

Digital guide to building consent applications



April 2024, version 4.5



Table of Contents

| | |
|--|----|
| 1 Introduction | 4 |
| 1.1 Purpose of this document | 4 |
| 2 Creating an online user login | 5 |
| 2.1 Logging into the online portal..... | 5 |
| 3 Navigating to the application dashboard..... | 9 |
| 4 myAUCKLAND overview and details page..... | 10 |
| 4.1 Accessing My building consents overview page | 10 |
| 4.2 My building consents overview page details..... | 12 |
| 4.3 My building consents application details page..... | 13 |
| 5 Creating and submitting an online application | 14 |
| Selecting the property | 16 |
| 5.1 Lodging a staged application | 18 |
| 5.2 Lodging a master and dependent application | 19 |
| 5.3 Lodging a Separation application | 20 |
| Entering party details | 21 |
| Entering project details | 26 |
| Attachments via myAUCKLAND files | 27 |
| Save and continue later | 30 |
| Making payment | 31 |
| 6 Managing your applications..... | 34 |
| 6.1 How to access the application details page | 34 |
| 6.2 Give access to another user | 35 |
| 6.3 Invoices and Payments page overview | 37 |
| 6.4 Accessing invoices for your application | 38 |
| 6.5 Remove application from cart..... | 40 |
| 6.6 How to continue or delete an application..... | 41 |
| 6.7 Copying an application..... | 42 |
| 7 Providing additional documentation in support of an application..... | 44 |
| 8 Responding to a request for information (RFI)..... | 47 |
| 9 Accessing your finalised documents..... | 54 |
| 10 Inspections | 57 |
| 10.1 Navigating to the inspection’s dashboard | 57 |
| 10.2 My inspection bookings overview page details..... | 58 |

| | |
|--|----|
| 10.3 Booking an inspection..... | 59 |
| Booking details | 61 |
| 10.4 Inspections details page | 66 |
| 10.5 Minor Variations | 67 |
| 10.6 Minor Variation details page..... | 68 |
| 11 Creating and submitting a CCC application online | 70 |
| Selecting the property address..... | 72 |
| Entering party details | 74 |
| Entering project details | 79 |
| Attachments – uploading required documents | 80 |
| Making Payment | 82 |
| 12 Managing your applications..... | 85 |
| 13 Providing additional documents in support of your application | 85 |
| 14 Responding to a Request for Information (RFI) | 85 |
| 15 Appendix A..... | 87 |
| 16 Appendix B..... | 91 |
| 17 Frequently Asked Questions..... | 93 |

1 Introduction

1.1 Purpose of this document

This customer guide has step-by-step instructions on the online application process.

It covers:

- using our online application portal, myAUCKLAND
- saving documents to myAUCKLAND files
- tracking your consent online
- sharing access to a consent
- payments and invoices.

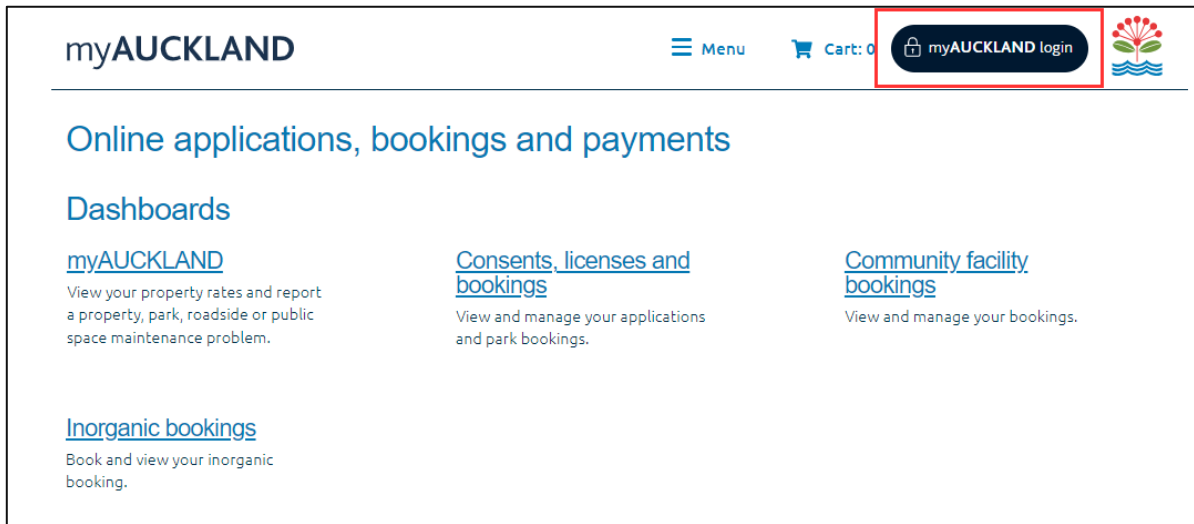
We only accept online applications for building consents, which has the benefits of:

- reduced printing/courier costs
- transparent consent tracking and receipt of documentation
- completely paperless processing
- more efficient and effective for large volumes of consents
- faster consent processing
- keeping pace with industry growth.

2 Creating an online user login

2.1 Logging into the online portal

1. Navigate to the [myAUCKLAND login](#) page

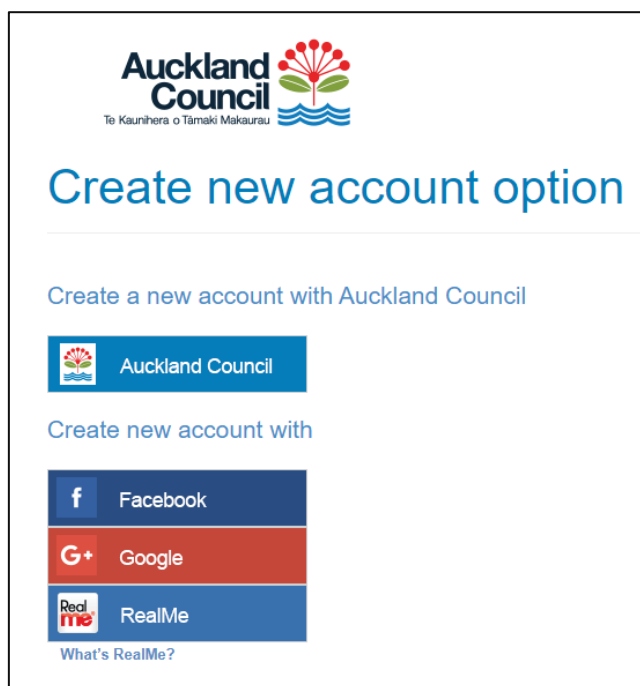


2. The Login for Auckland Council services page will be displayed as below. Click on 'Register' to create a user profile.

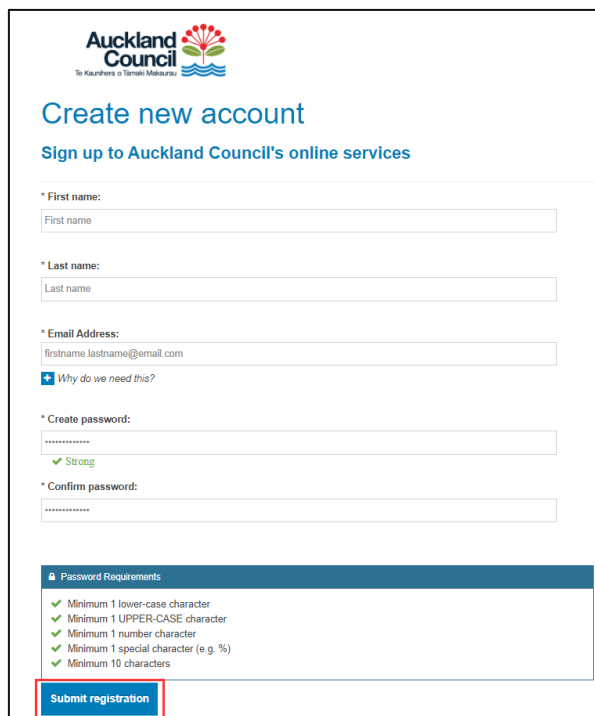
****Please note: if you already have an account created, please proceed to step 6.**



3. Select the option you want to use to create your account and follow the steps displayed to create an account. The process outlined below follows the registration process using the **Auckland Council** option.



4. Fill in all required files (indicated with *) and then click on **Submit registration**.

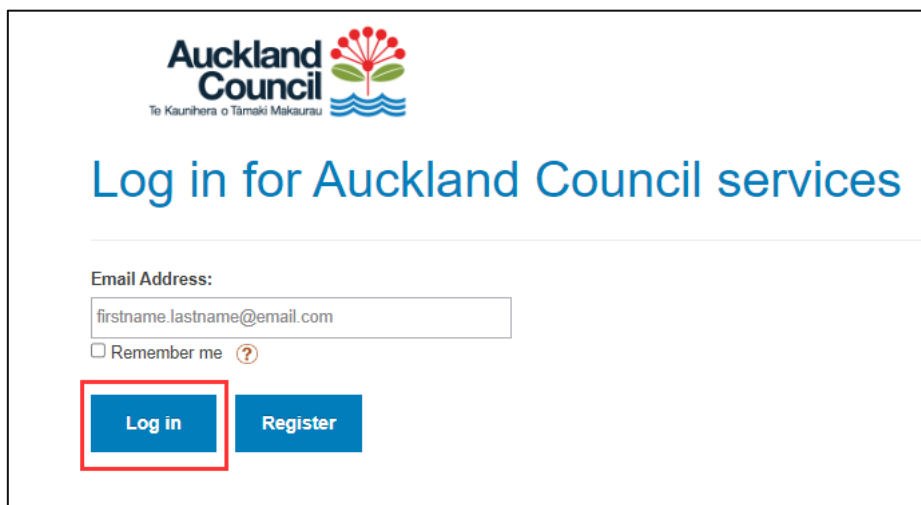


A successful message will be displayed along with an email confirmation, which will be sent to the email address used to register.

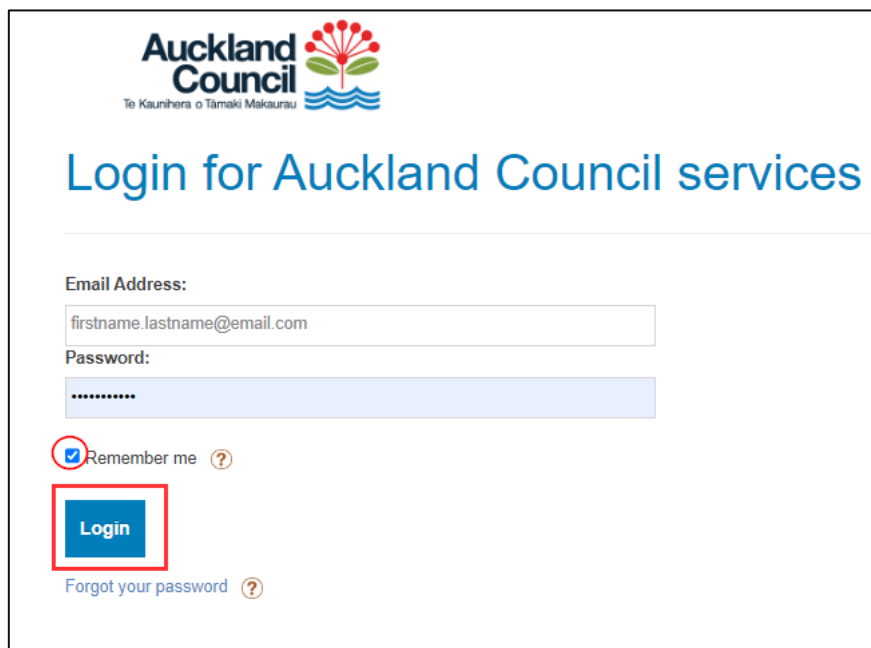
5. Click **Continue** to return to the login page



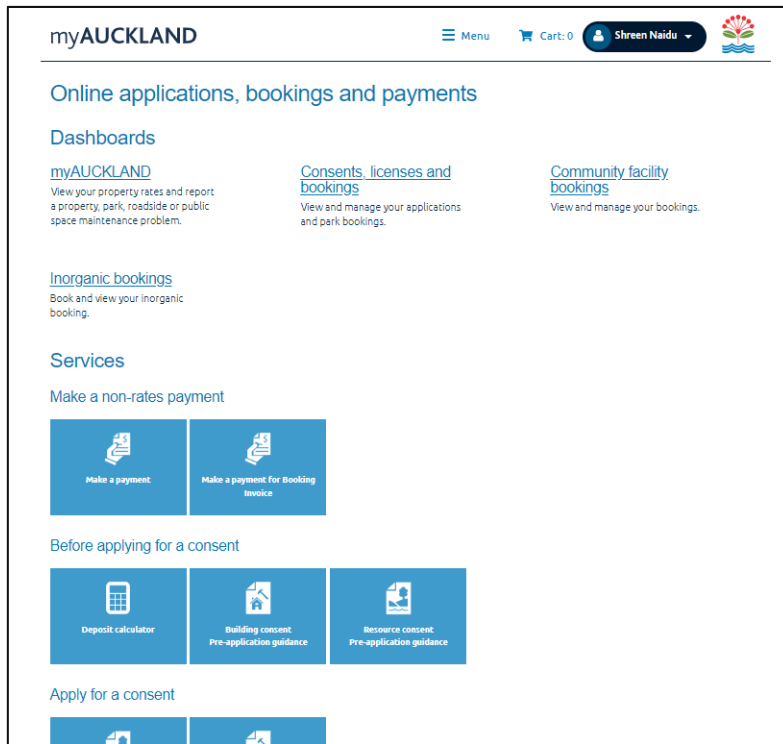
6. Enter your email ID address and click **Login**. We also recommend bookmarking this page for easy access for future logins.



7. Type password to complete login to the online portal. You can choose **Remember me** to save your login details for future use.




The below will load once logged in to the online portal

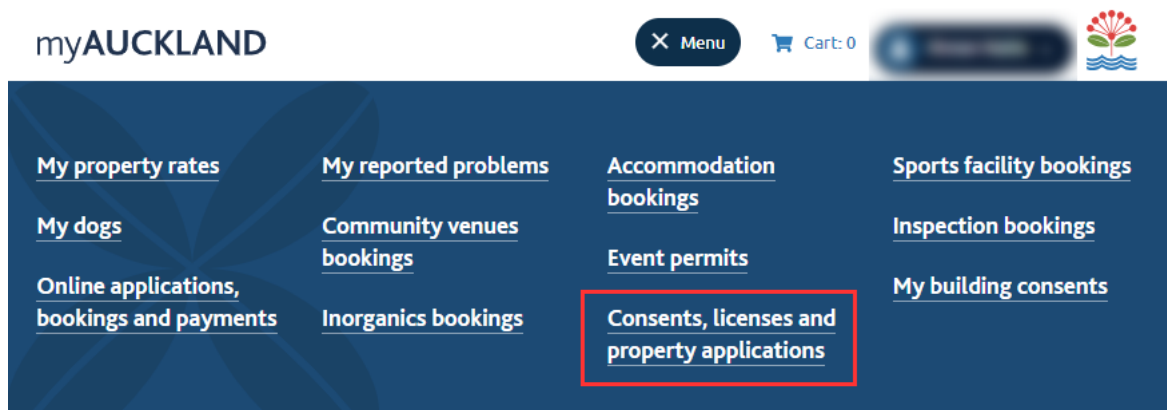


This page displays all online applications, bookings, and payments available for you to select from, where applicable.

3 Navigating to the application dashboard

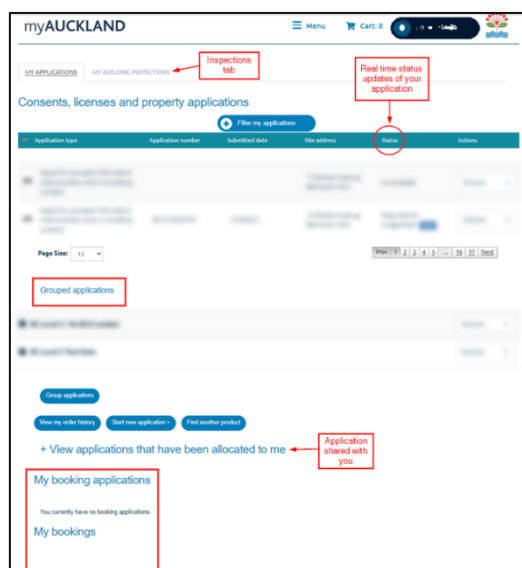


1. Click on the  option and select Consents, licenses, and property applications to navigate to view your dashboard.



This dashboard view shows:

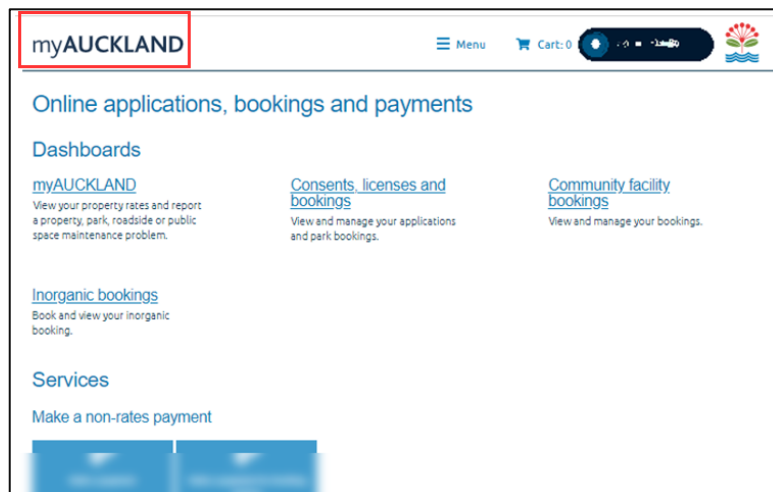
- Your existing digital applications:
 - The **Status** column reflects the progress of an application in real time.
 - Any applications which haven't been submitted will be shown with a status of 'Incomplete'.
- Your booked inspections under the My building inspections tab
- Any applications that has been shared with you from another user
 - Other online bookings for sports parks, regional facilities etc. under my booking applications and My bookings.



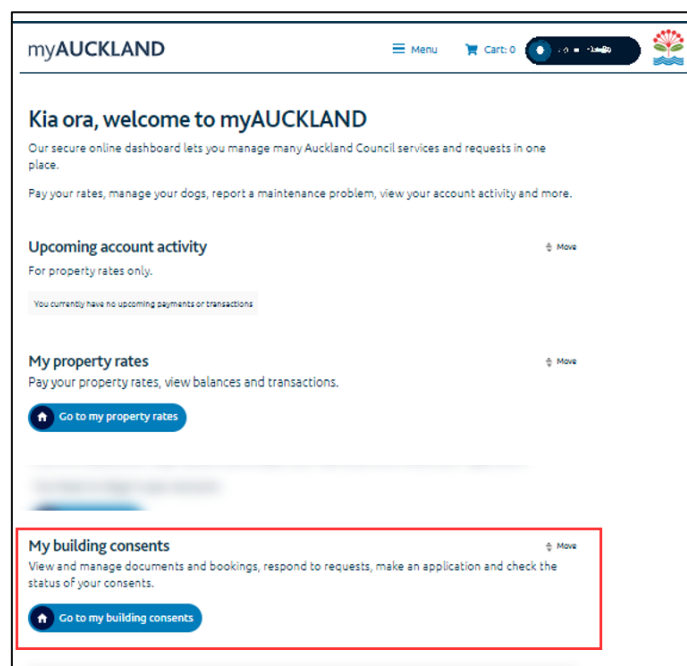
4 myAUCKLAND overview and details page

4.1 Accessing My building consents overview page

1. To navigate to myAUCKLAND home page, click on the myAUCKLAND logo on the top left of the page.



2. Scroll down to 'My building consents' and select on 'Go to my building consents' button to navigate to the BC overview page.

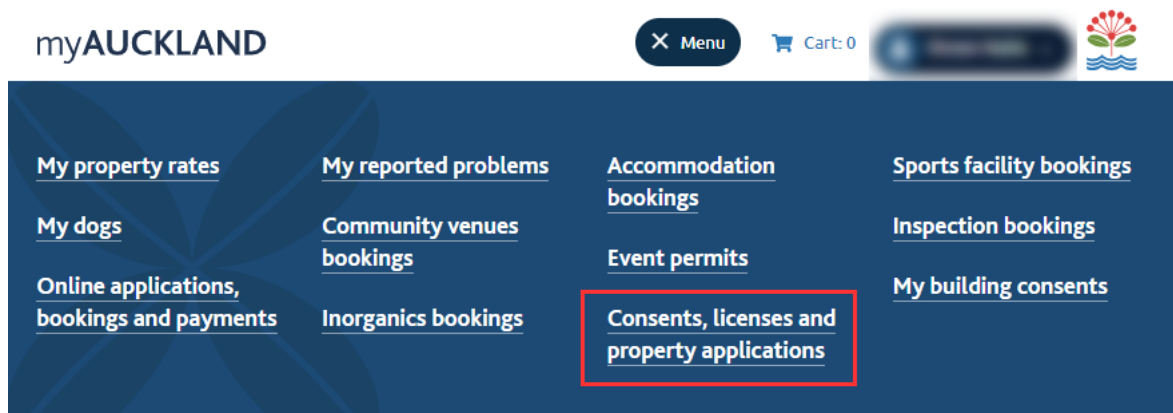


The My building consents overview page will provide:

- List of all current applications
- Real time status of the relevant applications (e.g. Awaiting information, Issued etc)
- Statutory clock information
- Description of work

Please note: Currently this page only displays for the following application types: Building Consents, Amendments, Project Information Memorandum (PIM), PIM/Building Consent combos, Code Compliance Certificates (CCC) and Certificate for Public Use (CPU).

To find other application types (such as Resource Consents), please refer to the previous dashboard by selecting 'Consents, licenses and property applications' from the menu.



If your application has been issued/rejected/refused over 30 days ago, this will no longer be under your current list of applications. Instead, it will be under the archive filter. Please filter using the Archive option to find these applications.

4.2 My building consents overview page details

myAUCKLAND > My building consents

My building consents

Manage your building consents

Enter an address or application number

Search using the application number or address to find the desired application quicker

Filter by: All current applications

Sort by: Recently updated

Type of applications

- All current applications
- Building consent application
- Request for information
- Issued
- Draft application
- Code Compliance Certificate (CCC)
- Certificate for Public Use (CPU)
- Shared
- Archived

Status of applications

Applications can be sorted by either recently updated or via the street number of the property address of the application

Shows application that had been archived after 30 days once the application has been Issued/Refused/Rejected

Collapsed view of the total number of current applications - Showing 20 of 515 applications

123 Street Name, Suburb City Postcode

Application number: BCXXXXXXXXXX

RBW - Proposed Alteration and Addition to Existing Dwelling 1 x master deck.

Code Compliance Certificate application - submitted
Wednesday 31 January 2024

View more information on this application

Actions

- View application details
- Copy this application
- Manage my documents
- Manage access
- Refresh data

Upload additional documents

To add, change or remove access to another user

Refresh the application card to show up to date data

Full access

Shared access status

Status of the applications with different coloured icons

Building consent application - request for information

Statutory clock on hold
After you provide a complete response, your application will be on 0 of 20 working days

123 Street Name, Suburb City Postcode

Application number: CPUXXXXXXXXXX

CI Indoor retail area

Statutory clock to indicate activity

Certificate for Public Use application - technical decision refused
Thursday 11 May 2023

Statutory clock ended
We processed your application in 0 working days

"application card"

4.3 My building consents application details page

The screenshot shows the 'myAuckland' website interface for a building consent application. The page title is '123 Street Name, Suburb, City, Postcode'. The application number is BCO10365058. The application is currently in the 'Building consent assessment - request for information' stage, with a response due by Wednesday 17 May 2023. The application tracker on the right shows the progress: 'Building consent application - accepted' (Thursday 13 April 2023), 'Building consent assessment - request for information' (Wednesday 17 May 2023), and 'Building consent decision'. The 'request for information' stage is further broken down into sub-statuses: 'Planning - not started', 'Development engineering - in progress', and 'Development contribution assessment - not required'. The 'Statutory clock on hold' section indicates that the application will be on for 1 of 20 working days. The 'Contact Us' section provides contact information for the Council Officer. The 'Building consent application request for information (RFI)' section explains that the statutory timeframe has been suspended and that all information should be provided within 20 working days. The 'Your documents' section provides links to view files submitted with the application and to upload requested files.

