

# Paying for planning applications

A guide for agents

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## About application payments

As part of the Planning Portal submission process, applicants and agents make payment through the service when submitting an application. This ensures that applications made online are fast, accurate and prevents problems which arise from missing information. It also allows authorities to start validating applications as soon as they get them, rather than waiting for a complete and correct payment.

The payment service provides:

- **Consistent payment options:** A consistent set of payment options for making payment to all local authorities – including online via card or digital wallets, phone, bank transfer and cheque
- **Third-party nomination:** The option to nominate a third party (such as your client) to pay securely for the application
- **Batch payment:** The ability for a pre-agreed batch payment option - by prior agreement only\*
- **Instant acknowledgment:** A receipt for the payment is automatically emailed to the payer (you or your nominee)

\*Please do not pay for multiple applications in a single payment unless you have a prior agreement with us and account configuration by our team, without this there will be a significant delay in applications being processed.

The planning fee is processed before passing both the payment and the application together to the relevant local authority. In every case where a planning fee over £100 is due, a service charge applies. The service charge is £75.83 +VAT. Applications with a planning fee below the threshold do not incur a service charge.

If you have any questions, please contact our Support Team on 0333 323 4589 or by emailing [support@planningportal.co.uk](mailto:support@planningportal.co.uk). Further guidance is also available on our website.

## How to pay for an application

Once you have completed your application in the usual way, you will be taken to the payment screen.

The service includes a full range of payment options, but you will only be presented with those that are available based on the amount which is due. The methods accepted and timeframes are shown below.

Payment method	Fee limit	Payment cleared	Application released to LPA and email conformation sent to applicant or agent	Payment sent to LPA by Faster payment (arrives 1 working day(s) later e.g. sent on Friday arrives Monday)
Online (credit or debit card)	£1,000	Immediate upon online payment	Instant payment is cleared	1 working day after payment has cleared
Phone (credit or debit card)	£1,000	Immediate during call with our telephone agent	Instant payment is cleared	1 working day after payment has cleared
Faster Payment	Usually £25,000 for individual - £1,000,000 for a business (set by your bank)	The day payment is received by our bank	Instant payment is cleared	1 working day after payment has cleared
BACS	Unlimited	The day payment is received by our bank	Instant payment is cleared	1 working day after payment has cleared
Cheque	Unlimited	Once cheque has cleared and processed (approx. 6 working days)	Instant payment is cleared and processed	1 working day after payment has cleared

*\* Depending on your bank, BACS payments can take up to 2-3 working days to appear on your bank statement after payment has been made.*

## Paying for the application yourself

To pay for a planning application, select 'Make the payment myself'.

If your application fee and service charge combined totals under £1,000 and you will be able to pay using the following methods:

- Credit/debit card online
- Credit/debit card by phone
- Bank transfer (online banking)
- Cheque payments

## Nominating another person to pay

To request payment via nomination, select 'Nominate someone to make payment' and click the continue button.

To begin nominating another person to pay, you will need to insert the nominee's email address in the relevant fields. Please ensure the nominee is aware of the request, you will also need to agree to our terms and conditions before you can confirm and continue.

Payment can be made by your nominee by the following methods

- Credit/debit card online (under £1,000)
- Credit/debit card by telephone (under £1,000)
- Bank Transfer (Online Banking)
- Cheque payments

Once you confirm, payment requests will be sent to your nominee at every 14 days until payment has been made or the request is cancelled. Once payment is made, both you and the nominee will receive an email notifying of the successful payment.

This payment method is included as a standard option and covered by the £75.83 (+VAT) service charge for all applications.

## Applications under £1,000

If the planning application fee together with our service charge totals less than £1,000, you can make payment by card online, card by phone, bank transfer or cheque. Alternatively, you can nominate someone else to pay using one of these payment methods.

The details relating to your application will be displayed on the right-hand side of the screen. These details will be constantly displayed throughout the payment journey.

## Applications over £1,000

If your combined application fee and service charge total is over £1,000, you will be able to pay using the following methods:

- Bank Transfer – Faster Payments or BACS
- Cheque payment

Click on the links above to find information about these payment methods.

Please note - **we cannot accept any other payment methods for totals over £1,000, and payment of fees cannot be split into separate transactions.**

## Payment methods

### Online

If you wish to pay online, select the 'Pay online' payment option and choose 'continue'.

