

Nicola Moore

From: Tiffany Carnell [REDACTED]
Sent: 14 June 2021 12:41
To: Nicola Moore
Subject: Re: Request for further information M/78/21/CLP

Follow Up Flag: Follow up
Flag Status: Flagged

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Hi Nicky

Thanks, I will contact them directly. However, I did pay [REDACTED]. I still wanted to make the application, so I discussed it with Daun Johnson, but needed to get sort out the measurements and how to convert my images to PDF format. I cannot understand why the amount has been request to be refunded and at a lower amount than I originally paid? I'm a bit perplexed as it wasn't my fault the application didn't transfer correctly from the portal. Daun did explain that the money would be held until the new application was received.

I will be in touch when I get my refund. As you can probably appreciate, I don't want to pay twice, so would rather wait until the money is back in my account.

I will send a seperate email, hopefully with a link to the pictures of the fencing.

Thanks again

Tiffany Williams

Sent from the all-new AOL app for iOS

On Monday, June 14, 2021, 9:12 am, Nicola Moore <Nicola.Moore@arun.gov.uk> wrote:

Hi Tiffany

The refund request was forwarded to the Planning Portal on 1st June, and the amount to be refunded [REDACTED]

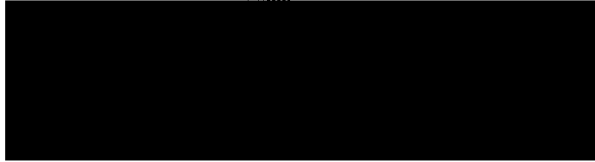
If you have not received the refund, you will need to contact the directly.

Many Thanks

Nicky

Nicky Moore

Technical Support Assistant, Planning



Arun District Council, Civic Centre, Maltrovers Rd, Littlehampton, West Sussex, BN17 5LF

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From: Tiffany Carnell [REDACTED]
Sent: 11 June 2021 19:34
To: Nicola Moore [REDACTED]
Subject: Re: Request for further information M/78/21/CLP

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Dear Tiffany

Hi Nicky, thanks for your reply.

I have not received a refund for the payment [REDACTED] I have double checked the credit card that I paid the money from.

Please can you check it was definitely issued as refunds don't usually take this long. I can send a copy of my statements to prove it's not been received if you need them.

I will try and send a copy of the image in PDF format. It was just a picture of a fence from a website so not really sure how I convert it but will try my best. I will send in a separate email after I've worked it out.

Many Thanks

Tiffany Williams

Sent from the all-new AOL app for iOS

On Friday, June 11, 2021, 3:00 pm, Nicola Moore [REDACTED] wrote:

Dear Tiffany

With reference to your email below, please could you attach the photo of the proposed fence as a PDF, as I am unable to accept it in the current format.

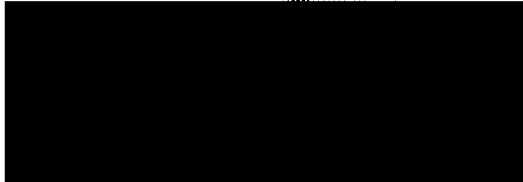
With regards to the fee paid on your previous application, M/67/21/CLP, I have been advised that a refund was arranged on 26th May. Therefore, a fee is required for this new application M/78/21/CLP.

Kind Regards

Nicky Moore

Nicky Moore

Technical Support Assistant, Planning



Arun District Council, Civic Centre, Maltravers Rd, Littlehampton, West Sussex, BN17 5LF

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From: Tiffany Carnell [REDACTED]
Sent: 10 June 2021 23:22
To: Planning.Responses <[REDACTED]>
Subject: Re: Request for further information M/78/21/CLP

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Dear Neil

Thank you for your email.

I previously submitted an application and paid the fee on the 8th of May but, after a discussion on the telephone with Daun Johnson, was advised to re-submit as the application did not transfer properly from the portal. I have therefore already paid the fee. Daun explained it would be tied up to the new application once received. Please see the attached email confirming the payment.

I have also enclosed a picture similar to the fencing we are planning to have, the only difference being the posts would be wooden not concrete. The fencing will be a natural wood colour, we are not planning to paint it but maybe stain it for protection with a similar brown/wood colour.

Please contact me if you need any further information.

Many Thanks

Tiffany
Williams

23:08 ↗

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Search for your product

Products > Gardens > Fer

Forest Garden Press Fence Panels - 6ft X

Product code: 151492



155 R

22:57 ↗

< Your payment for

VAT number:	GB 20
Company name:	Portal
Company address:	<u>Suite</u> <u>Bond</u>
Date and time:	08/05
Description of service:	Paym applic
PP reference:	PP09
Site Address	<u>11, Ki</u> <u>On-S</u>
Applicant Name:	Tiffan

22:57 ↵

< Your payment for

If a refund is required at an Arun District Council who w with us.

Please do not reply to this (not monitored.

For answers to common qu our FAQs.

Kind regards,

Planning Portal Team

Sent from the all-new AOL app for iOS

On Thursday, June 10, 2021, 4:04 pm, planning.responses@arun.gov.uk
<planning.responses@arun.gov.uk> wrote:

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