

Digital guide to building consent applications



Jan 2025, version 8



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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.

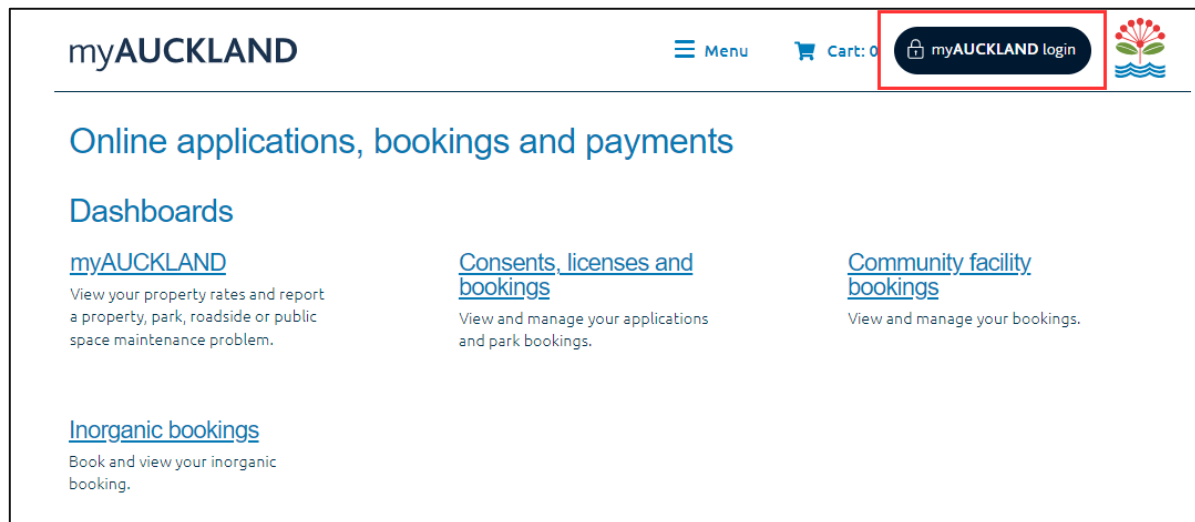
We only accept online applications for building consents, which has the benefits of:

- 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

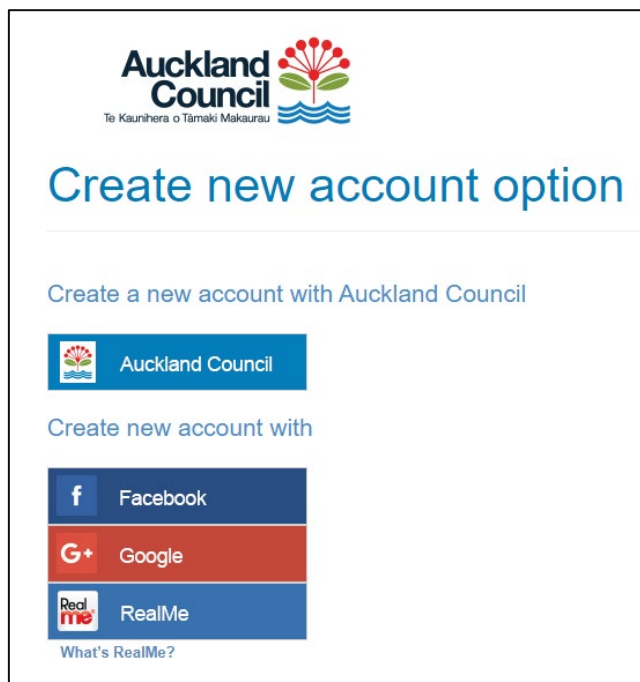


2. The **Login for Auckland Council services** page will be displayed as below. Click on 'Register' to create a user profile.

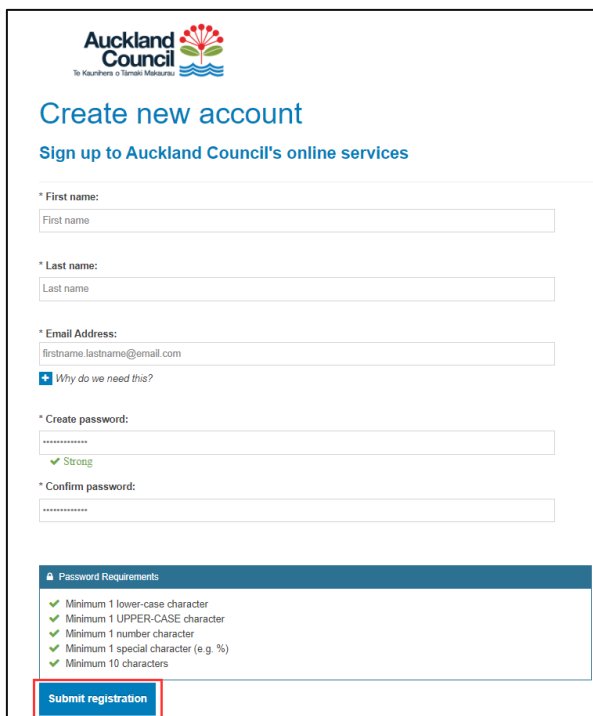
****Please note: if you already have an account created, please proceed to step 6.**

A screenshot of the 'Log in for Auckland Council services' page. At the top is the Auckland Council logo with the text 'Te Kaunihera o Tamaki Makaurau'. Below the logo is the title 'Log in for Auckland Council services'. There is a form with an 'Email Address:' label and a text input field. Below the input field is a checkbox labeled 'Remember me' with a question mark icon. At the bottom of the form are two buttons: 'Log in' and 'Register'. The 'Register' button is highlighted with a red rectangle.

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**.

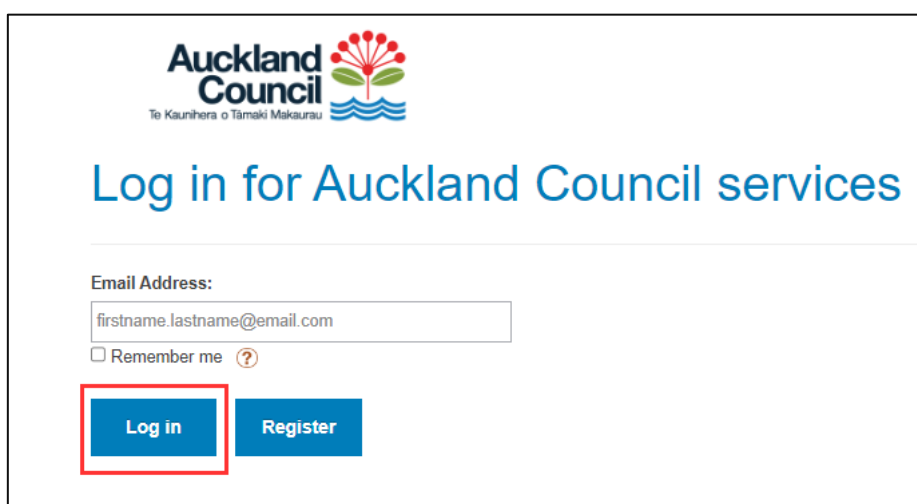


A successful message will be displayed along with an email confirmation, which will be sent to the email address used to register.

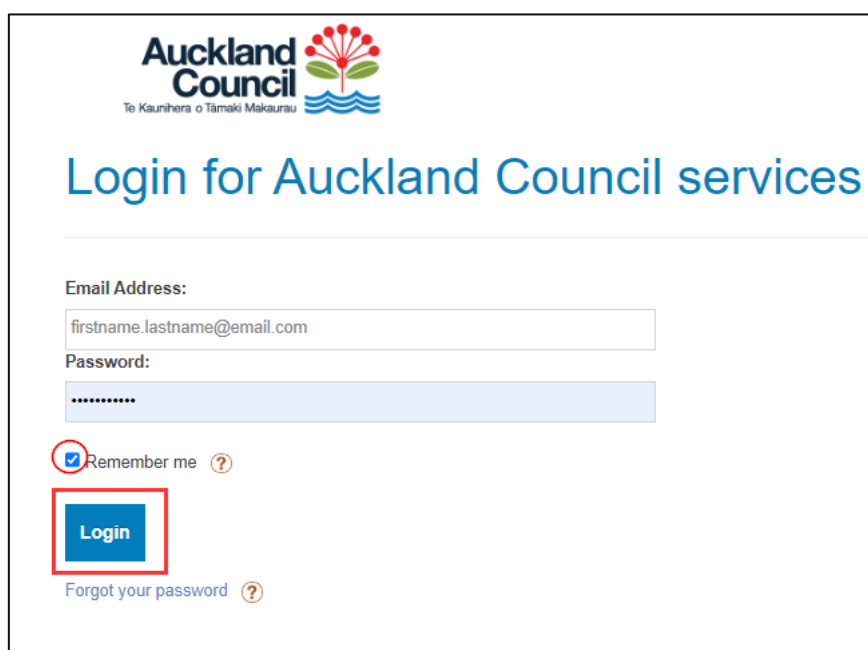
5. Click **Continue** to return to the login page



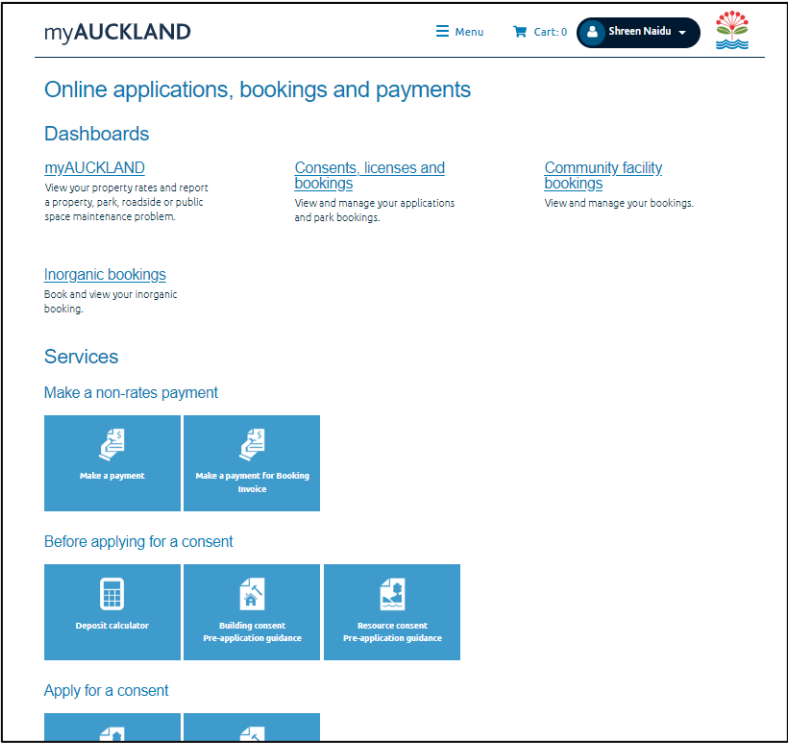
6. Enter your email ID address and click **Login**. We also recommend bookmarking this page for easy access for future logins.



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

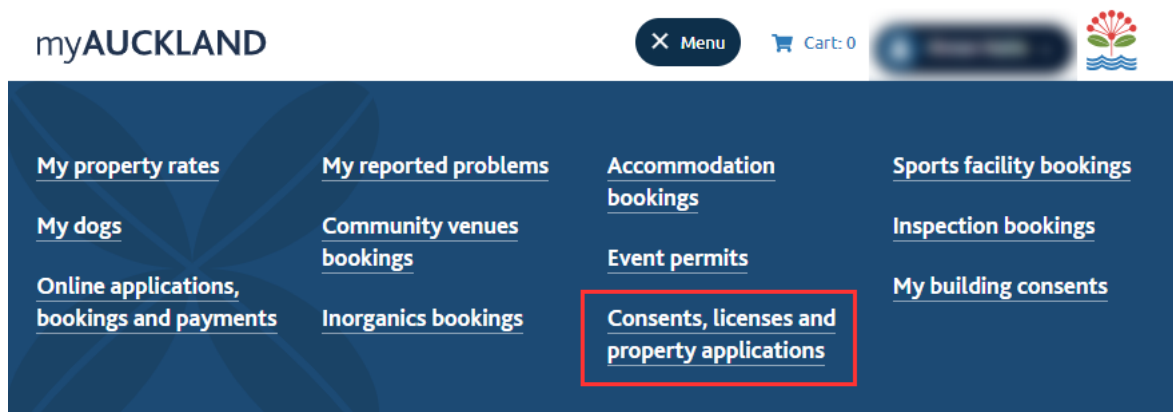


This page displays all online applications, bookings, and payments available for you to select from, where applicable.

3 Navigating to the application dashboard

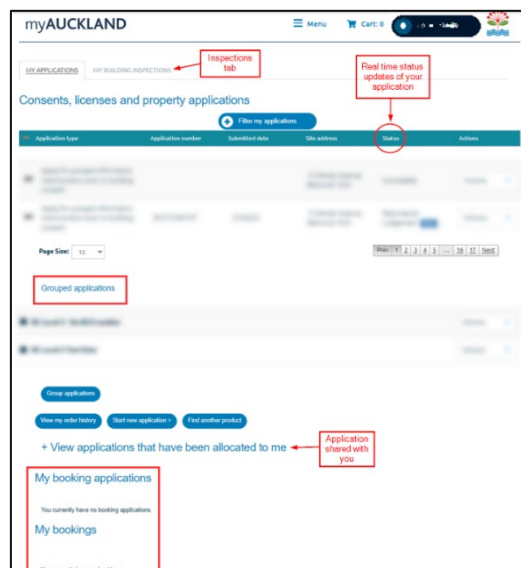


1. Click on the  option and select **Consents, licenses, and property applications** to navigate to view your dashboard.



This dashboard view shows:

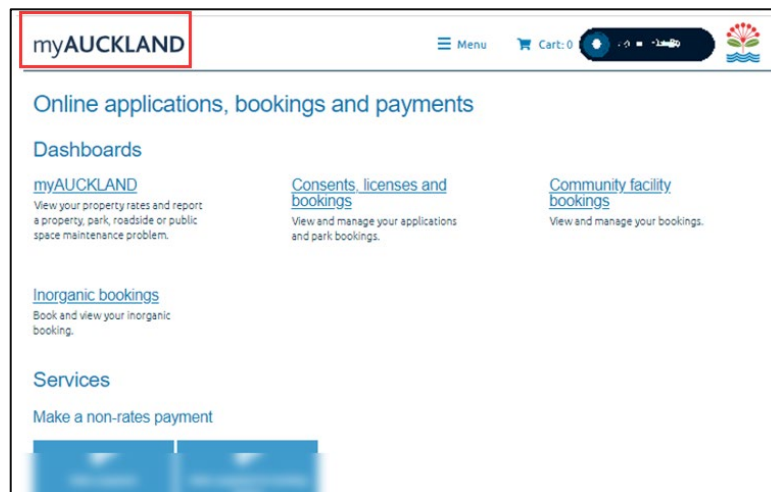
- Your existing digital applications:
 - The **Status** column reflects the progress of an application in real time.
 - Any applications which haven't been submitted will be shown with a status of 'Incomplete'.
- Any applications that have been shared with you from another user
 - Other online bookings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



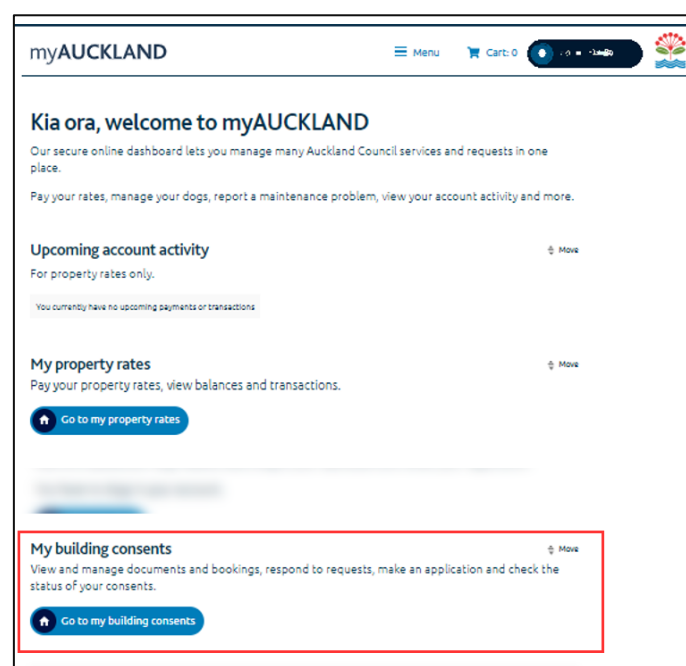
4 myAUCKLAND overview and details page

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.

