

Scottish Planning Customer Journey

If you want to carry out building work and/or building activities on a property in Scotland, you may need to obtain Planning Permission (or a different consent) from your Planning Authority.

The following information is guidance only. It should be read in conjunction with the [Building Standards Customer Journey](#).

1. Do I need Planning Permission?

You may need Planning Permission from your Planning Authority if:

- You want to build something new.
- You want to make a major change to your building, such as building an extension.
- You want to change the use of your building or land.

In some instances, you may need a further or a different consent from your Authority. For example, if:

- Your building is in a conservation area you may need 'conservation area consent' for demolition – find out if your building is in a conservation area by contacting your [Planning Authority](#).
- Your building is a listed building you may need 'listed building consent' – find out if your building is a listed building by checking [Historic Scotland's listed building search](#) or by contacting your Planning Authority.
- You're looking to undertake building works, you may also need a Building Warrant prior to starting – find out more in the [Building Standards Customer Journey](#).

If you are in doubt, always check with your Authority about whether you need to apply for Planning Permission for building work or changes of use.

2. When is Planning Permission not required?

'Permitted development rights' are a grant of Planning Permission in law so that many instances of small alterations and extensions, and certain changes in the use of land or buildings, can be carried out without needing to apply for Planning Permission.

Find out if the building works you want to carry out [meet the rules for permitted development](#).

3. What happens if I don't apply for Planning Permission for my project?

If you build something without Planning Permission (and Permitted Development Rights do not apply), or if you don't follow the conditions attached to a planning permission, the council can use their enforcement powers.

If your Authority considers that your project would have been likely to have been granted permission, they may ask you to make a 'retrospective' planning application. This will likely be more expensive than obtaining permission in advance.

However, your Authority also has the power to stop work if permission has not been obtained, and can issue penalty notices and prosecute the responsible people if work continues.

In some instances, you may also be able to [appeal](#).

4. How can I apply online?

You can apply for Planning Permission and other planning related forms online using the Scottish Government's [eDevelopment](#) website. This is generally a quicker and easier process than using paper forms, and the service itself is free to use.

Before you get started, it's a good idea to:

- Read the guidance on the [eDevelopment](#) site and on the [Support Tab](#).
- Use the [Which Form?](#) tool if you're unsure what kind of application to submit.
- Find out how much your planning application will likely cost using the [Fee Calculator](#).

Just follow these 3 steps to apply:

1. Create an account – there's Help and Guidance on the eDevelopment site to assist you.
2. Create a proposal and add the form that you want to complete.
3. Fill out the form and upload any supporting documents that you want to include.
4. Pay the application fee directly to your Authority online.
5. Submit your application.

If you require assistance using the eDevelopment.scot website you can contact the Support Desk on eDevelopment@gov.scot or by Twitter [@eDevelopmentSG](https://twitter.com/eDevelopmentSG).

5. What do I need to include in my application?

The law states that applications for Planning Permission must include certain information to be considered by your Authority.

It's in your interests to include this information and ensure that your Authority has all the information they need to make a decision at the time of application. If your application doesn't meet this standard, or if the Authority requires additional information on your proposals to make a decision, you may be asked to provide more information or to re-submit your application.

Scotland's Heads of Planning have prepared [guidance](#) on the information expected to be included in a planning application to enable your planning authority to make a determination. At a bare minimum, it is expected that applications will at least include the following:

- A description of the development.
- The name and address of the person applying and/or their agent.
- A postal address of the land or a description of the location of the land.
- A certificate of ownership of the proposal site and notice to any other owners or tenants of agricultural holdings.
- A plan which clearly identifies the location of the application site.
- Other plans and drawings needed to describe the proposed development.
- The correct fee.

If you're in doubt, we would recommend contacting your planning authority before you submit your application to check what information they are likely to need in order to be able to consider your application. You can find the [contact details](#) here.

6. I've submitted my application – what happens next?

Once you've submitted your application you'll receive an email confirmation from us.

You'll receive a further email from your Authority once they've received your application to confirm they are processing it.

Please be advised that after receiving your application, your Planning Authority is required to:

- Publish details of your application on the Planning Authority's website.
- Tell your immediate neighbours that an application has been made.

While your application is being considered, anyone can visit your Planning Authority's website to make comments on it and track its progress.

7. How will my planning authority decide my application?

In making their decision, your Planning Officer will consider things such as:

- The number, size, layout, siting and external appearance of buildings.
- The infrastructure available – like roads and water supply.
- Any landscaping needs.
- What you want to use the development/land for.
- How your development would affect the surrounding area – e.g. if it would create more traffic, affect visual amenity, etc.

Planning Authorities must make their decisions on planning applications in line with their Local Development Plan. To find out more information read the [development management guidance](#)

8. How long does this process usually take?

Legislation states that Planning Authorities should reach a decision within 4 months of receiving a valid application for a major development and 2 months for a local development. If the 2 or 4 month period expires you may decide to submit an appeal on the non-determination of the application. However, applications can for legitimate reasons take longer than this due to the complexity of the proposal, the requirement for additional information to be provided and considered or other factors outwith the control of the authority.

9. My application has been approved – what happens next?

Once your planning application has been approved, you may also need to make a building standards application or other planning consent forms. You can also do this online via the [eDevelopment](#) website.

If you are proposing building works, you may also need to obtain a Building Warrant before you start the work. To find out more about the building standards process you can view the Building Standards [Customer Journey](#).

10. My application has been refused – what can I do?

You will be able to appeal if your application has been:

- Refused.
- Approved but has conditions placed on it that you feel are unsuitable.
- Not determined within a set period.

You will have either a right to appeal to Scottish Ministers or to seek a review by the Planning Authority's review body in relation to your application, **but you must do this within a set period.**

Find more information on [Planning Permission appeals](#), including information on the process and how to appeal. Planning authorities will have their own information on local review procedures on their websites.

11. Where can I find out more?

Find more information on [how the planning system works](#) on the Scottish Government website.

You can also find more information on applying for Planning Permission and making other planning applications on:

- The [eDevelopment](#) website.
- The [mygov.scot](#) website.
- Your Planning Authority's website.

PAS (formerly Planning Aid for Scotland) also provide free and independent planning advice on the planning system for individuals and community groups. You can contact them at this show, or at:

- Website: [Planning Aid Scotland](#)
- Phone: 0845 603 7602
- E-mail: office@pas.org.uk