

FAQs on Westminster's Custom and Self-Build Register

1. What is the purpose of the Custom and Self-Build Register?

The [Self-build and Custom Housebuilding Act 2015](#) imposes a duty upon relevant authorities including London boroughs to maintain a register of individuals, and associations of individuals, who are seeking to acquire serviced plots of land in their area in order to build homes for their occupation.

Registering on Westminster's self-build and custom-build register is intended to help the council assess demand for this type of housing locally and inform its work on shaping future housing policy for the city.

Successfully entering the register does not guarantee the council will assist in sourcing you a plot for your custom or self-build project or that planning permission will be granted for one. Any future opportunities for resident self-build and custom-build projects in the borough may require planning permission and will be assessed in line with our planning policies and guidance.

2. How and why is Westminster's Custom and Self-Build Register changing after 17 February 2020?

In line with the [key decision made by the Cabinet Member for Place Shaping and Planning](#) from 28 February 2019 the council is introducing a new two-part register which will replace the existing one-part register from 17 February 2020.

Entries will be subject to revised eligibility requirements including payment of an administration fee to enter the register, in line with the provisions of the October 2016 [Self-build and Custom Housebuilding \(Time for Compliance and Fees\) Regulations 2016](#) and the [Self-build and Custom Housebuilding Regulations 2016](#).

The new register will be split into two parts:

- Part 1 is meant to assess [local](#) interest in carrying out custom and self-build projects in Westminster, and
- Part 2 helps the council gauge interest applicants outside of Westminster in carrying out custom and self-build projects in Westminster.

All new applicants will be required to pay an initial £95 administration fee for entering the register for one year. Once the fee is paid, entries will remain on the register for one calendar year, e.g. from 1 March 2020 to 30 April 2021 from the date the fee is paid. Applicants will be required to demonstrate they still meet the eligibility criteria to be able to stay on the register for each subsequent year. This will incur an annual fee of £95 for entrants on Part 1 of the register, while Part 2 entries will be able to remain on the register free of charge.

These changes are aimed to cover the costs of administering the register and to better identify what is the genuine appetite for Custom and Self-Build in Westminster to guide the Council's policies.

3. I am already on Westminster's Custom and Self-Build Register. Will I be able to remain on the Register after 17 February 2020?

Your entry will be maintained on the Register until 17 February 2020. After this date, the existing register will be replaced by the new two-part register. To apply for the new register, you will need to complete a new application form and provide the required supporting documentation. Your application will be assessed against the revised eligibility requirements and you may be subject to payment of an administration fee.

If you are on the Westminster's existing Custom and Self-Build Register, we will be in touch with you to explain the changes to the register and to inform you of the process for entering the new two-part register.

4. What are the new eligibility criteria for entering the register?

For Part 1 and Part 2 of the register, you will need to:

- Be aged 18 or over
- Be a British citizen or national of a European Economic Area State (member states of the European Union, Iceland, Lichtenstein and Norway, other than the United Kingdom), or a national of Switzerland
- Have access to sufficient financial resources to acquire land for custom or self-build in Westminster
- be seeking to acquire a serviced plot of land in Westminster for custom or self-build as your sole/primary residence

For Part 1 only, you'll need to demonstrate that you meet the Local Connection Test:

- You have lived or worked in Westminster for the past 12 months

or

- You are currently serving in the armed forces of the Crown or have served within the last 12 months from the date of your application.

The council requires you to provide proof that you meet the above eligibility criteria as part of the application process. Examples of what is considered acceptable evidence to show you meet these requirements are provided in the [application form](#).

You will also be required to pay the £95 administration fee to enter the register (either Part 1 or Part 2) and pay the subsequent £95 fee to remain on the register after the first year elapses (the latter is required for Part 1 entries only).

5. What is the difference between Part 1 and Part 2 of the register? How do I know which one I qualify for?

Part 1 entries are those who satisfy all the eligibility criteria, **including** the local connection test (see question 4). This means you will need to have lived or worked in Westminster for the past 12 months. Those serving in the armed forces of the Crown or who have served within the last 12 months from the date of your application also qualify for Part 1 of the register (even if they have not lived or worked in Westminster for the past 12 months).

Part 2 entries are those who satisfy all eligibility criteria, **but not** the local connection test (see question 4).

Eligibility for Part 1 or Part 2 of the register is dependent on submission of the required supporting documentation.

6. What are the council's obligations with regards to entries on the register?

The council has some legal duties that apply to both parts of the register, and some that only apply to Part 1.

