



Tenterden Town Council Business Welcome Pack

A guide to doing business in Tenterden

Tenterden Town Council

Town Hall

24 High Street

Tenterden

Kent, TN30 6AN

www.tenterdentowncouncil.gov.uk

Welcome

At Tenterden Town Council we recognise the importance of the variety of businesses we have in our Parish. One of our key priorities is to improve and support the local economy to enable appropriate local growth. The Parish works in close partnership with other business support agencies throughout the Borough, offering support and information on the range of issues that affect businesses.

This brief guide is designed to help you navigate all the key council business services, including how to report problems and get support with your growing business.

If you need to talk to us about anything that is not covered by this booklet, please give contact the Tenterden Business & Tourism Officer on:

Tenterden Business and Tourism Officer: towncoord@tenterdentowncouncil.gov.uk.

Tel: 07915 226568

General Enquires: townhall@tenterdentowncouncil.gov.uk. Tel: 01580 762271

[Sign up to Tenterden Business & Tourism newsletter](#)

Business Support and Advice

If you own a business in the Tenterden area or are thinking about starting a business and would like to find out more about the business support and advice services available, then please contact the [Business and Tourism Officer](#), based at Tenterden Town Council.

Tenterden Town Council sits within the **Ashford Borough Council** area, and as such are closely linked to the Borough.

Ashford Borough have a dedicated team with a variety of specialist skills that can assist your business on its road to success and for more information on how ABC can support your business, please contact: [Information for businesses on funding, rates, support for your business, working with the council, and much more. \(ashford.gov.uk\)](#)

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In this pack are some key issues that may impact your business

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Planning

Do I need to apply for planning permission?

Not all work will require planning permission. Check on the interactive guide on ABC planning portal to see what does and does not need planning permission. [Click here for the interactive map.](#)

Here are some common planning queries:

- **Listed Building consent:** If your property is a listed building (externally or internally), you must also apply for listed building consent.
- **Conservation Area:** Planning permission may also be needed if your property lies within a Conservation Area (*much of Tenterden is within a Conservation Area*).
- **Change of use:** When taking on a new premises it is up to you, the business, to check that you have the right use for your business, or you may need to apply for a change of use. The estate agent can normally confirm this; however, ABC Planning Department will be able to help. You may need to apply for planning permission if the use class needs changing.
- **Advertisement consent:** Normally required if you wish to change the signage, for example, to include a logo or change the text to a shopfront on a property or building may also require consent. Changes to a shopfront on a property or building may also require consent. It is always a good idea to check with the Planning Department if you need permission.

Further information visit Ashford Borough Council Planning page, including pre-application advice: [Find out how to view and submit planning applications, view land charges or the Local Plan.](#)

Email: planning.enquiries@ashford.gov.uk



Building Regulations

Do building regulations apply?

The building regulations apply to most building work, therefore, it is important to know when approval is needed.

Check if building regulation approval is required.

A few examples of what you need approval for:

- Installation of replacement doors, windows, roof windows and roof lights (unless the installer is FENSA registered).
- Erecting a new building or extending an existing one.
- Erecting an agricultural style of building - check current regulations
- Making structural alternations to an existing building (including underpinning).
- Installing or replacing electric wiring unless the installer is registered with a Competent Persons Certification Scheme.

For full information, please visit Ashford Borough Building Regulations webpage:

[Everything that relates to building control fees, guidance, submission.](#)

Further information on building regulations: building.control@ashford.gov.uk

Or phone: (9am-5pm Monday to Friday): 01233 330282



Health Protection

Food Business

When starting a new food business there may be many things that you may not have thought of:

Register your food business

It is important to ensure that you register your new business when used for a food business:

- Any premises you use for storing, selling, distributing or preparing food.
- Includes restaurants, hotels, cafes, shops, supermarkets, staff canteens, kitchens in offices, warehouses, guest houses, delivery vehicles, buffet cars on trains, market and other stalls, hot dog and ice cream vans.
- If you use vehicles for your food business in connection with permanent premises – such as a shop, or warehouse – you only need to tell us how many vehicles you have. You do not need to register each vehicle separately. If you have one or more vehicles but no permanent premises, you must tell the authority where they are normally kept.

