PROBITY IN PLANNING CODE OF CONDUCT

1. PURPOSE OF THE CODE

1.1 The purpose of this Code of Conduct is to regulate the performance of the Council's planning function principally as it applies to applications for planning permission, but also to the other areas within the terms of reference of the Committee pertaining to development control (viz enforcement, UDP, listed buildings, conservation areas, tree preservation orders, planning obligations, advertisement control, building regulations).

The Code has the following objectives:

- to guide Members and Officers in dealing with Planning related matters.
- to inform potential developers, and members of the public generally, of the standards adopted by the Local Planning Authority in the performance of its Planning function.
- 1.2 This Code of Conduct is intended to be supplementary to the Code of Conduct for Councillors, Independent and other voting representatives adopted by the Council on 10 April 2002 in accordance with the provisions of the Local Government Act 2000.
- 1.3 The purpose of this Code is to provide more detailed guidance on the standards to be applied in relation to Planning related issues.
- 1.4 The Code seeks to ensure that decision-making is governed by an open and transparent process. The Code does not seek to extend or alter the requirements of legislation or planning policies or guidance; it stands as a statement of intended practice as to conduct. The Code supports and follows the nine principles which underline the Council's Code of Conduct. These are:-
 - 1.4.1 SELFLESSNESS: Members and co-opted members should serve only the public interest and should never improperly confer an advantage or disadvantage on each other or any person.
 - 1.4.2 HONESTY AND INTEGRITY: Members and co-opted members should not place themselves in official situations where their honesty and integrity may be questioned. They should not behave improperly and should on all occasions avoid the appearance of such behaviour.

- 1.4.3 OBJECTIVITY: Members and co-opted members should make decisions on merit including making appointments, awarding contracts or recommending individuals for rewards or benefits.
- 1.4.4 ACCOUNTABILITY: Members and co-opted members should be accountable to the public for their actions and the manner in which they carry out their responsibilities and should co-operate fully and honestly with any scrutiny appropriate to their particular office.
- 1.4.5 OPENNESS: Members and co-opted members should be as open as possible about their actions and those of their authority and should be prepared to give reasons for those actions.
- 1.4.6 RESPECT FOR OTHERS: Members and co-opted members should promote equality by not discriminating unlawfully against any person and by treating people with respect regardless of their race, age, religion, gender, sexual orientation or disability.

 Members should also respect the impartiality and integrity of the Authority's statutory officers and its other employees.
- 1.4.7 DUTY TO UPHOLD THE LAW: Members and co-opted members should uphold the law and on all occasions act in accordance with the trust that the public is entitled to place in them.
- 1.4.8 STEWARDSHIP: Members and co-opted members should do whatever they are able to do to ensure that their Authority has used its resources prudently and in accordance with the law.
- 1.4.9 LEADERSHIP: Members and co-opted members should promote and support these principles by leadership and by example and should always act in a way that secures or preserves public confidence.
- 1.5 The Town and Country Planning Act 1990 requires Members of Local Planning Authorities to determine all planning applications in accordance with the approved statutory development plan (in Bury's case, the Unitary Development Plan or UDP) unless material considerations indicate otherwise. Material Considerations in this context relates to land use planning matters on which Members will receive specific advice in the report to Committee. This responsibility for deciding must be performed without undue influence or personal interest.
- 1.6 Members of Local Planning Authorities also have a duty to take into account any representations made to the Council as a result of consultation with interested bodies, *including Area Boards*, or as a result of public notices or neighbour notification. In doing so it is necessary to decide which representations are material to the decision to be made, and if so, what weight to attach to them. This conclusion should not be reached until all the facts have been presented in the Chief Planning and Economic Development Officer's report considered at the Planning Control Committee.

- 1.7 It is essential that Members of the Planning Control Committee do not give any commitment in relation to any planning matter prior to its consideration at the Committee meeting.
- 1.8 However, it is recognised, that Members will from time to time be approached individually by developers and objectors in relation to planning proposals. This Code is intended to assist Members in dealing with these situations and is designed to maintain the integrity and fairness of the decision-making process.

