

HERTFORDSHIRE

BUILDING CONTROL

Submit-a-Plan

Managing Applications Guide

A step-by-step guide to managing your building control application online

www.submitaplan.com



Free to use



Secure portal



Available 24/7

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 with the placeholder text 'Search by address, application type or authority name' and a search input field. Below the search bar, two application cards are displayed:

- Application 1:** 'Welwyn Hatfield Borough Council, The Campus, Welwyn Garden City, AL8 6AE'. Description: 'Single Storey Rear Extension'. Status: 'SUBMITTED TO AUTHORITY'. Date Submitted: 30 Oct 2025 15:56. Application Status: Submitted. A 'MANAGE' button is visible.
- Application 2:** 'Stuart House, St. Johns Street, Peterborough, PE1 5DD'. Description: 'Internal refit of offices including additional toilet facilities'. Status: 'SUBMITTED TO AUTHORITY'. Date Submitted: 23 Oct 2025 12:14. Application Status: Registered. A 'MANAGE' button is visible.

Below the second application card, there is a red warning message: 'There are items that require your attention, click here to view details.'



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.

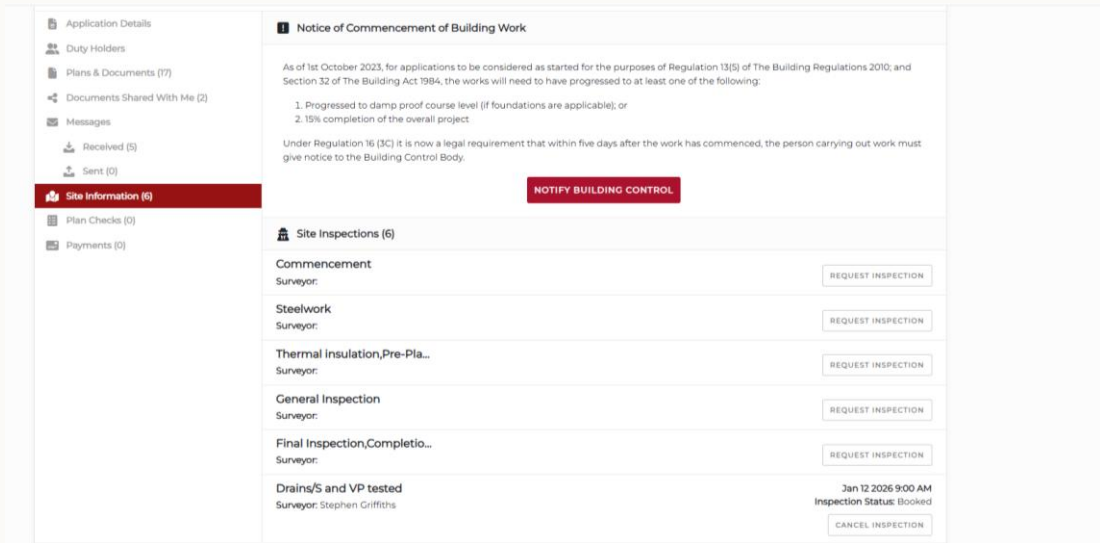
Inspections & Site Information

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

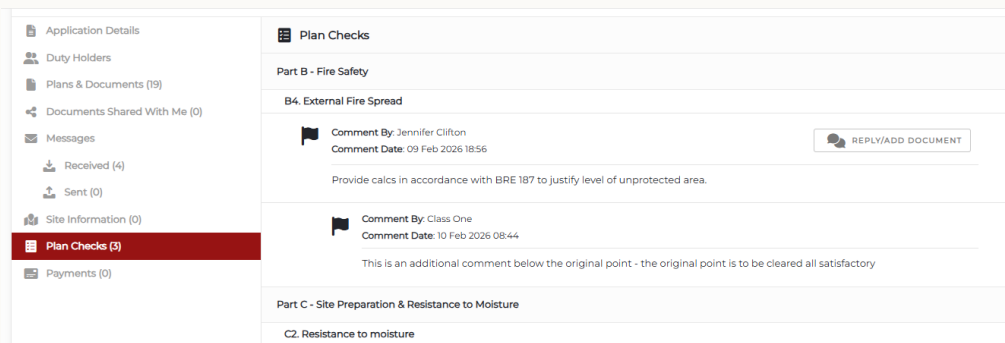
The Site Information section also shows what inspections are required for your project. You can see which inspections have been completed, which are booked, and request new inspections when you are ready.



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.

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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