Annotations in the image include:

- Example of a RFI status on an application:** Points to the 'Building consent assessment - request for information' status.
- Live status updates to provide visibility to track your application:** Points to the 'Application tracker' section.
- View files submitted with the application:** Points to the 'myAuckland files' link.
- Subnavigation panel:** Points to the 'Building consent application', 'Invoices and payments', and 'Manage access' links.
- coloured icons that change according to the status:** Points to the colored circles in the application tracker.
- Status of application:** Points to the 'Building consent assessment - request for information' status.
- An accurate date provided for your information in regards to your RFI response due date:** Points to the 'Response due by Wednesday 17 May 2023' text.
- Sub-statuses against each technical steps to provide you with further visibility related to your application:** Points to the sub-statuses under the 'request for information' stage.
- Contact info of processors according to the technical steps displayed within the tracker, where applicable:** Points to the 'Council Officer' contact information.
- Content provides you with the information you may find helpful according to the status of the application:** Points to the 'Building consent application request for information (RFI)' section.
- Click on this link to provide your RFI response (only available during this status):** Points to the 'View files submitted with your application' link.

Figure 1: example of an application with a RFI status

The application details page offers in-depth information regarding your relevant application. On this page, you will find:

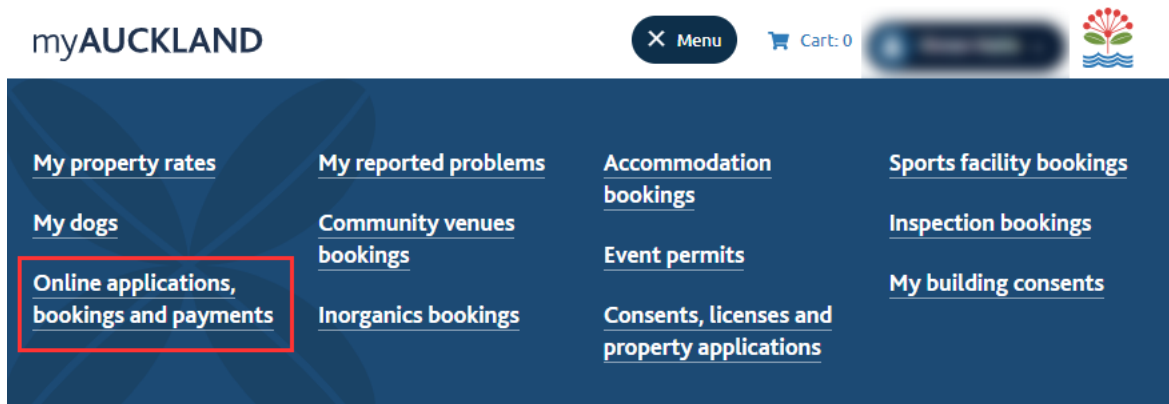
- Live status updates displayed through the application tracker:
 - During the processing and request for information statuses only, it also provides technical steps that may be applicable to the application. It will update to show the progress of the application, which indicates if these steps are “not started”, “not required”, “in progress”, “request for more information” or “done”.
 - These statuses will reveal the contact details of the relevant assessors after being allocated to the two technical steps. Once a technical step is finished, the contact details will be withdrawn, retaining only the information for the ongoing step until its completion.
- The statutory clock indicating the number of days your application is/has been in progress with Council.
- Relevant content corresponding to the different statuses.

For more information on all applicable statuses and/or statutory clock, please refer to Table 1 located in Appendix A.

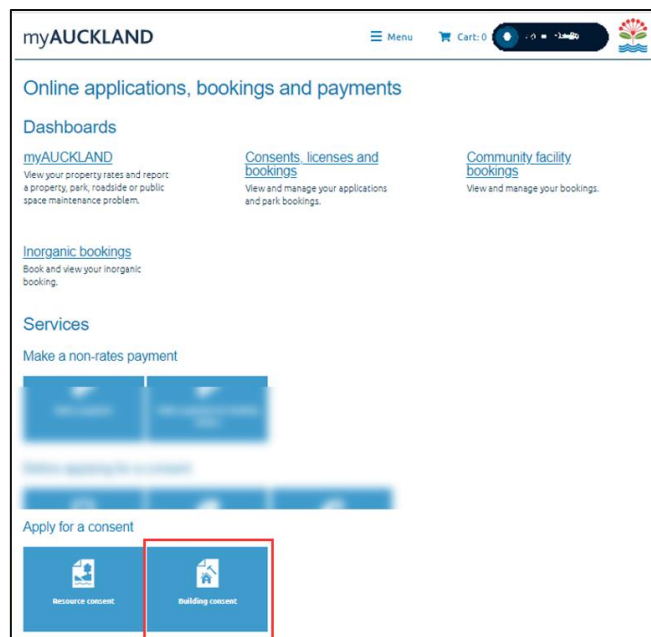
5 Creating and submitting an online application

Before you begin: All supporting documents must be prepared and ready to be loaded into the portal. Please refer to the [Guidelines for online building consent applications](#) to ensure documentation is up to standard.

8. Click on the  option and select 'Online applications, bookings and payments page'



9. Then select the Building consent tile under Apply for a consent section



PLEASE NOTE: You may be redirected to the login page to login if you haven't already.

10. Click + View All to expand the view of which application types you can apply for online.

Building consent and related applications

Building Consents, Code Compliance Certificates and related applications

This section includes online applications for Project Information Memorandum (PIM), Code Compliance Certificate, Certification of Public Use, Extension of Time, and more.

[+ View all](#)

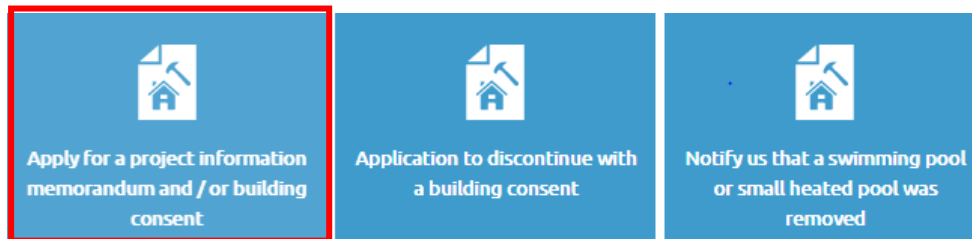
Other Building Control applications

Use these for other Building Control applications. This section includes applying for a Certificate of Acceptance, Third party reports and more.

[+ View all](#)

[← back to Online Services](#)

11. Click on the button for the application type you are applying for. The process outlined below shows how to apply for a building consent application.



12. Read the guidelines and click **Start application** to proceed to the application form.

Apply for a project information memorandum and / or building consent

Use this form to apply for:

- a residential or commercial building consent
- a project information memorandum (PIM)
- an Amendment to a building consent.
- a streamline building consent

You need to pay a fee when you submit this application, unless you are an approved credit customer. Payment options include credit or debit card, Online EFTPOS, or Account2Account. A card payment fee of 1.75 per cent will apply for credit or debit card payments.

Guidelines for consent applications

To avoid processing delays and additional costs, make sure:

- all relevant documentation has been supplied with your application
- the site plan information is clear and complete
- you have [applied for a pre-application meeting](#) if the proposed building work is subject to a claim under the financial assistance package (FAP) scheme
- documents are provided in PDF format, not locked or password protected
- documents are less than 300MB and follow our [file naming conventions](#)
- drawings are presented in landscape view
- you have the owner's written approval to act on their behalf (if applicable)
- you have evidence of ownership - either a Record of Title (RT) that is less than three months old, a lease agreement, a sale and purchase agreement, or another suitable document (you can request a RT from us for a fee) or you can order one online at [www.linz.govt.nz](#)
- you have body corporate agreement to apply (if applicable)
- you attach a [completed lodgement checklist](#) with your application.

[Start application >](#) [Cancel](#)

Selecting the property

13. Type property address, legal description, or record of title number in the search box (ensure the correct option is ticked depending on what you are searching for) and click **Search** to populate search results.

Address search help

- Use the [current legal site address](#).
- Check your spelling
- Remove any abbreviations (eg. road not rd)
- Type the unit number first instead of apartment name (and vice versa).

How to find your current legal site address

Copy the address on your rates bill.

Use Geomaps
If you know the area, zoom into the address on [Geomaps](#).
The correct address and legal description will appear on the left of the screen once you click the street number. You can copy and paste this address.

New subdivision
Make sure you are not using a proposed address for a new subdivision. We still need the existing address.

14. Tick the address option you want to create a building consent application with and once selected, click **Next**.


Apply for a project information memorandum and / or building consent

1 — 2 — 3 — 4
Property search — Application details — Attachments — T&C

How do you want to search for the site address related to this application?

Property address
 Legal description of the land

Street address



Please confirm the property by selecting an option below.

123 Street Name, Suburb, City, Postcode
Legal Description – Lot 1 DP 11111

15. Complete the mandatory fields in the **Application Details** screen and click **Next**. You will be unable to proceed to the next step if any mandatory fields are incomplete.

Depending on which answers are selected throughout the form, further questions may populate to be answered.

At any point can you click on **Save and continue later** to save your progress. Incomplete applications can be re-visited later via **myAUCKLAND overview page**.

Apply for a project information memorandum and / or building consent

1 Property search 2 Application details 3 Attachments 4 T&C

Application details: Step 1 of 10

Application Details

What type of application is this? ?

- Building consent
- Amendment to building consent
- Project information memorandum (PIM)
- Project information memorandum (PIM) and building consent

Are you a Qualified Partner Customer or are you lodging on behalf of a Qualified Partner Customer? ?

- Yes
- No

Is this application using a national multi-use approval number? ?

- Yes
- No

Is this a Master and Dependent application? ?

- Yes
- No

? You can copy the data from a previously submitted application (excluding attachments), using the "Copy application" function from the "Actions" dropdown menu in your dashboard.

5.1 Lodging a staged application

16. Select 'Yes' for the 'Is this application a multi-stage project?'

If this is your first stage application, please ensure to select 'No' against the 'Do you have a base application number?'

Is this application a multi-stage project? ?

Yes
 No

Total number of stages in project

What stage of your project does this application relate to?

Do you have a base application number?

Yes
 No

17. At step 5 of the application, you will be asked to enter the current overall estimated value of works, the estimated value of works for the stage being applied for and if there are any previous consents or approvals issued for this project.

What is the current overall estimated value of the project (inc GST)? ?

What is the estimated value of building work on which the building levy will be calculated for this staged application (inc GST)? ?

Are there any previous consents or approvals issued for this project?

Yes
 No

Consent / approval details [1]

Describe the type of approval issued for this project ?

Reference number

Provide details

378

5.2 Lodging a master and dependent application

When lodging a Master and Dependent application, please apply for this as ONE application with the following information included:

- A set of documentation to cover all units
- Plans and specifications must clearly set out the specific typologies and which information applies to each household unit.
- One site plan per household must be supplied
- An application form will be completed for Unit 1 and needs to be specific to that unit. i.e., Description of works, value of works, floor area etc.
- Additional units must have their own application form completed that are specific to the unit.
- The description of work for each unit should state “Master and Dependent – Lot X of X – Description and should specify the specific work being covered under that application.
- Only one deposit invoice is paid at lodgement.

Apply for a project information memorandum and / or building consent

1 Property search | 2 Application details | 3 Attachments | 4 T&C

Application details: Step 1 of 10

Application Details

What type of application is this? ?

Building consent
 Amendment to building consent
 Project information memorandum (PIM)
 Project information memorandum (PIM) and building consent

Are you a Qualified Partner Customer or are you lodging on behalf of a Qualified Partner Customer? ?

Yes
 No

Is this application a multi-stage project? ?

Yes
 No

Is this application using a national multi-use approval number? ?

Yes
 No

Is this a Master and Dependent application? ?

Yes
 No

⚠ This online application should be for one unit only. Upload additional PDF forms for each remaining unit.

5.3 Lodging a Separation application

Please ensure that you have already discussed and agreed an approach for separating the original building consent with the [BC Separations team](#) before proceeding. Due to the complexities and variables involved in separating building consents, if this has not been agreed prior to submitting the Amendment application, it may delay the lodgement process, as well as affect the overall cost of your application.

- a. To apply for a Separation, select the option “Amendment to building consent”.

Apply for a project information memorandum and / or building consent

1 Property search 2 Application details 3 Attachments 4 T&C

Application details: Step 1 of 10

Application Details

What type of application is this? ?

- Building consent
- Amendment to building consent
- Project information memorandum (PIM)
- Project information memorandum (PIM) and building consent

- b. Under application details section, enter in the BCO application number you are separating. (Ensure the correct prefix is used BCO not BCO(zero) and no spaces entered)

18. Select Yes, this Amendment involves a request to separate the original Building Consent and fill in the relevant sections with information on why the consent is being separated and how it will be separated

Building consent number to be amended

BCO10381474

Does this Amendment involve the request to separate the original building consent?

- Yes
- No

Please ensure that you have already discussed and agreed an approach for separating the original building consent with the [BC Separations team](#) before proceeding. Due to the complexities and variables involved in separating building consents, if this has not been agreed prior to submitting the Amendment application, it may delay the lodgement process, as well as affect the overall cost of your application.

Please provide an explanation as to why an application to separate the original building consent is required

Please specify how you wish to separate the original building consent

Please note that in submitting an Amendment application to separate the original building consent, an initial base fee will be charged upon submission. Depending on your request, one or more new building consent may be created as part of the separation process. A further base fee will also be charged for each newly separated building consent and will be invoiced subsequently after the Amendment application has been reviewed by Auckland Council.

Entering party details

19. In the **Who is applying?** screen, enter the details of the agent (if applicable) or the owner.

You must choose whether this party involved is an individual, registered company or organisation and complete all mandatory contact details fields.

a. Individual

If applying as an individual, you must enter your name as it would appear on a legal document and be only one individual's name per entry field.

Apply for a project information memorandum and / or building consent

1 — 2 — 3 — 4
Property search — Application details — Attachments — T&C

Application details: Step 3 of 10

Who is applying?

In relation to this application, are you:

The owner

The agent / applicant

Your details

Are you applying as an individual, registered company or other organisation?

Individual

Registered company

Organisation

Are you applying as a trustee of an unregistered trust?

Yes

No

[Populate details from favorites](#)

Legal first and middle name

Legal last name

Email address

b. Company

If applying as a company, you will need to search your registered company name and provide the details for a contact person.

Apply for a project information memorandum and / or building consent

1 Property search 2 Application details 3 Attachments 4 T&C

Application details: Step 3 of 10

Who is applying?

In relation to this application, are you:

The owner

The agent / applicant

Your details

Are you applying as an individual, registered company or other organisation?

Individual

Registered company

Organisation

Company details

Search for company

Company name

Registration number

Trading name (optional)
Provide trading name if different from company name.

c. Organisation

If applying via an organisation related to Auckland Council, CCO or Kainga Ora, select 'Yes' against the 'Is the organisation Auckland Council, CCO or Kainga Ora?' Question and then select the relevant organisation via the dropdown list.

Apply for a project information memorandum and / or building consent

1 Property search — 2 Application details — 3 Attachments — 4 T&C

Application details: Step 3 of 10

Who is applying?

In relation to this application, are you:

- The owner
- The agent / applicant

Your details

Are you applying as an individual, registered company or other organisation?

- Individual
- Registered company
- Organisation

Is the organisation Auckland Council, a CCO or Kainga Ora?

- Yes
- No

Organisation name

- 2850099106 - Auckland Council
- 2800807907 - Tātaki Auckland Unlimited Limited
- 2850159773 - Auckland Transport
- 2800104138 - Independent Maori Statutory Board
- 2851448524 - Eke Panuku Development Auckland Limited
- 2850022927 - Watercare Services Limited
- 2800542745 - Kainga Ora - Urban Development Delivery
- 2800542743 - Kainga Ora - Construction and Innovation

Otherwise, please type in the organisation name

Apply for a project information memorandum and / or building consent

1 Property search — 2 Application details — 3 Attachments — 4 T&C

Application details: Step 3 of 10

Who is applying?

In relation to this application, are you:

- The owner
- The agent / applicant

Your details

Are you applying as an individual, registered company or other organisation?

- Individual
- Registered company
- Organisation

Is the organisation Auckland Council, a CCO or Kainga Ora?

- Yes
- No

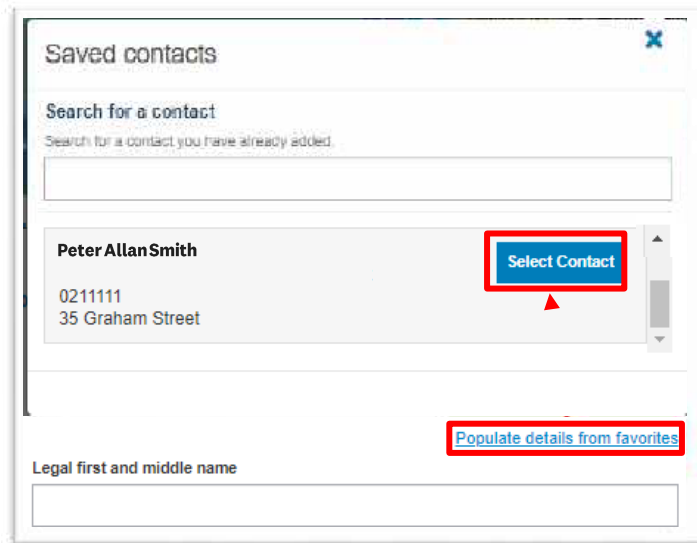
Organisation name

20. If this is the first time you are applying for an application, you can save the contact details for future use.

Do you want us to remember these details for future use?

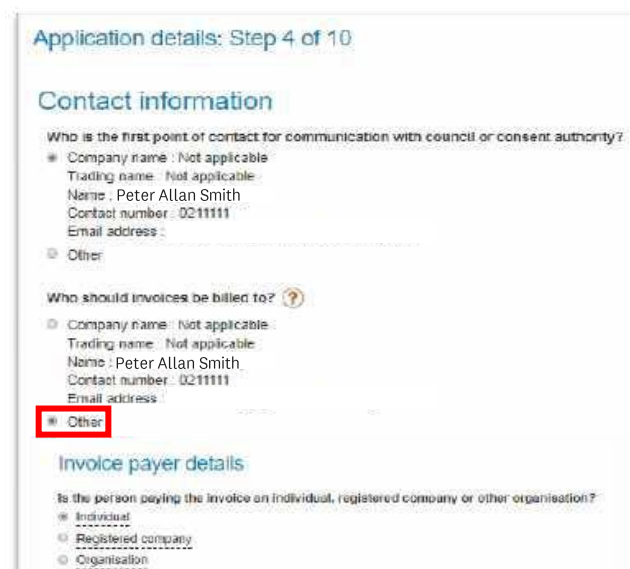
- Yes
- No

Once details are saved, the same contact information can be used for any future application. Click on the **Populate details from favourites** and select the contact details to be used for that application.



21. On the **Contact Information** page, you will need to select the first point of contact for the application as well as who will be invoiced.

This information is pre-populated from the previous step. If you would like to select another option from the pre-populated information, select **Other** and complete the mandatory fields



22. If the customer nominated to be billed an Organisation, the **WBS code/Purchase order number** field is mandatory. This information will appear on any invoices generated against this application.

The screenshot shows a web form titled "Who should invoices be billed to?". It has two radio button options: "Company name" (selected) and "Other". Under "Company name", there are fields for "Trading name", "Name" (Peter Allan Smith), "Contact number" (0211111), and "Email address". Under "Other", there is a section titled "Invoice payer details" with a question: "Is the person paying the invoice an individual, registered company or other organisation?". It has three radio button options: "Individual", "Registered company", and "Organisation" (selected). Below this is another question: "Is the organisation Auckland Council, a CCO or Kainga Ora?" with "Yes" (selected) and "No" options. There are three text input fields: "Organisation name" (265099106 - Auckland Council), "Department name" (Building Consents), and "Do you have a WBS code or purchase order number?" (Purchase order number). Below the last field is another text input field for "Purchase order number" (PD209918290). A red box highlights the "Do you have a WBS code or purchase order number?" field and the "Purchase order number" field below it. At the bottom, there is a section titled "Contact person details".

If it is not an organisation related information, there is an optional **Customer reference** field for information to appear on the invoice, if required.

PLEASE NOTE: any refunds are paid to the receipted name unless written authorization has been received from the receipted person or company stating otherwise.

The screenshot shows a section of a web form. At the top, there is a red-bordered box containing the text: "Please note: any refunds are paid to the receipted name unless written authorisation has been received from the receipted person or company stating otherwise." Below this is a section titled "Customer reference (optional)" with a text input field. Underneath the field is the text: "This reference will be displayed on your invoice." Below that is a section titled "What is your preferred method of billing?" with two radio button options: "By email" and "By post".

Entering project details

23. Steps 5 – 10 of this form are questions about the project details, and it includes:

- Confirming if this application is a streamline application
- Description of work
- Project value/development contribution details
- Modular building/relocatable dwelling
- Means of compliance
- Compliance schedule
- Restricted building work
- Key contacts or licensed building practitioners (LBP) details

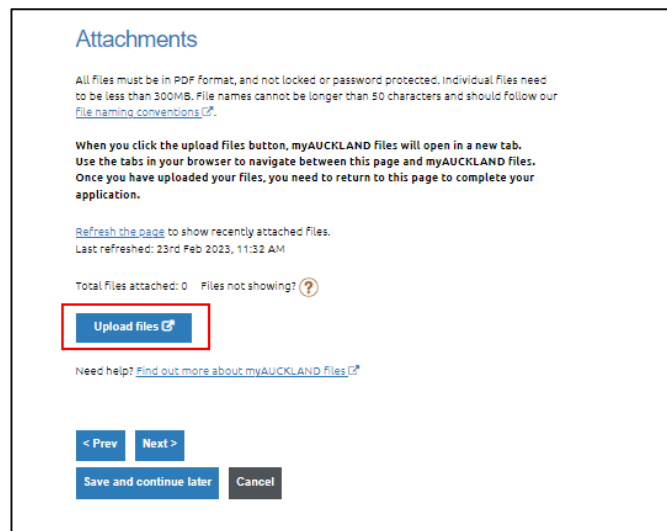
Attachments via myAUCKLAND files

In the attachments screen, you will be able to upload your documents required for this application.

IMPORTANT: Please ensure your documents are in PDF format, not locked or password protected and less than 300MB. File names cannot be longer than 50 characters and should follow our [file naming conventions](#).

Need more information? Why not watch out instructional video on [how to upload your documents](#).

