

Which body (council, authority or care provider) are you complaining about?

	London Borough of Croydon
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Have you complained to the body already? Usually, you should have completed all stages of the body's complaints process before we can look at your complaint.

	Yes
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Please say when you complained to the body. (We will need to see the letter from the body that confirms you have completed their complaints procedure – you will have the opportunity to upload this at the end of the form.)

	If you don't have your letter and can't remember when you complained, put 'don't know' in the box
	20th August 2017

What do you think the body did wrong?

	Please explain briefly what your complaint is about, including dates of any incidents and names of any officers or staff of the body complained about, if known. Please also explain why you are not happy with the response from the body concerned.
	If your complaint involves a child it would be helpful if you could provide their full name and date of birth.
	<p>I write as Secretary (Richard Russell tel 020 8668 7293) of Welcomes and Uplands Road www.wura.org.uk. The Road Association is the recognised body to maintain a private road known as Welcomes Road (and Uplands Road) and collects a road levy each year from frontagers to meet its maintenance costs. It has been doing this job for over 90 years.</p> <p>The complaint concerns the dismissal by the Planning Authorities, including by the Inspectorate on Appeal, of the objections to the granting of outline planning permission for the construction of 7 x 2 bed flats received from over 100 residences in the area.</p> <p>The objections were the usual ones concerning the mass of the building and out of keeping appearance of the flats in a woodland area. The block of flats will dominate the plot it sits on and will be out of proportion to the neighbouring houses and bungalows.</p> <p>The Chairman of the Road Committee spoke at a public hearing which took place at Croydon Town Hall on 17th August 2017 articulating the Road Association's concerns about the lack of on site parking and the fact that, with a road just over 4 metres wide, no cars can be parked in the road.</p> <p>To ensure the road is always passable for through traffic it is WURA policy that long term/overnight parking on Welcomes Road is not permitted. This is especially important in terms of providing access for refuse lorries and emergency vehicles.</p> <p>The road is also a Council designated footpath. It has no pavement and numerous pedestrians share the carriageway with wheeled traffic.</p> <p>The garden will be virtually obliterated by the car park area and the street view of the block of flats coupled with a car park full of cars cannot accord with any established planning policy. The quality of the outside amenities for the flat dwellers will be severely limited as the rear of the site slopes steeply up behind the proposed building and the rest of the plot will be car park.</p> <p>A delivery van is unlikely to be able to enter and exit the car park in a forward gear. This is flatly denied by the Council.</p>

	<p>All objections have been set aside by both the case officer and the Inspectorate by simply stating they are not valid. It seems to us that there has been a total loss of objectivity in dealing with the facts particularly at Inspectorate level. This is disappointing to put it mildly.</p> <p>According to the Inspectorate the creation of precedent in approving the plans is not going to have any effect on future applications from developers. This seems unlikely to happen in practice.</p> <p>A Public Hearing took place last August during the school holidays at short notice so immediate neighbours who wanted to speak could not do so, being out of the Country. Our local Councillor had to break his holiday to speak at the meeting in person on our behalf. Pleas from our Local Councillor and our MP to postpone the hearing were dismissed on the basis that nothing must impede or delay Council business. The democratic rights of the residents who pay their taxes and an annual levy to maintain the road were brushed aside.</p> <p>Our Chairman spoke at the meeting concentrating on the parking issues bearing in mind that the main business of the Road Association concerns the road and traffic management. As it turned out the Chairman's address made no difference to the majority of Councillors' decision to approve these flats on the basis that a lift was to be installed for use by disabled people even though there is no provision for disabled parking on site and because all other valid objections had been set aside by the Inspectorate on appeal.</p> <p>We have been in regular communication with our MP over this matter and copies of his letters will be made available to you. It is on his recommendation that we are referring this matter to you.</p>
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How has this affected you?

	Please explain briefly what impact the problems you've described above have had on you.
	For example, has the body concerned failed to provide you with a service or a benefit you are entitled to?
	Was there a delay before you got the service or benefit? Have you suffered a financial loss? Have you been put to a lot of trouble or inconvenience?
	<p>The proposed flats have caused the local community much concern and anxiety especially for the immediate neighbours who are beneficiaries of a restrictive covenant limiting use to 2 dwellings only which is being ignored. To enforce the covenant it may be necessary to crowd fund the legal costs. Another imposition on the community brought about by the grant of planning permission.</p> <p>The marketing of the land by Allen Heritage in Shirley through the Right Move web site for offers in excess of £1.2 million is a direct result of the granting of outline planning permission. The complex construction of the flats which will be served by a lift to all levels and the need to demolish the existing house will create enormous disruption in the road.</p> <p>The on line images misrepresent the road, the flats and the car park. The site is restricted by the steep slope to the rear and the frontage is narrower than the back of the site and is on a blind bend to the north side.</p>

What do you think the body should do to put things right?

	<p>If the development ever goes ahead the Council should be instructed to share a substantial part of the Community Infrastructure Levy with the Road Association to be used to upgrade Welcomes Road including installing soakaways along the road to deal with the huge amount of surface water coming off public land at the top of Welcomes Road. Bearing mind that a soakaway big enough to deal with storm water can cost c£6,000 and with a membership of 221 we would expect to receive the maximum amount allowed per residence. Such a payment would be in addition to any amount</p>
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	agreed separately with the developers by WURA to cover wear and tear on the road which does not have a high spec sub structure and also to compensate members for the disruption and noise during the building phase. Such payment also covers our admin costs for connecting services and for permitting access.
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More help

	If anything makes it difficult for you to use our service, for example if English is not your first language or you have a disability please use the text area below to tell us how we can help you.
	If you do not require any more help, please leave this box blank.

Name

Title	Mr
First Name	Richard
Surname	Russell

Your Address

House number/name	12
Address line 2	Zig Zag Road
Address Line 3	
Town	Kenley
County	Surrey
Post code	CR8 5EL
Email Address	weluplandsroads@aol.com

Contact Details

Daytime Contact Phone Number	02086687293
Evening Tel No.	02086687293

If you want to upload a file in support of your complaint you can do so below

	We have a maximum file size: 8 MB
	File Types Allowed: txt;pdf;doc;docx;ppt;xls;xlsx;wav;mp3;jpg;gif;tiff
	If the file you have to send will amount to more than this size, please do not attempt to send it, as your email may be rejected (you will get a message if this happens).
	Please do not send any other documents at this stage. This form will only accept one attachment. We will discuss with you what other documents we need to see.
File 1	WelcomesRoadStage2responseletter.pdf

How did you find out about the Local Government Ombudsman?

	MP
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