



Reigate & Banstead Borough Council

# Where I Live

## User Guide

**Where I Live shows selected information for your House, Neighbourhood and wider District. This includes bin collection day, planning applications and your councillor**

To access information you first need to type in any part of an address in the '**Search for location**' box.

There are 2 tabs –

1. **My house** which has information about your actual property like your bin day, relevant planning applications, council tax and contact details for your councillor.
2. **My Maps** lets you view different themes of information on a map. For example planning applications, TPO's, Listed Buildings, recycling centres, schools. Click on features to reveal details. Some relevant information can also be searched using a 'find the nearest' function eg libraries, dentist or schools.

Begin by searching for an address in the 'Search for location' box at the top. You can type any part of your address, e.g.

**"Rosemary Lane"**

**"RH6 9HG"**

**"1 Smith Road"**

The results will begin to reveal as you type.  
Select an address by hovering over it and clicking.

The screenshot shows a web interface with two tabs: 'My House' and 'My Maps'. Below the tabs is a search bar labeled 'Search for a location:'. The search bar contains the text 'rh6 9hg'. To the right of the search bar are two buttons: 'Find' and 'Cancel'. Below the search bar is a list of search results. The first result is 'Lerryn, Rosemary Lane, Horley, Surrey, RH6 9HG'. The second result is 'Lissett, Rosemary Lane, Horley, Surrey, RH6 9HG'. The third result is 'Maple View, Rosemary Lane, Horley, Surrey, RH6 9HG'. The fourth result is 'Oakleigh, Rosemary Lane, Horley, Surrey, RH6 9HG'. The fifth result is 'Rosedene, Rosemary Lane, Horley, Surrey, RH6 9HG'. The sixth result is 'Rosemary, Rosemary Lane, Horley, Surrey, RH6 9HG', which is highlighted in blue. The seventh result is 'Stone Hedge, Rosemary Lane, Horley, Surrey, RH6 9HG'. The eighth result is 'The Reduit, Rosemary Lane, Horley, Surrey, RH6 9HG'. The ninth result is 'High Trees, 3 Rosemary Lane, Horley, Surrey, RH6 9HG'. The tenth result is 'The Cottage, 5 Rosemary Lane, Horley, Surrey, RH6 9HG'. The eleventh result is 'Rigel, 11 Rosemary Lane, Horley, Surrey, RH6 9HG'. The list is scrollable, and there are 'x' icons at the bottom of the list.

Alternatively you can enter an address and click 'Find' to commence your search. Typically you'll have a few results returned because the postcode will be shared with at least 15 other properties.

This screen will show 5 addresses at a time so you may need to click the 'Next' button to cycle through the next results, 5 at a time.

The screenshot shows a web interface with two tabs: 'My House' and 'My Maps'. The 'My Maps' tab is active. Below the tabs is a search bar with the text 'rh6 9hg'. To the right of the search bar are two buttons: 'Find' and 'Cancel', both of which are circled in green. Below the search bar, it says 'Records 11 to 15 of 17'. A list of five addresses is displayed, each preceded by a small blue square icon. The second address, 'Rosemary, Rosemary Lane, Horley, Surrey, RH6 9HG', is circled in green. At the bottom of the list, there are three buttons: '<< Previous', 'x Clear search', and 'Next >>'. The 'Next >>' button is circled in green.

My House My Maps

Search for a location:

rh6 9hg Find Cancel

Records 11 to 15 of 17

- Rosedene, Rosemary Lane, Horley, Surrey, RH6 9HG
- Rosemary, Rosemary Lane, Horley, Surrey, RH6 9HG
- Stone Hedge, Rosemary Lane, Horley, Surrey, RH6 9HG
- The Reduit, Rosemary Lane, Horley, Surrey, RH6 9HG
- High Trees, 3 Rosemary Lane, Horley, Surrey, RH6 9HG

<< Previous x Clear search Next >>

Once you've found the address you want, click it to load the information page. If you struggle to find your property then search more broadly (e.g. for all properties on the street) and then click through the revealed list 5 results at a time

Once you have found and clicked on an address you'll arrive on a page like this (see next page) which shows a variety of topics of information for your chosen property. Look carefully as much of this information will be tailored to your exact property (like planning applications and council tax).