24. Click **Upload files** button, which will open onto a separate tab of your browser as myAUCKLAND files.



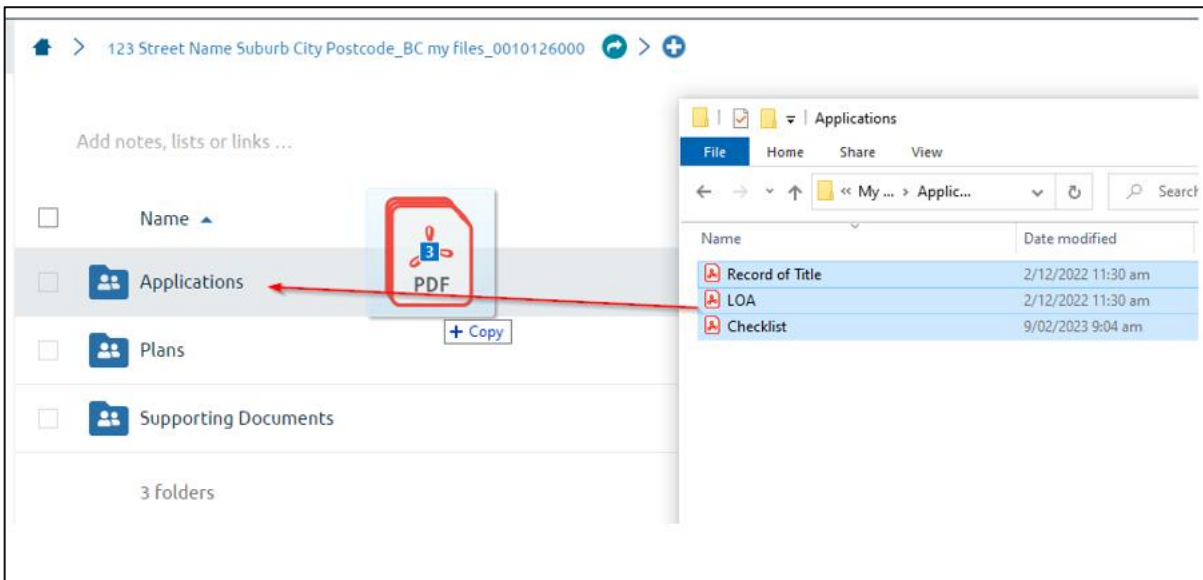
25. In the myAUCKLAND files tab, there will be three subfolders that have been automatically created. These are titled: Applications, Plans and Supporting documents.

IMPORTANT: Do not make changes / delete these 3 subfolders. If not available, please contact us – refer to table 3 in Appendix A for contact information.



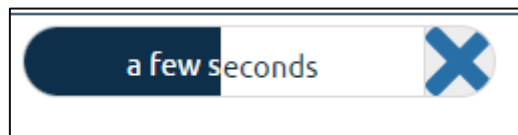
26. Navigate to where your application documents are stored on your device, then drag and drop these into the relevant pre-existing folders.

PLEASE NOTE: Any additional files or folders provided that are outside of the three preset folders will not be received by us / included as part of your submission.



Example of file placement:

A progress bar will show at the top of the screen showing when the files are uploading.



Once the upload is finished, check the contents are correct.



27. Once all relevant files are uploaded, return to the application by closing the myAUCKLAND files tab via the 'X' button.



28. After navigating back to the application form page, click on the Refresh the page link. This will show documents that was uploaded via myAUCKLAND Files.

A screenshot of a web application page titled 'Apply for a project information memorandum and / or building consent'. At the top, there is a progress bar with four steps: 1. Property search, 2. Application details, 3. Attachments (highlighted with a green circle), and 4. T&C. Below the progress bar, the 'Attachments' section contains instructions: 'All files must be in PDF format, and not locked or password protected. Individual files need to be less than 300MB. File names cannot be longer than 50 characters and should follow our file naming conventions'. A bolded instruction states: 'When you click the upload files button, myAUCKLAND files will open in a new tab. Use the tabs in your browser to navigate between this page and myAUCKLAND files. Once you have uploaded your files, you need to return to this page to complete your application.' Below this, a link 'Refresh the page' is highlighted with a red box, followed by the text 'to show recently attached files. Last refreshed: 18th Aug 2023, 12:10 PM'. A table lists the attached files:

| | |
|----------------------|-----------------|
| Applications | 1 file attached |
| Plans | 1 file attached |
| Supporting documents | 1 file attached |

Below the table, 'Total files attached: 3' is highlighted with a red box, followed by 'Files not showing?' with a question mark icon. At the bottom, there is a blue 'Upload files' button with an external link icon.

If you need to upload more documents, click on Upload files to return to the myAUCKLAND files page and follow steps 17 – 21.

29. You will be asked to confirm that all required documents have been uploaded. Select the checkbox to confirm.

Confirm the following files have been uploaded (if applicable)
This will reduce delays processing the application.

- Proof of ownership (e.g. record of title, lease agreement, sale and purchase agreement or rates bill)
- Owner's written authority to apply on their behalf
- Body Corporate's written authority
- Pre-application meeting records
- Owner-builder exemption statutory letter

Yes I have uploaded these files

30. Click **Next** to continue.

< Prev **Next >**

Save and continue later Cancel

Save and continue later

31. The application can be saved and continued at any point during the application journey.

< Prev Next >

Save and continue later Cancel

Making payment

32. Select the two mandatory checkboxes and fill out the 'Full name' entry field. Then click on **Add to cart**.

1 Property search

2 Application details

3 Attachments

4 T&C

Terms and conditions

I request that you issue a Building consent for the building work described in this application

Full name:

First Name and Last Name

Once I submit my documents application, I accept that:

- a fee will be charged
- I may have to pay additional charges for processing, administration and inspections, with the exception of fixed fee applications.
- if I am submitting this application on behalf of a company/trust/other entity (the agent), I declare that I am duly authorised to act on behalf of the owner to make this application
- the application will not be formally accepted for processing until all submitted documentation is reviewed for completeness.
- I can view all related invoices for this application

I agree to Auckland Council's [terms and conditions](#) and [privacy policy](#).

Deposit: \$1,944.00

< Prev **Add to cart** Save and continue later Export to PDF Cancel

33. Click Proceed to checkout.

myAUCKLAND

Menu Cart: 1

Added to cart

Proceed to checkout View cart

Cart

| | |
|-----------------------------------|-------------------|
| Building / ID | |
| 123 Street Name, Suburb, Postcode | \$1,944.00 |
| Total | \$1,944.00 |

View cart Checkout

34. In the checkout page, select which payment method is to be used and follow instructions to complete payment.

IMPORTANT NOTE: Payment must be made using one of the below options. Any payment made outside of this will mean the application has not been received.

Checkout

Building / ID

| Property / ID | Type of application | Value of project | Transaction amount |
|--|---------------------|--------------------------------------|--------------------|
| 649935 123 Street Name, Suburb, Postcode | Building consent | 5. Project value \$5,000 to \$19,999 | \$1,944.00 |
| Subtotal (1 item) | | | \$1,944.00 |

Payment method

Online EFTPOS (pay using your mobile device)

Pay from your bank's mobile app:

- Select your bank and enter your mobile phone number or banking customer number.
- You will receive a notification in your bank's app requesting confirmation of payment.
- Approve this request to complete your transaction.
- Your payment will clear instantly.

Currently available for:

See [Ways to pay online](#) for more information.

Credit or debit card (a 1.75 per cent card payment fee will be added)

Account2Account (bank transfer)

On account (approved customer only)

Please note: any refunds are paid to the receipted name unless written authorisation has been received from the receipted person or company stating otherwise.

| | |
|--------------------------|-------------------|
| Subtotal (1 item) | \$1,944.00 |
| Total | \$1,944.00 |

Please enter your email address to receive confirmation of this transaction.

Email address

Pay now
Edit cart

To know more about the on-account payment option, please refer to Appendix B.

35. When the application has been paid, the page will provide confirmation of a successful submission.

Payment and submission successful

If you have entered an email, you will receive a confirmation of this transaction shortly. Please keep the email as a reference.

| | |
|------------------------------|------------------|
| Order number | 4602757008 |
| Transaction reference | 00000008313c76d6 |
| Transaction amount | \$1,944.00 |

Building / ID

| Property / ID | Type of application | Value of project | Transaction amount |
|--|---------------------|--------------------------------------|--------------------|
| 649935 123 Street Name, Suburb, Postcode | Building consent | 5. Project value \$5,000 to \$19,999 | \$1,944.00 |
| Subtotal (1 item) | | | 1,944.00 |
| Card payment fee (1.75%) | | | \$34.02 |
| Total (1 item) | | | \$1,978.02 |

[Pay for something else](#)

Figure 2 - This is an example of payment made via credit card.

36. A transaction summary email will be sent to the email address provided

Transaction summary

Dear Shreen Naidu,

We have successfully received your application and processed your payment.

| | |
|------------------------------|------------------|
| Order number | 4602757008 |
| Transaction reference | 00000008313c76d6 |
| Payment method | Credit Card |
| Transaction Amount | \$1,944.00 |

Your details

| | |
|----------------------|--|
| First name | First Name |
| Last name | Last Name |
| Email address | firstname.lastname@email.com |

Building / ID

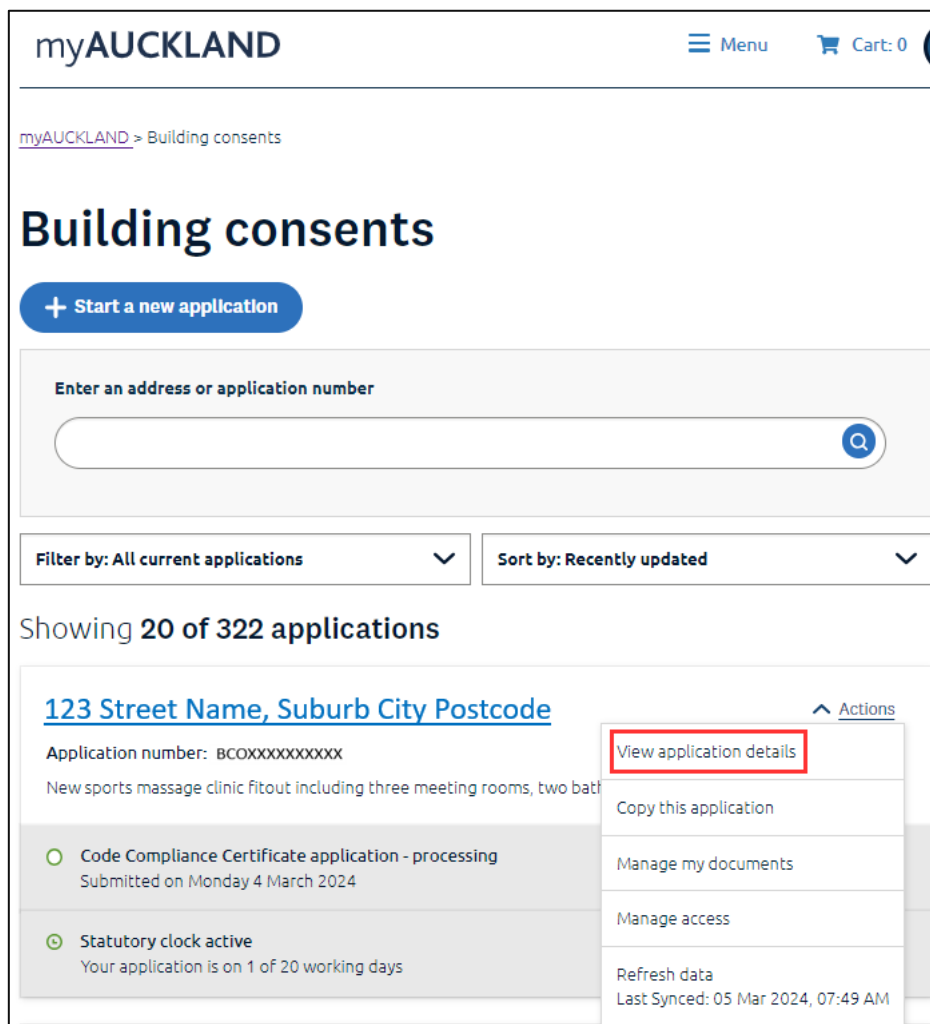
| Property address/ID | Property owner | Deposit | |
|-------------------------------------|----------------------|-------------------|------------------------------|
| 649935 123 Street Name Suburb | First Name Last Name | \$1,944.00 | View details |
| Subtotal (1 item) | | \$1,944.00 | |
| Convenience fee (1.75%) | | \$34.02 | |
| Total : | | \$1,978.02 | |

6 Managing your applications

6.1 How to access the application details page

1. To access into the application details page, first find the application you would like to view from the overview page.

Once located, click on the 'View details about this application' link.



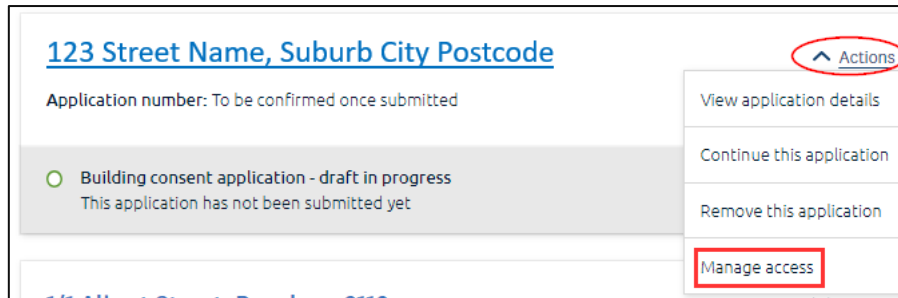
2. Refer to this [page](#) for further information on the application details.

6.2 Give access to another user

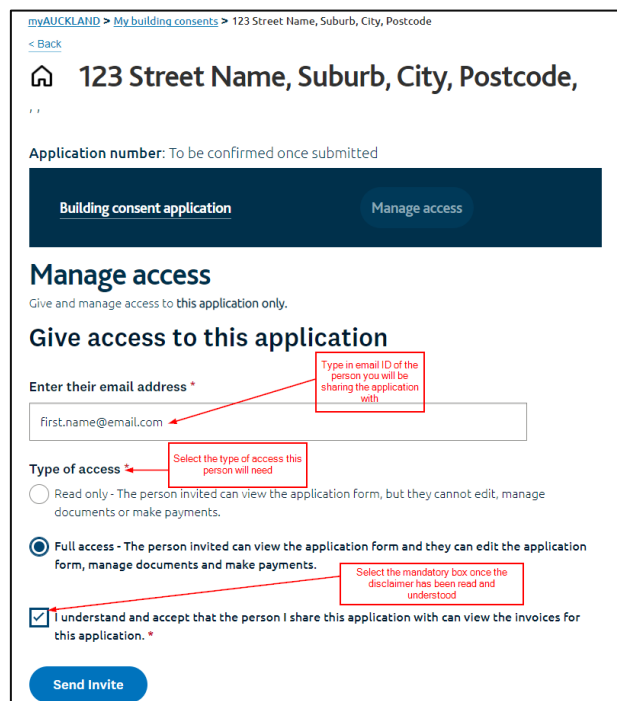
Navigate to the My building consents overview page to find the relevant application to be shared.

Please also see our instructional video on [how to use the manage access feature in myAUCKLAND](#).

1. Once you have found the relevant application, click on the **Actions** menu and select **Manage access**.



2. Type in the email address of the person you would like to share the application with. Then, select the type of access that person would need and remember to select the mandatory disclaimer once read and understood before clicking on 'Send Invite'.

A screenshot of the "Manage access" form in myAUCKLAND. The page title is "123 Street Name, Suburb, City, Postcode, ...". Below the title, it says "Application number: To be confirmed once submitted". There are two buttons: "Building consent application" and "Manage access". The "Manage access" button is selected. The form is titled "Manage access" and "Give access to this application". It asks to "Enter their email address" with a text input field containing "first.name@email.com". Below that, it asks for "Type of access" with two radio button options: "Read only - The person invited can view the application form, but they cannot edit, manage documents or make payments." and "Full access - The person invited can view the application form and they can edit the application form, manage documents and make payments." The "Full access" option is selected. At the bottom, there is a checkbox labeled "I understand and accept that the person I share this application with can view the invoices for this application." which is checked. A "Send Invite" button is at the bottom. Red boxes and arrows highlight the email input field, the "Full access" radio button, and the "I understand and accept..." checkbox.

3. Once you have sent the invite, you will receive a confirmation that it has been sent to the invitee.

You can manage access of your invitee list by changing the type or removing the access via the **Actions** menu.

Manage access



Give and manage access to **this application only**.

📌 You added someone to this applicaton ✕

We sent an email to let them know.

| | |
|---|--|
| Firstname Lastname firstname.lastname@domain.co.nz Full access | Actions Give read only access Remove access to this application |
|---|--|

- The invitee will receive an email and a link that will take them to their overview page once they have signed in. If they are not already a registered user, they will be asked to register.



Invitation to access an application

Kia ora,
You have been invited to access an application by inviter.name@email.com

Application number: To be confirmed once submitted
Address: 123 Street Name, Suburb, City, Postcode
Application type: Building consent and/or PIM
Access level: Full access

You can edit the application form, manage documents and make payments. If you do not have an online services account, you will need to create one first.

[View application](#)

Regards,
Auckland Council

Giving access to another is applicable throughout the application process.

6.3 Invoices and Payments page overview

[myAUCKLAND](#) > [My building consents](#) > Invoices and payments

[< Back](#)

🏠 123 Street Name, Suburb, City, Postcode,

RBW: Two storey build with four bedrooms, on lounge, two ensuites, one guest toilet and one internal garage.

Application number : BCO10366071

Building consent application
Invoices and payments

Invoices and payments

Once an application is final, all charges will adjust to include billable time, administration and document handling fees.

This information reflects our current records. Some payments can take up to 48hrs to show in our system. If you have already paid, you do not need to do anything.

If you have made a partial payment and the payment status column shows partial payment, please contact us to receive the balance amount owing.

If you have further questions, see [Building consent fees and charges](#) or contact regsupport@central@ AucklandCouncil.govt.nz

Building consent application costs

These costs reflect all of the charges applied until the point that your consent is issued.

| Reference Number | Invoice date | Invoice amount | Credit amount | Payment status | Invoice |
|------------------|----------------|----------------|---------------|----------------|---|
| 250101056634 | 08 August 2023 | \$ 5,317.00 | | Paid | View invoice Pay now |

Please Note: Once the application has been finalised all fees will be reconciled and will include cost such as the billable time, administration fees and document management fees.

[View more information about our fees and charges.](#)

Update the details of the person paying your invoices or the building consent owner

Use these forms to let us know if the application owner or accounts manager has changed.

AC2132 - Authority to change who is invoiced or refunded for a building consent or code compliance certificate form

Update the details of the person who is managing the invoices and payments for this application.

AC2149 - Notice of transfer of a building consent to another person form

Tell us that the ownership of this building consent should be transferred to another person.

Related Topics

Pay a consent invoice

Find out how to pay a building consent, resource consent or regulatory engineering invoice.

Request a consent fee refund

If you believe that we owe you money related to your building consent or building inspections, you can request a refund. Find out how here.

Building consent fees and charges

We recover costs for processing these applications based on the specified hourly rate of the engineers and specialists involved.

Further information on fees and charges guidelines

Click here to navigate back to the application details page

This button is slightly greyed out to indicate that you are currently on that page

Some important information regarding your invoices. Please ensure to read this content.

Please do not save this email to reuse as this changes according to the suburb of the application.

Click this to view a copy of the invoice for that specific invoice amount

Click here to pay your invoice, if required. This will redirect you to the 'Make a payment' page

Easy access to forms where required

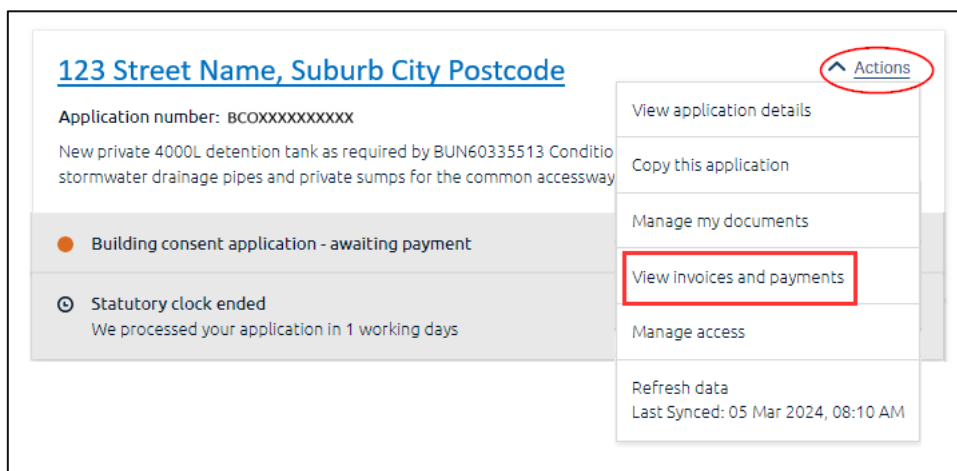
Easy access to links if more information is required

6.4 Accessing invoices for your application

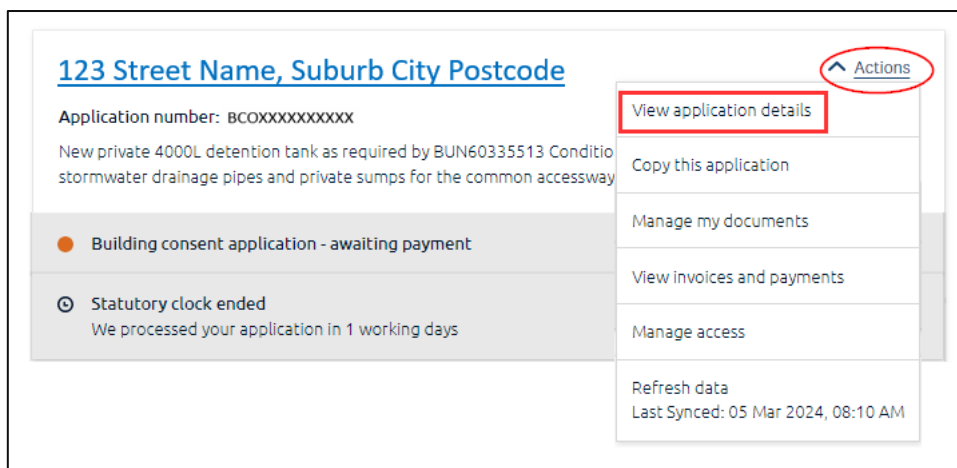
Please note: The Invoices and Payments page is only available for Building Consents, Amendments and Project Information Memorandum, Code Compliance Certificate and Certificate for Public Use applications lodged after 7th December 2022

Go to the application overview page to locate the specific application for which you wish to access/view the invoices.

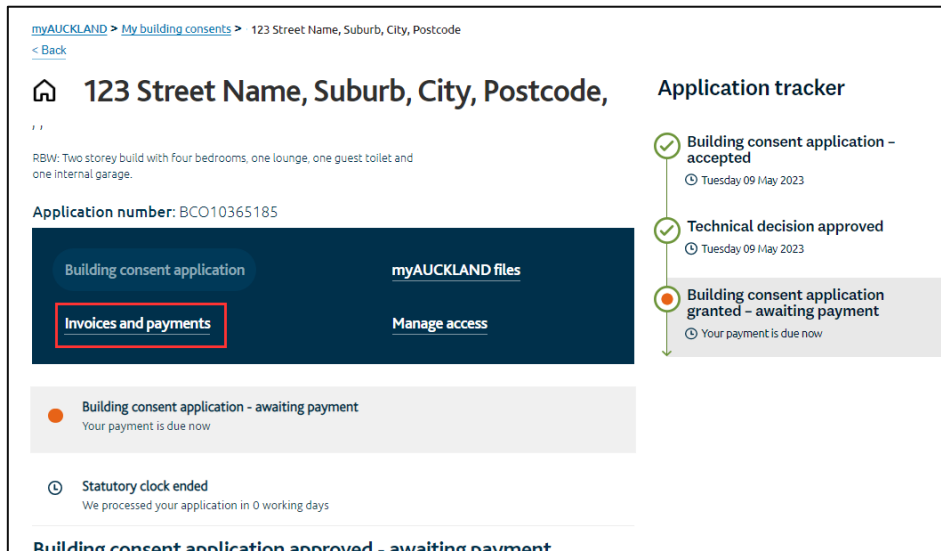
1. If the status of your application is showing either Awaiting Payment or Issued, you can click on the 'View invoices and payments' link via the 'Actions' menu.



