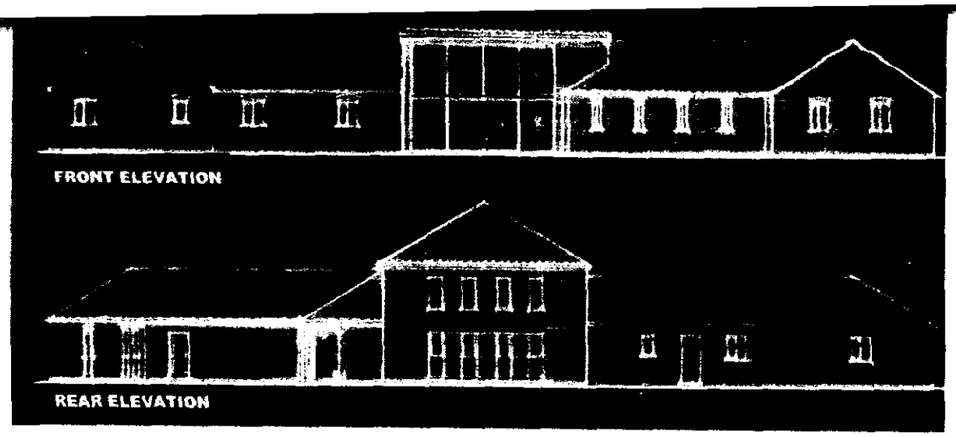
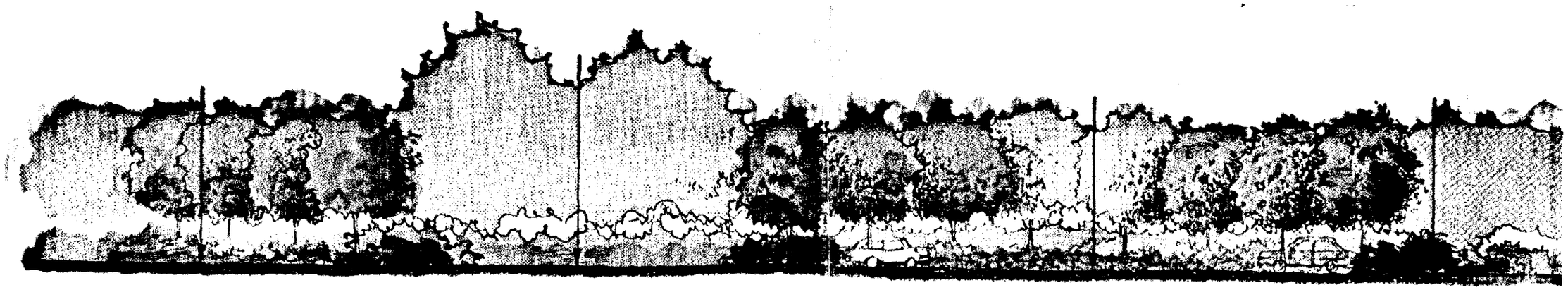
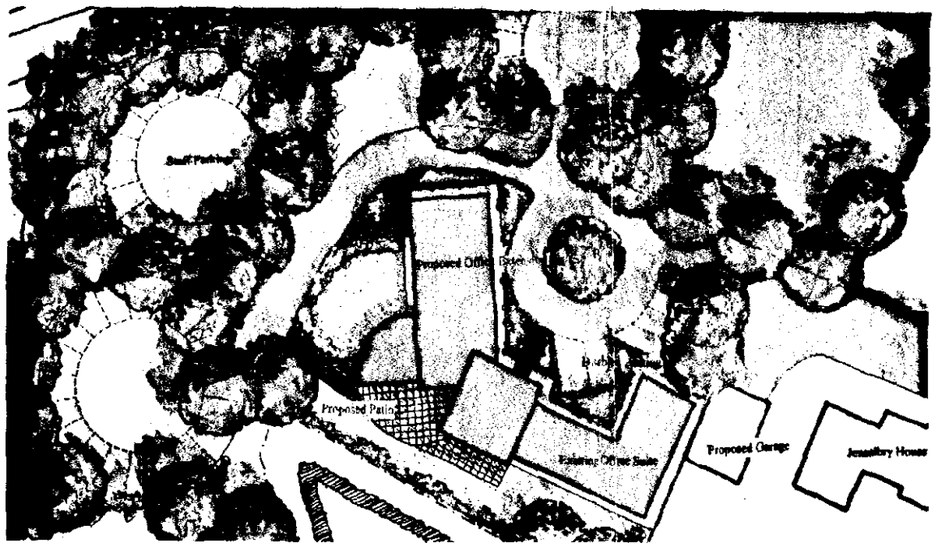


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PLANNING APPLICATION FOR EXTENSION TO EXISTING OFFICE ACCOMMODATION INFOTEL HOUSE GOSBERTON

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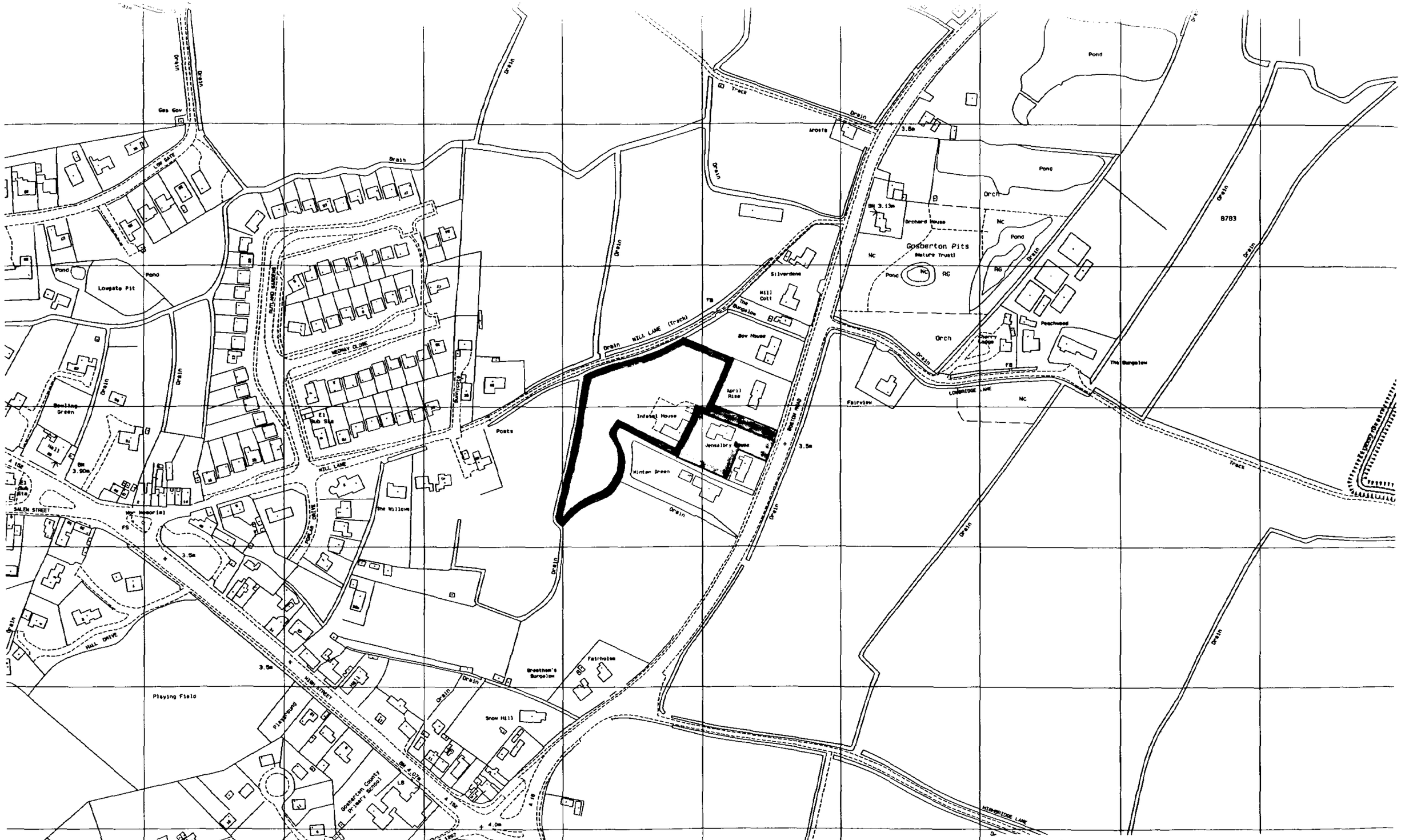
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HOUSING & PLANNING
17 JUL 2000
Ref: 0893/00

PLANNING APPLICATION FOR EXTENSION TO EXISTING OFFICE ACCOMMODATION INFOTEL HOUSE GOSBERTON

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Robert Doughty Consultancy



Infotel, Boston Road, Gosberton

Location Plan

Dwg No.: 466/LP Scale 1:2500 June 2000

Town & Country Planning
Ecology
Landscape Architecture

Robert Doughty Consultancy

32 High Street Helpringham, Sleaford NG34 ORA Tel (01529 421646) Fax. (01529) 421358

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NORTH

Mill Lane

Staff Parking

Proposed Office Extension

Visitor Parking

Disabled Parking

Proposed Patio

Existing Office Suite

Proposed Garage

Jensalbry House

Boston Road

Landscape Treatment: Indicative Species List

Landscape scheme to consist of principally indegenous tree and understorey species.
Additional planting to edges of car parking will include low-growing species to create 'layers' of vegetation.