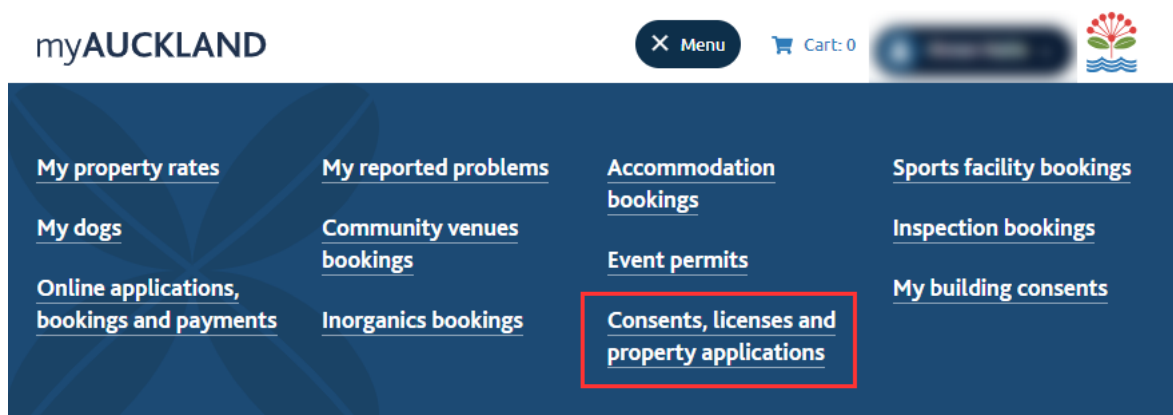


The My building consents overview page will provide:

- 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

Filter by: All current applications

Sort by: Recently updated

Type of applications

Building consent application

Request for information

Issued

Draft application

Code Compliance Certificate (CCC)

Certificate for Public Use (CPU)

Shared

Archived

Status of applications

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

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

Collapsed view of the total number of current applications

Showing 20 of 515 applications

123 Street Name, Suburb City Postcode

Application number: BC0XXXXXXXXX

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

Code Compliance Certificate application - submitted

Wednesday 31 January 2024

Full access

Shared access status

View more information on this application

Actions

View application details

Copy this application

Manage my documents

Manage access

Refresh data

Last Synced: 05 Mar 2024, 07:18 AM

Upload additional documents

To add, change or remove access to another user

Refresh the application card to show up to date data

123 Street Name, Suburb City Postcode

Application number: BC0XXXXXXXXX

RBW - Two free standing single level house units. Lot 1 consists of 2 bedrooms, 2 bathrooms, kitchen, dining & Lounge. Lot 2 consists of 3 bedrooms, 2 bathrooms, 1 family, kitchen, dining & Lounge.

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: CPUXXXXXXXXX

CI Indoor retail area

Certificate for Public Use application - technical decision refused

Thursday 11 May 2023

Statutory clock ended

We processed your application in 0 working days

Statutory clock to indicate activity

"application card"

RS 3.17 v8

January 2025

Page 12 of 107

4.3 My building consents application details page

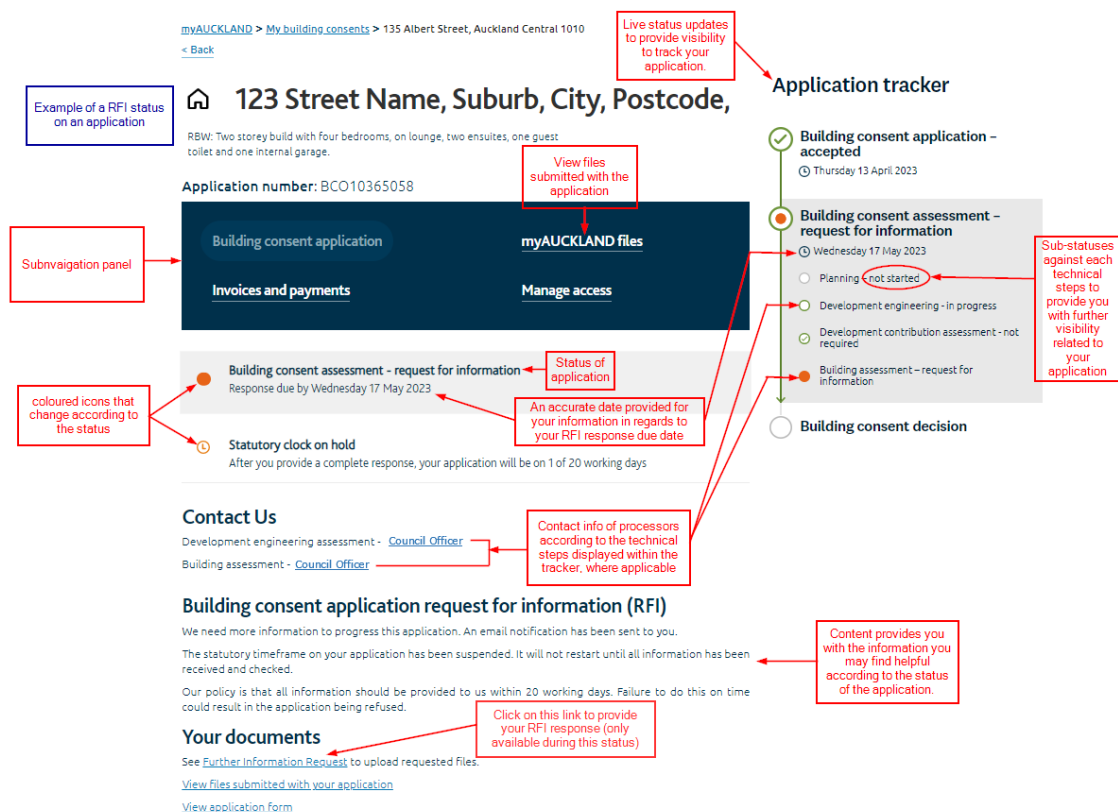


Figure 1: example of an application with a RFI status

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

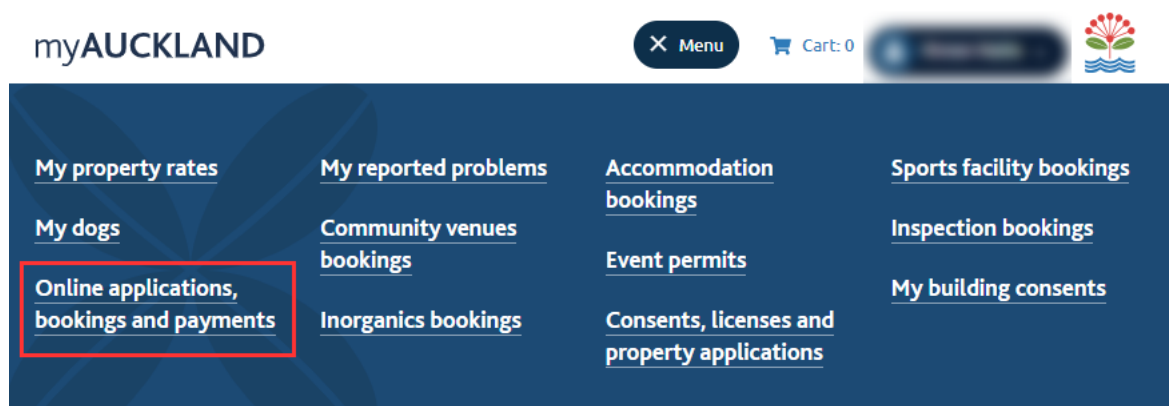
- Live status updates displayed through the application tracker:
 - During the processing and request for information statuses only, it also provides technical steps that may be applicable to the application. It will update to show the progress of the application, which indicates if these steps are “not 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.

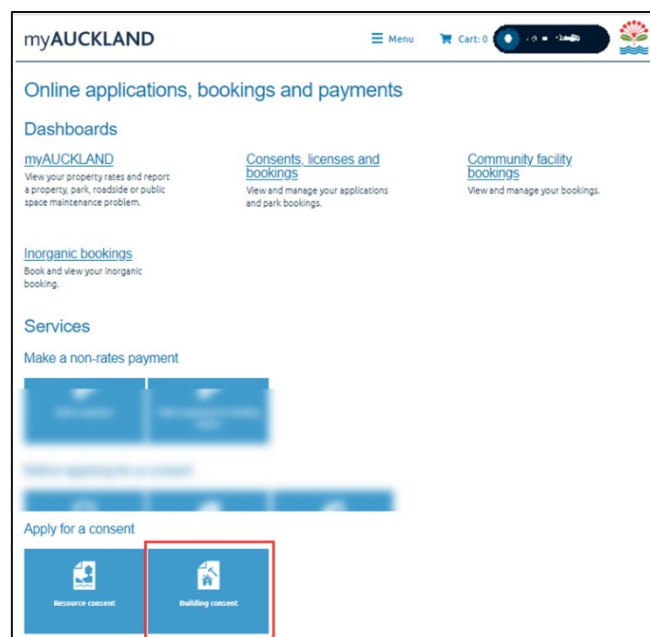
5 Creating and submitting an online application

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  Menu 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](#)

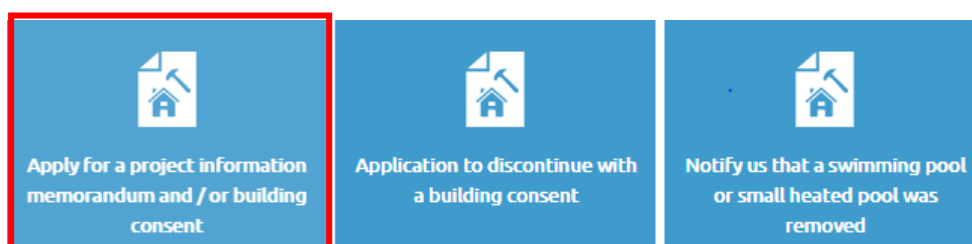
Other Building Control applications

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



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

- ☒ Property address
- ☐ Legal description of the land

Street address

123 Street Name, Suburb, City, Postcode

Search



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

2

3

4

Property search


Application details

Attachments


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

< Prev

Next >

Save and continue later

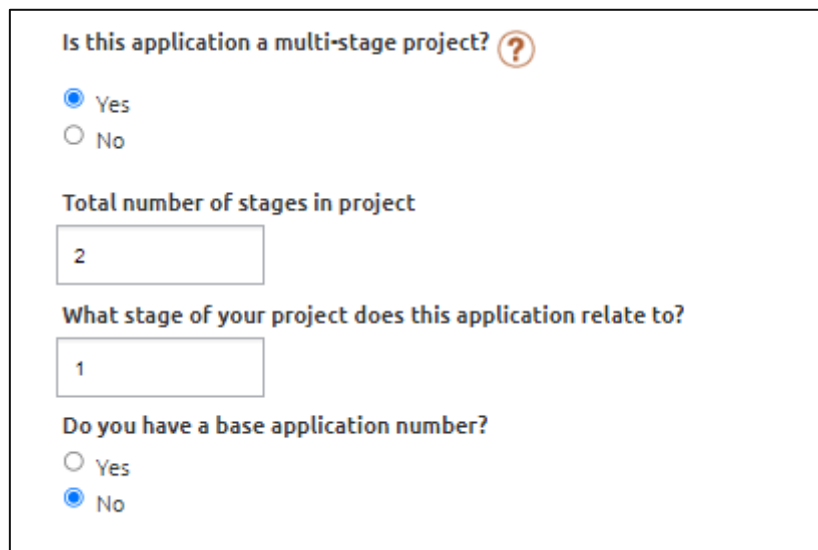
Cancel

 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?'

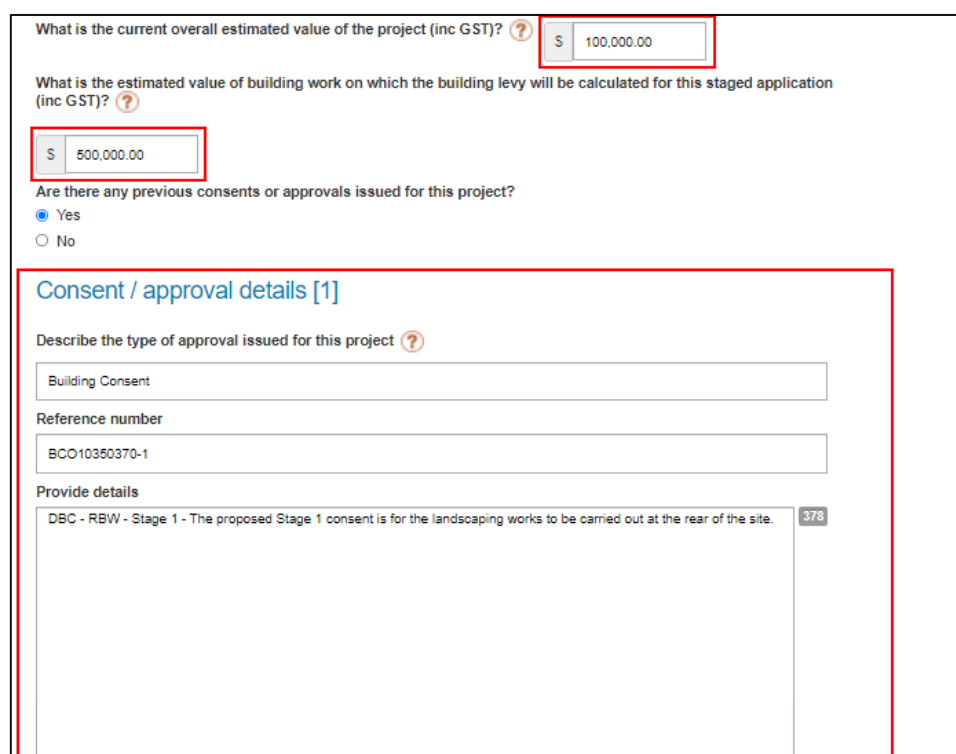
If this is your first stage application, please ensure to select 'No' against the 'Do you have a base application number?'



The screenshot shows a form with the following fields and options:

- Is this application a multi-stage project?** (with a help icon) ☒ Yes, ☐ No
- Total number of stages in project**: A text box containing the number 2.
- What stage of your project does this application relate to?**: A text box containing the number 1.
- 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.



The screenshot shows a form with the following fields and options:

- What is the current overall estimated value of the project (inc GST)?** (with a help icon)
- What is the estimated value of building work on which the building levy will be calculated for this staged application (inc GST)?** (with a help icon)
- 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** (with a help icon)
 - 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

2

3

4

Property search

Application details

Attachments

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

BCO10361474

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

First Middle Name

Legal last name

Last Name

Email address

namenname@email.com

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

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

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 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.

