

## **Lisa Walton (Chief Planning Officer)**

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**From:** Lisa Walton (Chief Planning Officer)  
**Sent:** 07 October 2025 10:23  
**To:** 'Lisa Luong'  
**Subject:** RE: P/25/024/FUL Normandy House, St Mary's

Hi Lisa,

Based on the additional information I'm not persuaded that the materials proposed for the windows are acceptable, particularly in the principal elevation.





In terms of examples, I didn't specifically mean from Scilly, just if you have used a particular upvc brand/product successfully on a period building in a conservation area elsewhere, for example. If a local authority has accepted the particular product. (I'm not sure you specify whether this is a particular 'heritage' specialist product)

The proposal involves replacing traditional timber sash windows on a period granite building within a conservation area with uPVC equivalents. The stated justification is to help achieve SAP rating C by 2030, in line with government energy efficiency targets.

There are two key planning considerations:

1. The impact on the character and appearance of the building and wider conservation area.
2. The sustainability of the property.

I'm concerned that the current submission does not adequately demonstrate that the proposal would preserve the character of the conservation area. This is a prominent building that contributes positively to the local landscape, and it is critical that any replacement windows either are, or convincingly appear as, traditional timber sash windows.

No specification or sample of the proposed uPVC windows has been provided, making it difficult to assess their visual impact. While previous approvals for uPVC have been referenced, each application is determined on its own merits. The replacement of timber with uPVC may therefore fail to preserve or enhance the area's character, contrary to Section 72 of the Planning (Listed Buildings and Conservation Areas) Act 1990.

Regarding energy efficiency, while improving SAP ratings aligns with national policy (e.g. NPPF para 152), this must be balanced against heritage protection (NPPF Chapter 16 and Policy OE7 of the Local Plan). It has not been demonstrated that less harmful alternatives, such as slimline double glazing in timber frames, have been considered.

I would suggest the following to support the application:

- Submit samples or manufacturer specifications showing the detailing, finish, and profile of the proposed uPVC windows.
- Provide a comparative visual assessment (e.g. photomontage or technical drawings) showing existing vs proposed.
- Consider timber alternatives with enhanced thermal performance (e.g. Accoya or engineered timber with double glazing).
- Include a heritage statement addressing how the proposal meets the statutory duty to preserve or enhance the conservation area.

I hope this is of assistance.

Thanks

Lisa

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**From:** Lisa Luong <lisa.luong@tetlow-king.co.uk>

**Sent:** 07 October 2025 09:30

**To:** Tom Anderton <Tom.Anderton@scilly.gov.uk>; Lisa Walton (Chief Planning Officer)

<Lisa.Walton@scilly.gov.uk>

**Cc:** Jonathan Adams <jonathan.adams@tetlow-king.co.uk>; Leonie Stoate <Leonie.Stoate@tetlow-king.co.uk>; Planning (Isles of Scilly) <planning@scilly.gov.uk>

**Subject:** RE: P/25/024/FUL Normandy House, St Mary's

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Hi Tom and Lisa,

Given the extension of agreed for the 10<sup>th</sup> October, can we please check if you are on track to determining the application this week?

If you have any questions on the application or the additional material provided, please do let us know.

Kind regards,

**Lisa Luong BSc (Hons) MSc MRTPI**  
**Senior Planner**  
TETLOW KING PLANNING



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**E:** [lisa.luong@tetlow-king.co.uk](mailto:lisa.luong@tetlow-king.co.uk) **T:** 0117 9561916 **M:** 07933 821572 **W:** [tetlow-king.co.uk](http://tetlow-king.co.uk)

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**From:** Tom Anderton <[Tom.Anderton@scilly.gov.uk](mailto:Tom.Anderton@scilly.gov.uk)>

**Sent:** 02 October 2025 14:58

**To:** Lisa Luong <[lisa.luong@tetlow-king.co.uk](mailto:lisa.luong@tetlow-king.co.uk)>  
**Subject:** RE: P/25/024/FUL Normandy House, St Mary's

Good afternoon Lisa,

Thank you for sending these through, much appreciated, I have saved them on the file and noted the agreement to the extension of time too – Lisa (Walton) will be back in touch once she's had an opportunity to review the details.

All the best,

Tom

**Tom Anderton | Trainee Planning Officer**

Council of the Isles of Scilly, Old Wesleyan Chapel, Garrison Lane, Hugh Town, St Mary's, TR21 0JD.

