

# ONLINE PLOT REGISTRATION GUIDE

A complete guide for completing Robust Details registrations online.

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# 1. MEMBERS DASHBOARD

To register your development online with Robust Details you will need to sign in to the website so that you have access to the member's dashboard:

## MEMBERS

 My Account

[Update my details](#)

 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

All NEW handbooks include free updates until the coming Sept 1st

Handbook Subscriptions

You currently have **0** active subscriptions.

We will notify you when your subscriptions are due for renewal

Online Handbook

[View the England And Wales Handbook Online](#)

Click on the 'New Plot Registration' button and you will see a message that says: **Please wait, this may take a few moments.** When this disappears you will be at stage one of eight for plot registration.

## 2. ONLINE REGISTRATION STAGES 1-8

### Stage 1:

#### Main Contact Details:

This page is pre-populated with your details and cannot be edited from within the plot registration process. If any of your address or contact details have changed you will need to amend these in the **Update my details section**.

### Stage 2:

#### Builder Contact Details

The first field to fill in at this stage is the Builder contact, which can be done one of three ways.

**Builder Contact Details**

**Step 2:** Details of the builder responsible for the construction of the robust details

**Builder Contact**

Use Main Contact Details

New Builder Contact Details

Use Previous Contact Details

Title

Mr

First Name

**Builder Company**

Use Main Contacts Company Details

New Builder Company Details

Search for Existing Company Details

Company Name

- **Use Main Contact Details:** This will populate all fields with the main contact details.
- **New Builder Contact Details:** This will allow you to enter a new builder
- **Use Previous Contact Details:** This will give you a drop down box of all previous builders that you've used so you can select the one that applies.

Once you have your builder contact you can enter the Builder Company name by using one of the three options:

- **Use Main Contact Details:** This will populate all fields with the main contact details.
- **New Builder Contact Details:** This will allow you to enter a new builder
- **Search for existing company details:** This will allow you to search our database for the builders company. Please note that you will need to enter this exactly how it is written in our system including apostrophes and symbols such as &. To complete a full search of the system type an asterisk at the start of the search box, for example: \*Robust Details.

When you are happy with the builders address and contact details click the 'next' option to proceed to the next stage.

## Stage 3:

### Invoice Contact Details

As with the builder details, the first field to fill out is the Invoice Contact using one of the three ways listed

**Invoice Contact Details**  
**Step 3: Details for the person who will receive the invoice**

Use Main Contact Details  
 New Invoice Contact Details  
 Use Builder Details  
 Use Previous Contact Details

Title  
Mr

First Name  
[Input Field]

Last Name  
[Input Field]

**Invoice Company**

Use Main Contacts Company Details  
 New Invoice Company Details  
 Search for Existing Company Details  
 Use Builder Company Details

Company Name  
[Input Field]

- **Use Main Contact or Builder Details:** This will populate all fields with the main contact or builder details.
- **New Invoice Contact Details:** This will allow you to enter a new invoice contact.
- **Use Previous Contact Details:** This will give you a drop down box of all previous invoice contacts that you've used so you can select the correct one.

Once you have your Invoice contact you can enter the Invoice Company name by using one of the three options:

- **Use Main Contact or Builder Details:** This will populate all fields with the main contact or builder details.
- **New Invoice Contact Details:** This will allow you to enter a new invoice contact.
- **Search for existing company details:** This will allow you to search our database for the invoice contacts company. Please note that you will need to enter this exactly how it is written in our system including apostrophes and symbols such as &. To complete a full search of the system type an asterisk at the start of the search box, for example: \*Robust Details

When you are happy with the invoice contacts address and contact details click the 'next' option to proceed to the next stage.

## **Stage 4:**

### **Site Details**

This stage covers the site details. On the right hand side of the page is the option to add new site details; or use an existing site (to add additional plots):



**Site Details**

**Step 3:** Details of the site where the robust details are to be constructed

Site Name  
  
The Site Name field is required.

Address Line 1  
  
The Address Line 1 field is required.

Address Line 2

New Site Details

Area H13 & H14  
Oakhurst Way  
Priory Vale  
Swindon  
Wiltshire  
SN25  
England

Click this and then enter the details as prompted on the left hand side of the page.

Each site that you add will be added to the right hand side of the page, so if you have more plots to register for the same site at a later date you can select it from the list.