The screenshot shows a 'Saved contacts' dialog box. At the top, it says 'Saved contacts' with a close button. Below is a search bar labeled 'Search for a contact' with the hint 'Search for a contact you have already added.' Below the search bar is a list of saved contacts. The first contact is 'Peter Allan Smith' with phone number '0211111' and address '35 Graham Street'. To the right of this contact is a blue button labeled 'Select Contact'. Below the list is a button labeled 'Populate details from favorites'. At the bottom, there is a text input field labeled 'Legal first and middle name'.

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

The screenshot shows the 'Application details: Step 4 of 10' page. The 'Contact information' section has the question 'Who is the first point of contact for communication with council or consent authority?'. It has two radio button options: 'Company name : Not applicable' (selected) and 'Other'. The 'Company name' option is pre-populated with 'Trading name : Not applicable', 'Name : Peter Allan Smith', 'Contact number : 0211111', and 'Email address :'. The 'Other' option is also pre-populated with the same information. Below this is another question 'Who should invoices be billed to?' with a help icon. It has three radio button options: 'Company name : Not applicable', 'Other' (selected), and 'Organisation'. The 'Other' option is pre-populated with 'Trading name : Not applicable', 'Name : Peter Allan Smith', 'Contact number : 0211111', and 'Email address :'. Below this is the 'Invoice payer details' section with the question 'Is the person paying the invoice an individual, registered company or other organisation?'. It has three radio button options: 'Individual' (selected), 'Registered company', and 'Organisation'.

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.

Who should invoices be billed to?

☐ 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?

Purchase order number

Purchase order number
PO209918290

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.

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

Customer reference (optional)

This reference will be displayed on your invoice.

What is your preferred method of billing?

☐ By email
☐ 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

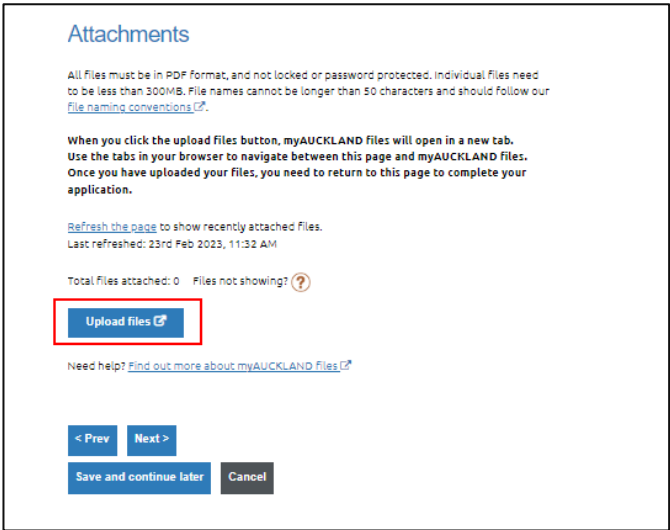
Attachments via myAUCKLAND files

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](#).

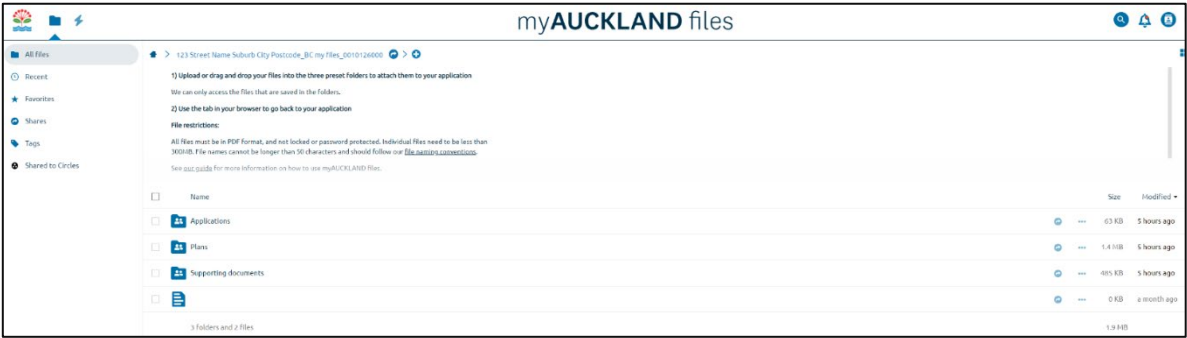
Need more information? Why not watch out instructional video on [how to upload your documents](#).

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



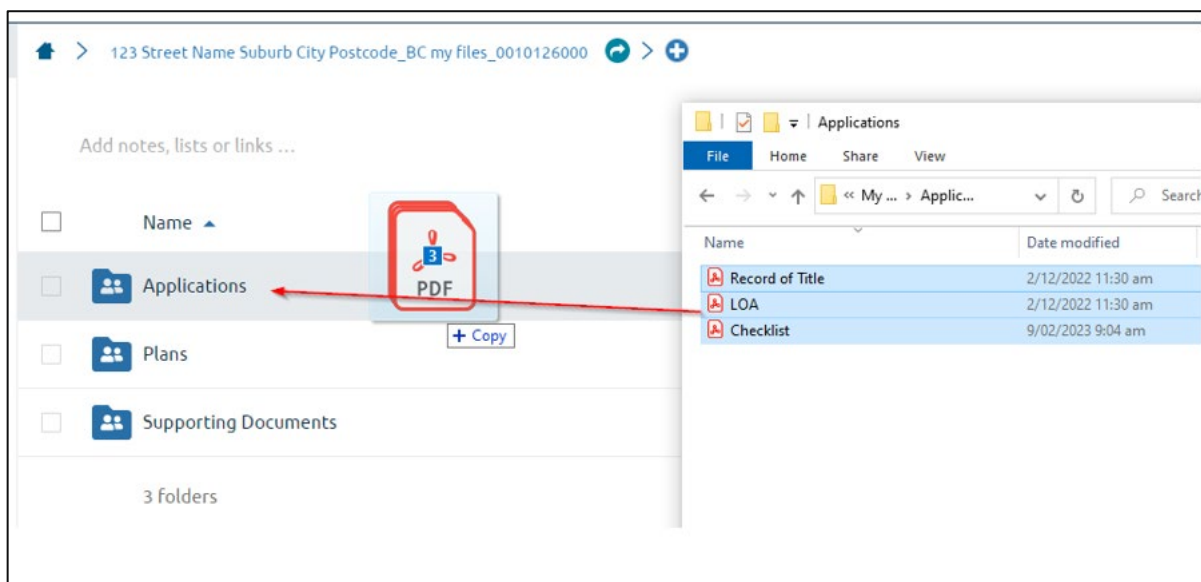
25. In the myAUCKLAND files tab, there will be three subfolders that have been automatically created. These are titled: Applications, Plans and Supporting documents.

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:

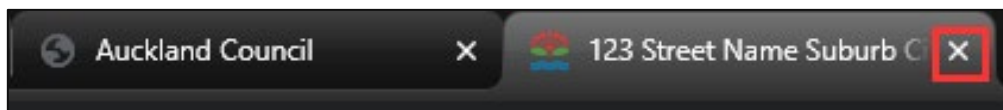
A progress bar will show at the top of the screen showing when the files are uploading.



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.

Apply for a project information memorandum and / or building consent

1

2

3

4

Property search

Application details

Attachments







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](#).

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.

[Refresh the page](#) to show recently attached files.
Last refreshed: 18th Aug 2023, 12:10 PM

 Applications	 1 file attached
 Plans	 1 file attached
 Supporting documents	 1 file attached

Total files attached: 3 Files not showing? 

Upload files 

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 to the Terms and Conditions screen.

Note: From the Terms and Conditions screen, you will be able to add the application to your cart if you want to proceed to payment, or you can save the application if you want to share the application with another user to make payment (refer to section [Give access to another user](#))

< 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 **Add to cart** if you are the person completing the payment for this application, and proceed to the next step'
 - Click **Save and continue later** if you want to share the application with another user to make payment (proceed to section [Give access to another user](#))

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

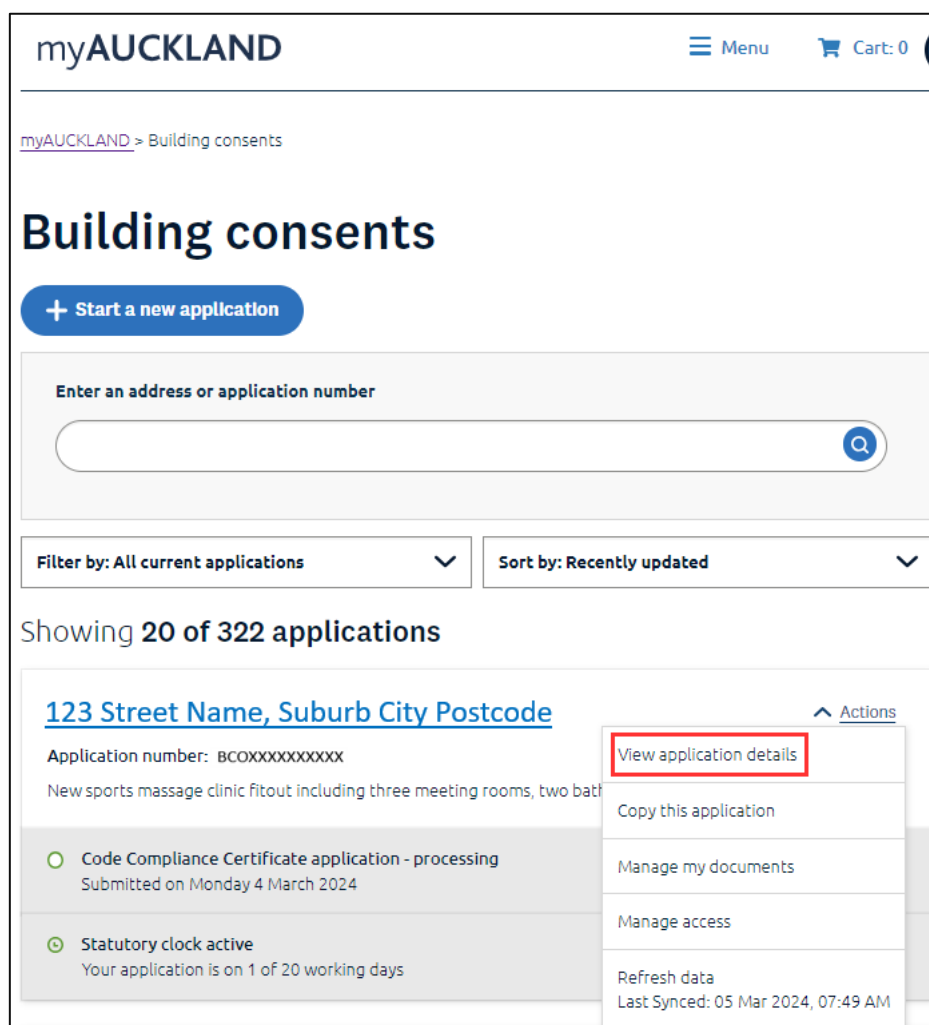
Property address/ID	Property owner	Deposit	
649935 123 Street Name Suburb	First Name Last Name	\$1,944.00	View details
Subtotal (1 item)		\$1,944.00	
Convenience fee (1.75%)		\$34.02	
Total :		\$1,978.02	

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.



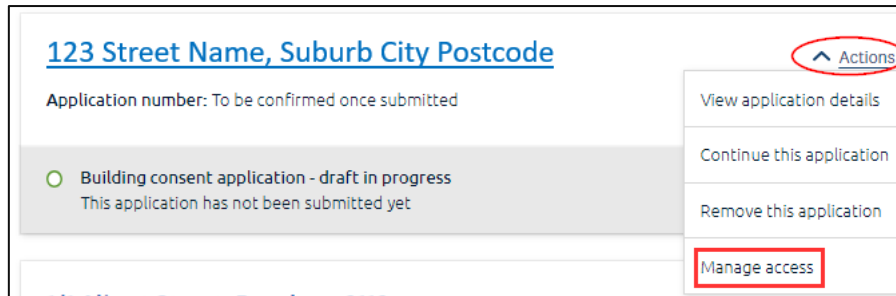
2. Refer to this [page](#) for further information on the application details.

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'.

This screenshot shows the 'Manage access' form. It includes a 'Give access to this application' section with a text input for 'Enter their email address *' (with a red box and arrow pointing to it), a 'Type of access *' dropdown (with a red box and arrow pointing to it), and a 'Full access' radio button (with a red box and arrow pointing to it). A 'Send Invite' button is at the bottom. Red boxes and arrows highlight the email input, the 'Full access' option, and a checkbox for 'I understand and accept that the person I share this application with can view the invoices for this application. *'.

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.

X

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.

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

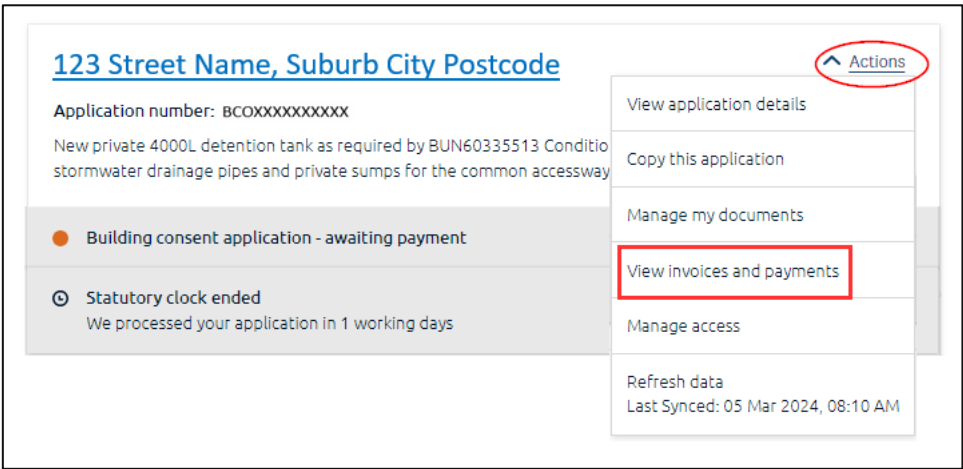
We recover costs for processing these applications based on the specified hourly rate of the engineers and specialists involved.

6.4 Accessing invoices for your application

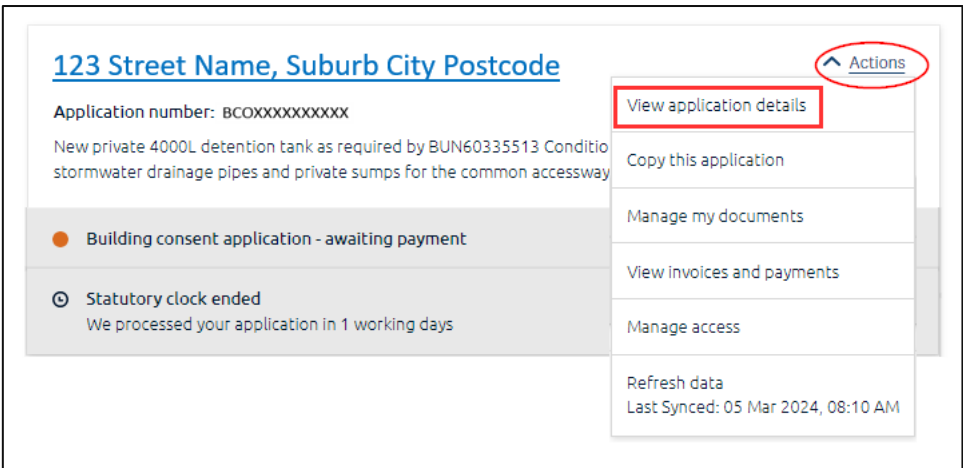
Please note: The Invoices and Payments page is only available for Building Consents, Amendments and Project Information Memorandum, Code Compliance Certificate and Certificate for Public Use applications lodged after 7th December 2022

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.