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**PRE-APPLICATION ADVICE:** The Planning department offer a bookable appointment system, which allows people to book a slot to speak to us in person. Currently this is only on a Monday morning and slots are limited. If you do wish to book a slot, please use the link below. As of 2025, the Council will be introducing a charge for pre-application advice. We have published our charges online, on the Planning pages of the Council's website. We have also created an online form to book pre-application advice: <https://forms.office.com/e/pRkyKrpQuD>

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**From:** Lisa Luong <[lisa.luong@tetlow-king.co.uk](mailto:lisa.luong@tetlow-king.co.uk)>  
**Sent:** 01 October 2025 11:08  
**To:** Planning (Isles of Scilly) <[planning@scilly.gov.uk](mailto:planning@scilly.gov.uk)>  
**Cc:** Jonathan Adams <[jonathan.adams@tetlow-king.co.uk](mailto:jonathan.adams@tetlow-king.co.uk)>; Leonie Stoate <[Leonie.Stoate@tetlow-king.co.uk](mailto:Leonie.Stoate@tetlow-king.co.uk)>; Lisa Walton (Chief Planning Officer) <[Lisa.Walton@scilly.gov.uk](mailto:Lisa.Walton@scilly.gov.uk)>  
**Subject:** RE: P/25/024/FUL Normandy House, St Mary's

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Hi Liv,

Apologies in the delay in response, I have been on leave and am only picking this up now.

Please see attached for Drawings SC36424\_1 and SC36424\_2.

The drawings may not have come through due to file size, do let me know if you need me to send through a WeTransfer link instead.

We are happy to agree an extension till the 10<sup>th</sup> October for your assessment of the application.

Kind regards

**Lisa Luong BSc (Hons) MSc MRTPI**  
**Senior Planner**  
**TETLOW KING PLANNING**



**E:** [lisa.luong@tetlow-king.co.uk](mailto:lisa.luong@tetlow-king.co.uk) **T:** 0117 9561916 **M:** 07933 821572 **W:** [tetlow-king.co.uk](http://tetlow-king.co.uk)

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**From:** Liv Rickman **On Behalf Of** Planning (Isles of Scilly)  
**Sent:** 26 September 2025 16:07  
**To:** Lisa Luong  
**Cc:** Jonathan Adams ; Leonie Stoate ; Lisa Walton (Chief Planning Officer)  
**Subject:** RE: P/25/024/FUL Normandy House, St Mary's

Hi Lisa,

Thanks for your email.

Having a look at the attachments, I think Drawings Drawings SC36424\_1 – 2 are missing, can you send these through please?

As the current extension of time runs out today, can we please agree another extension of time until the 10<sup>th</sup> October if possible please? If Lisa feels she needs any longer then I'm sure she will be in touch.

Kind Regards,  
Liv Rickman  
Assistant: Planning & Development Management

Please note that I work remotely however phonecalls do come through to our computer system. If your call is unanswered, voicemails will be acknowledged and calls returned as necessary. If you do have a planning enquiry then it is best to put this in writing, ideally by email to [planning@scilly.gov.uk](mailto:planning@scilly.gov.uk) as there is a delay in the processing of post.

Council of the Isles of Scilly, Town Hall, The Parade, St Mary's, Isles of Scilly, TR21 0LW  
Direct Line: 01720 424436 | Planning Team: 01720 424455 | [planning@scilly.gov.uk](mailto:planning@scilly.gov.uk) |



Please think before you print

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**From:** Lisa Luong <[lisa.luong@tetlow-king.co.uk](mailto:lisa.luong@tetlow-king.co.uk)>

**Sent:** 24 September 2025 17:00

**To:** Lisa Walton (Chief Planning Officer) <[Lisa.Walton@scilly.gov.uk](mailto:Lisa.Walton@scilly.gov.uk)>; Planning (Isles of Scilly)

<[planning@scilly.gov.uk](mailto:planning@scilly.gov.uk)>

**Cc:** Liv Rickman <[Olivia.Rickman@scilly.gov.uk](mailto:Olivia.Rickman@scilly.gov.uk)>; Jonathan Adams <[jonathan.adams@tetlow-king.co.uk](mailto:jonathan.adams@tetlow-king.co.uk)>;

Leonie Stoate <[Leonie.Stoate@tetlow-king.co.uk](mailto:Leonie.Stoate@tetlow-king.co.uk)>

