and the self-seeded trees within the site are proposed to be removed.
- 3.5 The proposal has been amended to alter the proposed first floor window arrangements on plots 3 to 8; to move the positions of the houses on plots 4-8 further east within the site; and to correct errors on the site and location plans.
- 3.6 The application has been subject of statutory neighbour notification and was advertised in accordance with legislation.

4. RELEVANT PLANNING HISTORY

- 4.1 Planning application (ref: [08/01520/FUL](#)) for the erection of five dwellinghouses on waste ground at Hillhead Road was approved on 25 February 2009.
- 4.2 Planning application (ref: [09/01047/FULL](#)) sought permission to allow the erection of five houses on the site without compliance with conditions 9, 11, 12, 13 and 21 and the variation of condition 14 of planning permission 08/01520/FUL. The application was approved by the Development Standards Committee at its meeting of 26 January 2010.
- 4.3 Planning application (ref: [13/01070/FULL](#)) sought permission to allow the erection of five houses on the site without compliance with condition 1 of planning permission 08/01520/FUL, specifically to allow a further three years for development to commence. The application was approved by the Development Standards Committee on 28 January 2014.
- 4.4 Tree Preservation Order 4/2018 relating to the line of lime trees adjacent to Panmure Road was confirmed by the Development Standards Committee on 5 February 2019.

5. APPLICANT'S CASE

- 5.1 The following documents have been submitted in support of the application:
- Tree Survey; and
 - Additional statement relating to the row of lime trees and their relationship with the development.
- 5.2 The **Tree Survey** indicates that minor trees require removal to accommodate the proposed development and in the main these are very low-quality self-set trees with only a short, safe, useful life expectancy. There are good quality trees on site, protected by a Tree Preservation Order on which the proposed development will have little impact. There are two trees within the TPO area which do not form part of the avenue of lime trees and it is recommended that these trees (a goat willow and a sycamore) are removed from the TPO group to ensure that they do not compete with the line of lime trees. Similarly, the epicormic growth shown on the lime trees is recommended for removal as well as branches which hinder the safe passage of vehicles and pedestrians on Panmure Road.
- 5.3 The **additional statement** relating to the row of lime trees and their relationship with the development indicates that there are in total fourteen trees of which twelve limes constitute a formal and attractive avenue. The trees have an average height of 15m and are expected to grow to around 20m. There are two other trees, a Sycamore, and a goat willow. These two trees detract from the formal avenue, the sycamore is a

young tree that if left to grow to maturity will compete with the adjacent lime trees to the detriment of the visual aesthetic; the goat willow exhibits a very asymmetrical canopy (growing to the east away from the lime avenue) accompanied by numerous defects and signs of ill-health. To improve the integrity of the tree avenue it would be helpful to remove the sycamore and goat willow.

As a minimum repeated works will be required to crown lift the tree canopies over the public highway and to ensure the efficacy of the street lighting mounted on poles beneath/within the tree crowns. Where the tree canopies overhang garden ground it is likely there will be occasions to lift the tree canopies to promote use of the ground beneath. Issues may arise surrounding shading; careful thinning of tree canopies will help address these concerns.

- 5.4 The supporting information is available to view on the council's [Public Access](#) system.

6. CONSULTATIONS

- 6.1 **Angus Council – Roads** – has no objection subject to conditions relating to the provision of visibility splays and standard of road construction.
- 6.2 **Scottish Water** – has no objection to the proposal indicating that there is currently sufficient water supply and waste water capacity in the public network to serve the development.
- 6.3 **Community Council** – questions whether the design and number of houses proposed is compatible with the character and pattern of development; request compensatory planting for any trees lost; request refurbishment and infilling of gaps in the stone dykes along Panmure Road and Kirkton Road; identify concerns relating to traffic congestion, particularly on Hillhead Road; and raise concerns that despite being granted planning permission for housing in the past, the site had not come forward for development resulting in unmanaged land becoming an eyesore. *The full representation from the community council is provided at Appendix 2 and is available to view on the council's [Public Access](#) system.*
- 6.4 **Archaeology Service** – has no objection but notes that the site lies within the archaeology site NO53NW0122 with the remains of a 19th century railway station and goods yard. The service requests a planning condition requiring an archaeological programme of works based on a scheme of investigation to record the archaeological potential of the site.
- 6.5 **Environmental Health** – has no objection to the proposal but note the previous uses of the site and the potential for land contamination and request planning conditions requiring a comprehensive contaminated land investigation and the implementation of a remediation strategy to address any contaminants identified.

