

## Nicola Smith

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**From:** Nicola Smith  
**Sent:** 27 August 2021 15:51  
**To:** Julia Stuckey  
**Subject:** RE: Melendo planning permission bs49 5AJ

Good afternoon Mrs Stuckey

I'm so sorry to hear about your daughter, it must be a very difficult time for you all.

Unfortunately I only register the applications, I'm not involved with the decision making process. The normal decision process timescale is 8 weeks from registration. They are very busy at the moment so it is unlikely you would get a decision earlier than this. It may be possible for you to get in contact with the case officer once the application is registered and discuss anything they might be able to do to help.

I'm sorry this probably isn't what you want to hear, but I'm not able to offer any help or advice regarding it.

Kind regards

Nicola Smith  
Customer Services and Business Support Advisor  
Agilisys Partnership Staff  
North Somerset Council

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### Home improvements

Get practical advice at [www.labcfrontdoor.co.uk](http://www.labcfrontdoor.co.uk)

### Covid-19

All meetings with our planning officers will, for the foreseeable future, be undertaken virtually only. No meetings in person will be held.

We are also currently experiencing an unprecedented increase in the number of applications and enquiries being submitted. Unfortunately, this means we will take longer to deal with some requests. Whilst we will try to keep delays to a minimum, we may have to ask for more time and therefore would appreciate your agreement to such requests. We appreciate your patience and cooperation

### Email security

To protect our systems from cyber-attacks, we use firewalls and other measures to identify and block emails and files that could contain some form of malware or phishing links. To ensure that

your emails are delivered to us, we recommend that you: 1) use good quality anti-virus protection systems; 2) don't add attachments that are password protected; and 3) always use delivery receipt, so that you know it was received

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**From:** Julia Stuckey <stuckeyjules@icloud.com>  
**Sent:** Friday, August 27, 2021 8:59 AM  
**To:** Nicola Smith <Nicola.Smith@n-somerset.gov.uk>  
**Subject:** Melendo planning permission bs49 5AJ

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Only click on links or open attachments if you recognise the sender and if you are certain that the content is safe.

Re-Melendo  
Rhodyate hill  
Congresbury  
Bs49 5AJ

Good morning Nicola  
Sorry to bother you and I wouldn't normally email directly.

You've been speaking with our architect Bernard (data design)  
Regarding our planning permission etc.  
Bat survey now done and structural engineer due out any day.  
Although we understand these things take time and appreciate normally there is a wait before works can commence,  
However our daughter (28) has a life limiting lung disease and we are incredibly pushed to get some of the works done ASAP to eliminate the dust etc.  
As you can see on the plan she will be living downstairs and we are planning on having the house more open plan to allow for when she can't walk around to be able to scoot around instead .(mobility scooter of course)  
This means getting the steelworks installed and walls altered floors raised and end roof lifted before the winter .  
There would t be such a hurry if Harriet wasn't so poorly but she's currently in hospital and this seems to be a more regular assurance and her favourite thing is views ! So we really want her to be able to enjoy them whilst she still can .  
Hope you can shed some light on time scales or what we could get away with getting done sooner to help this along quickly.  
Mine and my husbands number attached if you need anything else

Kind regards

Julia Stuckey  
07899894818

Ricky Stuckey  
07775588080