

## **Our response to the Covid-19 crises**

We are doing all we can to keep the public and our staff safe during this unprecedented national crisis, whilst also continuing to support the development industry. All our staff in the planning service are now working from home, in line with Government advice and there will inevitably be an impact on the level of service that we can offer. To allow us to continue to deliver the service we have made the following adjustments:

### Submitting new applications

With all our staff working from home, we are no longer able to process paper copies of new applications. All applications should from now be sent to us online, using the Planning Portal. Applications that are not available using the Planning Portal can be emailed to [planning.support@n-somerset.gov.uk](mailto:planning.support@n-somerset.gov.uk). Please note we will not accept emailed applications where an online Planning Portal form exists, where any other email address is used, or those that are submitted in paper format.

### Site visits

In common with other organisations, we are temporarily suspending site visits. Please therefore be prepared to supply us with photographs of the site if requested. Please also send us photographs of the application site for all new applications you send to us.

### Site Notices

We are now asking all applicants to put up the site notice, if it is safe to do so. A copy of the notice will be emailed to the agent when we send the registration letter. Please put it up within seven days and then send the confirmation form back to so we know it has been done. It is very important that this is done, however, Government social distancing restrictions must be complied with at all times. If you are not able to put the notice up please let us know.

### Meetings

We are no longer holding any face to face meetings, either on site or at our offices. If a discussion is required it will be held remotely by phone or, using online tools such as Skype or Micro Soft Teams.

We appreciate your patience and cooperation as we strive to keep our staff and customers safe. Whilst we will try to keep delays to a minimum, it is more likely that over the next few months we will need more time to determine applications and therefore would appreciate your agreement to such requests.