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

< Back

123 Street Name, Suburb, City, Postcode,

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

Application number: BCO10365185

Building consent application myAUCKLAND files

Invoices and payments Manage access

Building consent application - awaiting payment
Your payment is due now

Statutory clock ended
We processed your application in 0 working days

Application tracker

- Building consent application - accepted
Tuesday 09 May 2023
- Technical decision approved
Tuesday 09 May 2023
- Building consent application granted - awaiting payment
Your payment is due now

Building consent application approved - awaiting payment

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

myAUCKLAND > My building consents > Invoices and payments

< Back

123 Street Name, Suburb, City, Postcode,

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

Application number : BCO10365185

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 RegsupportBCNorthwest@aucklandcouncil.govt.nz

Building consent application costs

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

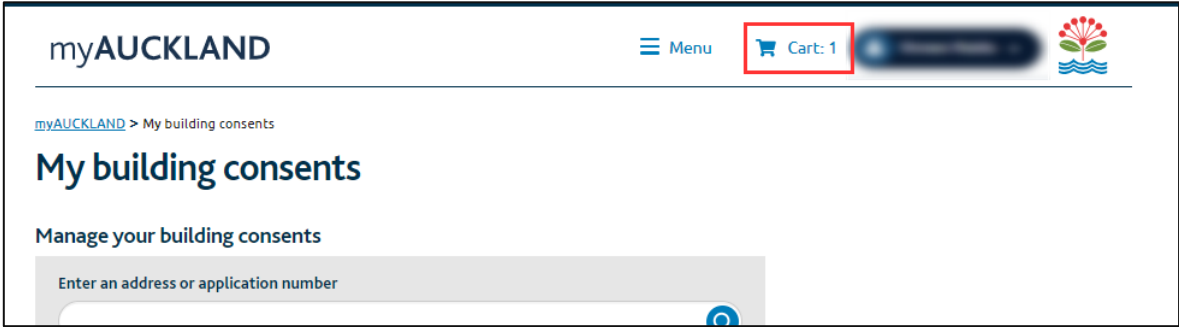
Reference Number	Invoice date	Invoice amount	Credit amount	Payment status	Invoice
250101055428	09 May 2023	\$ 1,896.00		Paid	

Pay now

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

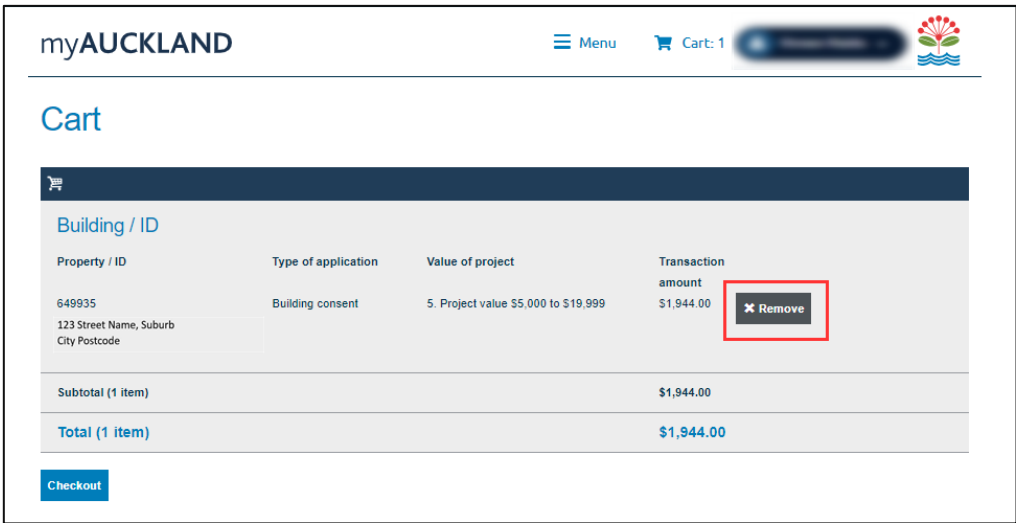
6.5 Remove application from cart

- 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.

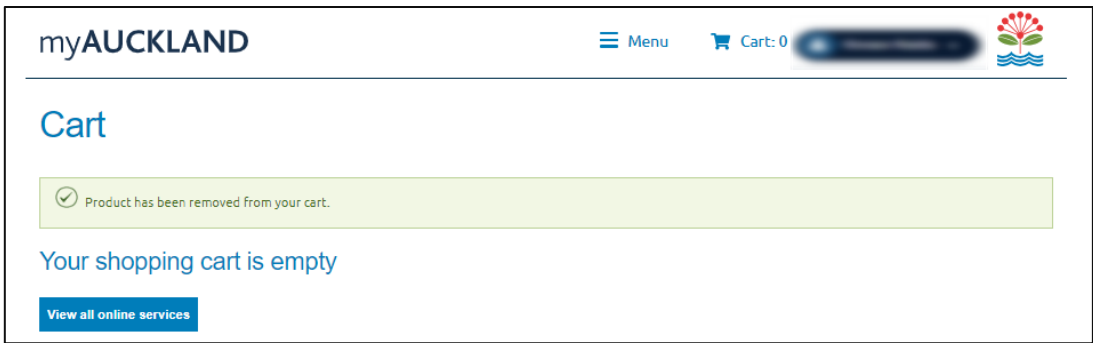


- 2. When you've reached the cart page, select the remove button to remove the application from the cart.

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.



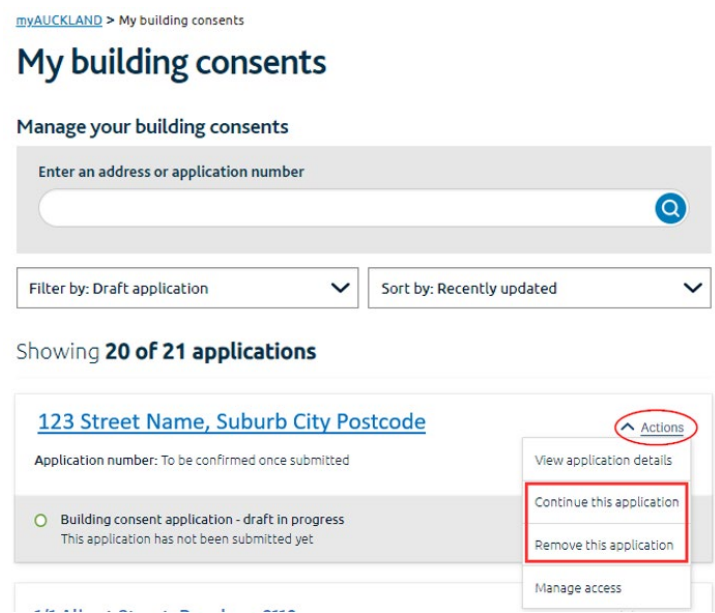
A confirmation message will be displayed once the product has been removed from the cart.



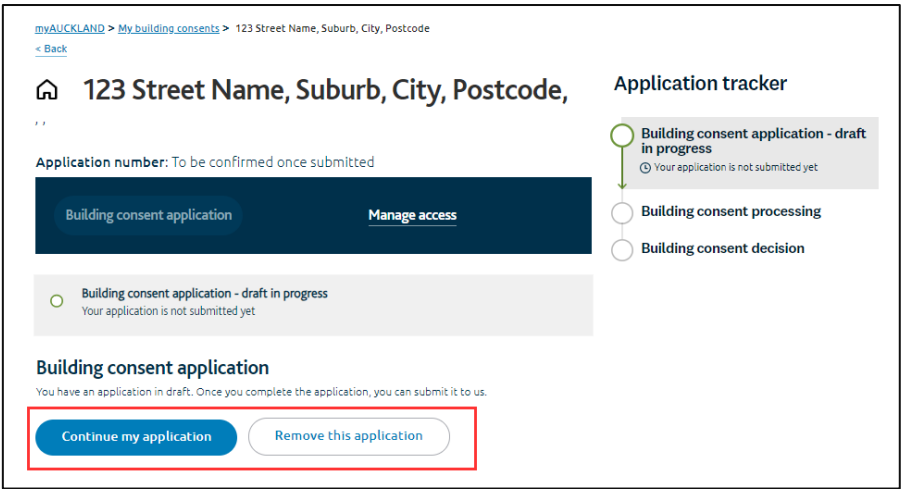
6.6 How to continue or delete an application

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'.



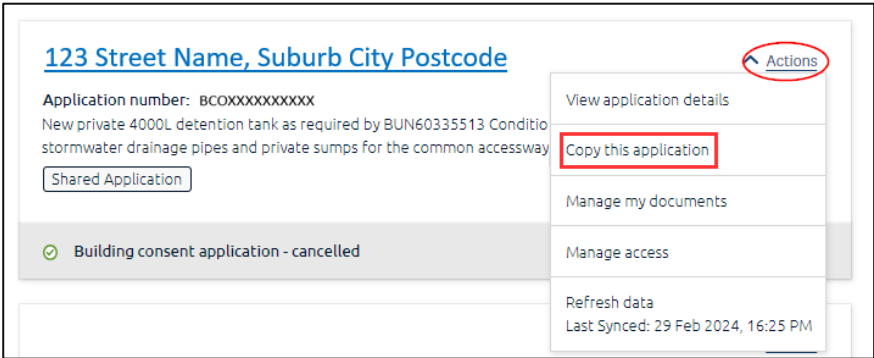
- 2. This option is also available on the application details page.



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.

A form titled 'Apply for a project information memorandum and / or building consent'. It features a progress bar with four steps: 1. Property search (active), 2. Application details, 3. Attachments, and 4. T&C. Below the progress bar, it asks 'How do you want to search for the site address related to this application?' with two radio button options: 'Property address' (selected) and 'Legal description of the land'. There is a 'Street address' label and a text input field with the placeholder 'Enter your street address'. A blue 'Search' button is to the right of the input field.

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

The same form as in the previous image, but now it shows search results. The 'Street address' input field contains '123 Street Name, Suburb, City, Postcode'. The 'Search' button is highlighted with a red box. Below the input field, there's a question mark icon and the text 'Please confirm the property by selecting an option below.' There are two radio button options: '123 Street Name, Suburb, City, Postcode' (selected) and 'Legal Description – Lot 1 DP 11111'.

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.

The screenshot shows a four-step process flow: 1. Property search, 2. Application details, 3. Attachments, and 4. T&C. Step 2 is currently active. Below the flow, a red-bordered box contains an error message: "This application cannot be continued since the form version is no longer valid. Please fill out a new application instead."

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.

The screenshot shows the 'Application details: Step 1 of 10' form. It includes a title 'Application Details' and four questions with radio button options. The first question is 'What type of application is this?' with options: Building consent (selected), Amendment to building consent, Project Information memorandum (PIM), and Project Information memorandum (PIM) and building consent. The second question is 'Are you a Qualified Partner Customer or are you lodging on behalf of a Qualified Partner Customer?' with options: Yes and No (selected). The third question is 'Is this application a multi-stage project?' with options: Yes and No (selected). The fourth question is 'Is this application using a national multi-use approval number?' with options: Yes and No (selected).

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

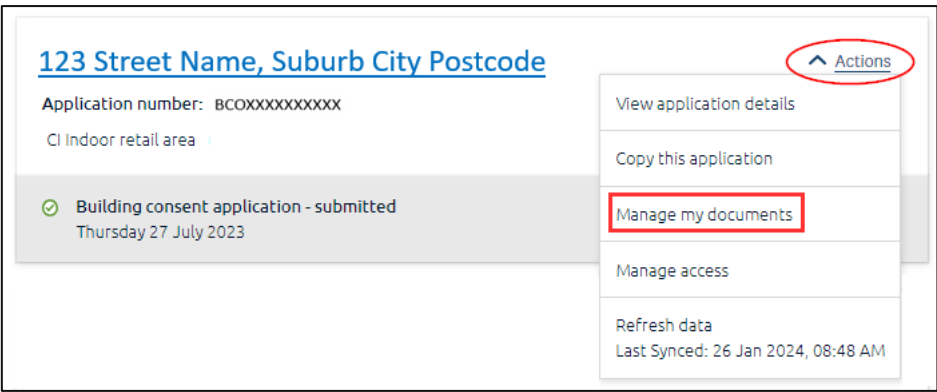
Please refer to page 27 on how to upload documents to submit the application.

7 Providing additional documentation in support of an application

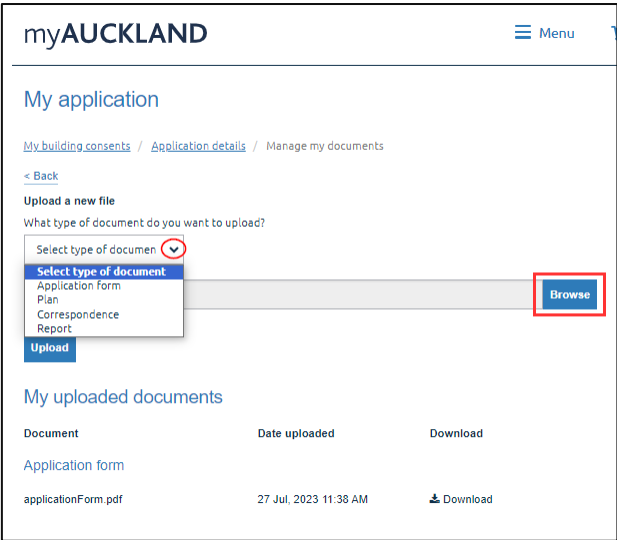
Purpose	To provide additional documentation after an application has been submitted when requested by a Technical Coordinator.
Before you begin	All supporting documentation must be prepared and ready to be loaded into the portal.

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

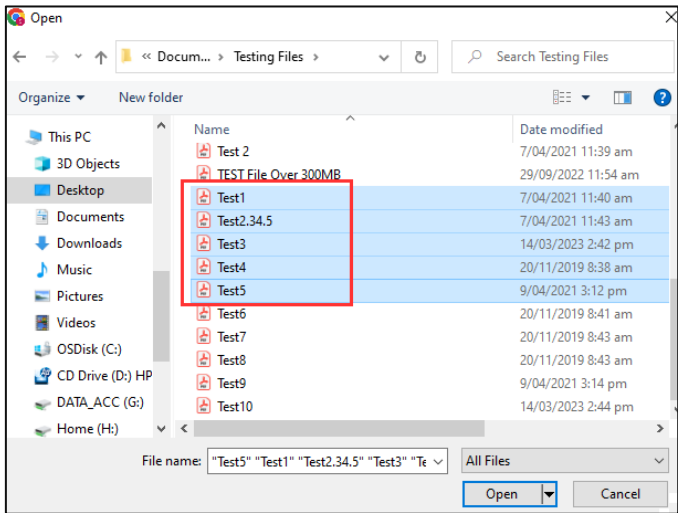
1. On the BC overview page, find the application card relevant to this process. Then, click on ‘Manage my documents’ via the ‘Actions’ menu.



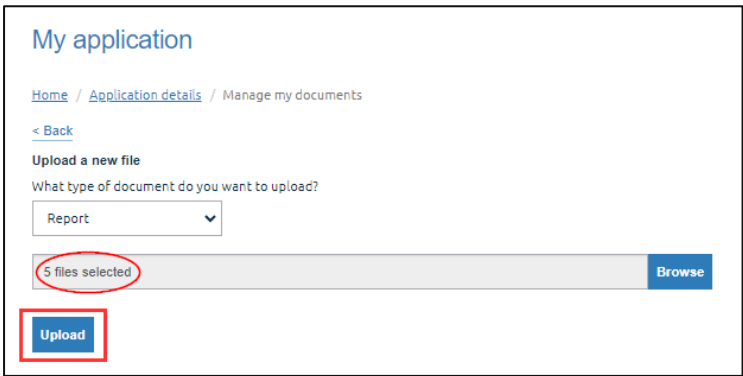
2. Select which type of document you are uploading. Click **Browse** and select your document.



