

# Digital Resource Consents

## Customer Guide



# Table of Contents

1	Introduction.....	3
1.1	Purpose of this document .....	3
1.2	Digital resource consents – an overview .....	3
2	Creating and submitting an online resource consent application .....	4
2.1	Overview .....	4
2.2	Logging in to the online portal .....	4
2.3	Creating and submitting an online consent application .....	7
	Selecting the property.....	9
	Entering customer details .....	10
	Entering activity details.....	12
	Giving access to another user .....	13
	Making payment.....	15
3	Copying an application .....	19
4	Providing additional documentation in support of an application.....	22
5	Help and support .....	24

# 1 Introduction

## 1.1 Purpose of this document

This customer guide covers the basics of signing in/registering and submitting resource consents digitally.

## 1.2 Digital resource consents – 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 consent application status
- completely paperless processing
- receipt of consent application and documentation electronically via an online portal

## 2 Creating and submitting an online resource consent application

### 2.1 Overview

This section covers the creation and submission of a new resource consent application by a customer. Steps include:

- Logging in to the online portal
- Creating and submitting an online consent application.

### 2.2 Logging in to the online portal

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



The **Login for Auckland Council services** screen displays.

A screenshot of the "Login for Auckland Council services" page. At the top is the Auckland Council logo. Below it, the heading "Login for Auckland Council services" is displayed in blue. There is a text input field labeled "Email Address:". Below the input field is a checkbox labeled "Remember me" with a question mark icon to its right. At the bottom, there are two buttons: "Login" and "Register".

If you already have an account, go to step 6.

2. Click **Register**.
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 fields (indicated with \*) and click **Submit registration**

A **New account registration successful** message displays, and a confirmation email is sent to the email address associated with the new account.

5. Click **Continue** to return to the **Login for Auckland Council services** screen.



6. Enter your account email address and click **Login**.



7. Enter your account password. You can choose **Remember me** to save your login details for future use. Click **Login**.

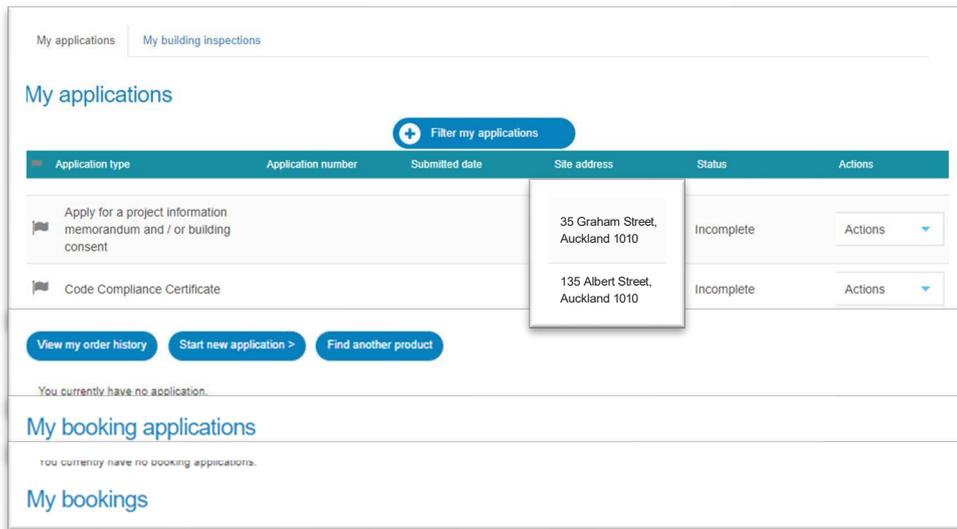


The **myAUCKLAND** screen displays.

Navigate to **Menu > Consents, licenses and property applications** on top right of your screen to see:

- your existing digital applications
  - The **Status** column reflects the progress of an application in real time
  - Any applications which haven't been submitted yet will show a status of **Incomplete**

- other online bookings for sports parks, regional facilities etc. under **My booking applications** and **My bookings**.



## 2.3 Creating and submitting an online consent application

### Before you begin

All business rules relating to documentation standards apply/ must refer to the [Guidelines for online resource consent applications](#)

1. Scroll down to navigate to the [Online Services](#) page.
2. Click on the **Resource consent** button under **Apply for a consent**.