The card types we can accept for online or phone payment are Maestro UK, Visa and Mastercard. You can also use these card types via Apple Pay or Google Pay (digital wallet transactions cannot be taken via phone payment) all up to the limit of £1,000; we do not accept American Express or any other card type which is not listed above.

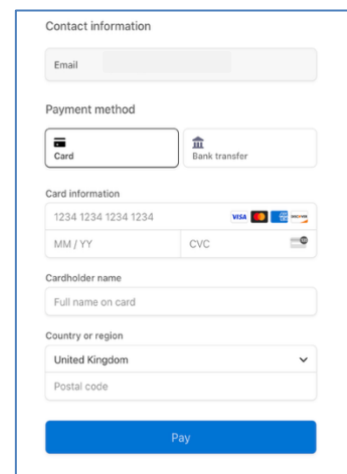
If you click the 'make payment' button on this screen you will be taken to our payment gateway as shown.

To pay for your application online, you will need to provide:

- 16-digit card number
- Expiry date
- Security code (last three digits from back of card)
- Name on card

Once you have entered this information, click the blue 'Pay' button to confirm.

When successful payment has been made, you will be sent a receipt to the email address associated with the application.



The screenshot shows a payment gateway form with the following sections:

- Contact information:** A text input field for 'Email'.
- Payment method:** Two radio button options: 'Card' (selected) and 'Bank transfer'.
- Card information:** A text input field for the card number (1234 1234 1234 1234), a dropdown for 'MM / YY', a text input for 'CVC', and icons for Visa, Mastercard, and Apple Pay.
- Cardholder name:** A text input field for 'Full name on card'.
- Country or region:** A dropdown menu currently set to 'United Kingdom'.
- Postal code:** A text input field.
- Pay button:** A prominent blue button labeled 'Pay'.

## Phone

If you wish to pay over the phone, up to the limit of £1,000, using your card, select 'Pay by phone'. The phone number of the payment team will be displayed on screen.

**Please have your payment reference number ready to quote when you call this number.**

To process the payment, you will need to supply the following details to the operator:

- 16-digit card number
- Expiry date
- Security code (last three digits from back of card)
- Name on card

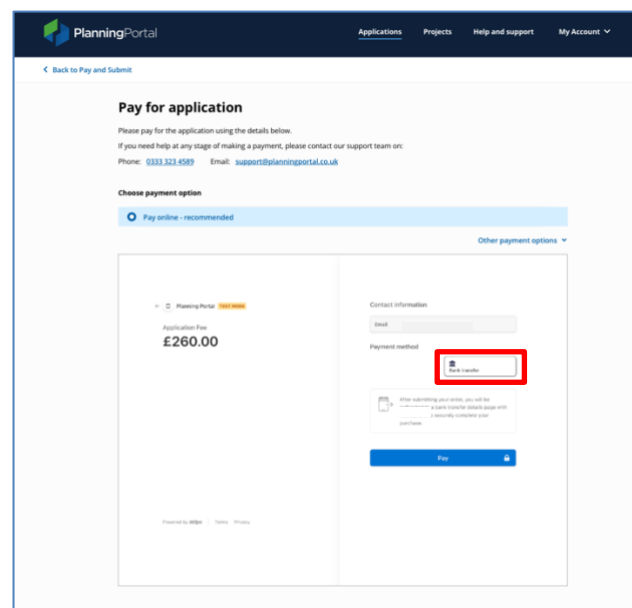
Once the operator has successfully taken payment, you will receive an email receipt confirming the transaction.

## Bank transfer

Chose 'Pay online' and select the payment method as 'bank transfer'.

The information you need will be shown after you select 'Pay'.

**Please make sure you use your payment reference number as the reference for the transaction when making your transfer,** otherwise we may not be able to match your payment to your application, and this will slow down the release of your application.



The screenshot shows the 'Pay for application' page on the PlanningPortal website. The page includes a navigation bar with 'Applications', 'Projects', 'Help and support', and 'My Account'. Below the navigation bar, there is a 'Pay for application' section with a 'Pay online - recommended' option selected. The application fee is listed as £260.00. The 'Payment method' dropdown menu is open, and 'Bank transfer' is selected and highlighted with a red box. The 'Pay' button is visible at the bottom right of the form.

