

HERTFORDSHIRE
BUILDING CONTROL

Submit-a-Plan

Complete Application Guide

A step-by-step guide to submitting and managing
your building control applications online

www.submitaplan.com



Free to use



Secure portal



Available 24/7

What is Submit-a-Plan?

Submit-a-Plan is the national portal for submitting and managing building control applications. It is completely free to use and gives you a secure, two-way portal to interact with Hertfordshire Building Control throughout the life of your application.

Submit-a-Plan is not just a form. Once your application is submitted, you can track its progress, respond to queries, upload additional documents, view decisions and certificates, request inspections, and make payments — all from one place.



Completely Free

There is no charge to use Submit-a-Plan. The service is funded by local authorities and is significantly cheaper than any other national portal.



Two-Way Communication

Submit applications, track progress, respond to queries, receive documents back from HBC, and message your case officer — all through the portal.



Secure & Established

Submit-a-Plan has managed millions of applications over nearly 20 years. Your data is held securely and backed up at all times.



Available Anywhere

Access your applications from any modern web browser, 24 hours a day, 7 days a week. We recommend a laptop or desktop for the best experience.

With Submit-a-Plan you can:

- ✓ Submit new building control applications to HBC
- ✓ Upload and view plans, specifications and supporting documents
- ✓ Send and receive messages about your application
- ✓ View and make payments online
- ✓ Track the status of existing applications at any time
- ✓ Respond to plan check items raised during assessment
- ✓ Notify commencement and request site inspections
- ✓ Access decisions, acknowledgements and completion certificates

Registering Your Account

Before you can submit an application, you need to register a free account on Submit-a-Plan. Visit www.submitaplan.com and click "Register Now" to get started.

Choosing Your Account Type

When registering, you will be asked to choose an account type. Select the option that best describes your role:



Applicant / Client Account

Choose this if you are the property owner and are submitting an application for work on your own property. You are the "client" under building regulations.



Agent Account

Choose this if you are submitting applications on behalf of someone else — for example, if you are an architect, surveyor, builder, or other professional acting as an agent for the property owner.

Applicant/Client

Register as an Applicant/Client if you wish to make applications for yourself.

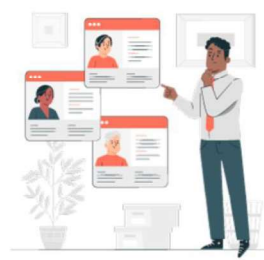
CREATE APPLICANT/CLIENT ACCOUNT



Agent

Register as an Agent if you wish to make applications on behalf of your clients.

CREATE AGENT ACCOUNT



You will need a valid email address to register. A confirmation email will be sent to verify your account.

Before You Start Your Application

Before starting a new application, please gather the following information. Having everything ready will make the process much quicker and help avoid delays.

Contact Details Required

Under building safety regulations, the following individuals must be named on every application. Please have their full contact details (name, address, email, phone) ready:



Client

The person who owns the property. Even for a business, you must nominate a responsible individual.



Agent

The person submitting on behalf of the client (if applicable), e.g. an architect or surveyor.



Principal Designer

The person who did the design work or is specifying the works. This is a legal requirement.



Principal Contractor

The person managing the construction work (often your builder). Must be a named individual.

Documents & Plans

You will also need:

- ✓ Your building plans and drawings (PDF format recommended)
- ✓ Structural calculations (if applicable)
- ✓ Specifications and supporting technical documents
- ✓ A description of the proposed building work
- ✓ The site address where the work will take place