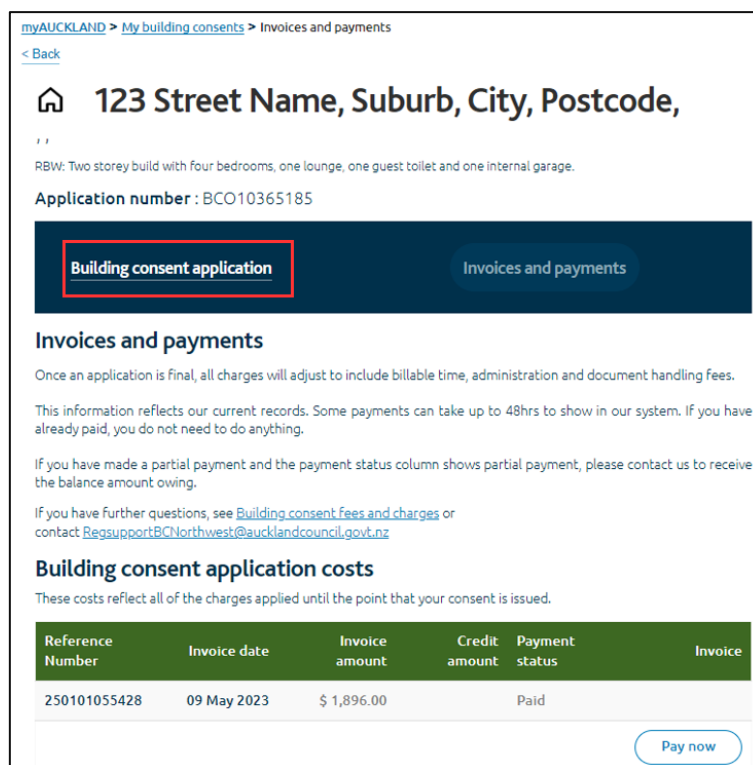
2. For all other statuses, click on 'View details about this application' located in the 'Actions' menu:



- To view invoices related to an application, click the 'Invoices and payments' button, located on the sub-navigation panel via the application details page.



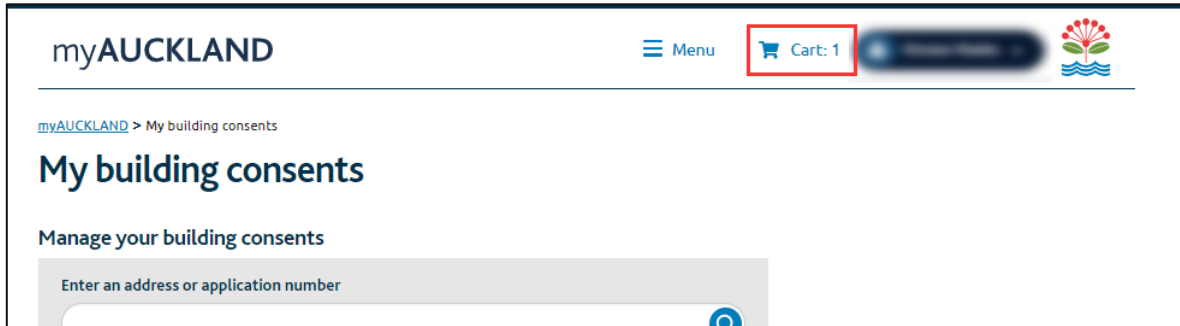
You can return to the application details page by selecting the 'Building consent application' in the sub-navigation panel.



Refer to Table 2 in Appendix A for all available payment statuses that may be applicable to your invoice(s).

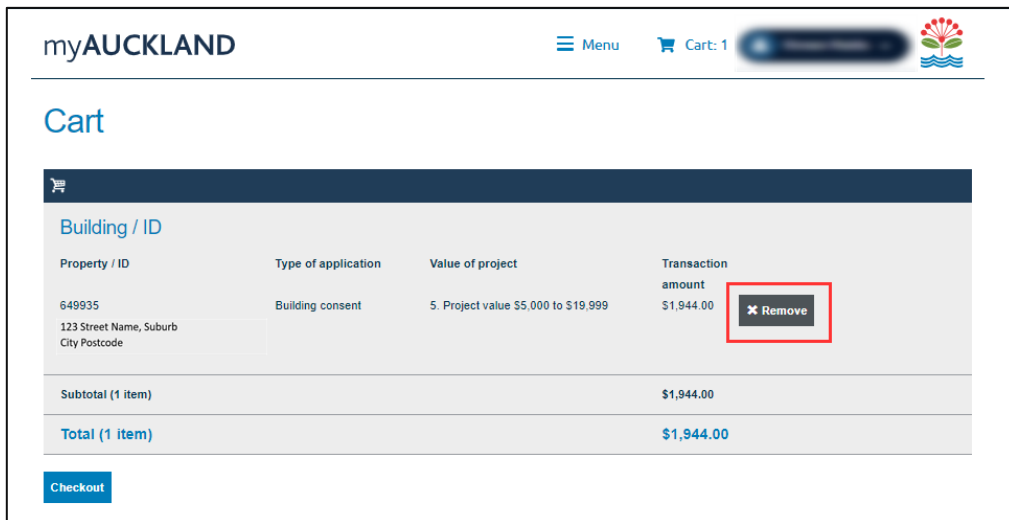
6.5 Remove application from cart

1. If you're not currently viewing your cart, click on the cart icon positioned at the top of the page to navigate to your cart.

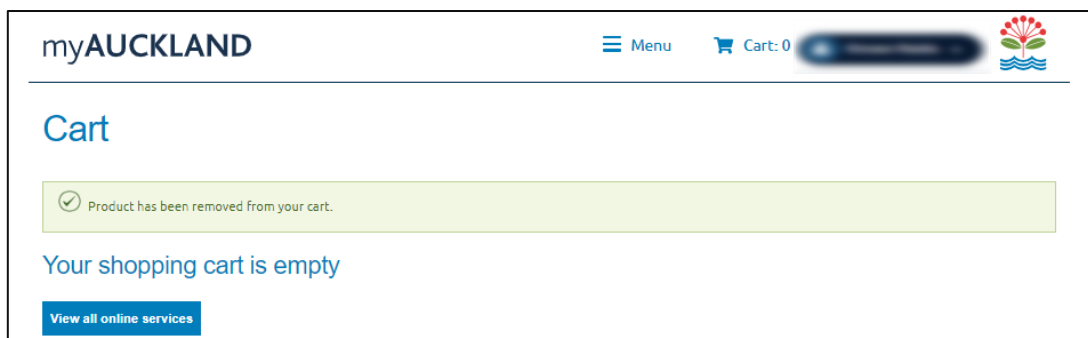


2. When you've reached the cart page, select the remove button to remove the application from the cart.

Please note, this does not delete the application. It removes it from the cart and adds it back to the BC overview page in myAUCKLAND.



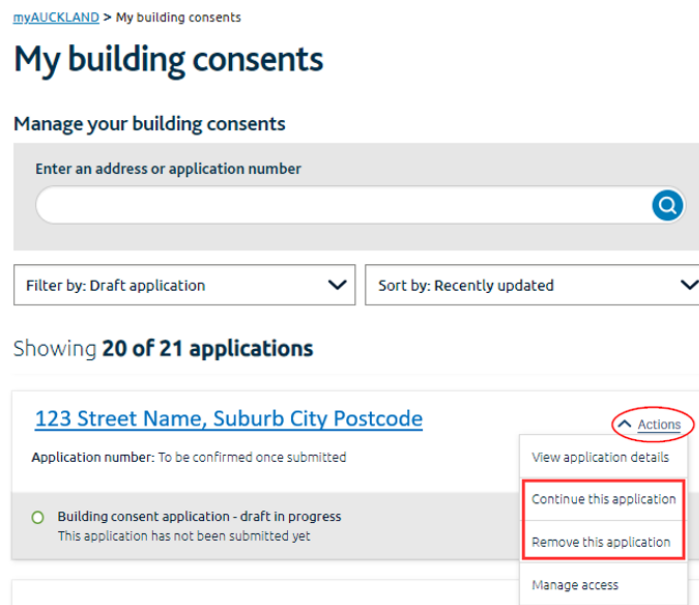
A confirmation message will be displayed once the product has been removed from the cart.



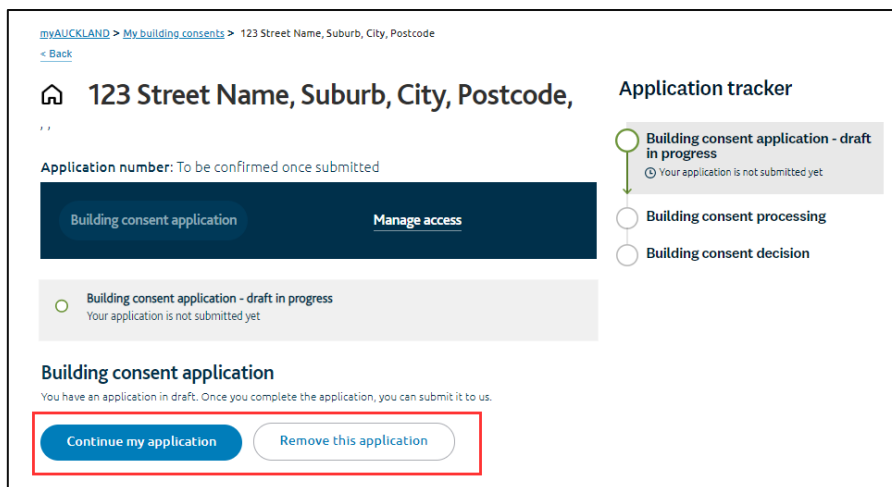
6.6 How to continue or delete an application

IMPORTANT NOTE: You can only remove an application permanently from your overview page if the application is still in draft. Once it's been submitted, this application will stay on the overview page and be moved into 'Archived' 30 days after the application has been rejected/issued/refused.

1. In the 'My building consents' overview page, on the chosen application card, under the Actions menu, you can select the 'Continue this application' to continue or if you would like to delete, select the 'Remove this application'.



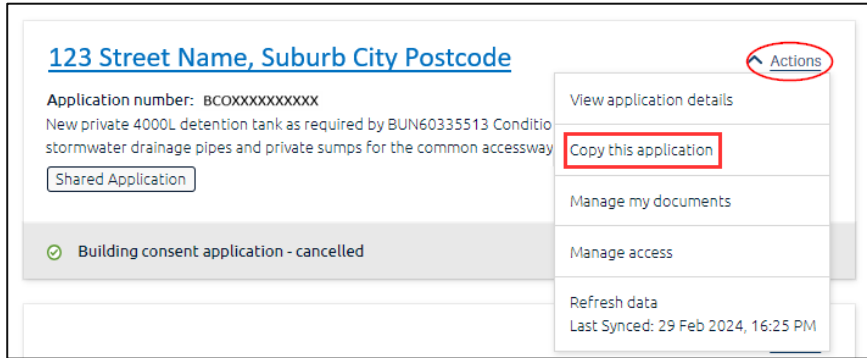
2. This option is also available on the application details page.



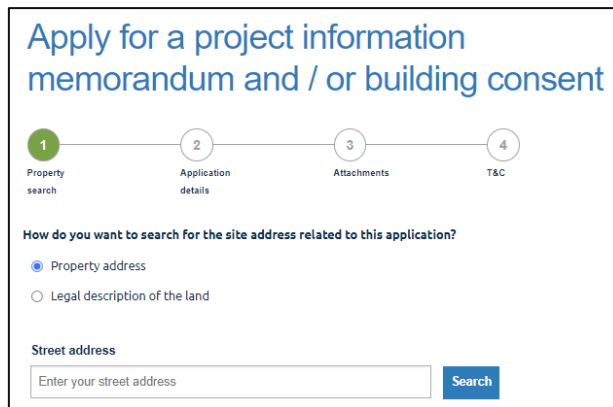
6.7 Copying an application

Once an application has been submitted, it can be copied if another application needs to be submitted with many similar details.

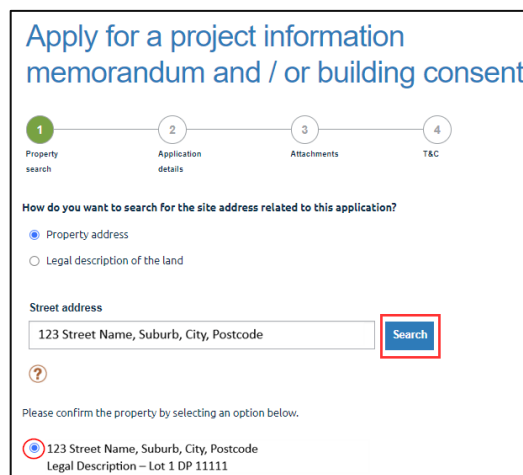
1. Navigate to the BC overview page and find the relevant application card. Click 'Actions' for the application you want to copy and click 'Copy the application'.



2. Type the property address or legal description in the search bar (ensure the correct option is ticked depending on what you are searching by) and click Search to populate search results.

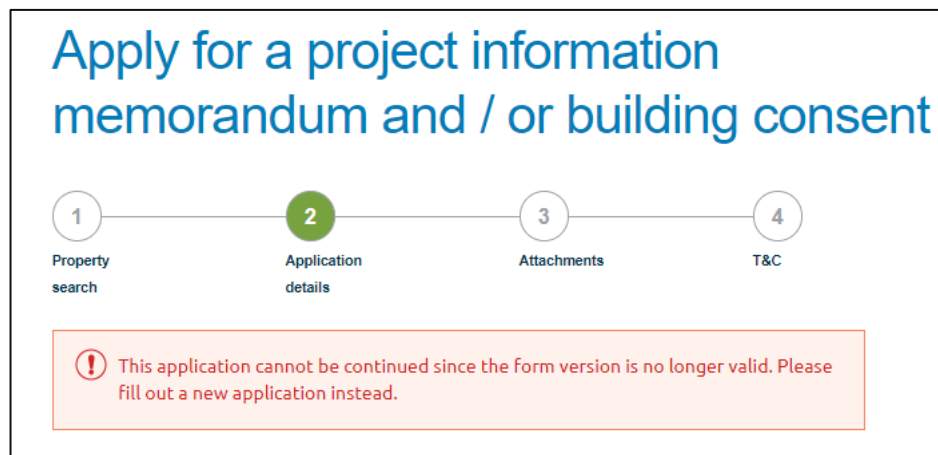


3. Tick the address option you want to create a building consent application for, To proceed, click Next.



If this error message displays, you will be unable to proceed with the copied application and will need to start a new application instead.

This message indicates the form you are copying is an older version of the digital form and is no longer supported for new application submissions.

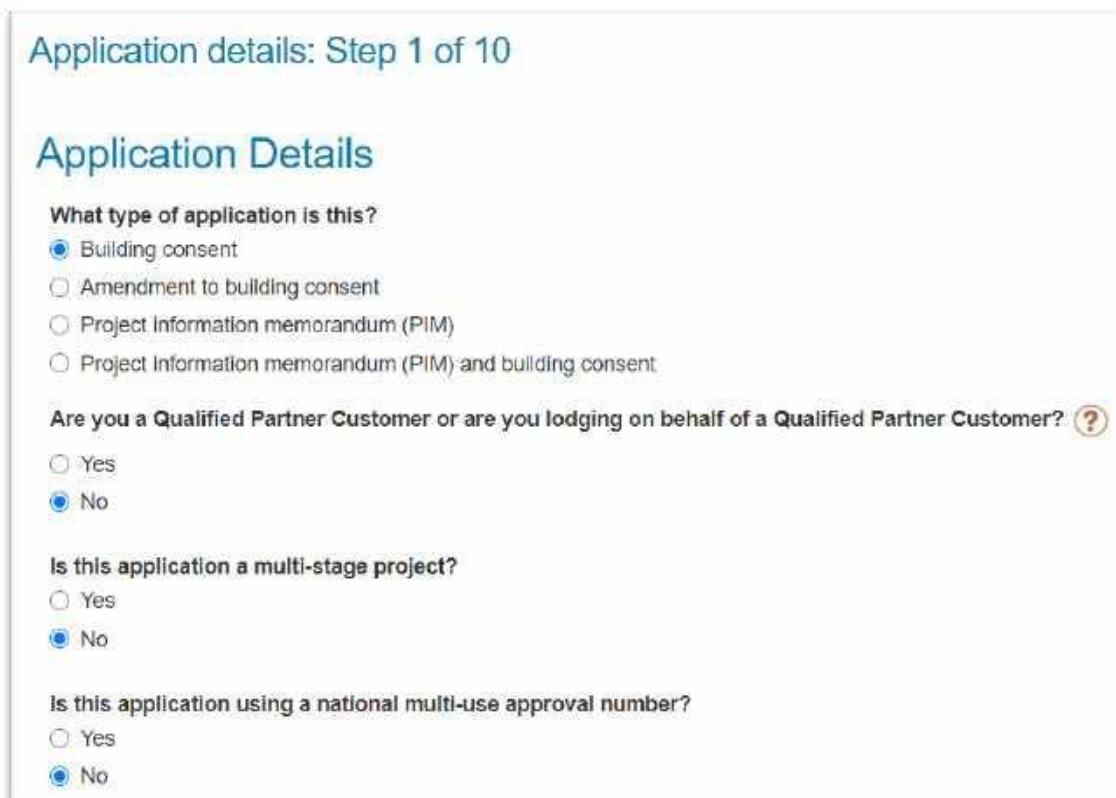


Apply for a project information memorandum and / or building consent

1 Property search — 2 Application details — 3 Attachments — 4 T&C

! This application cannot be continued since the form version is no longer valid. Please fill out a new application instead.

4. The questions will be pre-filled with the answers from the previous application this was copied from. You will be able to change any of the answers as needed.



Application details: Step 1 of 10

Application Details

What type of application is this?

- Building consent
- Amendment to building consent
- Project Information memorandum (PIM)
- Project Information memorandum (PIM) and building consent

Are you a Qualified Partner Customer or are you lodging on behalf of a Qualified Partner Customer? ?

- Yes
- No

Is this application a multi-stage project?

- Yes
- No

Is this application using a national multi-use approval number?

- Yes
- No

Please refer to page 27 on how to upload documents to submit the application.

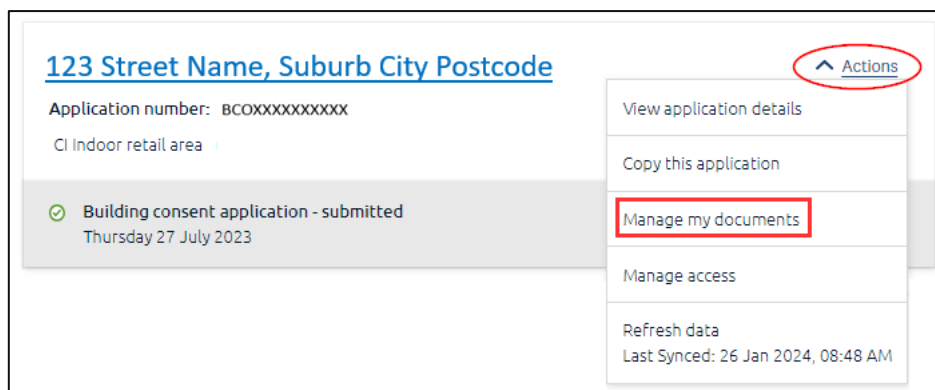
7 Providing additional documentation in support of an application

Purpose To provide additional documentation after an application has been submitted when requested by a Technical Coordinator.

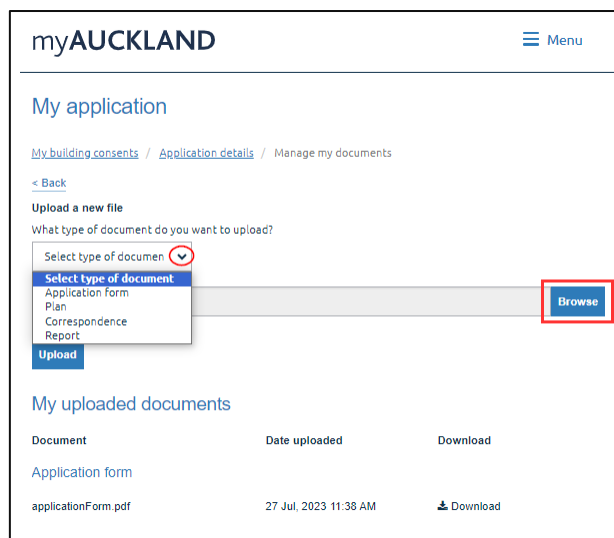
Before you begin All supporting documentation must be prepared and ready to be loaded into the portal.

Once all additional documentation has been gathered, login to myAUCKLAND.

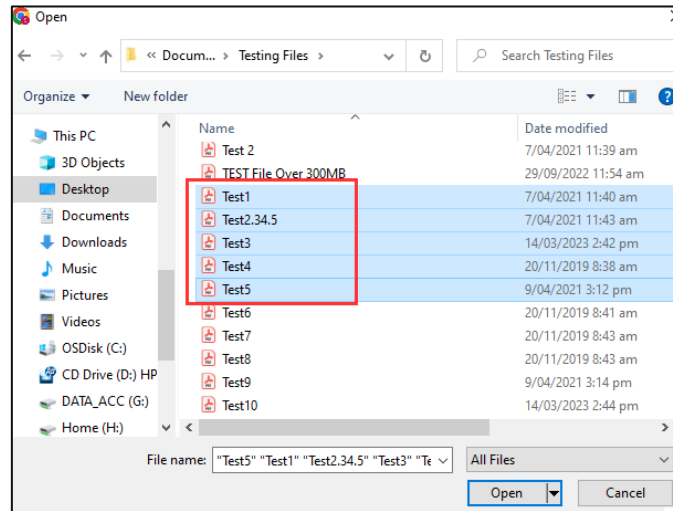
1. On the BC overview page, find the application card relevant to this process. Then, click on 'Manage my documents' via the 'Actions' menu.



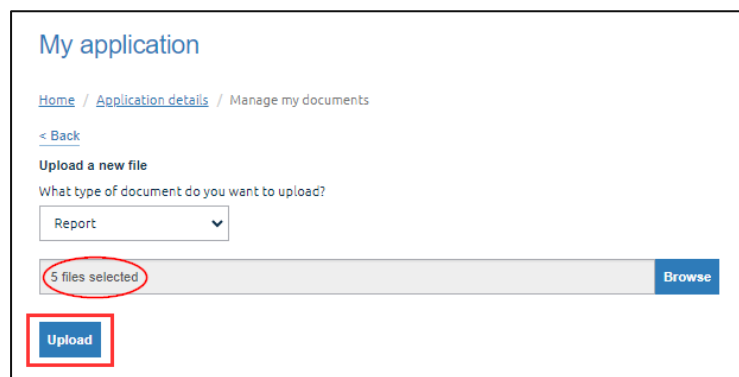
2. Select which type of document you are uploading. Click **Browse** and select your document.



When the file explorer window opens, you can highlight multiple files at the same time to upload:



3. Click Upload



A successful upload message will appear. The list of documents that had been uploaded will be displayed under the 'Additional document(s) for this application' section.