To start again and search for another property simply click the 'Reset' button at the top-right.

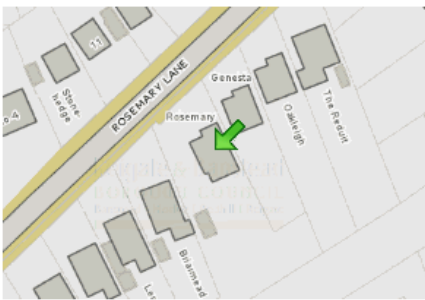
My House

My Maps

Current address

Rosemary, Rosemary Lane, Horley, Surrey, RH6 9HG

Show side panel

<div>Introduction</div> <p><b>Welcome</b>  <b>Where I Live</b> provides you with tailored information about your property and local neighbourhood, including the ability to view features on a map. <b>Search by typing in any part of the address in the box above.</b> There are 3 main ways to navigate, using the tabs above. For more information see the <a href="#">introduction</a> page</p>	<div>Recycling and Refuse</div> <p><b>Please put your bins out by 6 am to ensure collection.</b></p> <p>Paper and Food: Monday 09 March 2015  Recycling and Refuse: Monday 09 March 2015  Paper and Food: Monday 16 March 2015  Garden Waste: Monday 16 March 2015  Paper and Food: Monday 23 March 2015  Recycling and Refuse: Monday 23 March 2015</p> <p><a href="#">View Collection Calendar</a></p> <p><a href="#">Report a missed bin</a></p> <p><a href="#">Purchase a new bin</a></p> <p><a href="#">Book a bulky waste collection</a></p> <p><a href="#">Join the garden waste scheme</a></p> <p><a href="#">Recycling and Refuse pages</a></p>	<div>Council and Democracy</div> <p><b>Ward</b>  Horley Central Ward</p> <p><b>Councillor</b>  <a href="#">Cllr Allen Kay</a>  22 Fairfield Avenue, Horley RH6 7PD  01293 772138</p> <p>-----</p> <p><a href="#">Cllr Andrew Lynch</a>  14 Gower Road, Horley RH6 8SH  07970 985577</p> <p>-----</p> <p><a href="#">Cllr Christian Stevens</a>  21 Victoria Close, Horley RH6 7AP  07704 518205</p> <p>-----</p> <p><b>Surrey County Council Division</b>  Horley East  <a href="#">Dorothy Ross-Tomlin</a></p> <p><b>Town or Parish Council</b>  Horley Town Council  <a href="http://www.horleysurrey-tc.gov.uk/">http://www.horleysurrey-tc.gov.uk/</a></p> <p><b>Parliamentary Constituency</b>  East Surrey constituency  Sam Gyimah  <a href="http://www.samgyimah.com/">http://www.samgyimah.com/</a></p>
<div>Property Details</div>  <p>Rosemary, Rosemary Lane, Horley, Surrey, RH6 9HG  Unique Property Ref (UPRN): 000068140018</p>	<div>Council Tax</div> <p><b>Property Band:</b> E  <b>Annual charges for:</b> 2014/2015  <b>Total:</b> £2008.93  Comprising:  <b>Reigate and Banstead B.C.:</b> £246.33  <b>Horley:</b> £42.31  <b>Police:</b> £258.72  <b>Surrey County Council:</b> £1461.57  <b>Total charge last year:</b> £1928.38</p> <p><a href="#">View your balance / make a payment</a></p> <p>The new financial year's Council Tax will be</p>	

Please see below for an explanation of the data under each heading on the **My House** page

The screenshot shows a web interface with a dark blue header. Below the header, there are two tabs: 'My House' and 'My Maps', with 'My Maps' being the active tab. Under the 'My Maps' tab, the 'Current address' is listed as 'Rosemary, Rosemary Lane, Horley, Surrey, RH6 9HG'. Below the address, a button labeled 'Show side panel' is circled in green. Below this button is a section titled 'Select content to show' which contains a list of items, each with a checked checkbox: Introduction, Property Details, Recycling and Refuse, Council Tax, Council and Democracy, Planning, Heritage, Environment, and Tree Preservation Orders. At the bottom of this section are 'Save' and 'Cancel' buttons.

