

Parish: East Cowton

Ward: Appleton Wiske & Smeatons

4

Panel Date: 7 July 2022

Officer dealing: Mr Andrew Cotton

Target Date: 24th May 2022

Extension of time: 11th July 2022

22/00810/FUL

Revised application for Change of use of land from grazing land to create two secure dog exercise and training paddocks with car parking, boundary fencing and landscaping and tourist accommodation comprising a 12 glamping pods; siting of a caravan for office and staff facilities. Upgraded access

At: OS Field 4600, East Cowton, North Yorkshire

For: Leaps and Bounds Dog Services Ltd

This application is presented to the Planning Committee due to significant public interest.

1.0 Site description and proposal

- 1.1 The site is located in the open countryside on the eastern side of Dalton Gates, a hamlet just inside the Hambleton boundary with Richmondshire DC. It is accessed directly from B1263 to the south. Dalton Gates is a group of dwellings spread in ribbon form along Moulton lane and the road to Dalton Gates Farm to the north. To the north of the application site lies Dalton Gates Business Park.
- 1.2 The site is located outside the identified development form of any settlement and is 1.9km in a straight line from the villages of East Cowton and 1.2km from North Cowton. The nearest settlement of any significant size would be Hurthworth and after that Darlington, some 7km and 12km further north respectively. Northallerton is 15km to the south.
- 1.3 Whilst there is no centre to the settlement and traditional village facilities, the applicants' have provided information on the range of businesses close by. This includes leisure and tourism uses as well as agriculture and more industrial businesses to the north. The applicants feel their proposal would complement the nearby uses and offer visitors space to holiday and exercise/socialise their dogs.
- 1.4 The proposal is primarily centred on changing the use of the site to create two secure dog exercise and training areas along with the creation of 12 glamping pods for tourism use, siting of a caravan for use as a site office and providing staff facilities along with other associated works including creation of a parking area, landscaping and upgrading of the site access.
- 1.5 This application is a resubmission of a previously refused scheme for a similar proposal which including stables instead of glamping pods. The agent has provided some additional clarity on the proposal in that it is for use as holiday accommodation with its unique offering catering for canine centred holidaymakers who would holiday with their dogs; as such, usual canine facilities are provided. The site is not intended to hold events or competitions however the dog training facilities will be offered for use by non-holidaymakers.

2.0 Planning History

- 2.1 16/00773/FUL - Construction of a highway access - Approved 21.07.2016
- 2.2 21/00763/FUL - Change of use of land from grazing land to create to secure dog exercise and training paddocks with car parking, boundary fencing and landscaping. Including the use of a caravan for office and staff facilities, construction of stable block for storage for the keeping of horses for private use. (As amended by Hambleton District Council 13.04.2021) - Refused 03.06.2021

3.0 Relevant Planning Policies

- 3.1 The relevant policy of the Development Plan and any supplementary planning policy advice are as follows;

- S1 – Sustainable development principles
- S2 – Strategic priorities and urban requirements
- S3 – Spatial distribution
- S5 – Development in the countryside
- EG7 - Businesses in rural areas
- EG8 - The visitor economy
- E1 - Design
- E2 - Amenity
- E3 - The natural environment
- IC2 – Transport and accessibility
- RM1 – Water quality, supply, and foul drainage
- RM2 – Flood risk
- RM3 – Surface water and drainage management
- National Planning Policy Framework

4.0 Consultations

- 4.1 Parish Council – No comments received
- 4.2 Environmental Health (amenity) - No objections.
- 4.3 NYCC Highways – No objections subject to conditions.
- 4.4 LLFA- No objections subject to conditions.
- 4.5 Environment Agency – Standard non-major development comments.
- 4.6 Teesside International Airport – No safeguarding objections to the proposal.
- 4.7 Northumbrian Water – No comments to make on the proposal.
- 4.8 Yorkshire Water – No comments to make as no mains connection proposed.
- 4.9 Natural England – No comments to make but not that this proposal potentially affects European Sites vulnerable to nutrient impacts.