Trees

Betula pendula	Silver Birch
Fraxinus excelsior	Common Ash
Prunus avium	Wild Cherry
Prunus padus	Bird Cherry
Salix alba	White Willow
Sorbus aucuparia	Rowan

Understorey

Amelanchier lamarkii	Snowy Mespilus
Corylus avellana	*Hazel*
Crataegus monogyna	Hawthorn
Ilex aquifolium	Common Holly
Taxus baccata	Common Yew

Planting to car park edge

Cornus alba	Common Dogwood
Hypericum 'Hidcote'	St John's Wort
Rosa rugosa 'Rubra'	Shrub Rose (Red)
Rosa rugosa 'Alba'	Shrub Rose (White)
Spiraea nipponica 'Snowmound'	Spiraea

Ornamental Planting to Existing & Proposed Buildings

Cornus alba 'Sibirica'	Ornamental Dogwood
Cotoneaster horizontalis	Cotoneaster
Cotoneaster hybridus 'Pendulus'	Cotoneaster
Corylus avellana 'Contorta'	Corkscrew Hazel
Kerria japonica 'Picta'	*Jew's Mallow*
Prunus laurocerasus 'Otto Luyken'	Ornamental Laurel

Infotel, Boston Road, Gosberton

Block Plan

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1. *Introduction*

1.1. Background

1.1.1. The Robert Doughty Consultancy was appointed by Infotel in April 2000 to prepare a Development Appraisal for the proposed expansion of operations on land off Boston Road, Gosberton, Lincolnshire.

1.1.2. Infotel House is in the eastern extents of Gosberton, on the village side of Boston Road.

1.2. Infotel

1.2.1. Infotel is a hotel reservation service funded by member hotels, based on telecommunications and computer technology. It operates through both mediums and utilises a web site that receives over 16,000 inquiries per day.

1.2.2. A supporting statement prepared in consultation with the South Holland District Council Economic Development Officer, charting the history and outlining the future for the business, is appended as A to this document.

2. *Application Proposals*

2.1. Introduction

2.1.1. In 1994 Infotel was granted planning permission for a new office building to the rear of the owners' home, Jensalbry. This enabled the firm to be fitted with new high specification telecommunications equipment and expand the operation to provide suitable premises for the 14 staff then employed.

2.1.2. The success of the Internet as a facility for the service industry has been instrumental to the continued growth of Infotel. Today there is a staff of 29 in the same building and there is yet further scope for the business in a variety of areas. These are outlined in the supporting statement already referred to, but one principal facet is Information Technology (IT) and associated training. At present staff are trained on an ongoing basis, however, there is clearly an opportunity to extend this expertise to a wider market and the local community.

2.1.3. As part of the new building there are a number of facilities added to Infotel House. These comprise of a new call centre, a training suite, a galleried meeting room, reception area and a refectory. The proposed floorplans for the new building are illustrated on drawing no.'s B1 to B4, which can be found at the back of this document.

2.2. Call Centre

2.2.1. The greater proportion of the new building will provide a new call centre. This, as in 1994, allows Infotel to invest in new telecommunications technology, at the same time providing more space for staff presently sharing the same office space as the IT and sales teams.

2.2.2. New toilet facilities reflect the increase in workspace and are proposed as part of the main building works.

2.3. Training Suite

2.3.1. A particular feature of the application proposals is a bespoke training suite. This will provide much needed accommodation to provide a facility for employees and one that can be made available for local use.

2.3.2. Infotel utilises the latest technology in the day to day running of the business and it is essential that all members of staff are not only trained in how to operate new systems but also encouraged to maintain their career development.

2.3.3. Earlier this year the Gosberton Parish Access Centre closed removing a forward thinking and highly regarded facility. The new suite will provide access for the local community through formal training initiatives.

2.4. Galleried Meeting Room

2.4.1. The new building works have been designed to provide a focus on site and create definition to Infotel House: at present the entrance is difficult to find due to the original design. The new proposals maintain the rural building style established by the existing development but include a central two-storey block. This enables Infotel to include a meeting room in a spacious environment above the new reception and refectory.

2.4.2. The meeting room is situated towards the back of the block to ensure that, whilst there is floor to ceiling glazing proposed on the front elevation, there will be little or no opportunity for users to look out over neighbouring properties. Indeed it is with this in mind that the room was designed in such a way.

2.4.3. At present there is a lack of meeting rooms in Infotel House. This restricts the company in its ability to entertain visitors, give presentations or generally to host meetings for its own staff.

2.5. Reception Area

2.5.1. As already outlined, the new reception will be accommodated in the central block. This will be the principal focus of Infotel House providing a professional welcome to visitors.

2.5.2. At present there are no reception facilities on site and no room to cater for them.

2.6. Refectory

2.6.1. A fundamental objective of the owners of Infotel is to ensure a positive workplace for staff. As part of this a refectory is proposed to extend staff facilities, providing rest areas and access to smoking areas outside of the main building, which will remain a no smoking zone.

2.7. Car Parking

2.7.1. The expansion of Infotel will require adequate car parking facilities. The existing arrangements are loosely set out to the west of Infotel House. The new development presents an opportunity to design the car park as an integral part of the Infotel complex, utilising a landscape scheme that creates interest within the site and deflects potential visual conflicts when looking towards it from Gosberton village.

2.7.2. Drawing no. 466/02, the Development Plan, shows the layout of all of the site components. The car parking areas are three circular pockets served by a single access road. The combination of this design and the landscape scheme ensures that what is presently a highly visible operation from the west will become an attractive attribute to this part of the village. The impact on the working environment will

also be a positive one with clear definition of parking areas, increased numbers of parking spaces and easy access to the main building.

2.7.3. Disabled and visitor parking spaces are proposed at the front of the new building to ensure easy access.

2.7.4. The scheme adds a further dimension to the Infotel proposals by concentrating not only on the internal environment, but also the external spaces and setting.

2.8. Landscape Proposals

2.8.1. The landscape proposals have an important role to play in ensuring that the objectives established at the outset of the project are realised in the final design. Drawing 466/02 illustrates the overall scheme and includes an indicative species list.

2.8.2. In preparing the scheme there are a number of aspects to consider. Firstly, the wider setting of Gosberton and its landscape. Secondly, the immediate surroundings and the relationship of the site with the village. Finally, the role of planting within the development site.

2.8.3. Gosberton lies within an area of typically fenland character with flat fields and linear drains. There are generally fewer trees found here than in other parts of Lincolnshire.

2.8.4. In contrast with this, the village and its immediate surroundings are significantly more treed. Plan 466/04 illustrates the built area of the settlement and the associated vegetation. The photographs that correspond with the viewpoints shown on Plan 466/04 illustrate this, showing that there are abundant groups of indigenous tree species along field boundaries and drains. The principle species are ash and

poplar with silver birch, willow and oak. Hedgerows are found along boundaries and property frontages, which consist mostly of hawthorn and elder, with occasional field maple.

2.8.5. The Infotel proposals are insignificant in terms of the increase to built form, not least as it is next to other buildings, reducing the potential for visual intrusion. Primary views into the site would be from Mill Lane and the bridleway that runs along the drain side to the north west of the application site. In the light of this, the landscape proposals have been formulated to address these views and assimilate the overall development into the landscape.

2.8.6. Within the site the scheme introduces planting around the parking circuses and along the drain side. Grass areas are retained either side of the main development area, maintaining the overall character of the location.

2.8.7. Sections through the site have been drawn to demonstrate the planting scheme and the varying scenes that will be created. These are shown on drawing 466/03.

2.9. Conclusion

2.9.1. The proposed extension to Infotel House will build upon the existing ethos to provide a high quality, working environment. The increased space and facilities will enable Infotel to realise its potential and, at the same time, establish a limited training facility that can also be used by the local community.

2.9.2. The landscape scheme assimilates the development into its setting and enhances views into the site from Mill Lane and the nearby bridleway. The combination of the new building, car parking and planting will provide a model working environment for the extended Infotel operation.

