



Using Public Access

A guide to accessing Planning; Building Control and Licensing information online

Public Access: <https://publicaccess.cheltenham.gov.uk/online-applications/>

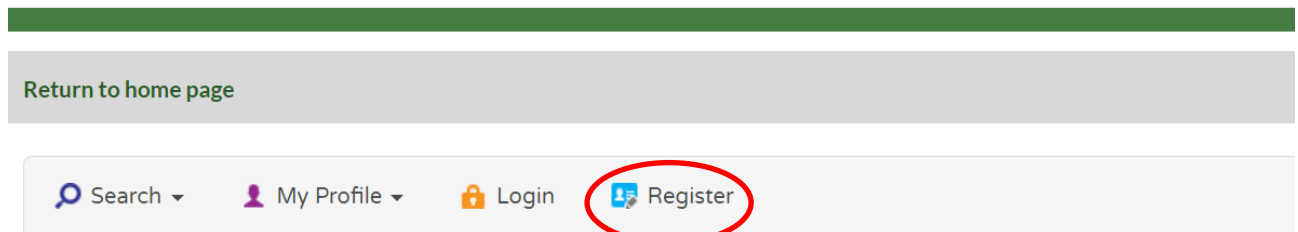
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Registration

You do not need to create an account to view applications on Public Access but doing so will allow you to:

- save favourite searches and track applications
 - receive email notifications when an application of the type you are interested in is made available or there is an update on an application of interest to you
 - submit comments on applications which are open for consultation
- i) To register follow the link: <https://publicaccess.cheltenham.gov.uk/online-applications/> and use the “Register” button:

CHELTENHAM BOROUGH COUNCIL



Registration

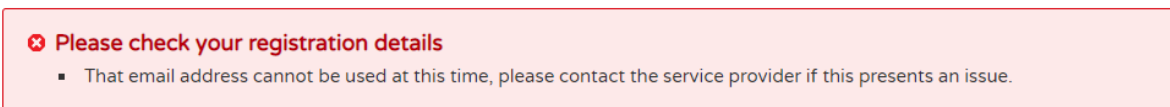
Once registered the following additional functionality will be available:

- Tracking applications
- Saving Searches
- Email notifications about tracked applications and new search results.

Fields marked with a * must be completed.

Enter the registration information and click “Next” at the bottom of the page*.

**If at this stage you see the following message:*



This means that you have an account using that email address already. Please go the “Login” tab and use the “Forgotten Password?” button to access your existing account.

- ii) Enter your postcode and click “Next”:

Find your address and click “Next”.

- iii) Check your account details and when happy, click “Next” to create your account:

You will then be sent an email to activate your account. You will not be able to save searches or track applications until your account is activated.

Finding applications

Simple Search

Use the “Simple Search” to search by keyword(s) (e.g., High Street or agricultural dwelling), application number, single line of address, postcode or description/proposal.

- i) Enter the search criteria and status, if known, and select “Search”:

The screenshot shows a search interface with the following elements:

- Navigation tabs: **Simple** (circled in red), Advanced, Weekly/Monthly Lists, Property, Map.
- Category tabs: Applications (selected), Appeals, Enforcements.
- Status dropdown: Status: All.
- Search prompt: Enter a keyword, reference number, postcode or single line of an address.
- Search input: A text box with a question mark icon on the left and a **Search** button (circled in red) on the right.

- ii) If you have searched by application number then you will be taken to the details tab of that case:

If not, you will see a list of results, you can then click on the application you wish to view and you will be taken to the details tab of that case.

Advanced Search

The “Advanced Search” allows you to find multiple applications that have something in common, such as parish, ward, agent, decision and applications within a date range.

- i) Enter keywords and/or select your criteria from the drop-down menus and select “Search” to find your applications.

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

Applications Appeals Enforcements

Reference Numbers

Application Reference:

Planning Portal Reference:

Alternative Reference:

Application Details

Description Keyword:

Applicant Name:

Application Type: All

Ward: All

Parish: All

Conservation Area:

Agent:


Status: All

Decision: All

Appeal Status: All

Appeal Decision: All

Development Type: All

Address: 

Dates

Enter a date range (a start date and an end date) for the criteria that you are interested in. The date fields may be entered manually using the date format dd/mm/yyyy (e.g. 01/07/2019). Alternatively, click on the calendar button and pick a date.