7. REPRESENTATIONS

- 7.1 Seven letters of representation have been received. Five object to the proposal and two (from one household) indicate support. The letters are provided at Appendix 2 and are available to view on the council's [Public Access](#) website.
- 7.2 The following matters have been raised in objection and are discussed at the Planning Considerations section of the report: -
- Impacts upon residential amenity in relation to noise, disturbance and loss of privacy;
 - Impacts on road traffic and pedestrian safety including lack of car parking, conflicts between agricultural and residential traffic on Hillhead Road and inadequate

- footways for pedestrians;
- Access to the site should be taken from the south;
- Loss of trees and impact of that on the aesthetic of the village and on wildlife; and
- Increase from 5 house to 8 houses on the site is too great.

7.3 The following matters are raised in support of the application: -

- Proposal would redevelopment brownfield land; and
- The development is a proportionate use of the site and would enhance the village and the amenity for neighbours.

8. PLANNING CONSIDERATIONS

8.1 Sections 25 and 37(2) of the Town and Country Planning (Scotland) Act 1997 require that planning decisions be made in accordance with the development plan unless material considerations indicate otherwise.

8.2 In this case the development plan comprises:-

- [TAYplan](#) (Approved 2017)
- [Angus Local Development Plan](#) (ALDP) (Adopted 2016)

8.3 As the application is not of strategic significance the policies of TAYplan are not referred to in this report and the policies of the ALDP form the main basis for the consideration of the proposal. The relevant policies of the ALDP are reproduced at Appendix 3.

8.4 The application site relates to an area of ground located within the Monikie Development Boundary that is identified as an existing housing site in the ALDP. Policy DS1 indicates that the focus of development will be sites allocated or otherwise identified for development within the ALDP, which will be safeguarded for the use(s) set out. It indicates that proposals that re-use or make better use of vacant, derelict or under used brownfield land or buildings will be supported where they are in accordance with policies of the ALDP. Policy TC1 indicates that land identified for residential development will be safeguarded from development for other uses. The principle of housing development on the site is established by the ALDP and the site is safeguarded for residential development.

8.5 In considering the detail of the proposal, Policy TC2 deals with residential development and supports proposals within development boundaries where the site is not protected for another use, and where it is consistent with the character and pattern of development in the surrounding area. Policy TC2 also requires new residential development to be compatible in terms of land use; provide a satisfactory residential environment; not result in unacceptable impact on the built and natural environment, surrounding amenity, access and infrastructure; and include provision for affordable housing in accordance with Policy TC3 Affordable Housing.

8.6 As noted above the site is protected for residential use. The site is in a predominantly residential area and the proposed house plots would be comparable with existing plot sizes in the surrounding area. They would have a reasonable degree of privacy and there would be more than 100sqm of private garden ground per plot with adequate bin and recycling storage space. Adequate space for vehicle parking has been indicated on the submitted plans. Housing development on the site would be compatible with surrounding land uses, and the proposed development would provide a satisfactory residential environment for future occupants.

8.7 There are existing houses on Hillhead Road to the northeast and development would have some impact on occupants of neighbouring property, particularly those at 2 and 4 Hillhead Road which currently back on to an open area. Development plan policy

seeks to ensure that such impacts are within acceptable tolerances. Guidance on matters such as window to window distances and overlooking from upper floor windows is provided in the council's Advice Note 14 and the proposal does not raise any significant conflict with that guidance. The relationship between existing and proposed properties would not be untypical of those commonly found in the general area and on Hillhead Road itself. The development would provide an acceptable residential environment for residents and would not result in unacceptable impacts on the amenity of occupants of existing property.

