Online Amendment Guide

From the 1st January 2017 the online Amendments are free of charge.

Due to the many changes that can be made to the original plot registrations we have created this guide to assist you with the online amendment process.

INDEX

PLOT REGISTRATION HISTORY

When you sign in to the website all of your plot registrations are available to view from the member's dashboard when you click on the Plot Registration History button:

MEMBERS

🔒 My Account

Update my details

🔧 CSH Assessor Tool

Open Assessment Tool

🏠 Part E Robust Detail Certification Scheme

ONLINE REGISTRATION FOR ENGLAND & WALES ONLY
We reserve the right to return payment and cancel registrations for other areas

New Plot Registration

Plot Registration History

📖 Robust Details Handbook

Online Handbook

View the England And Wales Handbook Online

This will load a new page which will list all previous registrations received via the paper form and online.

The registrations will have a status of either 'Awaiting Payment / in Progress' or 'Completed' with three options listed next to each registration.

Registration Status is Awaiting Payment:

When payment is deferred on a registration it will show with a status of 'Awaiting Payment / In Progress'. This means that the registration documents have not yet been created so there is no charge for any changes to the registration.

Reference	Site Name	Site Address	Number of Plots	Date Registered	Status	Developer	
Web - 000405	The Street	High Street, The Town, MK1 1AH	26	17/11/2016	Awaiting Payment / In Progress	RDL	View Add to Cart Edit

Next to any registration that is awaiting payment will be the following options:

View :
This will list all the plots that have been added to the registration so far with a 'Back' button so you can return to your Plot Registration History.

Add to Cart:
This adds the registration to the shopping basket where you can defer the payment if you haven't already, or continue to the payment page.

Edit:
This shows you what plots have been added to the registration so far and gives you the option to edit what has been entered, remove any unwanted plots or add more plots if required.

- If your registration is showing as 'Awaiting Payment' and you need to amend details to the site, builder, developer, building control body or warranty provider then you will need to email this request to: customerservice@robustdetails.com and we will update the registration as advised.
- If you do amend the total number of plots after you have deferred the payment then we will need to manually update the pro-forma invoice for you to reflect this change. Please email customerservice@robustdetails.com advising the new number of plots.

Registration Status is Complete:

Historically there would have been an admin charge for any amendment made on a completed registration but as of the 1st January 2107 the online amendments are free of charge. If you do choose to send us a paper form amendment the admin fee will still be required.

When we receive payment for the original registration we finalise this in the system which creates your registration documents that are emailed to you and sets the status of the registration to Completed.

Reference ⬍	Site Name ⬍	Site Address ⬍	Number of Plots ⬍	Date Registered ⬍	Status ⬍	Developer ⬍	⬍
Web - 000404	The Place	The Place , Milton Keynes, MK1 1HH	83	17/11/2016	Complete	Robust Detail	View Amendment Duplicate Documents

Next to any registrations that are complete will be the following options:

View :
This will list all the plots that have been added to the registration so far with a 'Back' button so you can return to your Plot Registration History.

Amendment:
Allows you to amend all details of the original registration for free online apart from the building control body and warranty provider, if you do require this to be changed please send an email to customerservice@robustdetails.com and we will update this accordingly for you.

Please see the following examples for all the other amendments and how to process them.
Example 1: Amend Site Details = Example starts on Page 5
Example 2: Amend Builder details = Example starts on Page 8
Example 3: Amend Developer details = Example starts on Page 11
Example 4:Amend Plot details: = Example starts on Page 14

Duplicate Documents:
Click here to request the system to generate duplicate documents to you, this creates you a new link to the registration documents which will be emailed to you shortly after you've requested it . This new link will be valid for 14 days from the day you request it.

EXAMPLES

When you click on the 'Amendment' option a new page will load with several options on it. You need to make sure that you select yes or no as requested on each option.

Example 1: Amend Site Details:

To change your site name or site address, after you have clicked the amendment option to the right of the registration in your plot registration history you will need to select 'Yes' underneath the first question on the next page: Changes to the Site Details.

Enter the new details as required and ensure that the other questions are answered so that you continue on to the confirm changes page when you click 'Next'.

