

Nicola Moore

From: Kai Penny [REDACTED]
Sent: 14 February 2022 13:50
To: Nicola Moore; Ben Lamb
Cc: Andrew Lamb; Mike Ablett
Subject: RE: Your payment for planning application PP-10590264v1 has processed successfully.
Attachments: Full Planning Application Form.pdf; 7-7a Canada Grove.pdf; CIL Form 1.pdf; W2466 7 Canada Grove Cover Letter.pdf

CAUTION: This email originated from outside of the organisation. You should take extra care when clicking links or opening attachments - if you are unsure the content is safe contact the IT Helpdesk before clicking or opening.

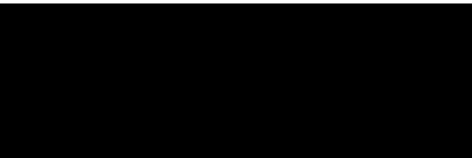
Hi Nicola,

To speed up matters, I have attached a electronic version of the application form and the documents to accompany the application.

Let me know if you need anything else from us.

Kind regards,

Kai Penny MSc
Town Planner
Whaleback Planning & Design



From: Nicola Moore [REDACTED]
Sent: 08 February 2022 13:14
To: Kai Penny [REDACTED]; Ben Lamb [REDACTED] Whaleback Admin
[REDACTED]
Cc: Andrew Lamb [REDACTED]; Mike Ablett [REDACTED]
Subject: RE: Your payment for planning application PP-10590264v1 has processed successfully.

Hi Kai

Further to my email below regarding your recent application, we have received the following update from the Planning Portal:

Receipt of application payment notifications but no application available for processing

A small number of LPAs are receiving the usual payment notification email but not the application submission notification email, and subsequently the application is not available for retrieval by 1APP connectors or in the LPA Admin account.

Our developers are investigating the issue as a matter of priority with a view to applying fix as soon as possible.

Please note we are checking regularly for receipt of your application.

Kind Regards

Nicky

Nicky Moore

Technical Support Assistant, Planning



Arun District Council, Civic Centre, Maltrovers Rd, Littlehampton, West Sussex, BN17 5LF

www.arun.gov.uk

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<https://www1.arun.gov.uk/planning-application-finder>



From: Kai Penny [REDACTED]

Sent: 04 February 2022 15:36

To: Ben Lamb [REDACTED] Nicola Moore [REDACTED] Whaleback Admin [REDACTED]

Cc: Andrew Lamb [REDACTED] Mike Ablett [REDACTED]

Subject: RE: Your payment for planning application PP-10590264v1 has processed successfully.

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Hi Nicky,

Thank you for the e-mail.

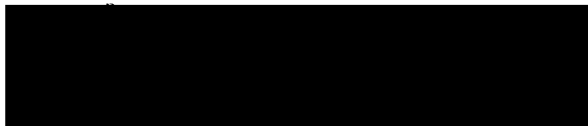
Ben – Many thanks for providing the further information below. I believe Nicky is referring to the full planning application for the window / door, rather than the prior approval application (which I now have a further update on).

I will contact the Planning Portal regarding the windows / door application as the application I submitted seems to have been held up for some reason.

Kind regards,

Kai Penny MSc

Town Planner



From: Ben Lamb [redacted] >
Sent: 04 February 2022 15:06
To: Nicola Moore [redacted]; Whaleback Admin [redacted] >; Kai Penny [redacted]
Cc: Andrew Lamb [redacted] >; Mike Ablett [redacted]
Subject: RE: Your payment for planning application PP-10590264v1 has processed successfully.

Good afternoon Nicky,

Kai mentioned that he would usually submit the application via the Planning Portal, but this particular application type is not currently possible on the online platform.

Please see the latest correspondence in the email below which was sent to Daun Johnson on Tuesday 1st January, the attached PDF's were also in this email.

*Hi Daun,
Does the attached application form now show as completed? Please also find attached the drawings and the planning statement.
Can you advise how the applicant should pay the application fee
Kind regards,
Kai Penny MSc
Town Planner
Whaleback Planning & Design*

Please advice how we are to proceed in this regard, I look forward to hearing from you.