3. *Planning Policy*

3.1. Introduction

3.1.1. Planning policy is prepared at all three tiers of government by the Department of the Environment, Transport and Regions (DETR), Lincolnshire County Council and South Holland District Council in the form of Planning Policy Guidance Notes (PPG's) and Development Plans (the Structure and Local Plans).

3.2. PPG4 – Industrial and Commercial Development and Small Firms

3.2.1. PPG4 advocates support for small businesses and proposals that will create greater employment whilst respecting environmental quality. It endorses a positive approach towards development control involving small firms, saying in paragraph 13 that,

"The planning system should operate an the basis that applications for development should be allowed, having due regard to the development plan and all material considerations, unless the proposed development would cause demonstrable harm to interests of acknowledged importance."

3.2.2. Paragraph 14 acknowledges that businesses can exist in rural areas and that the nature of such operations are dynamic in nature,

"The characteristics of industry and commerce are evolving continuously, and many businesses can be carried out in rural and residential areas without causing unacceptable disturbance through increased traffic, noise, pollution or other adverse effects..."

3.3. PPG7 - The Countryside: Environmental Quality and Economic and Social Development

3.3.1. Paragraph 3.8 of PPG7 says that, "The range of industries that can be successfully located in rural areas is expanding... Local planning authorities should bear in mind

the vital role of enterprises, especially small-scale enterprises, in promoting healthy economic activity in rural areas, which can contribute to both local and national competitiveness."

3.3.2. This clearly supports the planning application to expand Infotel House and promotes the need for rural businesses to be nurtured.

3.4. Lincolnshire Structure Plan – Deposit Draft (January 1998)

3.4.1. The Structure Plan acknowledges in Section 5, Employment, that,

"The health of the county's economy is crucial to its long term future. Lincolnshire has long encouraged economic growth and this will continue. The county is fortunate in that there will be room available for development, but this growth needs to be managed in an environmentally efficient manner." (paragraph 5.1.1)

3.4.2. The proposals by Infotel are in full accord with the Structure Plan's objectives and policies. The business is one that has no aspect that can be defined as detrimental to any matter of acknowledged interest. It provides a true example of development that integrates economic growth and the need for a high quality environment.

3.5. South Holland District Local Plan (1998)

3.5.1. Policy EMP4 specifically deals with the application development:

"Proposals for new development, redevelopment and changes of use within existing employment curtilages and/or proposals for the expansion of existing employment undertakings will be permitted provided that they are acceptable in terms of environmental impact, the level of traffic movement and intrusion into the open countryside.

Where appropriate, contributions will be sought towards any new infrastructure works necessitated by the development."

3.5.2. The application is in full accord with this policy. There would be no detrimental impact on the environment, the level of traffic movement will be modest onto a road that was previously a principal route in the area, but is now circumnavigated by the new A16 link road. The location of the development and the use of appropriate measures to assimilate the new building into the landscape avoid intrusion into the open countryside.

3.5.3. The 'Guiding Principles or aims of the District Local Plan' (page 5) are threefold:

- **To conserve and enhance the environment**
- **To promote economic and social development**
- **To make the best use of resources**

3.5.4. The Application proposal embraces all of these: the landscape proposals provide a soft edge when looking into the site from within the village and the nearby bridleway; the expansion promotes economic development and is supported by the South Holland District Economic Development Officer and provides additional facilities that can be used by the local community and; the land to be developed is not in agricultural use, but forms part of the existing grounds of Infotel House - there is no loss of valuable resources but environmental enhancement through the landscape proposals is significant.

4. Previous Section 106 Legal Agreement

4.1. Introduction

4.1.1. The report appended as A to this document outlines the economic benefits of the proposals and provides a basic overview from the applicant company of the way

forward for the business and the significance of the expansion plans. As part of that statement the original planning permission for Infotel House is discussed and the Section 106 that ties ownership of the property 'Jensalbry House' to the business.

4.1.2. In the development of the new proposals the issue of this Section 106, in respect of planning permission H08/0215/94, is seen as a potential obstacle to realising the expansion plans.

4.2. The Need for the Section 106 Obligation

4.2.1. The original basis for the Section 106 was that the owner of Jensalbry House was, and still is, the owner of Infotel and that the granting of planning permission was an exception to Local Plan policy due to the individual merits of the case. The continued success of the business, to the point that it is ready for expansion, changes these circumstances dramatically.

4.2.2. As already outlined, the present proposal is in full accord with policies at all levels of government. In fact, the decision by the Council to grant planning permission in 1994 has proved to be a good one, as the business has gone from strength to strength. It is, however, no longer essential that the business be tied to the owners of Jensalbry House.

4.3. Implications of Section 106 Obligation

4.3.1. The existence of the Section 106 Agreement has a negative impact on Infotel as a business. In April 2000 the existing property was valued to enable funding to be secured for the proposed expansion, the results of which are submitted separately and are considered to be financially sensitive for the business and not intended to be shown to members of the public.

4.3.2. In percentage terms the valuation for the existing property without the Section 106 is nearly 40% greater than without it.

4.3.3. The Applicant Company will not be prevented from carrying out its plans without the Obligation removed, however, it will be severely restricted from other forms of investment that will ultimately result in a loss in potential employment and training opportunities for the local population.

4.4. Conclusion

4.4.1. In the light of this, and the merits of the expansion proposals, it is submitted that the previous Section 106 Agreement be removed as part of any planning consent for the application proposals. Any new consent should be unencumbered by legal requirements other than normal Planning Conditions.

5. Conclusions

5.1. Expansion Proposals

5.1.1. The application is in full accordance with relevant planning policy. In fact, PPG4 and the South Holland Local Plan policies and objectives support it.

5.1.2. Infotel is a growing business that provides not only local employment opportunities, but also a potential facility for the local population.

5.1.3. The new buildings will provide a clear focus on site for visitors and workers in a suitable style of built form. The landscape proposals enhance the site, introducing planting and assimilating Infotel House into the local landscape.

5.2. Section 106 Agreement

5.2.1. The existing Section 106 Legal Agreement should be removed as part of any new planning permission to allow the business to operate to the optimum. There is no justification to retain the requirement of the owner of Jensalbry to be the only individual allowed to operate in the offices.

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PLANS AND PHOTOGRAPHS

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N

Infotel, Boston Road, Gosberton

Location Plan

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NORTH

Mill Lane

Staff Parking

Proposed Office Extension

Disabled Parking

Proposed Patio

Existing Office Suite

Proposed Garages

Tensalbry House

Boston Road

Landscape Treatment: Indicative Species List

Landscape scheme to consist of principally indegenous tree and underst species
Additional planting to edges of car parking will include low-growing specie create "layers" of vegetation

Trees

Betula pendula	Silver Birch
Fraxinus excelsi	Common Ash
Prunus avium	Wild Cherry
Prunus padus	Bird Cherry
Salix alba	White Willow
Sorbus aucupa	Rowan

Understorey

Corylus avellana	Hazel
Ilex aquifolium	Holly
Sambucus nigra	Elder
Viburnum opulus	Guelder Rose
Crataegus monogyna	Hawthorn

Planting to car park edge

Hippophae rhamnoides	Sea Buckthorn
Rosa rugosa 'Rubra'	Shrub Rose - Red
Rosa rugosa 'Alba'	Shrub Rose - White
Spiraea japonica 'Anthony Waterer'	Spiraea

Ornamental Planting to Existing & Proposed Buildings

Berberis thunbergii 'Atropurpurea'	Purple Berberis
Cotoneaster horizontalis	Herringbone Cotoneaster
Hebe 'Autumn Glory'	Hebe
Lonicera nitida 'Baggesen's Gold'	Golden Box
Pyracantha 'Orange Glow'	Orange Pyracantha