**Subject:** RE: P/25/024/FUL Normandy House, St Mary's

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Hi Lisa,

Further to my previous email and as discussed, please find attached the requested 1:20 scale drawings of the window details:

- Drawings SC36424\_1 – 5 are based on Timber Casement and Vertical sliding sash “As Existing” The frame references are the same as your drawing 2070.09.NH.001
- Drawings SC36424\_6 – 10 are based on a PVC Casement and Vertical slider “As Proposed” The frame references are the same as your drawing 2070.09.NH.001
- Drawings SC.36424\_11 – 14 are sections for both Timber and PVC for your consideration for replacement

The window supplier has confirmed: “*Drawings 12 and 14 show the sections of the existing timber windows which would be replicated in the proposed frames so there would be no significant or noticeable changes.*”

In support of this application, I have also identified precedent approvals within the Isles of Scilly for timber-to-UPVC window replacements, including:

- [P/23/001/COU](#) Approved on 2 August 2023 - *Change of use of first floor to create one bedroom flat including alterations to fenestration and replacement of existing timber windows and doors with UPVC/composite units.*
- [P/20/069](#) – Approved on 23 October 2020 - *Replacement of existing timber windows with UPVC.*
- [P/17/073](#) – Approved on 20 November 2017 - *Replacement of existing white wooden frame windows with white UPVC double glazed windows.*
- [P/22/074/FUL](#) – Approved on 5 December 2022 - *Replacement of 4 single glazed timber windows and rear door/side panel with UPVC double glazed units.*

Many of these properties are in locations that are far more visually prominent from public roads than Normandy House. While Normandy House is a period property, it is neither listed nor designated as a heritage asset and has already been subject to various alterations and extensions. The existing windows and doors are not original, which further reduces the argument for strict conservation. For reference, I have attached photographs showing the current condition and character of the property.

I appreciate your request for examples specifically involving stone buildings but given the limitations of the Isles of Scilly planning register, it has not been possible to isolate these cases. Nevertheless, the approvals listed above demonstrate that UPVC has been accepted in sensitive and prominent locations across the islands. On this basis, there is a clear precedent for allowing UPVC at Normandy House, where the impact would be even less significant given its setting and existing character.

Finally, the proposed windows will be finished in off-white rather than bright white, ensuring the change is in material only, not in overall appearance.

For completeness, I had also requested an extension of time to allow sufficient opportunity to assess the plans given that the current deadline is Friday 26<sup>th</sup> September. As such, please let me know if you would like to confirm a short extension to ensure there is adequate time for full consideration.

I trust this information helps support the case, but please let me know if you need anything further.

Please also note that I will be on leave Thursday 25<sup>th</sup> September in the afternoon and all-day Friday 26<sup>th</sup> September. As such, I would be grateful if you could keep my colleagues Jon and Leonie copied in to ensure responses are picked up.

Kind regards,

**Lisa Luong BSc (Hons) MSc MRTPI**  
**Senior Planner**  
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**E:** [lisa.luong@tetlow-king.co.uk](mailto:lisa.luong@tetlow-king.co.uk) **T:** 0117 9561916 **M:** 07933 821572 **W:** [tetlow-king.co.uk](http://tetlow-king.co.uk)

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**From:** Lisa Luong

**Sent:** 23 September 2025 10:53

**To:** Lisa Walton (Chief Planning Officer) <[Lisa.Walton@scilly.gov.uk](mailto:Lisa.Walton@scilly.gov.uk)>

**Cc:** Liv Rickman <[Olivia.Rickman@scilly.gov.uk](mailto:Olivia.Rickman@scilly.gov.uk)>; Jonathan Adams <[jonathan.adams@tetlow-king.co.uk](mailto:jonathan.adams@tetlow-king.co.uk)>; Leonie Stoate <[Leonie.Stoate@tetlow-king.co.uk](mailto:Leonie.Stoate@tetlow-king.co.uk)>

**Subject:** RE: P/25/024/FUL Normandy House, St Mary's

Hi Lisa,

I appreciate it has been some time since we last spoke, and I wanted to provide you with an update on the additional information you requested regarding the existing and proposed window profiles.

LiveWest have advised that Sovereign Windows faced challenges accessing the Isles of Scilly over the summer to complete detailed surveys, largely due to poor weather conditions. These surveys have now been completed, and the drawings are currently being prepared.

Given the current determination deadline of 26 September, we are conscious that this may not allow sufficient time for you to review the information once submitted. To ensure there is adequate time, we would be grateful if you could agree to a one-week extension.