The council must have regard to both parts of the register when carrying out its planning, housing, land disposal and regeneration functions. This means the council has a duty to take into account the total number of entries on the register (i.e. Part 1 and Part 2) when drafting planning policy documents (e.g. The City Plan), developing plans for regeneration or deciding to sell council land.

The council must grant sufficient development permissions for serviced plots of land suitable for custom or self-build projects to meet demand from Part 1 of the register only.

7. How do I apply to enter the register?

Please complete and return the [application form](#) together with the required supporting documentation to planningpolicy@westminster.gov.uk. We will then assess your application and let you know if you are eligible to join the register within 28 days. You will then be required to pay the £95 administration fee to formally join the register and will receive confirmation once the fee is successfully processed.

8. When can I apply to enter the register?

You can apply at any time. Once we have verified your eligibility and you've paid the required fee, you will be able to remain on the register for one calendar year. You will be notified 28 days before your entry is due to expire to allow you to re-apply should you wish to do so.

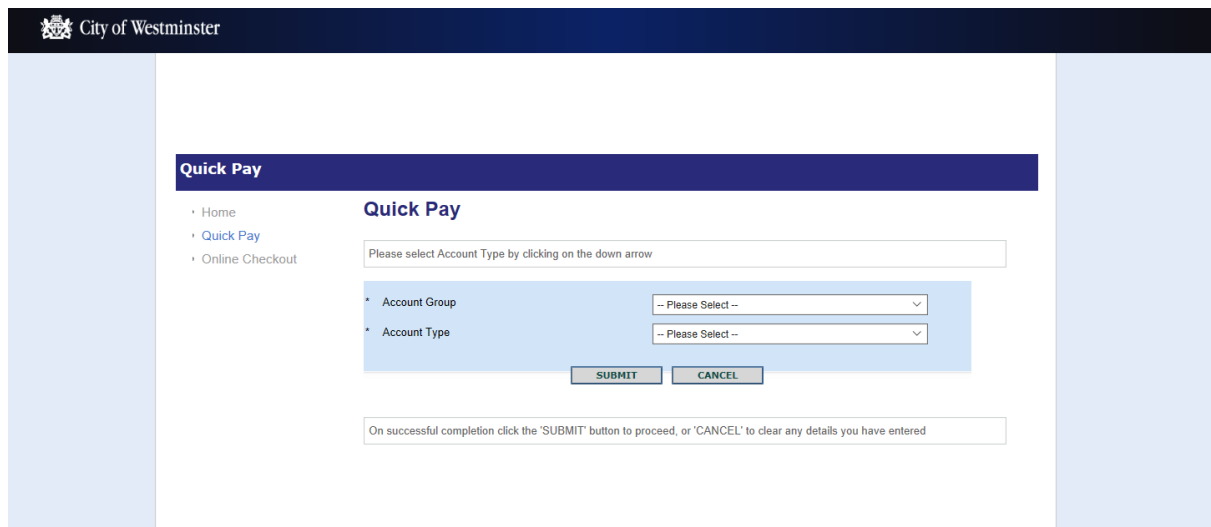
9. What happens to my personal details and copy of personal documentation that I send to the council as part of my application?

The council will process your personal details in line with the most up-to-date data protection regulations. Please see Westminster's fair processing notice at the following link: <https://www.westminster.gov.uk/fair-processing-notice>.

Copies of documentation submitted as evidence that you meet the eligibility requirements to enter the register will be stored securely for a period of 28 days?

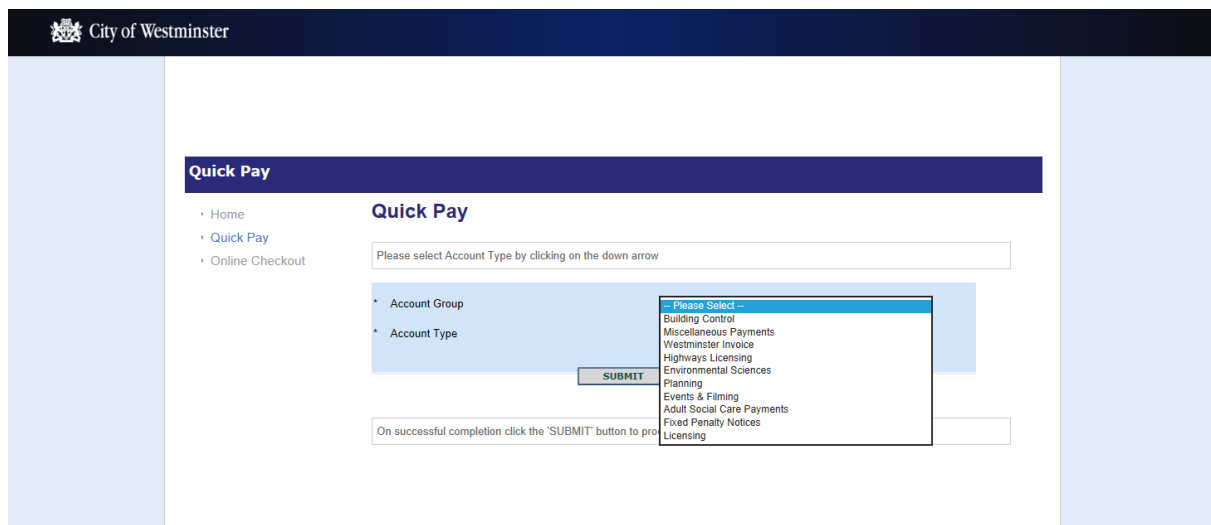
10. How do I pay the administration fee to enter the register?