Infotel, Boston Road, Gosberton

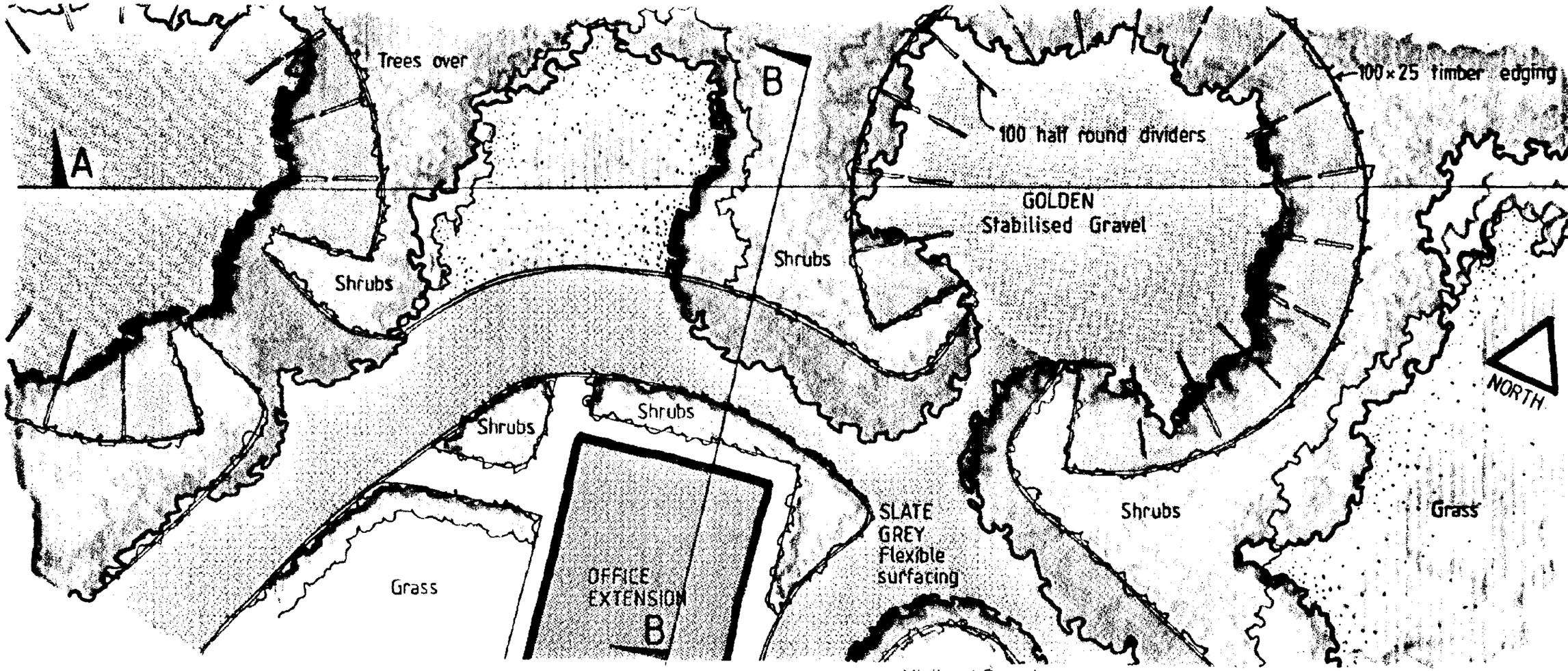
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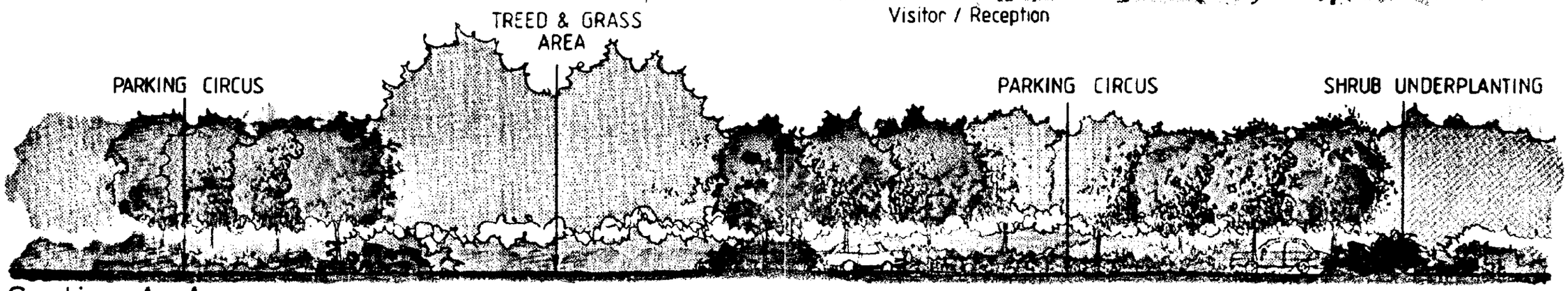
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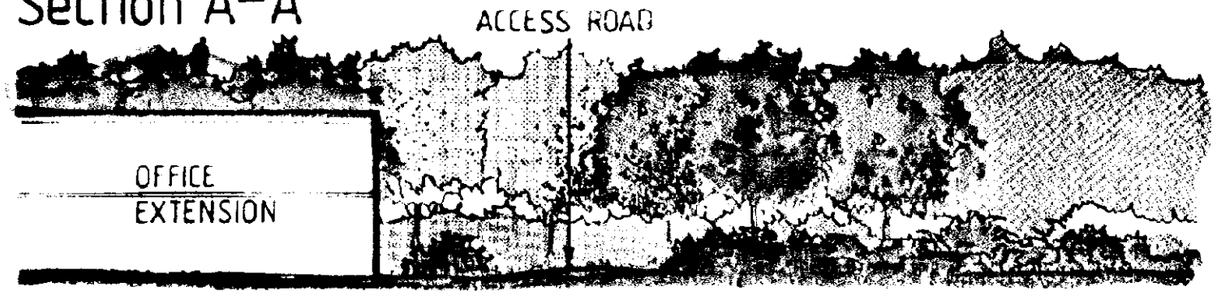
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Section A-A



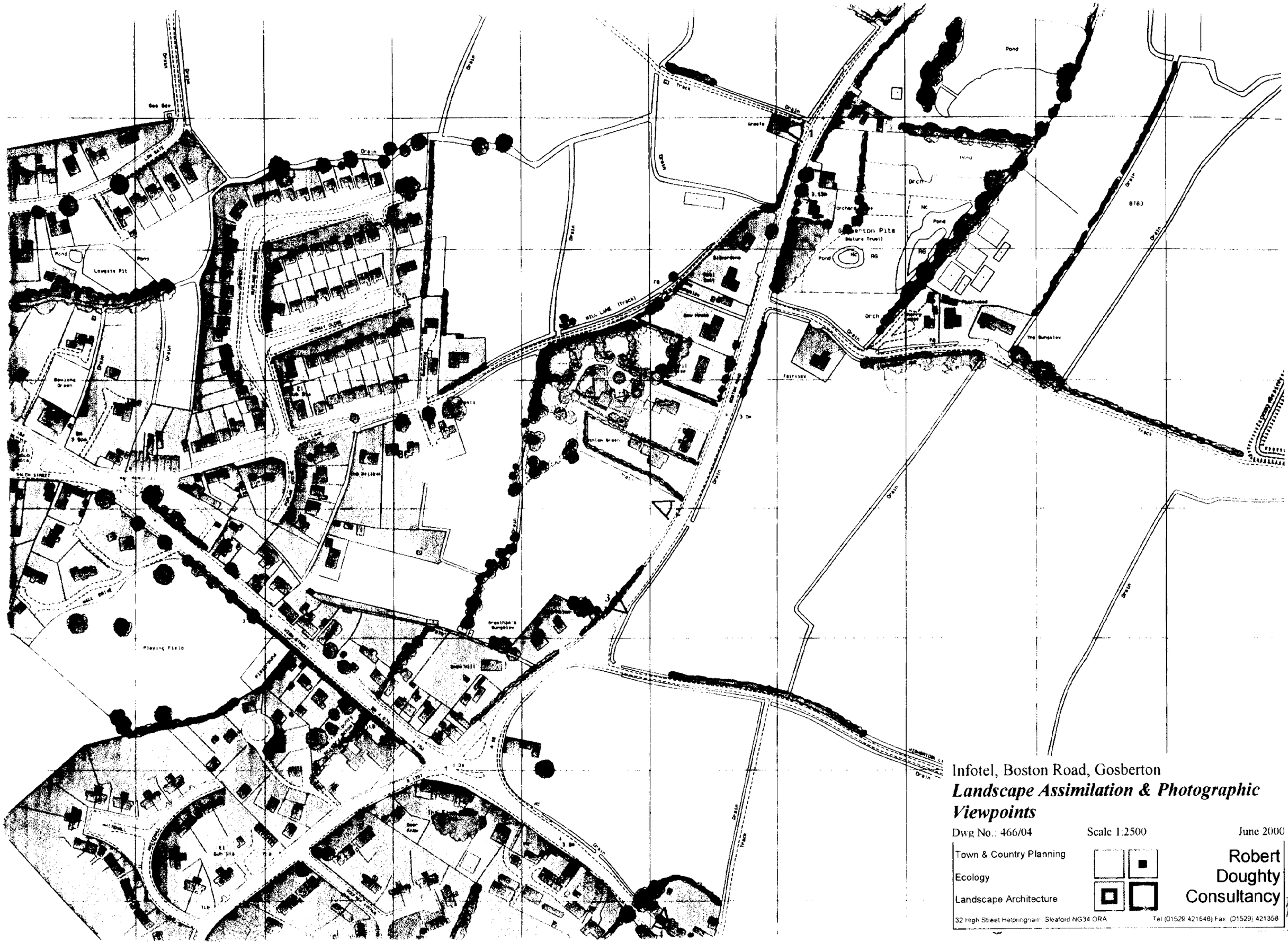
Section B-B

Infotel, Boston Road, Gosberton

Section through site

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Infotel, Boston Road, Gosberton