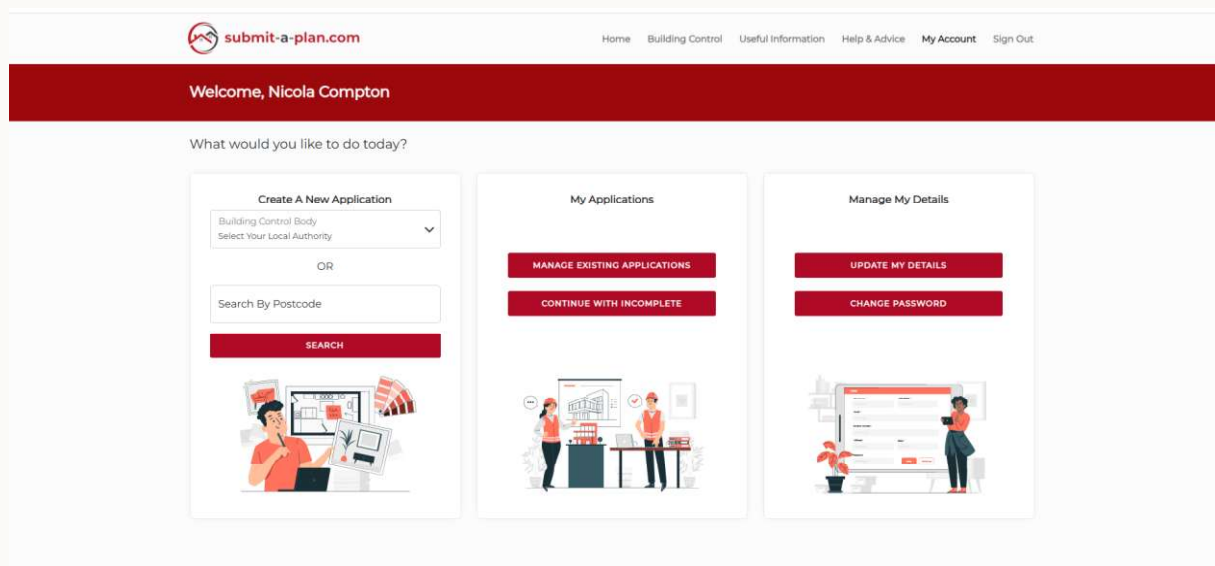


Providing email addresses for all parties is strongly recommended — this prevents delays in processing your application.

Making a New Application

Once you are logged in, follow these steps to submit a new building control application to Hertfordshire Building Control:

- 1 Click "Make an Application" from the main menu
- 2 Select Hertfordshire Building Control, or enter your postcode to find us
- 3 Choose the application type — available types are shown in red on the authority page
- 4 Complete the application form — mandatory fields are highlighted in red
- 5 Use the address lookup feature to automatically fill address fields
- 6 Enter the contact details for the Client, Agent, Principal Designer and Principal Contractor
- 7 Click "Add Supporting Documents" to upload your plans and specifications
- 8 Review your application carefully, then click the green "Submit Application" button



- i** If you need to pause, use "Save & Close" to save your progress. You can continue later from "Incomplete Application" on the main menu.

Selecting Your Authority

After clicking "Make an Application", you need to select which building control authority you are submitting to.

How to Find Hertfordshire Building Control

- 1 You can search by authority name — type "Hertfordshire" in the search box
- 2 Or enter the postcode of the property where the work is taking place
- 3 Click on "Hertfordshire Building Control" when it appears in the results
- 4 You will see the available application types listed. Click on the one that applies to your project.

If you are unsure which application type applies to your work, contact the helpdesk or your case officer for guidance.

Completing the Application Form

The application form collects information about the proposed building work, the site address, and the people involved. Fields marked in red are mandatory and must be completed before you can submit.

Key Sections of the Form



Site Address

Use the address lookup to auto-fill. Enter the postcode and select from the results. You can also enter the address manually if needed.



Description of Work

Describe the proposed building work clearly and concisely, for example: "Single storey rear extension with new kitchen and utility room."



Contact Details

Enter the full details (name, address, email, phone) for the Client, Agent, Principal Designer and Principal Contractor as described on the previous page.



Fee Information

If you know the applicable fee, enter it here. If you are unsure, leave the calculated fee fields blank — HBC will calculate the correct amount for you.

Contact information for various interested parties: (Please state if the details are not known or not applicable)

Client (Person/Company requesting the building work):				Person/Company submitting on behalf of the client :			
Title	Forename	Surname		Title	Forename	Surname	
Name:	<input type="text" value="Required"/>	<input type="text" value="Required"/>	<input type="text" value="Required"/>	Name:	<input type="text"/>	<input type="text"/>	<input type="text"/>
Organisation	<input type="text"/>			Organisation	<input type="text"/>		
Name/No.	<input type="text" value="Required"/>			Name/No.	<input type="text"/>		
Street:	<input type="text" value="Required"/>			Street:	<input type="text"/>		
Locality:	<input type="text"/>			Locality	<input type="text"/>		
			(Enter N/A if unknown)				(Enter N/A if unknown)
City	<input type="text" value="Required"/>	Postcode	<input type="text" value="Required"/>	City	<input type="text"/>	Postcode	<input type="text"/>
Tel:	<input type="text" value="Required"/>			Tel:	<input type="text"/>		
Email:	<input type="text" value="Required"/>			Email:	<input type="text"/>		

Important: Where the application is not being submitted by the client, we will seek from your client a 'Statement of consent', signed and dated by the client stating that they agree that the application can be made and the information contained in the application is correct. The application will not be processed until it is provided.



