

# User Guide for viewing and responding to planning applications online, using Simple Search

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Click on this link <https://planningandbuildingcontrol.enfield.gov.uk/online-applications>

Enter the planning reference number in the search field, for example **25/03547/VAR**, or, the post code, or site address



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## Planning – Simple Search

Search for Planning Applications, Appeals and Enforcements by keyword, application reference, postcode or by a single line of an address.

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Status:

Enter a **keyword, reference number, postcode** or **single line of an address**.

### Application documents can be found under the Documents tab

Use the filter options to select the document you want to view or scroll through the list. To open a document, click the View icon next to the document description

### Click on the Comments tab to comment on the application

You will find some top tips here to help you submit your comments

If you have used our online services to comment on planning applications previously, you will already have created an account. You will not be able to register again and will need to reset your password if you have forgotten it.

To do this, click on [Login and make a comment](#) and on the next tab, click [Forgotten Password?](#) and follow the instructions.

### How do I know you have received my comments?

You will receive an email documenting the comments you have made and confirming that they have been received.

### **I want the planning officer to answer my questions**

We are unable to respond to each comment and question submitted individually.

However, all comments will be addressed in the planning officer's report, and this will be considered by the Planning Committee. If you submit comments and provide your postal address, we will let you know when the Planning Committee will consider the application. Residents are welcome to attend the meeting if they wish to.

### **Who can see my comments?**

We are required by law to give access to comments when asked. This does not affect our duty to protect personal data and we will not share your name, email address or telephone number with others, where these have been provided. It's important to make sure you don't add anything in your comments that is personal in nature and that you would not want shared with others.

### **Where is my data stored?**

Your comments will be recorded in our Idox planning system and stored in our secure Document Management System. The planning case officer will also receive a copy direct to their mailbox. If the applicant appeals the Council's decision, any comments received will be shared with the Planning Inspectorate.

### **The portal is showing an error message, and I cannot submit my comments**

There may be times when the service is slow or unresponsive due to others using the system.




### **If you continue to experience difficulties, check your wi-fi connection and/or data connection.**

Try using a different browser such as Microsoft Edge, Google Chrome, Apple Safari or Firefox.

Check you have logged in – your name will appear in the grey bar on the screen. If you have recently registered to use the online service, check your email inbox, and make sure to verify your account.

**TIP:** Write your comments in a word document before starting the online submission process. There is a 10,000-character limit. Doing this means you will be less likely to encounter any time-out problems, and you won't lose your information.

If you are still experiencing difficulties, you could try one of the following:

 A blue speech bubble icon with the words "LIVE CHAT" in white capital letters inside.	<p>Click on the Enfield logo to return to the home page and use our Live Chat service</p>
 An icon of a laptop computer with a globe on the screen.	<p>If you have an Enfield library card, you can use online services at your local library. Staff are on hand to give assistance with completing the online comment form</p>
 An icon of an open envelope with a document inside.	<p>You can write to us at: Enfield Council Civic Centre Silver Street Enfield EN1 3XA</p>