Public Access - Frequently Asked Questions

I know the reference number, why can't I find the application on Public Access?

To search using an application number do not include the 'TW/' at the beginning of the reference (e.g. to search on TW/07/01234/FUL you only need to input 07/01234)

Why can't I view associated documents?

We aim to make associated documents available within 24 hours of acknowledgement of a new application. Sometimes there may be a delay. Try again later to see if they have been published.

You may experience problems viewing documents for the following reasons:

- You are not using Internet Explorer version 5.5 or over. Users of other browsers, e.g Firefox, Opera, may have problems viewing associated documents and maps. This is due to a limitation within the Public Access system which has been raised with the suppliers.
- You are using a dial up internet connection. (We keep files sizes to a minimum, however some plans are complex and the file size may still be large and take a long time to open)
- Adobe Reader is not installed on your computer.
- General conditions on the internet at the time.

Why isn't Public Access available 24 hours a day?

Because of back ups the system is usually only available from 8.00am to 10.00pm.

How is Public Access best viewed?

Public Access is best viewed using Internet Explorer version 5.5 or above. The reason for this is that Public Access needs to be run in a web browser that supports specific JavaScript functionality.

We would recommend a screen resolution of 1024 by 768 (with a minimum resolution of 800 by 600) and at least 256 colours. Different settings may restrict your viewing of Public Access.

How do I use Public Access?

Public Access has been designed to be as simple and easy to use as possible. There are a number of features that are used to ensure this application is easy to use and navigate around.

The Public Access home page contains a number of quick links to help you navigate into the required area of the application.

There a number of help screens within public access to help you use the system.

When was Public Access last updated?

Public Access provides live and up to date access to information held by us. Public Access provides a live link through to the our database and all information entered onto the system is immediately available through Public Access.

Feedback

We are continually working to improve the system and if you have any questions or comments please email **planning@tunbridgewells.gov.uk**

Why is my boundary of my property is shown incorrectly?

The information shown on this site relates to Planning Applications only. It does not reflect land ownership. For ownership information please contact the Land Registry **www.landregistry.gov.uk**

How far back does the planning information go?

Details of planning applications exist back to 1974. Application documents are available on many applications back to 2000 and since 2005 all documentation is published. We are adding new documents all the time.