Thank you for your patience with this application, and please let me know if you are happy to confirm the revised deadline.

Kind regards,

**Lisa Luong BSc (Hons) MSc MRTPI**  
**Senior Planner**  
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**From:** Lisa Walton (Chief Planning Officer) <[Lisa.Walton@scilly.gov.uk](mailto:Lisa.Walton@scilly.gov.uk)>  
**Sent:** 11 July 2025 16:20  
**To:** Lisa Luong <[lisa.luong@tetlow-king.co.uk](mailto:lisa.luong@tetlow-king.co.uk)>  
**Cc:** Liv Rickman <[Olivia.Rickman@scilly.gov.uk](mailto:Olivia.Rickman@scilly.gov.uk)>  
**Subject:** RE: P/25/024/FUL Normandy House, St Mary's

Hi Lisa,

Thanks for confirming, I'll ask my colleague Liv, to send a formal request out to you. But I am happy with that date, we will note it in our system for now.

Thanks  
Lisa

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**From:** Lisa Luong <[lisa.luong@tetlow-king.co.uk](mailto:lisa.luong@tetlow-king.co.uk)>  
**Sent:** 10 July 2025 14:53  
**To:** Lisa Walton (Chief Planning Officer) <[Lisa.Walton@scilly.gov.uk](mailto:Lisa.Walton@scilly.gov.uk)>  
**Cc:** Jonathan Adams <[jonathan.adams@tetlow-king.co.uk](mailto:jonathan.adams@tetlow-king.co.uk)>; Leonie Stoate <[Leonie.Stoate@tetlow-king.co.uk](mailto:Leonie.Stoate@tetlow-king.co.uk)>  
**Subject:** RE: P/25/024/FUL Normandy House, St Mary's

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Hi Lisa,

Our clients have asked whether you could alternatively agree an extension until the 26<sup>th</sup> September for determination.

We've been advised that, due to the summer holiday period, it has been challenging to coordinate with the supplier to obtain the necessary information as requested.

We would be grateful if you could confirm whether this extension would be acceptable.

With thanks,

**Lisa Luong BSc (Hons) MSc**  
**Planner**  
**TETLOW KING PLANNING**



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**E:** [lisa.luong@tetlow-king.co.uk](mailto:lisa.luong@tetlow-king.co.uk) **T:** 0117 9561916 **M:** 07933 821572 **W:** [tetlow-king.co.uk](http://tetlow-king.co.uk)

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**From:** Lisa Walton (Chief Planning Officer) <[Lisa.Walton@scilly.gov.uk](mailto:Lisa.Walton@scilly.gov.uk)>

**Sent:** 09 July 2025 17:15

**To:** Lisa Luong <[lisa.luong@tetlow-king.co.uk](mailto:lisa.luong@tetlow-king.co.uk)>

**Subject:** RE: P/25/024/FUL Normandy House, St Mary's

Hi Lisa,

Thanks for getting back to me. I am happy to agree an extension of time for this, unless you propose an alternative time, can we agree a date of 01/08/2025

Thanks

Lisa

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**From:** Lisa Luong <[lisa.luong@tetlow-king.co.uk](mailto:lisa.luong@tetlow-king.co.uk)>

**Sent:** 09 July 2025 16:25

**To:** Lisa Walton (Chief Planning Officer) <[Lisa.Walton@scilly.gov.uk](mailto:Lisa.Walton@scilly.gov.uk)>

**Cc:** Jonathan Adams <[jonathan.adams@tetlow-king.co.uk](mailto:jonathan.adams@tetlow-king.co.uk)>; Leonie Stoate <[Leonie.Stoate@tetlow-king.co.uk](mailto:Leonie.Stoate@tetlow-king.co.uk)>

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Hi Lisa,

Thank you for your email, and apologies for the delay in getting back to you.

Our clients, LiveWest housing association, have advised that they have engaged Sovereign Windows to produce the requested profile drawings (showing existing and proposed). This has taken some time to coordinate due to logistical challenges to get to the Isles of Scilly, so we're grateful for your continued patience.

The specific dates for this work are still to be confirmed, but progress is underway.

In light of this, we would be very grateful if you could defer your final assessment of the application until our clients are able to submit the requested information for your consideration. We are confident that the additional details will demonstrate a design that is both sympathetic to the local vernacular and aligned with sustainability goals.

Could you kindly confirm whether this will be possible?

