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Digital BWOOF online guide



January 2025, Version 1.0



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1 Introduction

1.1 Purpose of this document

This customer guide covers the basics of signing in/registering and submitting Building Warrant of Fitness (BWOFF) digitally.

1.2 Digital Building Warrant of Fitness – an overview

Benefits and drivers

This service has been introduced to create a more efficient and effective service for maintaining significant volumes and cost efficiency for our regulatory services customers. Digital processing already has and continues to increase the processing productivity in-order to keep pace with industry growth.

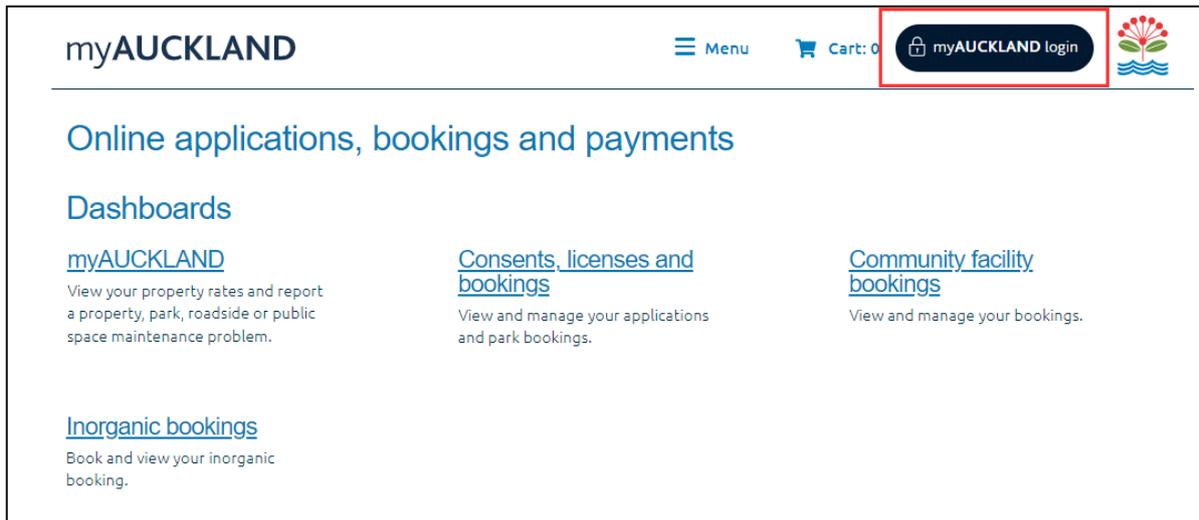
Benefits for customers include:

- reduction in administrative overheads
- reduction in printing/courier costs
- transparency of BWOFF submission status
- completely paperless processing
- receipt of BWOFF submission and documentation electronically via an online portal

2 Creating an online user login

2.1 Logging into the online portal

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

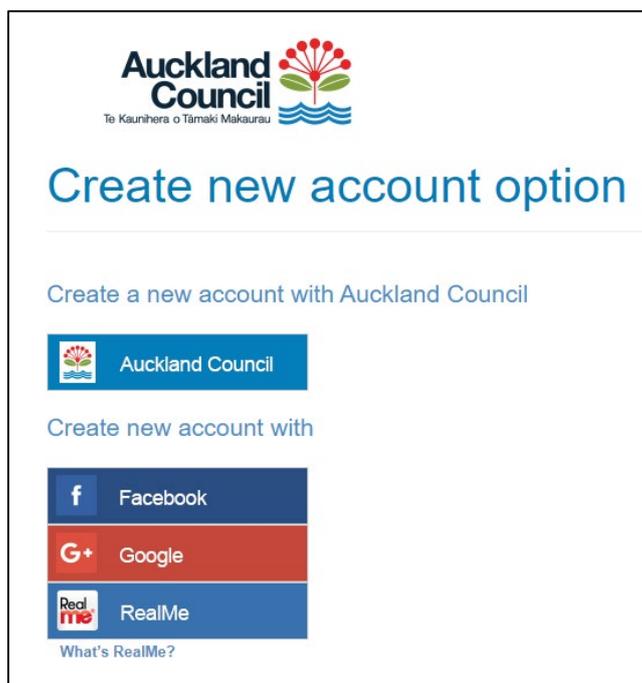


2. The **Login for Auckland Council services** page will be displayed as below. Click on 'Register' to create a user profile.

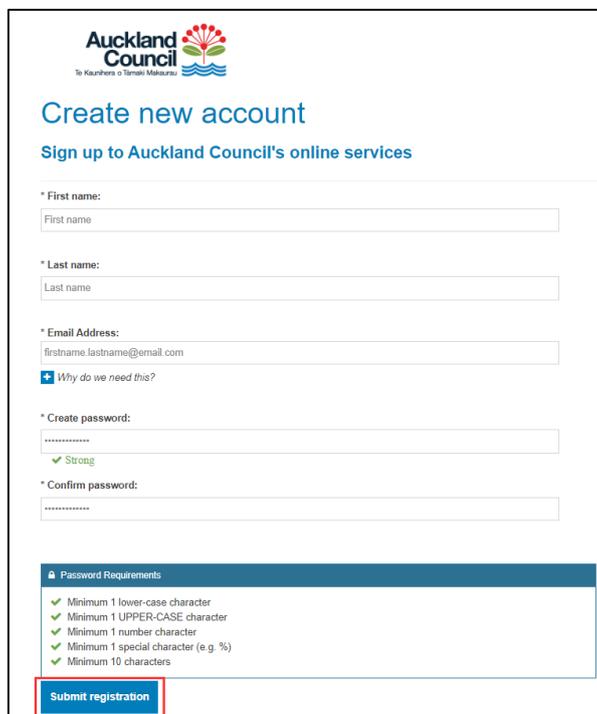
****Please note: if you already have an account created, please proceed to step 6.**