4.10 Site notice/local residents – 43 letters of support for the proposal raising the following points:

- Ultimate solution for people with family and friends in the area for people with dogs;
- Tourism and commerce to the area;
- What's not to love;
- Would be an asset for the area;
- Will have a positive impact upon dog welfare;
- Great facility hopefully gets approved;
- Dog training is essential to help prevent issues with dogs;
- Well thought out plans, considerate and a good addition to the area;
- An imaginative project that's well thought out and researched;
- Boost for local economy and employment;
- Will secure Biodiversity net gain on the site;
- A sorely needed facility;
- A safe environment for dogs and owners;

12 letters of objections received raising the following concerns:

- Private covenants/deeds state no buildings to be constructed within 100 feet of the boundary;
- Given the sewage/mains water and electricity supplied the pods should be treated as permanent structures;
- Northern parts of the field floods;
- Flood risk/surface water concerns;
- Highways safety and operation concerns, trip numbers and errors within/robustness of transport statement;
- Noise concerns from number of dogs and hours of operation;
- Hedges are deciduous and so don't offer the same screening in winter;
- Lighting will mean the site is lit continually;
- Use is not suitable for rural area;
- Site is outside of development limits and does not comply with policy CP4;
- Inaccuracy of Noise Impact Assessment;
- Other dog friendly facilities/accommodation within the area and as such no need for an additional venue;
- Over supply of tourist accommodation within the area and as such no need for this facility;
- Undermining and negatively impacting recently approved nearby wedding venue;
- Could this application be used as a forerunner to future building applications;
- Area not suitable for a development of this size;
- Danger to local dogs and horses;
- Negative impacts upon property saleability/value;
- Lighting will impact bat colonies and barn owls;
- Increasingly hard to find agricultural land for locals;

(Officer comment - Impacts on value of property is not a material planning consideration. Any private rights or covenants are not planning matters and would need to be pursued privately.)

5.0 Analysis

- 5.1 It is considered that the main planning considerations raised in relation to the determination of this application are as follows: i) principle of development; ii) design, visual amenity and landscape iii) residential amenity; iv) highway safety; v) flood risk and drainage; and vi) ecology.

Principle of Development

- 5.2 The NPPF emphasises the importance of sustainable tourism to rural economies and it is expected that most accommodation will be provided in or adjacent to existing settlements. Local Authorities are required to support schemes that comply with sustainable development objectives, taking into account the need to protect landscapes and environmentally sensitive sites.
- 5.3 Policy S3 allows development in principle if the site lies within the Development Limits of settlements that are defined in the Settlement Hierarchy, and which are of a scale and nature appropriate to secure the sustainability of each settlement. The application site lies well beyond any development form within a settlement within the Hierarchy. Policy EG7 sets out exception criteria which allow inter alia *'employment generating development will only be supported in locations outside the main built form of a defined settlement in the settlement hierarchy where it involves: c. a new building that is well-related to an existing rural settlement where it is demonstrated that the proposal cannot be located within the built form of a settlement; and d. other proposals specifically requiring a countryside location.'*
- 5.4 As set out in the officer report for the previous application dog exercise/training uses would not be practical in town centres and densely populated areas. However, it is considered that edge of settlement locations, closer to established shorter walking routes, nearer Darlington to the north or Northallerton to the south, would provide a better location more compliant with this overarching policy approach. The LPA has resisted a similar scheme nearby at Moor House Farm, Appleton Wiske (ref: 20/01965/FUL) on the locational principle and successfully defended this at appeal.
- 5.5 However where this proposal differs from the previous refusal on the site is in that the applicant now proposes to offer tourism accommodation, in the form of 12 glamping pods, with a focus on dog friendly holiday accommodation, training, socialising and dog related activities.
- 5.6 Policy EG8 lends support to tourism facilities which do not harm the character, appearance or amenity of the countryside, amenity of neighbouring residents or uses and cannot be located within or adjacent to identified settlement boundaries.
- 5.7 The Economic impact and needs assessment submitted in support of the application effectively outlines the unique holiday offer which is identified as both an increasingly sought-after niche and also one which is under provided for within North Yorkshire let alone Hambleton. The site is well located for holidaymakers with a number of public footpaths, North York Moors National Park, Howardian Hills Area of Outstanding National Beauty and local beauty spots including Sutton Bank and Dalby Forest all of which are compatible with canine activities although the latter would be an hour or more drive from the site.