Landscape Assimilation & Photographic Viewpoints

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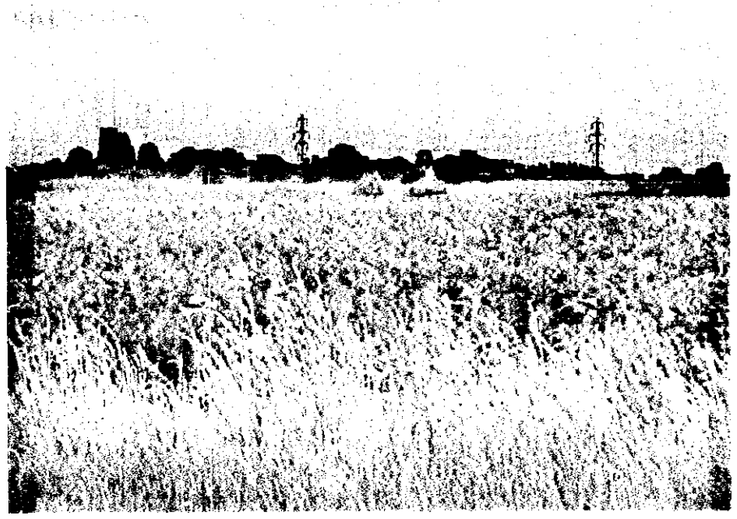
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Viewpoint 1:Residential frontage to Boston Road, enclosed by hedgerow and semi-mature vegetation



Viewpoint 2: View looking south east from proposed development, across arable landscape to distant tree belt



Viewpoint 3: Residential area benefitting from typical mature vegetation



Viewpoint 4: Well treed boundaries and parkland trees to the south of the village

Infotel, Boston Road, Gosberton

Photographs

Dwg No.: 466/05

June 2000

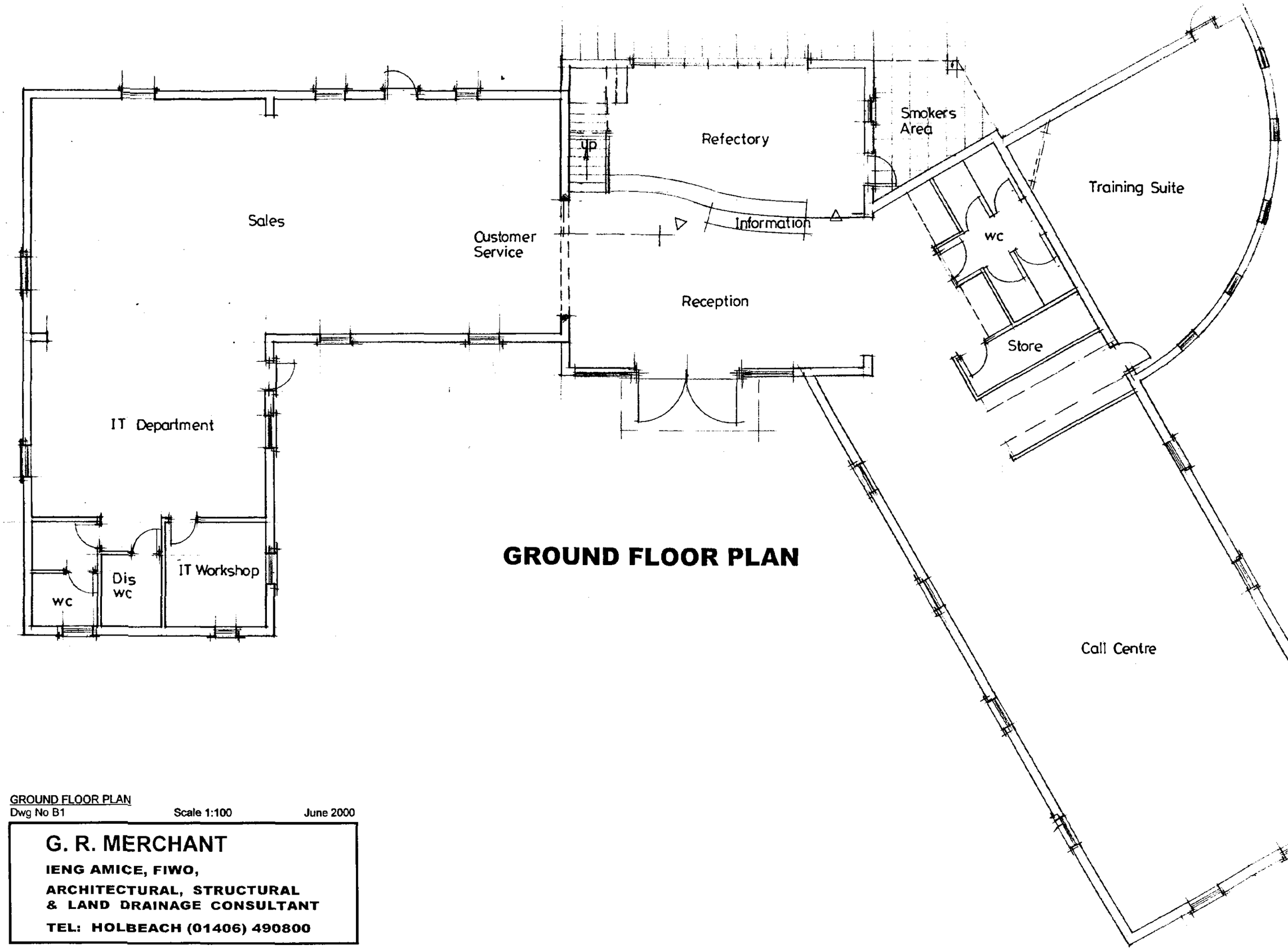
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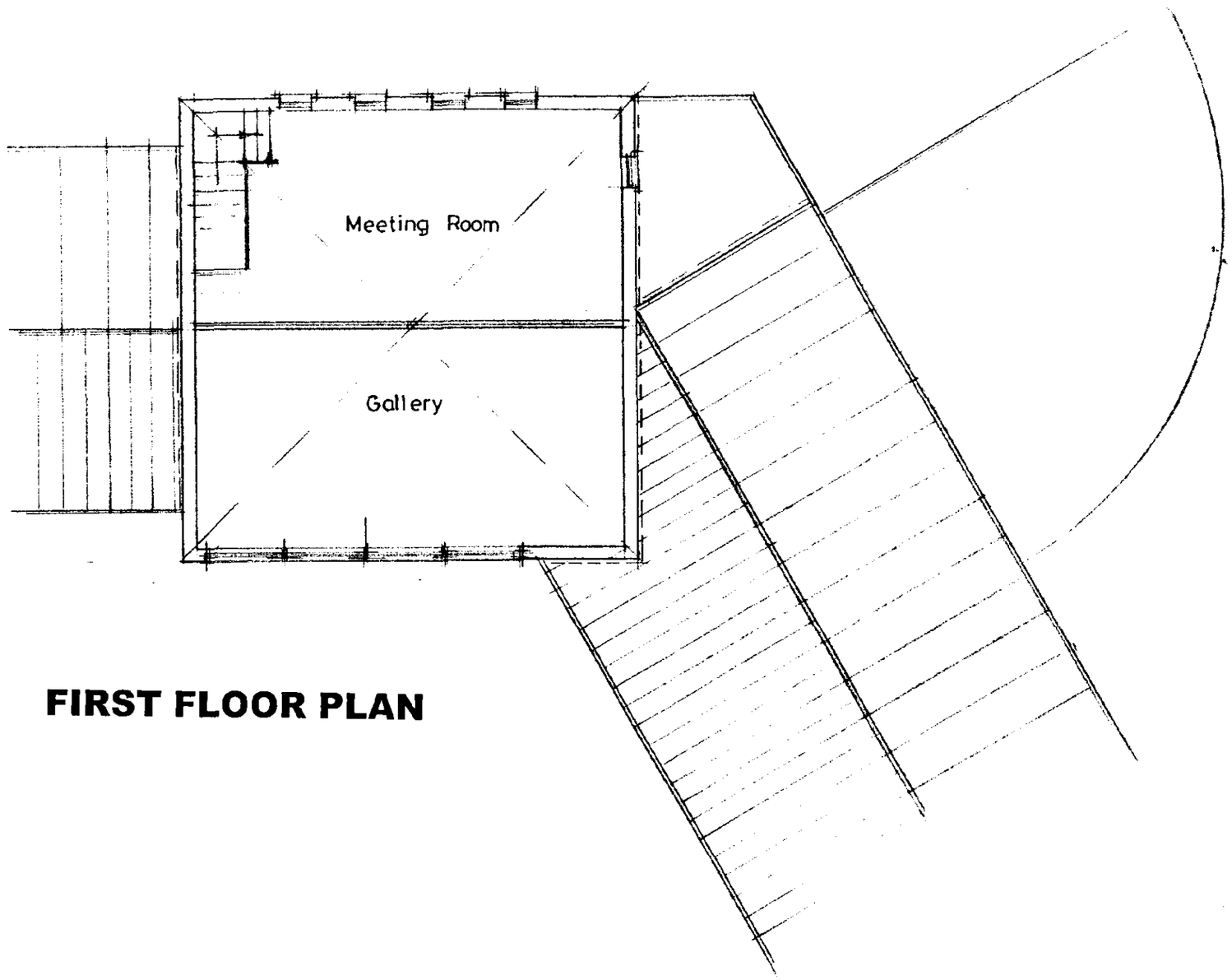
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GROUND FLOOR PLAN



