



24th March 2010

Dear Customer

**Re: Submission of plans with planning applications**

I am writing to you, and all planning agents who submit a high volume of planning applications to us, to request your assistance in helping our Council to deliver a more efficient and customer friendly service to our stakeholders.

The reason for seeking your assistance relates to the fact that the Council now receives a large proportion of planning applications electronically. The proportion of applications submitted electronically has increased from 9% in 2006 to over 30% today, and it is anticipated that this figure will only increase.

Tewkesbury Borough Council is committed to the Government's e-planning agenda and now consults all statutory and non-statutory bodies on planning applications electronically in order to provide a more efficient planning process for our customers. Plans and other application documents are also provided on our website for our customers to view.

The feedback we have received from the public in relation to viewing planning applications on-line has generally been positive. However, one regular issue raised by customers is the difficulty of viewing plans on-line which have been originally submitted on A1 and A2 paper sizes. The administrative processes and costs associated with producing hard copies of larger plans are also increased for the Borough Council, Town/Parish Councils and members of the public.

Therefore, in order to allow us to continue to improve our service to all our customers, we would be very grateful if plans accompanying planning applications could be provided on a **maximum paper size of A3 where possible**.

Thank you in anticipation for your co-operation. If you have any queries regarding the above, please feel free to contact me on 01684 272102 ([paul.skelton@teWKesbury.gov.uk](mailto:paul.skelton@teWKesbury.gov.uk)).

Yours faithfully,

A handwritten signature in black ink, appearing to be "P. Skelton", is written over a horizontal line.

Development Control Manager  
For the Corporate Head of Borough Development