### Services

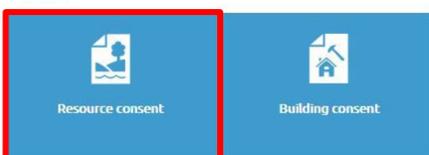
#### Make a non-rates payment



#### Before applying for a consent



#### Apply for a consent



You may be directed to the **Login for Auckland Council services** screen to login if you haven't already.

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

### Resource consent

Use this form to apply online (no need to fill out a PDF application form).



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

## Apply for a resource consent

Use this form if you are applying for a:

- land use resource consent
- subdivision resource consent
- streamworks (working within streams) consent
- coastal permit
- discharge permit
- water permit.

Select all the options necessary to cover your proposal.

If you are applying for tree work only, use the [Apply for resource consent - tree works](#) application form.

All resource consents are subject to specific conditions. We will endeavour to seek your agreement to our conditions before approving your consent.

You will need to pay a deposit when submitting this application, unless you are an approved credit customer. You can pay by either Account2Account or credit card (1.75 per cent convenience fee applies).

### Guidelines for consent applications

Before you apply, make sure:

- you have the names and signatures of all trustees, if the application is in the name of a trust
- you have a Record of Title, less than three months old (you can order one online at [www.lin.govt.nz](http://www.lin.govt.nz))
- you have an [Assessment of Environmental Effects](#)
- documents are 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.



## Selecting the property

5. Type 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.

1 Property search

2 Application details

3 Attachments

4 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

Enter your street address

Please confirm the property by selecting an option below.

135 Albert Street, Auckland Central 1010  
649935 - Lot 1 DP 123332

6. **Confirm** the address option you want to create a resource consent application for. To proceed through the application form, click **Next**.

Site address

82 Bay Street Red Beach

?

Please confirm the property by selecting an option below.

82 Bay Street, Red Beach 0932  
37174 - Lot 2 DP 309487

7. Complete the mandatory fields in the **Application Details** screen and click **Next**. Optional fields will be indicated with **(optional)** in the title. Click on the **?** to see more information about what to provide in a specific field.

You will be unable to proceed to the next section 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 you can click **Save and continue later** to save your progress and exit the application. Incomplete applications can be re-visited later via the **Menu**.

# Apply for a resource consent



Application details: Step 1 of 9

## Application details

What type of application is this for? Select all the options necessary to cover your proposal.

- Coastal permit
- Discharge permit
- Land use
- Streamworks
- Subdivision
- Water permit

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

- Yes
- No

< Prev   Next >  
Save and continue later   Cancel

## Entering customer details

8. In the **Who is applying?** screen enter the details of the agent (if applicable) or the applicant.

You must indicate whether it is an individual, registered company or organisation applying, and complete all mandatory contact detail fields and attachment fields.

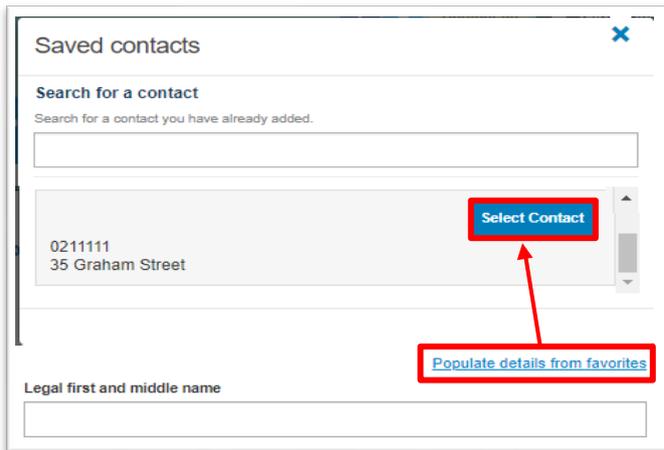
If applying as an individual, you must enter your name as it would appear on a legal document and should only enter one individual's name per name field.

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

9. At the end of the application details sections you can select the option to remember your contact details for future use.

Do you want us to remember these details for future use?  
 Yes  
 No

Once details are saved, the next time you fill out an online application form you will be able to auto-fill the form with the saved details by clicking **Populate details from favourites** and selecting the set of details you want to use.



