

APPROACH PRINCIPLES COLLABORATION DEVELOPMENT



the Kent design guide

making it happen - customer service standards

Overview

This part of making it happen includes advice and guidance about our customer service standards. These standards set out our objectives and level of commitment to you.



customer service standards

CUSTOMER SERVICE STANDARDS

OUTLINE AND DETAIL TECHNICAL ASSESSMENT APPLICATIONS

Stage 1 and 2

We will do the following within 6 working days of receiving your application:

- check that the application is complete and write to you to acknowledge we have received this;
- give you contact details of the person dealing with your application; or
- if your application is incomplete tell you what you need to do before re-submitting your application.

We will do the following within 4 weeks of receiving your application:

- carry out the technical assessment;
- write to you confirming that your application satisfies our technical assessment; or
- if it does not, then advise you on what you need to do before re-submitting your application; or
- if your application is complex and involves more specialist assessment we will contact you confirming when we will send a response.

“AS-BUILT” ADOPTION PACKAGE

We will do the following within 6 working days:

- check that the package of documents are complete and write to you acknowledging we have received them;
- give you contact details of the person dealing with your submission; or
- if the package is incomplete, we will tell you what you need to do before re-submitting your submission.

If the package is complete, within 4 weeks we will do the following:

- contact our Legal Secretariat to arrange for the highway land transfer to be completed;
- issue a final certificate to you and instruct our Legal Secretariat to release the surety or bond where appropriate;
- put up public notices in the vicinity of the development including adoption dates declaring that the roads and footpaths are publicly maintainable; and
- inform the local District Planning Authority of the adopted details in order that such information is included in future land searches.

OUR COMMITMENT

In order to improve our performance we will:

- carry out constant monitoring of our performance to improve the service we provide to you and work with all relevant parties.
- test our service delivery by consulting with residents, housebuilders and consultants in order to work towards a faster more efficient service.
- work with the local District Planning Authorities and local parish councils to improve the quality of developments within Kent; and
- work in partnership with government to deliver well funded, high quality developments providing sustainable local communities for the future.