- 8.8 Vehicular movement associated with 8 additional houses is unlikely to give rise to significant amenity impacts. Hillhead Road is an adopted public road and its width is adequate to allow parking on one side of the street with space for vehicles to pass on the other with footways either side. The roads service has no objection to the proposal in respect of road traffic and pedestrian safety subject to planning conditions requiring provision of suitable visibility splays, requiring improvements to the footway along the Hillhead Road site frontage, and to ensure the provision of adequate car parking within the site. The proposal would not give rise to any other significant impacts on the amenity of occupants of neighbouring property.
- 8.9 The built environment in the vicinity of the site is of mixed quality with a range of house types. The proposal would reflect the general character and pattern of development in the area and does not give rise to significant issues in terms of the council's design quality & placemaking supplementary guidance. The external materials proposed are generally appropriate. Boundary treatments would be a mix of a low blockwork wall along Hillhead Road with repairs to existing walls along Panmure Road and Kirkton Road, topped by fencing where necessary to provide privacy. Timber fencing would be used to delineate rear garden ground within the site. A planning condition is proposed requiring further approval of the precise details of the boundary treatments to ensure they are appropriate when in or affecting the public realm.
- 8.10 The site is identified as being of local archaeological interest relating to its previous use as Monikie Railway Station and goods yard. The archaeology service has offered no objection to the proposal subject to a planning condition requiring a programme of archaeological works to ensure any remaining archaeological interest within the site is recorded prior to development commencing. The proposal would not unacceptably impact on built heritage interests and is acceptable in the context of the character and pattern of development in the surrounding area.
- 8.11 Tree Preservation Order 4/2018 relating to the line of lime trees adjacent to Panmure Road runs along the western site boundary. The information submitted suggests that the houses could co-exist with the avenue of protected lime trees and suggests management measures including removal of competing species in and adjacent to the lime trees, a crown lift to ensure that the trees do not interfere with street lighting on Panmure Road, and as the trees grow taller, a crown lift on the east side to ensure sunlight continues to be available to garden ground.
- 8.12 The site also contains an area of self-seeded ash, birch, goat willow and sycamore trees with an under storey of cherry laurel, primarily in the southern part of the site. Those trees are proposed to be removed to accommodate the development. While those trees have an amenity value (particularly along Kirkton Road to the south), the tree survey describes them as *very low-quality self set trees with only a short safe useful life expectancy*. It suggests the trees are largely in poor structural condition and many are showing signs of defects and disease compounded by unstable growing conditions. There would be scope to secure suitable new planting within the site to offset the loss of those trees and the proposal would not result in any unacceptable direct or indirect impacts on the natural environment subject to the proposed conditions.

- 8.13 Foul drainage from the houses would be directed to the public drainage network and Scottish Water has advised that there is currently sufficient capacity at the local wastewater treatment works. Surface water would be managed within the site using sustainable drainage which is in accordance with Policy PV15.
- 8.14 The proposal is not of a scale or in a location where developer contributions or affordable housing provision is required. There is no reason to consider it would result in unacceptable impact on infrastructure.
- 8.15 The proposal does not give rise to any other significant issues in terms of development plan policy and it is of a scale and nature appropriate for the location. The application complies with the development plan.
- 8.16 In terms of material considerations it is necessary to have regard to the relevant planning matters raised in the response of the community council and the letters of representation, both in objection and support of the application. It is also relevant to have regard to Scottish Planning Policy (SPP) and to draft NPF4 and the policies it contains.
- 8.17 The design of the proposed houses and the number proposed is acceptable in the context of the character and pattern of development in the village. There are a mixture of houses providing accommodation on one and two levels on surrounding streets and the use of dormer windows is a feature found throughout the village. Plot sizes within the development would be similar to those found in the surrounding area. The applicant has indicated that they would plug the gaps in the boundary walls along the site frontage on Kirkton Road and Panmure Road, and would construct a new wall where the site turns the corner from Panmure Road onto Hillhead Road. Along Hillhead Road, low blockwork walls would be formed on the heel of the footway to mirror that feature found on the other side of the street.
- 8.18 The proposal would not give rise to any unacceptable amenity impacts when assessed in relation to council guidance. The separation distances between the proposed houses and existing houses is similar to that found between existing property in the surrounding area. The impacts on the amenity of occupants of existing residential property are not considered to be unacceptable. There would be some disturbance during the construction process, but that would be a short-term impact.
- 8.19 Available information suggests that the proposed houses could co-exist with the row of lime trees protected by tree preservation order which run along the western site boundary on Panmure Road. The removal of trees within the site to accommodate the development is justified by the tree survey information submitted which suggests that they are largely in poor structural condition, and many are showing signs of defects and disease compounded by unstable growing conditions. Loss of trees within the site has previously been accepted in the grant of planning permissions on this site and the affected trees were excluded from the tree preservation order. Suitable new planting within the site could be secured by planning condition.
- 8.20 Third parties have also raised concern regarding the suitability of access being taken from Hillhead Road for the number of houses proposed, which is three greater than was previously granted planning permission on the site. Three of the proposed eight houses would have a direct access onto Hillhead Road, and the other five would be served by a new access road which would also connect to Hillhead Road. Hillhead Road is an adopted public road with footways either side and the roads service is satisfied that the development could be accommodated without unacceptable impacts on road traffic or pedestrian safety. While Hillhead Road is also used by agricultural traffic, that is not an uncommon feature on rural roads. The houses proposed would have adequate parking for at least three cars and there is no reason to consider the development would result in an unacceptable impact in terms of congestion.

