Planning application

MC/20/1115

Date Received:

14 May 2020

Location:

24 Pier Road Gillingham

Medway ME7 1RJ

Proposal:

Alterations and extensions of an existing, detached dwelling house to provide a 14-bedroom student/single person shared

accommodation unit (House in Multiple Occupancy)

Applicant

E Overbury

Agent

DHA Planning

Mr John Collins Eclipse House

Eclipse Park

Sittingbourne Road

Maidstone

Kent

ME14 3EN

Ward:

Gillingham North Ward

Case Officer:

Tom Stubbs

Contact Number:

01634 331700

Recommendation of Officers to the Planning Committee, to be considered and determined by the Planning Committee at a meeting to be held on 14th October 2020.

Recommendation - Approval with Conditions

1 The development hereby permitted shall be begun before the expiration of three years from the date of this permission.

Reason: To comply with Section 91 of the Town and Country Planning Act 1990 (as amended).

The development hereby permitted shall be carried out in accordance with the following approved plans:

Drawing numbers: 03 Rev A, 04 Rev C, 05 Rev B and 06 Rev B received on 20 July 2020.

Reason: For the avoidance of doubt and in the interests of proper planning.

No development above slab level shall take place until details and samples of all materials to be used externally have been submitted to and approved in writing by the Local Planning Authority. The development shall be implemented in accordance with the approved details.

Reason: To ensure that the appearance of the development is satisfactory and without prejudice to conditions of visual amenity in the locality, in accordance with Policy BNE1 of the Medway Local Plan 2003.

- 4 No development shall take place until an investigation and risk assessment, in addition to any assessment provided with the planning application, has been completed in accordance with a scheme to assess the nature and extent of any contamination on the site, including risks to groundwater, whether or not it originates on the site. The scheme shall be submitted to and approved in writing by the Local Planning Authority prior to commencement of the development. The investigation and risk assessment must be undertaken by competent persons and a written report of the findings must be produced. The written report shall be submitted to and approved by the Local Planning Authority prior to the commencement of development. The report of the findings must include:
 - (i) a survey of the extent, scale and nature of contamination;
 - (ii) an assessment of the potential risks to:
 - human health
 - property (existing or proposed) including buildings, crops, livestock, pets, woodland and service lines and pipes.
 - adjoining land,
 - groundwaters and surface waters,
 - ecological systems,
 - archaeological sites and ancient monuments;

(iii) an appraisal of remedial options, and proposal of the preferred option(s).

This must be conducted in accordance with DEFRA and the Environment Agency's 'Model Procedures for the Management of Land Contamination, CLR 11'.

Reason: Required before commencement of development to avoid any irreversible detrimental impact on human health and water courses as a result of the potential

mobilising of contamination and in accordance with Policy BNE23 of the Medway Local Plan 2003.

No development shall take place until a detailed remediation scheme to bring the site to a condition suitable for the intended use by removing unacceptable risks to human health, buildings and other property and the natural and historical environment has been prepared and submitted to and approved in writing by the Local Planning Authority. The scheme must include all works to be undertaken, proposed remediation objectives and remediation criteria, timetable of works and site management procedures. The scheme must ensure that the site will not qualify as contaminated land under Part 2A of the Environmental Protection Act 1990 in relation to the intended use of the land after remediation.

Reason: Required before commencement of development to avoid any irreversible detrimental impact on human health and/ water courses as a result of the potential mobilising of contamination and in accordance with Policy BNE23 of the Medway Local Plan 2003.

No development shall take place (other than development required to enable the remediation process to be implemented) until the approved remediation scheme has been carried out in accordance with its terms. The Local Planning Authority must be given not less than two weeks written notification prior to the commencement of the remediation scheme works.

Following completion of the measures identified in the approved remediation scheme, a verification report that demonstrates the effectiveness of the remediation carried out must be produced, and submitted to and approved in writing by the Local Planning Authority prior to the bringing into use of the development.

Reason: Required before commencement of development to avoid any irreversible detrimental impact on human health and water courses as a result of the potential mobilising of contamination and in accordance with Policy BNE23 of the Medway Local Plan 2003.

In the event that contamination is found at any time when carrying out the approved development that was not previously identified it must be reported in writing immediately to the Local Planning Authority. An investigation and risk assessment must be undertaken in accordance with the requirements of condition 5, and where remediation is necessary a remediation scheme must be prepared in accordance with the requirements of condition 6, which is subject to the approval in writing of the Local Planning Authority.