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



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

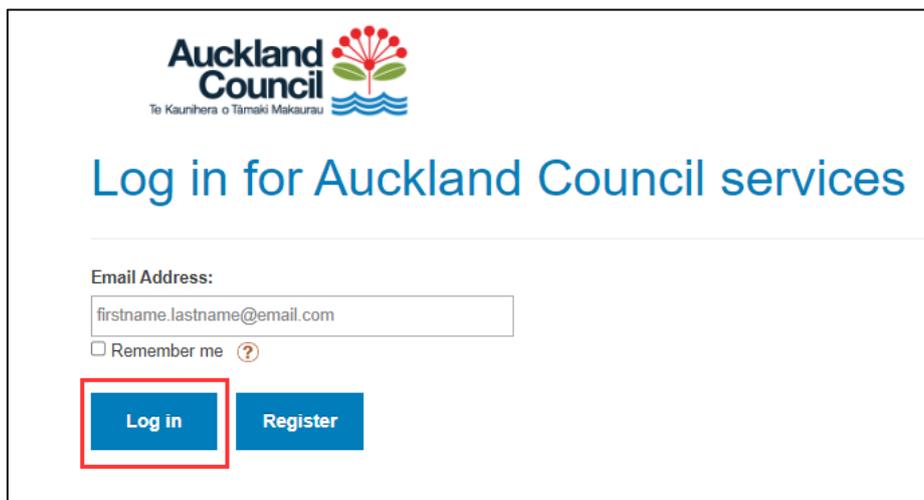


A successful message will be displayed along with an email confirmation, which will be sent to the email address used to register.

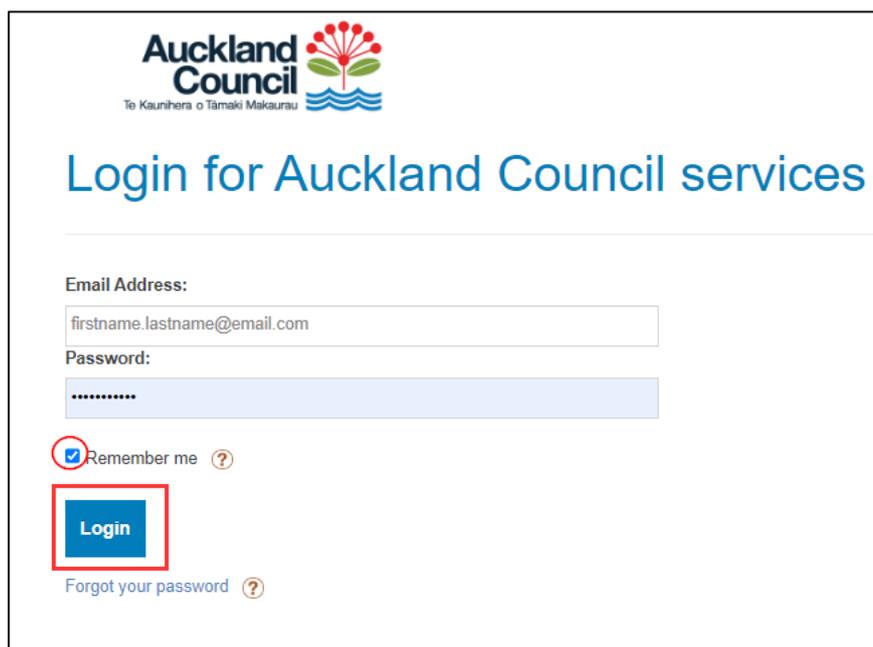
5. Click **Continue** to return to the login page



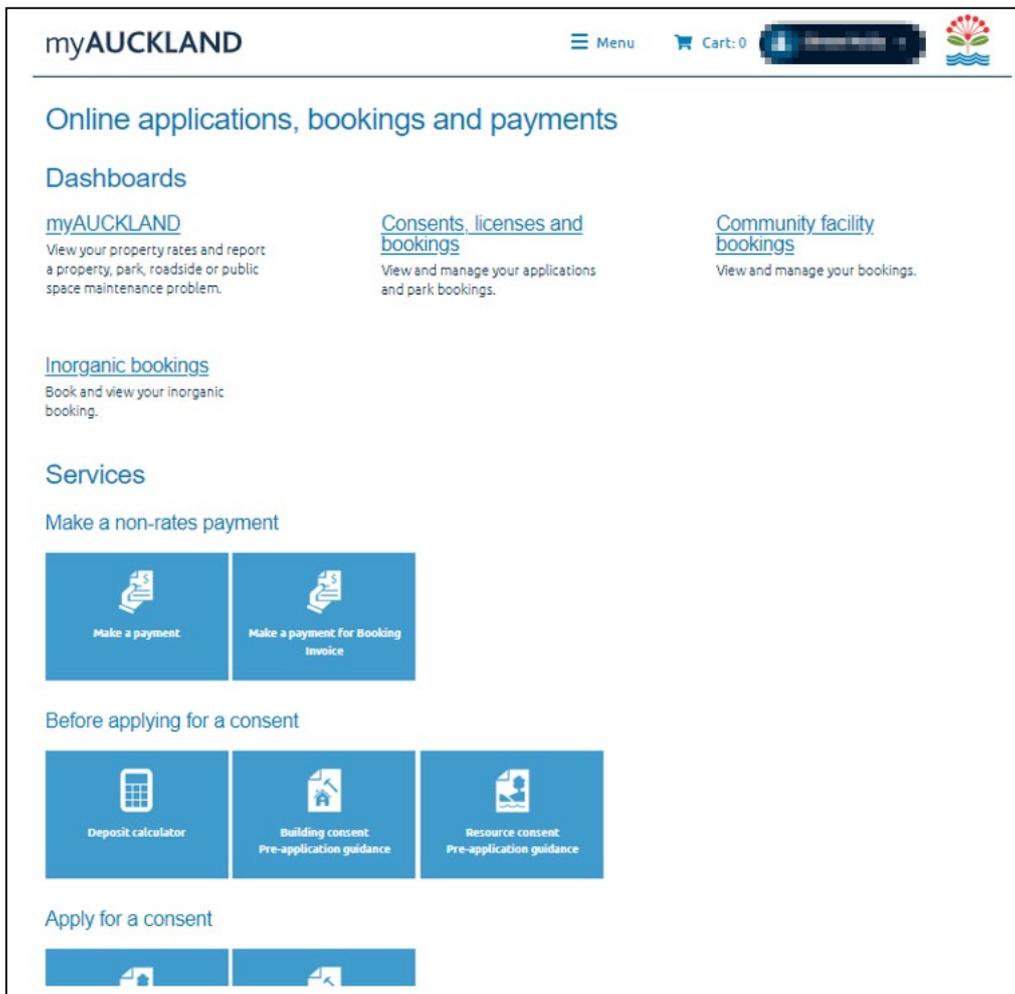
6. Enter your email ID address and click **Login**. We also recommend bookmarking this page for easy access for future logins.



