

Annex B- Summary of recommendations

- a) The Group recommends that the Local Plan Review Board looks into the planning policy that applies when STL do come under planning control as the LP is reviewed as part of the Local Plan process, that this review is informed by a database of how many of these units are operating in the District (which may also have implications for affordability, housing need etc) and with the aim of addressing the noise, parking and rubbish issues identified.

- b) The scripts for Customer Services should be refreshed to help guide complainants towards the most appropriate contact, that the recording of such complaints should be batched together such that the size of the problem can be better identified and that the Business Manager Development Management and the Service Manager for Environmental Health should create a document (based on Annex A) that identifies the likely key issues and the potential enforcement solutions so that the full range of enforcement options is available to staff dealing with the complaint. This document should form the basis of a training programme for relevant Planning, Environmental Health and Customer Services Staff and furthermore should also form part of a Comms and engagement strategy looking at helping residents to raise complaints but also helping operators to avoid problems arising

- c) A key finding of the group was that the Shared Tourism Services Manager should be asked to pass on the key issues to the regulated sector to ensure that they were addressed in their accreditation schemes but additionally that a bespoke communications operation was needed to help identify the benefits to operators, residents and occupiers of operating in a responsible manner

- d) Other matters raised
 - Whether some properties were being claimed as STL but were really second homes and advantage was being taken of the fact they were classed as a business and not a property for council tax purposes?
 - Whether the Council was supplying domestic waste containers to what were effectively businesses and the cost implication of this?
 - Whether properties were insured for business purposes and met any necessary fire regulations as may apply to businesses as opposed to houses?