FAQs

Did the public and/or agents have a say in the design of the new Portal?

The design of the new Planning Portal was undertaken over several years and included engagement with the public (via user surveys) and agents (workshops) during the procurement phase to ensure that their needs were considered. There was also some engagement with agents during the development and build stage, but this was limited due to time constraints associated with the implementation timetable. The new Planning Portal was procured following an open procurement, to ensure value for money, and the solution is primarily an off-the shelf product. It is not practical to re-design the portal to meet all individual needs.

What are the payment options?

Fermanagh and Omagh District Council only accept payment by way of Govpay.

Why were there delays in consultations being issued by Planning Authorities?

A range of issues have had an impact on the timeliness of consultations being issued. Several changes have recently been applied to the system to improve the performance of the Consultee Hub and ensure that consultations are issued in a timelier manner.

Can Consultees access the Hub?

There were some initial technical issues, as well as user awareness of new processes, which prevented some Consultees gaining access to the new Hub but these have been resolved.

Was there an issue with consultation responses being submitted to Planning Authorities?

There have been some technical issues which prevented some consultation responses being passed to Planning Authorities in a timely manner. Several changes have already been applied to the system which has improved the performance of the Consultee Hub and further updates will be implemented to ensure that consultation responses are transferred more promptly.

Why does the map search not show new addresses?

The map used within the Planning Portal is sourced from Ordinance Survey NI (OSNI) and contains the most up to date survey data.

How do I draw a plot if the address has no postcode?

If after entering the postcode the required address is not listed, the user has the option of changing the postcode and searching again. Alternatively, they can choose to search using the grid reference Northing or Easting instead.

A link to search for the grid reference is provided should the user not already know the Northing and Easting coordinates.

Can I amend my application?

The functionality to amend an application after it has been submitted has been temporarily disabled for both property certificates and planning applications as the amendment was creating a new application in the back-office system instead of just updating the original. A revision to this functionality is expected to be implemented by the supplier later this year. In the meantime, all amendments to property certificate requests should be submitted to the Regional Property Certificate Unit via e-mail.

Can I cancel my application when submitted?

Yes. Applicants can withdraw their regional property certificate applications but they will not be entitled to a refund. To withdraw your application, log into your account, select the relevant application and then click on "Withdraw Application" in the Application Actions drop down list.

My application is still pending as draft and asking me to submit and pay again, what should I do?

If an applicant encounters any problems with the online submission site, they should report this to the Regional Property Certificate Unit at propcerts@fermanaghomagh.com or on (028) 66 321 828 for investigation. They can confirm whether the payment has been received or not.

Can I view status of my submitted application?

Currently the status displayed to the applicant is 'Submitted to RPCU' when the application is initially submitted. This changes to 'Received by RPCU' once it has been received by them (t*he applicant may need to refresh the record to see this change*). The status also changes if the applicant requests a withdrawal of the submission or once the certificate has been issued.

How do I plot from large map or several maps?

The system provides a quick tutorial on how to draw / plot the site boundary. A brief instruction is also provided in the user guide available at https://www.infrastructure-ni.gov.uk/publications/planning-portal-user-guide-regional-property-certificates. However, the maximum site boundary that can be plotted is 35 Hectares (85 acres). If your site is larger than this, you can upload the site boundary as a spatial file instead. This should be provided as a GeoJSON spatial file in the coordinate reference system of EPSG 29902 (TM65 Irish National Grid).

When will the new Planning Portal be fully fixed?

Several of the issues initially identified with the new Planning Portal have already been resolved and any remaining issues are due to be addressed as part of a phased roll-out of software releases in February, March and April. This will continue to improve the service for our customers.

Who do I contact with a query / complaint about the new Planning Portal?

You should contact Fermanagh and Omagh District Councils Regional Property Certificate Unit with any issues you have with the Planning System at propcerts@fermanaghomagh.com