2. THE GENERAL ROLE AND CONDUCT OF COUNCILLORS AND OFFICERS

- 2.1 Members and Officers have separate and distinct, but complementary roles in dealing with planning matters. In general, it is the role of Members to make decisions and for Officers to ensure that the Planning Control Committee Members are advised as to relevant material planning considerations.
- 2.2 In making decisions about planning matters, Members are required to balance all the material considerations which apply in each case. These considerations will include but will not be dependent upon the views expressed by local residents. Applicants must have their proposals judged in the light of all relevant matters including planning policies.
- 2.3 Both Councillors and Officers are guided by Codes of Conduct.
- 2.4 The Council's Code of Conduct provides guidance and standards for Councillors and is contained in the Council's Constitution.
- 2.5 Officers who are Chartered Town Planners are guided by the Royal Town Planning Institute's (RTPI) Code of Professional Conduct. Officers must always act impartially. In order to ensure that Senior Officers do so the Local Government and Housing Act 1989 restricts the political activities of senior officers. It also enables restrictions to be set on outside activities, such as membership of political/parties and serving on another Council. Councils should carefully consider when officers are required to be subject to such restrictions and review this regularly.

All relationships of a private or business nature that planning officers may have with applicants applying for planning permission should be disclosed to the Chief Planning and Economic Development Officer.

In addition, under the Employees Code of Conduct, all officers should declare any interests and have them recorded in the Council's Register of Officers Interests kept by their Department.

3. COMPILING THE UNITARY DEVELOPMENT PLAN

3.1 The Unitary Development Plan (UDP) is vital to the development control process because it sets the criteria by which planning applications are endorsed. Therefore great care is needed to ensure that any procedures in respect of the development plan are robust and transparent.

- 3.2 The arrangement for reviewing the UDP must be agreed by the Executive and set out details of any working groups etc. that will be adopted to help the project.
- 3.3 Any representations received from current (or ex) officers and members should be copied to the Monitoring Officer by the Director of Environment and Development Services. This will ensure an objective evaluation of the comments before they are included in any formal reports for Members.
- 3.4 Finally, Members and officers must remember the requirements for disclosing interests and hospitality if working groups etc are set up as set out in Section 4 of this Code.

4. DECLARATION AND REGISTRATION OF INTERESTS

- 4.1 The Local Government Act 2000 requires any Councillor who has a prejudicial interest in any matter, including a planning application to declare the interest and withdraw from any meeting during the consideration and determination of that matter. It is the duty of each Member to declare an interest and also to advise the Monitoring Officer of any new interest which will be added to the Register of Members interests.
- 4.2 The Code of Conduct sets down Councillors' responsibilities in declaring personal interests and when they can speak and vote on a matter, including the determination of planning applications.
- 4.3 A prejudicial interest is one which a member of the public with knowledge of its relevant facts would reasonably regard as so significant that it is likely to prejudice the members judgement of the public interest.
- 4.4 Any interest including a personal interest would include any relationship a Councillor or his/her family or close friends may have, for example as an employee or as a member of a club or voluntary organisation. A relationship to someone acting as an advisor or providing services to an organisation would also constitute an interest which should be declared. Membership of pressure groups, or expressions of view for or against an application before it went to Committee, would also be 'interests' in this context. Where the interest is personal but not prejudicial, a Member should declare the interest but can stay and take part and vote in the meeting.
- 4.5 The Code of Conduct states that a member with a prejudicial interest in a matter must:
 - (a) Withdraw from a meeting unless a dispensation has been granted.
 - (b) Not exercise functions in relation to that matter.
 - (c) Not seek improperly to influence a decision about the matter (NOTE: the Code of Conduct sets out exceptions to this at paragraph 4.14).

5. **HOSPITALITY**

- 5.1 During the course of carrying out their duties, Councillors and Officers may be offered hospitality from people with an interest in a planning proposal.
- 5.2 If possible such offers of hospitality should be politely refused. If it is felt necessary to accept hospitality the Members should comply with the Code of Conduct whereby a member must within 28 days of receiving any gift or hospitality over the value of £25.00 provide written notification to the Monitoring Officer of the existence and nature of that gift or hospitality.
- 5.3 The Registers will be reviewed by the Monitoring Officer at regular intervals. For further details Members and Officers should contact the Democratic Services Section on 0161 253 5041.