- 8.21 The matters raised in objection have been considered and where appropriate conditions are attached to address matters raised. However, the objections do not alter the conclusion that the proposal complies with development plan policy and they do not raise material planning matters that justify refusal of planning permission.
- 8.22 The matters raised in support suggest that the development would result in the redevelopment of brownfield land and consider that the development would enhance the amenity of the village. The assessment above concludes that the development is acceptable in the context of the character and pattern of development in the village. The development of the site would provide the opportunity to remediate previously developed land which may contain contamination from previous uses and the site is identified for residential development in the ALDP. Grant of planning permission does not guarantee that development will take place.
- 8.23 Paragraph 33 of Scottish Planning Policy states that where a development plan is more than five years old, the presumption in favour of development that contributes to sustainable development will be a significant material consideration. In this case TAYplan is less than 5-years old but the ALDP has recently become more than 5-years old as it was adopted in September 2016. The policies contained in the ALDP are generally consistent with TAYplan and SPP and there is nothing in the SPP that would suggest the application should be refused contrary to the provisions of the development plan framework.
- 8.24 NPF4 has been published in draft form and contains national planning policy that will form part of the development plan. However, it has been published for consultation purposes and therefore the policies it contains merit little weight at this time. Notwithstanding that, the policies it contains would not justify refusal of planning permission for residential development on a site that is safeguarded for that use in a local development plan.
- 8.25 In conclusion, the proposal provides for the erection of eight houses on an area of land within a defined development boundary which is safeguarded for residential development in the local development plan. Consultation responses have not identified any unacceptable impacts and the proposed development does not give rise to unacceptable impacts on amenity, the natural and built environment, road safety or infrastructure subject to the proposed planning conditions. The matters raised in objection to the proposal have been considered in the preparation of this report and, where appropriate, are addressed by conditions. The proposal is compatible with the relevant provisions of the development plan and there are no material considerations that justify refusal of planning permission.

9. OTHER MATTERS

HUMAN RIGHTS IMPLICATIONS

The recommendation in this report for grant of planning permission, subject to conditions, has potential implications for neighbours in terms of alleged interference with privacy, home or family life (Article 8) and peaceful enjoyment of their possessions (First Protocol, Article 1). For the reasons referred to elsewhere in this report justifying this recommendation in planning terms, it is considered that any actual or apprehended infringement of such Convention Rights, is justified. The conditions constitute a justified and proportional control of the use of the property in accordance with the general interest and have regard to the necessary balance of the applicant's freedom to enjoy his property against the public interest and the freedom of others to enjoy neighbouring property/home life/privacy without undue interference.

10. CONCLUSION

It is recommended that the application be approved for the following reason:

Reason(s) for Approval:

The application complies with the relevant policies of the development plan as it is compatible with the locational criteria identified in the plan and as it does not give rise to unacceptable impacts on amenity, natural and built environment, road safety or infrastructure subject to the stated planning conditions. There are no material considerations that justify refusal of planning permission contrary to the provisions of the development plan.

Conditions:

1. Prior to the commencement of development the following shall be submitted to and approved in writing by the Planning Authority: -

(a) precise details of boundary treatments and proposed hard and soft landscaping. The details shall include:-

- a hard and soft landscaping scheme for all communal areas within the development, including boundary treatments for each unit;
- a low masonry wall along the Hillhead Road site frontage;
- provision for the infilling of gaps in the boundary walls along Kirkton Road and Panmure Road;
- proposals for new tree and hedge planting within the site;
- a programme for the implementation and completion of all boundary treatments and landscaping, which shall include provision for all boundary treatments and landscaping within a specific plot to be completed prior to occupation of the dwelling.

The soft landscaping scheme shall include written specifications (including cultivation and other operations associated with plant establishment); schedules of plants noting species, plant sizes and proposed numbers/densities where appropriate and an implementation programme. Thereafter the approved boundary treatments and landscaping shall be completed in accordance with the timescales indicated in the approved programme for implementation and completion. Any plants or trees which within a period of five years from the end of the planting season in which they are planted die; are removed or become seriously damaged or diseased, shall be replaced in the next planting season with others of a similar size and species.