My House My Maps

Current address Rosemary, Rosemary Lane, Horley, Surrey, RH6 9HG

Show side panel

Select content to show

- ☒ Introduction
- ☒ Property Details
- ☒ Recycling and Refuse
- ☒ Council Tax
- ☒ Council and Democracy
- ☒ Planning
- ☒ Heritage
- ☒ Environment
- ☒ Tree Preservation Orders

Save Cancel

The button 'Show Layer Panel' allows you to control the content of the Where I Live screen. For example, if you didn't want to see 'Refuse and Recycling' then you could untick this box and 'Save'. This will re-draw the screen without the Bins and Recycling panel.

## Recycling and Refuse

**Please put your bins out by 6 am to ensure collection.**

Paper and Food: Monday 02 March 2015  
Garden Waste: Monday 02 March 2015  
Paper and Food: Monday 09 March 2015  
Recycling and Refuse: Monday 09 March 2015  
Paper and Food: Monday 16 March 2015  
Garden Waste: Monday 16 March 2015

[View Collection Calendar](#)

[Report a missed bin](#)

[Purchase a new bin](#)

[Book a bulky waste collection](#)

[Join the garden waste scheme](#)

[Recycling and Refuse pages](#)

This section shows the next 3 weeks of your recycling and refuse collections

There is also a link to the full collection calendar

The other links will take you to online forms where you can make the relevant online request

More information is available via the link to the Recycling and Refuse pages

## Council Tax

**Property Band: E**  
**Annual charges for: 2014/2015**  
**Total: £2008.93**  
Comprising:  
**Reigate and Banstead B.C.: £246.33**  
**Horley: £42.31**  
**Police: £258.72**  
**Surrey County Council: £1461.57**  
**Total charge last year: £1928.38**

[View your balance / make a payment](#)

[The new financial year's Council Tax will be shown here with effect from the 1st April](#)

This section shows the relevant Council Tax information for the property, and the breakdown of charges for the year

## Heritage

### Listed Buildings

**This is not a listed building**

[Listed buildings page](#)

For nearby Listed Buildings or curtilages see My Maps.

### Locally Listed Buildings

**This is not a locally listed building**

[Listed buildings page](#)

### Conservation Areas

This property is not in a conservation area.

[Conservation areas page](#)

This section shows if the property is a Statutory or Locally Listed Building. The links will take you to more information about listed buildings

It will also say if the property is within a Conservation Area (the property may or may not be listed). This is also relevant to trees as there are extra controls for trees within a conservation area.





## Council and Democracy

### Ward

Horley Central Ward

### Councillor

**Cllr Allen Kay**

22 Fairfield Avenue, Horley RH6 7PD  
01293 772138

-----  
**Cllr Andrew Lynch**

14 Gower Road, Horley RH6 8SH  
07970 985577

-----  
**Cllr Christian Stevens**

81 Victoria Close, Horley RH6 7AP  
07704 518205

### Surrey County Council Division

Horley East

**Dorothy Ross-Tomlin**

### Town or Parish Council

Horley Town Council

<http://www.horleysurrey-tc.gov.uk/>

### Parliamentary Constituency

East Surrey

Sam Gyimah

<http://www.samgyimah.com/>

The councillor name is set up as an email link so clicking on it will enable you to email them direct

The link for Surrey County Councillors will take you to the Surrey County Council web site (external link) where information about the councillors will be available

The link under Town or Parish Council will open the relevant web site

The link for the MP will open their relevant web page with contact and other information

## Planning

### Current Planning Applications

No records found

### Applications Under Appeal

No records found

### Applications Recently Decided

Reference: **11/01136/NMAMD1**

Description: Ground floor side and rear extension and roof extensions Alterations to the fenestration and internal layout Planning permission ref: 11/01136/HHOLD

Reference: **12/02090/HHOLD**

Description: Single storey side and rear extension following the demolition of existing rear extension

### Applications decided 2001 - 3 years ago

No records found

This section has information about relevant Planning Applications for the property

Click on the highlighted links to open another page with full information about the application.