Once you have submitted your [application form](#) together with the required supporting documentation, we will confirm if you are eligible to enter the register. If we have considered your application eligible, we will then send you a confirmation email with a link to the council's QuickPay payment portal.



The screenshot shows the 'Quick Pay' interface on the City of Westminster website. The header includes the City of Westminster logo and name. A navigation menu on the left lists 'Home', 'Quick Pay', and 'Online Checkout'. The main content area is titled 'Quick Pay' and contains a form with the instruction 'Please select Account Type by clicking on the down arrow'. Below this are two dropdown menus: 'Account Group' and 'Account Type', both currently set to '-- Please Select --'. There are 'SUBMIT' and 'CANCEL' buttons below the dropdowns. A footer note states: 'On successful completion click the 'SUBMIT' button to proceed, or 'CANCEL' to clear any details you have entered'.

The email will contain a reference number which is unique to you and is linked with your application. Please select **Miscellaneous Payments** from the "Account Group" drop-down menu, and then **Custom and Self-Build Register Fees** from the "Account Type" drop-down menu.



This screenshot shows the 'Quick Pay' interface with the 'Account Group' dropdown menu open. The menu lists several options, with 'Miscellaneous Payments' highlighted. The 'Account Type' dropdown remains at '-- Please Select --'. The 'SUBMIT' button is visible below the dropdowns. The footer note is partially visible: 'On successful completion click the 'SUBMIT' button to pro'.

The system will automatically generate the amount to be paid (**£95** in this instance) and you will be asked to **Enter reference** (this is the reference number you have received as part of the council's email confirming you are eligible to enter the register).

Payment Basket 1 item(s) GBP 95.00 [checkout](#)

Quick Pay

- Home
- Quick Pay
- Online Checkout

To change or clear a payment from your list click on the Item ID. To select another payment click on 'ADD'. To continue with making your payment click on 'PAY'.

Payment Type	Account Name	Address	Reference 1	Amount	
Custom and Self-Build R...	test		test	95.00	Delete

PAY
ADD

Please ensure the number of entries to be paid is correct, then click on “Pay”. You will be asked to select your payment method (please note this is card only) and for your email address (please make sure this is entered correctly as this is the address you will receive a confirmation email for your payment). You will be then taken to the secure payment portal to complete the payment.



Card number *

Expiry month * Expiry year *

MM ▾

YY ▾

Cardholder name *

Security code *

3 digits on back of your card

Order details

82408953/1

TOTAL GBP: £95.00

The next screen you see may be payment card verification through your card issuer.

Cancel
Pay now

11. Is the register publicly available?

No. The register is maintained off-line by council officers and the details you have shared with us as part of your application form will not be made public. The council will on occasion use anonymised data to report on the register, e.g. on the total number of entries in the register.

12. Will I be given a plot to carry out my custom or self-build project once I'm on the register?

No. People or groups on the register will not be offered any land to build their own home as a result, nor is registration a guarantee of the granting of planning permission for a self-build or custom-build property in Westminster. The register is intended to help the council assess demand for this type of housing locally and inform its work on shaping future housing policy for the city.

13. I have paid the £95 administration fee but I have changed my mind and want to leave the register. Can I get a refund?

Once you have submitted your £95 fee payment, you will remain on the register for a full calendar year e.g. From 1 March 2020 until 30 April 2021. We can remove your entry from the register upon request however please note we are unable to provide a refund once the payment has gone through as the fee is used to cover the administration costs of considering your application.

14. Where can I find the application form and further information on Westminster's Custom and Self-Build Register?

The application form and further information can be found on our website at <https://www.westminster.gov.uk/self-build-and-custom-build-register>.