6. LOBBYING OF AND BY COUNCILLORS

- 6.1 The integrity of the decision-making process must not be impaired, either in reality or in perception through the lobbying of Members of the Planning Control Committee. It is important that any approaches by lobbyists are recorded and that any representations made to Members of the Planning Control Committee form part of the public information leading to any decision. This applies equally to submissions made by or on behalf of applicants for planning permission and to other interested parties objecting to or concerned about proposals.
- 6.2 It is quite common for applicants or other interested parties to wish to discuss a proposed development with Elected Members before a planning application is determined. However, unless care is exercised by all parties it can undermine impartiality and call into question the integrity of Councillors. Therefore to ensure that lobbying is seen in a positive way:-
 - (a) Members of the Planning Control Committee should take care about expressing an opinion which may be taken as indicating that they have already made up their mind on the issue before they have been exposed to all the evidence and arguments at the relevant meeting of the Planning Control Committee.
 - (b) Members of the Planning Control Committee should restrict themselves to giving procedural advice and suggest to those who are lobbying that they should speak or write to the relevant officer, in order that their opinions can be included in the officer's report to the Committee.
 - (c) Any political group meetings prior to the Planning Control Committee will not be used to decide how Councillors should vote.
 - (d) Councillors on the Planning Control Committee should not organise support for, or opposition to, a planning application, and avoid lobbying other Councillors.

- (e) Members of the Council should not put pressure on officers for a particular recommendation.
- (f) All documents received by Councillors from applicants or objectors must be notified to the Chief Planning and Economic Development Officer.
- (g) Councillors who are not Members of the Planning Control Committee must not lobby Members of the Planning Control Committee. This is particularly significant given the likelihood of being approached by residents and constituents seeking support for or against applications. Any views may be expressed by Members at the Planning Control Committee (see Paragraph 7) but no attempt should be made to make contact with Members of the Committee before the meeting.

In addition, Councillors who are not members of the Planning Control Committee may express an opinion but must do so to the Chief Planning and Economic Development Officer in writing. They can also suggest how constituents can support or oppose an application (Appendix 2).

- (h) Councillors who are unsure whether an interest should be declared should seek the advice of the Council's Monitoring Officer although, as indicated in Section 4, the decision ultimately rests with the Councillor.
- 6.3 In addition to the above the circulation of unofficial papers (ie those not previously considered by Officers) is prohibited at Committee Meetings. Planning applications must be determined on the basis of the documents and information formally submitted and on which interested parties have had the opportunity to comment.
- 6.4 Only submissions from applicants, agents or objectors, which are formally received by the Chief Planning and Economic Development Officer can properly be taken into account when making a decision.

7. WARD COUNCILLORS

Ward Councillors may speak on applications affecting their Ward at meetings of the Planning Control Committee.

8. DISCLOSURE OF INFORMATION

The large increases in land value that are generated by planning permission means that site development can sometimes involve an element of speculation. Any unofficial indication that planning permission is likely to be granted can lead to significant outlay by developers.

Unofficial disclosure of information can lead to accusations of bias from others because information has been divulged to a developer. This could lead to complaints by the Developer if the information revealed is incorrect.

It is therefore essential that information is not disclosed by officers or members prior to the determination of the application.

9. DEVELOPMENT PROPOSALS SUBMITTED BY COUNCILLORS AND OFFICERS AND THE COUNCIL'S OWN DEVELOPMENT

9.1 Planning applications submitted by Councillors and officers and their close friends and relatives, can easily give rise to suspicions of impropriety, as can proposals for the Council's own development even though it is perfectly legitimate for such proposals to be submitted. Proposals can take the form of either planning applications or development plan proposals. However, it is vital to ensure that they are handled in a way which gives no grounds for accusations of bias.

9.2 The following should apply:-

- Serving Councillors who act as agents for people pursuing a planning matter within their Authority should play no part in the decision-making process for that proposal. Similarly, should they submit their own proposal to the Authority they serve, they should take no part in its processing.
- The Council's Monitoring Officer should be informed of such proposals.
- Proposals should be reported to the Planning Control Committee as main items and not dealt with by officers under delegated powers.
- Proposals for a Council's own development should be treated in the same way as those by private developers in accordance with Circular 19/92.

