



PLANMART ARCHITECTURAL DESIGN CONSULTANTS  
9 GEORGE STREET, GLOSSOP, DERBYSHIRE SK13 8AY. TELEPHONE:01457 863153  
EMAIL: [info@planmart.co.uk](mailto:info@planmart.co.uk), WEB: [www.planmart.co.uk](http://www.planmart.co.uk)

---

## PLANNING STATEMENT ON BEHALF OF APPLICANT

Dear High Peak Planning

Date 23/03/2016

The Applicant: Mrs Nilufer Pehlivanogula Lazenby  
Address: 1 Sumner Street, Glossop, SK13 8DP  
Proposed Work: Loft conversion with a Dormer

The applicant finds herself in a situation where she has paid for the services of a recommended contractor to organise works at her address and has been ill advised and left with a poorly finished loft conversion that has not received Planning Approval.

The Applicant engaged the services of Mr Paul Brown from Top Deck Conservation in November 2015. Mr Brown agreed to organise all the required work from Architect through to Planning and Building Regulations Approval and completion of the project.

The applicant states that Mr Brown started the work and it was two weeks later that the Architect, Mr Derek Buckley arrived to do drawings.

We believe an application was made HPK/2015/0675 but was not validated because of insufficient information being submitted.

The applicant was not aware of this until Mr Michael Darling the compliance officer had visited site and requested work stop. At this time half of the roof had been removed and had left the property in a vulnerable position. The applicant was not happy with this and insisted that the work continue so as to make her house protected.

The applicant is very sorry with the situation she finds herself in and she feels that she was forced to instruct the contractor to finish work that had not been approved, she trusted a recommended contractor and has been let down. The applicant is from Turkey and was not aware of the procedure for going about a project like this.

Mrs Lazenby is looking into taking legal proceedings against Mr Brown over this matter.

Mrs Lazenby has since approached Planmart and has instructed us to submit an application on her behalf. We feel that the Local Authority would not have a reason not allow a Loft Conversion with a Dormer on the property as other houses in the area have had similar conversions within the last 10 years. We appreciate that the work has already been done but after talking with the applicant we feel that she has been badly treated by the contractor, some of the workmanship is very poor and information she has received throughout was not clear.

Planmart is keen to help resolve this situation for the applicant and liaise with High Peak Planning Department to achieve a satisfactory outcome for all parties. We feel that the actions of contractors like Mr Brown give the industry an undeserved bad reputation and they make it very difficult for everyone involved to gain the trust of the public.

What follows is a copy of an email sent to Planmart by Mrs Lazenby describing in her own words the events of what has happened so far....



PLANMART ARCHITECTURAL DESIGN CONSULTANTS  
9 GEORGE STREET, GLOSSOP, DERBYSHIRE SK13 8AY. TELEPHONE:01457 863153  
EMAIL: [info@planmart.co.uk](mailto:info@planmart.co.uk), WEB: [www.planmart.co.uk](http://www.planmart.co.uk)

---

I live in a semi detached house in Glossop, Derbyshire with my daughter Samantha, 13 year old. And my boy friend Amilcar Abreu also witnessed everything that happened since 23rd of November, 2015.

My Loft conversion idea started with the leak in the bathroom. My next neighbour land lord wanted to get rid of the chimney ,that is not in use, because of the leak. He advised me that the cheapest way of sorting the leak was to get rid of the chimney built in 1896 by Victorians. I rejected his suggestion as I believe we have to protect the history and asked him to repair and we share the cost. He came up saying we have to pay 1000 pounds in total. I wanted to search this and, I got a quote from a local roofer and the cost was 380 pounds for both me and my neighbour. I advised the next door land lord to get it done by my roofer because it cost less then his quote. He said no he will do it by himself and I thought he will fix it. Then my bathroom leaked again. I asked him this. He said he only repaired his side of the chimney and did not touched the my side of the chimney. I thought this is unacceptable that I still have the leak because I did not want to be scammed by next door land lord. Then I decided to repair the chimney and also do a re-roofing for my House.