Date Received:	<input type="text"/>	to:	<input type="text"/>
Date Validated:	<input type="text"/>	to:	<input type="text"/>
Date Actual Committee:	<input type="text"/>	to:	<input type="text"/>
Decision Date:	<input type="text"/>	to:	<input type="text"/>
Appeal Decision Date:	<input type="text"/>	to:	<input type="text"/>

Weekly/Monthly Lists

This feature enables you to view applications validated or decided over a certain period, and within a certain parish/ward.

- i) Select “Weekly/Monthly lists” tab, then choose either weekly list or monthly list. Select your criteria from the drop-down menus and select “Search” to find your applications:

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

Weekly List Monthly List

Parish:	<input type="text" value="All"/>
Ward:	<input type="text" value="All"/>
Week beginning:	<input type="text" value="26 Jun 2023"/>
Show applications:	<input checked="" type="radio"/> Validated in this week <input type="radio"/> Decided in this week

Property Search

Use the “Property” tab to search for an address, view its history and any relevant applications.

- i) Enter the address information and select “Search” to find your applications:
- ii) The “History” tab will show all cases linked to the address:

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

Address Search A to Z Street Search

UPRN:

Property Name/Number:

Street Name:

Locality:

Town:

Postcode:

Property Address

[? Help with this page](#)

200002681475 | Municipal Offices Cheltenham Borough Council Promenade Cheltenham Gloucestershire GL50 9SA

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

Address	Property History (140) Map Constraints (6)
UPRN:	200002681475
Full Address:	Municipal Offices Cheltenham Borough Council Promenade Cheltenham Gloucestershire GL50 9SA
Property Description:	Cheltenham Borough Council
Property Number:	
Street:	Promenade
Town:	Cheltenham
Postcode:	GL50 9SA
Ward:	Lansdown
Parish:	

Map Search

This feature enables you to identify applications using an interactive map.

i) Select the outlined shape and follow the link to the application details:

Address Property History (140) **Map** Constraints (6)

The screenshot shows a map search interface. At the top, there are tabs for 'Address', 'Property History (140)', 'Map', and 'Constraints (6)'. The 'Map' tab is highlighted with a red circle. Below the tabs is a map of Cheltenham. A red circle is drawn around a specific area on the map. A pop-up window titled 'Property' is open over this area, displaying the following information: Reference: 200002681475, Address: Municipal Offices Cheltenham Borough Council Promenade Cheltenham Gloucestershire GL50 9SA, and Description: Cheltenham Borough Council. A red circle is drawn around the 'Property details' link at the bottom of the pop-up window.

Saving a search

Once registered on the system, you have the ability to save favourite searches (including map searches) reducing the amount of time it takes to search for information on future visits to the site.

Carry out your search using one of the methods above and then use the “Save Search” button:

Edit the name of the search if you wish to and select whether you’d like to receive emails when new applications meet the search criteria. Select “Save” when finished:

My Profile – Save Search

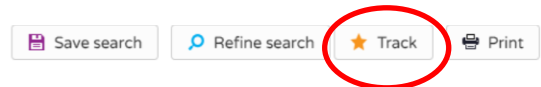
Saved Search Options

Search Title (editable)	Planning Application 26-Jun-2023 3:12 PM
Notify me via email about new search results	<input type="radio"/> Yes <input checked="" type="radio"/> No
Last Run Date	Search not run yet.

Tracking applications

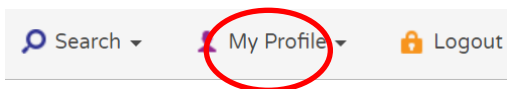
Use the “Track” button to receive email notifications as an application progresses. This enables you to keep up to date with what is happening to your own application or ones which you have an interest in:

Planning – Application Summary



Managing searches and email notifications

Saved searches, tracked applications and email notifications can be edited and removed by going to “My Profile”:



Profile Details			Saved Searches	Notified Applications	Tracked Applications
Run	Edit	Delete	Search Title	Search Type	
			Planning Application 26-Jun-2023 3:12 PM	Application	