- 5.8 The site is near to other holiday sites with Dalton Meadows Country Park at a distance of 150 metres away and Lake Henry wedding venue at a distance of 700m. However, the offer at Dalton Pastures would be different from the other nearby tourism sites. As such it is considered likely that visitors to the proposed canine friendly glamping pods would not be the same visitors that would consider holidaying at the other nearby tourist offer.
- 5.9 The site is served by the number 72 bus which runs every 2 hours between Darlington and Northallerton. The bus stop is located 150m to the west at the junction of Dalton Gates and Moulton Lane.
- 5.10 It is noted in the assessment that the legacy of the Covid-19 Pandemic, with the restrictions it brought, has had and continues to have significant impacts upon domestic and international tourism. However, it is concluded that diversifying the tourism offer in North Yorkshire, through catering to niche markets such as this, is both sustainable and would positively contribute in the short term towards overall recovery of tourism in Hambleton and North Yorkshire as a whole.
- 5.11 The proposed development would support local businesses, directly by providing employment and indirectly by providing custom to local pubs, shops, and tourist attractions. The applicant anticipates that the site would comprise a 12-18 month development period which will provide employment to contractors, and once operational will employ 8 full time equivalent posts. The proposed use would therefore help the districts post-Covid economic recovery, to support a sustainable rural economy by meeting the needs of tourism in this location.
- 5.12 The Economic Assessment accompanying the application sets out additional economic benefits arising from the proposal, specifically picking out the benefits from canine focused tourism. Interestingly the Economic Assessment notes that while North Yorkshire has a plethora of dog friendly family holiday accommodation (which is concurrent with the national trend in holiday accommodation), however niche holiday accommodation which offers specific canine facilities, such as the proposed, is much less common in both Hambleton and North Yorkshire.
- 5.13 While the application is in part similar to the previous refused scheme (21/00763/FUL) it is distinctly different in the fact that the primary use of the site will be for tourism purposes. Therefore, while location would not be suitable for dog training facility on its own when it is provided as part of a unique tourism offer which in itself is acceptable under policy EG8, additional classes open to non-holiday makers would be considered acceptable alongside the proposed holiday offer in accordance with policy EG7 of the Local Plan.
- 5.14 Given the above it is concluded that the proposal would accord with Policies S1, S2, S3, EG7 and EG8.
- Design, visual amenity, and landscape
- 5.15 Access to the site is to be from the existing access to the south off the main road (B1263) which is located roughly central in the site's southern boundary. The existing access will be improved through widening to 6m allowing two vehicles to pass at the access point clear of the carriageway.

- 5.16 The site is currently relatively open pasture with established mature hedgerows to all boundaries of the field. The site was formerly used for pig rearing. The application site is relatively low lying with the surrounding fields generally bound by significant established vegetation and as such longer range views are restricted. The applicant proposes the creation of additional internal landscaping, which would bolster the existing boundaries, further restricting views and have additional benefits for biodiversity.
- 5.17 A new internal access road will be created which will split into two with both sections running northwards roughly centrally through the site.
- 5.18 The proposed built form comprises the access road, parking areas, package treatment plant, a static caravan and glamping pods with the remainder being used as two large paddocks for dog training and exercise purposes. The proposed pods and caravan would be single story structures and would all comply with the definition of a caravan.
- 5.19 The site currently comprises an open field which was formerly used for pig rearing with associated paraphernalia.
- 5.20 Given the existing established boundaries and the significant proposed native landscaping, it is not only considered that there would be no significant detrimental impacts upon the visual amenity of the area and wider countryside, that through enrichment of the existing landscaping the proposal could lead to a betterment of the site in visual amenity terms. A condition will be used to secure the implementation of the landscaping scheme prior to first use of the site.
- 5.21 Given the above it is considered that the proposed development would not give rise to significant detrimental impacts upon the character of the surrounding countryside in accordance with policies E1, and E3.

Residential amenity

- 5.22 Policy E2 requires that all development proposals must adequately protect amenity, particularly with regard to privacy, security, noise and disturbance, pollution (including light pollution), vibration and daylight.
- 5.23 A Noise Impact Assessment (NIA) was prepared and submitted in support of the proposal. The applicant engaged with the Environmental Health team to agree criteria for the NIA. The NIA finds that noise levels at the nearest noise sensitive receptor (residential dwelling) are 8dB below the absolute level limit of 55dB and as such concludes that the proposed use would not have a significant adverse impact upon nearby residential dwellings.
- 5.24 The nearest residential properties, are Cockleberry house to the east and Markstone House to the west, both of which are between 40m and 60m away from the boundary of the application site, with the existing vegetation and hedging intervening, as such any views of the site would be distant and screened effectively. The extent of harm to amenities of residents would therefore be minor. In view of the separation distance from the nearest dwellings, the likelihood of noise disturbance is limited.