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



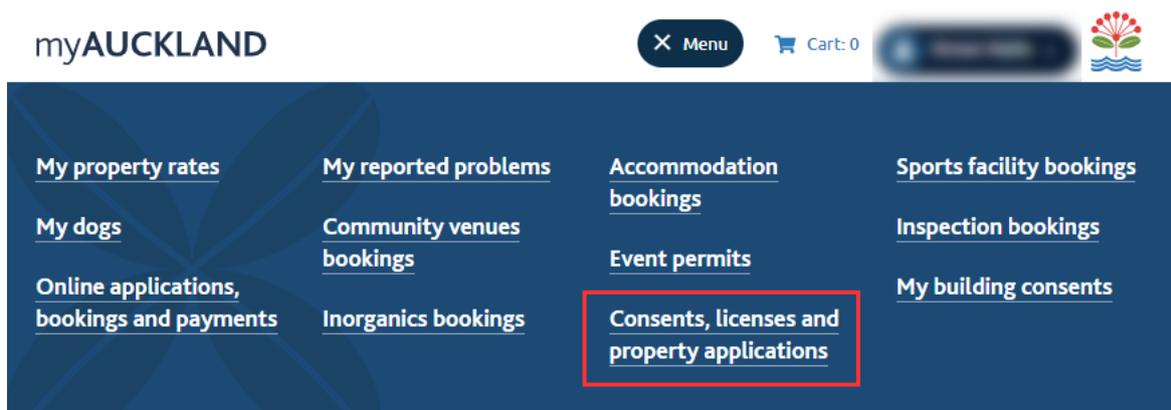
The below will load once logged in to the online portal



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

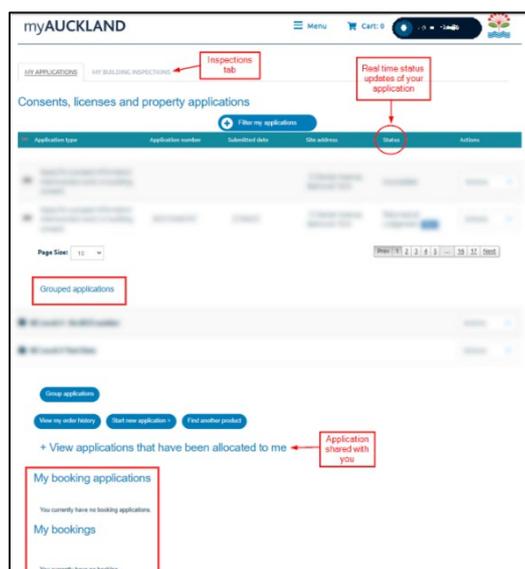
3 Navigating to the application dashboard

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



This dashboard view shows:

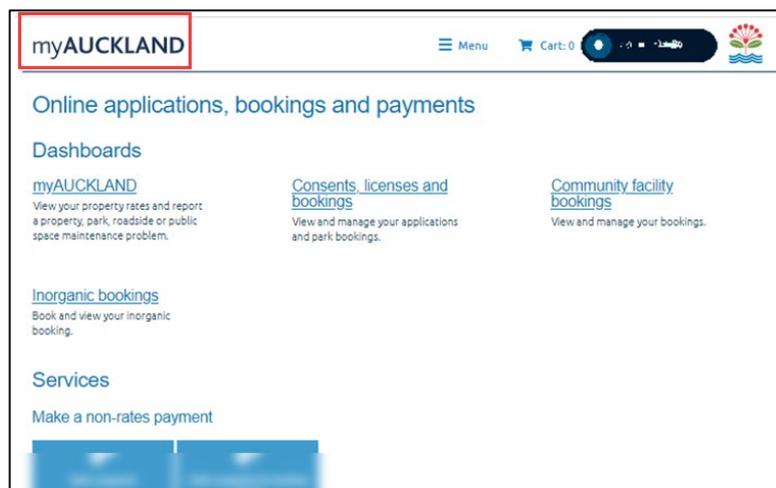
- Your existing digital applications:
 - The **Status** column reflects the progress of an application in real time.
 - Any applications which haven't been submitted will show a status of 'Incomplete'.
- Your booked inspections under the My building inspections **tab**
- Any applications that has been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