Anyone starting a new food business must register with us at least 28 days before trading.

Registration is **FREE** and you can do it online: [Register a Food Business](#).



Licensing

You may need a specific licence, permit or other authorisation from the council to run your business.

Ashford Borough Council is responsible for licensing a variety of 'licensable activities' under many different pieces of legislation.

Check if you need any licenses for your premises or for an individual, such as:

- sale of alcohol
- gambling
- events
- taxi and private hire – vehicles, drivers and operators
- street trading
- pavement licence
- charitable collections – both on the street and house to house
- caravan sites – both caravan and tented sites
- Scrap metal dealers
- Skin piercing
- Hairdressing

We recommend that you visit the Boroughs website to find out if you need to apply for a licence for your business and it also has a wealth of useful information which may assist: [Information on the different types of licenses we can issue. \(ashford.gov.uk\)](http://ashford.gov.uk)

Here are most common licensing areas:

Pavement Licensing

A pavement licence is a process that allows business selling food and drink for consumption to place removable furniture over onto the highway adjacent to the premises in order to sell or serve food or drink and/or allow it to be used for consumption of food or drink.

These licences can only be granted in respect of highways listed in Part 7A of the Highways Act 1980, which are generally, footpaths restricted to pedestrians, or, roads and places to which vehicle access is restricted/prohibited. No licence is required to place furniture on private property.

[Pavement licences allow food and drink for consumption businesses to put removable furniture onto the path next to their premises. \(ashford.gov.uk\)](http://ashford.gov.uk)

Alcohol License

If you are looking to sell alcohol you will need to:

- Apply for a premises license.
- Check that you have the right use for your business, as you may need to apply for a change of use.

A premises licence lets you use a premises for a range of licensable activities. These include:

- Selling alcohol
- Supplying alcohol to (or on behalf of) a club
- Providing regulated entertainment (including live and recorded music, plays, films, dancing, indoor sporting events, boxing and wrestling)
- Providing late night refreshment (the supply of hot food or drink to the public between 23:00 and 05:00)
- Temporary events notice for a specific event.

Further information from Ashford Borough Council: [A premises licence authorises the use of any premises for licensable activities.](#)

Email: [Email licensing at Ashford Borough Council](#)

Temporary Event Notice

When does an event require a temporary event notice?

You must submit a temporary event notice (TEN) to authorise one or more licensable activities. Examples include:

Events Licence - If you are looking to host an event, you may need to apply for a Temporary Event Notice.

The sale of alcohol – this could be by way of a pay bar, a glass of wine included within the ticket price, or by asking for a donation.

Extension of hours or specifying a licensed activity which is not currently included on an existing premises licence

The provision of hot food and hot drinks between 23:00 and 05:00.

The provision of regulated entertainment, including plays, films, indoor sporting events, boxing/wrestling, live music, recorded music, or performance of dance

Further information visit Ashford Borough Council: [Information on Temporary Event Notice](#)

Street Trading Licence

Street trading refers to trading of goods on land and includes any road, footway, beach, or any other area to which the public have access without payment.

Street Trading Policy: This can include areas of private land, although there are some exemptions.

All streets within the Ashford Borough are controlled streets for the purposes of street trading. Street trading without the relevant consent or licence is a criminal offence, and you can [report illegal street trading online](#).

The type of consent required depends on the type of trading, but is broken down into the following two main types:

- [Mobile Food Traders \(and similar\)](#)
- [Markets](#)

When applying for a street trading consent Ashford Borough normally require a completed application form, public liability insurance, fee, a letter from the landowner stating giving permission for the trading, as well as a copy of the planning permission consent (if this is necessary).

For more detailed information on street trading, and application forms, visit: [Street Trading Policy \[pdf\] 610KB](#).



A-Boards

A-Board requirements

An A-board is an advertising board outside shops and restaurants.

If you own a business and want to place an A-board on the pavement outside your property, you may need planning permission.