Click on the back button to return to the property page

Please see example on next page.

## Environment

### Metropolitan Green Belt

This property is not in the Green Belt.

### Area of Outstanding Natural Beauty

This property is not in Area of Outstanding Natural Beauty

This section will state if the property is within the relevant planning control area.

In the above screen clicking on '12/02090/HHOLD' will take you to the online planning pages with full details about the application.

You are here: [Planning application search](#) -

Search My Profile Login Register

## Planning » Application Summary

[Help with this page](#)

12/02090/HHOLD | Single storey side and rear extension following the demolition of existing rear extension | Rosemary Rosemary Lane Horley Surrey RH6 9HG

[Track](#) [Print](#)

The public consultation period for this application has ended. We are no longer accepting comments from the public on this application.

Details Comments (3) Constraints (18) Related cases (2) Related documents Map

Summary Further information Contacts Important dates

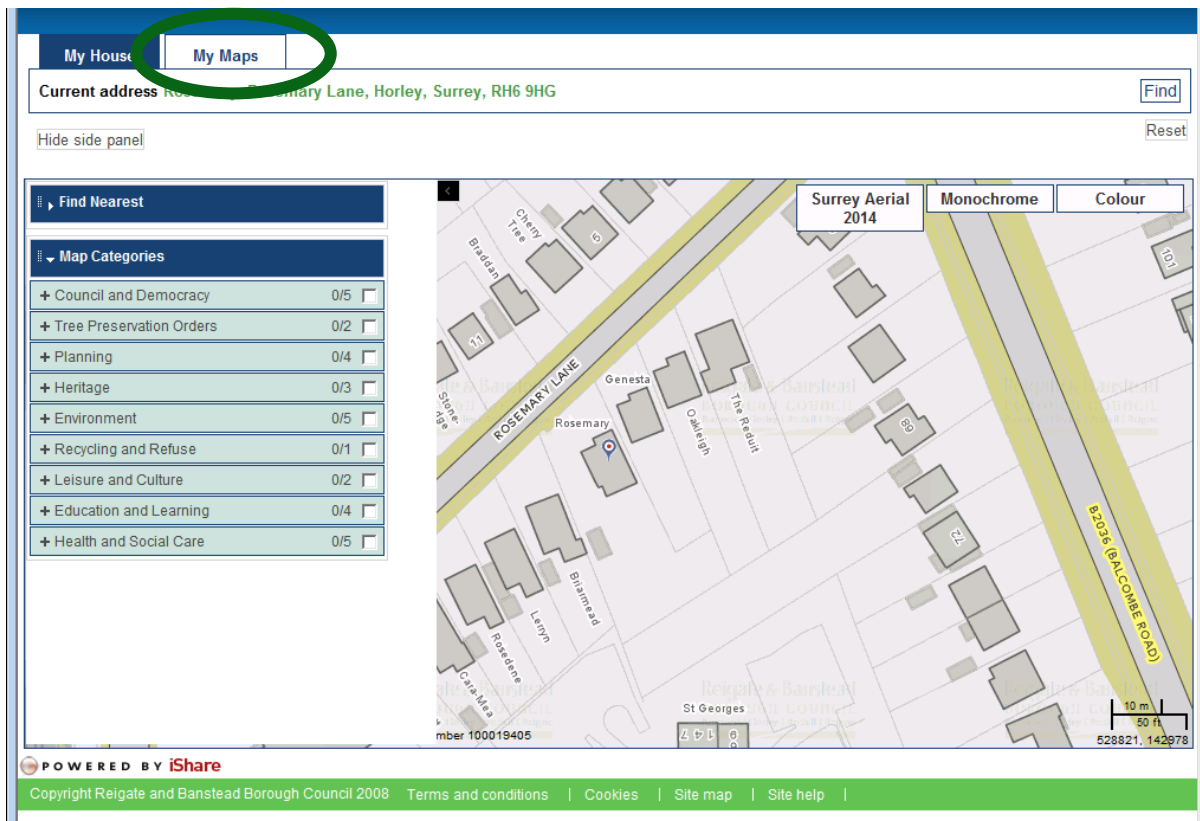
Reference	12/02090/HHOLD
Alternative Reference	PP-02337135
Application Received	Mon 03 Dec 2012
Address	Rosemary Rosemary Lane Horley Surrey RH6 9HG
Proposal	Single storey side and rear extension following the demolition of existing rear extension
Status	Approved with Conditions
Appeal Status	Not Available
Appeal Decision	Not Available

There is 1 [case](#) associated with this application.

