

# Accessing planning information online

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## [Luton's online planning portal](#)

Luton Council's planning portal service means you can view, track and comment on planning applications online.

The benefits of the planning portal are clear:

- it gives you convenient access to planning information online 24/7
- you won't need to travel to your nearest planning office to find out what's happening near you

We've recently introduced some new features and benefits which will improve your access to planning online. These are summarised below.

## Online planning applications

When we receive a valid application it is scanned along with all plans and relevant documents. These are then made [publicly available on our planning portal](#).

You can still visit our office at Town Hall, George Street, Luton LU1 2BQ to see copies of relevant plans. Opening hours are 8.45am to 3pm, Monday to Friday (except bank holidays).

## New featured and benefits

This is a brand new online planning system which has been designed to offer many more features to our customers. The core of the new system is an ability to set up pro-active, personal email notifications, based on the applications and locations you are interested in. Other significant features are better search options and improved accessibility.

The new features are detailed below.

## Registration

If you register your details and create your own personal profile you can receive automatic emails when an application of the type that you are interested in is submitted to us.

## Searching

You can search by various options to suit your requirements, for example:

- by ward, parish, date validated, by status such as 'all those pending consideration'
- by decision such as 'all those refused'
- by description or proposal such as 'single storey rear extensions' or 'porches' or 'change of use'

**Saving a search** - if you have registered on the system you can save your regular searches - saving time the next time you visit the site.

**Map search** - you can view where applications are located on a map within a pre- selected time period, such as the last 6 weeks, or 2 years, with the option to zoom in and out. You can hold the cursor over the dots on the map to identify the application reference and summary details are given on the screen.

## Tracking applications

You can track applications and receive an automatic email when there is a change in the status field. You can keep up to date with what is happening to your own, or your client's application, or ones which you have an interest in.

## Property and postcode search

You can search alphabetically by street to see all the applications in progress for that street address. You are also able to search by postcode to view all applications allocated to a selected postcode

## Viewing information

Once you've selected the application you are interested in you'll be able to view the documents related to it online. You can look at:

- a summary
- full details, including related documents such as plans and drawings
- comments
- decision dates
- maps showing the location of the application address

## Getting Started

First of all, [open the planning portal online](#).

## What information is available?

Information is available for all planning applications received since 1999. The more recent the application, the more information is available.

For most applications since January 2006, there will also be supporting plans and documents available to view online. Information is also held for appeals against planning decisions.

## Help pages

Please make use of the help pages within the system, there is a **help with this page** link on the right hand side of most pages.

## Registering

When you've accessed the site you have the option to register your details.

## What are the benefits of registering?

You can:

- create your own personal profile
- save details of searches you have made
- track specific applications which you are interested in
- receive automatic email notification of changes to applications that you are tracking

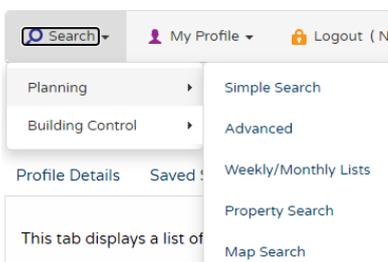
**Registration is not compulsory** you can still use the system to look up the details of planning applications, properties, appeals and enforcement without completing the registration process.

## Finding applications

There are a variety of means of finding the information you require.

## Simple search

This is a great way to find information if you know the exact address or application number.



You can choose to search by applications, appeals or enforcements by entering an application number, part of an address or postcode into the keyword.

## Sorting results

You can sort the search results to help you find applications of particular interest by selecting an option from the drop down menu.

Sort by  Direction  Results per page

Showing 1-10 of 211

### Works to Tree: T1: Pine Tree - sectional fell close to ground level.



17 Parkland Drive Luton LU1 3SU

Ref. No: 20/01131/TPOS | Received: Wed 16 Sep 2020 | Validated: Wed 16 Sep 2020 | Status: Awaiting decision

### Conversion change of use of first floor of existing restaurant into a Shisha Lounge



52 Wellington Street Luton LU1 2QH

Set the amount of results per page required - the more results, the longer the response time will be - and Select Go.

From the list of search results, click on an application name to view a summary of that listing.

## Advanced search

This is a great way to find multiple applications that have something in common, such as:

- within a parish or ward
- within a date range
- by applicant / agent

Search ▾ My Profile ▾ Login Register

Planning ▾ Simple Search  
Building Control ▾ Advanced  
Weekly/Monthly Lists  
Property Search  
Map Search

### Search

Sort by  Direction  Results per page

You can search by:

- description keyword
- applicant name
- application type
- ward
- conservation area
- agent
- status
- decision
- appeal status
- appeal decision
- All Allowed part of site Appeal Allowed Appeal Dismissed development type
- address

## Weekly and monthly lists

This is a great way to search for applications when / if you know when they were validated or determined.

You can search for applications according to the week or month in which they were validated or decided.

- Click on weekly / monthly list
- Select application status from drop down menu
- Select week / month and search

All applications will be listed for your selection and can be sorted by date, description, status etc as described above.

## Property search

This is a great way to find out what is happening at a particular address. You will probably find the 'address search' option the quickest way to do a property search.

### Address Search

Search for current or historical cases relating to a property by selecting at least one of the address fields in the form below.