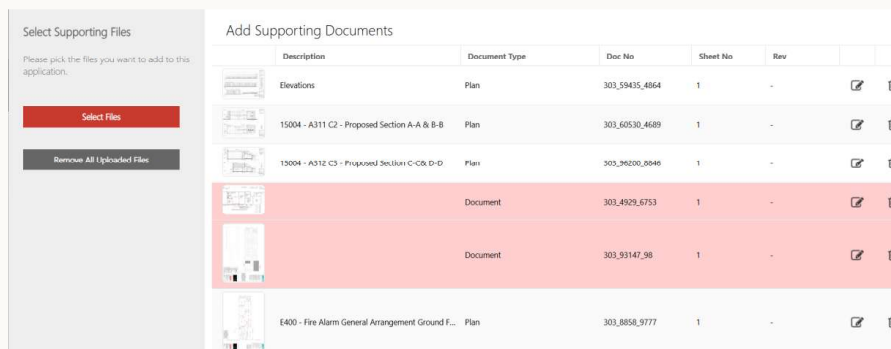
Allow pop-ups for submitaplan.com — the application form opens in a new window.

Uploading Documents & Submitting

Before submitting your application, you should upload all relevant supporting documents including plans, drawings, and specifications.

Adding Supporting Documents

- 1 Click the "Add Supporting Documents" button on the application form
- 2 Use the file browser to select files from your computer
- 3 You can upload multiple files — plans, drawings, structural calculations, and specifications
- 4 PDF format is recommended for plans and drawings
- 5 Once uploaded, files will appear in the documents list



Submitting Your Application

Once you have completed all mandatory fields and uploaded your documents:

- 1 Review all sections of the form carefully
 - 2 Check that all contact details are correct and email addresses are included
 - 3 Click the green "Submit Application" button at the bottom of the form
 - 4 You will receive an email confirmation once your application is submitted
- i** You can add more documents later via the "Manage" screen — so don't worry if you are waiting for final documents.

Your Application Dashboard

Once your application has been submitted, you can manage everything through the portal. Log in and click "Manage Existing Applications" to see your applications listed.

Applications requiring your attention are highlighted in red. Click the red text to go directly to the section that needs action.

Click the "Manage" button next to any application to see its full details. You will find the following sections:

The screenshot shows the application dashboard interface. On the left, there is a filter sidebar with the following sections:

- Applications:** A list of checkboxes for application status: All, Draft/Incomplete, Requires amendment, Queued, Submitted (checked), Decided, and Completed.
- Date range:** Fields for 'From' and 'To' with date pickers (dd/mm/yyyy).
- Buttons:** 'APPLY FILTER' (highlighted in red) and 'CLEAR FILTER'.

The main content area features a search bar at the top: "Search by address, application type or authority name" with a search icon and a placeholder "Search my applications". Below the search bar, two application cards are displayed:

- Card 1:** "Welwyn Hatfield Borough Council, The Campus, Welwyn Garden City, AL8 6AE". Description: "Single Storey Rear Extension". Authority: "Application with Full Plans Hertfordshire Building Control". Status: "SUBMITTED TO AUTHORITY" (with a green checkmark). Date Submitted: "30 Oct 2025 15:56". Application Status: "Submitted". A "MANAGE" button is visible.
- Card 2:** "Stuart House, St. Johns Street, Peterborough, PE1 5DD". Description: "Internal refit of offices including additional toilet facilities". Authority: "SaP Application with Full Plans zz Resolution Data Management zz". Status: "SUBMITTED TO AUTHORITY" (with a green checkmark). A red text note says: "There are items that require your attention, click here to view details." Date Submitted: "23 Oct 2025 12:14". Application Status: "Registered". A "MANAGE" button is visible.



Application Details

View description of work, site address, and agent information



Duty Holders

Update Principal Designer and Principal Contractor details



Plans & Documents

View your submitted plans, see thumbnails, upload additional documents



Documents Shared

Access decisions, acknowledgements and certificates from HBC



Messages

View all sent and received communications about your application



Site Information

Notify commencement of works and request site inspections



Plan Checks

See items raised during plan assessment and respond with information



Payments

View outstanding payments, pay online, and manage payment requests

Plans, Documents & Messages

Plans & Documents

The Plans & Documents section allows you to view all files associated with your application. You can see your submitted application form, view thumbnails of your plans, and upload additional supporting documents at any time.