There is 1 [property](#) associated with this application.

an idox solution

You can return to the page on Where I Live by using the browser's 'Back' button.

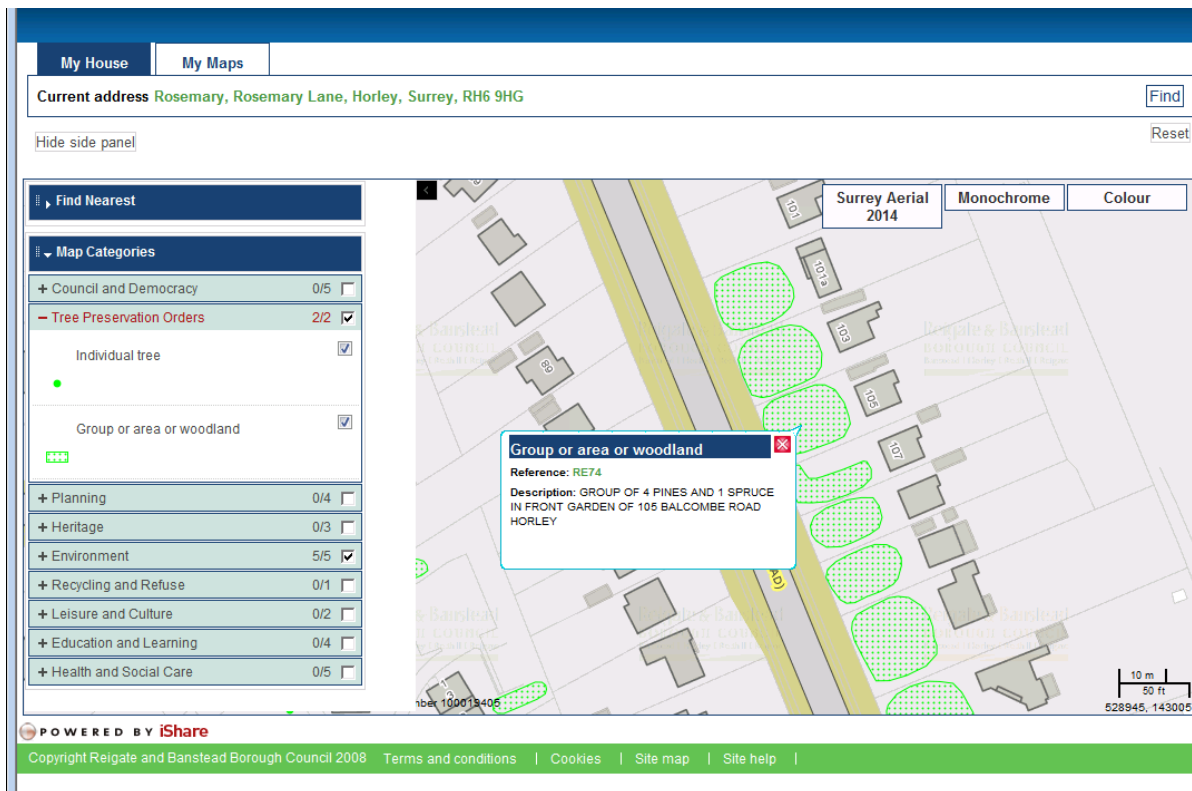


This symbol identifies the location of the property selected in the address search

The information in **My Maps** is displayed under grouped headings. There are two options to display the information on the map.

To display all the layers in the group click on the box and the group will expand with all the information shown.

If you want to see the layer options then click on the + next to the group title and the layers will be expanded. You can then choose which layer you want to see displayed on the map.



Click on one of the items overlaid on the map and an information box will appear. In this case it is the TPO layer. Click on the number and you will be taken to another page where the relevant documents will be available to you to read or download.

Click on the red cross to remove the information box.