Following completion of the measures identified in the approved remediation scheme a verification report providing details of the data that will be collected in order to demonstrate that the works set out in condition 6 are complete and identifying any requirements for longer-term monitoring of pollutant linkages, maintenance and arrangements for contingency action must be prepared, which is subject to the approval in writing of the Local Planning Authority in accordance with condition 6.

Reason: To ensure that the development is undertaken in a manner which acknowledges interests of amenity and safety in accordance with Policy BNE23 of the Medway Local Plan 2003.

No development shall take place until an acoustic assessment has been undertaken to determine the impact of noise from transport related noise sources. The results of the assessment and details of a scheme of mitigation measures shall be submitted and approved in writing by the Local Planning Authority. The scheme shall include details of acoustic protection sufficient to ensure internal noise levels (LAeq,T) no greater than 30dB in bedrooms and 35dB in living rooms with windows closed and a maximum noise level (LAmax) of no more than 45dB(A) with windows closed. Where the internal noise levels will be exceeded with windows open, the scheme shall incorporate appropriate acoustically screened mechanical ventilation. The development shall be implemented in accordance with the approved details before any part of the development is occupied and shall thereafter be retained.

Reason: Required prior to commencement of development to ensure no long term detrimental harm to conditions of amenity in accordance with Policy BNE2 of the Medway Local Plan 2003.

9 No development shall take place until details of a clean air ventilation system (which provides both passive and rapid ventilation) necessary to ensure an appropriate level of air quality within the development has been submitted to and approved in writing by the Local Planning Authority. The development shall be implemented in accordance with the approved details before any part of the development is occupied and shall thereafter be retained.

Reason: Required prior to commencement of development to ensure no long term detrimental harm to conditions of amenity in accordance with Policy BNE2 of the Medway Local Plan 2003.

No development shall take place until scheme showing how noise and vibration created by the ductwork serving the clean air ventilation system will be adequately controlled, shall be submitted and approved in writing by the Local Planning Authority. All works, which form part of the approved scheme, shall be completed before any part of the development is occupied and shall thereafter be maintained in accordance with the approved details.

Reason: Required prior to commencement of development to ensure no long term detrimental harm to conditions of amenity in accordance with Policy BNE2 of the Medway Local Plan 2003.

No development shall take place until a scheme showing details of the disposal of surface water, based on sustainable drainage principles, including details of the design, implementation, maintenance and management of the surface water drainage scheme have been submitted to and approved in writing by the Local Planning Authority in consultation with the Lead Local Flood Authority.

Those details shall include (if applicable):

- i. a timetable for its implementation (including phased implementation where applicable).
- ii. appropriate operational, maintenance and access requirements for each sustainable drainage component are adequately considered.
- iii. proposed arrangements for future adoption by any public body, statutory undertaker or management company.

Reason: Required prior to commencement of development to manage surface water during and post construction and for the lifetime of the development as outlined at Paragraph 165 of NPPF.

No development shall take place until a Construction Environmental Management Plan (CEMP) that describes measures to control, amongst other matters, hours of working, parking of operatives vehicles, deliveries to the site, noise, dust and lighting arising from the construction phase of the development has been submitted to and approved in writing by the Local Planning Authority. The construction works shall be undertaken in accordance with this approved plan.

Reason: Required before commencement of development in order to minimise the impact of the construction period on the amenities of local residents with regard to Policy BNE2 of the Medway Local Plan 2003.

No development shall take place above ground floor slab level until details of the provision of electric vehicle charging points for the two parking spaces have been submitted to and approved in writing by the Local Planning Authority. Details shall include the location, charging type (power output and charging speed), associated infrastructure and timetable for installation. The development shall be implemented in accordance with the approved details and shall thereafter be maintained.

Reason: In the interests of sustainability in accordance with paragraph 110E of the NPPF 2019.

14 Prior to the first occupation of the development herein approved, full details of both hard and soft landscape works and a timetable for implementation shall be submitted to and approved in writing by the Local Planning Authority. The development shall be implemented in accordance with the approved details and any trees or plants which within 5 years of planting are removed or become seriously damaged or diseased shall be replaced in the next planting season with others of a similar size and species.

