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Date: 22/3/2018

Ref: PP/C3810/W/17/3169745

Dear Planning,

I am an ordinary person trying to have my windows replaced due to the fact that they are becoming a health hazard to me and my family. I first applied for planning permission on 27th October 2016 and as you can see, I still had no success – we are nearly April 2018.

My present windows are in wood however I applied to have them replaced in UPVC because there are already UPVC windows installed in the block. To my surprise I have been refused because the UPVC will interfere with the appearance of the station. Therefore I had to query with the council why Flat 3 can have UPVC and I am not allowed. It has been 6 months since an inspector called Christopher Best did a site visit to witness this and since then I have heard nothing, my emails and messages have been ignored and I have been told he has been on leave since last year, no one is able to help.

Once I had UPVC windows refused I then appealed to see whether the council would consider at least some of the windows in UPVC as not all of them are visible to the public and I still had no success. All I have been doing for the past 2 year is to fill out forms and submit documents. As you can appreciate I don't understand all of it, I am not a solicitor or a high degree person and your letters and forms are sometimes confusing.

I feel that you are not treating me fair here and you are making me live a nightmare. I am actually starting to think that you are going personal. Even when applying to have the windows replace like for like, this is also being a problem.

I have submitted exactly what you have asked me to on your letters and it is always seems insufficient for you to make a decision and unfortunately this is prolonging things. What else do I need to do to gain permission to replace my windows? I am absolutely exhausted of filling out forms and if this prolongs any longer I will end up having to pay for the planning fee again. How much more money do you require?

I am trying to go by the law and do things correctly and all I am getting is stress over stress. Perhaps I should have done this under the carpet and I wouldn't be in this situation today. I had to pay £34.00 to apply for condition reserved discharge application and I had this come back to me as a REFUSE and I been told that I have to pay again. I am sorry but this is unfair again. I would appreciate if someone can actually give me some good news to live. See documents attached. Thank you for your attention in reading this.

Mrs Rodrigues

ALL DOCUMENTS emailed 23/3/18 to planning@arun.gov.uk