

# Using the Planning Portal to reduce delays and save costs



By submitting your application to Oxford City Council via the Planning Portal ([www.planningportal.co.uk/apply](http://www.planningportal.co.uk/apply)) you will see many benefits including reducing 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 via the Planning Portal, including drawings, CIL form (where applicable) and any other accompanying information.
2. Pay the fee online at the time of submitting your application to speed-up registration and validation.
3. If paying your payment to your application by cheque, make sure that you include the Planning Portal application reference number so that we can link the payment to the application. The reference number will begin PP followed by eight digits e.g. PP-01234567.
4. File names of the supporting attachments should reflect the content.
5. Mark the original paper size on all drawings e.g. A3, A4. 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. All drawings should be no larger than A3, unless previously agreed.
7. Single drawings per file. Avoid multiple images on a single drawing.
8. If required, site location plans and block plans can be purchased from accredited suppliers through the Planning Portal (<http://www.planningportal.gov.uk/buyaplan>) or from other online suppliers and provided as separate A4 or A3 drawings to support your application.
9. All drawings must include a scale bar and at least one key dimension (in addition to the original paper size – see 5 above).
10. Supporting documents and attachments must be in PDF format.
11. 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.
12. Limit the size of individual documents to 5MB. The Planning Portal will not accept larger file sizes than this. [Read our guidance about reducing your file sizes.](#)

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13. 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.

14. 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

Most questions in the forms and pages on the application system have help text to assist you. You can view the help text by clicking on the question mark icons on the page.

### Frequently Asked Questions (FAQs)

Answers to our most common queries about the online application system and many other areas of the Planning Portal.

[Browse the Planning Portal's FAQs](#)

### Support and advice

Advice on how to use the Planning Portal is available at on our hub of hints and tips:

[Get the most out of applying online.](#)

### Help Centre

Alternatively if you require guidance whilst submitting your application, you can use our Help Centre which will guide you through a set of questions either to provide the answer or put you in touch with the right person to help you.

[Visit our Help Centre.](#)