

Gentet, Matthias

From: [REDACTED]
Sent: 11 September 2016 01:34
To: Planning
Subject: your ref 2016/4738/T

To Whom It May Concern

A week ago, after receiving a letter dated 25 August 2016 about a tree to be felled, I phoned the number on the letter, which was the main switchboard. I was told to ask for the Tree Team. The automatic voice recognition system would not recognise Tree Team no matter how many times I repeated it clearly. Finally, after 10 minutes of calling around I was put through to a staff member who told me I had reached the wrong number. I had reached street trees and not private planning issues. After 20 minutes, I was given the number of a Nick Bell on 020 7974 5939. I was told by a staff member that Mr Bell was out but if I left my name and number he would call me back. He never did.

My time to reply is almost up.

It is inconvenient enough for individuals to deal with neighbours who want to concrete over their gardens, against the advice of almost everyone but local councils, and then to knock down precious trees that supply oxygen, play a key role in the ecosystem and deter floods. But when I receive unhelpful letters like this and people who do return calls, it becomes almost a full time job.

Of course, as a responsible resident I want to protest the absurdity of felling what must be the only tree what's left of a little rear garden. But how? I have questions to ask and no way to communicate with anyone in the Planning Department.

Yours sincerely,

Joyce Glasser

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