

## Planning and Permits

### **Our Public Service Commitments**

We will:

- provide timely service and strive to respond to all requests within reasonable deadlines;
- offer knowledgeable, professional service;
- conduct our work with fairness, openness and equality;
- ensure it is easy and convenient to contact us;
- explain our processes;
- advise of timelines and explain if there will be a delay;
- use plain language wherever possible, and provide more detail or explanation when asked; and,
- share guidance material with on-line postings of regulated area maps, policies, procedures and guidelines, complete application requirements for permit applications, fee policies and schedules.

To assist in providing timely service, we ask that clients:

- Schedule in pre-application consultation meetings with us in advance;
- Provide quality technical submissions and complete applications, including fee payment; and,
- Provide information and technical submissions that conform to policy and pre-application guidance.