To find out if you require planning permission, contact Ashford Borough Council - You must do this before you start using the A-board.

You do not need a licence but do need to agree to the requirements:

- Sign and return the [A-board requirements form \(PDF, 82.9 KB\)](#) to KCC.

Kent County Council need to keep paths and roads clear for users and if A-boards are causing an obstruction, we may remove them.

Other options are available such as:

- externally mounted boards
- hanging signs
- externally mounted display boxes
- additional signage in the shop front.

Check with Ashford Borough Council if you need planning permission for any of the alternatives.

Further information on A-Boards, please contact Kent County Council: [A-board requirements - Kent County Council](#)



Business Rates

Ashford Borough Council collects the Business Rates (also known as Non-Domestic Rates)

Some businesses may be exempt from paying business rates or may be entitled to business rate relief.

We would highly recommend contacting the [Business Rates Team](#), before you commit to a premises to find out about the likely costs and if any reliefs are applicable to your business or premises.

Business rates are charged on most non-domestic properties.

Rateable Value of your property:

- Each non-domestic property has a Rateable Value which is set by the Valuation Office Agency (VOA) on behalf of central government.
- The rateable value is used to calculate the amount of business rates your business pays.
- Business Rates are calculated by multiplying the **Rateable Value of your property** by the **business rates multiplier**, or rate in the pound (*set by central government*).
- Business Rates are collected by the local authority and help to pay for local services.

For further information about business rates: The administration of business rates for the borough of Ashford is handled by Canterbury City Council as part of a programme for Kent councils to work together. If you need to contact us by phone, fax or email, contact the business rates team at Canterbury:

Telephone: 01227 862316 or Email: businessrates@ashford.gov.uk

Further information: [Business rates help businesses and other occupiers of non-domestic property to pay towards the costs of local authority services.](#)



Report it

Kent County Council

Problems with the streets around your business?

It is easy to report any problem with the streets around your business.

Report an issue on the road or pavement to Kent County Council:

Report problems on roads and pavements to KCC highways team:

- street light faults
- potholes
- traffic signal faults
- damage to bus stops (poles/timetables)
- overgrown vegetation (including hedges and grass)
- drainage/blocked gully

[Report a problem on a road or pavement - Kent County Council](#)

Report a problem on a right of way:

Report to the KCC Public Rights of Way Team:

- broken stiles
- overgrown vegetation or fallen trees
- damaged or dangerous path surfaces
- damaged or missing signposts.

You must submit a separate report for each individual problem. This helps KCC to identify and inspect the correct location and update you on progress more accurately.

[Report a problem on a right of way - Kent County Council](#)



Report it

Ashford Borough Council

Received advice or report an Environmental Concerns:

- Litter Enforcement
- Graffiti
- Fly-tipping
- Abandoned items
- End of Life Vehicles
- Dog Fouling
- Tree Issues
- Damaged or missing street nameplates.

[report various environmental issues](#)

Businesses can get advice from the Environmental Team on how to ensure food safety for their customers.

[We are responsible for registering and inspecting all food premises. Get advice about food hygiene and safety. \(ashford.gov.uk\)](#)

The Environmental Team also offer advice on:

- noise nuisance
- light nuisance
- odours,
- pest control
- bonfires and woodburners
- air quality
- illegally grazed horses
- drainage and sewerage



Parking

Tenterden Car Parks are administered by Ashford Borough Council.

Tenterden Business e-Permit

- Allows a vehicle to park in Bridewell Lane car park and at the rear of the Leisure centre car park's Monday to Saturday.
- Is valid for 12 months

Who can apply for an e-Permit?

Tenterden Business e-Permit must be made by a business based or trading in the borough of Tenterden.

How much does an e-Permit Cost? £594.00 for 12 months.

