

## How to apply and what happens next

- Contact The Planning Contact Centre on 01454 868004 to register your dropped kerb request and check whether planning permission is required.
- If planning permission is required, the usual planning fees will apply. This is a legal requirement.
- If planning permission is not required, then we can register your request and take the initial inspection fee.
- The fee pays for one of our Streetcare Inspectors to visit your property. Please note this fee is non-refundable. The visit should take place within 10 working days from the payment being made.
- After the inspector has inspected your property, we will send you a letter confirming whether we agree in principle to the works. If we do agree in principle you are asked to pay a second fee to cover the administration costs of the next stage. Please note that this payment must be made within 12 months of the date of our letter, or you will need to start the process again.
- When we receive the second fee, we will contact the utility companies in the region to find out whether they have equipment buried under the land that crosses your driveway. The utility companies can take several weeks to respond to our enquiry.
- As soon as we have received all responses, we will email this final pack to you along with your final confirmation letter.
  - This letter confirms that the work can go ahead, it states the number of kerbs that you can change, and lists any conditions. ***It is important that you keep this letter on file as evidence that you had our permission to do the works should you wish to sell your property in the future.***
  - There will also be a specification drawing and a short list of contractors. This is not a list of approved contractors; these are just companies that have provided evidence to us that they have £5m of public liability insurance and have the appropriate accreditation to work on the highway. (It also includes the contact details of Council's in-house team.) You may choose to use a contractor who isn't on the list provided that they meet the same criteria.
- Receiving the confirmation letter and final pack means you can start looking for a contractor to construct the dropped kerb. Once you have booked the works to be done with a suitable contractor you need to give us a week's notice so that we can arrange for one of our inspectors to come and check the standard of the work while it is taking place.

- Please note that if the works are not completed within 12 months of the date of the final confirmation letter you will need to start the process again.
- Once the works are complete the future maintenance of the crossing, will be the responsibility of this Authority. However, if within 12 months remedial works need to be carried out due to poor workmanship or because the work has been carried out outside the specification, you will be informed of what actions you should take, and you will be liable for any costs associated with this.