## Making your bank transfer

- To make a transfer, you will be presented with account information unique to you.
- Please do not use any previously saved bank account information
- Our former account (ending 6744) is no longer active
- Payments sent to the old account will delay your application

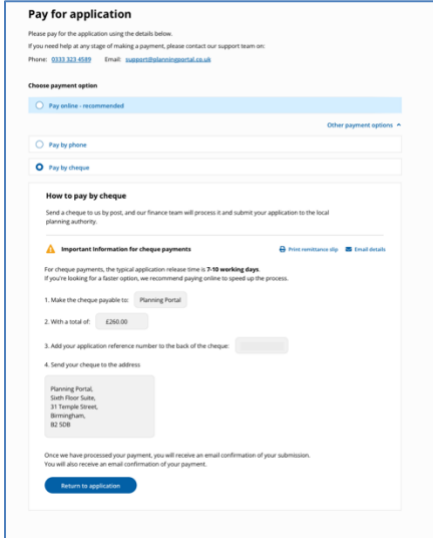
If you decide to use a different payment method, you can click 'Other payment options' to choose another available method.

## Cheque

If you chose to pay for your application by cheque, select 'Pay by cheque' from the payment options list. Confirm you understand the information shown and then the payment instructions will be displayed.

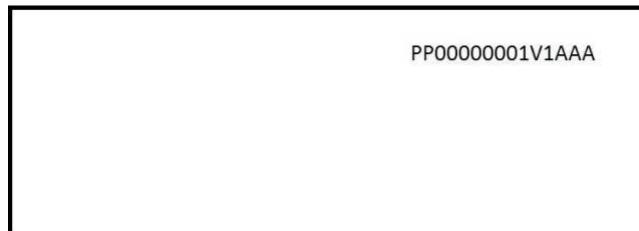
Please post your completed and signed cheque to the following address:

Planning Portal  
Sixth Floor Suite  
31 Temple Street  
Birmingham  
B2 5DB



The screenshot shows a web form titled "Pay for application". It includes contact information for support (Phone: 0333 321 0500, Email: support@planningportal.co.uk). Under "Choose payment option", "Pay by cheque" is selected. The "How to pay by cheque" section provides instructions: "Send a cheque to us by post, and our finance team will process it and submit your application to the local planning authority." It includes an "Important information for cheque payments" warning that the typical application release time is 7-10 working days. A 4-step process is listed: 1. Make the cheque payable to: Planning Portal; 2. With a total of: £260.00; 3. Add your application reference number to the back of the cheque; 4. Send your cheque to the address: Planning Portal, Sixth Floor Suite, 31 Temple Street, Birmingham, B2 5DB. A "Return to application" button is at the bottom.

You will need to ensure that you or your nominee include the payment reference number on the cheque. **Please write your payment reference number clearly on the back of the cheque in the top right-hand corner**, as indicated.



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**If you do not include the payment reference number with your payment, we will not be able to match your payment to your application.**

If you wish, you can include a remittance slip with the cheque. To do this, click the blue 'print remittance slip' link and include this with the completed and signed cheque when sending.

To display the remittance slip for printing, you will need a PDF Reader. If you do not have one installed, you can [download Adobe Reader](#).

When we have your cheque, you will receive an email confirming that your cheque has been received by us.

## Submitting your application

Once payment has been received and processed, your application will be released to the local authority.

You will receive an email confirming that your application has been released to the local authority and a further email when the local authority has acknowledged receipt of your application.

The status of your application will show as submitted in the 'My Applications' screen.

The date and time that the local authority receives the application will be the start of the period of determination as outlined in the [Town and Country Planning \(Development Management Procedure\) \(England\) Order 2015, paragraph 34](#).

Please refer to our [Payment Service T&Cs](#) when using the payment service.

## Refunds

If you believe a refund of the fee is due, please contact the local planning authority who can begin the process. To understand more about refunds, read our FAQ, [How can I request a refund for a planning application?](#)

## Help and information

If you require assistance with completing your online planning application or for more information on our payment service, please [visit our help page](#) in the first instance, or email our support team at [support@planningportal.co.uk](mailto:support@planningportal.co.uk), or call them on 0333 323 4589.