

Aberdeenshire Council

Business Services

Legal & Governance Developer Obligations Team Customer Charter

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1. Introduction

The Developer Obligations Team (together with the Conveyancing and Commercial teams) sits within the Commercial division of the Legal and Governance Service. The Developer Obligations Team comprises of 6 officers (1 Principal Developer Obligations Officer, 1 Senior Developer Obligations Officer, 2 Developer Obligations Officers, 1 Developer Obligations Co-ordinator and 1 Developer Obligations Support Officer) and is led by Paul Macari (Principal Developer Obligations Officer) and managed by Patricia Jericevich (Legal Manager).

The Developer Obligations Team benefits from a wide range of knowledge and experience and are pioneers of the Developer Obligations process in Scotland. Our officers have an excellent record of securing contributions to mitigate the impact of development. To date more than £65 million has been secured from developers and invested in infrastructure projects in Aberdeenshire. In addition the team has also secured the delivery of more than 1,000 affordable housing units.

2. What We Do

The Developer Obligations Team provides the statutory Developer Obligations function for Aberdeenshire Council as well as Aberdeen City and The Moray Councils through service level agreements. The team works in partnership with the Planning Service, the Conveyancing team and partner organisations, to provide a robust, cohesive, proactive and high quality service to its customers.

We:

- Engage with our partner services and organisations to assess the impact of development proposals on communities and services;
- Prepare reports for developers to give clarity and certainty to the level of contribution that is required to mitigate the impact of proposed development;
- Assess the impact of developer obligations on the viability of development proposals;
- Secure developer contributions through the agreement of heads of terms;
- Invoice developers when contributions require to be paid;
- Work in partnership with communities, Council Services and other organisations to deliver the infrastructure and affordable housing that developers have contributed toward;
- Monitor the delivery of infrastructure and affordable housing to ensure that unspent contributions are returned to our customers timeously;
- Engage with our elected members and Council Committees to verify spending of contributions secured through Developer Obligations;
- Participate in the formulation of local and national policy/ practice relevant to Developer Obligations.

3. The purpose of the Developer Obligations Team Customer Charter

The Developer Obligations Team Customer Charter implements and informs the Legal & Governance Customer Care Strategy and sets out the customer service standards that you can expect when you engage the Developer Obligations Team. It also explains how to give customer feedback as well as what to do if things go wrong and you wish to make a complaint.

4. Our Aim

Our aim is to be the best Local Authority Developer Obligations team in Scotland by consistently

delivering a high quality service. We will do this by:

- Providing a comprehensive breadth of specialist knowledge
- Acting promptly and being responsive to our customers' needs
- Being risk aware while at the same time delivering pragmatic and legally viable solutions; and
- Meeting or exceeding customer expectations.

5. Our Commitment to You:

- We welcome early engagement in all development proposals but particularly in major projects;
- We have Officers available for advice and consultation during normal office hours, 9.00 a.m. – 5.00 p.m. Monday –Friday;
- We acknowledge enquiries promptly;
- We will allocate an officer within one working day with the knowledge and skills appropriate to your requirement;
- We ensure that our advice is up to date, relevant, timeous, accurate and in plain English;
- We will respond to customer feedback by always seeking to improve what we do.

6. What we require of you:

- You must provide us with proper, detailed information relating to your Service/ organisation requirements, development proposal or planning application;
- You should engage with us as early as possible;
- When calculating contributions in relation to education, healthcare, sports and recreation, community facilities or affordable housing we will rely on expert knowledge from our partner Services and organisations;
- You must respond as quickly as you can to requests from us for additional information.

7. Customer Feedback/ Complaints

As part of our continuing commitment to improving the service we offer, the Developer obligations Team values feedback on the service you receive from us. When the work is complete please help us by clicking on the following link and answering the questions on the survey form:

<https://www.surveymonkey.com/s/LGCustomerSurvey>.

Equally, if any of the team has made a positive impression and you wish to share specific feedback, [Karen Wiles](#) would welcome an email from you.

Complaints:

We aim to provide a first class service but if you are unhappy with any aspect of the service, complaints can be made in person, by phone, by e-mail or in writing to our Legal Manager, Patricia Jericevich. All complaints will be investigated and we will advise you the outcome and any changes we make as a result.

8. How to Contact Us

To contact us return to the Developer Obligations Team's homepage.

<http://www.aberdeenshire.gov.uk/planning/plans-and-policies/Developer-Obligations/>