My application

[Home](#) / [Application details](#) / Manage my documents

< Back

✓ The documents Test1.pdf, Test2.34.5.pdf, Test3.pdf, Test4.pdf, Test5.pdf have been uploaded successfully.

Upload a new file

What type of document do you want to upload?

Select type of document ▾

[Browse](#)

[Upload](#)

My uploaded documents

| Document | Date uploaded | Download |
|---------------------|-----------------------|--------------------------|
| Application form | | |
| applicationForm.pdf | 28 Mar, 2023 10:35 AM | Download |

Additional document(s) for this application

| | | |
|--------------------------|-----------------------|--------------------------|
| Test1.pdf Report | 15 Aug, 2023 08:23 AM | Download |
| Test2.34.5.pdf Report | 15 Aug, 2023 08:23 AM | Download |
| Test3.pdf Report | 15 Aug, 2023 08:23 AM | Download |
| Test4.pdf Report | 15 Aug, 2023 08:23 AM | Download |
| Test5.pdf Report | 15 Aug, 2023 08:23 AM | Download |

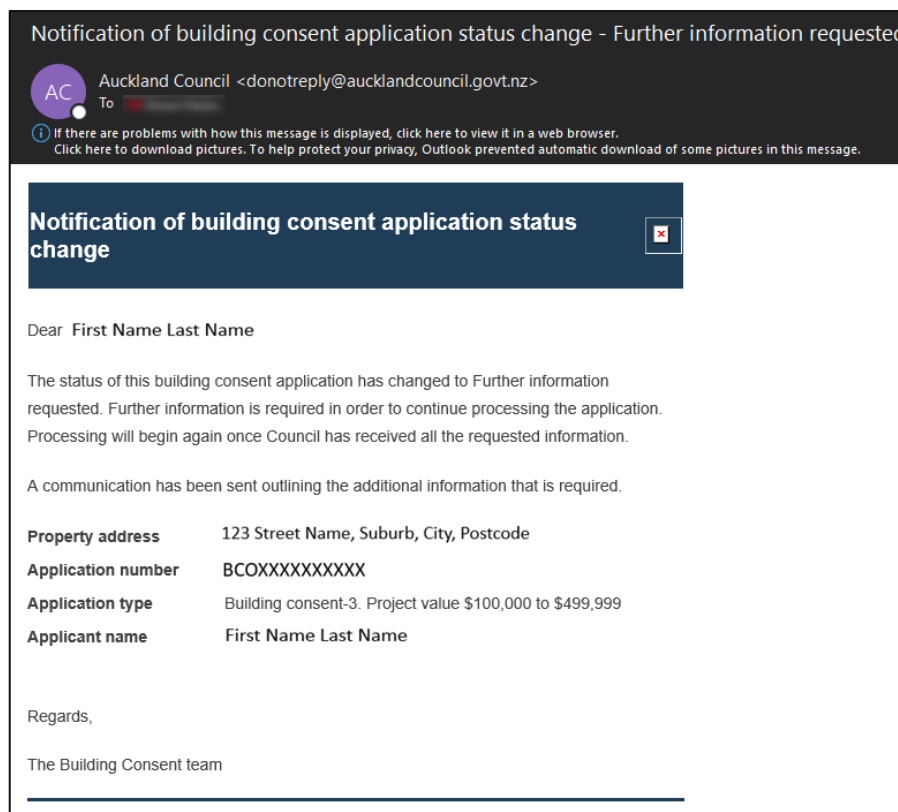
8 Responding to a request for information (RFI)

Purpose To provide documentation in response to a request for information (RFI).

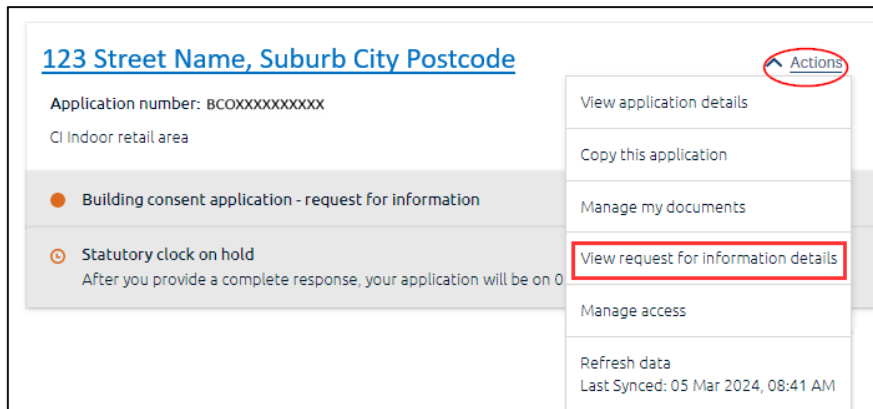
Before you begin All supporting documentation must be prepared and ready to be loaded into the portal.

Applications can be placed on hold if information is missing, or further information is required. The application will reflect a status of Further information requested in the My building consents overview and details page when it is on hold awaiting information from the customer.

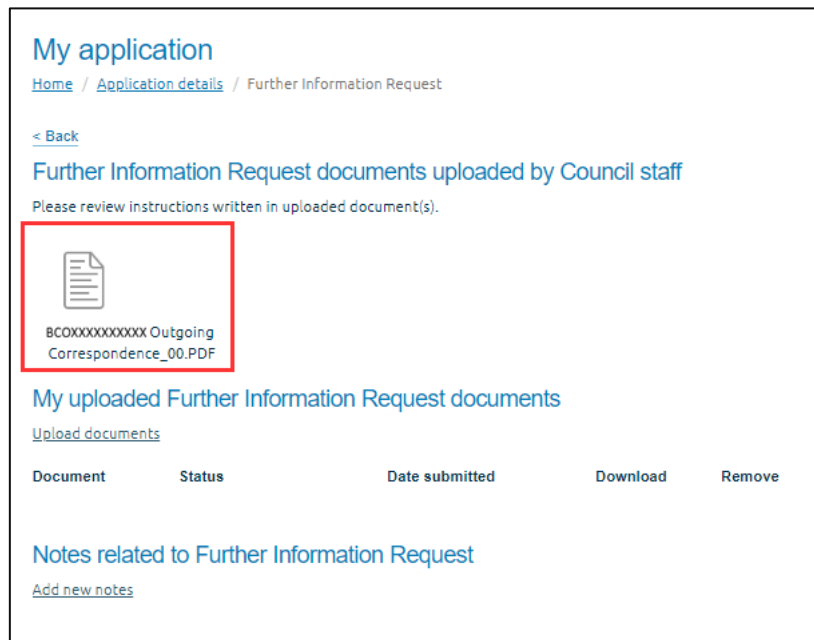
You would have received an email regarding this status update.



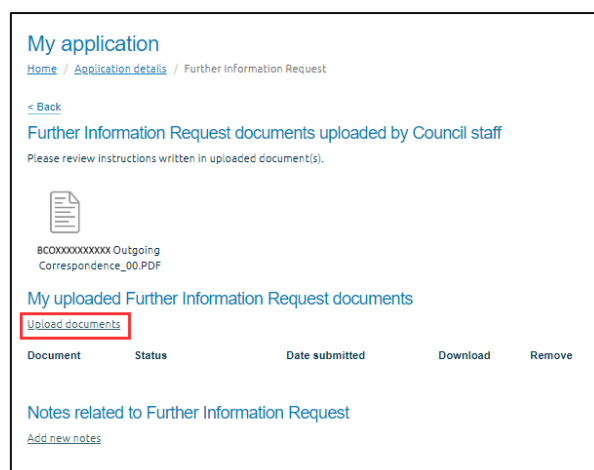
4. On the BC overview page, find the application card relevant to this process. Then click on 'View request for information details' via the 'Action's menu.



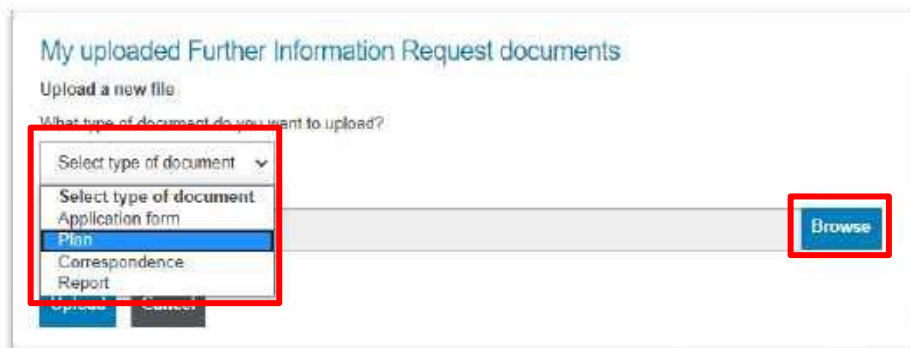
5. Open the RFI letter provided by the Building Surveyor, which can be located under the 'Further Information Request documents uploaded by Council staff' section.



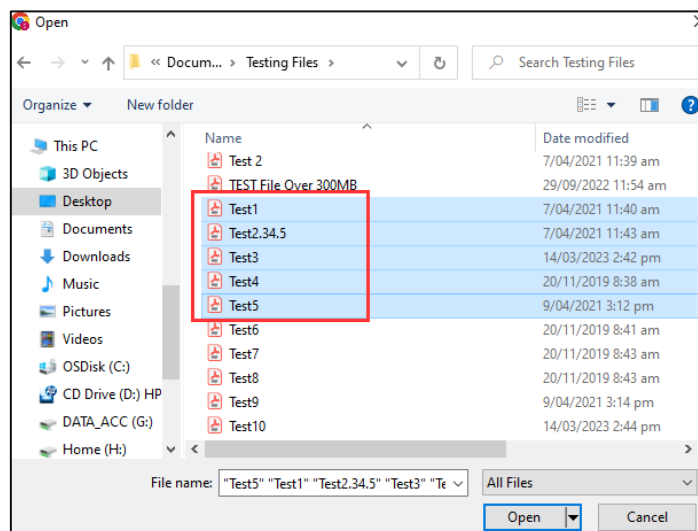
6. Click on Upload documents under the My uploaded Further Information Request documents.



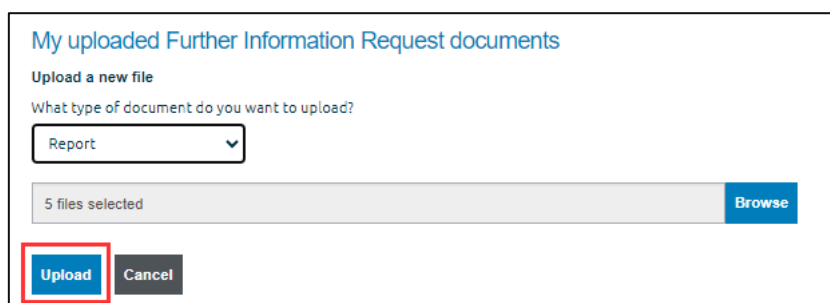
7. Select which type of document you are uploading, click **Browse** then select your document.



When the file explorer window opens, you can highlight multiple files at a time to upload.



8. Click **Upload**.




A message will display to confirm documents have been uploaded but not yet submitted to Council.

9. Click on **Submit final response** to submit documents to Council.


My application
[Home](#) / [Application details](#) / Further Information Request

[< Back](#)






 **Your document has been uploaded but not yet submitted to Auckland Council.**
To submit this, click ["Submit final response"](#).

We will continue to process your application only once you have submitted all documents related to the Further Information Request.

Further Information Request documents uploaded by Council staff
Please review instructions written in uploaded document(s).


BCXXXXXXXXXXOutgoing
Correspondence_00.PDF

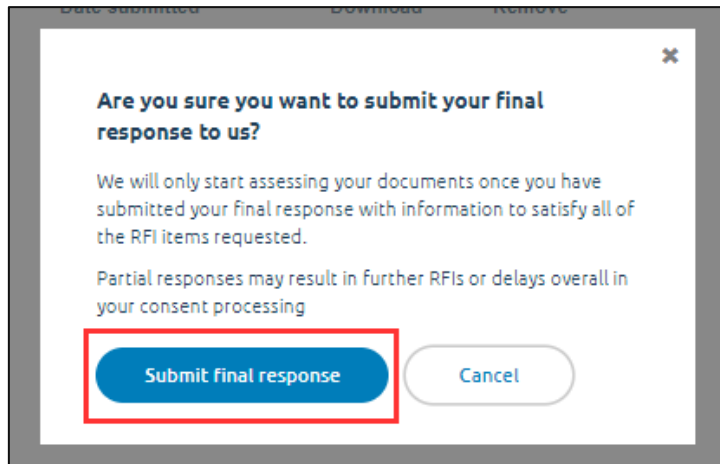
My uploaded Further Information Request documents
[Upload documents](#)

| Document | Status | Date submitted | Download | Remove |
|-------------------------------------|---|----------------|--|------------------------|
| RFI Customer Response.pdf Report | ● To be submitted | - |  Download | Remove |
| Test 2.pdf Report | ● To be submitted | - |  Download | Remove |
| Test1.pdf Report | ● To be submitted | - |  Download | Remove |
| Test3.pdf Report | ● To be submitted | - |  Download | Remove |
| Test4.pdf Report | ● To be submitted | - |  Download | Remove |

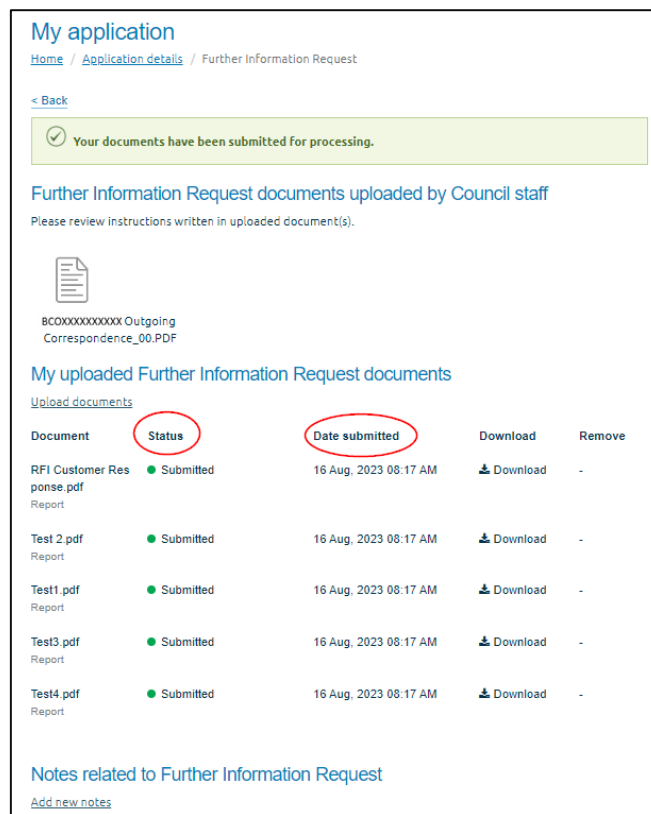
Submit final response

IMPORTANT : Once you have uploaded the required documents, then click the "Submit final response" button. An email confirmation will be sent when we have received your documents. Please note we will only continue processing your application once you have submitted all documents related to the "Further information Request".

10. A pop-up window will be displayed to confirm submission. Click on **Submit final response**.



A successful message will appear with confirmation of submission via the status and date submitted columns.

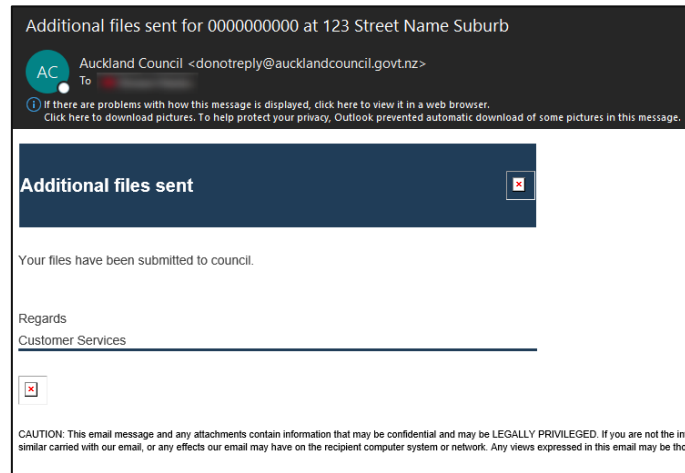


11. Repeat steps 3-6 to upload any further requested documentation.

Please note, we will only continue processing your application once you have submitted all documents related to the 'Further Information Request'.

12. If you wish to remove a document uploaded in error, click the remove button.

15. A donotreply will be sent to confirm the documents had been submitted.



9 Accessing your finalised documents

Your finalised documents will only be made available once all payments have been cleared and the status of the application is showing either Rejected, Refused, or Issued.

16. To access the finalised documents, navigate to your application details page. Please refer to this [page](#) on how to get there.

myAUCKLAND Menu Cart: 0

123 Street Name
Suburb, City, Postcode

RBV: Two storey build with four bedrooms, on lounge, two ensuites, one guest toilet and one internal garage.

Application number: BCOXXXXXXXXX

Building consent application [Manage access](#)

[Invoices and payments](#)

Application tracker

- Building consent application - accepted (Friday 07 April 2023)
- Technical decision approved (Friday 14 April 2023)
- Building consent issued (Monday 17 April 2023)

Building consent issued (Monday 17 April 2023)

Statutory clock ended (We processed your application in 4 working days)

Building consent application granted (Technical granted date)

Your building consent was granted on Friday 14 April 2023.

We have automatically applied an extension of time to your building consent. (BC lapsing date)

This means instead of 12 months, you will have two years to commence work.

Start work and book your first inspection by Monday 14 April 2025 or your consent may lapse. If this happens, you will need to apply for a new building consent. (CCC 24 month refusal date)

We must decide whether to issue the Code Compliance Certificate (CCC) by Monday 14 April 2025. If the CCC has been refused, it does not mean your consent has lapsed or expired. You may continue to book your inspections and apply for a CCC once ready.

Important information about Building consent inspections

To avoid construction delays:

- plan and [book your inspections](#) ahead of time with as much notice as possible
- have the correct documents on-site during the inspection.

We will always let you know if and why an inspection has failed and if you need to book any more inspections.

Consent ownership

[Notify us](#) if the ownership of the consent has changed.

Your documents

[View files submitted with your application](#)

[Get your finalised documents](#) (Download approved documents)

[View application form](#)

17. Scroll down to the 'Your documents' section and click on 'Get your finalised documents' to download the approved documents.

myAUCKLAND > My building consents > 123 Street Name, Suburb, City, Postcode
< Back

123 Street Name, Suburb, City, Postcode,

RBW: Two storey build with four bedrooms, on lounge, two ensuites, one guest toilet and one internal garage.

Application number: BCO10366071

| | |
|---------------------------------------|----------------------------------|
| Building consent application | myAUCKLAND files |
| Invoices and payments | Manage access |

Application tracker

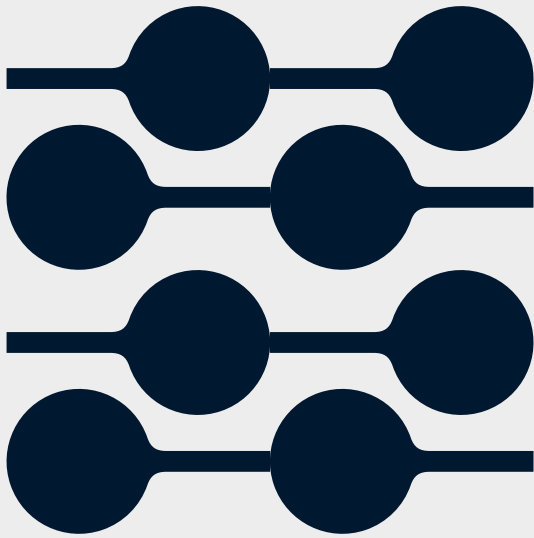
- ✓ **Building consent application - accepted**
🕒 Tuesday 08 August 2023
- ✓ **Technical decision approved**
🕒 Tuesday 08 August 2023
- ✓ **Building consent issued**
🕒 Tuesday 08 August 2023

🕒 Building consent issued
Tuesday 08 August 2023

🕒 Statutory clock ended

Your documents

- [View files submitted with your application](#)
- [Get your finalised documents](#)**
- [View application form](#)




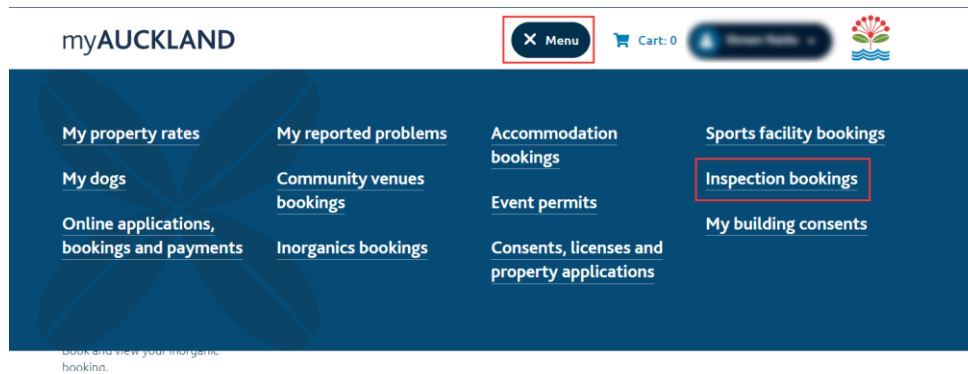
Inspections



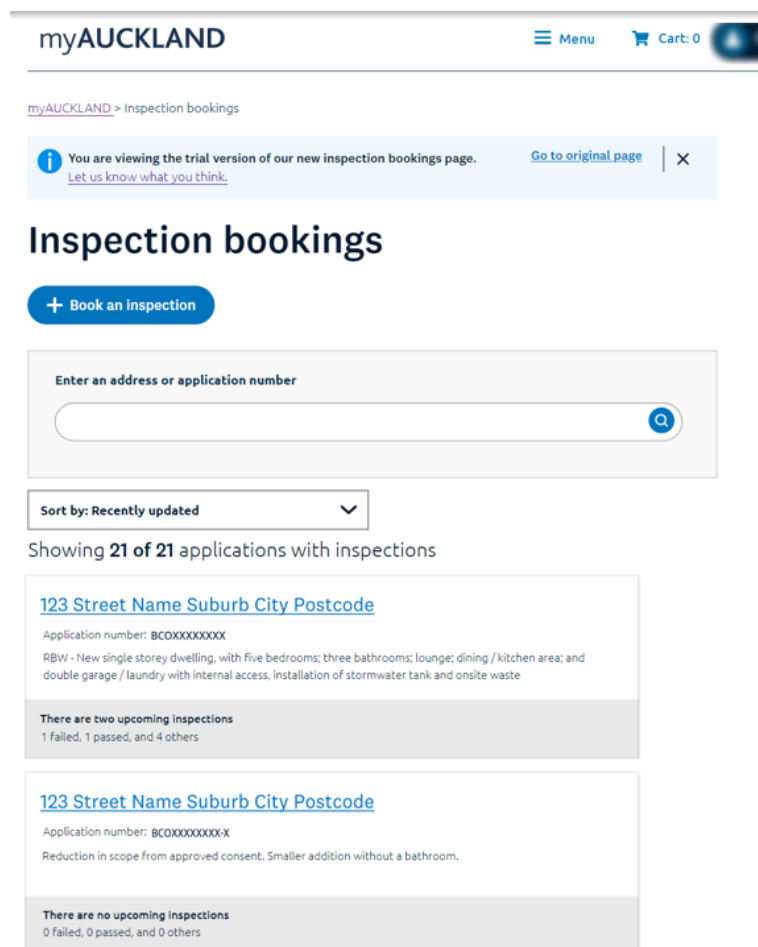
10 Inspections

10.1 Navigating to the inspection's dashboard

1. Click on the  option and select **Inspection bookings** to navigate to view your dashboard.



2. You will now reach the inspection overview page.



10.2 My inspection bookings overview page details



Welcome to our new inspection bookings page.
Let us know what you think.

myAUCKLAND > Inspection bookings

Inspection bookings

+ Book an inspection

Search using either the application number or address to find the relevant application faster

Enter an address or application number

Use the filter option to view upcoming inspections

| | |
|----------------------------|---------------------------|
| Filter by: All Inspections | Sort by: Recently updated |
| All Inspections | Recently updated |
| Upcoming Inspections | Alphanumeric |

Showing 21 of 21 applications with inspections

Collapsed view of total inspection cards available on this page

123 Street Name Suburb City Postcode

Application number: BCOXXXXXXXX

RBW - New single storey dwelling, with five bedrooms; three bathrooms; lounge; dining / kitchen area; and double garage / laundry with internal access, installation of stormwater tank and onsite waste

There is one upcoming inspection
1 failed, 1 passed, and 8 others

Any future/upcoming inspections displayed at the top while previously completed inspections displayed at the bottom

123 Street Name Suburb City Postcode

Application number: BCOXXXXXXXX-X

Reduction in scope from approved consent. Smaller addition without a bathroom.

