



## **Using the Online Application Services to reduce delays and save on costs**

By submitting your application to Mid Devon District Council via [I apply](#) or the [Planning Portal](#) 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 online, 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. Please note if using the Planning Portal, you will need to pay them directly, they also charge a service fee of £20.00
3. If paying online because you have submitted an application to I apply or by another method. Please quote the reference number provided.
4. File names of the supporting attachments should reflect the content.
5. 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).
6. Single drawings per file. Avoid multiple images on a single drawing.
7. If required, site location plans and block plans can be purchased from accredited suppliers through I apply, the Planning Portal or from other online suppliers and provided as separate A4 or A3 drawings to support your application.
8. All drawings must include a scale bar and at least one key dimension (in addition to the original paper size – see 4 above).
9. Supporting documents and attachments must be in **PDF format**.
10. 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](http://www.cutepdf.com), [www.pdf995.com](http://www.pdf995.com) and others. Enter 'CAD to PDF' into your search engine for listings.

11. Limit the size of individual documents to 5MB. Check with the online service you are using as some will not accept larger files than this.
12. 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.
13. 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**

Alternatively if you require guidance whilst submitting your application, you can contact the online provider as below

I apply

<https://iapply.co.uk/faq.html>

Tel: 08447 254344 (UK)

[info@iapply.co.uk](mailto:info@iapply.co.uk)

Planning Portal

Tel: 0117 372 8200

email: [support@planningportal.gsi.gov.uk](mailto:support@planningportal.gsi.gov.uk)