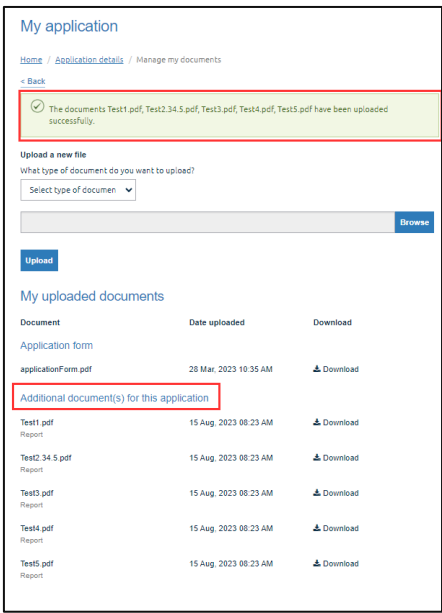
When the file explorer window opens, you can highlight multiple files at the same time to upload:



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.



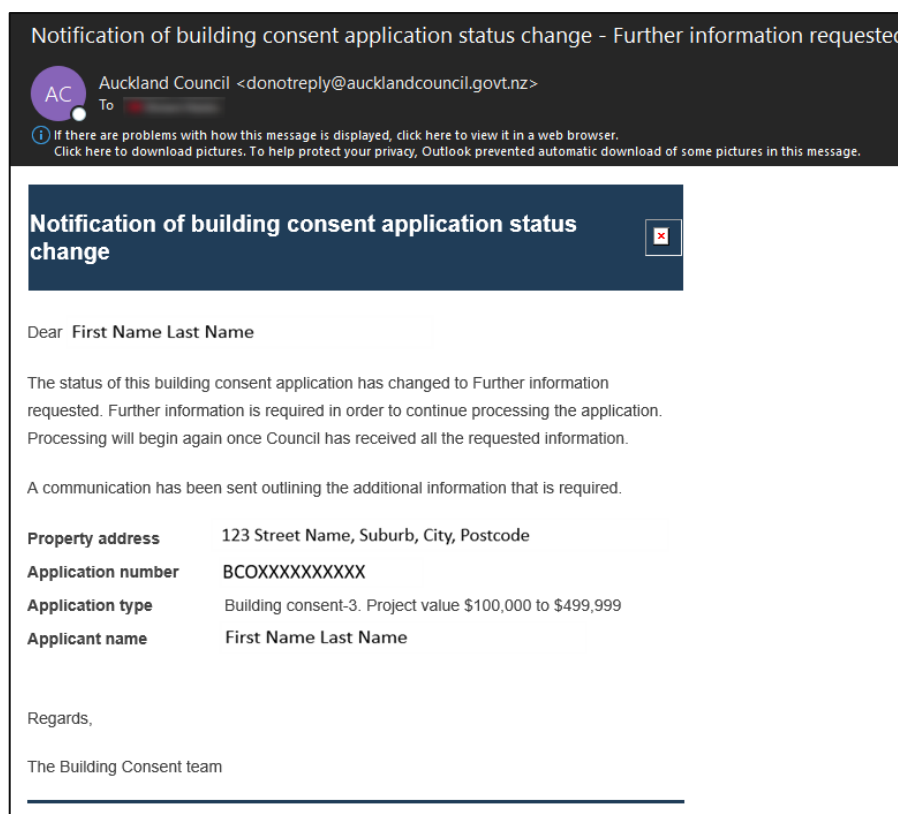
8 Responding to a request for information (RFI)

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

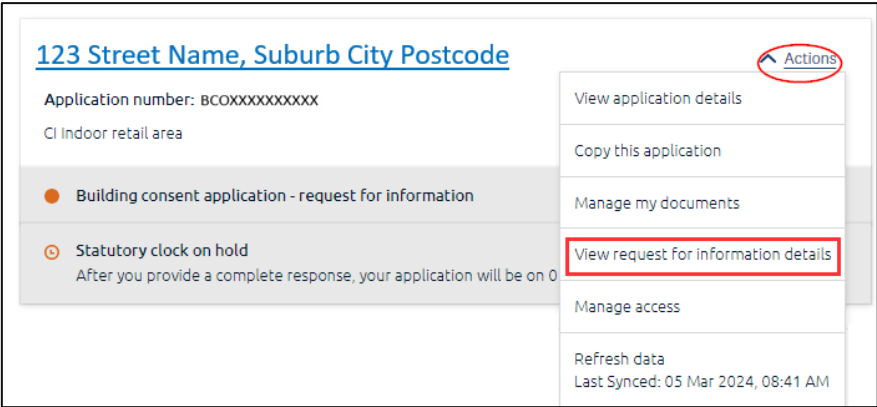
Before you begin All supporting documentation must be prepared and ready to be loaded into the portal.

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.

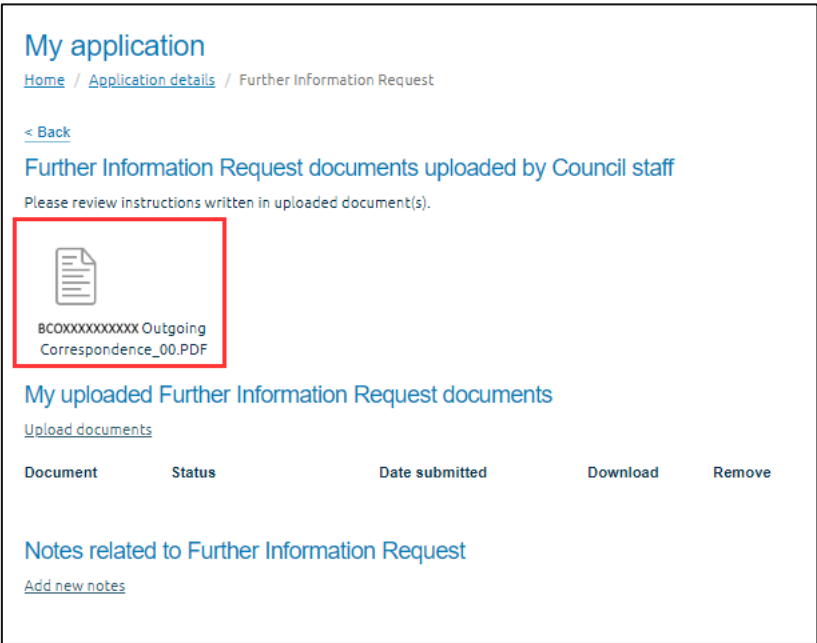
You would have received an email regarding this status update.



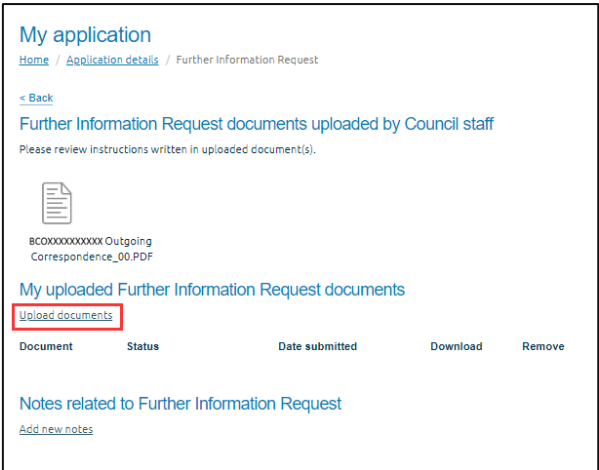
4. On the BC overview page, find the application card relevant to this process. Then click on ‘View request for information details’ via the ‘Action’s menu.



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.

My uploaded Further Information Request documents

Upload a new file

What type of document do you want to upload?

Select type of document ▼

Select type of document

Application form

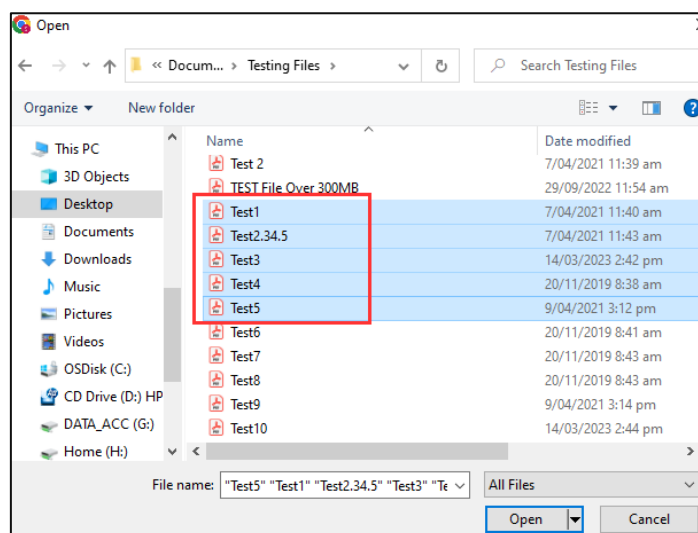
Plan

Correspondence

Report

Browse

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



8. Click **Upload**.

My uploaded Further Information Request documents

Upload a new file

What type of document do you want to upload?

Report ▼

5 files selected

Browse

Upload Cancel

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).

BCXXXXXXXXXXXXOutgoing
Correspondence_00.PDF

My uploaded Further Information Request documents

[Upload documents](#)

Document	Status	Date submitted	Download	Remove
RFI Customer Response.pdf Report	<div></div> To be submitted	-	<div>Download</div>	Remove
Test 2.pdf Report	<div></div> To be submitted	-	<div>Download</div>	Remove
Test1.pdf Report	<div></div> To be submitted	-	<div>Download</div>	Remove
Test3.pdf Report	<div></div> To be submitted	-	<div>Download</div>	Remove
Test4.pdf Report	<div></div> To be submitted	-	<div>Download</div>	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**.

Are you sure you want to submit your final response to us?

We will only start assessing your documents once you have submitted your final response with information to satisfy all of the RFI items requested.

Partial responses may result in further RFIs or delays overall in your consent processing

Submit final response

Cancel

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

My application

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

[< Back](#)

Your documents have been submitted for processing.

Further Information Request documents uploaded by Council staff

Please review instructions written in uploaded document(s).

BCOXXXXXXXXX Outgoing Correspondence_00.PDF

My uploaded Further Information Request documents

[Upload documents](#)

Document	Status	Date submitted	Download	Remove
RFI Customer Response.pdf Report	Submitted	16 Aug, 2023 08:17 AM	Download	-
Test 2.pdf Report	Submitted	16 Aug, 2023 08:17 AM	Download	-
Test1.pdf Report	Submitted	16 Aug, 2023 08:17 AM	Download	-
Test3.pdf Report	Submitted	16 Aug, 2023 08:17 AM	Download	-
Test4.pdf Report	Submitted	16 Aug, 2023 08:17 AM	Download	-

Notes related to Further Information Request

[Add new notes](#)

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.

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.

My uploaded Further Information Request documents

[Upload documents](#)

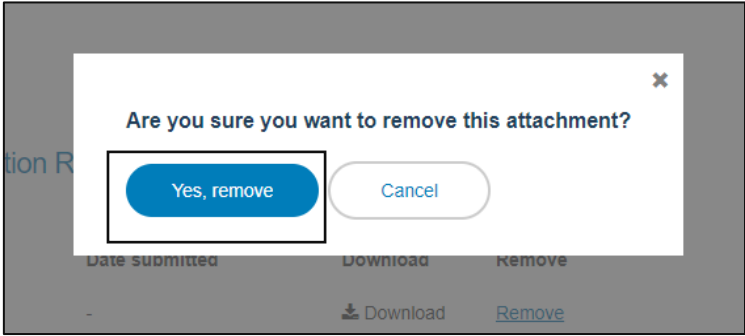
Document	Status	Date submitted	Download	Remove
1.pdf Report	To be submitted	-	Download	<div>Remove</div>

Submit final response

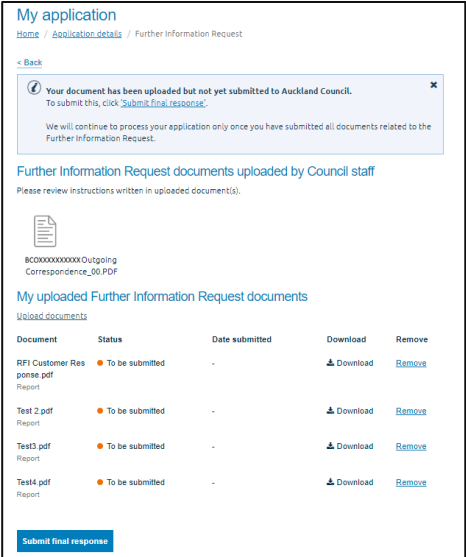
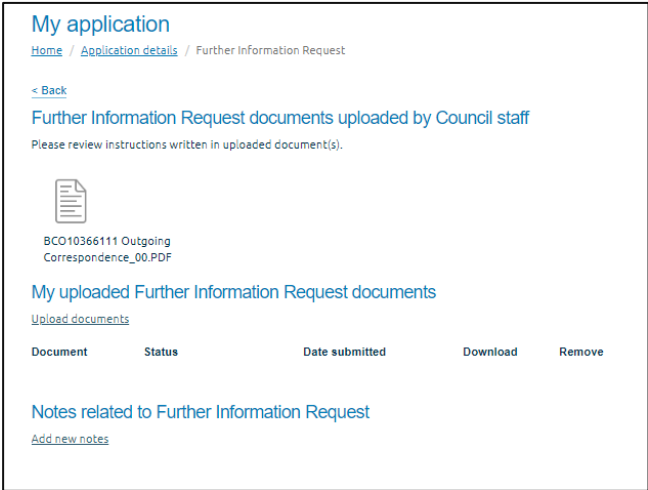
IMPORTANT : Once you have uploaded the required documents, then click the "Submit final response" button. An email confirmation will be sent when we have received your documents. Please note we will only continue processing your application once you have submitted all documents related to the "Further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

13. A prompt will appear asking if you are sure you want to remove the attachment. Select ‘Yes, remove’.

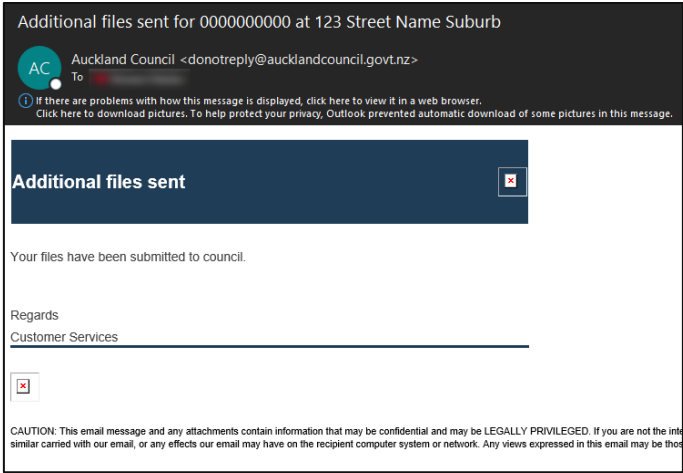
Please note: Once you have submitted the document to council you will not be able to remove the document.



14. Once the document(s) have been removed, your dashboard will be updated to show either empty of files or will show the document(s) have been removed.



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

myAUCKLAND > My building consents > 123 Street Name, City Postcode

< Back

123 Street Name

Suburb, City, Postcode

RSW: 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

Building consent issued

Monday 17 April 2023

Statutory clock ended

We processed your application in 4 working days

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 application granted

Your building consent was granted on Friday 14 April 2023.

