

## **ACCESS TO PLANNING SERVICES**

### **PLANNING ADVICE**

Planning officers will not be present at County Hall to answer questions in relation to the above. We offer a pre-application advice service, whereby we can offer guidance on the acceptability of your proposal. The form can be submitted electronically via the [My Monmouthshire Portal](#) or we can send you a form by email/post. If you have a general query or if you would like to discuss the above in further detail, you can speak to our Duty Planning officer by calling 01633 644880.

### **SUBMITTING PLANNING APPLICATIONS**

If submitting a planning application, we would encourage you to do so by using the [Planning Portal](#). Alternatively, you can send your applications to us by email or post.

### **PAYING FOR A PLANNING APPLICATION/OTHER PLANNING RELATED SERVICE**

We cannot take payments at County Hall. Should you need to pay for a planning application or for another service such as pre-application advice, pre-purchase/completion certificates, please use the [Pay for a Service](#) option which will enable you to pay online via the website. Alternatively, you can pay over the phone by calling 01633 644355. This will take you through to the council's Cashiers section.

### **VIEWING PLANNING APPLICATIONS/PLANNING HISTORY SEARCHES**

Planning Support officers will not be available at County Hall to assist you with planning search queries. Applications can be viewed online, via the [View Planning Applications](#) link.

Sometimes there may only be a decision notice available, particularly when it comes to older applications which are now stored on microfiche. If this is the case and you need to see the drawings for example, providing you know the application number, we can send them to you by email. If you do not know what the application number is, we can carry out a planning history search and there is a fee of £30.00 an hour for this service. Please email us for more details.

In exceptional circumstances where you need to view an old file yourself that is stored on microfiche at County Hall, please email us and we can make an appointment for you to come in.

### **COMMENTING ON PLANNING APPLICATIONS**

We would encourage you to submit comments via our website using the View Planning Applications link. When viewing the application, you will see the 'Make a Comment' button. Complete the fields as necessary and submit. Alternatively, you can submit your comment by email.

### **PROVIDING MATERIAL SAMPLES**

Material samples should not be brought into County Hall or sent to us as we no longer have the storage capacity. Please leave any samples on site and the Planning officer dealing with the application will arrange to meet you there. Alternatively, you can email us extracts/pages from the manufacturer's brochure and in most cases, this is satisfactory.

### **REPORTING BREACHES OF PLANNING CONTROL**

Planning Enforcement officers will not be available at County Hall to discuss a breach of planning control that you may be reporting. You can report such instances by using the [My Monmouthshire Portal](#) or you can email us.

### **CONTACT INFORMATION**

Telephone – 01633 644880

Email – [planning@monmouthshire.gov.uk](mailto:planning@monmouthshire.gov.uk)

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