Reason: To ensure a satisfactory external appearance and provision for landscaping in accordance with Policies BNE1 and BNE6 of the Medway Local Plan 2003.

- Prior to the first occupation of the development herein approved, an Air Quality Mitigation Scheme has been submitted to and approved in writing by the Local Planning Authority. The scheme shall be prepared in accordance with the Medway Air Quality Guidance (April 2016) and shall specify the measures that will be implemented as part of the development to mitigate the air quality impacts associated with development related road transport emissions and shall include:
 - all gas fired boilers to meet a minimum standard of <40mgNOx/kWh;

The approved details shall be implemented prior to the first occupation of the dwelling which they serve and shall be maintained as approved thereafter.

Reason: In the interests of sustainability and air quality with regard to Policy BNE24 of the Medway Local Plan 2003.

The dwellings hereby approved shall not be occupied until the area shown on drawing 03 Rev A for vehicle parking has been provided, surfaced and drained. Thereafter this area shall be kept available for such use, whether or not permitted by the Town and Country Planning (General Permitted Development) (England) Order 2015 (or any order amending, revoking or re-enacting that Order) shall be carried out on the land so shown or in such a position as to preclude vehicular access to this reserved parking.

Reason: Development without provision of adequate accommodation for the parking or garaging, turning and access of vehicles is likely to lead to hazardous on-street parking and manoeuvring and in accordance with Policies T1and T13 of the Medway Local Plan 2003.

The ground floor communal area shown on drawing 04 Rev C shall be kept available for such use and thereafter retained whether or not permitted by the Town and Country Planning (General Permitted Development) (England) Order 2015 (or any order amending, revoking or re-enacting that Order).

Reason: Development without provision of adequate accommodation for future occupiers in accordance with Policy BNE2 of the Medway Local Plan 2003.

The development herein approved, shall be used as a sui generis HMO only and shall not be used as a C2 Residential Institution or as an Approved Premises (i.e. as a probation or bail hostel) as recognised under the Offender Management Act 2007 (As amended).

Reason: To enable the Local Planning Authority to control such development in the interests of amenity, in accordance with Policy BNE2 of the Medway Local Plan 2003.

19 The house of multiple occupation hereby approved shall be occupied by a maximum of fourteen people.

Reason: To regulate and control the amount of occupants of the property in the interests of the amenities of neighbouring properties and of occupants of the site which has limited communal facilities, in accordance with Policy BNE2 of the Medway Local Plan 2003.

The first floor windows serving landing in the southern elevation shall be fitted with obscure glass and apart from any top-hung light, that has a cill height of not less than 1.7 metres above the internal finished floor level of the room it serves, shall be non-opening. This work shall be completed before the room it serves is occupied and shall be retained thereafter.

Reason: To ensure the development does not prejudice conditions of amenity by reason of unneighbourly overlooking of adjoining property, in accordance with Policy BNE2 of the Medway Local Plan 2003.

- The development permitted by this planning permission shall be carried out in accordance with the approved Flood Risk Assessment (FRA) Ref JAC/JH/14253 by DHA Environment and dated September 2020 and the following mitigation measure:
 - 1. No sleeping accommodation on the ground floor.

Reasons: To reduce the risk of flooding to the proposed development and future occupants and to ensure safe access and egress from and to the site.

For the reasons for this recommendation for approval please see Planning Appraisal Section and Conclusions at the end of this report.

Proposal

This planning application seeks planning permission for the alterations and extensions of an existing, detached dwelling house to provide a 14-bedroom student/single person shared accommodation unit (House in Multiple Occupancy).

The existing dwelling would be altered by raising its roof approx. 0.3m at the eaves and approx. 2m to the ridge with a flat roof dormer added to both the eastern and western roof slopes measuring approx. 2.4m wide, approx. 2m in height and projecting approx. 2.8m.

The new build element of the scheme would create a new gable roofed three storey building with dormers siting to the east of the existing dwelling in line with the building line of Knight Avenue. It would measure approx. 11.7m wide, approx. 6m in depth, approx. 5.8m to the eaves and approx. 8.6m to the ride height. It would have 3 dormers within the east and west roof slopes measuring approx. 2.4m wide and approx. 2m in height and projecting a maximum of approx. 2m. A two storey pitched roof element would link the existing and proposed buildings measuring approx. 3.7m wide and approx. 3.9m deep with a maximum height of approx. 6.5m. This would also form the new entrance location from Pier Road.