I have had couple of quotes from companies. One of them is a local company called Dark Peak Construction. Their architect could not climb up to see the roof for drawing. Dark Peak advised me to make the hole to the loft wider so architect could fit in but then architect said too high to climb up so he couldn't . I thought they don't want to do my job as I called them afterwards again and again for this, but they did not get back to me. I was never in rush to do a loft conversion as Priority was floors , walls, bathroom, kitchen and so on. My house is usually cold because of the floors have holes on them. I needed to decorate the house but leak to the bathroom lead me to start from the roof. I wanted to do it in the right order. Roof to bottom. I also wanted a bedroom free to do my photography studio in the house. And my daughter always dreamed to live in a loft since we moved to UK.

I filled a form on the web site called [www.quotatis.co.uk](http://www.quotatis.co.uk) and after that they sent me Mr. Paul Brown. I trusted him so quickly and went a head with Paul Brown Top Deck Conservation. He promised that he can finish the work within 2 to 4 weeks and said he does not ask any deposit up front. I thought this is trustable as he is confidant of his work. I decided to give him the job.

Mr. Brown started the job on the 23rd of November 2015. His team including 3 builders started breaking the walls and Steel being brought to house then architect came round after two weeks. And I asked architect while he was in the house for a short time if I can trust Top Deck Conversion because I found out Mr Brown not registered and I was worried. Architect told me that he works with him and he does it numerous times with no problem. I thought felt something wrong but it was too late as my half roof being already taken down.



PLANMART ARCHITECTURAL DESIGN CONSULTANTS  
9 GEORGE STREET, GLOSSOP, DERBYSHIRE SK13 8AY. TELEPHONE:01457 863153  
EMAIL: info@planmart.co.uk, WEB: www.planmart.co.uk

---

He asked no deposit before he got the job but on the 26 th of November, three days after he started to work , he sent to me the payment plan.

I was already doubtful as he was asking big chunks of money like 4000 first week and 6000 next one , and so on, leaving 1000 only for compilation. I told him money has not arrived yet as it was coming from Turkey. But once arrived I had to send to his account according to payment plan.

Mr Brown usually would usually ask me if I payed the money to his account constantly. After taking the roof down, he put me in a vulnerable position that i had to pay him these big chunks of money otherwise he said that can not continue. Mr Brown got most of the money 22350.00 of a total of 24750.00 Pounds within a month. Most paid by bank but he would call me to ask my debit card details so he could pay for roof materials As he said thief's got broken into his house and stole his credit cards so he asked me to pay some of the costs by cash also. Because he could not use his credit cards for payments.

Just before Christmas, Compliance and Monitoring officer Mr Michael Darling came round to my house asked my builder. Officer said that my house is in conservation area and builder should have asked permission before starting the job loft conversion with dormer and asked the builder to stop the work. But builder already broke the roof put the steels down even before the architect come to the house for the first time to take measurements for the drawings.

After a while because roof is half open and house is freezing and raining inside I decided to continue the work as I couldn't live in the house with out a roof and get the permission along the way. Mr Brown advise this can take up to 6 years and blamed me for not knowing my house is in the conservation area and says I should have asked the planning permission. And then Mr Buckley , not a registered architect I found out later put an application but it was invalid. Many times I called him emailed Mr Brown but all he said was he can't find Me Buckley and just recently he told me what can he do and advised him all the paper work on his quote will be done by him. He ignored me.

I have not hired any of his builders, roofers, plumbers, architect, nor building regulations inspector to do my loft conversion. I am not a builder nor manager of a builder. I hired Top Deck Conservation to do the job. So there is no need me sorting out his team. Every time we had problem, Paul Brown, the builder we hired to do the job would advise me if I called the architect if I called plumber... But why should I call his team members. I am not his manager. It is his job to manage his team. I paid to him to do the job.

Paul Brown said that they would take care of all necessary paper work to request



PLANMART ARCHITECTURAL DESIGN CONSULTANTS  
9 GEORGE STREET, GLOSSOP, DERBYSHIRE SK13 8AY. TELEPHONE:01457 863153  
EMAIL: [info@planmart.co.uk](mailto:info@planmart.co.uk), WEB: [www.planmart.co.uk](http://www.planmart.co.uk)

---

planning permission. I have called the council to ask to pay for appealing for planning application which Mr Brown rejected to pay, council advised me that the application Mr Brown and Mr Buckley has forwarded to the council is invalid and until today they have not done anything about it.