10. PRE-APPLICATION DISCUSSIONS

- 10.1 Discussions between a potential applicant for planning permission and the Council prior to the submission of an application can be of considerable benefit to both parties and is generally encouraged as assisting the planning process. However, it would be easy for such discussions to become, or be seen to become, part of a lobbying process.
- 10.2 In order to avoid such problems, pre-application discussions should take place within the following guidelines:-
 - It will be made clear at the outset that discussions will not bind a Council to making a particular decision and that only personal and provisional views based upon the development plan can be given.
 - A written note of the discussion will be taken and placed on file. A note should also be taken of similarly potentially contentious telephone discussions.
 - Advice should be consistent and based upon the development plan and material considerations with no significant difference of

interpretation of planning policies between planning officers.

- All meetings with applicants will be arranged by officers who will ensure that the Council's guidance is followed.
- For high profile or contentious meetings not involving Members, more than one officer should attend.
- Wherever possible meetings should be held in the Council Offices rather than in the developer's premises
- A follow-up letter re-emphasising the non-binding nature of discussions should be sent for major or contentious applications.
- Once a planning application has been lodged and before it has been determined by the Council, any meetings between Members of the Planning Committee and the applicant are prohibited.
- 10.3 To maintain impartiality, it is preferable for Members not to take part in preapplication discussions. However, should there be occasions where Members are involved, they should always be advised by the appropriate officers and the discussions recorded in the officer's file. If Members do give their initial reaction, they should qualify it by indicating that they will only be in a position to take a final decision once the Planning Control Committee has sat.

11. VIEWS OF CONSULTEES

The Chief Planning and Economic Development Officer must ensure that:-

- All requests for comments from consultees should be logged with the responses.
- Responses from individuals should also be logged.
- Consultees' comments and objections are set out in reports submitted to the Committee.

12. AREA BOARD INVOLVEMENT IN PLANNING ISSUES

- 12.1 The intention behind the protocol in terms of Area Boards and the planning process is as follows:
 - To ensure Area Boards are well informed and more aware of what might happen in their areas in terms of potential developments.
 - To enable Area Boards to pass on information to the local community so that local residents and businesses can respond themselves more effectively back to the Planning Division.
 - To assist with the gathering of local opinion and forwarding it to the Planning Division.

- 12.2 It is <u>not</u> for Area Boards to come to formal views about an application, or to decide whether or not to support or object to the application.
- 12.3 Area Boards shall be informed by the Chief Planning and Economic Development Officer of the following types of applications.
 - Major planning applications within their area, as defined in planning legislation – ie:
 - g 10 or more dwellings or a site area above 0.5 hectares.
 - developments where the new floor space is above 1000 square metres or the site is larger than 1 hectare.
 - g mining/working of minerals, including quarrying or mining.
 - waste disposal, including waste processing and landfill.
 - Departures from the Unitary Development Plan.
 - Any other application, which in the view of the Chief Planning and Economic Development Officer after consultation with the relevant Area Board Chair, is of such a nature as to make it a significant local issue.
- 12.4 The administrative arrangements will be as follows:
 - Area Boards will be informed of planning applications at the start of the planning consultation process, when standard consultation letters are sent out to relevant parties and statutory bodies.
 - The Chief Planning and Economic Development Officer will arrange for Planning Officers to be present at Area Board meetings when major planning applications are considered.
 - Applicants will be invited to attend meetings of Area Boards.
 - One copy of the plan relating to each application covered by this protocol will be forwarded to the relevant Area Co-ordinator for local display (the Chair will be consulted on the most appropriate location).
- 12.5 The Chief Planning and Economic Development Officer shall make arrangements to ensure that Area Board Chairs receive the necessary training in order to undertake their role effectively.
- 13. OFFICER REPORTS TO THE PLANNING CONTROL COMMITTEE
- 13.1 Members are required to arrive at a decision on granting or refusing permission by using planning criteria and by excluding non-planning

considerations. To this end, the reports of officers to Members must be accurate and cover all relevant points. These reports should:-

- (a) contain a section on the relevance of the development plan, a description of the site and any related planning history and all other identified material considerations
- (b) cover, amongst other things, the substance of any objections received and the views of people who have been consulted or notified
- (c) incorporate a written recommendation for Members' consideration.

 Oral reporting (except to update a report) should be extremely rare and carefully minuted where it does occur
- (d) should contain a technical appraisal which clearly justifies the recommendation
- (e) if the report's recommendation is contrary to the provisions of the development plan, the material considerations which justify this must be clearly stated.
- (f) outline any related planning obligations offered by or discussed with the applicant.

