

Mrs Emily Jarvis  
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CB8 8AQ

Please ask for: Clare Oliver  
Direct Line: 01284 757352  
Email: [planning.help@westsuffolk.gov.uk](mailto:planning.help@westsuffolk.gov.uk)

Application No: PREAPP/22/153

Date Received: 9 May 2022

Today's Date: 10 May 2022

**Acknowledgement of enquiry received by West Suffolk Council local planning authority**

**PROPOSAL**      **Householder 30mins - We are currently customers of a bespoke garden rooms builder and require some advice to help settle our concerns that the structure they are erecting is within the permitted development rules. In particular we are concerned to ensure that the 2.5m requirement is satisfied; our site slopes by 400mm and therefore some aspects are more than 2.5m from the lowest sections of the ground adjacent to the building. Additionally there is a skylight which sits higher than the eaves and whether this must be included in ascertaining the height for the purposes of these rules is of concern to us. We are assured by our supplier/builder that it is fine but we would welcome a more authoritative view while we have them engaged.**

**LOCATION**      **4 Duchess Drive Newmarket Suffolk CB8 8AQ**

Thank you for your enquiry received on 9 May 2022.

The matter has now been passed to an officer for consideration.

You can find the name and contact details of the relevant officer above. If you have any questions at any stage in relation to this process please direct these via e-mail or telephone through your designated case officer.

Where a meeting is requested, it is normally expected that contact will be made by your designated case officer within five working days in order that a meeting date be arranged for a mutually convenient time and location thereafter.

Where written advice only is sought then it is normally expected that this will be provided within 20 working days from our receipt of your enquiry.

Where written advice is sought following a meeting it is normally expected that this will be provided within 20 working days from the date of any such meeting. Where these timeframes cannot otherwise be met, your designated case officer will contact you to explain the reason for any delay.

In this regard, and due to unprecedented demand for our pre-application advice service and significant increases in planning application submissions, we have regrettably taken the decision to temporarily suspend our current 20 working day response targets set out above. We will still endeavor to respond as quickly as we can and will always seek to assist where possible in relation to urgent enquiries.

Please note the response provided to this enquiry may be made available to others should the Council receive a request to disclose details under the Freedom of Information Act.

*Clare Oliver*

Clare Oliver  
Planning Assistant