There is proposed to be 2 parking spaces with extended drop kerb and grassed landscaping area to the front wrapping around Knight Avenue and Pier Road with a private amenity space to the rear of the building.

- Ground floor: A vestibule, laundry, cycle storage, two kitchens, a dining room, communal living room, communal washing facilities and a further communal kitchen/dining/living room.
- First floor: Five single bedroom with en-suite and three further single bedrooms served by a shared bathroom.
- Second floor: Six single bedrooms with en-suites

Relevant Planning History

MC/19/1705 Outline application with some matters reserved

(Landscape) for the construction of a block of 6x one bedroom and 3x two bedroom flats - Demolition existing

detached dwelling Decision: Withdrawn

Decided: 22 October 2019

Representations

The application has been advertised on site and by individual neighbour notification to the owners and occupiers of neighbouring properties. The Environment Agency were also consulted.

14 letters of objection have been received from 13 separate addresses raising the following concerns:-

- Not enough parking and parking pressure this would have on Knights Avenue.
- Noise and disturbance within late evening of student accommodation.
- Over provision of student and supported accommodation in the area.
- Building larger than surrounding residential properties.
- Overlooking of neighbours.
- Concerns about the property being used as a bail house or rehabilitation centre.

Southern Water have written to provide information of the sewer record in the area and the position of a public sewer and restrictions of development in proximity to public sewers. It requests an informative regarding connection to foul and surface water sewer is required to themselves and requests a SUDs condition imposed. An informative will be added to make the applicant aware of the representation.

The Environment Agency (EA) have written to indicate that the originally submitted FRA was not acceptable. The applicant has submitted an amended FRA and the EA are now satisfied subject to conditions.

Development Plan

The Development Plan for the area comprises the Medway Local Plan 2003 (the Local Plan). The policies referred to within this document and used in the processing of this application have been assessed against the National Planning Policy Framework 2019 and are considered to conform.

Planning Appraisal

Principle

The application is for a HMO and according to the planning statement the occupiers are aimed for either students or young working professionals. Concerns have been raised during consultation regarding the end users of HMO being a place for rehabilitation or bail hostel. It is considered that the proposed application site would not be suitable for these uses and the applicant has agreed a condition which would restrict the use of the property being used as a residential institution or a bail house.

The application site is located within the urban area. Paragraph 11 of the NPPF advises that housing applications should be considered in the context of the presumption in favour of sustainable development, whilst paragraph 61 of the NPPF promotes mixed tenure for all needs.

Policy H7 of the Local Plan states that such changes of use may be considered acceptable if the area is predominantly in mixed use, where there will be no adverse effect on neighbour amenity or increase traffic, when not detached nearby or adjoining

properties are in multiple occupation and for the use of the property too large for single household. Most suitable locations according to paragraph 5.5.28 of the Local Plan are likely to be within or on the fringes of town centres or on main roads where there is a mix of land use and unlikely to be suited to family occupation.

In this case the application site is a detached property already over the suggested size suitable for a single household (which is proposed to be extended further well in excess of that a single dwelling) and on a main road with mixed uses including residential, sui generis HMOs, student accommodation blocks and commercial uses. The application property fulfils the general requirements to be used as a HMO property contained within Policy H7 of the Local Plan subject to the details considerations included within the report below.

Design

Paragraphs 124 and 127 of the NPPF emphasises the importance of good design and Policy BNE1 of the Local Plan states that development should be satisfactory in terms of scale and mass and should respect the visual amenity of the surrounding area.

The proposal would essentially be adding a similar sized 3 storey dwelling to the front with a two storey extension to connect to the existing dwelling. The new block would be situated in the front building line of Knights Avenue and would appear to be in keeping in size and scale when traveling along this road. The property would be set back from Pier Road and provide the opportunity for some soft landscaping and a condition is recommended to maximise the use of this space to soften the visual impact of the development. Concerns in consultation were raised that the development would be much larger than the other residential buildings in the area however it is considered to be of a suitable size and scale for the plot and within the mixed street scene of Pier Road.

Subject to the abovementioned condition and a materials condition, the development is considered to be in accordance with Policy BNE1 of the Local Plan and paragraphs 124, 127 and 180 of the NPPF.