Mr Brow and his architect Mr Derek Buckley never asked any permission from council before they started to do the job and blamed me that I have to do it myself. He and his architect did not do his search correct and put me in the mess.

Architect did not do a proper drawings for en-suite loft conversation. Does not match what the builder has done. On the drawings there is 4 windows and in reality there is only 3 windows. So many issues happened since then.

Because he also has not planned the plumbing job in advance on the loft, I now have a leak in my bedroom and has been dripping since last week.

Mr Brown asked me to finish the tiling work and painting then he will continue his work but he always found excuses not to send me his builders to finish the work. My decorator also witnessed his poorly work and criticized that he has not converted the loft in a professional way. He said to me you hire a monkey you get a monkey job.

Local decorator, Michael Hague, I hired to do the tiling and painting work also being told by Mr Brown's plasterer that he always messes up his clients and don't do a proper job.

Before I got the quote, I asked him do you do the job yourse lf, he said yes he does it with his team members. But he lied, he was only managing builders. Mr Brown could not supervise his workers resulting in a really poor work lacking details and leaving the house in a mess and damage. We have photographs and some videos proofing all these claims.

I had to warn him always that he left the roof with broken slates. I had to warn him to tell his builders to clean up the debris. Roofers damaged my floors because never used any protection and I now have no finance for re flooring.

I am never informed by Mr Brown that he is going to make holes and put pipes on my main toilet and my main bedroom has holes on the sealing leaked too. He made holes and never boxed them .

Plumbing was a major issue and I am now left with a big mess. The toilet on the loft never being planned well. Plumber came to fit the pipes and advise that toilet waste pipes should be fitted through the second floor bedroom and he did the opposite. He drilled out off the toilet wall over the roof to join the main soil pipe. He advised me



PLANMART ARCHITECTURAL DESIGN CONSULTANTS  
9 GEORGE STREET, GLOSSOP, DERBYSHIRE SK13 8AY. TELEPHONE:01457 863153  
EMAIL: [info@planmart.co.uk](mailto:info@planmart.co.uk), WEB: [www.planmart.co.uk](http://www.planmart.co.uk)

---

that this way as he mentioned, if the pipes go straight from the new toilet in the loft room to outside, to the roof will probably create a leak in the future. I asked him what is the best solution? And asked him if it was your home what would you do? The plumber said he would bring the pipes down to the second floor then join with soil pipe. Mr Brown also ignored changing the cast soil pipe to new plastic soil pipe which is on the quote.

When I asked the builder to come and fix the leak in my bedroom on Friday night or else I will go to solicitor he said go ahead.

I have all the documents, bank transfers, invoices and text messages, emails, images to proof all written here.

Even though my rest of the house is not decorated, I wanted to start from the roof. One leak caused me all these problems that is unbelievable. I could have spend this money for decorating my home , instead of wasting it with Mr Brown. But I can not go back.

Just recently Builders Regs was here said that plumbing has to be re-done.

Also plumber would not listen to me when I show him to do the correct way. I advised him do it this way he would do opposite. And would say that's expensive way. But I already paid to builder to do job properly. Plumbers boss was here recently to analyse what they have done even he admitted that builder is paid well but job he has done don't represent that. And electrician's assistant said that customers always complain to him about Mr Paul Brown. So apparently I am not the only one.

I have a passion for the history and would never intend to break the law. I had to pay extra £700 for smoke alarms because I wanted to keep the Victorian doors in the house. Mr Brown advised me to get rid of them but I care about the old figures of the house. I love where I live and photograph the town and surroundings hills and stones around my town I live in frequently.

Thank you

Kind regards

Nilufer Lazenby

Nilufer Pehlivanoglu Lazenby  
[STUDIO FREE AGENT](#)



PLANMART ARCHITECTURAL DESIGN CONSULTANTS  
9 GEORGE STREET, GLOSSOP, DERBYSHIRE SK13 8AY. TELEPHONE:01457 863153  
EMAIL: [info@planmart.co.uk](mailto:info@planmart.co.uk), WEB: [www.planmart.co.uk](http://www.planmart.co.uk)

---

We hope you can see from this that there was no intention by the applicant to carry out any work without going through correct procedure and that the applicant has been badly advised.

We look forward to working alongside High Peak Council Planning Department in gaining all required approvals.

Regards  
James Tole  
Planmart Ltd