

**To:**

[Planning \(Isles of Scilly\)](#)

**Subject:**

RE: P/25/102/FUL & P/25/103/LBC | Consultation Request | Replacement of all external doors and windows due to poor condition and to accommodate double glazing @ Customs House

**Date:**

02 February 2026 11:25:08

**Attachments:**

[image003.png](#)

[image004.png](#)

[3528 - External Window and Door Schedule.pdf](#)

[3528.HIA.01 Heritage Impact Assessment V1 - Addendum.pdf](#)

[3528 - Additional Window Images.pdf](#)

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Further to your email, we are now submitting the additional information requested by Victoria Robinson in support of the above application.

A window and door schedule of their condition has been prepared by Sam Mayou, following his visit to the site. We hold extensive photographic records for each individual window and door can provide the full set if required. For the purposes of this submission, we have included a curated sample focusing on those windows where a heritage sensitive approach is most relevant. Should you require images of specific windows or further details, please let us know

Additional information has also been provided following material received from Duchy of Cornwall and Bedfordshire Archives, through which we were able to obtain architectural plans from the 1927 remodelling. This material has been incorporated into an addendum to the earlier HIA submitted.

We would also like to highlight that the recent storm events affecting Cornwall and the Isles of Scilly have caused further deterioration to the existing coastal exposed windows. A supplementary set of photographs has therefore been included to illustrate their current condition.

While some historic glazing and early joinery may survive, their evidential value has been gradually reduced by relocation, glass replacement, timber patching, and successive alterations over many decades. The proposal recognises this layered history and seeks to faithfully replicate the established patterns, proportions, and detailing, rather than introducing forms or feature that would be characteristic of the building.

We fully acknowledge the presumption in favour of repair approach. However, national guidance also recognises that replacement may be justified where elements are beyond practical repair or where repair would fail to ensure long-term performance. In this case, the windows have been subject to repeated interventions over an extended period, and given the highly exposed coastal environment, continued repair would result in short term fixes, repeated disturbance to the historic

fabric and increasing risk to both the building and its occupants. A single, carefully controlled replacement is therefore considered less harmful to the building's significance than ongoing cycles of repair.

We trust this information assists in progressing the application. Please do not hesitate to advise if any further clarification or supplementary material would be helpful.

**Attached:**

3528 - Additional Window Images

Bedfordshire Archives Extracts: RGH2-111A-9-10, RGH2-111A-9-9, RGH2-111A-9-7, RGH2-111A-9-1

3528.HIA.01 Heritage Impact Assessment V1 – Addendum

3528 - External Window and Door Schedule

Kind Regards

[REDACTED] BA (Hons), MArch, PGDip - Architect ARB, RIBA

Senior Architect  
[REDACTED]

For and on behalf of CAD Heritage, a division of CAD Architects Ltd.



Courtleigh House,  
74-75 Lemon Street,  
Truro. Cornwall. TR1 2PN

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**Registered in England No: 04104241 Vat No: 768 6249 77**  
**Registered Office:** Chy Nyverow, Newham Road, Truro, TR1 2DP

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