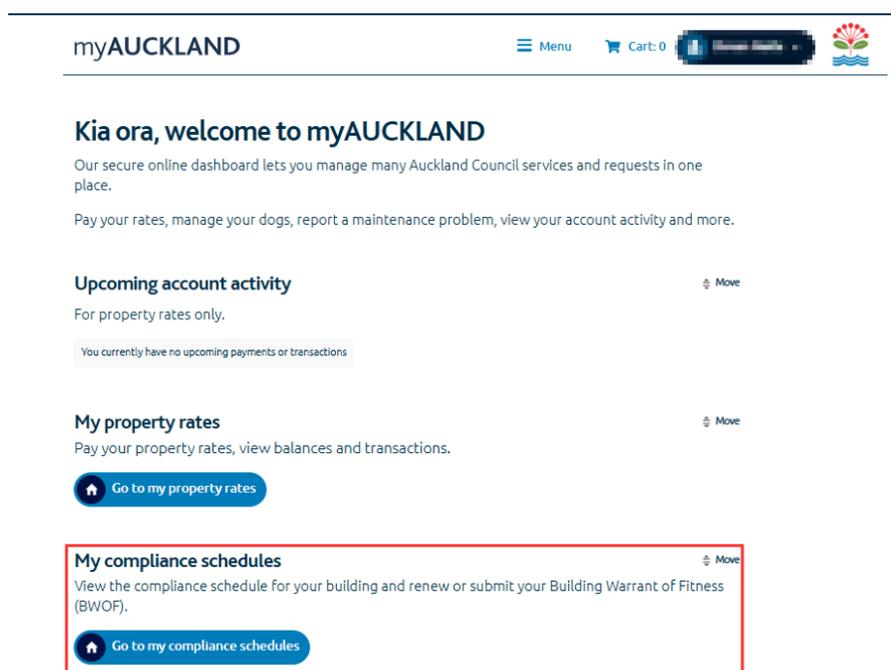
4 myAUCKLAND overview and details page

4.1 Accessing My compliance schedule overview page

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



10. Scroll down to 'My compliance schedules' and select on 'Go to my compliance schedules' button to navigate to the BWOF overview page.



The BWOFF overview page will provide:

- List of BWOFFs applied from your account
- Real time status of the relevant submissions (e.g. Awaiting information, Issued etc)

4.2 BWOFF overview page

My compliance schedules and BWOFFs

Aku rārangi tautukunga me ngā BWOFF

View the compliance schedule for your building and renew or submit your Building Warrant of Fitness (BWOFF).

Submit a BWOFF

Submit a new BWOFF

Manage your compliance schedules

Sort by: [BWOFF Expiry](#) [Address](#)

123 Street Name Suburb
City Postcode

Compliance schedule number: WOFXXXXXXXXX
BWOFF expiry: Tuesday 10 Oct 2023

BWOFF Submission for 2022-2023
Submitted - assigned for processing

123 Street Name Suburb
City Postcode

Compliance schedule number: WOFXXXXXXXXX
BWOFF expiry: Sunday 04 Feb 2024

BWOFF Submission for 2023-2024
Approved

123 Street Name Suburb
City Postcode

Compliance schedule number: W
BWOFF expiry: Thursday 09 May 2024

BWOFF Submission for 2023-2024
Draft

123 Street Name Suburb
City Postcode

Compliance schedule number: W
BWOFF expiry: Saturday 18 May 2024

BWOFF Submission for 2023-2024
Expired

Status of the BWOFF submissions with different coloured icons

application card

View more details on the BWOFF submissions

4.3 BWOFF details page

[Back to my compliance schedules and BWOFFs](#)

123 Street Name

Suburb City Postcode

[Compliance schedule details](#) **BWOFF submission and RFI**

BWOFF submission

BWOFF Submission for 2023-2024
● On hold - RFI in progress [View latest](#)

Compliance schedule number: WOFXXXXXXXXX
Legacy number: L/COM/XXXX/XX
Property address: 123 Street Name Suburb City Postcode
BWOFF expiry: 27/05/2024

Request for information (RFI)

We are reviewing this submission but need more information from you to ensure it meets the requirements of the Building Act 2004.

You can submit your response below and attach any relevant documents. We will notify you if we require any further information after reviewing your response.

We may decline the BWOFF if we have not received the requested information within **10 working days**.

Further information required for [Property Address]

[View latest](#)

AC Request received: 11.56am Wednesday 11 December 2024 [Collapse](#)

From: [Assessor Name]

RFI request provided by the BWOFF assessor.

Notes:
Kia Ora,
Compliance Schedule number: WOFXXXXXXXXXX
Address: 123 Street Name Suburb City Postcode
BWOFF Expiry date: 15/02/2025
Building warrant of fitness request for further information (RFI)
This letter confirms that we have received the Building Warrant of Fitness for the above building; however, after reviewing the contents note that additional information is required as indicated below.
Until such time as this additional information is received the Building Warrant of Fitness does not meet the requirements of section 108 of the Building Act 2004.
1. We require a completed Form 12 to be provided.
Your immediate attention is required. Please provide this information as soon as possible in order to avoid any possible legal action and the BWOFF not being accepted within 10 working days of this RFI.
Ngā Mihi | Kind Regards,

Content provided that may be helpful

Add notes

Insert comments or links to relevant documents

Type in your response to the RFI in the comment box.

Upload any supporting information

[Add files](#)

Upload any documents you may have with your response

Upload each file as a separate PDF. Each file must be less than 50MB.

You need to submit your response.

[Submit response](#)

Click to submit the response once all is ready.

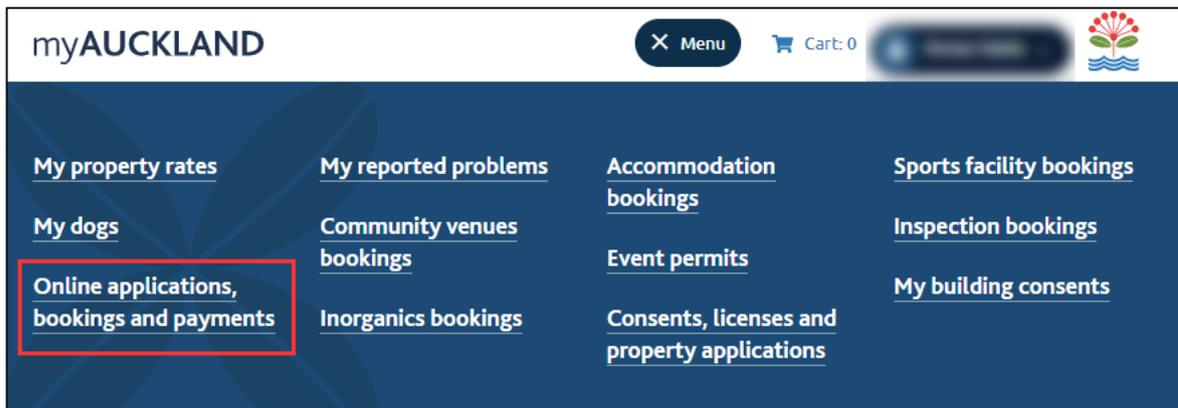
Figure 1: example of a BWOFF with a RFI status

