

Building Control QuickPay Guidance

This guidance has been developed to assist Building Control customers with making an online card payment for the following types of applications:

- Full Plan Applications
- Building Notices
- Regularisations
- Section 30

Before you begin:

1. You will need to have the Acknowledgment email open that you have received from WCC District Surveyors, as you will need to use the reference number provided in order to make your payment.
2. Have your payment card ready, click on the secure link and follow the instructions below:
<https://webpayments.sharedservices.bt.com/WC/NReg/QuickPay.aspx>

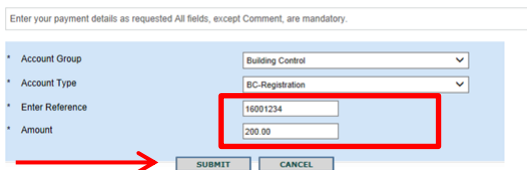
QuickPay Payment Instructions

Quick Pay



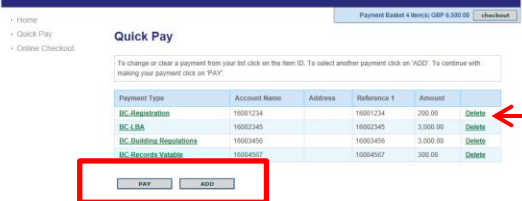
1. Select the “Building Control” Account Group.
2. Choose the Payment type you wish to make.

Quick Pay



3. Enter your 8 digit reference number *this begins with a 16xxxxxx*.
4. Enter the amount you have been requested to pay and click on “Submit.”

Quick Pay

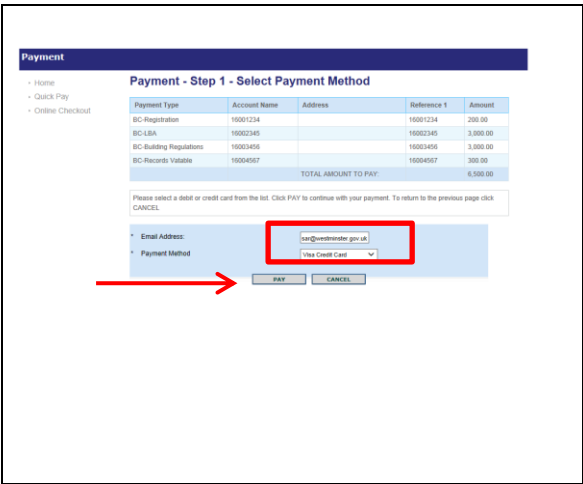


Payment Type	Account Name	Address	Reference 1	Amount	Delete
BC.Registration	16001234		16001234	200.00	Delete
BC.LBA	16002345		16002345	3,000.00	Delete
BC.Building.Regulations	16003456		16003456	3,000.00	Delete
BC-Records.Variable	16004567		16004567	300.00	Delete

If you are paying for more than one application type, click on “Add” and repeat steps 1 to 3 above.

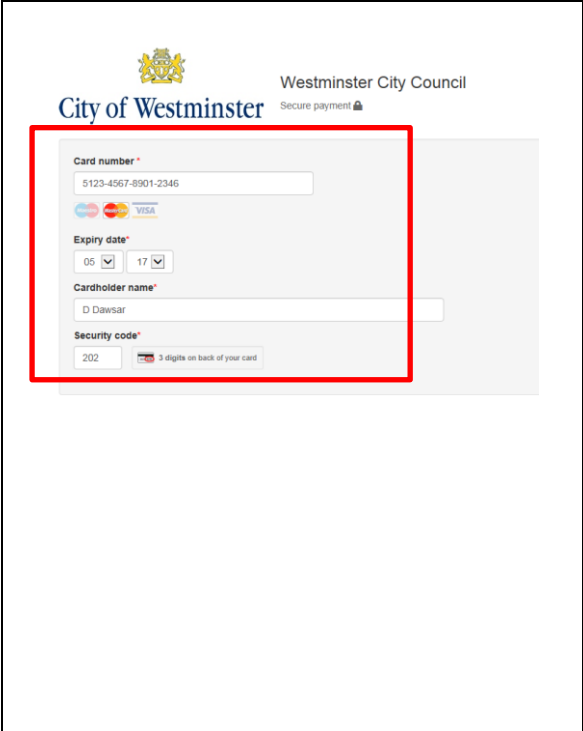
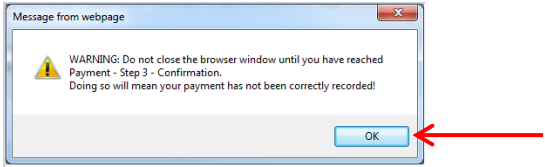
5. If you have made a mistake or want to delete a payment, click on “Delete” to remove the transaction.

