



**REVISED OPERATING HOURS – DUTY PLANNER  
WITH EFFECT FROM 1 JUNE 2021**

The Council's Planning Department provides a duty planner role, Monday to Friday. A planning officer is available to take telephone calls and email enquiries and to provide planning advice. This note is to advise that, with effect from Tuesday 1 June 2021, the duty planner role will be operated Monday to Friday 9am to 1pm for the purposes of telephone call enquiries.

This represents a reduced level of service. Previously the service operated from 9am to 5pm. The Council apologises for any inconvenience that this may cause. This change will impact on the timing of telephone contacts between planning staff and the public.

There will be no change to the way that email enquiries are handled. Email enquiries should continue to be forwarded to [planning@nmandd.org](mailto:planning@nmandd.org)

Anthony McKay  
Chief Planning Officer

27 May 2021