

**Company Secretary and/or Director
Johnson House Abbots Park
Monks Way
Preston Brook
Cheshire
United Kingdom
WA7 3GH**

**Our ref: PAN-025629
Your ref: PAN-025629**

Date: 17/06/2024

Dear Sir/Madam

Your environmental permitting application is duly made

Application reference: PAN-025629

Operator: Johnsons Hotel Linen Limited

Facility: Afonwen Boiler, Pwllheli, Gwynedd, LL53 6NQ

I'm writing to let you know that your application, received on 03/05/2024, is duly made as of 16/05/2024. Duly made means that we have all the information we need to begin determination. Determination is where we assess your application and decide whether or not we can allow what you've asked for. If we have to refuse your application, we'll explain why.

As you are aware from our acknowledgement letter sent on receipt of your application, we have a large backlog of work. We are trialling different processes to deal with the backlog, such as carrying out an early review to see if your application can be duly made before allocating the application for determination.

We have now completed that review and can confirm that your application is duly made. It will retain its place on our queue and await allocation for determination. Unfortunately, this may take some time as explained in our acknowledgement letter and we thank you for your patience.

We may need to ask you for more information during determination. If we do we'll write to you to explain what we need and how long you have to reply.

Our Customer Charter explains that as long as you have provided us with all the information we need, included the appropriate fee and there are no complicating factors such as confidentiality decisions, you can expect us to determine your application within the following timescales:

- for transfer or partial transfer of an environmental permit within two months;
- for a standard permit (except for installations); minor or normal variation or surrender or partial surrender of an environmental permit within three months;
- for a standard permit for an installation, a bespoke permit or substantial variation to a permit (with public participation) within four months.

We want to give you a decision as quickly as possible, but the time it takes depends on what's in the application. We may need to agree a longer timescale with you:

Ffôn/Tel 0300 065 4448
Ebost/Email william.wallace@cyfoethnaturiolcymru.gov.uk
William.wallace@naturalresourceswales.gov.uk

Gwasanaeth Trwyddedu, Cyfoeth Naturiol Cymru, Adeilad y Goron, Parc Cathays, Caerdydd, CF10 3NQ
Permitting Service, Natural Resources Wales, Crown Buildings, Cathays Park, Cardiff, CF10 3NQ

Gwefan/Website www.cyfoethnaturiolcymru.gov.uk
www.naturalresourceswales.gov.uk

Croesewir gohebiaeth yn y Gymraeg a'r Saesneg
Correspondence welcomed in Welsh and English

- if the application is complex;
- if we need to ask you for more information about the technical aspects of your application;
- if there's a considerable level of interest from the public or other organisations.

If we have not made a decision on your application within the relevant timescale, or by any agreed extended date, you can notify us that you consider the application to have been refused and appeal to Planning and Environment Decisions Wales (PEDW) at the following addresses:

**Planning and Environment Decisions Wales,
Crown Buildings,
Cathays Park,
Cardiff, CF10 3NQ**

Phone: **0300 0604400** Email: PEDW.Casework@gov.wales

You must send written notice of the appeal and the documents listed below to the Welsh Ministers to the respective Planning and Environment Decisions Wales address above. At the same time you must send us a copy of the notice and documents to:

**Permitting Service Manager,
Permitting Service,
Natural Resources Wales,
Crown Buildings,
Cathays Park,
Cardiff,
CF10 3NQ**

Phone: 03000 653000

If we haven't already spoken to you about when to expect our decision, one of our officers will contact you soon to explain this and deal with any questions you have. If your application contained a request for confidentiality we will write to you separately about our decision on that.

We must advertise new bespoke applications and substantial variations on our website. We explain more about this in our [Public Participation Statement](#).

Please quote our reference if you contact us. If you have any questions please phone me on 0300 065 4448 or email William.Wallace@naturalresourceswales.gov.uk.

Yours sincerely

**William Wallace
Senior Officer, Installation and RSR Permitting**

Permitting Service