

## Malcolm Dowers

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**From:** Helen Zammett [h\_zammett@yahoo.co.uk]  
**Sent:** 02 September 2009 12:00  
**To:** robert.segall@communities.gsi.gov  
**Cc:** Mark Bentley; gill Bramham; Steve De'Ath; dialan@ntlworld.com; mdowers@office-scope.co.uk; Naomi Passman; Kate West; Anne Barlow; Billie Figg  
**Subject:** Consultation on PPS15

Dear Mr Segall,

In the absence of Mr Weatherby, his e mail has asked that I contact you.

Therefore I would be grateful if you could send 15 copies of the consultation document to me, Mrs Helen Zammett, Chair of the Counties Residents' Association, 9 Gloucester Road, Wanstead, LONDON E11 2ED.

Also, in accordance with consultation procedure 3.6, we are complaining that 4 criteria of the process have not been met:

1. Direct contact with the people consulting is very poor. I have spent over 30 minutes telephoning to obtain this contact - Mr Weatherby's auto e mail response said he was away until 7 September and to contact you [no telephone or e mail details]. There was no-one to take my call this morning, in spite of the operator's continued attempts.
2. Following from point 1, hard copy of the consultation ought to be much easier to obtain.
3. There has been insufficient publicity about this consultation. As the newest conservation area in England [as at March 2009] we have been particularly alert to conservation issues and have not come across anything on this until someone alerted us on 26 August 2009.
4. There is no clear information about how representative groups and organisations should respond to this document. As it is, 73 pages is a lot for members of the public to read and assimilate and some guidance on response, eg asking particular questions, should be made available in hard copy and as a form on the internet.

Yours sincerely,

Helen Zammett  
Chair  
Counties Residents' Association