Kind regards,

**Lisa Luong BSc (Hons) MSc**  
**Planner**  
**TETLOW KING PLANNING**



**E:** [lisa.luong@tetlow-king.co.uk](mailto:lisa.luong@tetlow-king.co.uk) **T:** 0117 9561916 **M:** 07933 821572 **W:** [tetlow-king.co.uk](http://tetlow-king.co.uk)

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**From:** Lisa Walton (Chief Planning Officer) <[Lisa.Walton@scilly.gov.uk](mailto:Lisa.Walton@scilly.gov.uk)>

**Sent:** 09 July 2025 15:51

**To:** Lisa Luong <[lisa.luong@tetlow-king.co.uk](mailto:lisa.luong@tetlow-king.co.uk)>

**Cc:** Jonathan Adams <[jonathan.adams@tetlow-king.co.uk](mailto:jonathan.adams@tetlow-king.co.uk)>; Leonie Stoate <[Leonie.Stoate@tetlow-king.co.uk](mailto:Leonie.Stoate@tetlow-king.co.uk)>

**Subject:** RE: P/25/024/FUL Normandy House, St Mary's

Hi Lisa,

Before I finalise the report on this, can you let me know if you are still intending to provide a response to the below request? As it stands, I am not satisfied that the proposed plans demonstrate a preservation or enhancement of the character of the conservation area, so unfortunately my intention is to refuse this application.

If you are able to send me a response by Friday 11<sup>th</sup> June.

Thanks

Lisa

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**From:** Lisa Walton (Chief Planning Officer)

**Sent:** 05 June 2025 17:21

**To:** [lisa.luong@tetlow-king.co.uk](mailto:lisa.luong@tetlow-king.co.uk)

**Cc:** Philippa Smyth <[philippa.smyth@southdowns.gov.uk](mailto:philippa.smyth@southdowns.gov.uk)>; [jonathan.adams@tetlow-king.co.uk](mailto:jonathan.adams@tetlow-king.co.uk); [Leonie.Stoate@tetlow-king.co.uk](mailto:Leonie.Stoate@tetlow-king.co.uk)

**Subject:** P/25/024/FUL Normandy House, St Mary's

Dear Lisa,

Thank you for your patience whilst we consider this application and my apologies for the delay. The case officer, Phillipa, has been considering the proposed replacement of the timber windows at this property, on behalf of the Council of the Isles of Scilly. However, as our arrangements with South Downs National Park will shortly conclude I am picking up some of the undetermined applications.

From a visit to the property and from assessing the wider landscape views of Normandy House, I am concerned that wholesale replacement of the timber windows will fail to preserve or enhance the character of the conservation area, of which we have a duty to ensure.

I know you have provided some of this information already to Phillipa, but as the proposed elevations do not show sufficient detail to ascertain the true change in appearance I would ask that you provide:

- 1:20 scale drawing of the window detail to include profiles
- Examples of other developments (anywhere in the UK) where the specific upvc window product proposed, has been successfully used in a conservation area, in place of timber windows.

Based on the information provided, currently, I am not satisfied that the changes proposed will preserve or enhance the character of the conservation area or be appropriate in this type of property. If you would like to provide further details, as requested above, I would suggest we agree an extension of time to allow the information to be provided and to allow time for further consideration of this proposal.

Alternatively, I will determine the application on the basis of the information submitted. If you could confirm as soon as possible.

Regards  
Lisa

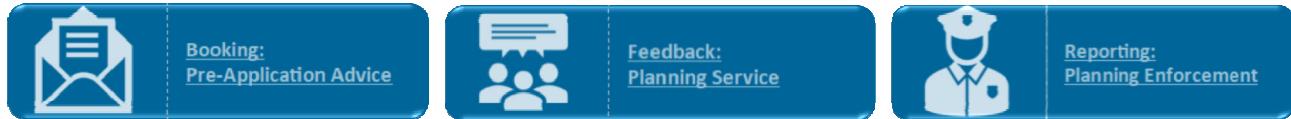
**Lisa Walton MRTPI**  
**Chief Planning Officer | Council of the Isles of Scilly**

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**PLEASE NOTE:** I work on a hybrid basis, with some partial remote working. Phone calls do, however, ring through to wherever I am working. If your call is unanswered, voicemails will be picked up and calls returned as necessary. If you do have a planning enquiry then it is best to put this in writing, ideally by email as there is a delay in the processing of post.

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