We have automatically applied an extension of time to your building consent.

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.

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.

Technical granted date

BC lapsing date

CCC 24 month refusal date

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](#)

[View application form](#)

Download approved documents

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,

RLW: 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

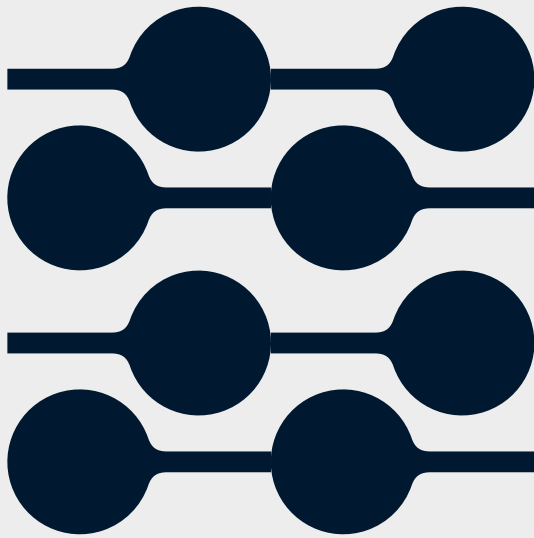
- ✓ **Building consent application – accepted**
🕒 Tuesday 08 August 2023
- ✓ **Technical decision approved**
🕒 Tuesday 08 August 2023
- ✓ **Building consent issued**
🕒 Tuesday 08 August 2023

✓ 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](#)




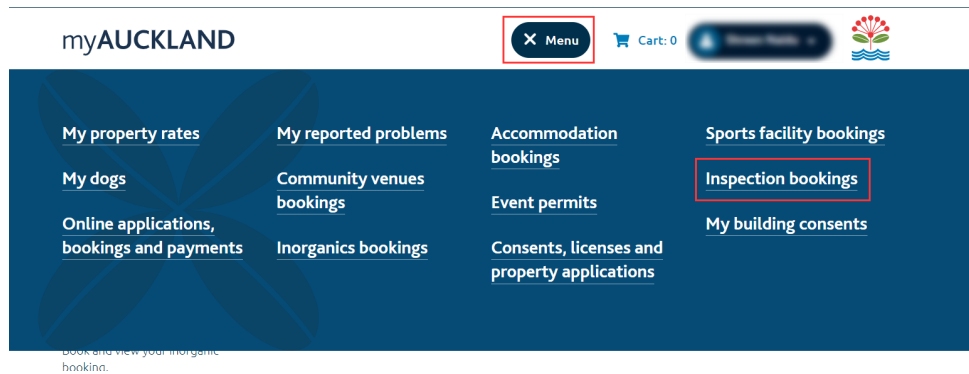
Inspections



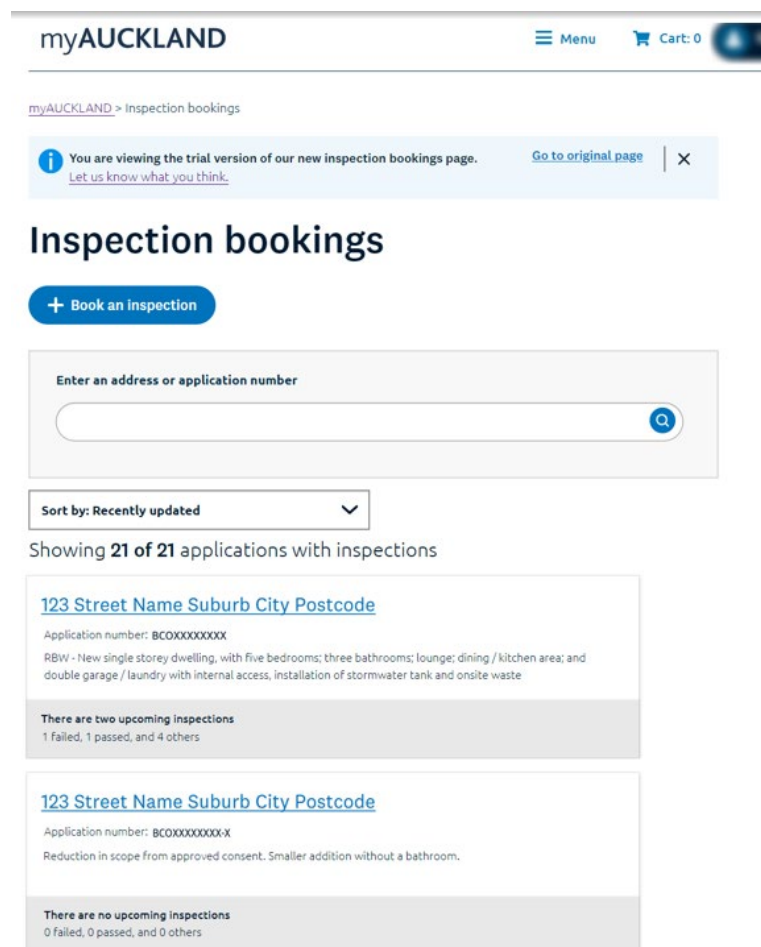
10 Inspections

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

myAUCKLAND

Menu

Cart: 0

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

×

myAUCKLAND > Inspection bookings

Inspection bookings

+ Book an inspection

Enter an address or application number

Filter by: All Inspections

All Inspections

Upcoming Inspections

Sort by: Recently updated

Recently updated

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: BCOXXXXXXX

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

123 Street Name Suburb City Postcode

Application number: BCOXXXXXXX-X

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

There are no upcoming inspections

0 failed, 0 passed, and 0 others

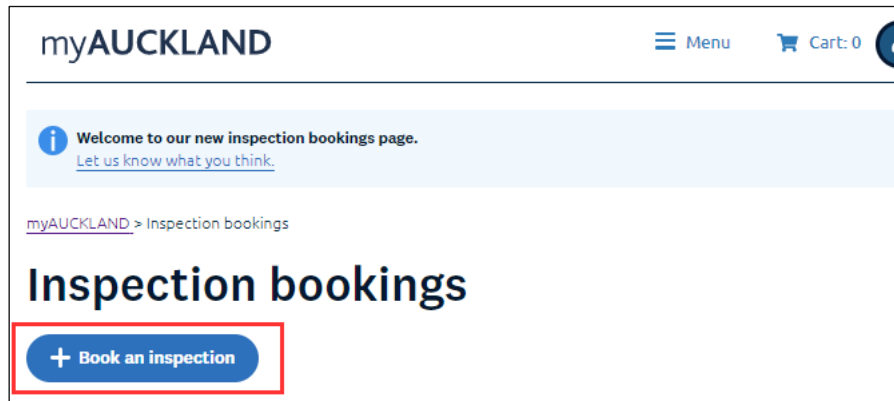
Any future/upcoming inspections displayed at the top while previously completed inspections displayed at the bottom

application cards

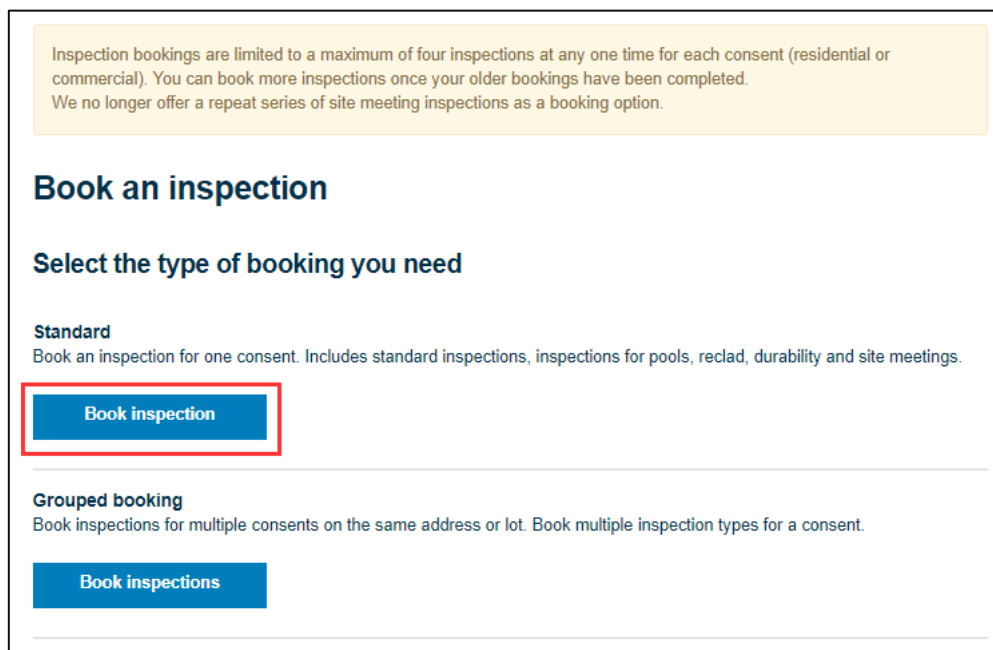
10.3 Booking an inspection

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

Search

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

Search results

BCOXXXXXXX
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](#)

Book inspection

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

BCOXXXXXXX
123 Street Name Suburb City Postcode

Select inspection type

[Inspection types explained](#)

Previous

Next

Booking details

5. Choose a date and time provided 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...

Previous

Next

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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

BCOXXXXXXX
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

BCOXXXXXXX
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

AC

Auckland Council <donotreply@aucklandcouncil.govt.nz>

To [redacted]

ⓘ

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](#).

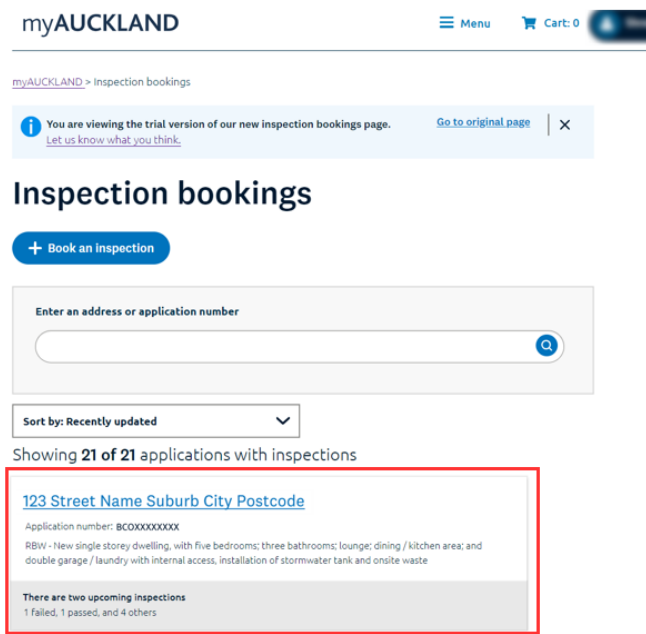
We will send a reminder message the day before your inspection with the approximate time your Inspector will arrive. We will also send an update on the day to let you when the inspector is on their way.

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 the initial four has been completed or cancelled.

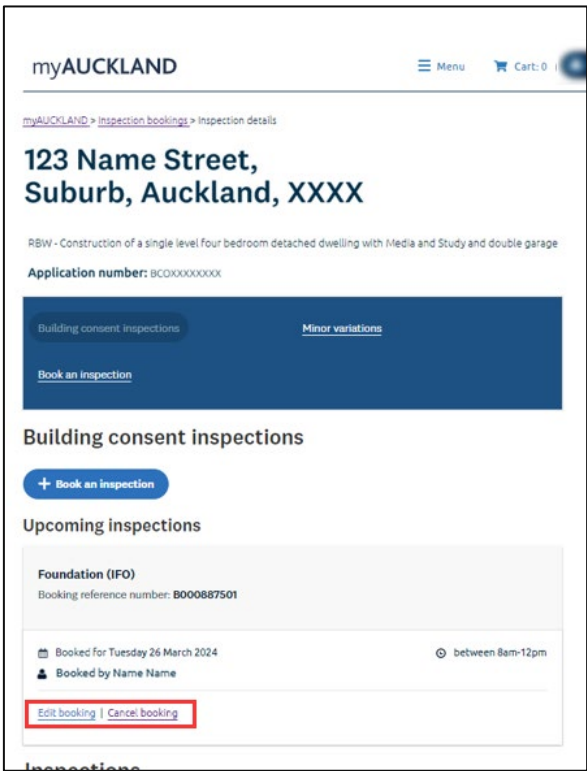
10. To view upcoming or completed inspections, click on the relevant inspection card from the inspection overview page.



11. All upcoming inspections will be displayed at the top of the page so that it 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

👤

Booked by Name Name

Cancelled - charge

Foundation (IFO)
Booking reference number: B000778506

📅

Inspected on Tuesday 25 July 2023

👤

Booked by Name Name

Failed

📄

[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

The screenshot shows the 'myAUCKLAND' website interface for inspection bookings. The page title is '123 Name Street, Suburb, Auckland, XXXX'. Below the title, it says 'RBW - Construction of a single level four bedroom detached dwelling with Media and Study and double garage' and 'Application number: BCOXXXXXXX'. A sub-navigation panel contains 'Building consent inspections' (selected), 'Minor variations', and 'Book an inspection'. The 'Minor variations' link is annotated with 'Click to view Minor variations if available'. The 'Building consent inspections' section has a '+ Book an inspection' button and a list of 'Upcoming inspections'. The first upcoming inspection is for 'Foundation (IFO)' with booking reference 'B000887501', booked for Tuesday 26 March 2024 between 8am-12pm, by 'Name Name'. The 'Inspections' section lists previous inspections, showing 'Concrete block (ICB)' with booking reference 'B000849500', booked for Saturday 25 November 2023, by 'Name Name', with a status of 'Failed'. Annotations include: 'Sub-navigation panel' pointing to the top navigation bar; 'All upcoming inspections booked will be displayed in this section' pointing to the 'Upcoming inspections' header; 'Time chosen during the inspection booking. This will only be displayed for future inspections.' pointing to the time slot; 'Date and name of the person who booked the inspection will be displayed on individual inspection cards' pointing to the booking details; 'All previous inspections completed will be listed here' pointing to the 'Inspections' header; 'Inspection cards' pointing to the individual inspection entries; 'Filter by either type of inspections or by status of completed inspections' pointing to the filter dropdowns; and 'Status of an inspection once completed' pointing to the 'Failed' status label.