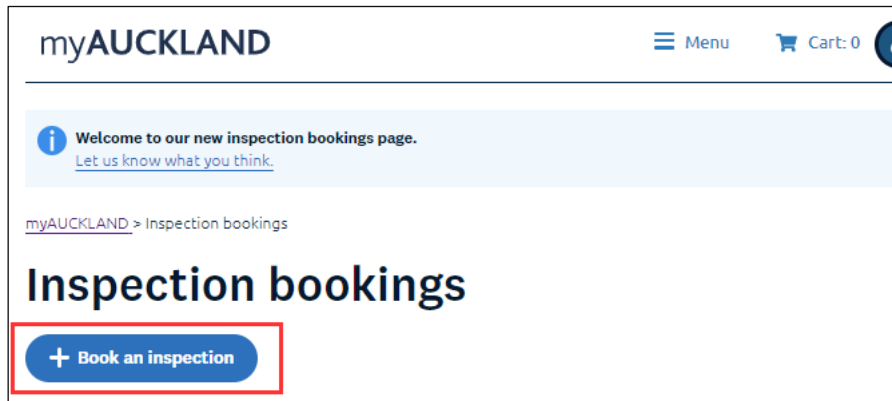
There are no upcoming inspections
0 failed, 0 passed, and 0 others

application cards

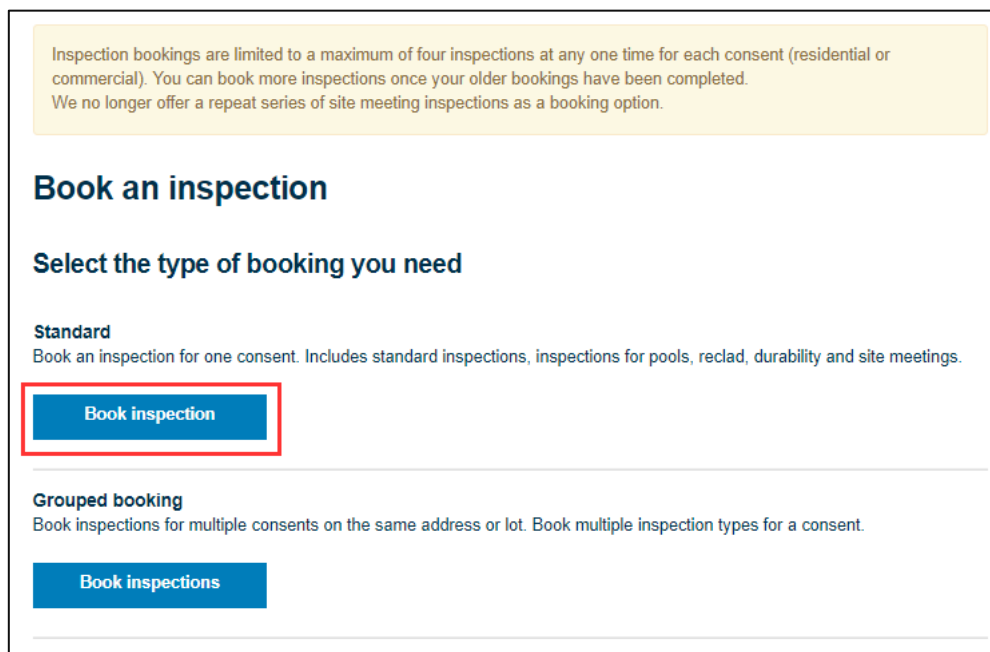
10.3 Booking an inspection

1. To book an inspection, select the 'Book an inspection' button from the inspections overview page.

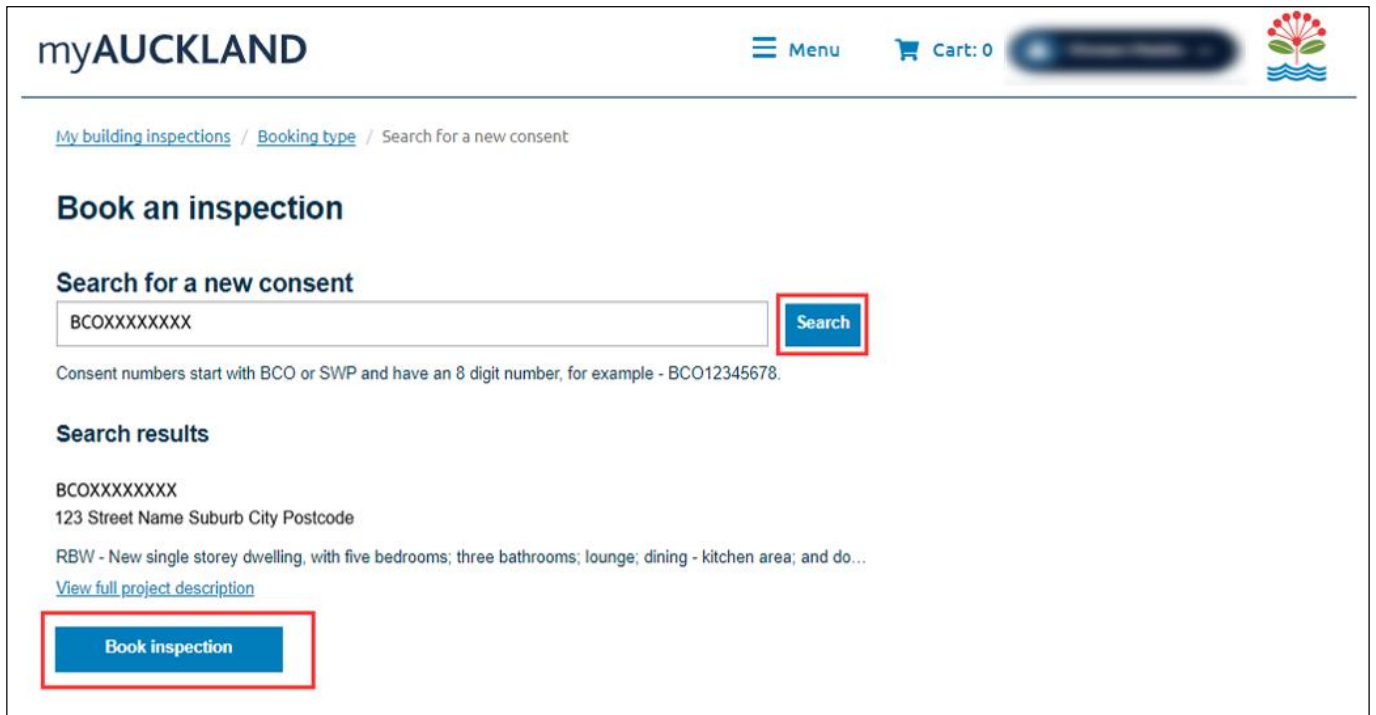
Please ensure to have the BCO# ready.




2. Select 'Book inspection' from the standard section.



3. Insert the relevant BCO#, select 'Search' then select 'Book inspection'



myAUCKLAND Menu Cart: 0 

[My building inspections](#) / [Booking type](#) / Search for a new consent

Book an inspection

Search for a new consent

Consent numbers start with BCO or SWP and have an 8 digit number, for example - BCO12345678.

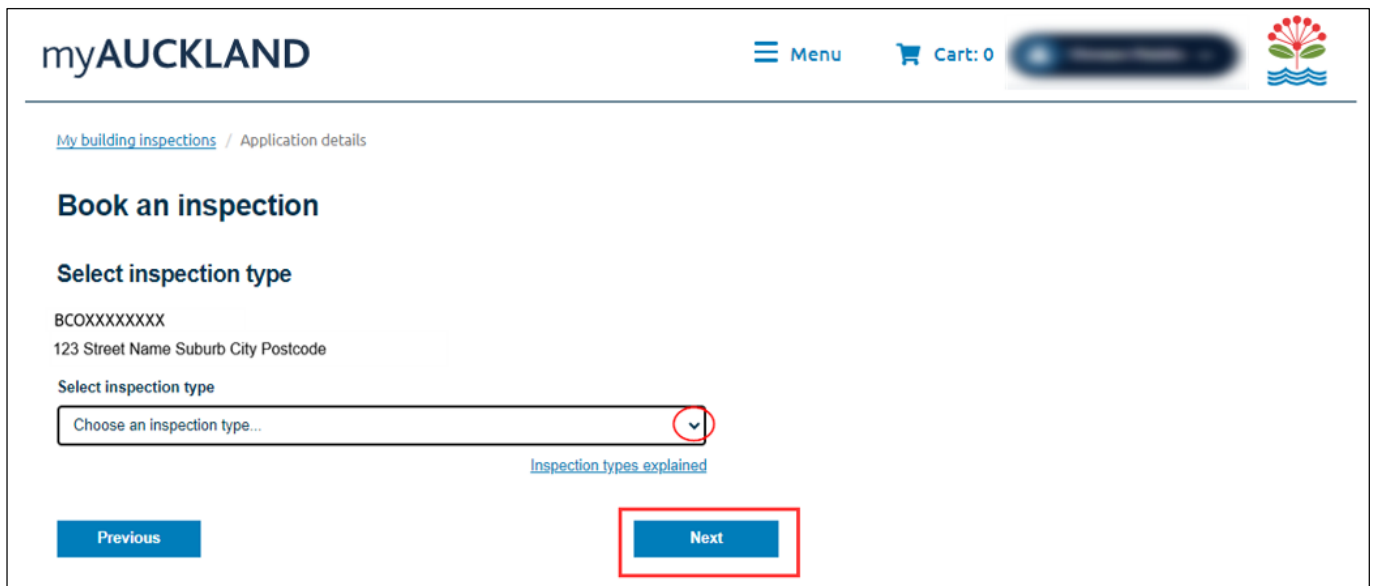
Search results


BCOXXXXXXXX
123 Street Name Suburb City Postcode

RBW - New single storey dwelling, with five bedrooms; three bathrooms; lounge; dining - kitchen area; and do...

[View full project description](#)

4. Select the type of inspection to be booked via the dropdown option, then select 'Next'.



myAUCKLAND Menu Cart: 0 

[My building inspections](#) / [Application details](#)

Book an inspection

Select inspection type

BCOXXXXXXXX
123 Street Name Suburb City Postcode

Select inspection type

[Inspection types explained](#)

Booking details

5. Choose an available date and time that suits your schedule for when the inspection is to occur.

[My building inspections](#) / Application details

Book an inspection

Booking details

BCOXXXXXXXXX
123 Street Name Suburb City Postcode

Select an available day for your inspection

If no suitable times are available for your building inspection, check again later in the afternoon or evening when cancelled timeslots become available.

| September 2023 | | | | | | |
|----------------|-----|-----|-----|-----|-----|-----|
| Sun | Mon | Tue | Wed | Thu | Fri | Sat |
| | | | | | 1 | 2 |
| 3 | 4 | 5 | 6 | 7 | 8 | 9 |
| 10 | 11 | 12 | 13 | 14 | 15 | 16 |
| 17 | 18 | 19 | 20 | 21 | 22 | 23 |
| 24 | 25 | 26 | 27 | 28 | 29 | 30 |

Select an available time slot for your inspection

Choose an option... ▼

- Choose an option...
- 08:00 AM to 12:00 PM
- 12:00 PM to 04:00 PM

6. Fill out the rest of the details as requested and select 'Next'

Will you be ready earlier if a slot becomes available?
Only select yes if you will be ready two days earlier than your current booking. We will contact you if we get a cancellation and can fit you in. Please be aware that you may be charged the inspection fee if you confirm an earlier booking and you are not ready.

Note: You must provide your contact phone number in order to qualify for an earlier inspection.

Yes
 No

Will you be the onsite contact for this inspection?

Yes
 No

Provide the name and LBP number of your Licenced Building Practitioner if known. Also list any other information the inspector may need.
For example, is there a dog onsite, or is the location hard to find.

Type here...

7. Confirm all the details are correct on the summary page. If anything needs to be changed, you can still edit the details by clicking on the edit links provided.

Once all details are correct, tick the checkbox and select 'Submit booking' to confirm the booking.

[My building inspections](#) / Application details

Book an inspection

Summary and confirmation

BCOXXXXXXXX
123 Street Name Suburb City Postcode

Inspection type
ICA - Cavity Wrap
[Edit inspection type](#)

Date
Friday 15-Sep-2023

Time
08:00 AM to 12:00 PM
[Edit day and time](#)

Notes for the inspector
[Edit notes](#)

Name
First name Last Name

Mobile number
0212345678

Email
name.name@email.com
[Edit site contact](#)

Terms and conditions


By confirming my inspection booking, I accept that:

- if I cancel my booking after midday the day before the inspection, I will be charged the inspection fee
- if my inspection fails, the inspection fee still stands and each inspection is charged separately
- if I am booking on behalf of a company/trust/other entity (the agent), I am authorised to act on the owner's behalf in making this booking
- An inspection can only go ahead if the owner/agent and Licenced Building Practitioner (where required) are onsite
- My approved building consent documentation, council stamped approved plans and inspection records are available onsite at all times

I agree to Auckland Council's [terms and conditions](#) and [privacy policy](#)

[Previous](#) [Submit booking](#)

8. Confirmation message of the booking will be displayed

myAUCKLAND Menu Cart: 0 

[My building inspections](#) / Application details

Book an inspection

BCOXXXXXXXX
123 Street Name Suburb City Postcode


Your booking has been made.

You will receive a summary of your booking via email within 24 hours.
Booking reference • B000806508


[My building inspections](#) [Search for another consent](#)

9. You will also receive an email confirmation of the booking.

Inspection Booking Confirmation Ref B000806508

 Auckland Council <donotreply@aucklandcouncil.govt.nz>
To [Redacted]

① If there are problems with how this message is displayed, click here to view it in a web browser.
Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.



Dear First Name Last Name,

Thank you for your recent inspection booking request:


| | |
|---------------------------|---|
| Inspection address | 123 Street Name Suburb City Postcode |
| Date and time | 15 September 2023 between 08:00 AM - 12:00 PM |
| Consent No | Inspection type |
| BCOXXXXXXXX | Cavity Wrap |

You can change your inspection booking up until midday the day before without incurring a cancellation fee. To make changes, please visit your [dashboard](#).

We will send a reminder message the day before your inspection with the approximate time your Inspector will arrive. We will also send an update on the day to let you when the inspector is on their way.

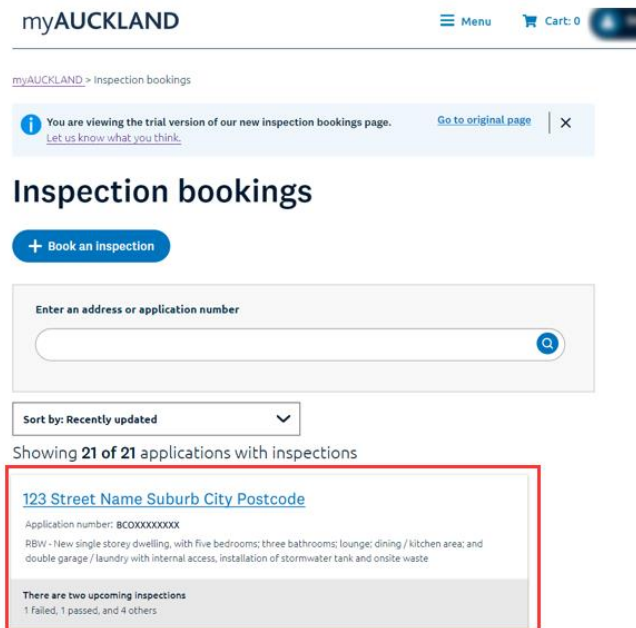
For general consenting information, please visit our [website](#).

Thank you for using Auckland Council's online services.



Please note: You can only book up to four inspections per application. You may continue to book more once any of the initial four has been completed or cancelled.

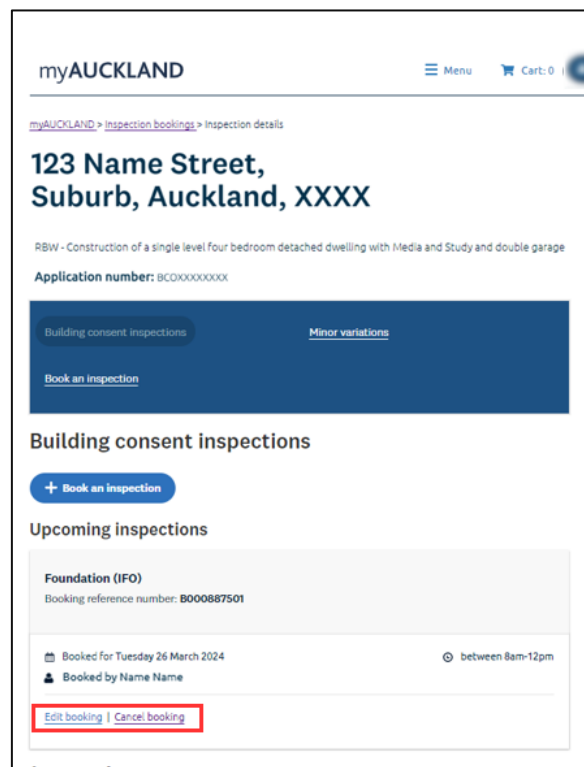
10. To view upcoming or completed inspections, click on the relevant inspection card from the inspection overview page.



11. All upcoming inspections will be displayed at the top of the page so that they can be tracked easily for your information.

You can also edit or cancel any of the upcoming inspections.

Please note: If you edit/cancel your inspection later than midday on the day before it is scheduled, you will still be charged the full inspection fee.





12. You can find all completed inspections further down the page, along with accompanying statuses that signify the inspection's status.

You can filter according to type of inspection and/or by status.



Inspections

This is a list of of inspections you have had.



Filter By: All Inspections  Filter By: All Statuses 


Showing **4 of 4** inspections

Concrete block (ICB)
Booking reference number: B000789506

 Booked for Thursday 10 August 2023 Cancelled - charge
 Booked by Name Name

Foundation (IFO)
Booking reference number: B000778506

 Inspected on Tuesday 25 July 2023 Failed
 Booked by Name Name

 [Foundation \(IFO\) outcome \(PDF\)](#)

Please see table 4 in Appendix A for all statuses that may be applicable to your inspection.

10.4 Inspections details page

myAUCKLAND

Menu Cart: 0

myAUCKLAND > Inspection bookings > Inspection details

123 Name Street, Suburb, Auckland, XXXX

RBW - Construction of a single level four bedroom detached dwelling with Media and Study and double garage

Application number: BCOXXXXXXX

Sub-navigation panel

Building consent inspections

Minor variations

Book an inspection

Click to view 'Minor variations' if available

Building consent inspections

+ Book an inspection

Upcoming inspections

All upcoming inspections booked will be displayed in this section

Foundation (IFO)
Booking reference number: B000887501

Booked for Tuesday 26 March 2024 between 8am-12pm

Booked by Name Name

Edit booking | Cancel booking

Time chosen during the inspection booking. This will only be displayed for future inspections.

Inspections

This is a list of inspections you have had.

Filter By: All Inspections Filter By: All Statuses

Showing 3 of 3 inspections

Concrete block (ICB)
Booking reference number: B000849500

Booked for Saturday 25 November 2023 Failed

Booked by Name Name

Date and name of the person who booked the inspection will be displayed on individual inspection cards

Inspection cards

Filter by either type of inspections or by status of completed inspections

Status of an inspection once completed

10.5 Minor Variations

A minor variation is work that does not materially affect compliance with the Building Code

Examples of minor variations include but are not limited to:

- minor wall bracing changes
- minor construction changes e.g. changing the framing method around a window
- changing a room layout
- changing one brand of insulation for another
- changing one brand of wall lining for another
- changing membranes to wet areas (internal only)

How to apply for a minor variation

Fill in the application form.

Ensure you have all necessary paperwork for the proposed change.

Book a site meeting so the building inspector has enough time to assess the minor variation on-site.

Have two copies of your application for the on-site building inspector; one in digital form and the other in hard copy.

Give the completed application, including all accompanying documents, to the on-site building inspector. These documents must be legible.

For more information, please visit <https://www.aucklandcouncil.govt.nz/building-and-consents/building-consents/making-change-building-consent/Pages/apply-minor-variation-building-consent.aspx>

10.6 Minor Variation details page

You can now view your minor variation applications from your inspection details page once a decision has been made.

This is only available if you have applied for a minor variation application.

myAUCKLAND Menu Cart: 0 Shr

myAUCKLAND > Inspection bookings > Inspection details

123 Name Street, Suburb, Auckland, XXXX

RBW - Construction of a single level four bedroom detached dwelling with Media and Study and double garage

Application number: BCOXXXXXXXX

You are here

[Building consent inspections](#) **Minor variations**

[Book an inspection](#)

Minor variations

List of minor variations for this consent

Title of third MV
Not approved due to change in work - requires an amendment

Not Approved ← **Status applicable to this minor variation application** ← **Comments from inspector who assessed the application**

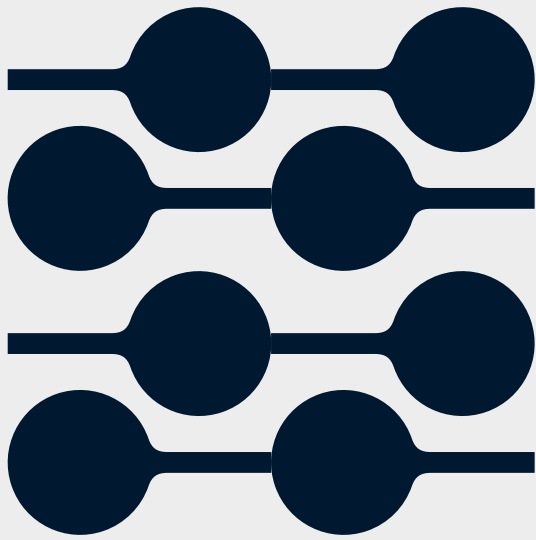
Title of second MV
Nothing is required of this minor variation application - not required

Approved - No Further Action

Title of first MV
Paper work will be required to be submitted at CCC stage

Paperwork required for approval

Please refer to table 5 in Appendix A for more details on the different minor variation statuses.