- 5.25 The applicant has included information on how they would manage, and control noise should individual dogs and their owners cause a problem. The Environmental Health team concludes that the proposal is unlikely to have a severe adverse impact on neighbouring noise sensitive premises and Environmental Health has no objection on noise grounds.
- 5.26 It is therefore considered that the proposal would comply with Policy E2 of the Hambleton Local Plan.

Highway safety

- 5.27 Access to the site is to be from the existing access to the south off the main road (B1263) which is located roughly centrally in the site's southern boundary. The existing access will be improved through widening to 6m allowing two vehicles to pass at the access point clear of the carriageway. An internal access drive will be created to service both the glamping pods and the exercise paddocks. The comings and goings from the site would be increased and a transport statement has been submitted in support of the proposal. Highways have reviewed the information and raised no objection subject to a number of conditions. Highways have noted and accepted that that visibility splays of 160 meters were appropriate when considering the 85th percentile speeds approaching the proposed access on the B1263, and given the intensification in use of the site, the proposal to widen the access to 6 meters is welcomed as this will allow two vehicles to pass at the site access clear of the carriageway of the B1263.
- 5.28 The proposed development will give rise to no significant highway safety or operation concerns.

Flood risk and Drainage

- 5.29 A Flood Risk Assessment (FRA) which includes a drainage strategy has been submitted in support of the application which demonstrates that the site is not at risk of flooding and that through appropriate management of surface water there would be no increase in flood risk elsewhere. It is noted that while the site area is 2.8 ha, formal drainage is only required for the small impermeable areas mainly comprising the access road and car parking.
- 5.30 The foul drainage will be operated on a package treatment system with surface water being dealt in line with sustainable drainage methods.
- 5.31 The LLFA have been consulted commenting that the majority of the site is Flood Zone 1 and therefore at the lowest risk of flooding but due to increase in the amount of impermeable surface would require surface water drainage. A portion of the northern training paddock is at risk of some waterlogging/pooling during heavy storm events however this is not considered to be a problem as all vulnerable uses are located in the area of lowest risk.
- 5.32 The application site falls within the River Tees catchment area. On 16th March 2022 Natural England identified that The Teesmouth and Cleveland Coast Special Protection Area is being adversely affected by nutrient pollution. An immediate requirement is not to issue any further planning approvals that would increase the discharge of nutrients into the River Tees catchment. Methods created by Natural

England use the latest evidence and bespoke catchment calculators to assess the site's current nutrient status and the likely impact of any new development. This allows competent authorities and developers to identify the level of mitigation required to cancel out the additional nutrient pollution expected from a particular project. A proposal which would be nutrient neutral can be determined as it will not increase nutrient release.

- 5.33 The applicant is proposing to use a Novo Tricel UK30 wastewater treatment system which will treat waste on site. The applicant has provided nitrogen budget calculation which demonstrates that through the improvements brought about by the site no longer being utilised for the rearing of pigs (which has a high nitrogen impact) and the installation of this package treatment plant to serve the proposed development the nitrogen budget for the proposed development would be negative and as such the development is classed as nitrogen neutral with no mitigation required.
- 5.34 The applicant will also be utilising a specialist company for the removal of dog waste from the site and consideration for this element with respect to nitrogen impacts has been taken in the nitrogen budget calculations.
- 5.35 Given the above the Authority can determine the application in the knowledge that the development will be nutrient neutral and as such have no impact upon designated habitat sites.
- 5.36 It is considered that the proposed development will accord with Policies RM1, RM2 and RM3 of the Local Plan.