Confirm Changes

Site Details

New Name
The Place Milton Keynes England MK1 1HH

Please check the details above and click the submit button to accept. The changes will take effect once payment has been received.

Back   **Submit and Add To Cart**

If you are happy with this change click 'Submit and Add To Cart' to continue on to the Submission Successful page:

Submission Successful

The registration has been successful, please proceed to the payment page where you can either pay by card or defer the payment.

Thank you for choosing Robust Details.

Next

Click 'Next' to go to the shopping cart where you will see the following page:

SHOPPING CART

Quantity	Description	Reference	Unit Cost	VAT	Total	
1	Ad Fee - no charge	Web - 000404A	£0.00	£0.00	£0.00	Remove
			Net Amount:	£0.00		
			VAT Amount:	£0.00		
			Total:	£0.00		

Next

Click 'Next' again to confirm and complete your order:

Quantity	Description	Reference	Unit Cost	VAT	Total
1	Ad Fee - no charge	Web - 000404A	£0.00	£0.00	£0.00

Net Amount:	£0.00	
VAT Amount:	£0.00	
Total:	£0.00	

secured by
sage pay

Please read our Terms and Conditions for Plot Registrations, Terms and Conditions for Online Sales and our Privacy Policy. Only proceed to payment if you agree to them

Complete

Click complete and you will see the following message which will give you your unique order number and the option to 'Return to Dashboard':

Payment Successful

Your order has been Successful

The order number is **ORD-04589-Y0D2V9**

You will receive an email shortly to confirm your order.

Return To Dashboard

You amendment is now completed and you will receive the updated registration documents with the new site details via email within twenty four hours.

When you click 'Return to Dashboard' you will be taken back to the first page you see when you sign into the website.

Example 2: Amend Builder details

To change the contact or company details of your builder, after you have clicked the amendment option to the right of the registration in your plot registration history you will need to select 'Yes' underneath the second question on the next page: Changes to the Builder Details.

Enter the new details as required and ensure that the other questions are answered so that you continue on to the confirm changes page when you click 'Next'.

Confirm Changes

Builder Details

Miss Kerry Nunn, Robust Details Block E Bletchley Park Science and Innovation Centre Milton Keynes United Kingdom MK3 6EB

Please check the details above and click the submit button to accept. The changes will take effect once payment has been received.

Back   **Submit and Add To Cart**

If you are happy with this change click 'Submit and Add To Cart' to continue on to the Submission Successful page:

Submission Successful

The registration has been successful, please proceed to the payment page where you can either pay by card or defer the payment.

Thank you for choosing Robust Details.

Next

Click 'Next' to go to the shopping cart where you will see the following page:

SHOPPING CART

Quantity	Description	Reference	Unit Cost	VAT	Total	
1	Ad Fee - no charge	Web - 000404A	£0.00	£0.00	£0.00	Remove
			Net Amount:	£0.00		
			VAT Amount:	£0.00		
			Total:	£0.00		

Next

Click 'Next' again to confirm and complete your order:

Quantity	Description	Reference	Unit Cost	VAT	Total
1	Ad Fee - no charge	Web - 000404A	£0.00	£0.00	£0.00

Net Amount:	£0.00
VAT Amount:	£0.00
Total:	£0.00

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sage pay

Please read our Terms and Conditions for Plot Registrations, Terms and Conditions for Online Sales and our Privacy Policy. Only proceed to payment if you agree to them

Complete

Click complete and you will see the following message which will give you your unique order number and the option to 'Return to Dashboard':

Payment Successful

Your order has been Successful

The order number is **ORD-04590-C6J4D0**

You will receive an email shortly to confirm your order.

Return To Dashboard

You amendment is now completed and you will receive the updated registration documents with the new builder details via email within twenty four hours.

When you click 'Return to Dashboard' you will be taken back to the first page you see when you sign into the website.

Example 3: Amend Developer details

To change the contact or company details of your owner / developer, after you have clicked the amendment option to the right of the registration in your plot registration history you will need to select 'Yes' underneath the third question on the next page: Changes to the Owner / Developer Details.