You can navigate around the map in a variety of ways:

### Pan / move

Holding left mouse button and moving mouse, **or**  
 cursor keys on keyboard, **or**  
 Arrow icons at top-left of map image, **or**  
 Finger gesture (drag along touch-screen)

### Zoom in / out

Mouse-wheel up / down, **or**  
 + or – keys on keyboard, **or**  
 Scale bar at top-left of map image, **or**  
 Finger gesture (pinch / separate on touch screen)

Find nearest function is available at the top of the My Maps tab

**Find Nearest**

Recycling centres

Two results

500 metres

Go

**Map Categories**

+ Council and Democracy	0/5	<input type="checkbox"/>
+ Tree Preservation Orders	2/2	<input checked="" type="checkbox"/>
+ Planning	0/4	<input type="checkbox"/>
+ Heritage	0/3	<input type="checkbox"/>
+ Environment	0/5	<input type="checkbox"/>
+ Recycling and Refuse	0/1	<input type="checkbox"/>
+ Leisure and Culture	0/2	<input type="checkbox"/>
+ Education and Learning	0/4	<input type="checkbox"/>
+ Health and Social Care	0/5	<input type="checkbox"/>

**Find Nearest**

Recycling centres

Library

Leisure centre

Primary Schools

Junior Schools

Secondary Schools

Special Schools

Doctors

Dentists

Opticians

Hospitals

+ Planning 0/4 ☐

+ Heritage 0/3 ☐

+ Environment 0/5 ☐

+ Recycling and Refuse 0/1 ☐

+ Leisure and Culture 0/2 ☐

+ Education and Learning 0/4 ☐

+ Health and Social Care 0/5 ☐

Choose the item to display on the map

**Find Nearest**

Recycling centres

Two results

Two results

Five results

Ten results

Twenty five results

Fifty results

Then choose the number of results to display and distance from your property

**Find Nearest**

Recycling centres

Two results

500 metres

500 metres

1 mile

2 miles

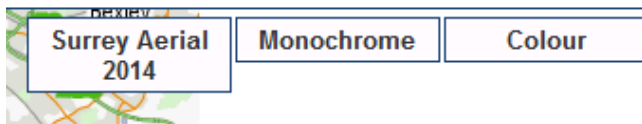
5 miles

10 miles

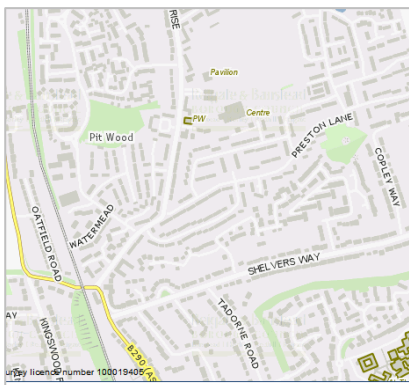
+ Council and Democracy 0/5 ☐

Information will be displayed at the bottom of the page – scroll down to see

You can also click on the relevant symbol to get the information



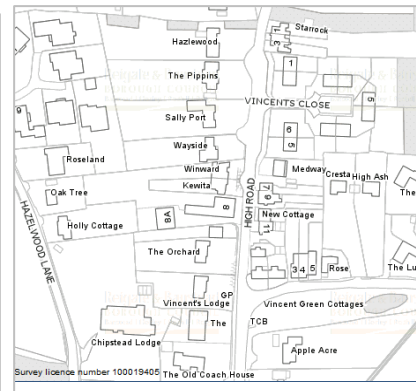
Maps will look different depending on what scale you are looking at. The scale will change as you zoom in and out. Click on the relevant tab to switch between map view.