14. PUBLIC SPEAKING AT COMMITTEE

- 14.1 As part of the Council's initiative to encourage more involvement in its work, the Planning Control Committee has a policy of listening to views about planning proposals and has produced the "Planning for Bury Have Your Say" leaflet which explains public speaking at Committee.
- 14.2 Members of the public only are invited to attend and take part by speaking, explaining their concerns, either for or against, a proposal, or simply listening to the Committee debate.
- 14.3 Each item is introduced by the Chair who then invites comments from the public. The standard practice should be that one person is allowed to speak for, and one person against, a proposal. If more people are interested they will be asked to agree who the single spokesperson should be; exceptionally more than one person may be able to speak at the discretion of the Chair, the Chair should say at the end of each presentation that another speaker for or against is permissible only where items have not been covered by the earlier speaker.
 - (NB. Ward Councillors not on the Committee may speak on applications affecting their Ward at meetings of the Planning Control Committee and may attend site visits).
- 14.4 Each speaker should aim to speak for a maximum of two minutes.

15. DECISIONS CONTRARY TO OFFICER RECOMMENDATION AND/OR THE DEVELOPMENT PLAN

- 15.1 The Town and Country Planning Act 1990 requires that where the development plan is relevant decisions should be taken in accordance with it, unless material considerations indicate otherwise (Section 54A).
- 15.2 Applications which the Committee intend to approve as departures from the Unitary Development Plan will have been advertised, will be identified in the officer's report to the Committee and where necessary will be the subject of referral to the Secretary of State for the Environment, Transport and the Regions.
- 15.3 Where the Committee makes a decision contrary to the officer's recommendation (whether for approval or refusal), a detailed minute of the Committee's reasons will be made and copy placed on the application file. The officer should also be given the opportunity to explain the implications of the contrary decision.
- 15.4 Members may also wish to consider referring the application back to the Chief Planning and Economic Development Officer for further information or advice.

16. **COMMITTEE SITE VISITS**

- 16.1 Site visits can be useful to identify features of a proposal which may be difficult to convey in a written report, but site visits can cause delay and additional costs and should only be used where the expected benefit is substantial. When appropriate, however, they will be authorised by the Committee or by the Chief Planning and Economic Development Officer, in consultation with the Chair and will be restricted to allowing Members to visualise the development and identify features of a proposal.
- 16.2 A protocol for site visits is attached as Appendix 1

17. REGULAR REVIEW OF DECISIONS

- 17.1 At least on an annual basis, arrangements will be made for Members of the Planning Control Committee to visit a sample of implemented planning permissions in order to assess the quality of the decisions. This should include examples from a broad range of categories such as major and minor development, permitted departures, upheld appeals, listed building works and enforcement cases.
- 17.2 The Planning Control Committee should formally consider this review and decide whether it gives rise to the need to review any existing policies or practices.

18. COMPLAINTS AND RECORD KEEPING

18.1 The Council has an approved Complaints Procedure which will be followed in relation to public complaints about the handling of planning applications and planning matters generally.

18.2 Details of the Complaints Procedure and copies of complaint forms are available from the Main Reception, Town Hall, Knowsley Street, Bury and Bury Metro's Main Council Offices/Area Offices.

19. **SANCTIONS**

- 19.1 The purpose of this Code is to provide guidance to Members, and Members of the Planning Control Committee in particular, in relation to the performance of a Council's planning function. The application of and adherence to the Code is intended to build public confidence in the Council's planning system and to produce a strong platform for planning decision making. The Code does not remove the responsibility of Members to exercise their statutory discretion to determine the merits of individual applications or proposals.
- 19.2 A failure to adhere to the code may give rise to a range of potential consequences to a Council, and individual Members, especially if this results in a pattern of inconsistency. The normal sanction of the democratic process is through the ballot box. Councillors may make a reputation in their community not only for their beliefs but also for their general conduct. Consistency and fairness are important qualities in the public eye and they are vital to the conduct of a Planning Control Committee. Beyond the normal democratic process, a number of specific consequences can be identified.

20. THE LOCAL GOVERNMENT OMBUDSMAN

20.1 Although the Local Government Ombudsman will not investigate the balance or argument in any planning decision, she/he may agree to investigate a planning complaint if it concerns the manner in which a decision was taken. If it is found that injustice has been caused by maladministration in the light of statutory or established Council procedures, she/he will recommend redress which may take the form of compensation. Where the Local Government Ombudsman makes a finding of maladministration on the basis of a breach of the National Code of Local Government Conduct, then the report may name the individual Member and give particulars of the breach.