**Code
Compliance
Certificate**

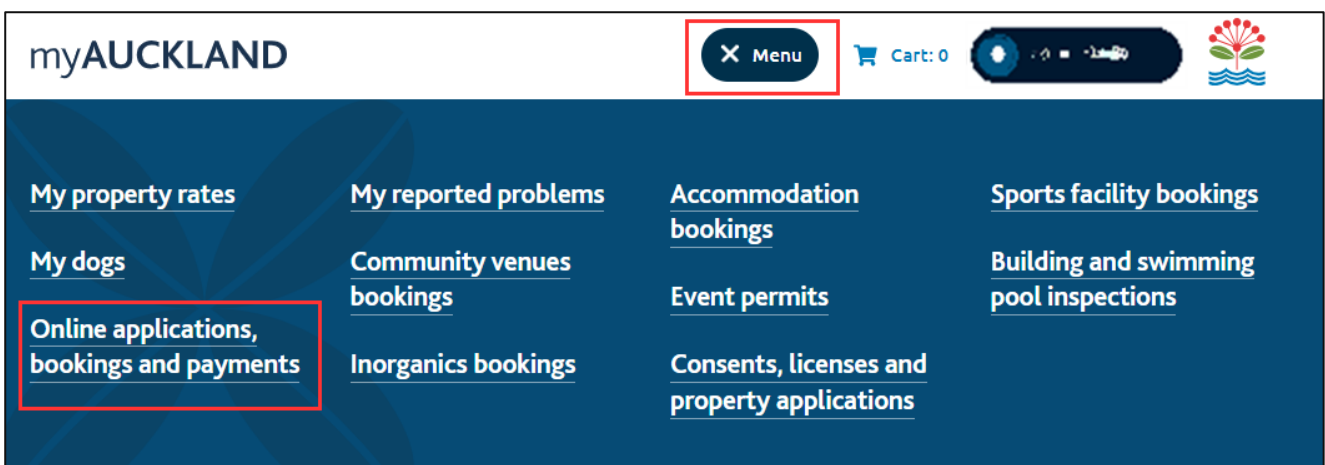


11 Creating and submitting a CCC application online

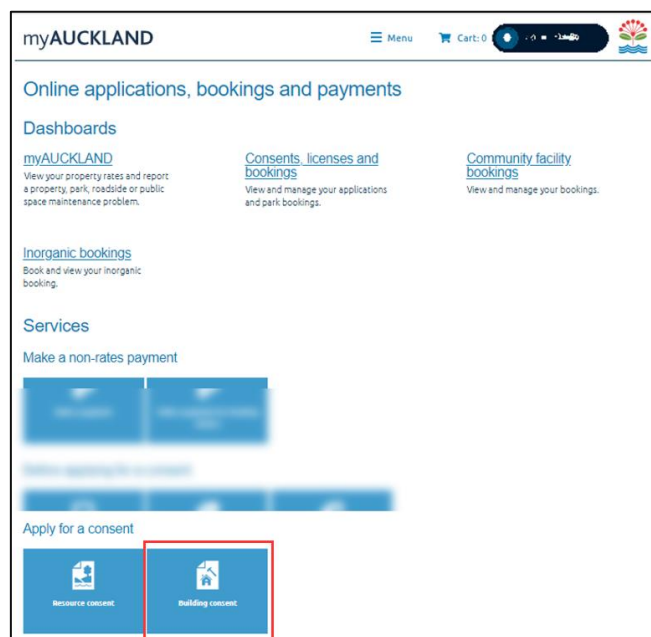
Before you begin: All supporting documents must be prepared and ready to be loaded into the portal. Please refer to the [Guidelines for online building consent applications](#) to ensure documentation is up to standard.



1. Click on the option and select Online applications, bookings and payments page

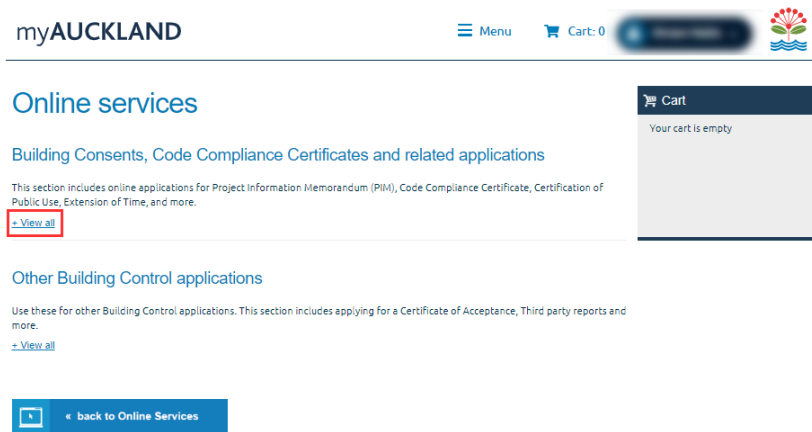


2. Then select the Building consent tile under Apply for a consent section

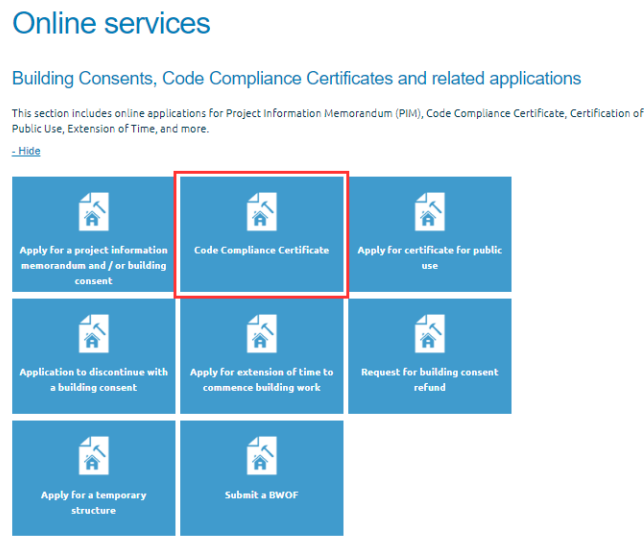


PLEASE NOTE: You may be redirected to the login page to login if you haven't already.

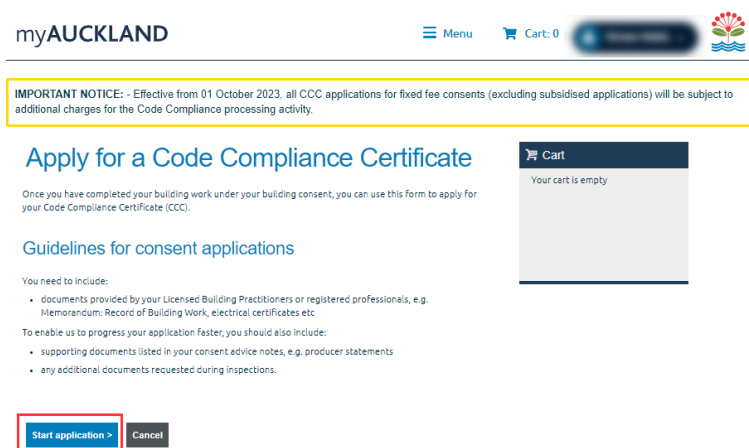
3. Click the '+ View all' to expand the view on types of applications



4. Select the 'Code Compliance Certificate' tile.

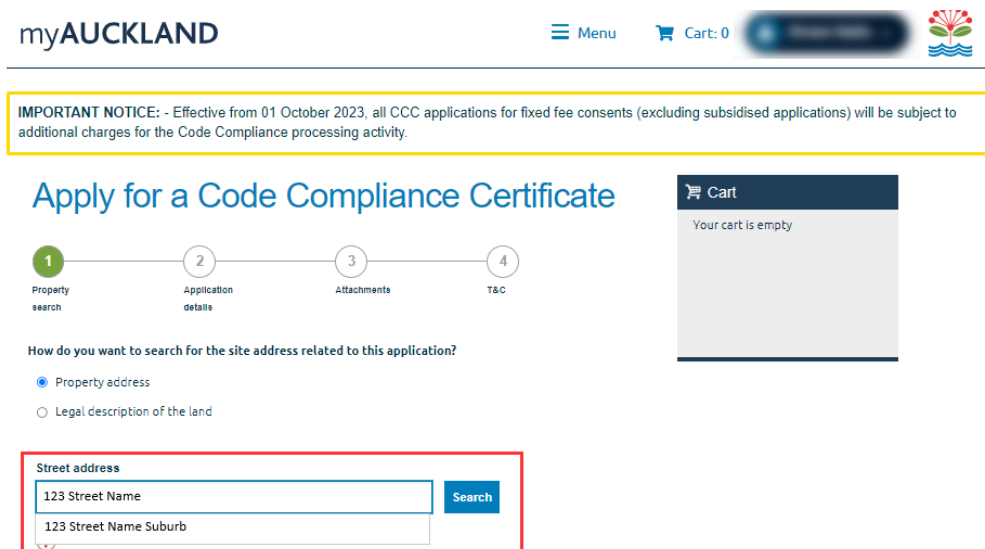


5. Read the guidelines then select the 'Start application' to begin the process.

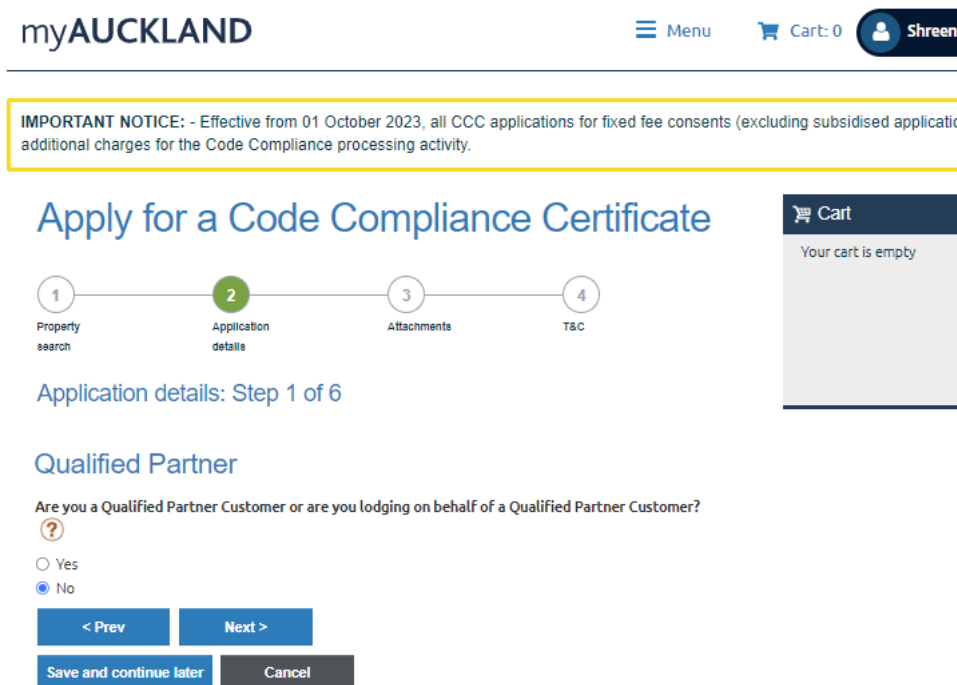


Selecting the property address

6. Start typing the address and select when it becomes available.



7. Complete the mandatory fields in the **Application Details** screen and click **Next**. You will be unable to proceed to the next step if any mandatory fields are incomplete. Depending on which answers are selected throughout the form, further questions may populate to be answered.



You can click on **Save and continue later** at any point to save your progress. Incomplete applications can be re-visited later via the **myAUCKLAND overview page**.

- 8. Make sure to have the correct application number that matches the property address entered in the previous step to proceed with the application.

Once the application number has been entered, the description of work will automatically populate.

myAUCKLAND Menu Cart: 0

IMPORTANT NOTICE: - Effective from 01 October 2023, all CCC applications for fixed fee consents (excluding subsidised applications) will be subject to additional charges for the Code Compliance processing activity.

Apply for a Code Compliance Certificate

1 Property search 2 Application details 3 Attachments 4 T&C

Application details: Step 2 of 6

Application details

Building consent number ?
BCOXXXXXXXX

Description of work
RBW - Construction of a single level four bedroom detached dwelling with Media and Study and double garage

Date granted
XX-XX-XXXX

Has the full scope of the consented building work been completed?
 Yes
 No

What date was the work completed?
XX-XX-XXXX

Have you had a passed final inspection for the building work?
 Yes
 No

< Prev Next >
Save and continue later Cancel

Please note: To apply for a Code Compliance Certificate (CCC) you need to have completed all the consented work. In some cases, you can request to separate your consent so you can apply for a CCC if the work is not all completed; for example, if your consent is for two or more buildings on the same site, you can request to separate your consent so you can apply for CCC for only some of the buildings originally consented. To request to separate a building consent, email bcseparations@aucklandcouncil.govt.nz.

Entering party details

9. In the **Who is applying?** screen, enter the details of the agent (if applicable) or the owner.

You must choose whether this party involved is an individual, registered company or organisation and complete all mandatory contact details fields.

a. Individual

If applying as an individual, you must enter your name as it would appear on a legal document and be only one individual's name per entry field.

Apply for a project information memorandum and / or building consent

1 Property search — 2 Application details — 3 Attachments — 4 T&C

Application details: Step 3 of 10

Who is applying?

In relation to this application, are you:

The owner

The agent / applicant

Your details

Are you applying as an individual, registered company or other organisation?

Individual

Registered company

Organisation

Are you applying as a trustee of an unregistered trust?

Yes

No

[Populate details from favorites](#)

Legal first and middle name

Legal last name

Email address

b. Company

If applying as a company, you will need to search your registered company name and provide the details for a contact person.

Apply for a project information memorandum and / or building consent

1 Property search 2 Application details 3 Attachments 4 T&C

Application details: Step 3 of 10

Who is applying?

In relation to this application, are you:

The owner

The agent / applicant

Your details

Are you applying as an individual, registered company or other organisation?

Individual

Registered company

Organisation

Company details

Search for company

Company name

Registration number

Trading name (optional)
Provide trading name if different from company name.

c. Organisation

If applying via an organisation related to Auckland Council, CCO or Kainga Ora, select 'Yes' against the 'Is the organisation Auckland Council, CCO or Kainga Ora? Question and then select the relevant organisation via the dropdown list.

Apply for a project information memorandum and / or building consent

1 Property search | **2 Application details** | 3 Attachments | 4 T&C

Application details: Step 3 of 10

Who is applying?

In relation to this application, are you:

- The owner
- The agent / applicant

Your details

Are you applying as an individual, registered company or other organisation?

- Individual
- Registered company
- Organisation

Is the organisation Auckland Council, a CCO or Kainga Ora?

- Yes
- No

Organisation name

- 2850099106 - Auckland Council
- 2800807907 - Tātaki Auckland Unlimited Limited
- 2850159773 - Auckland Transport
- 2800104136 - Independent Māori Statutory Board
- 2851448524 - Eke Panuku Development Auckland Limited
- 2850022927 - Watercare Services Limited
- 2800542745 - Kainga Ora - Urban Development Delivery
- 2800542743 - Kainga Ora - Construction and Innovation

Otherwise, please type in the organisation name

Apply for a project information memorandum and / or building consent

1 Property search | **2 Application details** | 3 Attachments | 4 T&C

Application details: Step 3 of 10

Who is applying?

In relation to this application, are you:

- The owner
- The agent / applicant

Your details

Are you applying as an individual, registered company or other organisation?

- Individual
- Registered company
- Organisation

Is the organisation Auckland Council, a CCO or Kainga Ora?

- Yes
- No

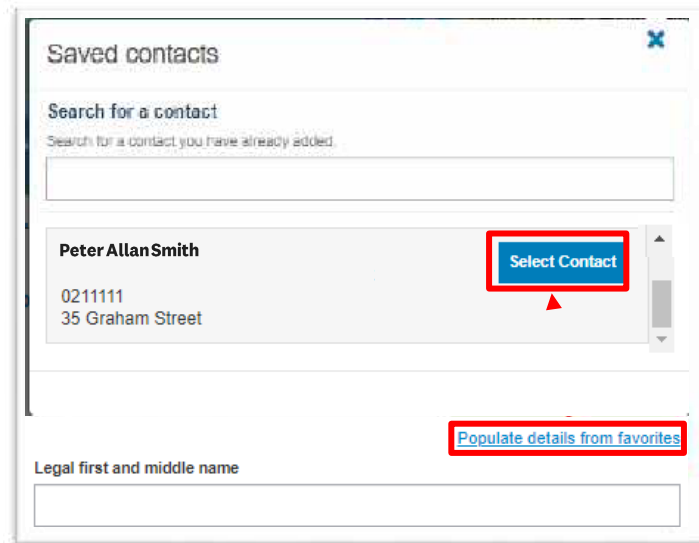
Organisation name

10. If this is the first time you are applying for an application, you can save the contact details for future use.

Do you want us to remember these details for future use?

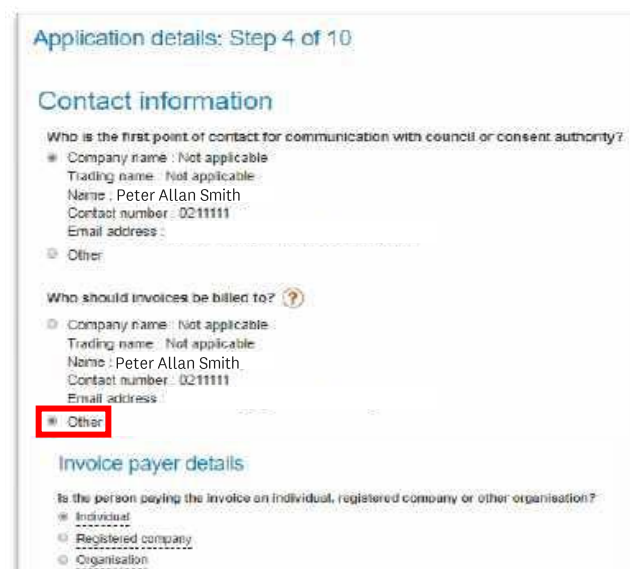
- Yes
- No

Once details are saved, the same contact information can be used for any future application. Click on the **Populate details from favourites** and select the contact details to be used for that application.



11. On the **Contact Information** page, you will need to select the first point of contact for the application as well as who will be invoiced.

This information is pre-populated from the previous step. If you would like to select another option from the pre-populated information, select **Other** and complete the mandatory fields



12. If the customer nominated to be billed is an Organisation, the **WBS code/Purchase order number** field is mandatory. This information will appear on any invoices generated against this application.

The screenshot shows a web form with the following sections:

- Who should invoices be billed to?** (with a help icon)
 - Company name: Not applicable
 - Trading name: Not applicable
 - Name: Peter Allan Smith
 - Contact number: 0211111
 - Email address:
 - Other
- Invoice payer details**
 - Is the person paying the invoice an individual, registered company or other organisation?
 - Individual
 - Registered company
 - Organisation
 - Is the organisation Auckland Council, a CCO or Kainga Ora?
 - Yes
 - No
 - Organisation name: 265099106 - Auckland Council
 - Department name: Building Consents
 - Do you have a WBS code or purchase order number?** (highlighted in a red box)
 - Purchase order number
 - Purchase order number: PD209918290
- Contact person details**

If it is not an organisation related information, there is an optional **Customer reference** field for information to appear on the invoice, if required.

PLEASE NOTE: any refunds are paid to the receipted name unless written authorization has been received from the receipted person or company stating otherwise.

The screenshot shows a form section with the following elements:

- Please note:** any refunds are paid to the receipted name unless written authorisation has been received from the receipted person or company stating otherwise. (highlighted in a red box)
- Customer reference (optional)**
 - [Empty text input field]
 - This reference will be displayed on your invoice.
- What is your preferred method of billing?**
 - By email
 - By post

Entering project details

13. Steps 5 – 6 of this form are questions about the project details, and it includes:

- Key contacts or licensed building practitioners (LBP) details
- New, altered, or existing compliance schedule

Attachments – uploading required documents

14. Click on 'Browse' and select the document to be uploaded:

Apply for a Code Compliance Certificate

1 Property search 2 Application details 3 Attachments 4 T&C

Attachments

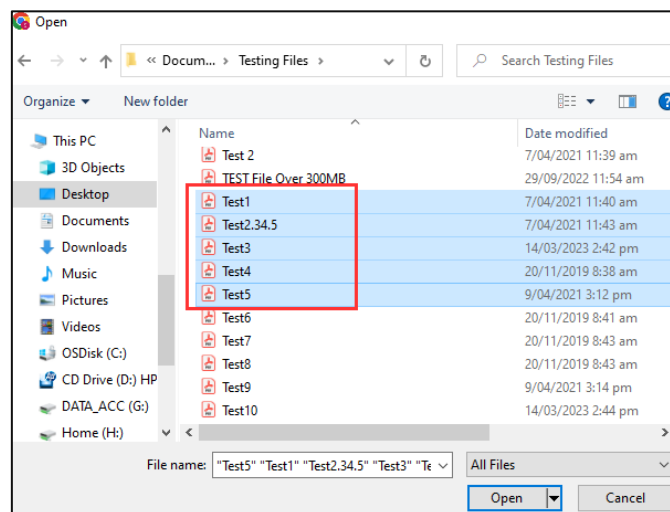
All files must be in PDF format, and not locked or password protected. Individual files need to be less than 300MB. File names cannot be longer than 50 characters and should follow our [file naming conventions](#).

Documents to be provided

Memorandum for LBP (optional)

Certificate from personnel who carried out the building work (optional) ?

When the file explorer window opens, you can highlight one or multiple files at the same time to upload:



A successful message will be displayed to confirm a successful upload:

15. Once all relevant documents have been uploaded, click on 'Next' to proceed:

Making Payment

16. Ensure to read and understand the 'Terms and Conditions'. Select the two mandatory checkboxes and fill out the 'Full name' entry field, then 'Add to cart'.

Apply for a Code Compliance Certificate

1 Property search — 2 Application details — 3 Attachments — 4 T&C

Terms and conditions

I request that you issue a Code Compliance Certificate for this work under s.95 of the Building Act 2004.

Full name:
First Name and Last Name

Once I submit my application, I accept that:

- if I am submitting this application on behalf of a company/trust/other entity (the agent), I declare that I am duly authorised to act on behalf of the owner to make this application
- no payment is required when submitting these documents. A base fee towards processing of Code Compliance Certificate costs was invoiced with my consent fees.
- once processing of my Code Compliance Certificate is complete, an invoice may be issued to cover additional charges for processing, administration and / or inspections, if they exceed the base/deposit fee paid with my building consent fees.
- I may receive a refund if the actual costs are lower than the inspection deposit I paid with my consent fees.

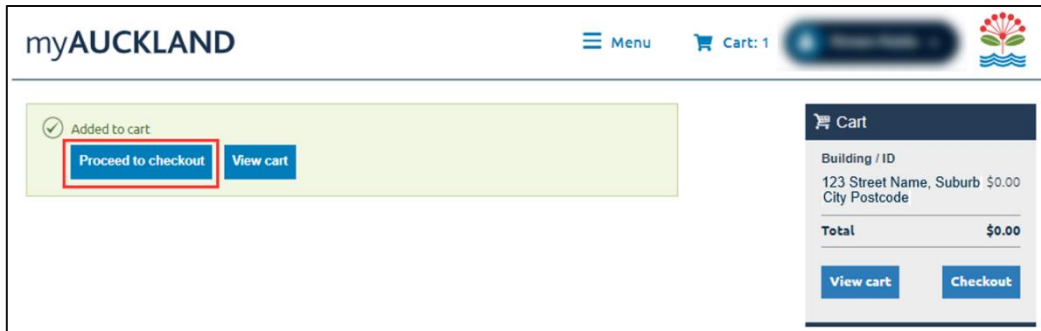
I agree to Auckland Council's [terms and conditions](#) and [privacy policy](#).