Amenity

There are two main amenity considerations, firstly the impact of the HMO on neighbours and secondly the living conditions which would be created for potential occupants of the development itself. Policy BNE2 of the Local Plan and paragraph 127(f) of the NPPF relates to the protection of these amenities.

Neighbouring Residential Amenity

With regard to the impact in terms of outlook, daylight and sunlight by virtue of the siting of proposed extension in line with the building line of Knights Avenue and the relationship to the neighbouring properties and their habitable room windows, orientation of the site and path of the sun there would be no significantly detrimental impact on neighbouring

amenities. Concerns of overlooking have been raised by consultation responses, this would only be possible from development would result in bedrooms 2 and 10 with windows facing towards properties in Knights Avenue, due to the positioning and scale of the building these would have the same mutual overlooking arrangement as the terrace properties within the road and therefore there is no significant detrimental impact. There is a hallway window facing the properties to the rear of Knights Road and this window is recommended to be conditioned to be fitted with obscure glazing to protect neighbours privacy.

The consultation raises noise concerns to neighbours from the future HMO tenants with late night activity. It is considered that the noise from the use would not be significantly detrimental to neighbours within this mixed use area. The main concern of late night disturbance would not be guaranteed from such a use and if it did would be the responsibility of the management to resolve and the Council's environmental enforcement team would investigate noise complaints. There is a potential for significant noise and dust during construction to a number of neighbouring properties and a CEMP condition is recommended to ensure that the construction work does not cause harm to neighbouring occupiers during the construction period.

Future Occupiers

The standard of accommodation for occupiers has been assessed with regard to the technical housing standards – nationally described space standard 2015 published by DCLG which are used as part of the planning assessment for new housing developments. The national spaces standards for new housing require single bedrooms to be at least 7.5sqm and doubles to be at least 11.5sqm and a single room should have a minimum width of 2.15m. The application was originally proposed to meet the 'The Licensing of Houses in Multiple Occupation (Mandatory Conditions of Licenses) (England) Regulations 2018 which requires a minimum space required of 6.51sqm however on concern on issues with headroom on the second floor rooms and layout of some of the bedroom under the national standard the applicant has amended the scheme so there is sufficient headroom and areas meet the national standard for widths and areas. The ground floor shared habitable spaces and external amenity garden area would also mean that the applicants would benefit from sufficient amenity. Condition would be required to retain the ground floor community facilities and limit the number of occupiers to 14 people.

Due to the location of the property on a busy road and the location near the Pier Road AQMA area, suitably worded conditions for a noise assessment and clean ventilation system would be required to protect future occupiers details of noise and air quality protection and ventilation details would be required. Details of noise and vibration reduction for the system is also recommended to be secured by condition.

The proposal would, therefore, not have a negative impact on both neighbour and future occupier amenities in accordance with Policies H7 and BNE2 of the Local Plan and paragraph 127 of the NPPF.

Highways

There have been objections regarding the impact on highways and particular parking pressure along Knight Avenue. The application provides two off street parking for visitor spaces, internal bike storage and is in a sustainable location within a close distance to the Universities, supermarkets and public transport links. Furthermore the planning statement indicates that tenancy agreements would be conditioned so that the occupiers do not have a motor vehicle.

Albeit its sustainable location there was some concern that the proposed use could still have a significantly detrimental impact on neighbouring amenities form parking stress and in response the applicant provided a parking survey. The parking survey is sufficient to demonstrate that there will be no significantly detrimental impact. A condition would be required to ensure that the parking is provided and with electric charging points as encouraged by paragraph 110E of the NPPF.

Subject to the abovementioned conditions, the development is considered to be in accordance with Policies BNE2, T1, T2 and T13 of the Local Plan and paragraphs 109 and 110E of the NPPF.

Contamination

Policy BNE23 of the Local Plan requires that land known to be or likely to be contaminated should be accompanied by detailed site examination and appropriate remedial measures to reduce or eliminate risk to human health and the wider environment be agreed.

The application has been supported by desk top study and preliminary risk assessment which recommends an intrusive investigation due to the possibility of contamination from historical land use. Therefore suitable worded conditions to secure this would be required if recommended for approval.

Subject to the recommended conditions no objection is raised to the proposal under Policy BNE23 of the Local Plan and paragraphs 170 and 178 of the NPPF.