21. APPEALS TO THE SECRETARY OF STATE

21.1 An applicant who has been refused planning permission has a right of appeal to the Secretary of State. If an appeal is successful and it is shown that the Council's conduct in dealing with the matter was unreasonable, the appellant's costs may be awarded against the Council.

22. JUDICIAL REVIEW

22.1 If objectors are convinced that the Council, in determining to grant an application, did not observe their statutory obligations to carry out all necessary procedures, base their decision on the Development Plan and take into account all representations, they may apply for judicial review of the decision, which might result in it being quashed. In such circumstances it would be normal for the costs to be awarded against the Council.

23. POWERS OF THE SECRETARY OF STATE

23.1 The Secretary of State possesses a range of powers which could be exercised where a local planning authority appears to be making inconsistent decisions, or decisions which are seriously in conflict with national and development plan policies. This could involve a greater use of the power to "call in" applications, whereby an application would be determined by the Secretary of State following a public inquiry. Where permission has already been granted by the Council, powers exist to revoke or modify permissions, or to require discontinuance of a land use, which if exercised would give rise to a liability to compensate on the part of the Council.

APPENDIX 1

PROTOCOL FOR SITE VISITS

In order to ensure that all official member site visits relating to planning matters are dealt with consistently and fairly the following code of practice will apply:-

- Site visits shall only be held following a resolution of the Planning Control Committee or as may otherwise be authorised by the Chair in consultation with the Chief Planning and Economic Development Officer and should be restricted to allowing members to visualise the development.
- 2. Site visits shall only be attended by the appointed Councillors and relevant Ward Members along with the appropriate Council officers.
- 3. Notification of applicant, supporters and objectors

The applicant, supporters and objectors shall be notified in writing of the date, approximate time of the site visit and advise that the Committee will be visiting the site to familiarise themselves with the proposal.

Procedure at site visit:-

The site meeting will be conducted in the following manner:-

- (a) The Chief Planning and Economic Development Officer shall introduce the Chair of the Planning Control Committee and explain the purpose of the site visit to all present.
- (b) The applicant(s) shall then be invited to explain the proposal to the members present and respond to any questions from member/officers,
- (c) The objectors shall then be invited to explain the reasons for their concerns, objections or views on the proposal and respond to any questions.
- (d) No decision and planning application will be taken at the site visit meeting and no indication of the likely outcome of the application will be given at the Site visit. The full Planning Control Committee which meets in the evening, only decides on the application.
- (e) A note of all people in attendance at the site visit shall be taken by the representative of the Democratic Services Section. Members should not allow themselves to be addressed by the applicant or objectors in separate groups during the site visit. In addition questions should only be

asked during the formal part of the site visit (ie where an officer is present).

All members should attend at the same time. Members do not attend on their own or in small separate groups.

APPENDIX 2

HELPING CONSTITUENTS TO OPPOSE OR SUPPORT PLANNING APPLICATIONS

- 1. All Members of the Council will be approached by their constituents about planning applications. With the exception of Members of the Planning Control Committee most Councillors may consider leading their support or opposition to a planning application.
- 2. Any Member who does support or oppose an application cannot then take part in or vote on this matter should it be considered by a Council Committee including Area Boards at a later date.
- 3. In any event Members may find the following tips and information useful in helping to advise and work with constituents on planning applications.
 - 1) Anyone can comment on an application.
 - 2) Plans can be inspected at Craig House.
 - 3) Technical Officer advice is available.
 - 4) All written comments must be made to the Chief Planning and Economic Development Officer in order that he can report to Committee.
 - 5) Examples of the types of matters which cannot be taken into account by the Planning and Control Committee are:-
 - Disputes about encroachment across boundaries
 - Worries about disturbance whilst construction work is underway.
 - Concern about competition from other traders
 - Impact on the value of property
 - 6) Examples of the types of matters which can be taken into account by the Planning Control Committee are:-
 - Issues affecting individual amenity and amenities of the wider area
 - Affect an outlook and privacy
 - Design and appearance
 - Traffic and parking
 - Noise and pollution