

Nicola Moore

From: Hardeep Hunjan [REDACTED]
Sent: 16 February 2022 09:57
To: Nicola Moore
Cc: Rachael Gardner - TW Southern Counties
Subject: RE: Your payment for planning application PP-10585955v1 has processed successfully.
Attachments: Land North of Sefter Rd, Pagham - Discharge of Conditions C. 4, 9, 17, 28 attached to P/134/16/OUT sent successfully to nicola.moore@arun.gov.uk
Follow Up Flag: Follow up
Flag Status: Flagged

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Hi Nicola,

Thanks for getting back to me. I have transferred the documents via WeTransfer (confirmation attached).

I would be grateful if this application could be registered promptly.

Kind Regards
Hardeep

Hardeep Hunjan
Planning Associate



From: Nicola Moore [REDACTED] >
Sent: 15 February 2022 16:46
To: Hardeep Hunjan [REDACTED]
Subject: RE: Your payment for planning application PP-10585955v1 has processed successfully.

Good Afternoon Hardeep

With reference to your email below, unfortunately we have still not received the above application from the Planning Portal.

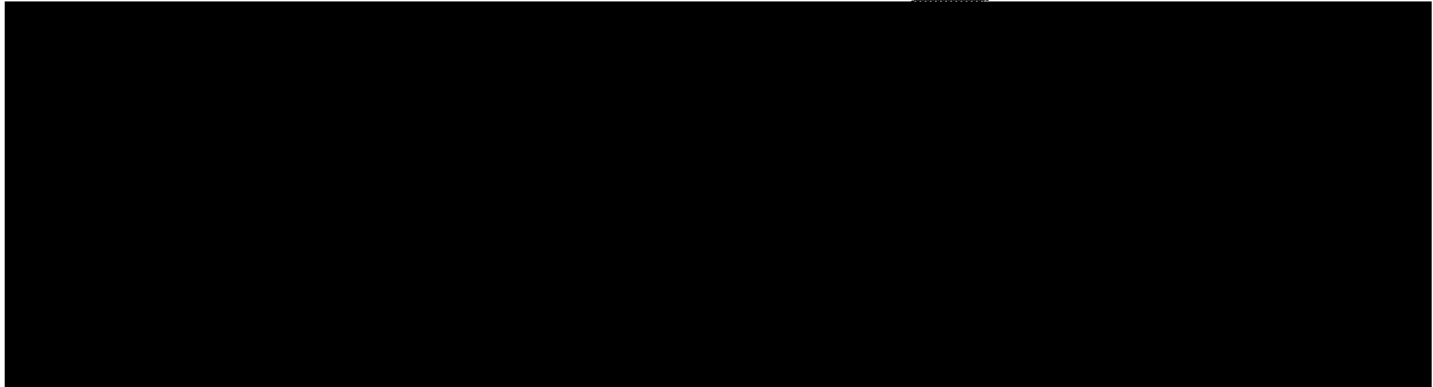
The Portal are currently trying to fix the issue, and we are awaiting a further update.

In order to speed up the process, the application can be submitted via WE transfer or as a PDF (depending on the size). Please send direct to my email: [REDACTED]

Kind Regards

Nicky Moore

Nicky Moore
Technical Support Assistant, Planning



From: Hardeep Hunjan [REDACTED]
Sent: 15 February 2022 10:26
To: Nicola Moore [REDACTED]; Planning [REDACTED]
Cc: Rachael Gardner - TW Southern Counties <[REDACTED]>
Subject: FW: Your payment for planning application PP-10585955v1 has processed successfully.

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Good Morning,

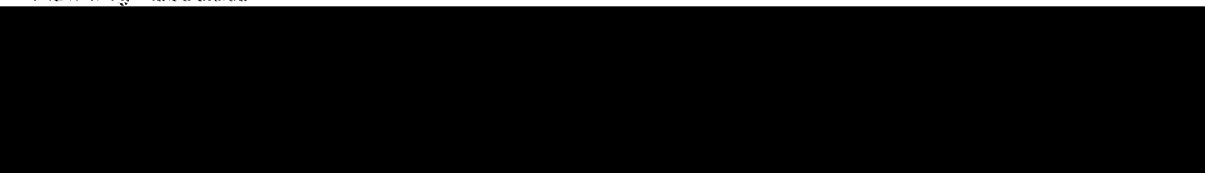
Unfortunately I was unable to speak to anyone in the Technical Support Team this morning to discuss the status of the discharge of condition application for conditions 4, 9, 17, 28 attached to P/134/16/OUT at 'Land North of Sefter Road & 80 Rose Green Road, Pagham'.

Please can you advise if Arun DC has now received the application and if not whether there is an alternative method of submission (such as email or file transfer) that can be used to ensure that there are no further delays to the processing of this application.

I look forward to hearing from you.

Kind Regards
Hardeep

Hardeep Hunjan
Planning Associate



[REDACTED]

From: Nicola Moore [REDACTED] > On Behalf Of Planning
Sent: 09 February 2022 13:49
To: Rachael Gardner - TW Southern Counties <[REDACTED]>
Subject: FW: Your payment for planning application PP-10585955v1 has processed successfully.

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Good afternoon

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

The fee [REDACTED] has been received, however, the application has not yet been received. The following update has been received from the Portal, and we are regularly checking for receipt of the application:

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.

Kind Regards

Nicky Moore

Nicky Moore
Technical Support Assistant, Planning



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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