5 Creating and submitting a BWOFF online

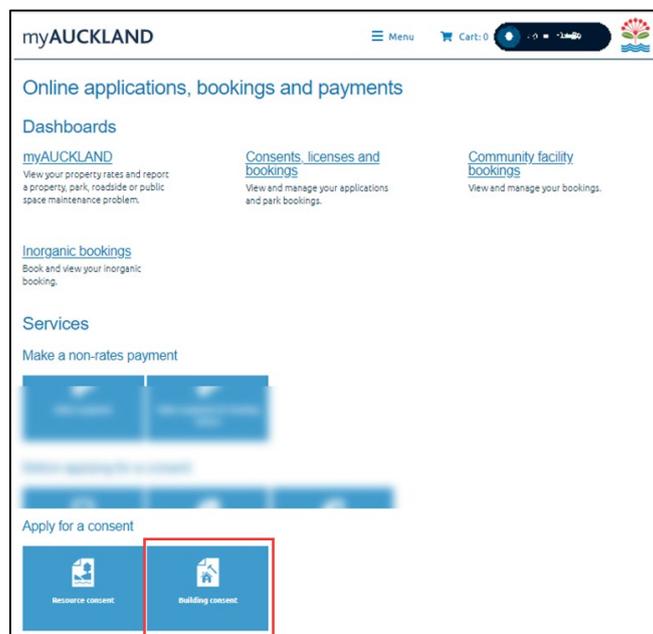
Before you begin: All supporting documents must be prepared and ready to be loaded into the portal. Please ensure that it has been combined into one PDF file.

11. To submit a BWOFF, you can locate the form from the main menu:

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

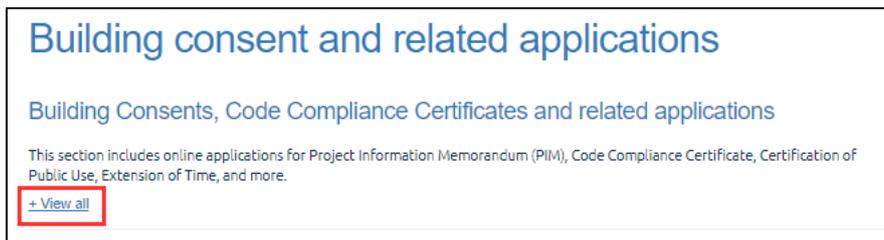


- b. Then select the 'Building consent' tile under Apply for a consent section:



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

- c. Click **+ View All** to expand the view.

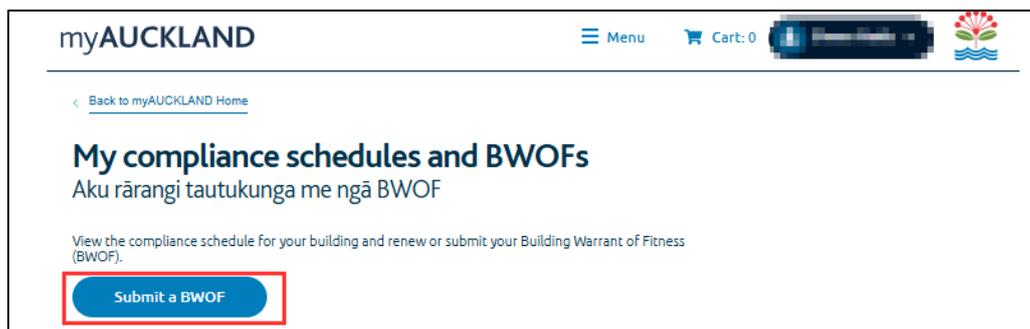


- d. Click on the button for the application type you are applying for. The process outlined below shows how to submit for a Building Warrant of Fitness.



- 12. You can also submit a BWOFF from your compliance schedule dashboard – please refer to step [4.1 Accessing My compliance schedules overview page](#), located above.

- a. From your dashboard, click on the 'Submit a BWOFF' to initiate the submission



13. Read the guidelines and click **Start** to proceed to the submission.

Ki te tuku, ki te whakahou Tohu Whakamana Hanganga rānei

Submit or renew a Building Warrant of Fitness (BWOFF)

Use this form to submit for a Building Warrant of Fitness (BWOFF). Fees will need to be paid when submitting your BWOFF, unless you are an approved credit customer.

You should know

Before you start

To avoid processing delay and additional costs, make sure:

- all relevant documentation has been supplied with your BWOFF submission
- each certificate, form or reports is to be combined and supplied to us as one PDF file
- documents are provided in PDF format, not locked or password protected
- documents are less than 300MB and follow our [file naming conventions](#)
- you have the owner's written approval to act on their behalf (if applicable)
- you are duly authorised to act on behalf of the owner
- If you want to make changes to your compliance schedule you can [amend your compliance schedule](#) separately from this BWOFF submission.

Your privacy

We will use the information you give us only for the purpose of your intended interaction with us.

See our [privacy policy](#) for more information.

 **Ten minutes** estimated time to complete this form.

Start >

Selecting the compliance schedule

14. You can find the relevant compliance schedule by either using the compliance schedule number, searching via the property address or legal description.