- (b) a scheme for the management and maintenance of all outdoor communal areas, landscaping, and unadopted infrastructure, including the shared private access and any shared drainage system. That scheme shall provide for the maintenance of those areas in perpetuity and the approved scheme shall be implemented upon occupation of the first residential unit within the development.
- (c) precise details of the proposed external finishes for roofs and walls of the dwellinghouses hereby approved. For the avoidance of doubt, the roof tiles proposed shall be dark grey in colour.
- (d) existing and proposed ground and floor levels relative to a fixed datum point.
- (e) a comprehensive contaminated land investigation report. The investigation shall be completed in accordance with a recognised code of practice such as British Standards Institution "The Investigation of Potentially Contaminated Sites – Code of Practice" (BS 10175: 2011). The report must include a site-specific risk assessment of all relevant pollutant linkages, as

required in Scottish Government Planning Advice Note 33. Where the contaminated land investigation report identifies any unacceptable risk or risks as defined under Part IIA of the Environmental Protection Act 1990, a detailed remediation strategy shall be submitted for the written approval of the planning authority. No works, other than investigative, demolition or site clearance works shall be carried out on the site prior to the remediation strategy being approved by the planning authority. Prior to the occupation of any house hereby approved, the development the remediation strategy shall be fully implemented and a validation report confirming that all necessary remediation works have been undertaken shall be submitted for the written approval of the planning authority.

- (f) an archaeological written scheme of investigation (WSI) and a programme of archaeological works has been carried out in accordance with the approved WSI. The WSI shall include details of how the recording and recovery of archaeological resources found within the application site shall be undertaken, and how any updates, if required, to the written scheme of investigation will be provided throughout the implementation of the programme of archaeological works. Should the archaeological works reveal the need for post excavation analysis the no dwellinghouse hereby approved shall not be occupied unless a post-excavation research design (PERD) for the analysis, publication and dissemination of results and archive deposition has been submitted to and approved in writing by the planning authority. The PERD shall be carried out in complete accordance with the approved details.

Reason: In order to ensure provision of appropriate landscaping and boundary treatments in the interests of safeguarding the character and pattern of development of the area and amenity; to secure future maintenance of unadopted areas and infrastructure, in order to secure appropriate external material finishes in the interests of safeguarding the character of the area; in order to ensure that any levels changes within the site required to accommodate the development can be considered in the interests of amenity; in order to ensure any land contamination within the site is remediated in order to ensure the site is fit for human habitation; and in order to record the archaeological potential of the site.

- 2. Prior to the commencement of any development associated with this planning permission:-
 - (a) visibility splays shall be provided on both sides of the shared driveway site access at its junction with Hillhead Road giving a minimum sight distance of 43 metres in each direction at a point 2.4 metres from the nearside channel line of Hillhead Road.
 - (b) a visibility splay shall be provided at the junction of Hillhead Road with Panmure Road giving a minimum sight distance of 43 metres in a south-easterly direction at a point 2.4 metres from the nearside channel line of Panmure Road.
 - (c) a visibility splay shall be provided at the junction of Panmure Road with Kirkton Road giving a minimum sight distance of 43 metres in a north-easterly direction at a point 2.4 metres from the nearside channel line of Kirkton Road.

Within the above visibility splays nothing shall be erected, or planting permitted to grow to a height in excess of 1050 millimetres above the adjacent road channel level.

Reason: To ensure provision and maintenance of visibility plays that are necessary in the interests of road traffic and pedestrian safety.

3. Prior to the occupation of the first house hereby approved:-
- (a) the footway on the south-west side of Hillhead Road shall be fully reconstructed between its junction with Panmure Road and the north-east boundary of the site. The reconstruction of the footway shall be carried out in accordance with the standards of Angus Council and shall provide for the infill of any gaps in the existing footway over the specified length, so as to form a continuous link with the footway on the north-east side of Panmure Road;
 - (b) a new bellmouth radius of 6 metres shall be formed on the south-west side of Hillhead Road at its junction with Panmure Road;

Reason: In order to ensure adequate infrastructure is provided in the interests of pedestrian safety and to encourage sustainable means of travel.

4. A minimum of three car parking spaces shall be provided within each plot curtilage in accordance with the National Roads Development Guide (SCOTS). For the avoidance of doubt the proposed integral garages shall not count towards the car parking provisions.

Reason: In order to ensure adequate provision for car parking is made within each plot.

5. The development shall be carried out in accordance with the recommendations contained in the Arboricultural Assessment, Hillhead Road, Monikie by Arboretum Internationale Ltd. dated 26 August 2021. Protective barriers in accordance with BS5837: 2012 shall be erected prior to the commencement of any development to demarcate the construction exclusion zone identified in the Tree Constraints Plan and Tree Protection Plan.

Reason: In order to ensure the lime trees contained within TPO 2018/4 are safeguarded during the development process.

NOTE: No background papers, as defined by Section 50D of the Local Government (Scotland) Act 1973 (other than any containing confidential or exempt information) were relied on to a material extent in preparing the above report.

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APPENDIX 1: LOCATION PLAN
APPENDIX 2: LETTERS OF REPRESENTATION
APPENDIX 3: DEVELOPMENT PLAN POLICIES
APPENDIX 4: PLANNING SERVICE PRESENTATION