Kind regards,
Ben.

Mobile: 0144 7706543360



Lamb Property Investments Ltd

From: Nicola Moore [redacted]
Sent: 04 February 2022 13:52

To: [REDACTED]; Ben Lamb [REDACTED]
Subject: FW: Your payment for planning application PP-10590264v1 has processed successfully.

Good Afternoon

We have received the email below from the Planning Portal regarding an application you have submitted.

To date we have received the fee of £234.00, but we have not received the application.

Please could you contact the Planning Portal to ensure the application is submitted.

Nicky Moore
Technical Support Assistant, Planning



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From [REDACTED]
Sent: 31 January 2022 10:19
To: Planning <[REDACTED]>
Cc: [REDACTED]
Subject: Your payment for planning application PP-10590264v1 has processed successfully.

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Payment received

Dear Lamb Property Investments Ltd,

Thank you for your payment for application PP-10590264v1. The details of your payment are shown below.

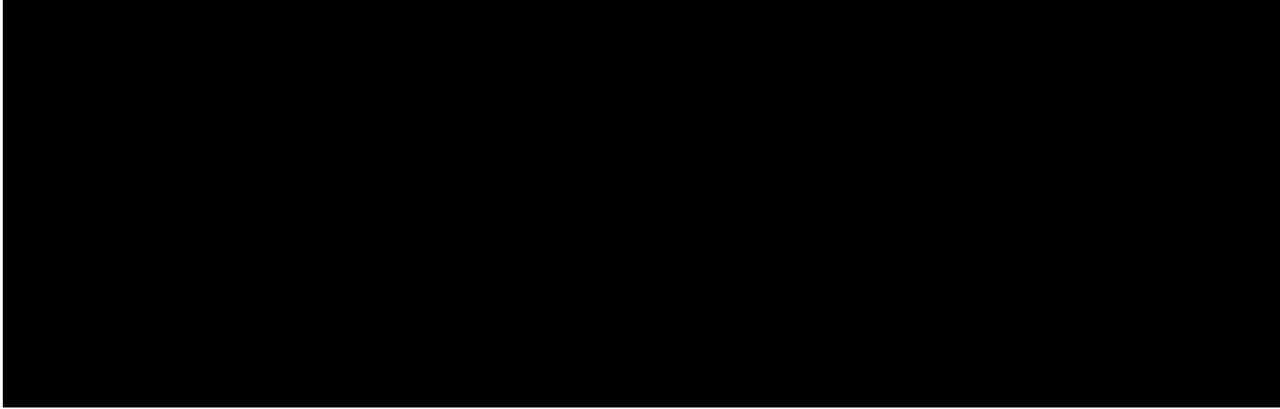
The payment was made online using a credit or debit card and processed on 31/01/2022 10:16:01.

The application and fee will now be submitted to Arun District Council.

To discuss your application please contact Arun District Council directly as the Planning Portal is not involved in the decision-making process. You can find the contact details for your Local Authority by using our [local authority search](#).

Payment details

VAT number:	GB 207 4030 52
Company name:	PortalPlanQuest Limited
Company address:	Suite 4C, Spectrum Building, Bond Street, Bristol BS1 3LG
Date and time:	31/01/2022 10:16:01
Description of service:	Payment for planning application service.
PP reference:	PP10590264v1YSN
Site Address	7, Canada Grove, Bognor Regis, PO21 1DW
Applicant Name:	Lamb Property Investments Ltd



Please do not reply to this email as the mailbox is not monitored.

For answers to common questions, please [browse our FAQs](#).

Kind regards,

Planning Portal Team

The Planning Portal is an online application service provided by PortalPlanQuest and supports the submission of planning application information to Local Planning Authorities in accordance with statutory regulations.

PortalPlanQuest Limited (reg. no 09400439) is a joint venture between the Ministry of Housing Communities & Local Government (MHCLG) and TerraQuest Solutions Limited.

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