Enter the new details as required and ensure that the other questions are answered so that you continue on to the confirm changes page when you click 'Next'.

If you are happy with this change click 'Submit and Add To Cart' to continue on to the Submission Successful page:

Click 'Next' to go to the shopping cart where you will see the following page:

SHOPPING CART

Quantity	Description	Reference	Unit Cost	VAT	Total	
1	Ad Fee - no charge	Web - 000404A	£0.00	£0.00	£0.00	Remove
			Net Amount:	£0.00		
			VAT Amount:	£0.00		
			Total:	£0.00		

Click 'Next' again to confirm and complete your order:

Quantity	Description	Reference	Unit Cost	VAT	Total
1	Ad Fee - no charge	Web - 000404A	£0.00	£0.00	£0.00

Net Amount:	£0.00
VAT Amount:	£0.00
Total:	£0.00

secured by
sage pay

Please read our <u>Terms and Conditions for Plot Registrations</u>, <u>Terms and Conditions for Online Sales</u> and our <u>Privacy Policy</u>. Only proceed to payment if you agree to them

Complete

Click complete and you will see the following message which will give you your unique order number and the option to 'Return to Dashboard':

Payment Successful

Your order has been Successful

The order number is **ORD-04591-W2V0M9**

You will receive an email shortly to confirm your order.

Return To Dashboard

You amendment is now completed and you will receive the updated registration documents with the new builder details via email within twenty four hours.

When you click 'Return to Dashboard' you will be taken back to the first page you see when you sign into the website.

Example 4:Amend Plot details:

To change any of the plot details, including plot number and Robust Details registered, after you have clicked the amendment option to the right of the registration in your plot registration history you will need to select 'Yes' underneath the forth question on the next page: Changes to the plot details

Click next and you will be taken to a view of what you have registered with the option to 'Amend' on the right of each line of plots. Underneath this will be amended plots but there will be no data there at this stage.

From the Original plots sections select the 'Amend' on the line of plots you are looking to change.

Changing the Robust Details being built:

If you are changing the Robust Details only, then you will need to change the drop down box of the wall and / or floor type that you are changing. In the picture below just the wall is changing.

When you click 'Amend Plots' you will be you will be taken back to the list of original plots with the amended plots now showing beneath them. Using the example below the system will now change:

Plots 735-757 to E-WM-1

Amend Plots

ORIGINAL PLOTS

To amend the original plots click on the amend on the line below.

Block No/Name	Plot Numbers	Plot Quantity	Suffix	House/Flat	Wall RD Type	Floor RD Type	Affordable Housing	
	555-585,698-725	59		House	E-WM-3		Don't know	Amend
	735-757	23		Flat	E-WM-4	E-FC-1	Don't know	Amend
	734	1		Flat	E-WM-11		Don't know	Amend
	Total Plots:	83						

AMENDED PLOTS

Please select the plots to amend by clicking amend next to the original plot numbers. The amended plots will appear in the table below.

Original Plot Numbers	Block No/Name	Plot Numbers	Plot Quantity	Suffix	House/Flat	Wall RD Type	Floor RD Type	Affordable Housing	
735-757		735-757	23		Flat	E-WM-1	E-FC-1	Don't know	Remove
		Total Plots:	23						

Please check that amendments are correct before progressing to next page.

Back	Next

If only a selection of the plots on one line needed to be amended instead of all of the plots you would do this by clicking the 'Amend' next to the line the plot numbers are on and then entering the changes as:

Amend Plot

Changing plot numbers?

Yes ○ No ◉

Original Plot Numbers

Block No/Name (optional – maximum 10 characters)

[   ]

Plots to be amended (required – maximum 100 characters)

[555-557   ]

Suffix (optional - maximum 1 character, letters only)

[   ]

HOUSE (joined house or bungalow) or FLAT (flat, apartment or maisonette)?

[House   ▼]

Wall RD Type. e.g. E-WM-1

[E-WM-3   ▼] [Add More]

Are these plots Affordable Housing?

[Don't Know   ▼]

Back	Amend Plots

You can only amend the plot numbers withing the selection amended. If you wanted to change plot 734 above to E-WM-3 you could not enter 555-557,734 on the plot line. You would need to amend plot 734 seperatly.