GROUND FLOOR PLAN
Dwg No B1 Scale 1:100 June 2000

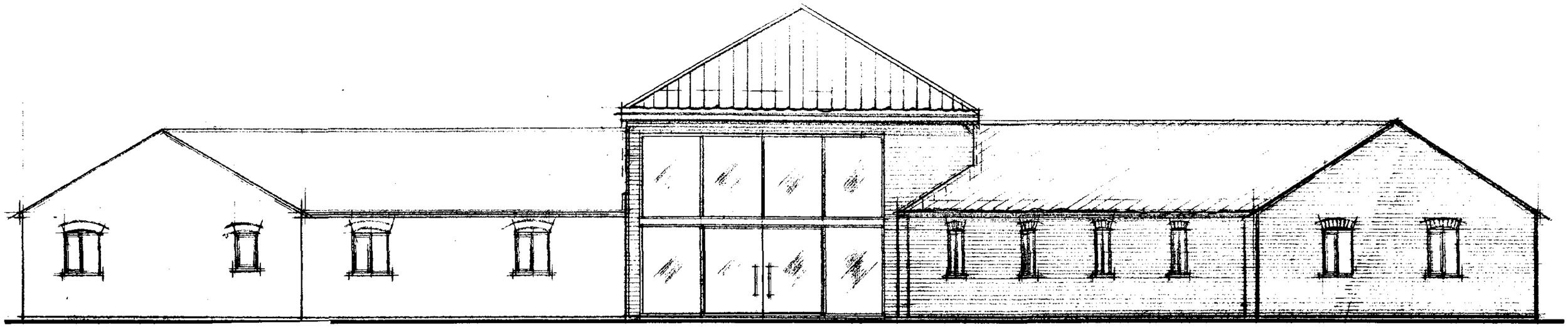
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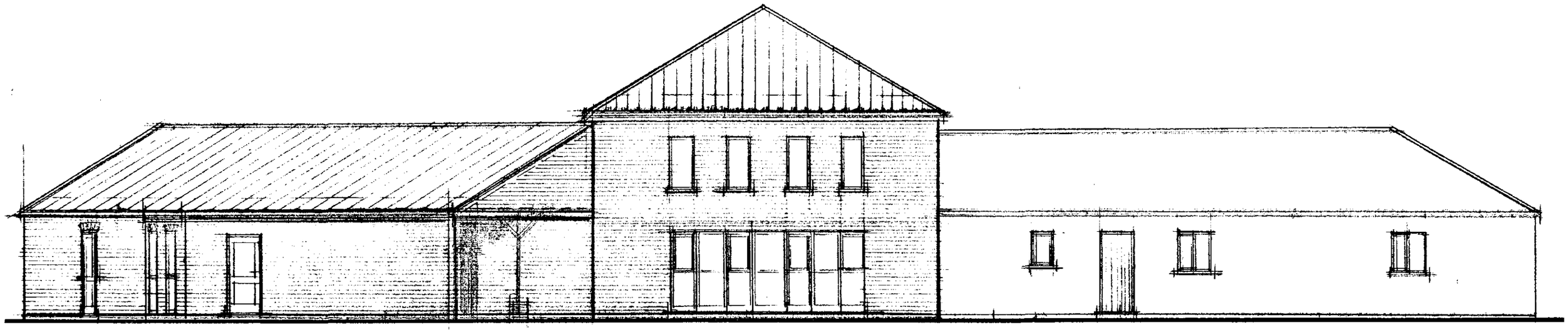
FIRST FLOOR PLAN

FIRST FLOOR PLAN
Dwg No B2 Scale 1:100 June 2000

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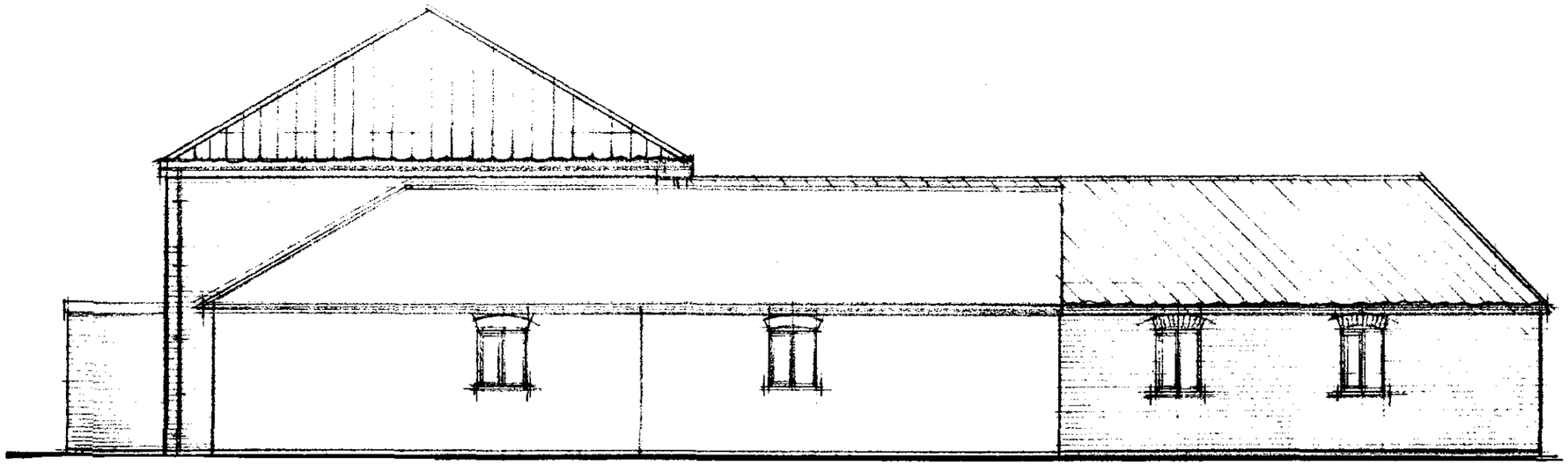
FRONT ELEVATION