[< Start again](#)

Form

Find your compliance schedule

Step 1 of 6

How do you want to find your compliance schedule?

Compliance schedule number
 Property address
 Legal description

Enter compliance schedule number
You can find this number on your compliance schedule or BWOF

e.g. WOF215474431 or L/COM/2012/123

[< Back](#)
To start

[Next >](#)
Step 2

Address search not working? Why not try the following.

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

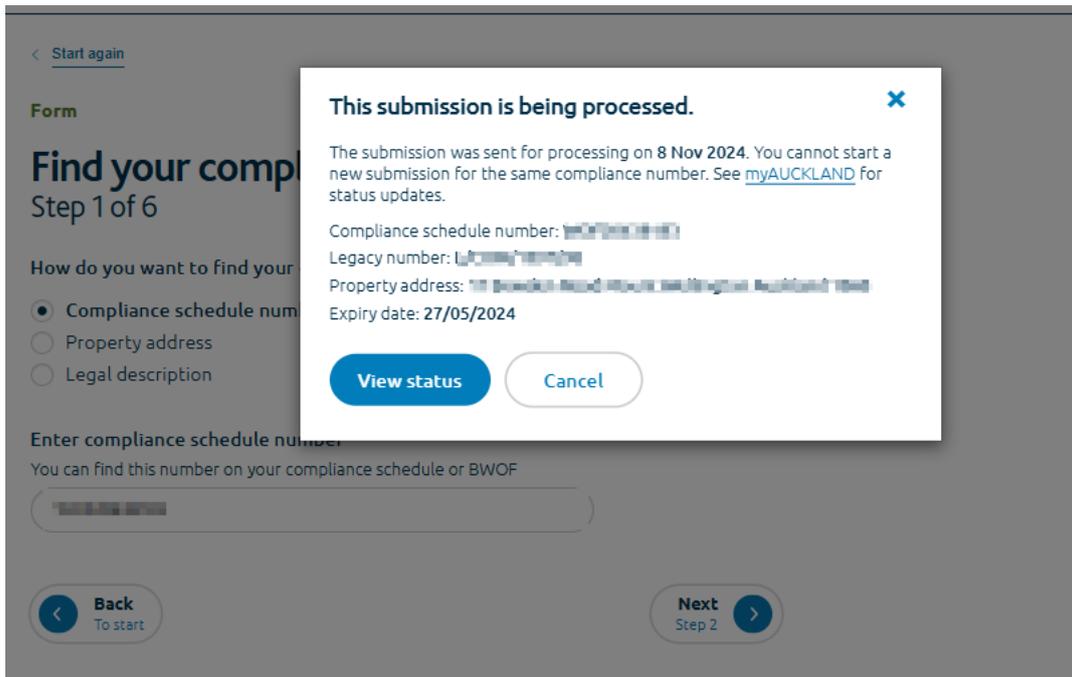
Copy the address on your rates bill.

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.

Please note, you can search and fill out information for only one compliance schedule at a time.

You will not be able to submit a BWOF if there is one already submitted. A pop-up box will appear to inform you of that the submission is 'being processed'.



16. Combine all your relevant files and **upload as one PDF document**. Then click **Next**.

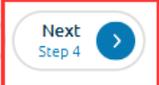
Upload all your relevant BWOFF documents

Please ensure to upload as one PDF file and it must be under 300MB

 Upload file

Templates and information about forms 12 and 12a is available from the [MBIE website](#)

Something not correct?
[Email us.](#)

Last saved: 13 Nov 2024, 5:55pm

Entering contact details

17. On step 4 of the contact details page, enter the details of the agent (if applicable) or the owner.

The owner's name is provided to you which is integrated from our system. If this is incorrect, you will need to select 'No' and provide the appropriate contact information of the owner.

[Back to Start](#) Last saved: 13 Nov 2024, 6:27pm

Form 

Contact details

Step 4 of 6

In relation to the submission, are you:

The owner

Agent or submitter on behalf of the owner

Owner details

According to our system, the owner is:

INFO/PROPERTY LIMITED

Is this the correct owner?

Yes

No

Contact Person

Let us know who we should contact if we need more information about the new owner.

Contact name

Email address

Contact phone number

18. When filling out the agent details, 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.

Agent or submitter details

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

- Individual
- Registered company
- Organisation

Your first name

[Populate details from favorites](#)

Enter your first name as shown on your passport or drivers licence.

Your last name

Enter your last name as shown on your passport or drivers licence.

Email address

Contact phone number

Mailing address

b. Company

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

Agent or submitter details

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

- Individual
- Registered company
- Organisation

Company name

Registration number

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.

Agent or submitter details

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

- Individual
- Registered company
- Organisation

Is the organisation Auckland Council, a Council-Controlled Organisation or Kāinga Ora?

- Yes
- No

Name of organisation

Select an option

Otherwise, please type in the organisation name

Agent or submitter details

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

- Individual
- Registered company
- Organisation

Is the organisation Auckland Council, a Council-Controlled Organisation or Kāinga Ora?

- Yes
- No

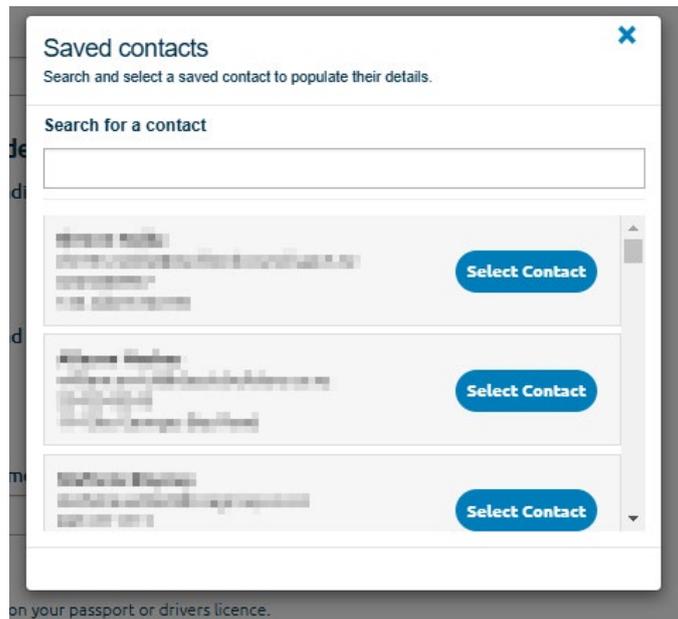
Enter your organisation name

19. If this is your first time filling out the information, you can save the contact details for future use.

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

- Yes
- No

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



Did you know that the form auto-saves as you proceed? It provides you with the date and time the draft was saved.