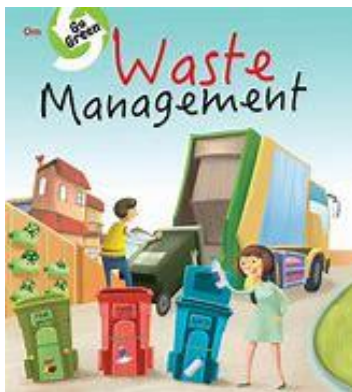
Visit: [Parking permit for Bridewell Lane and Leisure Centre car parks for local businesses](#)

Season Tickets and Car Park Vouchers

- Season tickets reduce the cost of parking if you frequently visit some of the council car parks.
- They allow one, three, six or 12 months of parking in advance in the relevant council car parks (Bridewell Lane Car Park and rear section of Leisure Centre Car Park).
- Car Park Vouchers are a flexible way to reduce the cost of parking for a day if you use council car parks a less frequently.
- Virtual vouchers can be purchased in books of 10, are valid for one year and can be used in Bridewell Lane and the rear section of Leisure Centre Car Park. You'll need to open a secure, online account.
- To start a parking session simply log in to your account, add your vehicle registration number, choose the date and start time.

Visit: [Information on, and how to buy, residential and visitor parking permits, and season tickets.](#)

A car park voucher does not guarantee a space in the relevant car parks.



Commercial & Business Waste

Commercial waste cannot be disposed of in domestic collections.

- Therefore, you are responsible for the management of all the waste that your business produces.
- All businesses have a legal duty to dispose of all their recyclable materials and waste.
- Business rates do not cover businesses for any recycling or waste collections.

Environmental regulations state that every commercial business or establishment that produces any form of waste, no matter where it is based, has a responsibility under duty of care for managing their waste properly.

Under the Environmental Protection Act 1990, anyone who produces, imports, keeps, stores, transports, treats or disposes of waste has a duty to take all reasonable steps to ensure that their waste is disposed of properly. This means that any waste produced by a business from general rubbish i.e. paper documents to a business's operations is regulated by law.

Visit: [Information on the duty of care responsibilities that businesses need to meet and how you can dispose of hazardous waste. \(ashford.gov.uk\)](http://ashford.gov.uk)

To ensure you comply with these regulations make sure you:

- Ensure your contract is with the right waste carrier for your form of waste.
- Check your waste carrier's credentials and ask to see their waste certificate. Always ensure they are registered with the [Environment Agency](http://environment.gov.uk) as a 'Carrier of Waste'
- Keep all waste in suitable containers.
- Get the right paperwork and keep hold of it. Always get a copy of the Waste Transfer Note from the person who takes your waste away. By law you must keep a copy of this note for up to two years.

[Right Waste, Right Place](http://rightwaste.com) is a website which has been created to advise businesses on how they can meet their obligations under the Duty of Care Section 34 of the Environment Protection Act 1990[1]

Download their simple [guide](#) which provides you with a step by step list of things to consider

Further information about your [responsibilities and disposal sites within Kent is available from KCC.](#)

Other Support organisations:

Tenterden and Ashford Organisations	
Tenterden Chamber of Commerce	Tenterden & District Chamber of Commerce
Sustainable Tenterden	Sustainable Tenterden
My Tenterden	Tenterden Business, Shops, Events, Visit Tenterden, Accommodation, local business, Whats On
Tenterden Wildlife	Tenterden Wildlife
Experience Ashford and Tenterden Tourist Association	Ashford & Tenterden Tourism Association - Ashford and Tenterden
Ashford Borough Council	Ashford Borough Council
Other useful organisations	
Kent Business School	Kent Business School - University of Kent
Kent and Medway Growth Hub	Your Gateway to Business Growth : Kent & Medway Growth Hub
Produced in Kent	Bringing you Kent's finest Food & Drink - Produced in Kent
Kent Invicta Chamber of Commerce	Kent Invicta Chamber of Commerce - Aiding Kent Businesses
Trading Standards	Trading Standards - Kent County Council
Growing Kent and Medway	Growing Kent & Medway A world class research, innovation and enterprise cluster
The Kent Foundation	Growing Successful Kent Businesses Since 1985 - The Kent Foundation
Digital Boost	Get Free Business Mentoring and Support Digital Boost