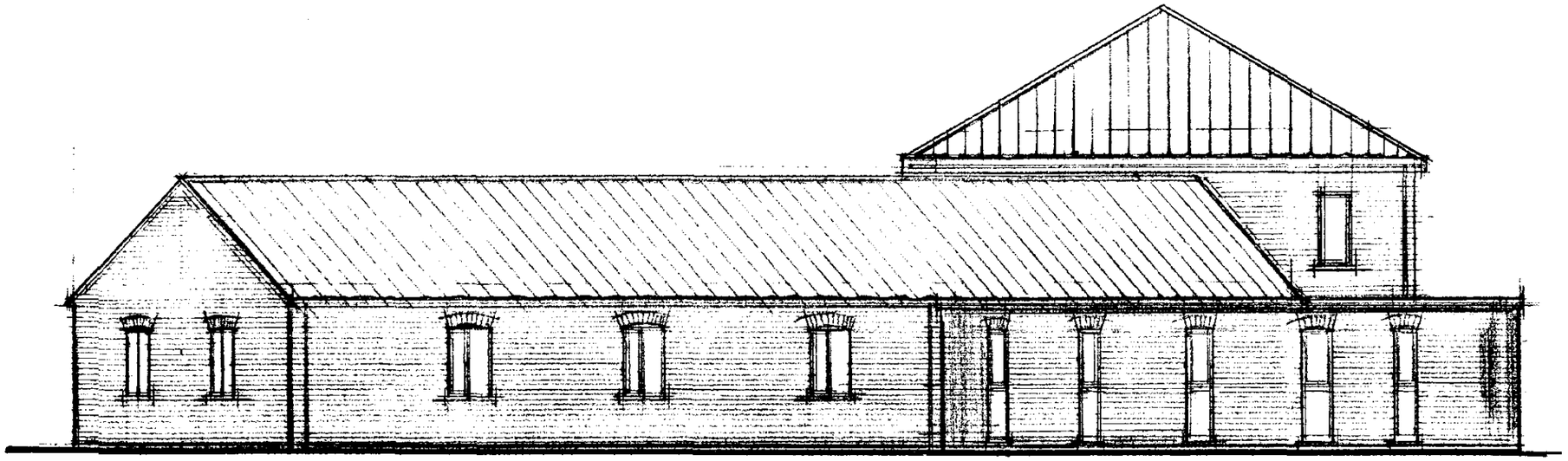
REAR ELEVATION

FRONT AND REAR ELEVATIONS
Dwg No B3 Scale 1:100 June 2000

G. R. MERCHANT
IENG AMICE, FIWO,
ARCHITECTURAL, STRUCTURAL
& LAND DRAINAGE CONSULTANT
TEL: HOLBEACH (01406) 490800



SIDE ELEVATION



SIDE ELEVATION

SIDE ELEVATIONS
Dwg No B4 Scale 1:100 June 2000

G. R. MERCHANT
IENG AMICE, FIWO,
ARCHITECTURAL, STRUCTURAL
& LAND DRAINAGE CONSULTANT
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infotel
effectively simple

APPENDIX A

Town & Country Planning
Ecology
Landscape Architecture

Robert
Doughty
Consultancy

REPORT TO SUPPORT PLANNING APPLICATION

BACKGROUND

Infotel is a hotel reservation service funded by member hotels and relies heavily on telecommunications and computer technology.

In 1988 we built a computer database of hotels and guesthouses with which to compare tariff and facilities etc. Clients then make their own reservations or use our service, which handles enquiries from both home and abroad. It is a 24 hour 7 days a week operation, although most calls occur between 08.00 am and 10.00pm, with an emergency service outside those hours. The main source of the business emanates from calls from persons needing accommodation referring to the 2.5 million business cards bearing our telephone number already in circulation.

The business was launched in 1990 from offices in Cambridge. Due to faulty telephone lines BT estimated that 30% of calls were ineffective, which was nearly catastrophic for a start-up business. After 18 months BT were no nearer rectifying the fault and there was an overriding need to relocate the business in order to ensure the continued delivery of the service. Initially, therefore, it was necessary to conduct the business from the ground floor rooms of our house "Jensalbry" at Gosberton.

With reliable telephones business quickly improved and by 1993 it was apparent that new premises were needed especially since we were already employing 14 staff locally. As the service had been promoted nationally it was imperative that the telephone number was retained, ruling out the possibility of moving the business to another area.

In February/March 1994 we submitted two planning applications. The first saught to regularise the use of part of "Jensalbry", allowing us to continue to deliver the service to our customers. The second application was to erect an office building on land to the rear of the house, which was designed for the purpose and fitted out with the telecommunication and IT facilities necessary to operate and deliver the our service on a permanent basis.

Support from the RDC

The Rural Development Commission (now the Countryside Agency) supported the original planning application to build offices on land to the rear of our home, by designing and suggesting that the proposed office building should be "..placed unobtrusively behind (the) house, (and) which will accommodate the thirty staff which he (Mr Cordner) expects to be able to employ in about 2 years time..."

The site was outside the Development Boundary, but the Council considered that the proposal was an appropriate development in that part of Gosberton, with the apparent potential to create a significant number of jobs and in doing so to contribute to the well-

being of the rural economy. The proposal was also in accordance with the guidelines of the Council's then Economic Development Strategy, and permission was granted for B1 business use together with us entering into a Section 106 Obligation tying ownership of our home to the offices.

S106 Obligation

On the basis of the report considered by the Council's Planning Committee, the S106 Obligation which we entered into, was to ensure that the use of the building was restricted to a B1 use only, and that the business was operated only by the owner and/or occupier of the adjacent dwelling, namely our house "Jensalbry", so that the Obligation would "...adequately cover any future situation, in that planning permission will be required in any event for any future changes of use." It should be noted at this point that, in addition to extending the offices, the current application seeks to have the S106 Obligation withdrawn. The reasons for this are set out later in this supporting statement.

CURRENT AND FUTURE ACTIVITIES

Turnover & Growth

The new offices did produce the anticipated increase in turnover and reservations as follows:-

Year on year increase in membership:-

1996	14%
1997	29%
1998	24%
1999 (projected)	25%

Year on year increase in reservations:-

	1996	17%	
	1997		31%
	1998		25%
1999		1999 (projected)	27%

The business is greatly valued by both hoteliers and clients (see Appendix 1 – testimonials). The hotel membership ranges from most major branded hotel groups to independents and the client base ranges from personnel within major corporations to private individuals.

In 1994 the Infotel Web Site was developed. This holds full details and brochure pages of over 3000 member hotels. The site is maintained in-house, updated daily and attracts over 16000 hits a day.

ISO 9000 Accreditation & Infotel's Quality Policy

As quality is a high priority we took advantage of attending six grant assisted Business Link ISO 9000 workshops. These were excellent and under the guidance of George Shepherd we have now achieved accreditation.

Computer Telephony Integration - Automatic Call Distribution

With an 128kb bandwidth Internet connection permanently open, ISDN30, and Automatic Call Distribution we are well placed to embrace new and future developments in Computer Telephony Integration (CTI). This year we will be installing TAPI cards to enable click and dial functions and provide automated call out facilities.

Development of Virtual Reservation Service

Ultimately we plan to provide a "virtual" reservation service, available in other countries, using state of the art CTI. This will enable us to take enquiries and make reservations worldwide from Gosberton. For example a client, calling from France, wishing to make a reservation in Germany, will dial what he assumes is a French number but, for the cost of a local call, will be routed to a French speaking operator in Gosberton.

Areas of Future Development

As Infotel has three main activities there are three distinct areas of future development:.

(a)	Reservations	This department has shown a year on year growth of 25% demanding additional staff and workspace.
(b)	Sales	The Telesales team recruit hotel membership. Sales have shown a year on year growth of 23%.
(c)	IT Department	Develops and maintains the local network, Intranet, Internet and Computer Integrated Telephony.

Due to space constraints, the Sales and IT Departments have not been exploited to their full potential and are well placed to offer local businesses software and hardware development, computer and sales training and a contract sales/telemarketing facility. In fact, it is our intention to develop a Programming Centre of excellence with a full development suite.

THE PROPOSED DEVELOPMENT

Scale of Investment

The capital investment and the financial commitment to this business has been considerable since moving into the new office in July 1995. For example:

• Computer hardware/software and telecoms	£220,000+
• Building and office furniture/equipment	£180,000+
• Salary costs	£410,000 pa.

We estimate that the new build costs will be similar to the above.

Local Benefits

Our 29 staff members are drawn from the local area and reside within a 6 mile radius of Gosberton. Indeed 80% of them live within the South Holland district.

Many of our staff previously had no office based skills, having previously worked in factories or on the land. The in-house training programme has introduced them to environmental best practices and new technologies such as computing, Internet, Intranet and the paperless office.

Not only is this knowledge essential for their work here at Infotel, but it has also enabled them to leave declining industries and re-train in technology driven employment, thereby improving the skills base of the workforce and creating good quality employment opportunities for local people

One staff member is partially disabled and was offered permanent employment after a work placement at Shaw Linc. We currently have two students working part-time within our IT Department and two others on file, waiting for placement. Each summer we offer IT work experience to one or more students.

As a company we support the local area wherever possible. For example we sponsor the village football team, contribute to the Parish Church Flower Festival, purchase office stationery, petrol and have cars repaired. Members of staff also contribute to the local economy, in that they usually buy lunch, newspapers, provisions, clothes, petrol, cars, etc. either in the village or towns nearby.

To encourage greater innovation, become more competitive and in order to grow we intend to split the business into three distinct divisions, namely:-

- Hotel Reservations
- Telesales/telemarketing & training
- IT development.

Hotel reservations would remain in the existing building with Sales and IT occupying the proposed extension.

We, the two partners, are in our late 50's and anticipate that at best we will only have another 5/7 years effective involvement in the businesses. In preparation for retirement it is our intention to gradually hand over day to day running of the company to the division managers who, because of the development of the telecommunication and the IT links, do not need to reside on or necessarily as close to the premises as was the initial case with ourselves when relocating and establishing the business in Gosberton.

However, of fundamental importance to our current proposal to expand the business, is the issue of raising the necessary capital finance. To that end it is a fact that the S106 Obligation, linking the occupation of our house to the business, has a major adverse effect on that capability. By comparison with the original proposal - which at the time may have been perceived by the Council to be somewhat speculative and therefore requiring such an agreement - it is clearly evident now that the business has become well established. Consequently, and with those considerations in mind, we propose, in addition to the expansion of the business site, that the Section 106 Obligation tying the occupation of "Jensalbry" to the business be removed. This will assist greatly in raising the necessary finance and also enable the businesses to stand alone.