Simple   Advanced   Weekly/Monthly Lists   **Property**   Map

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**Address Search**   [A to Z Street Search](#)

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UPRN:

Property Name/Number:

An **address search** can be carried out by selecting the 'property search' tab and then the 'Address Search' option. This will allow you to enter part of an address.

Alternatively, you can search alphabetically by street, using the **A to Z Street Search** option. An **A to Z Street Search** can be carried out by selecting the 'property search' from the drop down menu.

Click on the street you're interested in, and then on the next page select the property from that street.

The results will display all addresses, even those that do not have applications associated with them.

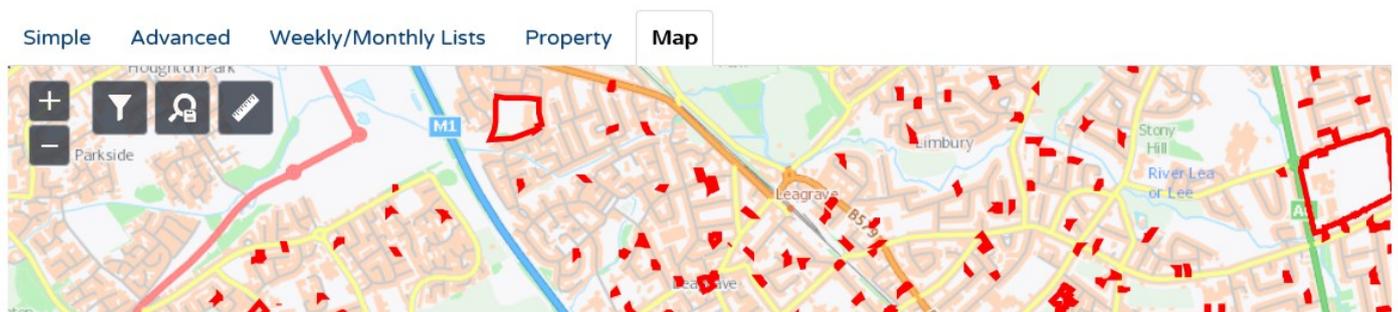
## Map search

The map search allows you to identify applications using an interactive map (this feature is only recommended for broadband users). It is usually faster and more straightforward to find applications using one of the other search methods.

### Planning – Map Search

[? Help with this page](#)

[Click here for help with using the map.](#)



Use the icons in the top left corner of the map to filter what results you see.

You can zoom in or out and move the slider bar to locate the desired addresses.

Click on a red border to show a summary of, and link to, a particular application.

## Application details

Once you've selected an application from your list of search results, you get lots of information about it. These are found in the various tabs:

- **details:** such as reference, application date, address, proposal, status and decision
- **comments:** you can submit comments and view those submitted by others
- **constraints:** constraint type and status
- **related cases**
- **map**
- **documents:** including plans, application form, conditions and more

## Enforcement and appeals

You can search our database for appeal and enforcement cases too. They work in much the same way as the planning application searches above, but you need to select appeals or enforcements on the advanced search screen.

Search for Planning Applications, Appeals and Enforcements by matching at least one search option in the form below.

[Simple](#) **[Advanced](#)** [Weekly/Monthly Lists](#) [Property](#) [Map](#)

**[Applications](#)** [Appeals](#) [Enforcements](#)

## Saving searches

Planning – Results for Application Search

[Refine search](#) [Save search](#) [Print](#)

Sort by  Direction  Results per page  [Go](#)

[1](#) [2](#) [Next ▶](#)

Showing 1-10 of 15

[Internal alterations to the Council Chamber incorporating the installation of retractable ramps, alterations to bench seating, new](#)

**Please note: you need to be registered to save searches.**

If you save a search, this will be run automatically, and you will be emailed the results.

You can save any search criteria you have used to get the 'search results' list, simply press the 'save search' button above the list of results.

You can also save searches on the map based on results.

**Save map extents:** this saves a search based on the map as shown on screen when you press the 'save map extents' button.

**Save proximity search:** this saves a search based on a radius of x metres from the centre of the map.

## Tracking applications

**Please note: you need to be registered to track applications.**

Any application can be tracked so that you can be kept up to date with its progress without having to search for it again. If an application you are tracking changes, you'll receive notification by email.

The changes that trigger an email are:

- if the application is withdrawn or returned
- when a decision has been issued

Once you've performed a search, view the details of the application you are interested in.

If you want to add this to your tracked applications page, click on the 'track' button. To return to this application at a later date, select 'tracked applications' under 'my profile'. Making comments  
**Please note: you need to be registered to track applications.**

Please be aware that all comments submitted by you about any planning application are a matter of public record and will be scanned and placed on our website for inspection by the public.

Therefore do not include:

- your signature
- your phone number
- any other information you are unwilling to publish online

DO include your surname, initials and address.

Once you've registered or logged in, and the application is still within its consultation period, simply complete and submit the online comments form.

## Viewing comments

All comments and 'consultation responses' submitted about an application are available to view within the 'documents' list for that application.

## Further information

If you require further information about any of the details you have viewed using this system, please contact us:

### Planning Department

Telephone: 01582 546607

Email: [developmentcontrol@luton.gov.uk](mailto:developmentcontrol@luton.gov.uk).

If you're contacting us regarding an application, decision or appeal, please quote the reference number if you know it.