

Fra: Remco Leppers <remcoleppers@gmail.com>

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Til: Sentralarkivet <postmottak@karmoy.kommune.no>, Birthe Smistad <bsa01@karmoy.kommune.no>

Emne: Klage på gebyr Søknad Vestre Karmøyveg 748

Hei,

I have been pretty busy with a søknad for our house on Vestre Karmøyvegg 748 Gardsnr.31 Bruksnr.27

Søknad for extra windows and expand the terrace.

We looked on the kommune webpage but some things were unclear for us. So i made a phonecall and somebody explained me how it worked. I also asked if it is godkjent how much time you have to start or do these things, and if it is possible to put the extra windows and terrace in one Søknad. They told me it was and that i have 3 years to start with it and the price for this søknad is 3830kr in total. I have filled in the most things on the document but still had some questions. So we made an appointment and visited the kommune.

We already made some drawings with measurements and pictures and brought that with us. John Karsten at the kommune showed us which parts of the søknad we should fill in, and according to him the drawings and pictures were more than enough. That was it and the price for this søknad was 3830kr for extra windows and expand the terrace. After we have send everything in we get a message from Seline Simson Hansen that it wasn't good enough. We needed to fill in more things and a nabovarsel. I send an email with the question is this necessary because on the kommunesite stands that if there a lot of space between you and the neighbours you maybe don't need it. And John Karsten who helped before said we didn't need it. From that moment i have been waiting for a couple of weeks without any

reaction. I made a phonecall to check if my mail was received, because when i send it i get a mail back that it was received. They could not find any mail and had to send it to a different address than post@karmoy.kommune.no. Again i had to wait and called after some time. But it seems that my saksbehandler was sick already for a longer period and they told me to wait a lease another week. I asked if maybe somebody could help me but that wasn't possible . So i waited again for a period and after a while just went to the kommune with all the papers. I spoke Reidar over there and he explained me why i needed this nabovarsel. Nobody had told me that before and i was still waiting for an answer. So that day i visit all my neighbours and filled in this nabovarsel with them. Next day i went back to the kommune and Reidar who helpt me the day before was busy and somebody else helpt me. We went true the paperwork together because i wanted to make sure everything was correct this time. I asked how the payment works for this søknad, and she showed me and told me that i get a faktura if it is godkjent with the amount of 3830kr. So there are 3 people

John Karsten Vedø
Reidar ...
Woman (can't remeber her name)

at the kommune who told me this søknad kost 3830kr and now i get a faktura of 8750kr Fakturanr.3070332.

2x 3830kr
Og 1090kr because somebody else at the Kommune need to have more information than the first person who helpt me?
I want to pay 3830kr and not more than that. 3 times i have to take time off from my work to fix this søknad and have been busy with it for a long time because people tell me different things.

Hope to hear from you.

Greetings Remco Leppers
98687439