When you click 'Amend Plots' you will be taken to the list of original plots with the amended plots now showing beneath them. Using the example below the system will only change:

Plots 735-757 to E-WM-1
Plots 555-557 to E-WM-6

All other plots on that line will remain as the original plot registration.

Amend Plots

ORIGINAL PLOTS

To amend the original plots click on the *amend* on the line below.

Block No/Name	Plot Numbers	Plot Quantity	Suffix	House/Flat	Wall RD Type	Floor RD Type	Affordable Housing	
	555-585,698-725	59		House	E-WM-3		Don't know	Amend
	735-757	23		Flat	E-WM-4	E-FC-1	Don't know	Amend
	734	1		Flat	E-WM-11		Don't know	Amend
	Total Plots:	83						

AMENDED PLOTS

Please select the plots to amend by clicking amend next to the original plot numbers. The amended plots will appear in the table below.

Original Plot Numbers	Block No/Name	Plot Numbers	Plot Quantity	Suffix	House/Flat	Wall RD Type	Floor RD Type	Affordable Housing	
735-757		735-757	23		Flat	E-WM-1	E-FC-1	Don't know	Remove
555-557		555-557	3		House	E-WM-6		Don't know	Remove
		Total Plots:	26						

Changing the plot numbers:

To accommodate a site re-plan the plot numbers can also be changed after a registration is completed.

After you have clicked 'Amend' to the right of the line of plots, you will need to select the 'Yes' option underneath the Change plot numbers questions at the top of the page, as highlighted in the image below.

You can change all of the plot numbers on one line, or as above just a section of plot numbers. There are just a few things to be aware of.

- Cancellation of plots cannot be done online.
    - o To cancel plots you will need to send a completed amendment and cancellation form to customer service.
- Additional Plots cannot be added to existing registrations.
    - o To add additional plots you will need to create a new plot registration.
- You can however swap a cancelled plot number for a new plot number.

Make sure the original plot numbers are on the left of the screen and the new numbers on the right of the screen. If you had a block no / name or suffix on the original registration you will need to ensure this populated in the New Plot Numbers or it will be removed from the registration documents.

When you click 'Amend Plots' you will be taken back to the list of original plots with the amended plots now showing beneath them. Using the example below the system will now change:

Plots 735-757 to E-WM-1
Plots 555-557 to E-WM-6
Plots 558-560 to 1000-1002.

All other plots on that line will remain as the original plot registration.

Amend Plots

ORIGINAL PLOTS

To amend the original plots click on the *amend* on the line below.

Block No/Name	Plot Numbers	Plot Quantity	Suffix	House/Flat	Wall RD Type	Floor RD Type	Affordable Housing	
	555-585,698-725	59		House	E-WM-3		Don't know	Amend
	735-757	23		Flat	E-WM-4	E-FC-1	Don't know	Amend
	734	1		Flat	E-WM-11		Don't know	Amend
	Total Plots:	83						

AMENDED PLOTS

Please select the plots to amend by clicking amend next to the original plot numbers. The amended plots will appear in the table below.

Original Plot Numbers	Block No/Name	Plot Numbers	Plot Quantity	Suffix	House/Flat	Wall RD Type	Floor RD Type	Affordable Housing	
735-757		735-757	23		Flat	E-WM-1	E-FC-1	Don't know	Remove
555-557		555-557	3		House	E-WM-6		Don't know	Remove
558-560		1000-1002	3		House	E-WM-3		Don't know	Remove
		Total Plots:	29						