Zoomed out



Zoomed in – colour



Zoomed – in black and white

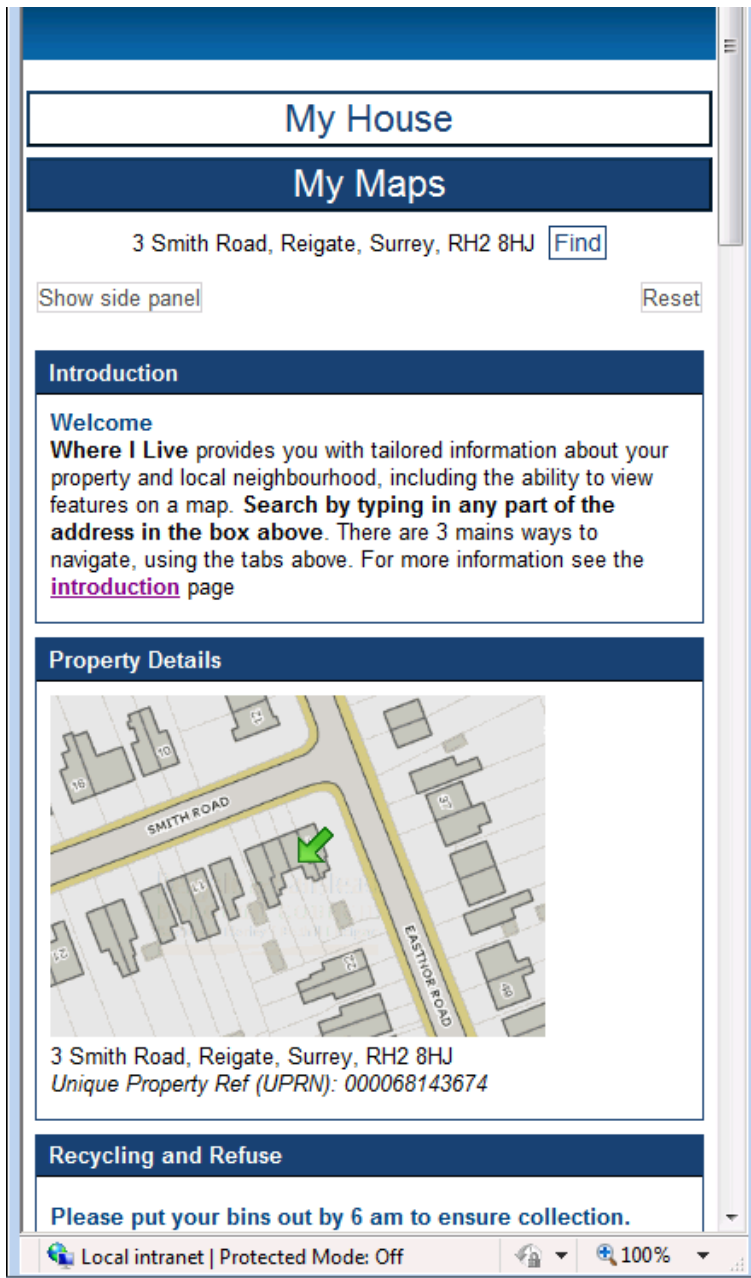


There is also an option for aerial photographs

You may wish to minimise the 'Map Layers' panel and operate a larger map view (especially useful on a small mobile device where screen size is at a premium). Click the 'High Layer Panel' to collapse the Map Layers panel.

Clicking the 'Show Layer Panel' button will bring back the map layers / legend.

This shows how 'Where I Live' looks on a Tablet, Notebook or Mobile Phone screen. Essentially the buttons change shape and the page is orientated in a portrait direction. Some functionality is not available on small mobile phone screens (e.g. basemap selection in Maps).



## Tips and Tricks

- On mobile phones it may be advantageous to 'Hide' and 'Show' the Layer Panel when operating Maps. This allows you to select on map layers (e.g. planning), then 'hide layer panel' in order to see and interact with the map.
- Equally, on small screen, like mobiles, you may get a better experience on Maps when viewing in landscape (sideways) orientation.
- If things get in a twist then just click 'Reset' to start again
- Beware not to tick on all layers contained within a 'Maps' layer group (e.g. planning). Instead, be sure to expand the grouping first by clicking on the word 'Planning' or the + symbol to the left. You can then select individual layers (e.g. Conservation Areas) rather than all at once.
- The fewer layers you show on the map the faster the system will operate and the clearer the information will appear.
- Remember to check back regularly as information is updated automatically all the time.

**If you have any questions or comments please contact us at**

**[gis@reigate-banstead.gov.uk](mailto:gis@reigate-banstead.gov.uk)**