

# HERTFORDSHIRE

## BUILDING CONTROL

# Submit-a-Plan

## Submitting an Application Guide

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

[www.submitaplan.com](http://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](http://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.

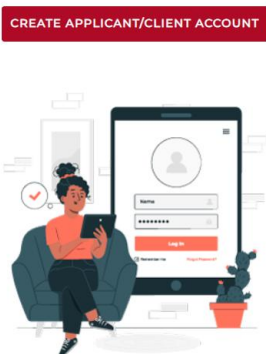


### Agent Account

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.

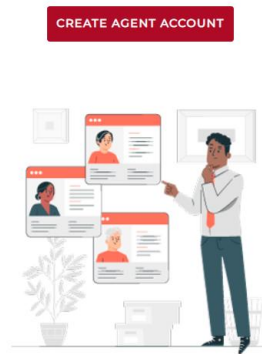
#### Applicant/Client

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



#### Agent

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



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

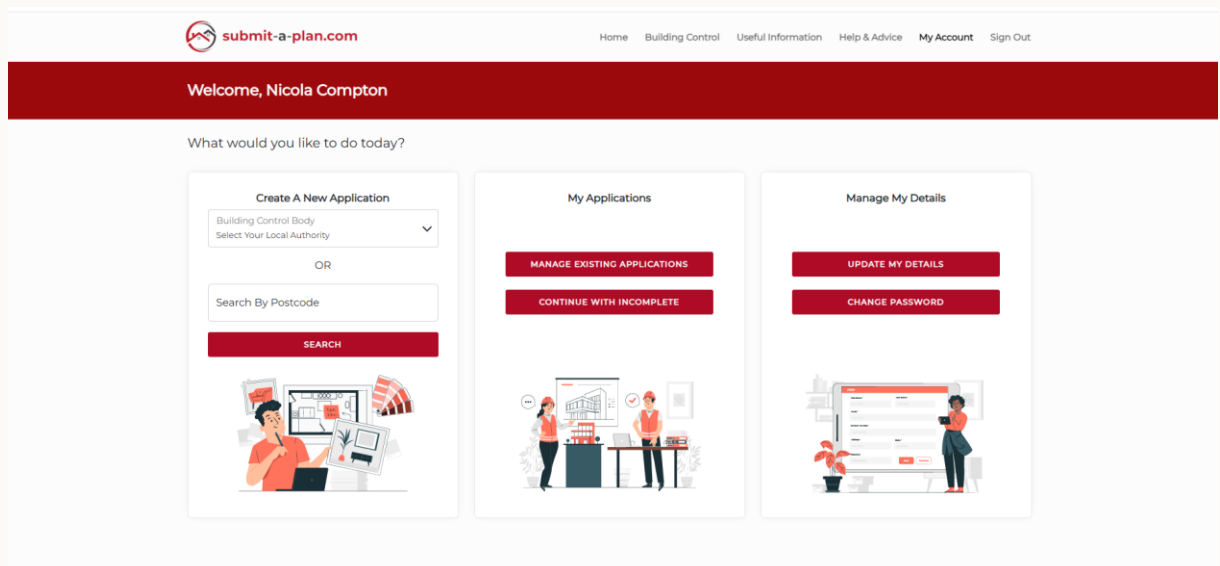


Providing email addresses for all parties is strongly recommended — this prevents delays in processing your application.

# 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.

The screenshot displays the 'My Applications' interface on the submit-a-plan.com website. At the top, there is a navigation bar with links for Home, Building Control, Useful Information, Help & Advice, My Account, and Sign Out. Below this is a red header with the text 'My Applications'. A 'CREATE NEW APPLICATION' button is located in the top right corner of the main content area. The main content area features a search bar with the placeholder text 'Search by address, application type or authority name' and a search button. Below the search bar, a message states 'No applications could be found.' On the left side, there is a filter panel with a list of application statuses: All, Draft/Incomplete, Requires amendment, Queued, Submitted (checked), Decided, and Completed. Below the list is a 'Date range' section with 'From' and 'To' date pickers. At the bottom of the filter panel are 'APPLY FILTER' and 'CLEAR FILTER' buttons.

*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"/>		
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.



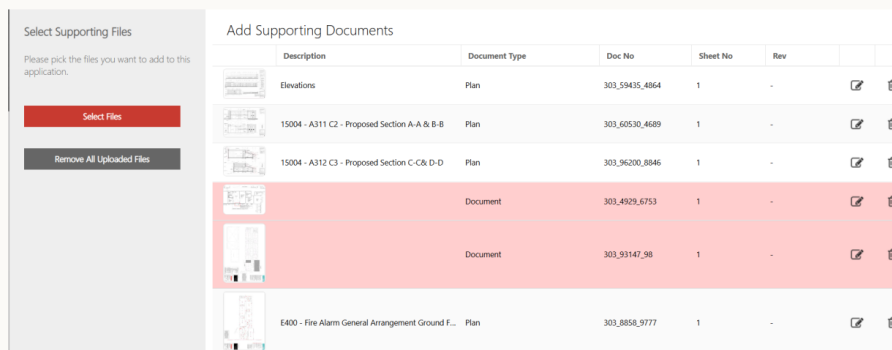
Allow pop-ups for submitaplan.com — the application form opens in a new window.

# 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.

# 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?

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



### Submit-a-Plan Portal

[www.submitaplan.com](http://www.submitaplan.com)

Register, submit and manage your building control applications online



### Submit-a-Plan Helpdesk

[helpdesk@resolutiondm.com](mailto: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](http://www.submitaplan.com)