The save buttons are located on both the top and bottom of the page. Using the dropdown, you can also 'Save and exit' or 'Save and start new'.



Selecting invoice details

21. In this step, you will require to select which party is to be invoiced.

If the owner is selected, you will need to provide to us with the owner's contact information:

< Back to Start Last saved: 22 Nov 2024, 8:11am

Form Save

Invoice details

Step 5 of 6

Who should we send the invoice to?

OWNER
 AGENT
 Other or Credit approved customer

Invoice contact details

There may be additional charges for this BWOF submission. Let us know who should receive these Invoices.

Email address

Contact phone number

Mailing address

Back Step 4 Save Next Step 6

Last saved: 22 Nov 2024, 8:11am

If the agent is selected, the 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

< Back to Start Last saved: 13 Nov 2024, 7:00pm

Form Save

Invoice details

Step 5 of 6

Who should we send the invoice to?

[Redacted]
 [Redacted]
 Other or Credit approved customer (e.g. leasee)

Is the invoice an individual, registered company or other organisation?

Individual
 Registered company
 Organisation

Back Step 4 Save Next Step 6

Last saved: 13 Nov 2024, 7:00pm

Share, pay and complete submission

The online BWOF submission channel is designed in mind where the submitter is the owner of the building as required by section 108(1) of the Building Act 2004 so, payment can be made directly upon submission.

However, we understand the owner can authorise an agent to submit on their behalf, therefore a 'share to pay' function is included if the agent is not making the payment on behalf of the owner.

22. If you would like the invoicee to pay for the base fee, select the second option highlighted below. This information is pre-populated from the previous page when entering the invoice details in Step 5 of the online form.

23. Once that option has been selected, click on 'Next' to 'Finish'

Please note, if you would like to amend these details, please proceed to head 'Back' to Step 5, invoice details page.

< [Back to Start](#) Last saved: 22 Nov 2024, 8:14am

Save

BWOF summary and payment

Step 6 of 6

Summary

Compliance schedule number: [REDACTED]
Legacy number: [REDACTED]
Property address: [REDACTED]
Expiry date: 31/05/2024

Fixed fee: \$267.00

Do you want to pay the fixed fee?

You can pay the fee online now or we can email the payment details to the invoicee you provided on the previous step.

Yes, I would like to pay now

No, send to: [REDACTED]
[REDACTED]

Last saved: 22 Nov 2024, 8:14am

24. Once you proceed to 'Finish', you should see a 'Thank you' page detailing information on what to do next.

Tēnā koe Thank you

Thanks for uploading the BWOFF for [REDACTED] Auckland Council Auckland 1010, [REDACTED]

What happens next?

We have emailed to review the submission and pay the amount due. We will process the BWOFF once payment has been made.

We will let you know once the BWOFF has been accepted but may need to contact you if any information is missing or needs clarification.

You can check the status of your BWOFF at any time in [myAUCKLAND](#).

Click on this link to navigate back to the BWOFF dashboard.

25. An email confirmation would be received to confirm that the renewal has been emailed to the invoicee:

BWOFF uploaded and awaiting payment

Kia ora [Submitter Name](#)

Thank you for uploading the Building Warrant of Fitness (BWOFF) for [REDACTED] Auckland Council Auckland 1010, [REDACTED]

We have sent an email to [Invoicee Name](#) to pay the fee. This fee will need to be paid before we can process the BWOFF.

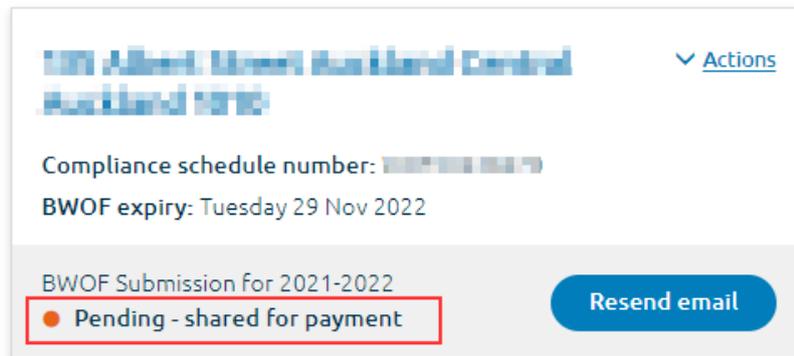
You can view a summary of the BWOFF submission at any time in myAUCKLAND, our secure online dashboard to manage your Auckland Council services and requests. You will need to login to view this information.

[View status in myAUCKLAND](#)

Ngā mihi | Kind regards

The Building Warrant of Fitness Team, Auckland Council

In the myAUCKLAND BWOFF dashboard, you will see that the renewal has a status of 'Pending – shared for payment'.