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

Booked by Name Name

Failed

Status of an inspection once completed

Inspection cards

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

All previous inspections completed will be listed here

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

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

Minor variations

Building consent inspections

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

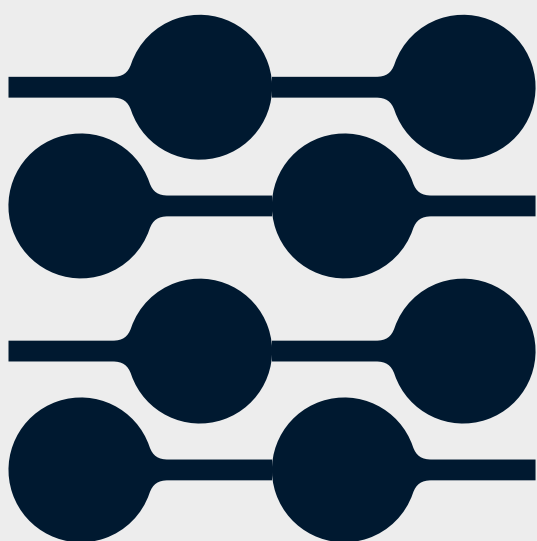
Paperwork required for approval

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

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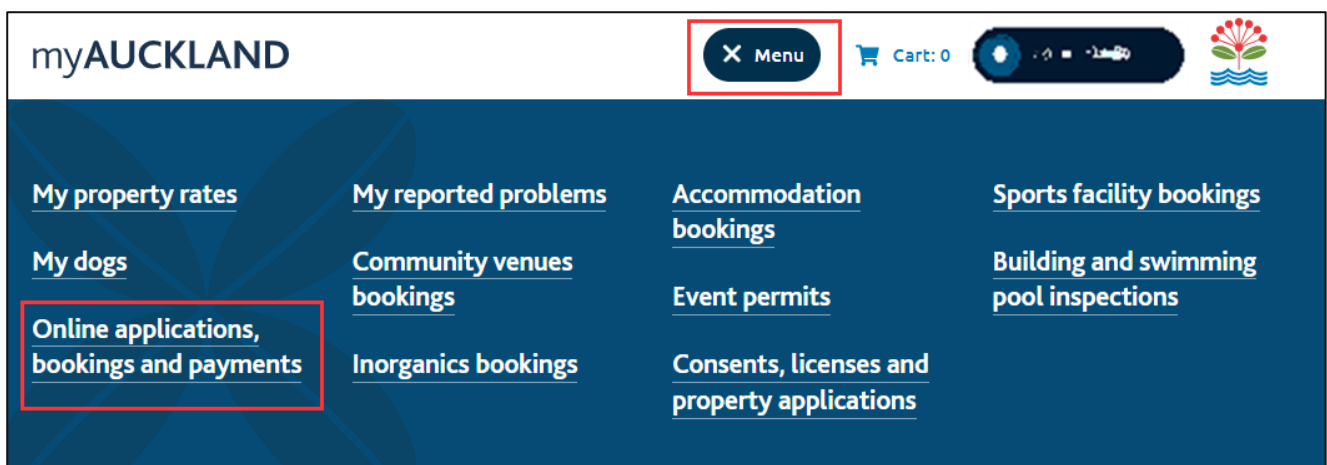
Code Compliance Certificate



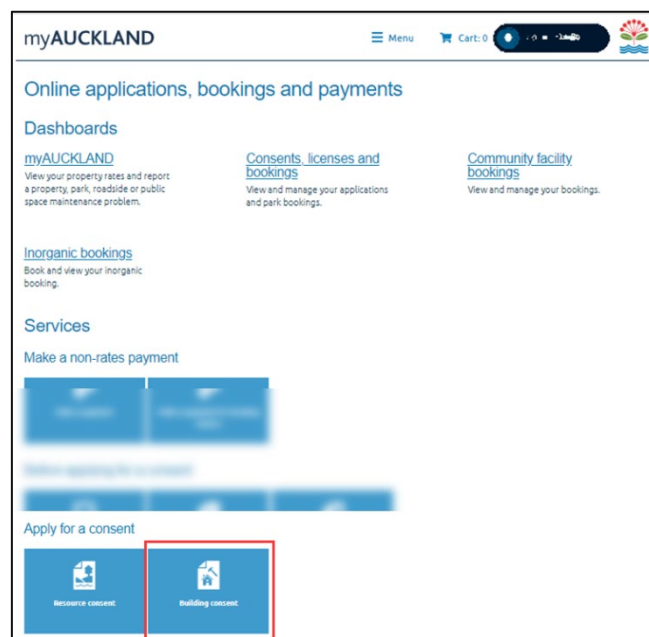
11 Creating and submitting a CCC application online

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

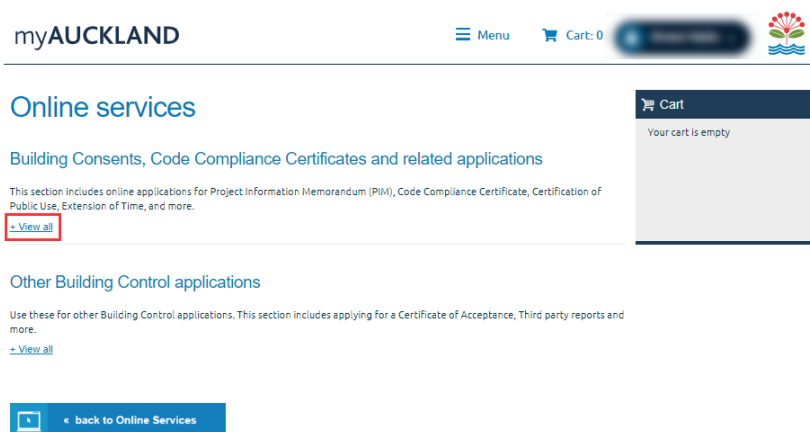


2. Then select the **Building consent** tile under **Apply for a consent** section



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

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



- Select the 'Code compliance certificate' tile.

Online services

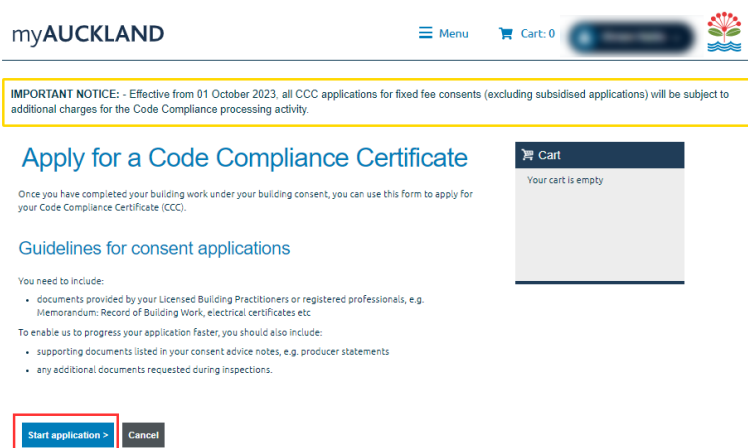
Building Consents, Code Compliance Certificates and related applications

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

[Hide](#)



- 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.

The screenshot shows the 'myAUCKLAND' website header with a 'Menu' button, a 'Cart: 0' indicator, and a user profile icon. Below the header is a yellow banner with an 'IMPORTANT NOTICE' regarding CCC applications. The main heading is 'Apply for a Code Compliance Certificate'. A progress bar shows four steps: 1. Property search (active), 2. Application details, 3. Attachments, and 4. T&C. Below the progress bar, a question asks 'How do you want to search for the site address related to this application?' with two radio button options: 'Property address' (selected) and 'Legal description of the land'. A red box highlights the 'Property address' search section, which includes a text input field with '123 Street Name' and a 'Search' button. Below the input field, a dropdown menu shows '123 Street Name Suburb'. To the right, a 'Cart' sidebar shows 'Your cart is empty'.

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.

The screenshot shows the 'myAUCKLAND' website header with a 'Menu' button, a 'Cart: 0' indicator, and a user profile icon labeled 'Shreen'. Below the header is a yellow banner with an 'IMPORTANT NOTICE' regarding CCC applications. The main heading is 'Apply for a Code Compliance Certificate'. A progress bar shows four steps: 1. Property search, 2. Application details (active), 3. Attachments, and 4. T&C. Below the progress bar, the text 'Application details: Step 1 of 6' is displayed. The section is titled 'Qualified Partner' and asks 'Are you a Qualified Partner Customer or are you lodging on behalf of a Qualified Partner Customer?'. There is a question mark icon and two radio button options: 'Yes' and 'No' (selected). At the bottom, there are four buttons: '< Prev', 'Next >', 'Save and continue later', and 'Cancel'. To the right, a 'Cart' sidebar shows 'Your cart is empty'.

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

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 ?

BCOXXXXXXXXXX

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

Cart

Your cart is empty

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.

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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

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

First Middle Name

Legal last name

Last Name

Email address

namenname@email.com

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

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

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 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

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.

The screenshot shows a 'Saved contacts' window. At the top is a search bar labeled 'Search for a contact' with the subtext 'Search for a contact you have already added.' Below the search bar is a list of saved contacts. The first contact is 'Peter Allan Smith' with phone number '0211111' and address '35 Graham Street'. To the right of this contact is a blue button labeled 'Select Contact'. Below the list of contacts is a button labeled 'Populate details from favorites'. At the bottom of the window is a text input field labeled 'Legal first and middle name'.

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

The screenshot shows the 'Application details: Step 4 of 10' page. The 'Contact information' section has the question 'Who is the first point of contact for communication with council or consent authority?'. It has two radio button options: 'Company name : Not applicable' (selected) and 'Other'. The 'Company name' option is pre-populated with 'Trading name : Not applicable', 'Name : Peter Allan Smith', 'Contact number : 0211111', and 'Email address :'. The 'Other' option is also pre-populated with the same details. Below this is another question 'Who should invoices be billed to?' with a question mark icon. It has two radio button options: 'Company name : Not applicable' (selected) and 'Other'. The 'Company name' option is pre-populated with 'Trading name : Not applicable', 'Name : Peter Allan Smith', 'Contact number : 0211111', and 'Email address :'. The 'Other' option is also pre-populated with the same details. Below this is the 'Invoice payer details' section with the question 'Is the person paying the invoice an individual, registered company or other organisation?'. It has three radio button options: 'Individual' (selected), 'Registered company', and 'Organisation'.

12. 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.

Who should invoices be billed to?

☐ 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?
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.

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

Customer reference (optional)

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

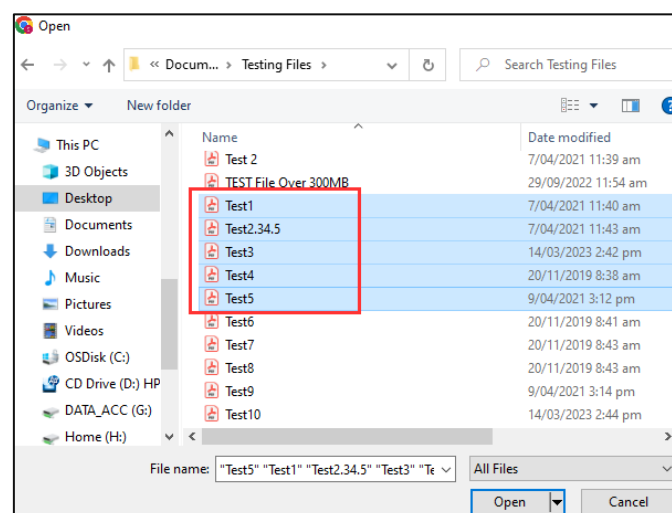
Memorandum for LBP (optional)

Browse

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

Browse

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:

Apply for a Code Compliance Certificate

1

2

3

4

Property search

Application details

Attachments

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)

Test1.pdf	Download	Delete
Test 2.pdf	Download	Delete

Browse

Success : Your document has been uploaded successfully.

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

Apply for a Code Compliance Certificate

1

2

3

4

Property search

Application details

Attachments

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)

Test1.pdf	Download	Delete
Test 2.pdf	Download	Delete

Browse

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

Browse

Producer statements (optional)

Browse

Attach energy work certificate (optional)

Browse

Evidence that specified systems are capable of performing to the performance standards set out in the building consent (optional)

Browse

Attach any additional document(s) for this application (optional)

What type of document do you want to upload?

Select type of document

Browse

< Prev

Next >

Save and continue later

Cancel

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

2

3

4

Property search

Application details

Attachments

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

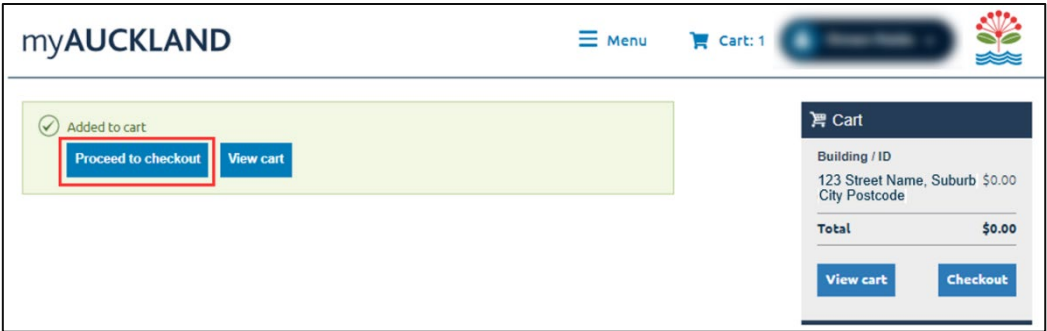
Save and continue later

Export to PDF

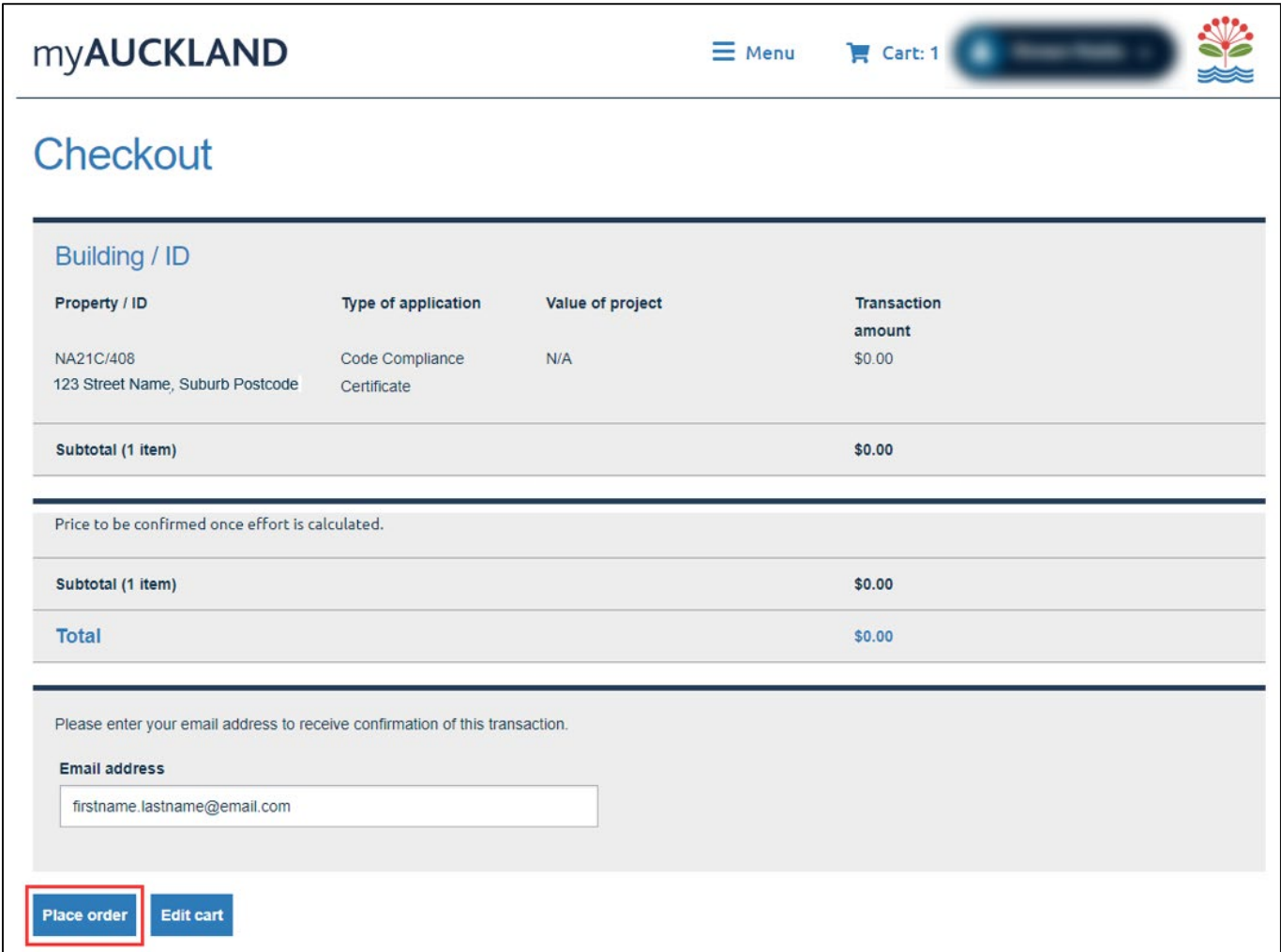
Cancel

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.

myAUCKLAND

Menu

Cart: 0

Pay now



Request sent successfully

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.