Deposit: \$0.00

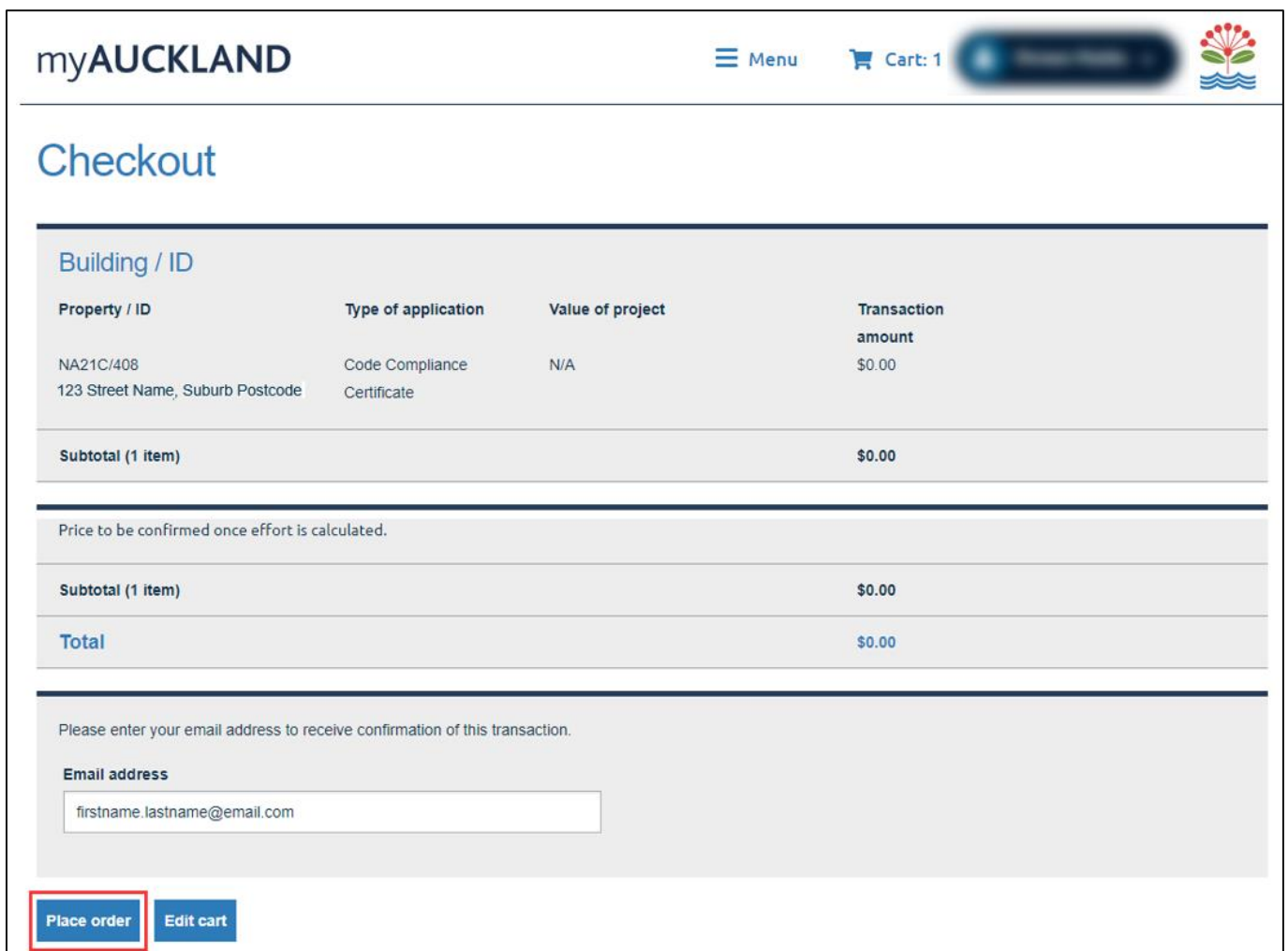
< Prev **Add to cart** Save and continue later Export to PDF Cancel

Please note, the deposit displayed will be zero as this had been paid during the uplift of the building consent application.

17. Click on 'Proceed to checkout'.



18. Select 'Place order' to submit the application.



19. A successful message will be displayed once the order has been submitted.

The screenshot shows the myAUCKLAND website interface. At the top left is the myAUCKLAND logo. To the right are navigation links for 'Menu' and 'Cart: 0', along with a blurred 'Log out' button and the Auckland Council logo. The main heading reads 'Request sent successfully'. Below this, a message states: 'Your request was successfully submitted. If you have entered an email, you will receive a confirmation of this transaction shortly. Please keep the email as a reference.' The order number is 4602978013. A table titled 'Building / ID' contains the following data:

| Property / ID | Type of application | Value of project | Transaction amount |
|---|--------------------------------|------------------|--------------------|
| NA21C/408 123 Street Name, Suburb, City Postcode | Code Compliance Certificate | N/A | \$0.00 |
| Subtotal (1 item) | | | 0.00 |
| Total (1 item) | | | \$0.00 |

At the bottom left, there is a blue button labeled 'Pay for something else'.

An email confirmation will be received to confirm the transaction:

The screenshot shows an email confirmation titled 'Transaction summary'. The recipient is Shreen Naidu. The message states: 'We have successfully received your application and processed your payment.' The order details are as follows:

Order number: 4602978013
 Payment method: Zero payment
 Amount: \$0.00

Your details:

First name: First Name
 Last name: Last name
 Email address: Name.name@email.com

Building / ID table:

| Property address/ID | Property owner | Deposit | |
|--|----------------|---------------|------------------------------|
| NA21C/408 123 Street Name Postcode | Name of owner | \$0.00 | View details |
| Subtotal (1 item) | | \$0.00 | |
| Total : | | \$0.00 | |

12 Managing your applications

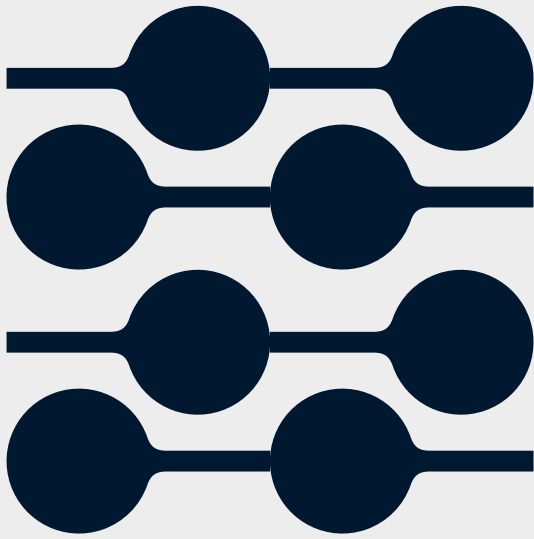
For more information on how to manage your applications, please click [here](#).

13 Providing additional documents in support of your application

For more information on how to upload additional documents, please click [here](#).

14 Responding to a Request for Information (RFI)

For more information on how to upload documents related to a RFI, please click [here](#).









Appendixes



15 Appendix A

Table 1 – all statuses that may be applicable to your application(s)

| Type of application | Status | Details about related status | Statutory clock |
|---|-----------------------------|--|---|
| Building consent application/Code compliance certificate/Certificate for Public Use | draft in progress | The application is still in draft and has not been submitted. | Not available |
| Building consent application/Code compliance certificate/Certificate for Public Use | Cancelled | The application has been cancelled. |  Statutory clock ended We processed your application in X working days |
| Building consent application/Code compliance certificate/Certificate for Public Use | Submitted | The application has been submitted and is with our Regulatory Support team to complete administration duties. | Not available |
| Building consent application/Code compliance certificate/Certificate for Public Use | Rejected at lodgement | The application has been rejected during the vetting stage. |  Statutory clock ended We processed your application in X working days |
| Building consent application/Code compliance certificate/Certificate for Public Use | Lodgement | The application is being assessed by our Technical Coordinators for lodgement. |  Statutory clock active Your application is on X of the 20 working days |
| Building consent application/Code compliance certificate/Certificate for Public Use | Processing | The application is being assessed by our processing surveyors. View the application tracker via the application details page for more information. |  Statutory clock active Your application is on X of the 20 working days |
| Building consent application/Code compliance certificate/Certificate for Public Use | Request for information | We need more information to progress this application. An email notification has been sent to you. |  Statutory clock on hold After you provide a complete response, your application will be on X of 20 working days |
| Building consent application/Code compliance certificate/Certificate for Public Use | Technical decision approved | We have completed processing your application and a decision has been made to technically approve your building consent. |  Statutory clock ended We processed your application in X working days |






| | | | |
|--|----------------------------------|---|---|
| Building consent application/Code compliance certificate/Certificate for Public Use | Technical decision refused | We have completed processing your application and a decision has been made to technically refuse your building consent. |  Statutory clock ended We processed your application in X working days |
| Building consent application/Code compliance certificate/Certificate for Public Use | Final reconciliation in progress | The application is with our Regulatory Support team to complete invoice reconciliation and other admin related duties. |  Statutory clock ended We processed your application in X working days |
| Building consent application/Code compliance certificate/Certificate for Public Use | Payment required | The application is approved, but we are awaiting payment. Once final payment is made, the building consent documents will be issued and made available online for download. |  Statutory clock ended We processed your application in X working days |
| Building consent application/Code compliance certificate/Certificate for Public Use | Refused | The application has been refused and documents released. |  Statutory clock ended We processed your application in X working days |
| Building consent application/Code compliance certificate/Certificate for Public Use | Issued | The application has been granted and approved documents released. |  Statutory clock ended We processed your application in X working days |

Table 2 – all payment statuses that may be applicable to your application.

| Payment Status | Meaning |
|--------------------------|---|
| Paid | This invoice has been paid in full |
| Partial Payment | This invoice has been paid in part further payment is due. |
| Refund Due | There is a credit in our system due to be refunded to the billing party. Please apply for a refund via the website. |
| Cleared – Nothing to Pay | This invoice has been cleared by a credit note |
| Payment Due | There is an outstanding balance on this invoice. |




Table 3 – Regulatory Support contact information

| Location | Contact information |
|--|--|
| Building consent application queries | |
| Central | regsupportbccentral@aucklandcouncil.govt.nz |
| South | regsupportbcsouth@aucklandcouncil.govt.nz |
| North/West | regsupportbcnorthwest@aucklandcouncil.govt.nz |
| Code Compliance Certificate/Certificate for Public Use queries | |
| Central | regsupportcccentral@aucklandcouncil.govt.nz |
| South | regsupportcccsouth@aucklandcouncil.govt.nz |
| North/West | regsupportcccnorthwest@aucklandcouncil.govt.nz |
| Inspection queries | |
| Inspection call centre | (09) 353 9120 |

Table 4 – all statuses that may be applicable to your inspection(s)

| Type of inspection status | Meaning of inspection status |
|------------------------------|--|
| Booked | This is a booked inspection but has not been allocated a result of the inspection outcome. |
| Cancelled - no charge | This inspection has been cancelled successfully with no charge. |
| Cancelled - charge | This inspection has been cancelled successfully with a charge. |
| Completed | This is to indicate a site meeting has been completed. |
| Failed | This is to indicate the inspection carried out has failed and will need to be rebooked. |
| Partial pass | This is to indicate an inspection is clearly separated into two or more areas to be inspected for the same inspection type. The last inspection in this series must be a “full” inspection to close off (pass) the entire inspection type. There are exceptions – please ask your inspector for more information. |
| Passed | This is to indicate the inspection carried out has passed. |
| Waived | This is to indicate the inspection carried out has been waived. |

Table 5 – all statuses that may be applicable to your minor variation applications

| Type of status | Meaning of minor variation status |
|--|---|
|  Not Approved | <p>This means that the inspector has made their assessment and decision to decline the minor variation application – please refer to the inspector comments via the minor variation details page for more information.</p> |
|  Approved - No Further Action | <p>This means that the inspector has made their assessment and decision to approve the minor variation application, and nothing further is required – please refer to the inspector comments via the minor variation details page for more information.</p> |
|  Paperwork required for approval | <p>This means that the inspector is unable to complete the assessment of the minor variation application and further paperwork is required before a decision to either approve or decline can be finalised –please refer to the inspector comments via the minor variation details page for more information.</p> |

16 Appendix B

1. On account payment for approved credit customers only

This option will only be available to approved credit customers who have signed up and received approval.

For more information, please visit <https://www.aucklandcouncil.govt.nz/buying-property/Pages/set-up-customer-account.aspx>

You will need the Account number which refers to the BP number that was emailed to you. This would have been provided to the individual who had originally signed up to become an approved credit customer.

On account (approved customer only)

Please note: any refunds are paid to the receipted name unless written authorisation has been received from the receipted person or company stating otherwise.

| | |
|-------------------|-------------------|
| Subtotal (1 item) | \$1,944.00 |
| Total | \$1,944.00 |

Account details

Account number

Purchase order number (optional)

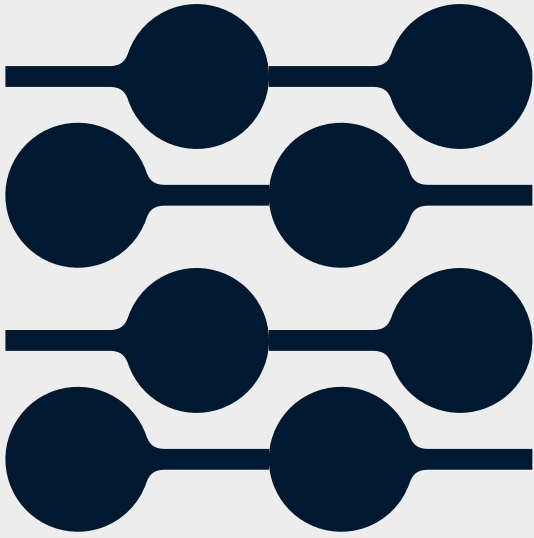
Please enter your email address to receive confirmation of this transaction.

Email address

[Charge to my account](#) [Edit cart](#)

Please ensure that the invoice details within the application journey have also been filled out with the appropriate approved credit information. If not, the on-account payment option status will be removed, and the deposit be paid within 48 hours from when the application is submitted.

If you are an agent acting on behalf of the approved credit account holder, you will not have this access. You must '[Give access](#)' to the account holder for them to complete payment.



Frequently asked questions (FAQs)



17 Frequently Asked Questions

Q: I am having issues browsing/navigating issues on one of our online consenting forms.

Examples of issues: unable to add application to cart or unable to proceed to the next step/page.

Possible solution(s):

1. Update your operating system (OS)

Update your OS. You should make sure that your computer is running the latest version of its operation system (e.g., Windows) and that the latest security updates have been installed. If you use Windows, [click here](#). If you use Apple OS X [click here](#).

2. Outdated browser

Please check your [browser is up to date](#).

Verify that your web browser is up to date. While we strive for compatibility with all browsers, we recommend using the most recent version of Google Chrome for the best experience.

3. Clear your browsing data

You could [clear your browsing data](#) to refresh your browser and remove any outdated data.

Try clearing your browsing data to refresh your browser and remove outdated information. Clearing the cache can boost page loading times and enhance your computer's performance. Outdated cached data can sometimes prevent the display of up-to-date content.

4. Restarting from Step 1

If you encounter an error, consider returning to the initial step of your application and working through it again until you reach the page where the issue occurred.

Q: I am having issues with entering a Licensed Building Practitioner (LBP) on a building consent (BC) or Code Compliance Certificate (CCC) application that involves Restricted Building Work (RBW).

Possible solution(s):

1. Entering LBP details

Our online consenting portal has an LBP search function that is integrated with the [LBP public register](#) on our BC and CCC online application forms. This allows you to search for a registered LBP by first name, last name, or LBP number. Once you have found and selected your LBP, the LBP's details (contact information) will be filled out automatically on the application for your convenience.

The following LBP search button will be displayed if you have selected to provide details of a registered LBP designer:

Search LBP by using the name or LBP number

2. Unable to find LBP

Please try searching the LBP from the LBP public register [here](#) on their website. There is a wider variety of search criteria that may help you with finding the LBP.

<https://lbp.ewr.govt.nz/publicregister/search.aspx>

When you have found the correct LBP from the external link (LBP public register), please return to our online consenting portal to continue your application by entering the relevant LBP details.

Please note the following:

Our online consenting applications are not integrated with the following four registers listed below.

- [NZ Architects Register](#)
- [Plumbing/Gasfitters/Drainlayers register](#)
- [Electrician Register](#)
- [Engineering NZ Register](#)

You are welcome to use those external links above to find the necessary LBP details from their respective registers to help you enter the correct LBP information on your application.

The table below can help you identify which LBP profession is linked to which register.

| Type of Professional | Relevant Registers |
|---------------------------------|--|
| Engineer | Engineering NZ Register |
| Head contractor or site manager | LBP public register |
| Builder or carpentry work | LBP public register |
| Drain layer | Plumbing/Gasfitters/Drainlayers register |
| Plumber | Plumbing/Gasfitters/Drainlayers register |
| Electrician | Plumbing/Gasfitters/Drainlayers register |
| Gas fitter | Plumbing/Gasfitters/Drainlayers register |
| Foundation work | LBP public register |
| Bricklaying | LBP public register |
| Blocklaying | LBP public register |
| External plastering | LBP public register |
| Roofing work | LBP public register |
| Designer | LBP public register |
| Architect | NZ Architects Register |

Q: My building application number is not working when submitting a staged, amendment or CCC application.

Possible solution(s):

1. Use the correct formatting when entering the BCO#:
 - Our Building Consent number format is: BCO12345678 (B C O (three letters) and seven numbers)
 - No spaces between the Building Consent number

2. Status of your Building Consent
 - An amendment or CCC application is not possible if the original building consent application has been refused or lapsed.
 - An amendment application is not possible if the original building consent application is still in progress.

Q: I am unable to find my property address.

Possible solution(s):

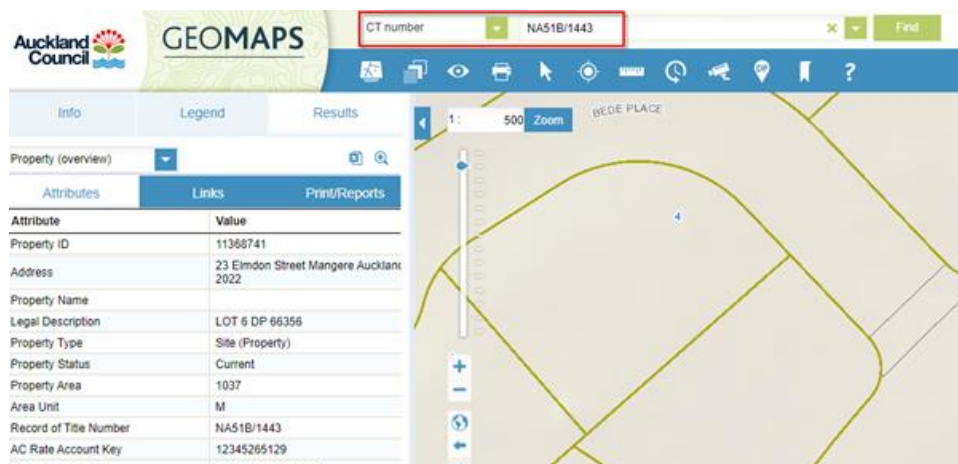
1. If the property address does not officially have a legal title or has not been subdivided yet, please try the below options.
 - If an address has not been legally finalised yet (e.g., not subdivided), please enter the current base address (parent property).
 - Please try verifying the property address via the “[address or postcode finder](#)” on the NZ Post website.

2. Alternatively, please try Auckland Council’s [GeoMaps](#) (Mapping service) to help ascertain the property address.

Example: On the screenshot below, the property type is listed as an occupancy, with no legal description or Record of Title number. This indicates that it is a subpart of the actual property—the example we generally use is individual shopfronts within a shopping mall.

| Property ID | Address | Property Name | Legal Description | Property Type |
|-------------|--|---------------|-------------------|----------------------|
| 11368741 | 23 Elmdon Street Mangere Auckland 2022 | | LOT 6 DP 66356 | Site (Property) |
| 30048737 | 23A Elmdon Street Mangere 2022 | | | Occupancy (Property) |
| 30048760 | 23B Elmdon Street Mangere 2022 | | | Occupancy (Property) |

If you have the legal description or the record of title number, you can also search GIS for this which might help identify the right property to use:



The things to check in GIS to confirm if it's a valid property ID are:

- Property type is Site (Property)
- It has a Record of Title Number/Legal Description in GIS
- It has a listed owner in GIS too (this often still shows as Housing NZ or some variation of this)

If you are still unable to determine the address, then a manual address can be entered by entering an address 3 times to trigger manual input.

Q: The three preset folders are missing from the myAuckland files attachment page.

Possible solution(s):

1. Contact the regulatory support team (based on area location of the property address for your application) for assistance:

regsupportbccentral@aucklandcouncil.govt.nz
regsupportbcsouth@aucklandcouncil.govt.nz
regsupportbcnorthwest@aucklandcouncil.govt.nz

Q: My payment has been accepted but the application's status is showing as 'incomplete' or 'in cart'

Possible solution(s):

1. If you have sent a link to another customer to make payment rather than using the give access function through our website, our system will be unable to recognise that payment has been made. Please contact the person who you shared the application with to provide a copy of proof of payment and send to relevant Regulatory Support email (below) to be able to track the payment made.
2. Payment may have been made outside of the Hybris Portal (e.g., using their online banking mobile app or website to pay directly into an Auckland Council bank account that they have previously used before). The application then remains in the customer's cart because the payment was not established through the Hybris shopping cart.
3. If payment has been taken from your account but the application is not showing as submitted, please contact our regulatory support team on the email addresses below (based on the area location of the property address for your application) and have proof of payment available to send through so we can trace the payment.

regsupportbccentral@aucklandcouncil.govt.nz
regsupportbcsouth@aucklandcouncil.govt.nz
regsupportbcnorthwest@aucklandcouncil.govt.nz

Q: I would like to request to transfer the application's access to a different user account.

Possible solution(s):

1. Please provide written permission from the original user to transfer the application to the new user.
2. Then contact the one of the following Regulatory Support team (based on area location of the property address for your application) for assistance with your request:

regsupportbccentral@aucklandcouncil.govt.nz
regsupportbcsouth@aucklandcouncil.govt.nz
regsupportbcnorthwest@aucklandcouncil.govt.nz

Q: I am unable to download my approved documents.

Possible solution(s):

If the download link is not available, please contact the regulatory support team, based on area location of the property address for your application.

Example, if for 135 Albert Street Auckland City, then it will be the Central regulatory support team that you would make contact with.

regsupportbccentral@aucklandcouncil.govt.nz
regsupportbcsouth@aucklandcouncil.govt.nz
regsupportbcnorthwest@aucklandcouncil.govt.nz

Q: I would like to apply for the 'on account' payment option to be permanently activated on my account.

Possible solution(s):

1. Please visit the [approved credit customer account](#) page for more information.
2. If you are having issues with your account, please reach out to the regulatory support team, based on area location of the property address for your application.

regsupportbccentral@aucklandcouncil.govt.nz
regsupportbcsouth@aucklandcouncil.govt.nz
regsupportbcnorthwest@aucklandcouncil.govt.nz

Q: Incorrect RFI documents were submitted against an application, and you would like to request to remove/delete the wrong documents.

Possible solution(s):

1. Please contact the Responsible Officer who sent the request for information letter to ask for the wrong documents to be removed from Council's side (their contact details should be available on the Request for Information letter).
2. If the documents have not yet been submitted, you are able to remove them via the online portal by clicking the remove button next to the file.

Q: I can't find my application on the BC overview page.

Possible solution(s):

- Please filter by archive in the BC overview page to find the relevant application.