Ecology

- 5.37 Policy E3 seeks to protect and enhance the natural environment and achieve biodiversity net gain on development sites.
- 5.38 An Ecological Appraisal has not been carried out. However, given that the site is currently pasture and as such could be grazed or given over to the plough at any time, it is not considered that an ecological appraisal is required. It is noted that the site comprises semi-improved grassland which is likely of low ecological value, and surrounded by managed native hedgerows with scattered trees. The hedgerows and scattered hedgerow trees will not be affected as a result of the proposal. The applicant has included broad details of proposed landscaping of the site which would include native tree and shrub planting, native hedgerows. A submission and approval of a detailed landscaping scheme would be secured by condition but the landscaping proposal as set out appears adequate.
- 5.39 In accordance with NPPF para 175d, proposals should demonstrate a 'measurable' net gain in biodiversity, with Policy E3 requiring sites to demonstrate a biodiversity net gain. The site is currently in agricultural use and of low ecological value, as such the scale of the additional native landscaping proposed would result in biodiversity net gain for the site and the fact that only a small portion of the site is given over to built development there is ample room within the confines of the site to seek further biodiversity enhancements. A condition could be attached to a grant of permission to secure the submission and approval of a scheme for biodiversity enhancements and management.

- 5.40 Given the above the proposed scheme would have no detrimental impacts upon ecology and the site would achieve biodiversity net gain in accordance with policy E3 of the Local Plan.

Planning Balance

- 5.41 The proposed use and scale of the development is appropriate in this location. The development is acceptable in respect of siting and layout and will not have an adverse impact on character and appearance of the surrounding countryside, the amenity of neighbouring residents, flood risk, ecology and highway safety. The scheme is in accordance with the policies of the Hambleton Local Plan.

6.0 Recommendation

- 6.1 That subject to any outstanding consultations the application be **Granted** subject to the following condition(s)
1. The development hereby permitted shall be begun within three years of the date of this permission.
 2. The permission hereby granted shall not be undertaken other than in complete accordance with the drawing(s) numbered Proposed site layout 2167.01 Rev B; Portable Office and Reception; and Proposed glamping pods as received by Hambleton District Council on 29 March 2022 unless otherwise approved in writing by the Local Planning Authority.
 3. There must be no access or egress by any vehicles between the highway and the application site until splays are provided giving clear visibility of 160 metres measured along both channel lines of the major road from a point measured 2.4 metres down the centre line of the access road. In measuring the splays, the eye height must be 1.05 metres and the object height must be 0.6 metres. Once created, these visibility splays must be maintained clear of any obstruction and retained for their intended purpose at all times.
 4. There must be no excavation or other groundworks, except for investigative works, or the depositing of material on the site in connection with the construction of the access road or building(s) until full details of the following have been submitted to and approved in writing by the Local Planning Authority:
 - Construction details of the access to the B1263.No part of the development must be brought into use until the vehicle access has been constructed in accordance with the details approved in writing by the Local Planning Authority. Once created these areas must be maintained clear of any obstruction and retained for their intended purpose at all times.
 5. No part of the development must be brought into use until the parking, manoeuvring and turning areas for all users have been constructed in accordance with the details approved in writing by the Local Planning Authority. Once created these areas must be maintained clear of any obstruction and retained for their intended purpose at all times.

6. No development must commence until a Construction Management Plan has been submitted to and approved in writing by the Local Planning Authority. Construction of the permitted development must be undertaken in accordance with the approved plan.
The Plan must include, but not be limited, to arrangements for the following in respect of each phase of the works:
 - a. Wheel washing facilities on site to ensure that mud and debris is not spread onto the adjacent public highway.
 - b. The parking of contractors' site operatives and visitor's vehicles clear of the highway.
 - c. Areas for storage of plant and materials used in constructing the development clear of the highway.
 - d. Contact details for the responsible person (site manager/office) who can be contacted in the event of any issue.

7. No development shall take place until a suitable maintenance of the proposed SuDS drainage scheme arrangement has been demonstrated to the local planning authority. Details with regard to the maintenance and management of the approved scheme to include; drawings showing any surface water assets to be vested with the statutory undertaker/highway authority and subsequently maintained at their expense, and/or any other arrangements to secure the operation of the approved drainage scheme/sustainable urban drainage systems throughout the lifetime of the development.

8. The Development shall be built in accordance with the following submitted designs;
 - Flood Risk Assessment, RAB, Version 2.0 February 2022

9. No development shall take place until an appropriate Exceedance Flow Plan for the site has been submitted to and approved in writing by the Local Planning Authority. Site design must be such that when SuDS features fail or are exceeded, exceedance flows do not cause flooding of properties on or off site. This is achieved by designing suitable ground exceedance or flood pathways. Runoff must be completely contained within the drainage system (including areas designed to hold or convey water) for all events up to a 1 in 30 year event. The design of the site must ensure that flows resulting from rainfall in excess of a 1 in 100 year rainfall event are managed in exceedance routes that avoid risk to people and property both on and off site.