Documents Shared by HBC

HBC will share important documents with you through the portal. These may include:

- ✓ Acknowledgement letters confirming receipt of your application
- ✓ Approval notices and decision letters
- ✓ Completion certificates once all inspections are satisfactory
- ✓ Any other correspondence related to your application

Messages

The Messages section shows all communications between you and HBC about your application. This provides a complete audit trail of every message sent and received.

You can also use the "Enquire about my Application" feature at the bottom of the Manage screen to send a new message to HBC about your application.

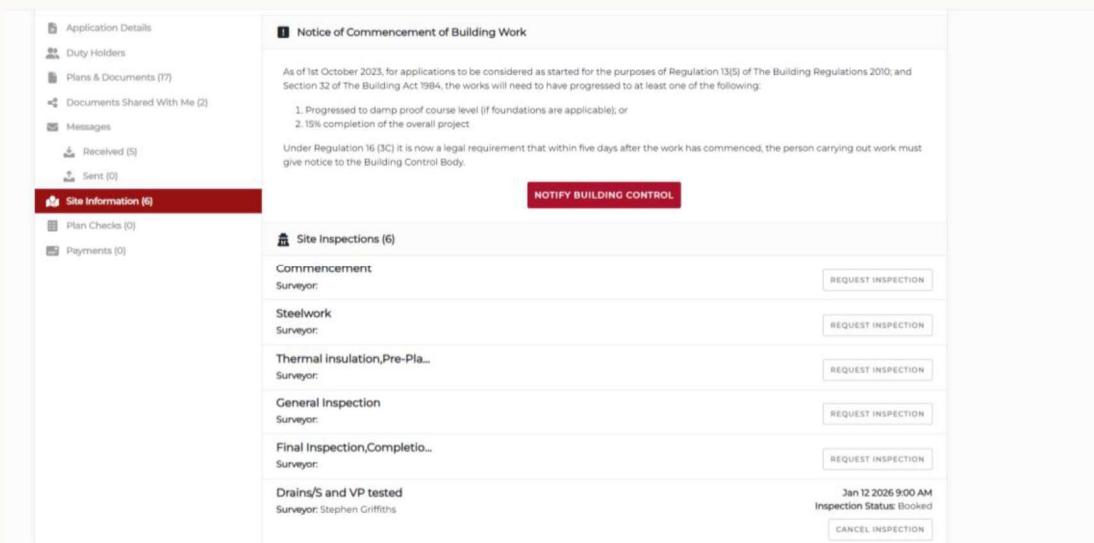
Inspections & Site Information

Notifying Commencement

Before building work begins on site, you must notify HBC. You can do this through the Site Information section of the Manage screen. Click "Notify Commencement" and provide the expected start date.

Requesting Inspections

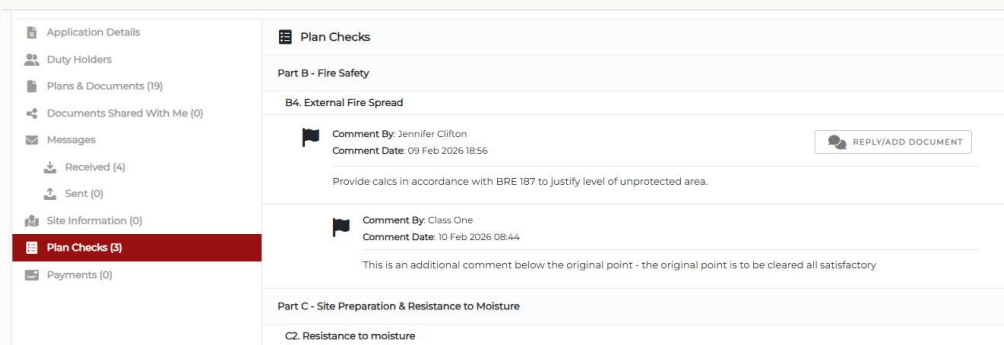
The Site Information section also shows what inspections are required for your project. You can see which inspections have been completed, which are booked, and request new inspections when you are ready.



i You should request an inspection at least 24 hours before you need it. HBC will confirm the inspection date and time.