Air Quality

Policy BNE24 of the Local Plan and paragraphs 170 and 181 of the NPPF requires new development to take account of the impact on air quality.

The application site is located adjacent the Pier Road Gillingham AQMA area. The development does provide parking spaces but for visitors only on this basis there is not considered to have a separate air quality assessment, however mitigation measures including suitable gas fire boilers would be required. The application would provide more receptors to poor air and a condition for clean air ventilation system to protect future

occupiers is recommended. As the ventilation system could cause noise issues on future occupiers, details of how the noise and vibration would be reduced would also be secured by condition.

Subject to the abovementioned condition no objection is raised to the proposal under Policies BNE2 and BNE24 of the Local Plan and paragraphs 170 and 181 of the NPPF.

SUDs and flooding

The site is located in a sensitive drainage area and flooding area. The applicants have provided an amended flood risk assessment in support of the application. It is considered that flood resilience measures that are proposed are supported. Subject to a suitably worded SUDs condition no objection is raised with regards to paragraph 165 of the NPPF.

Bird Mitigation

As the application site is within 6km of the North Kent Marshes SPA/Ramsar Sites, the proposed development is likely to have a significant effect, either alone or in-combination, on the coastal North Kent Special Protection Areas (SPAs)/Ramsar sites from recreational disturbance on the over-wintering bird interest. Natural England has advised that an appropriate tariff of £245.56 per dwelling (excluding legal and monitoring officer's costs, which separately total £550) should be collected to fund strategic measures across the Thames, Medway and Swale Estuaries. The strategic measures are in the process of being developed, but are likely to be in accordance with the Category A measures identified in the Thames, Medway & Swale Estuaries Strategic Access Management and Monitoring Strategy (SAMM) produced by Footprint Ecology in July 2014. The interim tariff stated above should be collected for new dwellings, either as new builds or conversions (which includes HMOs and student accommodation), in anticipation of:

- An administrative body being identified to manage the strategic tariff collected by the local authorities:
- A memorandum of understanding or legal agreement between the local authorities and administrative body to underpin the strategic approach;
- Ensure that a delivery mechanism for the agreed SAMM measures is secured and the SAMM strategy is being implemented from the first occupation of the dwellings, proportionate to the level of the housing development.

The applicants have paid this tariff and are in the process of completing a unilateral undertaking. No objection is therefore raised under Policies S6 and BNE35 of the Local Plan and paragraphs 175 and 176 of the NPPF.

Climate Change and Energy Efficiency

The applicant has indicated that all materials used will exceed the requirements of the latest building regulations and in particular Part L (Energy Use) and will utilise materials that meet the BRE Green Guide A+ rating (Materials which have the lowest overall environmental impact over the lifecycle of a product as calculated by BRE Environmental Assessment Method).

All new windows are to be double-glazed windows which will significantly reduce noise and improve heat insulation. Low NOx boilers and electric car points will also be provided, while all hard standings will be self-draining.

The close proximity of amenities including public transport, leisure facilities, businesses and shopping facilities, within walking distance to the proposed development mean the length of journey would be minimal promoting walking and making it not essential to own a car. Secured bike storage is shown to be provided. As such the development offers the opportunity for a sustainable transport solution.

Local Finance Considerations

There are no local finance considerations.

Conclusions and Reasons for Approval

In summary, due to the site location and characteristics there is no overriding objection to the proposed development. There are no objections in with regard to the visual, amenity, air quality, contamination, flood risk and highway impacts. Approval is therefore recommended including with regard to Policies S6, H7, BNE1, BNE2, BNE23, BNE24, BNE35, T1, T2, T3 and T13 of the Medway Local Plan 2003 and paragraphs 11, 61, 109, 110, 124, 127, 165, 170, 175, 176, 178,180 and 181 of the NPPF.

The application would normally be determined under delegated authority but is being referred to Members for decision due to the number of representation received expressing a view contrary to officer's recommendation.

Background Papers

The relevant background papers relating to the individual applications comprise: the applications and all supporting documentation submitted therewith; and items identified in any Relevant History and Representations section within the report.

Any information referred to is available for inspection in the Planning Offices of Medway Council at Gun Wharf, Dock Road, Chatham ME4 4TR and here http://publicaccess1.medway.gov.uk/online-applications/