When you are happy with the site details then click the 'next' option to proceed to the next stage.

## **Stage 5:**

### **Owner or Developer of the Site**

As with the builder and invoice contact details, the first field to fill out is the Owner / Developer Contact using one of the three ways listed:

**Owner or Developer of the Site**

**Step 4:** This is also the person named on the building regulation application

**Developer Contact**

- Use Main Contact Details
- New Owner/Developer Details
- Use Builder Details
- Use Previous Contact Details

Title  
Mr

First Name

**Developer Company**

- Use Main Contacts Company Details
- New Developer Company Details
- Search for Existing Company Details
- Use Builder Company Details

Company Name

- **Use Main Contact or Builder Details:** This will populate all fields with the main contact or builder details.
- **New Owner / Developer Contact Details:** This will allow you to enter a new owner/developer
- **Use Previous Contact Details:** This will give you a drop down box of all previous owners/developers that you've used so you can select the correct one.

Once you have your owner/developer contact you can enter the Owner/ Developer Company name by using one of the three options:

- **Use Main Contact or Builder Details:** This will populate all fields with the main contact or builder details.
- **New Owner/ Developer Contact Details:** This will allow you to enter a new owner/developer
- **Search for existing company details:** This will allow you to search our database for the owner/developers company. To complete a full search of the system type an asterisk at the start of the search box, for example: \*Robust Details

When you are happy with the owner/developers address and contact details then click the 'next' option to proceed to the next stage.

## **Stage 6:**

### **Additional Details**

When the page first loads it will appear as:

#### Additional Details

**Code for Sustainable Homes**

Do you intend to use Robust Details to gain credits within the Code?

N/A

**Building Control Details**

Act Building Control Ltd

**Name of Warranty Provider**

Architect's Certificate

**Customer Reference**

Optional (This is your reference that will appear on the Invoice)

Use the drop down boxes to amend the details for the Code for Sustainable Homes, Building Control Details and Name of Warranty Provider.

The customer reference box is for any reference you may be using for the site and will appear on the invoice.

The Building Control Body Details are mandatory for the registration to continue.

The Warranty Provider Details are not mandatory.

If you are using a Building Control Body or Warranty Provider that is not on the drop down list please ring us on 03300 882 141 to let us know the company name and we can add this to the list for you.

When you are happy with the addition details page then click the 'next' option to proceed to the next stage

## **Stage 7**

### **Confirmation Page**

This page will confirm to you all of the details that you have entered so far. If any of this needs to be changed then you will need to click the 'back' button at the bottom of the page to take you back to the relevant page, and amend as necessary.

When you are happy that your details are all correct click the 'next' option to proceed to the next stage.

## **Stage 8**

### **Plot Details**

You will now have the option to **Add Plots**.

**Note:** when registering online you must enter more than one plot for the registration to go through.

Click the 'Add Plots' button to begin entering your plot details.

- **Block No/Name:** This field is optional, but if you do need to use it you can enter both letters and numbers.
- **Plot Numbers:** This is for numerical data only\*
- **Suffix:** If you have plots with letters after the numbers, e.g. 2a; 4b you will need to enter the letter in this field. See also examples 2, 4 and 5 below
- **House or Flat:** Use this field to identify the dwellings as houses or flats.
- **Wall RD Type** Select the Robust Details from the drop down list.
- **Floor RD Type** Select the Robust Details from the drop down list. This box will only appear when 'Flat' is select from the **House or Flat** field above as in examples 3-5.
  - o If the wall and floor combination selected is invalid then the website will not allow you to proceed with the registration and you will need to speak with our technical team to discuss the combinations available to you. They can be contacted on: 03300 882140
- **Are these plots affordable housing?** Use this field to determine if the dwellings are affordable or non-affordable.

*\*Plot Numbers: Where plots are using the same Robust Details and are all of the same affordability they can be entered as: 1-5,7-14,18-21.*

Please see the following examples of the most common registrations.

If the registration you have is not covered by these examples please contact:

Customer service on 03300 882 141 or email [customerservice@robustdetails.com](mailto:customerservice@robustdetails.com) for any registration enquiries

Technical on 03300 882 140 or email [technical@robustdetails.com](mailto:technical@robustdetails.com) for any structural enquiries.

