

Public Access User FAQs

1. [I only have a K. number reference how can I search for an application?](#)
2. [I have been given 2 reference numbers for the application which one do I use?](#)
3. [I am in the application details but where are the plans?](#)
4. [I am looking for the decision notice/plans for an application from pre-2005 why are they not online?](#)
5. [I only know the site address how do I find the application details?](#)
6. [I am not sure of the exact site address or reference number how do I find the application details?](#)
7. [Why is the weekly list shown on the website is different to the one posted in the Library/Town Hall etc.?](#)
8. [How do I comment on an application?](#)
9. [Do I have to sign up to make a comment?](#)
10. [I want to see every application received/validate/determined between certain dates?](#)
11. [Can you recommend an agent?](#)
12. [The application has been appealed and I want to make a comment on it why can I not do this on your website?](#)
13. [How can I receive updates on an application?](#)
14. [I'm getting too many emails, how can I stop receiving updates on an application?](#)
15. [How can I save a search for future use?](#)
16. [How can I rerun a saved search?](#)
17. [I no longer need a saved search how can I remove it?](#)
18. [Why are some fields empty, is the system missing information?](#)
19. [How do I measure from a plan?](#)
20. [How do I download more than one document from the Documents tab?](#)

- Q. I only have a K. number reference how can I search for an application?**
- A. When in the Simple Search screen Click on the **Advanced tab** or from the search drop down options select **Planning > Advanced**. When the search screen appears enter the K. number in the **Alternative Reference** field then press **Search** or press the **enter** key.
- Q. I have been given 2 reference numbers for the application which one do I use?**
- A. You can use the long “Uniform” reference number, with the format 12/00001/FULL in either the **simple search** option or in the **Application Reference** field in the **advanced search** screen. The Planning Portal or iApply reference can be searched by entering the reference in the **Alternative Reference** field.
- Q. I am in the application details but where are the plans?**
- A. The number of documents for the application is shown in brackets next to the word Documents on the documents tab. Click the documents tab to show the list of available documents. There are 7 columns the first being a select document field and others showing Date Published, Document Type, Measure, Drawing Number, Description and View. To open a document click on the View icon for the required document. The document will open in a new tab.
- Q. I am looking for the decision notice/plans for an application from pre-2005 why are they not online?**
- A. At the moment we only have electronic copies of applications from approximately 2007 to date. We are currently in the process of digitalising the record for applications from 1997 to 2005, so if you email the application reference numbers you require we will advise how you can view the file. Applications pre-dating 1997 are currently only held on microfiche and are available to view at the Town Hall by appointment.
- Q. I only know the site address how do I find the application details?**
- A. You can enter 1 line of the address or the postcode in the **simple search** option or in the **Address** field in the **advanced search** screen.

Q. I am not sure of the exact site address or reference number how do I find the application details?

A. To search through a list of all the addresses to find the correct one select the Planning > **Property Search** option from the search menu. Click on the **A to Z Street Search** and then click on the start letter of the street. Scroll through the streets to find the correct one and click on the **Street Name**. A list of all the addresses on the road will appear. Find the correct address and click on the name. To view a list of all applications for this address click on Property History.

Q. Why is the weekly list shown on the website is different to the one posted in the Library/Town Hall etc.?

A. The weekly list shown on the website is a live document so will always show the most up to date information on the status of planning applications, where as the hard copy weekly list is only a snapshot taken on Friday morning. Also the weekly list online can show what applications were valid and decided in a given week, whereas the hard copy version only shows what applications were validated in the last week.

Q. How do I comment on an application?

An application is open to comment if there is a speech bubble shown next to the proposal on the results list of a search. There will also be a "Make a Comment" button on the application details screen. You can either click the "Make a Comment" button or click the Comments tab. You can then fill in your details (if you have registered, and are logged in, your name and address are added automatically to the form) complete the Customer Type, Stance and your comments in the comments box and press submit to send the comments.

If submitting lengthy comments, to avoid the system timing out and to retain a copy of your submission, it is recommended that you compose your comments in another software package such as Notepad or Word and paste them into the Your Comment box.

Draft comments are now retained up to two days after being logged out due to a time-out. You must log in using the same browser and PC as the comment was started

Q. Do I have to sign up to make a comment?

A. You do **not** have to register to make a comment, however the system is designed to provide you with updates on the progress of the application therefore by signing up you can be automatically notified of changes to the application and can save your searches. The system will also securely

store your details so if you want to make further comments on this or other applications you can do so more quickly as you will not have to re-enter your details.

Q. I want to see every application received/validate/determined between certain dates?

A. You can search for applications based on dates by using the Advanced Search option and using the date's fields at the bottom of the page.

Q. Can you recommend an agent?

A. We are not permitted to recommend any agents.

Q. The application has been appealed and I want to make a comment on it why can I not do this on your website?

A. When an application is appealed the decision on it is made by the Planning Inspectorate not Gosport Borough Council. Therefore to make any comments you need to send them to the Planning Inspectorate. Their website is <https://www.gov.uk/appeal-planning-inspectorate>. Please note that if the appeal is regarding a householder application no further comments can be made during the appeal process.

Q. How can I receive updates on an application?

A. When you are in the application details click on the Track button. You will need to be registered and logged in to the system. You will then receive email notification when the application status changes.

Q. I'm getting too many emails, how can I stop receiving updates on an application?

A. Login to your Public Access profile and from the My Profile drop down menu select Tracked Applications. Find the application you no longer wish to receive updates for and press the cross in the Stop Tracking column. Or go into the application details and press the Stop Tracking button at the top of the page.

Q. How can I save a search for future use?

A. Carry out a search in the normal way and once the results are returned press the Save Search button in the middle of the screen. You will need to be registered and logged in. You can then choose if you want to receive email alerts when your search returns new results.

Q. How can I rerun a saved search?

A. Login to your profile and then from the My Profile drop down menu choose Saved Searches. You will then be shown a list of your saved searches. To rerun a search press the green arrow button in the Run column of your required search.

Q. I no longer need a saved search how can I remove it?

A. Login to your profile and then from the My Profile drop down menu choose Saved Searches. You will then be shown a list of your saved searches. To delete a search press the “No Entry Sign” button in the Delete column of your required search, then press the delete button on the following screen.

Q. Why are some fields empty, is the system missing information?

A. Not all the fields are relevant for every application, for example not every case would have an agent or would go to appeal, and therefore there will often be some empty fields. However if you do notice an error or are concerned that the details are incomplete please feel free to contact the relevant case officer who will be able to help.

Q. How do I measure from a plan?

A. Click the Measure icon next to the plan you wish to measure from. The Online Measuring Tool will open. There is help available, click “I’d like some help getting started”, or to go straight to the tool, click “I know what I’m doing”.

Q. How do I download more than one document from the Documents tab?

A. You can now download up to 25 documents at a time. Check the appropriate check boxes next to the desired documents then click Download Selected Files. Follow the on-screen prompts to complete the save.