1379 Albert Street Auckland Central
Auckland 10110

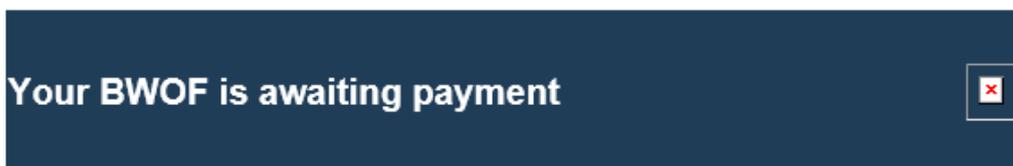
Compliance schedule number: [REDACTED]
BWOFF expiry: Tuesday 29 Nov 2022

BWOFF Submission for 2021-2022
● Pending - shared for payment

Resend email

26. An email will also be sent to the invoicee to inform them there is BWOFF Renewal that is awaiting payment and submission.

They will need to click on the 'View and pay BWOFF' link to proceed to pay and submit the renewal.



Kia ora **Invoicee Name**

Submitter Name is submitting a Building Warrant of Fitness (BWOFF) for **[REDACTED]** which is now awaiting payment.

They have informed us that you will be paying the outstanding amount. This fee will need to be paid now so that the BWOFF can be submitted and then processed by Auckland Council.

You can view a summary of the BWOFF submission and make payment on our website. On account customers must log in to myAUCKLAND to pay on account.

[View and pay BWOFF](#)

Ngā mihi | Kind regards

The Building Warrant of Fitness Team, Auckland Council

6 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.

BWOFs can be placed on hold if information is missing, or further information is required. The submission will reflect a status of Further information requested in the MyAuckland BWOF overview and details page when it is on hold awaiting information from the customer.

You would have received an email regarding this status update:

Building Warrant of Fitness – request for information



Kia ora,

We have reviewed the Building Warrant of Fitness (BWOF) for **[REDACTED]**, and need further information from you to progress.

The BWOF does not meet the requirements of section 108 of the Building Act 2004 until we receive all information. Please provide this information as soon as possible to avoid any fines and a declined BWOF.

Clicking on the link below takes you to your BWOF dashboard in myAUCKLAND and will require you to login to view and respond to our requests.

[Respond in myAUCKLAND](#)

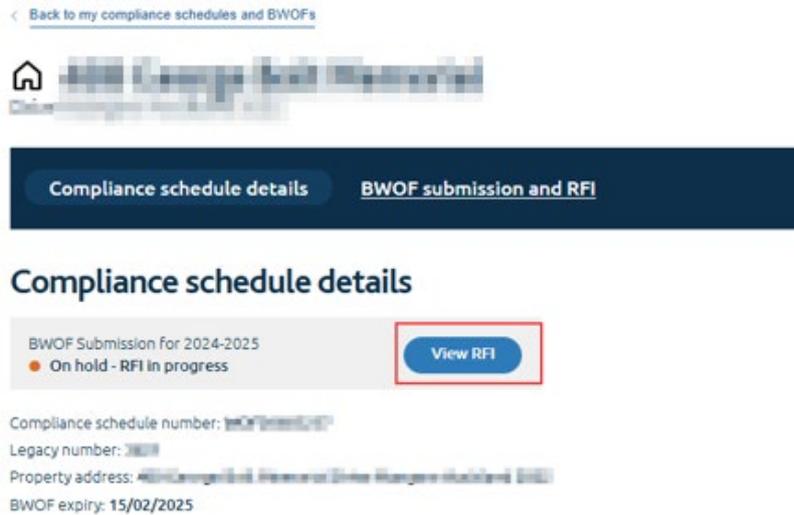
(Please note only the original submitter can view and respond to this request for information)

Ngā mihi

The Building Warrants of Fitness Team, Auckland Council

28. Click the link located in the email. You will be navigated to the BWOFF details page. Please note, it may require you to sign in.

Then, click on the 'View RFI' button:



29. Type in your response and add any supporting documentation you may have before submitting the response.

Please note we will only continue processing your BWOFF once you have provided a completed response to the RFI requests.



A confirmation response will be displayed, in green on the top right corner of the page

THIS LETTER CONTAINS INFORMATION THAT WE HAVE RECEIVED THE BUILDING WARRANT OF FITNESS FOR THE ABOVE BUILDING. HOWEVER, AFTER REVIEWING THE CONTENTS NOTE THAT ADDITIONAL INFORMATION IS REQUIRED AS INDICATED BELOW.

Until such time as this additional information is received the Building Warrant of Fitness does not meet the requirements of section 108 of the Building Act 2004.

1. We require a completed Form 12 to be provided.

Your immediate attention is required. Please provide this information as soon as possible in order to avoid any possible legal action and the BWOF not being accepted within 10 working days of this RFI.

Ngā Mihi | Kind Regards,



Response sent: 09:42am Tuesday 17 December 2024 [Collapse](#)

Notes:
Hello assessor, I have attached a completed Form 12, as requested. Thanks!

Attached files:
We are processing the below document(s). Refresh the page to view latest status.

Test1.pdf

[Add another response](#)

Appendix A

Status	Details about related status	Statutory clock
Draft	The BWOFF is not yet submitted and in draft on your dashboard.	BWOFF Submission for 2023-2024 ● Draft
Pending - shared for payment	The BWOFF has been shared with a different party to make payment and complete submission	BWOFF Submission for 2023-2024 ● Pending - shared for payment
Submitted - assigned for processing	Currently assigned to the admin team to complete their tasks.	BWOFF Submission for 2024-2025 ● Submitted - assigned for processing
Submitted - processing	To be assigned to a BWOFF technical officer	BWOFF Submission for 2024-2025 ● Submitted - processing
On hold - RFI in progress	A RFI request has been created and requires a response.	BWOFF Submission for 2024-2025 ● On hold - RFI in progress
Approved	The BWOFF has been approved	BWOFF Submission for 2025-2026 ● Approved
Submission form available in xxx days	The BWOFF will open and ready for you to submit in xxx days	BWOFF Submission for 2024-2025 ● Submission form available in 72 days
Expired	The BWOFF is expired	BWOFF Submission for 2022-2023 ● Expired
Cancelled	The Compliance Schedule has been cancelled.	Compliance Schedule ● Cancelled

