



Getting to know Laurie as a regular at our café, I sought his advice on a complex building planning issue, which we could not find a simple answer to. A minor addition had been made to our operational needs some time previously, which turned out to need retrospective building approval. Although no changes had been made to the building itself, the Heritage Listing of the site made the process of gaining building approval complex.

Advice sought from other consultants resulted in the response that this was a very difficult issue, and would cost in the vicinity of \$5-10,000 and up to 12 months to resolve. We were going around in circles with no-one wanting to help us and we found it overwhelming to say the least.

Laurie immediately saw the best way forward, used his excellent negotiation skills to ensure we followed the right channels, and with a four-step process secured the full range of permits required in only a short time. First contacting the Council, he confirmed what was required in order to gain building approval. This led to gaining preliminary approval for the addition to the site which allowed Laurie to approach the Department of Environment and Heritage with a solution rather than a problem. The DEH gave their approval subject to inspection by a certified builder. The builder inspected and passed the site, and the inspection certificate secured the approval of Council. Laurie's thorough approach helped to open doors and resolve the issue quickly and cost effectively.

The cafe has just had its best results in 14 years – and Laurie's assistance with this issue allowed us to remain focused on the success of our business, rather than diverting our time to this minor but complex operational issue. The impact of this situation could have resulted in significant costs, inconvenience and lengthy delays which would have had a very negative impact on our business. Laurie's business knowledge, ability to see a clear way through, and ability to get our issue in front of the right people was invaluable.

Susie Hudson
Proprietor/Director
Perrotta's at the Gallery