

-----Original Message-----

From: Charlotte Easton

Sent: 15 January 2019 15:35

To: 'Yvonne Green'

Subject: RE: AW/283/18/T Mrs C Easton

Dear Mrs Green,

Thank you for your email.

I received Mr Warwick's response this morning and have now written the report and passed it through to my Team Leader and the decision will be issued today. You should receive email confirmation later on this afternoon.

I can only apologise for the delay, if you would still like to make an official complaint then please let me know.

Many Thanks

Charlotte

-----Original Message-----

From: Yvonne Green [REDACTED]

Sent: 15 January 2019 11:29

To: Charlotte Easton

Subject: Re: AW/283/18/T Mrs C Easton

Dear Mrs Easton,

RE: AW/283/18/T - Received by you on 8th October, accepted on 26th October 2018.

A decision on this application is well over the statutory six weeks. Are your problems getting a response from your tree officer limited to my application or generally? As I have said before - the tree work I am intending is the same as we have done on several occasions during the past 15 years - nothing unusual, just routine maintaining of the trees. With spring only weeks away I need to get this work done before then.

Please record this as a complaint about your department's handling of my application and escalate it accordingly.

Yours sincerely,

Yvonne Green

> On 3 Jan 2019, at 09:29, Charlotte Easton <Charlotte.Easton@arun.gov.uk> wrote:

>

> Dear Mrs Green,

>

> Thank you for your email.

>

> Your application has not been overlooked but unfortunately I am still awaiting a response from our Tree Officer, I will speak to the Tree Officer and see how much longer this may take.

>

> Apologies for any inconvenience.

>

> Charlotte Easton

>

>

> -----Original Message-----

> From: Yvonne Green

> Sent: 23 December 2018 15:20

> To: Planning

> Subject: Ref: AW/283/18/T Mrs C Easton

>

> For the attention of Mrs C Easton

> Arun District Council, Planning

>

> Dear Mrs Easton,

>

> Further to our application for routine maintenance works to trees in my garden which was acknowledged as received by your department on 8th October 2108 and your subsequent late acknowledgement letter to me (see attached) on 26th October 2019. It is now 23rd December and, according to your letter, a decision should by now have been made. I have looked on the Council website and can still see no progress since you sent the attached - so can only assume that it has been overlooked or something.

>

> 11 weeks have passed since I submitted the application and 8 since you acknowledged it. I am waiting to authorise my tree surgeon to carry out the work. Please can you confirm that there is no objection to this work being carried out and that it has been approved.

> Yours sincerely,

> Yvonne Green

>

>

>

> <http://www.arun.gov.uk>

> DX 57406 Littlehampton

> You can view Arun District Council's Privacy Policy from <https://www.arun.gov.uk/privacy-policy>

>

> Important Notice

> This e-mail is intended exclusively for the addressee and may contain information that is confidential and/or privileged.

> If you are not the intended recipient (or authorised to receive it for the addressee), please notify the sender and delete the e-mail immediately; using, copying, or disclosing it to anyone else, is strictly prohibited and may be unlawful.

> Any views, opinions or options presented are solely those of the author and do not necessarily represent those of Arun District Council.

> The information in this e-mail may be subject to public disclosure under the Freedom of Information Act 2000, therefore we cannot guarantee that we will not provide the whole or part of this e-mail to a third party.

> The Council reserves the right to monitor e-mails in accordance with relevant legislation.

> Whilst outgoing e-mails are checked for viruses, we cannot guarantee this e-mail is virus-free or has not been intercepted or changed and we do not accept liability for any damage caused.

> Any reference to "e-mail" in this disclaimer includes any attachments.

> *****

>