



## Planning Enforcement Investigation Questionnaire

Please complete this form and return it to: Corporate Enforcement Dept.  
Surrey Heath Borough Council  
Surrey Heath House  
Knoll Road  
Camberley GU15 3HD

Or by email to; [corporateenforcement@surreyheath.gov.uk](mailto:corporateenforcement@surreyheath.gov.uk)

*Before completing this form please read the notes on the final page.*

Your Details	
Name:*	
Address:*	
Post Code:*	
Contact Number:	
Email Address:	

Details of the site you are complaining about:	
Address:*	
Post Code:	
Owner / Occupier(s):	
Contact Number:	
Email Address:	

\* Indicates a mandatory field.

### The alleged breach of planning control

Does your complaint relate to (tick all that apply):

A change of use of land or a building

Physical development, eg construction or alteration to a building

Failure to comply with approved plans

Failure to comply with a planning condition

The display of a sign or advert

Works to a Listed Building

Other (please specify)

Please provide details of the alleged breach of planning control

Why do you consider this to be a breach of planning control?

How does the alleged breach impact on you or the local area?

\* Indicates a mandatory field.

When did the alleged breach of planning control commence?	
If your complaint relates to physical development, is construction continuing or if not when was the development completed?	
Is there any other information which would assist the Local Planning Authority in investigating this alleged breach of planning control?	
Please confirm if any attachments are to be included with this questionnaire:	
Number of attached photographs	
Pages of additional documents	

<b>Declaration</b>		
	<b>Yes</b>	<b>No</b>
I have read the notes page of this form. I am aware that cases will be prioritised and that the decision to take enforcement action is discretionary.		
I understand that Surrey Heath Borough Council reserves the right not to investigate my complaint if I have not provided the mandatory information required by this questionnaire.		
I give consent for any information provided within this questionnaire to be passed to other service areas within Surrey Heath Borough Council or to other public bodies with investigative powers, such as but not limited to Surrey County Council, Surrey Police and The Environment Agency		
I confirm the information provided is true to the best of my knowledge		
<b>Signed:</b>		<b>Date:</b>
<b>Print Name:</b>		

\* Indicates a mandatory field.

## Notes on dealing with alleged breaches of Planning Control:

If you have a complaint regarding a potential breach of planning control you will need to complete and return a Planning Enforcement Investigation Questionnaire in order that an investigation may commence.

Please complete the questionnaire as fully as possible so that we can investigate your complaint as failure to provide the required information may result in your complaint not being investigated. Please also attach any supporting evidence (e.g. photos, drawings) that you think may assist in explaining your complaint while retaining a copy for your own records.

In order to prevent submitting unnecessary enquiries, before making a Planning Enforcement complaint you should consider the following:

Is planning permission required for the development?

Is the work "permitted development"?

Has planning permission been granted for the development?

Surrey Heath Borough Council will not normally investigate anonymous complaints. Under the Data Protection Act 2018, the name and address of the person making the complaint, or any other personal details, will not be disclosed. Under the Freedom of Information Act 2000, the Council have to make available certain information to the public, including information about complaints however the identity of the complainant or information which may identify the complainant will not be disclosed. There may however be exceptional circumstances that the information may be required to be disclosed by law.

On receipt of a completed questionnaire we will send you an acknowledgement within 1 week which will include a Planning Enforcement reference number which you should use in all future correspondence relating to this breach of planning control. Your complaint will be investigated in accordance with our adopted policies and enforcement cases will be prioritised based on their severity and the impact of the alleged breach. We may contact you during the investigation to seek further information or clarifications on the information provided.

The Planning Enforcement section does not deal with complaints related to:

- Neighbour disputes including works to party walls land ownership issues or covenant issues
- Issues related to the highway or vehicles parked on the highway including non-taxed vehicles
- Smoke/dust/noise/vibration or odours
- Breach of licenses for business premises or breaches of licensing conditions
- Transfer of waste or household waste sites
- Dangerous Structures

When we have concluded our investigation we will contact you to advise you of the outcome of the investigation and of any action, if any, is to be taken by the Local Planning Authority. It should be noted that enforcement action by the Council is discretionary. Formal action will not be instigated solely to regularise breaches of planning control. The Council will consider the use of enforcement powers commensurate to the seriousness of the breach, the decisive issue being whether a breach unacceptably affects public amenity, existing land uses or the natural environment.

For more information please visit: [www.surreyheath.gov.uk/planningenforcement](http://www.surreyheath.gov.uk/planningenforcement)