10. No external lighting shall be installed on the site except in accordance with a lighting scheme that has first been submitted in writing to and approved by the Local Planning Authority. All external lighting shall then be installed and maintained in accordance with the approved details.

11. Notwithstanding the details shown on the approved plans, prior to the commencement of above ground development a detailed landscaping scheme indicating the type, height, species and location of all new trees and shrubs, shall be submitted to and approved by the Local Planning Authority. The use of the site for holiday letting shall be not commence until after the end of the first planting and seeding seasons following the approval of the landscaping scheme. Any trees or

plants which within a period of 5 years of planting die, are removed, or become seriously damaged or diseased, shall be replaced with others of similar size and species.

12. The development must comply with the following requirements that: (1) the units shall be occupied for holiday purposes only; (2) the units shall not be occupied as a person's sole, or main place of residence; (3) the owners/operators shall maintain an up-to-date register of the names of all owners/occupiers of individual units on the site, and of their main home addresses, and shall make this information available at all reasonable times to the local planning authority.

13. No more than 12 glamping pods and 1no. static caravan (site office) shall be located on the land at any one time without a further grant of planning permission.

14. Prior to the commencement of development an Ecological Enhancement and Management Plan shall be submitted to and approved in writing by the Local Planning Authority. The Ecological Enhancement and Management Plan shall include but not be limited to:

- Bat enhancement features;
- Bird nesting boxes (boxes will be suitable for a range of species); and
- Management of enhancement features.

The approved Ecological Enhancement and Management Plan shall then be implemented prior to the first occupation of any pod on the site.

15. Opening hours of the dog training paddocks as shown on plan Proposed site layout 2167.01 Rev B shall be between the hours 8am-9pm Monday to Saturday, 9am-7pm Sunday Summertime (May – September inclusive) and 8am-5pm Monday to Saturday, 9am to 5pm Sundays during wintertime (October – April inclusive).

The reasons for the above conditions are:-

1. To ensure compliance with Sections 91 and 92 of the Town and Country Planning Act 1990 and where appropriate as amended by Section 51 of the Planning and Compulsory Purchase Act 2004.
2. In order that the development is undertaken in a form that is appropriate to the character and appearance of its surroundings and in accordance with the Development Plan Policy(ies).
3. In the interests of highway safety.
4. To ensure appropriate on-site facilities in the interests of highway safety and the general amenity of the development.
5. In the interest of public safety and amenity.
6. In the interest of public safety and amenity.

7. To prevent the increased risk of flooding and to ensure the future maintenance of the sustainable drainage system.
8. To ensure that the development is built to the submitted drainage design; to prevent the increased risk of flooding; to ensure the provision of adequate and sustainable means of drainage in the interests of amenity.
9. To prevent flooding to properties during severe events.
10. In order that the Local Planning Authority can consider the impact of the proposed lighting scheme and avoid environmental pollution.
11. In order to soften the visual appearance of the development and provide any appropriate screening.
12. To ensure that the approved holiday accommodation is not used for unauthorised permanent residential occupation and can thereby contribute to the economy without undue demands on local schools, social and health services etc, and in accordance with the objectives of the Hambleton Local Plan.
13. For the avoidance of doubt and to ensure that the scale of development is appropriate to the location.
14. To provide adequate safeguards for the protection of any protected species or habitats existing on the site and to ensure the site achieves biodiversity net gain.
15. In the interest of the amenity of neighbouring residents.

INFORMATIVE – Advice for the applicant.

1. Notwithstanding any valid planning permission for works to amend the existing highway, you are advised that a separate licence will be required from North Yorkshire County Council as the Local Highway Authority in order to allow any works in the existing public highway to be carried out. The Local Highway Authority will also be pleased to provide the detailed constructional specifications referred to in this condition.
2. If planning approval is granted, the occupier of the land will be required to obtain a Caravan Site Licence under the provisions of the Caravan Sites and Control of Development Act 1960. This will be granted subject to certain conditions being met. Environmental Health Technical support will write to the applicant further, providing the necessary details.