### 3. EXAMPLES OF ENTERING PLOT DETAILS

**Example 1** = Houses with no block name, no suffix and unknown affordability:

#### Add New Plots

Block No/Name (Optional)

Plot Numbers ?

Suffix (Optional)

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

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

Are these plots Affordable Housing?

**Example 2** = Houses with a block name and suffix that are affordable housing:

#### Add New Plots

Block No/Name (Optional)

Plot Numbers ?

Suffix (Optional)

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

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

Are these plots Affordable Housing?

**Example 3** = Flats with no block name, no suffix are affordable and registering walls and floors:

### Add New Plots

Block No/Name (Optional)

Plot Numbers ?

Suffix (Optional)

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

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

Floor RD Type. For use on Flats. e.g. E-FC-1

Are these plots Affordable Housing?

**Example 4** = Flats with block name, suffix are non-affordable and registering only walls:

### Add New Plots

Block No/Name (Optional)

Plot Numbers ?

Suffix (Optional)

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

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

Floor RD Type. For use on Flats. e.g. E-FC-1

Are these plots Affordable Housing?

**Example 5** = Flats with no block name, a suffix are non-affordable and registering only floors:

### Add New Plots

Block No/Name (Optional)

Plot Numbers ?

Suffix (Optional)

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

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

Floor RD Type. For use on Flats. e.g. E-FC-1

Are these plots Affordable Housing?

Clicking **Add Plots** will take you back to the first page of Stage 8 which will now show the plots you have just added and will give options to proceed with the registration.

## 4. ADD TO CART

Stage 1	Stage 2	Stage 3	Stage 4	Stage 5	Stage 6	Stage 7		
Main Contact Details	Builder Contact Details	Site Details	Owner or Developer of the Site	Additional Details	Summary	Plot Details		
Block No/Name	Plot Numbers	Plot Quantity	Suffix	House/Flat	Wall RD Type	Floor RD Type	Affordable Housing	
Robust	814-821	8	A	House	E-WM-20		Don't know	<a href="#">Edit</a> <a href="#">Cancel</a>
	824-831,832-842	19		Flat	E-WM-20	E-FC-1	Yes	<a href="#">Edit</a> <a href="#">Cancel</a>
Total Plots: 27								
<a href="#">Add Plots</a>				<a href="#">Add to Cart</a>				
<a href="#">Back</a>								

### **Edit:**

If you see that you need to edit the plots you have entered click the **Edit** option towards the end of the row that plots appear on. You will be taken back to the plot numbers where you will be able to amend as required:

### **Cancel:**

To cancel a row of plots click the **Cancel** option at the end of the row. The plots will be removed from the screen allowing you to progress the registration.

### **Add Plots:**

Click the **Add Plots** button to add more plots as required.

### **Add to Cart:**

When you are happy with all the plot details entered you will need to add your registration to the shopping cart. Click the 'Add to Cart' button, this will take you to the following page:

## PLOT REGISTRATION

### Part E Robust Details certification scheme - Plot registration application form

(For new build attached dwellings in England & Wales only. We reserve the right to return payment 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 the 'Next' button to continue to the cart where you will be able to select your payment option.

## SHOPPING CART

Quantity	Description	Reference	Unit Cost	VAT	Total	
27	Plot Registration	Web - 000321	£33.50	£180.90	£904.50	<a href="#">Edit</a> <a href="#">Remove</a>
			<b>Net Amount:</b>	<b>£904.50</b>		
			<b>VAT Amount:</b>	<b>£180.90</b>		
			<b>Total:</b>	<b>£1085.40</b>		

[Next](#)

#### Deferred Payment

**Please Note:** We only accept deferred payment on Plot Registrations and amendments.

I agree to the [Terms and Conditions for Plot Registrations](#), [Terms and Conditions for Online Sales](#) and [Privacy Policy](#).

