Using the Planning Portal to reduce delays and save your costs

By submitting your application to Mid Devon District Council via the Planning Portal (www.planningportal.gov.uk/apply) you should realise many benefits and reduce your printing and postage costs.

In addition, if you submit it in accordance with the tips below you can help to reduce the time taken to validate it.

1. Try to submit all of your applications via the Planning Portal, including drawings, any other accompanying information.

2. Pay the fee online or by telephoning (01884) 255255 at the time of submitting your application to speed-up registration.

   If paying by cheque, make sure that you include the Planning Portal application reference number so that we can link your payment to your application. The reference number will begin PP followed by eight digits e.g. PP-01234567.

3. File names of the supporting attachments should reflect the content.

4. Mark all original paper size on all drawings e.g. A3, A1. This ensures that the scale and dimensions remain accurate if printed. Note that the scale becomes inaccurate when a margin is added to a drawing (shrink to fit distortion).

5. Single drawings per file. Avoid multiple images on a single drawing.

6. If required, site location plans and block plans can be purchased from accredited suppliers through the Planning Portal (http://www.planningportal.gov.uk/buyaplan) or from other online suppliers and provided as separate A4 or A3 drawings to support your application.

7. All drawings must include a scale bar and at least one key dimension (in addition to the original paper size – see 4 above).

8. Supporting documents and attachments must be in **PDF format**.

9.   CAD drawings converted into PDF should be created in landscape format to ensure the correct orientation for on screen display. Free CAD to PDF conversion tools are available at www.cutepdf.com, www.pdf995.com and others. Enter 'CAD to PDF' into your search engine for listings.

10. Limit the size of individual documents to 5MB. The Planning Portal will not accept larger file sizes than this - guidance on optimising file sizes for internet use is available at: http://www.planningportal.gov.uk/planning/professionalinfo/submitapps/hintsandtips

11. Any documentation that exceeds the 5MB limit should be broken down into smaller parts and submitted separately. Each section should have a clear reference and labelling. For example "Design & Access Statement - Part 1", "Design & Access Statement - Part 2" etc.

12. Complete the forms in sentence case – normal upper and lower case. Writing with a capital letter at the start of each sentence to aid the Council in processing it.

Help and support

Most questions in the forms and pages on the application system have help text to assist you. You can view the help text by clicking on the question mark icons on the page.

Video Tutorials
A set of videos that take you through the key stages of creating, completing and managing your online applications. View the list of video tutorials (http://www.planningportal.gov.uk/planning/applications/howtoapply/videotutorial)

Frequently Asked Questions (FAQs)
Answers to our most common queries about the online application system and many other areas of the Planning Portal. View the Planning Portal's FAQs (http://www.planningportal.gov.uk/faq).

Support and advice about how to use the Planning Portal is available at:
http://www.planningportal.gov.uk/planning/professionalinfo/submitapps/hintsandtips

Alternatively if you require guidance whilst submitting your application, you can contact the Portal's Support team on 0117 372 8200 or by email:
support@planningportal.gsi.gov.uk