

To whom it may concern,

I would like to start off by telling you about myself. I am a 34 year old, wife and mum of 2 children. I have had the pleasure of living on the Pennypot estate my entire life and believe it is a fantastic area to raise a young family. This was a key factor when making the decision to start working from home whilst trying to maintain a good work / family balance.

Up until I received the letter of complaint from the council I felt confident I had done everything needed to ensure I was running my business legitimately. I had already received planning permission to convert my garage and informed the Business Rates department in January that I was splitting my time working from the home salon as well as travelling to clients homes. I had done this with my previous home salon on the same estate which I ran very successfully without a single complaint or issue for several years.

When Designing my home salon I purposely chose to use the same building materials and window design as my existing home and did not want any commercial signage to ensure that my home maintained the characteristics & aesthetics of other properties on the estate. I wanted to make sure that visually it was no different from the other garage conversions in the street.

I am very respectful of my neighbours and surrounding houses. I doubt that most residents are even aware there is a salon there. Im proud that the business I have created has minimum to no impact on my neighbours.

Parking – This is not an issue as clients that do not walk to the salon for appointments park on my drive leaving access roads clear. Car sharing to appointments is also popular which I openly encourage.

Noise – With Yarm road adjacent to my property maintaining a consistent heavy flow of traffic throughout the day/night significantly outweighs the noise from a single hairdryer or general talking taking place inside the salon.

Privacy – Fortunately my house has no adjacent properties, meaning nobody can see into the salon from their homes. Equally no client can see into anyone else's house whilst inside the premises. Clients do not loiter in the garden or driveway prior to or after their appointments. As stated I have not erected any business signage. Additionally the business is not advertised locally or via social media. All my clients are private and arrive strictly by appointment only. With my client capacity maximised I have no intention to take on additional cliental or expand my hours.

Its worthy of noting there is a dog groomers and other businesses operating on the estate efficiently with minimal disruption.

Working Hours -

My working days are Thursdays, Fridays and every other Saturday. I book appointments from 9:30am onwards on weekdays following the children's school run. I generally finish working anytime up to 7pm on these evenings.

On Saturdays I start at 9am and have a target finish time of 4pm. I take over 10 weeks holiday a year to allow for childcare cover over the school holidays.

Whilst these are my working hours, I do still offer a mobile hairdressing service meaning I operate from the clients address, therefore the salon at my property is not in constant use within my working day. As a rule of thumb, I would say 75% of my working hours are based at home with 25% being mobile (although this can vary either way)

Client Numbers – Understandably the number of client that visit each week varies. But to give an idea in June 2023 I had 47 clients visit the salon. July 2023 was 36 clients visiting over a 1 month period. Meaning on average over a two month period 10-12 clients a week visit the salon. I want to illiterate that some of these clients are from the same household.

Within my salon I have 2 fixed working sections. My experience has taught me this is the most efficient way to operate. Clients can be worked in parallel, for example I can have a client's hair to cut whilst another client has their colour developing, equally accommodating people who come to appointment together from the same household.

Whilst some clients do car share or walk to appointments on some occasions both clients can come from different households. However this doesn't have any effect on privacy, noise levels or parking. My drive is large enough to be able to comfortably accommodate 3 cars at one time keeping roads clear. I never exceed more than 2 clients at a time as I couldn't facilitate them and would exceed my working capabilities.

I strongly believe that my clients comings and goings do not have any noticeable impact over the existing domestic use of the property and over the level of general traffic passing through the estate.

I want to be clear that I am the only person that works from the salon and I do not employ any staff.

Exit / Entrance – clients Enter / exit the salon via a gate at the side of my property not immediately visible by my neighbours. Once inside the gate the entrance to the salon is via a side door.

My salon / mobile hairdressing business works extremely well as a small business. Not only for the industry I'm in but even more so to allow me to stay in work whilst supporting a young family.

The majority of my clients are professionals, Doctors and teachers for example frequent my salon and understandably needed appointments after 5pm or on Saturdays. My working hours allow me to accommodate and support the working community.

Hair salons have always had to remain open on evenings to help working clients but also in order to survive financially in a highly competitive market. As im sure you can appreciate not

all businesses and industries can be put into the same box as all business needs differ. This is the reason people work flexibly. Across all industries, a 09:00 to 17:00 working day is no longer the norm especially post Covid-19.

I emphasize that I only work 2 evenings a week and 2 Saturdays a month. Reducing or changing on my working hours will be financially crippling leaving my business unsustainable.

I'm passionate about my work and pride myself on the level of service I provide.

I feel strongly that my business will not intrude in the daily life of neighbours or other residents on the estate as it is a very small-scale venture.

I hope that I have provided enough information but if there are any questions please do not hesitate to get in touch.

Kind Regards



Charlotte Raby