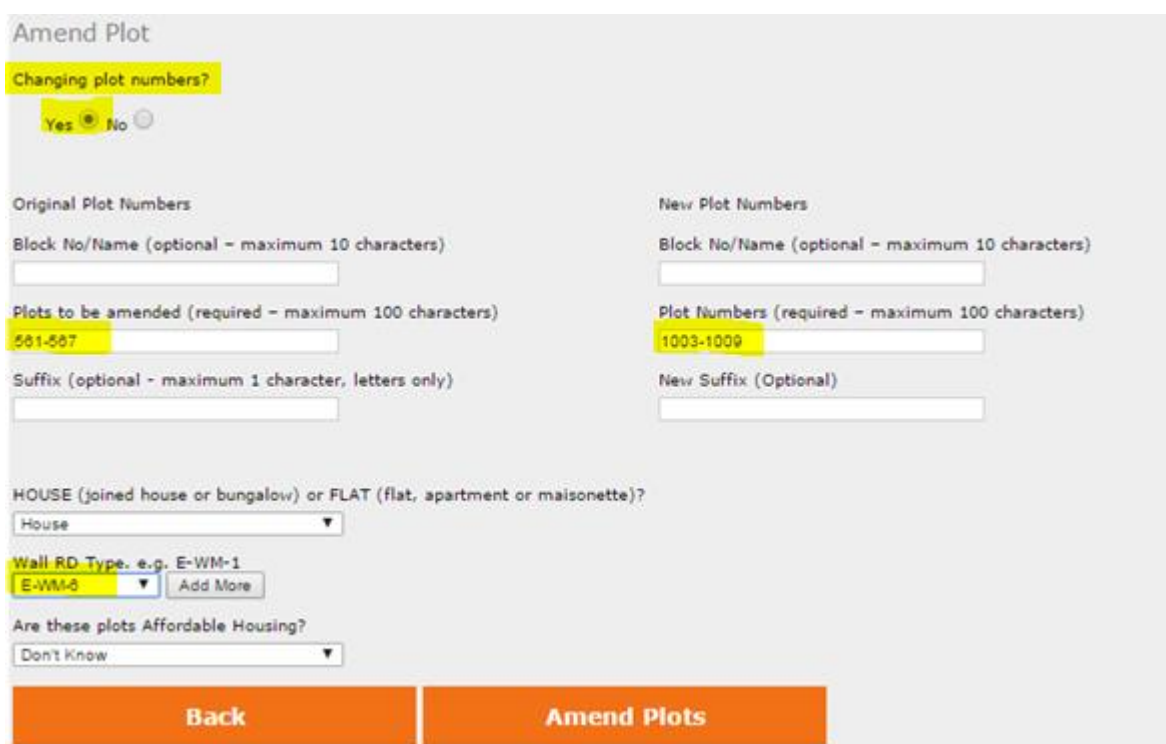Please check that amendments are correct before progressing to next page.

Back	Next

Changing the plot numbers and Robust Details:

If the site has had a complete overhaul of plot numbers and Robust Details being built you can change all of this information at the same time.

After you have clicked 'Amend' to the right of the line of plots, you will need to select the 'Yes' option underneath the Change plot numbers questions at the top of the page, as highlighted in the image below.

Make sure the original plot numbers are on the left of the screen and the new numbers on the right of the screen. If you had a block no / name or suffix on the original registration you will need to ensure this populated in the New Plot Numbers or it will be removed from the registration documents.

Change the drop down box to the new Robust Detail.

When you click 'Amend Plots' you will be taken back to the list of original plots with the amended plots now showing beneath them. Using the example below the system will now change:

Plots 735-757 to E-WM-1
Plots 555-557 to E-WM-6
Plots 558-560 to 1000-1002
Plots 561-567 to 1003-1009 with E-WM-6

 All other plots on that line will remain as the original plot registration.

Amend Plots

ORIGINAL PLOTS

To amend the original plots click on the *amend* on the line below.

Block No/Name	Plot Numbers	Plot Quantity	Suffix	House/Flat	Wall RD Type	Floor RD Type	Affordable Housing	
	555-585,698-725	59		House	E-WM-3		Don't know	Amend
	735-757	23		Flat	E-WM-4	E-FC-1	Don't know	Amend
	734	1		Flat	E-WM-11		Don't know	Amend
	Total Plots:	83						

AMENDED PLOTS

Please select the plots to amend by clicking amend next to the original plot numbers. The amended plots will appear in the table below.