Order number 4602978013

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

Pay for something else

An email confirmation will be received to confirm the transaction:

Transaction summary

Dear Shreen Naidu,

We have successfully received your application and processed your payment.

Order number 4602978013

Payment method Zero payment
\$0.00

Your details

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

Building / ID

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

12 Managing your applications

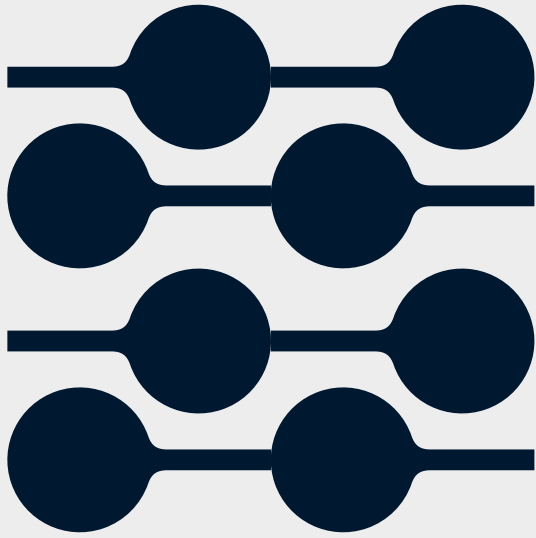
For more information on how to manage your applications, please click [here](#).

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](#).



Refunds



15 Submitting a Refund

Before you begin: The relevant building consent product application number, payment receipt number and date, printed bank deposit slip or bank statement (to enable electronic refunds).

Important information for refund requests

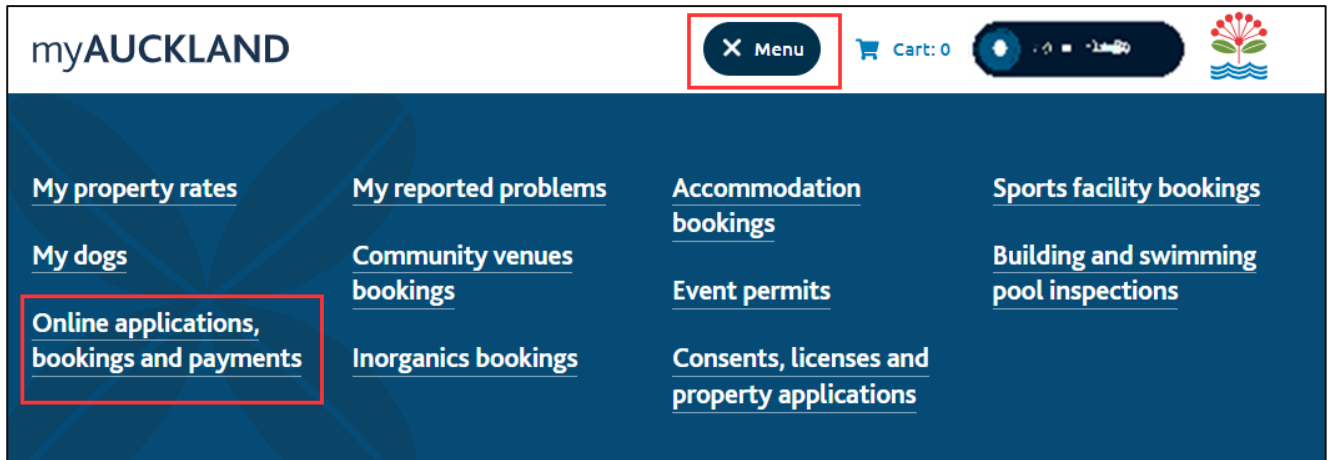
To ensure a smooth and efficient refund process, please carefully review the following guidelines before submitting your request:

- **Refund-Only Form:** This form is strictly for refund requests. If you wish to withdraw an application instead, please proceed to the [withdrawal page and form](#) available on our website.
- **Payment Details & Documentation:** Refunds can only be processed to the original payee. Please ensure you provide accurate payment details:
 - If the payment was made by an agent using a company account or credit card, a declaration must be submitted, along with the relevant payment information.
 - If a **company-issued credit card** was used under an **individual employee's name**, please declare this so we can ensure the refund is processed back to the company's account.
 - To request that the refund is paid to someone other than the consent applicant, complete the [authority to refund fees form](#) (AC2132) and include it with the form.
 - There is also a form to complete if you need to [transfer the building consent](#) (AC2149) to another person
 - printed bank deposit slip or bank statement (to enable electronic refunds).
- **Online EFTPOS Payments:** If your payment was made via online EFTPOS, please upload the remittance and/or a transaction summary to support your request.

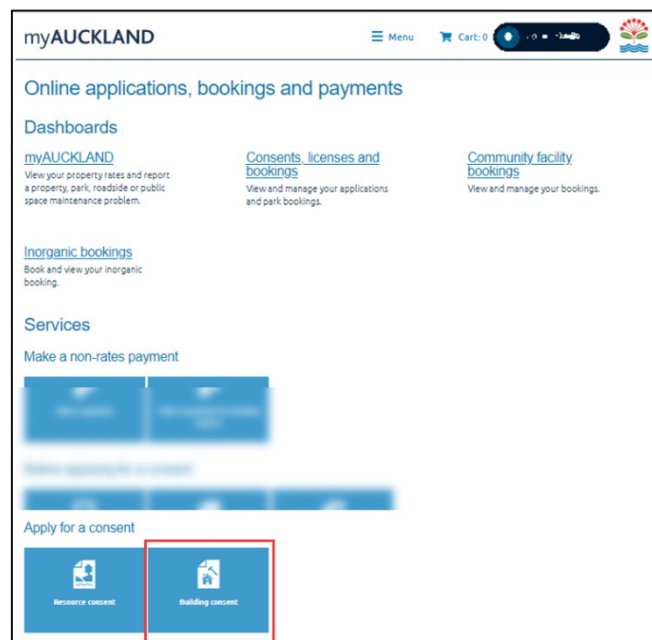
Incomplete or incorrect submissions may result in delays in processing your refund. For more information, please refer to our [website](#).



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

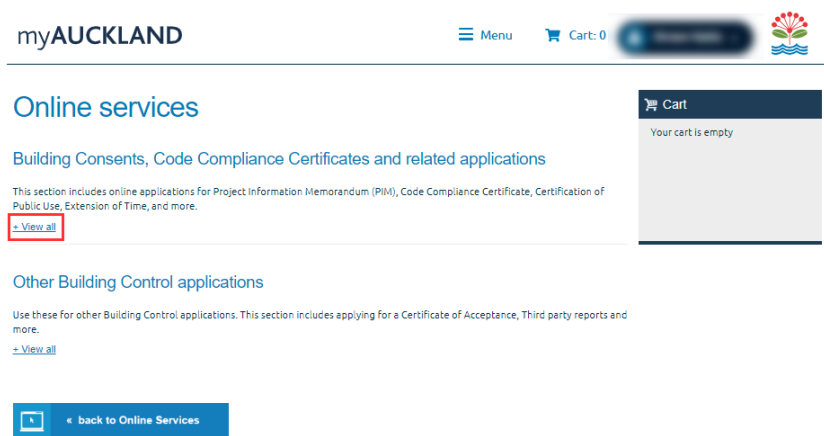


21. Then select the 'Building consent' tile under 'Apply for a consent' section'.



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

22. Click the ‘+View all’ to expand the view on types of applications



23. Select the ‘Request for building consent refund’ tile.

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.

[- Hide](#)



24. Click on 'Start application' to begin.

myAUCKLAND

Menu Cart: 0

Request for building consent refund

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

Cart
Your cart is empty

25. Start typing the address, select from the dropdown selection then click 'Search'

myAUCKLAND

Menu Cart: 0

Request for building consent refund

1 Property search 2 Application details 3 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

123 Street Name

123 Street Name Suburb

Search

Cart
Your cart is empty

26. Select the relevant address and click 'Next'.

Request for building consent refund

1 Property search 2 Application details 3 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

123 Street Name, Suburb Postcode

Search

?

Please confirm the property by selecting an option below.

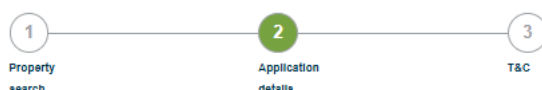
☒ 123 Street Name, Suburb Postcode
NAXXX/XXX - LOT XX DP XXXXX

[Back](#) [Next >](#)

Cart
Your cart is empty

27. 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.

Request for building consent refund



Application details: Step 1 of 2

Refund details

Building consent number

What type of refund are you applying for?

- ☐ Damage bond
☐ Building consent

Has the Code Compliance Certificate (CCC) been issued?

- ☐ Yes
☐ No

What is the receipt number? (optional)

What is the receipted date? (optional)

Day Month Year

Who paid the invoice(s)?

Is the refund going to the person who paid the invoice(s)?

- ☐ Yes
☐ No

Attach proof of bank details (bank statement or deposit slip etc)

Please note that the documents uploaded need to be in PDF format. Each individual file should be 300MB or less.



Select File

< Prev

Next >

Save and continue later

Cancel

IMPORTANT NOTE: Refunds can only be processed to the original payee who made the payment directly to Auckland Council. If a payment was made between an owner and an agent, it is not considered a payment to Auckland Council and will not be accepted.

If you want the refund to be paid to someone other than the consent applicant, please complete the ["Authority to Refund Fees" form \(AC2132\)](#) and submit it along with this form.

If the payment was made by an agent using a company account or credit card, a declaration must be submitted, along with the relevant payment information.

If a company-issued credit card was used under an individual employee's name, please declare this so we can ensure the refund is processed back to the company's account.

28. Read the T&C, then select the tick box and ‘Add to Cart’.

Request for building consent refund



Terms and conditions

☐ 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.

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 amount displayed above will always be zero and cannot be edited. There is nothing to be paid for when submitting this refund request as this amount will be determined once the request has been received and reviewed.

29. Click on the ‘Proceed to checkout’ button to proceed.

myAUCKLAND

Menu

Cart: 1

Added to cart

Proceed to checkout

View cart

Cart

Building / ID	\$0.00
Total	\$0.00

View cart

Checkout

30. At checkout, double check the details are correct and once ready, click on ‘Place order’.

myAUCKLAND

Menu

Cart: 1

Checkout

Building / ID

Property / ID	Type of application	Value of project	Transaction amount
	Building consent refund	N/A	\$0.00
Subtotal (1 item)			\$0.00

Price to be confirmed once effort is calculated.

Subtotal (1 item)			\$0.00
Total			\$0.00

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

Email address

Place order

Edit cart

31. A successful message will be displayed to confirm once the request has been submitted.

myAUCKLAND

Menu

Cart: 0

Request sent successfully

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.

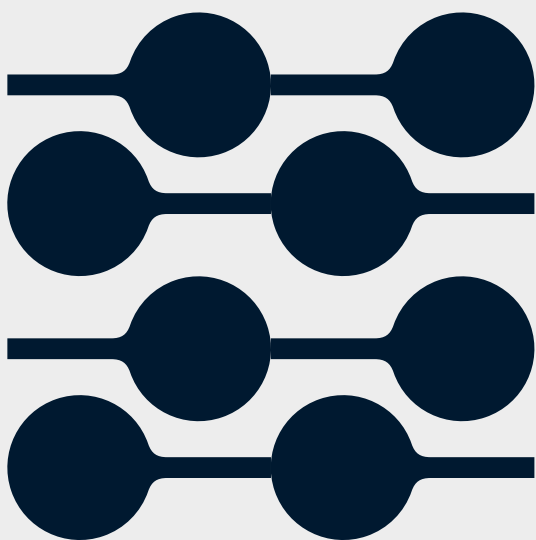
Order number4603130016

Building / ID

Property / ID	Type of application	Value of project	Transaction amount
	Building consent refund	N/A	\$0.00
Subtotal (1 item)			0.00
Total (1 item)			\$0.00

Pay for something else

You can check the status of your refund application via the dashboard. Refer to [page 9](#) of this guide on how to navigate to the refund dashboard.









Appendixes



16 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)

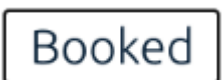










Type of inspection status	Meaning of inspection status
	This is a booked inspection but has not been allocated a result of the inspection outcome.
	This inspection has been cancelled successfully with no charge.
	This inspection has been cancelled successfully with a charge.
	This is to indicate a site meeting has been completed.
	This is to indicate the inspection carried out has failed and will need to be rebooked.
	<p>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.</p> <p>There are exceptions – please ask your inspector for more information.</p>
	This is to indicate the inspection carried out has passed.
	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	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.
 Approved - No Further Action	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.
 Paperwork required for approval	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.

17 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

Enter your account number

Purchase order number (optional)

Enter your purchase order number

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

Email address

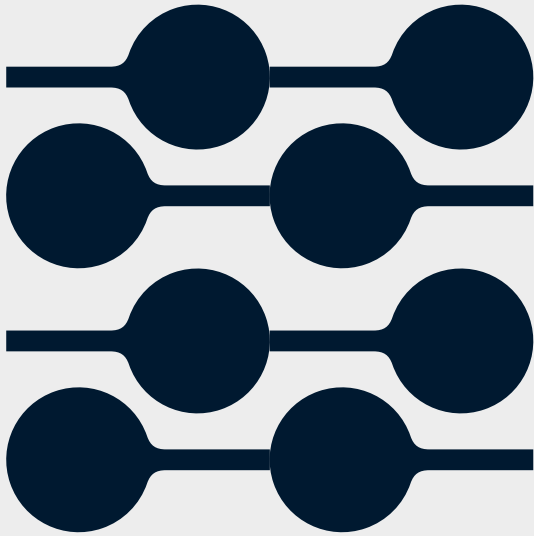
name.name@email.com

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)



18 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.

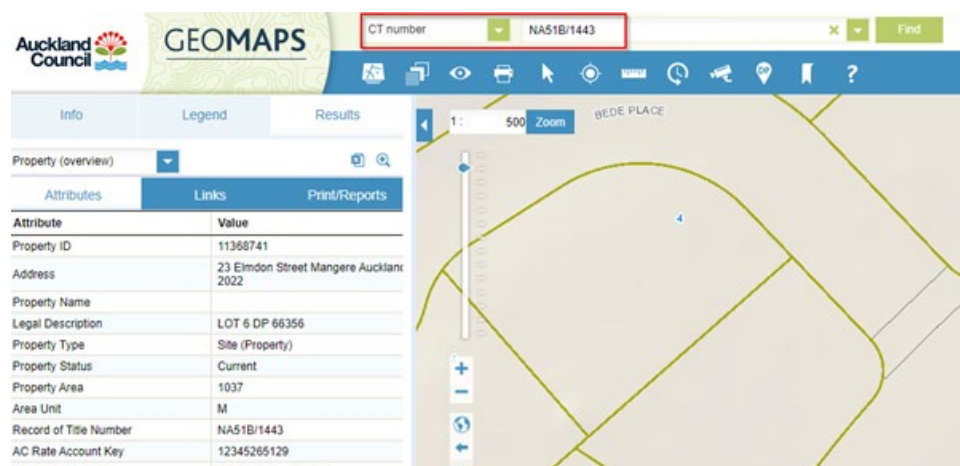
Possible solution(s):

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.