6. Click on “Pay” to proceed to payment.



7. Enter your email address and select the card type.

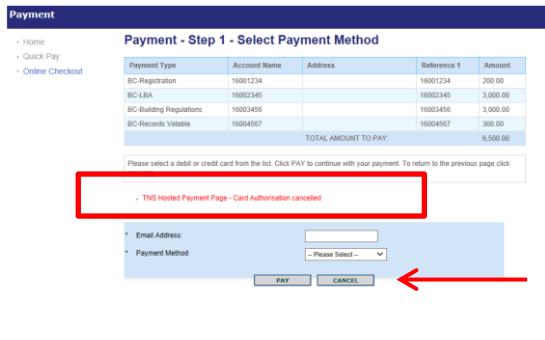
8. Click on "Pay" and a warning message will appear, click Ok to proceed to payment.



9. Enter your card details in the secure form presented.

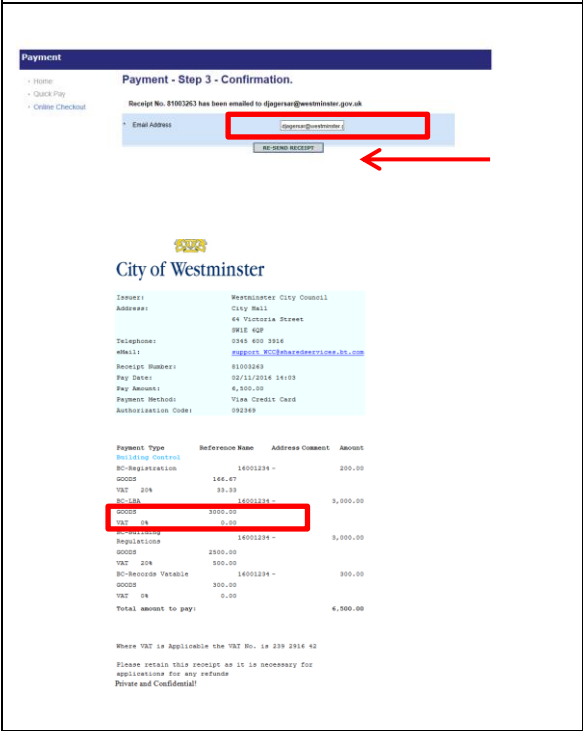
10. Click on "Pay" to make payment or "Cancel" if you do not wish to pay.

A notification in red will appear for any cancelled transactions and no charge will be made to your card.



11. Once "Pay" has been selected you will be required to enter your email address to receive your confirmation and VAT receipt via email.

12. A summary of your transaction will be provided; the VAT number appears along the bottom of the receipt.



What to do if a problem or error occurs when making payment

If you experience a problem or error with your payment transaction, please contact the WCC Contact Centre who will assist you with your query via telephone on [020 7641 6500](tel:02076416500) during 9am to 5pm. You can contact the districtsurveyors@westminster.gov.uk via email outside of these hours.

1. In order for us to help you faster the following details should be provided:
 - The date/and time of your transaction
 - The card type you were using e.g. (VISA/Mastercard)
 - The payment type you were making e.g. (Full Plan Applications, Building Notice, Regularisations, Section 30)
 - The payment amount
 - Details of any error message that has appeared
 - If payment is being made via a web browser or mobile device – specify the type.

We will acknowledge and respond to your query within 3 - 5 working days, and confirm what steps or actions will be provided to resolve your query.

What to do if a Refund is required

If you have made a mistake and wish to cancel your transaction payment after you have received confirmation, please send an email to the districtsurveyors@westminster.gov.uk

2. In order for us to help you process your refund faster the following details should be provided:
 - A copy of your emailed confirmation receipt
 - The reason for requesting a refund to be processed

We will acknowledge and respond to your query within 3 -5 working days, and confirm what steps or actions will be provided to refund your payment.

Other Enquiries

For all other Building Control payment enquires please contact the Building Control team via email to the : districtsurveyors@westminster.gov.uk