Plan Checks

If you submitted a Full Plans application, HBC will check your plans against building regulations. The Plan Checks section shows any items raised during assessment. You can see what information or changes are required and respond with additional documents or information directly through the portal.



Payments

The Payments section shows all payment requests associated with your application. HBC will provide an initial fee quote upon receipt of your application, which you can pay online to allow your application to be validated.

Why Isn't Payment Taken at Submission?

HBC will provide an initial fee quote upon receipt of your application. If you are happy to proceed, payment can be made using the link provided to allow your application to be validated.

Request For Payment

Applicant Name : Mr. George Boyd	Back Office System ID : 25/000066/TS
Work Location : TEST, TEST, TEST, TEST, TEST, TEST	Requested Date : 03/03/2026 16:17:19
Agent Name : 0	Payment Request ID : 19645772-FPT-030326
Agent Address : N/A	

Description	Amount
Full Plans Total Charge	£1020.00
	Total : £1020.00

Important Information

Please note that the receipt for this payment will be sent to b*****2@gmail.com, if you would like to send it to a different email address please enter it below.

Send my receipt email to

@

Make Payment

What You Can Do



View Payments

See all outstanding and completed payment requests for your application



Pay Online

Make payments securely through the portal using a credit or debit card



Resend Requests

If the wrong person received the payment request, you can resend it to a different email address



Redirect Payments

Redirect a payment request to a different party (e.g. from client to agent)

Frequently Asked Questions

❓ Does it cost anything to use Submit-a-Plan?

No. The portal is completely free to use. It is funded by local authorities and is significantly cheaper than any other national portal.

❓ Why do I need to provide duty holder details?

It is now a legal requirement under building safety regulations (post-Grenfell) for the Principal Designer and Principal Contractor to be recorded on every application.

❓ Why can't I pay when I submit my application?

HBC will provide an initial fee quote upon receipt of your application. If you are happy to proceed, payment can be made using the link provided to allow your application to be validated.

❓ I made a mistake after submitting. What do I do?

Use the "Enquire about my Application" messaging feature at the bottom of the Manage screen. HBC will advise on next steps.

❓ My application hasn't appeared after submitting.

Wait up to 15 minutes. If it still doesn't appear and you have no email receipt, contact the helpdesk for assistance.

❓ Can I add more documents after submission?

Yes. Go to "Manage Existing Applications", click "Manage", then go to "Plans & Documents" where you can upload additional files at any time.

❓ Who can see my application?

Only you (and any agents linked to the application) can see your application details. HBC case officers can also access it to process your application.

❓ I can't find my authority / HBC isn't listed.

Try entering the postcode of the property where the work is taking place. If you still cannot find HBC, contact the helpdesk for assistance.

Tips for a Smooth Experience



Provide Email Addresses

Include email addresses for all parties (Client, Agent, Principal Designer, Principal Contractor). This prevents delays in processing and ensures everyone receives important notifications.



Upload Documents Early

Upload all supporting documents before submitting your application. You can always add more later via the Manage screen, but having everything ready upfront speeds up the process.



Leave Fees Blank if Unsure

If you are not sure about the correct fee, leave the calculated fee fields blank. HBC will provide the correct fee quote for you.



Allow Pop-Ups

Make sure your browser allows pop-ups from submitaplan.com. The application form opens in a new window, so if pop-ups are blocked you won't be able to access it.



Save Your Progress

If you need to pause while completing an application, use "Save & Close". You can return later via "Incomplete Application" on the main menu.



Check for Red Flags

Log in regularly to check your applications. Items requiring your attention are highlighted in red on the dashboard. Prompt responses help keep your application moving.



Use a Desktop Browser

While Submit-a-Plan works on any modern browser, we recommend using a laptop or desktop computer for the best experience, especially when uploading plans.



Use the Messaging Feature

If you have any questions about your application, use the "Enquire about my Application" messaging feature. This keeps all communications logged against your application.

HERTFORDSHIRE

BUILDING CONTROL

Need Help?

If you need assistance using Submit-a-Plan, the following support options are available to you:



Submit-a-Plan Portal

www.submitaplan.com

Register, submit and manage your building control applications online



Submit-a-Plan Helpdesk

helpdesk@resolutiondm.com

Email the helpdesk for assistance with the Submit-a-Plan portal



Helpdesk Phone

01242 260505

Call the helpdesk during office hours for immediate assistance

We are here to help. If you have any questions about using Submit-a-Plan or your building control application, please do not hesitate to get in touch.

www.submitaplan.com