Original Plot Numbers	Block No/Name	Plot Numbers	Plot Quantity	Suffix	House/Flat	Wall RD Type	Floor RD Type	Affordable Housing	
735-757		735-757	23		Flat	E-WM-1	E-FC-1	Don't know	Remove
555-557		555-557	3		House	E-WM-6		Don't know	Remove
558-560		1000-1002	3		House	E-WM-3		Don't know	Remove
561-567		1003-1009	7		House	E-WM-6		Don't know	Remove
		Total Plots:	36						

Please check that amendments are correct before progressing to next page.

Back	Next

When all the changes have been entered and you are happy with the information within the Amended plots section you will need to click the Next button where you will be asked to confirm your changes with an overview of the changes being made as below:

Confirm Changes

Plot Details

Original Plot Numbers	Block No/Name	New Plot Numbers	Plot Quantity	Suffix	House/Flat	Wall RD Type	Floor RD Type	Affordable Housing
735-757			23		Flat	E-WM-1	E-FC-1	Don't know
555-557			3		House	E-WM-6		Don't know
558-560		1000-1002	3		House	E-WM-3		Don't know
561-567		1003-1009	7		House	E-WM-6		Don't know
		Total Plots:	36					

Please check the details above and click the submit button to accept. The changes will take effect once payment has been received.

Back   **Submit and Add To Cart**

If you are happy with the changes click 'Submit and Add To Cart' and you will see a Submission Successful Page:

ROBUST DETAILS AMENDMENT

Part E Robust Details certification scheme - Plot amendment application form

For new build attached dwellings in England & Wales only. We reserve the right to return payment and cancel registrations for other areas. We also reserve the right to return payment and cancel registrations for use of invalid Robust Detail types and combinations based on the building type as set out in the Robust Details Handbook.

Submission Successful

The registration has been successful, please proceed to the payment page where you can either pay by card or defer the payment.

Thank you for choosing Robust Details.

Next

Click Next to go to the shopping cart where you will see the following page:

SHOPPING CART

Quantity	Description	Reference	Unit Cost	VAT	Total	
1	Ad Fee - no charge	Web - 000404A	£0.00	£0.00	£0.00	Remove

Net Amount:	£0.00
VAT Amount:	£0.00
Total:	£0.00

Next

Click Next again to confirm and complete your order:

Quantity	Description	Reference	Unit Cost	VAT	Total
1	Ad Fee - no charge	Web - 000404A	£0.00	£0.00	£0.00

Net Amount:	£0.00
VAT Amount:	£0.00
Total:	£0.00

secured by

sage pay

Please read our Terms and Conditions for Plot Registrations, Terms and Conditions for Online Sales and our Privacy Policy. Only proceed to payment i you agree to them

Complete

Click complete and you will see the following message which will give you your unique order number and the option to return to Dashboard:

Payment Successful

Your order has been Successful

The order number is **ORD-04592-S5Z1X5**

You will receive an email shortly to confirm your order.

Return To Dashboard

When you click 'Return to Dashboard' you will be taken back to the first page you see when you sign into the website.

WHAT HAPPENS NEXT

Your amendment is now completed and you will receive the updated registration documents with the new plot details within twenty four hours.

This will be sent via email with a link to the new documents which are:

- A **Purchase Statement** listing the registered plots.
- **Checklists** for each Robust Detail type selected
- **Compliance Certificates** for each plot registered
- An **Invoice** and **covering letter**

You should forward a copy of the **Purchase Statement** to building control to notify them of the amendment.

The **Checklists** should be sent to site as guidance.

The **Compliance Certificates** are to be signed at the end of the build to confirm you have built to Robust Details and kept for your records.

Building control may wish to see these, but apart from this, these documents are for your records and there is nothing else that you need to do on building completion, as far as Part E Robust Details are concerned.

The link in the email is only valid for 14 days, if for any reason you are unable to retrieve your documents within the 14 days you can request duplicate documents either by signing into the website and clicking the link next to the registration in the Plot Registration History section or by contacting our Customer Service team on 03300 882141 or by email: **customerservice@robustdetails.com**

If you have any questions about registering a new development or any of your existing developments please do not hesitate to contact our office using the below contact details:

Customer service on 03300 882 141 or email customerservice@robustdetails.com
Technical on 03300 882 140 or email technical@robustdetails.com