

**Mr. Graham Norgrove
Brownhills Skip Hire
Collier Close
Brownhills
Walsall
West Midlands
WS8 7EU**

Our ref: EPR/AB3607XS/T001

Date: 23rd October 2013

Dear Mr. Norgrove

Your environmental permitting application is duly made.

Application reference: EPR/AB3607XS/T001

Operator: Graham Norgrove

Facility: Coppice Side Ind Est, Collier Close, Brownhills, Walsall, West Midlands, WS8 7EU

I'm writing to let you know that your application, received on 18th August 2013, is duly made as of 18th October 2013. Duly made means that we have all the information we need to begin determination. Determination is where we assess your application and decide whether or not we can allow what you've asked for. If we have to refuse your application, we'll explain why.

We may need to ask you for more information during determination. If we do we'll write to you to explain what we need and how long you have to reply.

Our Customer Charter explains that as long as you have provided us with all the information we need, included the appropriate fee and there are no complicating factors such as confidentiality decisions, you can expect us to determine your application within the following timescales:

- for transfer or partial transfer of an environmental permit within two months;
- for a standard permit (except for installations); minor or normal variation or surrender or partial surrender of an environmental permit within three months;
- for a standard permit for an installation, a bespoke permit or substantial variation to a permit (with public participation) within four months.

We want to give you a decision as quickly as possible, but the time it takes depends on what's in the application. We may need to agree a longer timescale with you:

- if the application is complex;
- if we need to ask you for more information about the technical aspects of your application;
- if there's a considerable level of interest from the public or other organisations.

If we haven't already spoken to you about when to expect our decision, one of our officers

will contact you soon to explain this and deal with any questions you have. If your application contained a request for confidentiality we will write to you separately about our decision on that.

We must advertise new bespoke applications, standard rules applications for installations and substantial variations on our website. We explain more about this in our Public Participation Statement.

If you have any questions please phone our Customer Contact Centre on 03708 506506 and they will put you in touch with one of our Permitting Support Centre advisors or email psc@environment-agency.gov.uk.

Yours sincerely

Mike Norton
Permitting Support Advisor