

# Projections over a highway

## Application process

### Evaluation process

Once the application and payment of the application is received upfront:

- The application will be validated to ensure that the applicant has confirmed that they are the owner of the projection and agree to the licence conditions;
- The proposal will be reviewed and consideration given to alternative options, the effect on the highway and potential risk to the highway infrastructure and the public;
- Evidence of third party agreements will be reviewed if applicable;
- The proposed installation and construction method will be considered;

### Target completion period

We will process your application as quickly as possible and, in any event, within the following timescales:

Application type	Processing target	Tacit consent
Application for licence for a building to oversail the highway	14 calendar days	No
Application for permission to oversail the highway with construction equipment		

### What happens if your application is not processed by the local authority within the timescales stated?

Tacit consent will not apply. This means that there is:

- a risk to public safety through inappropriate use of the highway,

So it is in the public interest that the Local Authority must process your application before it can grant authorization. If we have not contacted you by the end of the target completion period, please get in touch with the street scene maintenance team on 01895 556000.

More information about tacit consent is available at:

[www.hillingdon.gov.uk/licencing](http://www.hillingdon.gov.uk/licencing)

**Failed applications (redress)**

Any applicant who is refused a licence can appeal to Uxbridge Magistrates Court. Please contact the street scene maintenance team on 01895 556000 in the first instance.

**Licence holder (redress)**

Any licence holder who wishes to appeal against a condition attached to their licence can appeal to Uxbridge Magistrates Court.

**Consumer complaint**

We would always advise that in the event of a complaint the first contact is made with the trader by you - preferably in the form a letter (with proof of delivery). If that has not worked, if you are located in the UK, Citizens Advice Consumer Service will give you advice or the UK European Consumer Centre if you are outside the UK.

**Other redress**

Should you need to complain about, for example, noise, pollution, etc. or should one permit holder have cause to complain about another - please contact the council's contact centre on 01895 55600 in the first instance.