[Deferred Payment](#)

## Pay by Card:

To continue with payment by card select the 'Next' button to take you to the confirm order page

### CONFIRM ORDER

Please check and confirm your order

<b>Billing Address</b> Davy Avenue Knowhill Milton Keynes MK5 8NB United Kingdom	<b>Delivery Address</b> Davy Avenue Knowhill Milton Keynes MK5 8NB United Kingdom
---	--

Items

Quantity	Description	Reference	Unit Cost	VAT	Total
27	Plot Registration	Web - 000326	£33.50	£180.90	£904.50
			<b>Net Amount:</b>	<b>£904.50</b>	
			<b>VAT Amount:</b>	<b>£180.90</b>	
			<b>Total:</b>	<b>£1085.40</b>	

secured by 

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

**I Agree And Wish To Proceed With Payment**

Click the 'I Agree and Wish to Proceed with Payment' button to continue to the secure sage pay payment page where you will be asked to select you card type (Visa, Visa Debit, MasterCard etc.) and then enter your card details to finalise the registration.

## Deferred Payment:

To make payment by cheque or BACS tick the privacy policy box then click the 'Deferred Payment' button. This will generate an email to the person named as the main contact which will link to a Pro Forma invoice for you (or your client) to pay. You will also see on the screen an order number and the option to 'Return to Dashboard'.

### Deferred Payment

Your order has been Successful

Your order number is: **ORD-04490-T8X3Y0**

You will receive an email shortly to confirm your order.

**Return to Dashboard**

robustdetails@ is the alternative to pre-completion sound testing in new attached dwellings under the authority of Statutory Instruments 2004 1465 & 1466  
Contact: for technical assistance - [technical@robustdetails.com](mailto:technical@robustdetails.com) or by phone, 03300 882140; for customer service - [customerservice@robustdetails.com](mailto:customerservice@robustdetails.com) or by phone, 03300 882141  
Robust Details Limited, Block E, Bletchley Park Science and Innovation Centre, Milton Keynes, Buckinghamshire, MK3 6EB. Company number - 04980223. [Cookie Policy](#).

The registration will be automatically saved in your Plot Registration History as you proceed throughout the registration process. When you are back on the dashboard you will see the 'Plot Registration History' button, click here to view all your previous registrations including the one you have just completed.

# 5. PLOT REGISTRATION HISTORY

To view all of your registrations click on the 'Plot Registration History' button on the members' dashboard. If you would like to view all of your division's registrations please email customer service for us to arrange this for you.

Each registration will have three options on the right hand side of the page which will differ depending on the **Status**:

## Registration Status = Awaiting Payment:

PLOT REGISTRATION HISTORY							
For new build attached dwellings in England & Wales only. We reserve the right to return payment and cancel registrations for other areas							
Show 10 entries		Search: <input type="text"/>					
Reference	Site Name	Site Address	Number of Plots	Date Registered	Status	Developer	
Web - 000378	North River	The Street, Milton Keynes, MK9 5KK	29	29/06/2016	Awaiting Payment / In Progress	Robust Detail	<a href="#">View</a> <a href="#">Add to Cart</a> <a href="#">Edit</a>

- **View:** To view the plots registered so far.
- **Add to Cart:** Allows you to add the registration to the cart. If you have deferred the payment and you change the amount of plots on the registration we will need to manually update the pro-forma for you. Please call customer service on 03300 882141.
- **Edit:** You can add and remove plots as required until payment is received. Once payment is received and the certificates printed, any changes will need to be made via an Amendment (see separate guide on Amendments).

## Registration Status = Completed:

PLOT REGISTRATION HISTORY							
For new build attached dwellings in England & Wales only. We reserve the right to return payment and cancel registrations for other areas							
Show 10 entries		Search: <input type="text"/>					
Reference	Site Name	Site Address	Number of Plots	Date Registered	Status	Developer	
Web - 000430	The Place	The Place , Milton Keynes, MK1 1HH	25	21/08/2017	Complete	Robust Detail	<a href="#">View</a> <a href="#">Amendment</a> <a href="#">Duplicate Documents</a>

- **View:** To view the plots registered.
- **Amendment:** If you need to change plot numbers, Robust Details, Site, builder or Developer details.
- **Duplicate Documents:** Click here to request a free copy of your registration documents.

## **6. WHAT HAPPENS NEXT**

Once your registration is processed and payment received, an email is automatically generated and sent to the email address given in the Main Contact details. This email contains a link which takes you to the following documents:

- 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 registration.

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

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

The link in the email is only valid for 28 days. If the link has expired by the time you get to download the documents, 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 882 141 or by email: [customerservice@robustdetails.com](mailto: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](mailto:customerservice@robustdetails.com)

Technical on 03300 882 140 or email [technical@robustdetails.com](mailto:technical@robustdetails.com)