We are confident that the business is now well established with a world-wide reputation (selected as one of the top 20 travel related sites in the world - PC Magazine June 1999) for excellence, and has the potential to remain in the forefront of the industry, whilst continuing to provide a valuable centre for employment opportunities in Gosberton.

APPENDIX 1

TESTIMONIALS

"*The service provided by all members of staff at Infotel is brilliant, they are polite, friendly and helpful. The phone is answered within a short time, and if a booking cannot be made a member of staff always calls back to inform me and ask if they can try somewhere else. All accommodation details are rechecked once a booking has been requested which helps minimise errors*" BMI Healthcare

"*Your operators deal with our accommodation requests quickly and efficiently. They are friendly and cope very well with our occasional awkward request. The accommodation booked has been of a good standard. We would not hesitate to recommend your company to others.*" Hunting Contract Services

"*I have spent 3 weeks looking for a hotel for my crew of 25 people and I sent Mary a fax less than an hour ago and she has already found a hotel for me and at a very cheap price.*" Sam Schwind, Visions Ltd.

"It is not very often I have cause to write correspondence of this nature. However, I feel compelled to comment on the excellent service provided to me earlier by your telephonist, Jenny. Though my requirements were not the normal "business type booking" Jenny has catered for them in full. She purveyed an eagerness to help like a purveyor of find foods thus giving the impression she is no turkey. Customer service like this knocks the stuffing out of you. King Edward would have been satisfied. As most customers are like peas in a pod I suspect I am not the only satisfied person on the gravy train and being brought up on the turnip tops of life I would like you to pass on my thanks. Ian Maher, Taylor Woodrow.

"*I like the company so much, if I had the money, I'd buy it!!".* Nigel Yates, Computer Telecom Installations Ltd.

"*I am delighted with the level of businss Infotel has placed with the Grand Hotel. Your adaptability with the quick response time in providing accommodation business, coupled with your friendly staff are important factors in our decision to remain for yet another year in your scheme.*" Grand Hotel, Northampton

"269 bookings for just £325 – that's what I call good value for money", well done Mary, Alison, Mark and the rest of the team. Keep going like this!". Oldfield Hotel, Farnham Common.

"*You can't beat Infotel. Great service, helpful and polite on the 'phone".* Coniston Hotel, Sittingbourne.

"*Infotel has been the best value for money advertising I have ever had. The tele girls are charming and the service excellent in every way".* Royal Ashton Hotel, Taunton

FILE COPY

SOUTH HOLLAND DISTRICT COUNCIL

Chris Simpkins
Chief Executive
Terry Huggins
Director of Customer Services
Bob Atkins
Director of Corporate Services

Application no: H08/0893/00

Original Applicant:
Mr D Cordner
Infotel House
Boston Road
Gosberton
Spalding Lincs

Original Agent:
Robert Doughty Consultancy
32 High Street
Helpringham
Sleaford
Lincs NG34 0RA

Description: Extension of existing office accommodation with associated car park

Location: Infotel House
Boston Road
Gosberton
Spalding Lincs

Amendment: Alterations to roof of training suite.
Dwg no. 0196/1A

14-JAN-02

Dear Sir/Madam

TOWN AND COUNTRY PLANNING ACT 1990
NOTICE OF ACCEPTANCE OF AMENDMENT

The amended details submitted in respect of the above proposal have now been considered and there are no objections to the amendment being implemented to the extent described above.

Note: This Notice does not convey any approval under the Building Regulations and you may need to make a new submission.

Yours faithfully

Director of Customer Services

Mr D W Bradley - Chartered Surveyor
Hawthorn Lodge
Church Lane
Algarkirk
Boston Lincs PE20 2HH

Council Offices
Priory Road
Spalding
Lincolnshire
PE11 2XE

Telephone: (01775) 761161
Fax: (01775) 711253
Email: Info@sholland.gov.uk

AMENDMENT RECORD SHEET - POST DECISION

Admin

Validation:

Inadequate/Inappropriate ☐

Clarification/Details required:

Appears valid ☑

Registered 14/1/02

DC Procedural Assessment

Is the information given correct? (Yes)/No (If No, state above what details are needed)

Is it an amendment in principle? (Immaterial)/Needs new app

Confirmed: DE 7/1/02.

Give a revised description if the details accepted are different to the submission:

Acceptance issued: 14 JAN 2002 BM

* Accepted. Pm. 7/1/02.

- with particular regard to effect of amendments on adjoining.
- Site well screened from nearest house / bungalow by 6' + evergreen hedges.
- Conclude amendments - including slight enlarging of cell & turning will have no detriment.

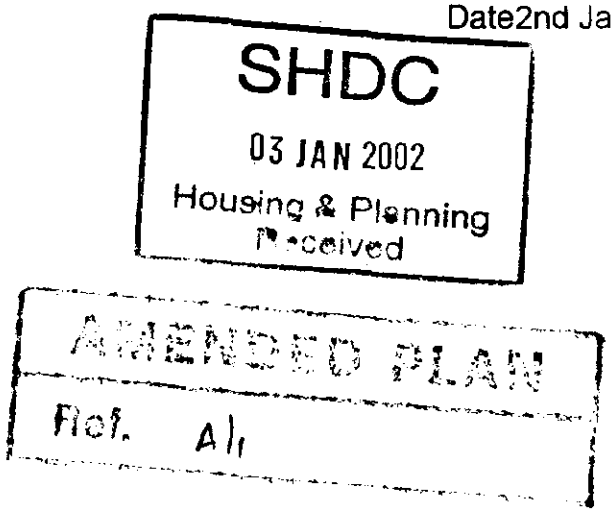
D. W. Bradley F.R.I.C.S.

chartered surveyor

design and quantity surveying consultant

Hawthorn Lodge,
Church Lane,
Algarkirk,
Boston,
Lincs. PE20 2HH
Tel: (01205) 460944
Fax: (01205) 460911

Date2nd January 2002



FOR THE ATTENTION OF D ROBERTS

Director of Housing & Planning
South Holland District Council
Council Offices
Priory Road
Spalding
Lincs PE11 2XE.

Dear Sir,

PROPOSED EXTENSION OF OFFICE ACCOMMODATION WITH ASSOCIATED CAR PARKING FOR INFOTEL, BOSTON, ROAD, GOSBERTON, SPALDING, LINCS - REF H08/0893/00

Further to our telephone conversation we enclose four copies of drawing 0196/1A showing revised proposals in connection with the above for your attention.

You will note that the majority of the scheme remains unaltererd. The only significant change being the training suite which was originally a flat roof building 'added on' to the side of the new extension. In the revised proposals the training suite has a pitched roof and has been incorprated with other parts of the new extension.

On behalf of our clients we request if you can consider this an amended proposal.

Yours faithfully,

D W Bradley

c.c. Infotel

PLANNING AMENDMENT

For office use only

Application No. H08/0893/00/A1

Date Registered 03 JAN 2002

Case Officer DSR

1. Please complete in block letters

NAME AND ADDRESS OF APPLICANT

D. Cordner
Infotel House
Boston Rd
Gosberton

Tel. No.

NAME AND ADDRESS OF AGENT
(if form completed by agent)

D W Bradley

Tel. No. (Contact)

Please complete in block letters

FULL POSTAL ADDRESS OF THE APPLICATION SITE

Infotel House, Boston Rd, Gosberton

Please complete

APPLICATION No.

This amendment **cannot be considered** unless the relevant reference is stated

H08/0893/00

Building Regulation reference relating to same development (if any)

2. Please tick **one** box only

A — Amendment is proposed where permission already granted — If yes, submit two forms and two plans. — [✓]

or

B — Amendment is to a proposal currently being considered — If yes, submit four forms and four plans. — [ ]

Please complete

I attach the necessary plans and request that the changes described below be accepted as an amendment. I understand that the Council may require a fresh application, together with fee if appropriate. If the amendment relates to a current application, I agree to an extension of the terminal date.

Signed ..... Date .....

3. Please complete in block letters

FULL DESCRIPTION OF DEVELOPMENT IN ORIGINAL APPLICATION

Extension to offices

State details of amendments proposed

(Give a full detailed list of the changes, and also mark these clearly on the accompanying plans. Only the changes listed here will be considered.)

Alterations to roof of training suite.

State drawing no's of the current submission

Has this amendment been requested by the Council? (If so, state Officer dealing with the application)

YES / NO

Describe any part of the original development which is excluded by virtue of the amendment, and state any alteration to plot numbers

Has a similar amendment been submitted under Building Regulations? Yes / No