10. On the **Contact information** screen, you will need to select the first point of contact for the application, as well as who will be invoiced.

To add another option for the first point of contact or billing party select **Other** and complete the mandatory fields.

Application details: Step 4 of 10

### Contact information

Who is the first point of contact for communication with council or consent authority?

- Company name : Not applicable  
Trading name : Not applicable  
Name : TEST TEST  
Contact number : 0211111  
Email address : test@testemail.co.nz
- Other

Who should invoices be billed to? ?

- Company name : Not applicable  
Trading name : Not applicable  
Name : TEST TEST  
Contact number : 0211111  
Email address : test@testemail.co.nz
- Other

### Invoice payer details

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

- Individual
- Registered company
- Organisation

11. If the customer nominated to be billed is Auckland Council, a Council Controlled Organisation (CCO) or Kāinga Ora, the **WBS code/Purchase order number** field is mandatory. The details entered here will appear on any invoice raised for this application.

Who should invoices be billed to? 

Company name : Not applicable  
 Trading name : Not applicable  
 Name : TEST TEST  
 Contact number : 0211111  
 Email address : test@testemail.c

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

2650099106 - 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

12. If the customer is not Auckland Council, a CCO or Kāinga Ora, there is an optional **Customer reference** field to provide a reference which will appear on any invoice raised for this application.

Customer reference (optional)

This reference will be displayed on your invoice.

What is your preferred method of billing?

- By email
- By post

[< Prev](#) [Next >](#)

Are you an approved customer?

13. An Approved Credit Account customer will have an account set up with Council if they regularly request work from us. They will have a unique account number that they must use at the Payment section if using the On Account payment method.

- Select Yes or No - if you select No, you will need to upload a Declaration form. If you select Yes, you must enter your account number at the Payment section

Are you an Approved Credit Account customer? 

Yes

No

## Entering activity details

14. Steps 5-9 of the application form are questions about the activity, including:
- Activity details
  - Site visit requirements
  - Monetary contributions
  - Notification
  - Mana Whenua details

## Uploading attachments

15. Upload the mandatory documents in the **Attachments** screen, as well as any relevant supporting documentation for your activity.

To upload additional documents, select the type of document you are uploading, click **Browse**, and select your document.

To remove a document you have selected, click **Delete**.

### Documents to be provided

Application plans 

Browse

Certificate of title (less than 3 months old) 

Browse

Assessment of Environmental Effects (AEE) 

Browse

Completed checklist (optional) 

Browse

Supply details of the resource consent(s) being applied for (if not included in AEE) (optional) 

Browse

Supply an assessment against the matters in Part 2 of the RMA (if not included in AEE) (optional)

Browse

## Giving access to another user

16. When you reach the **Terms and conditions** page, either:
- a. Click **Save and continue** later if you are inviting someone else to make payment towards the application (go to step 17).
- OR
- b. Complete the **Terms and conditions** page and click **Add to cart** if you are paying for the application (go to step 22).

### Save and continue later

Choosing this option will take you back to **Consents, licenses and property applications** list.

17. Click **Give access** to allow another user to make payment towards the selected application.

[My applications](#)

Filter my applications						
Application type	Application number	Submitted date	Site address	Status	Actions	
Resource consent			35 Graham Street, Auckland Central 1010	Incomplete	<div style="border: 1px solid red; padding: 2px;">Actions</div> <ul style="list-style-type: none"> <li><a href="#">Continue application</a></li> <li><a href="#">Remove</a></li> <li><a href="#">View details</a></li> <li><a href="#">Assign to group</a></li> <li style="border: 1px solid red; padding: 2px;"><a href="#">Give access</a></li> </ul>	
Apply for a project information memorandum and / or building consent			35 Graham Street, Auckland Central 1010	Incomplete		
Resource consent			35 Graham Street, Auckland Central 1010	Incomplete		
Resource consent			2/91 Fairclough Road, Beach Haven 0626	Incomplete		

18. Select the **Full access** option (this will allow the invited user to make payment, as well as edit the application), and enter the email address the other customer has used to create their own account on the online portal. Click **Send Invite**.

**Allocate access to existing user**

What do you want to give them access to?

View/read only  
User can view the application form but cannot edit it, manage documents or make payments.

**Full access**  
User can edit the application form, manage documents and make payments.

Enter their email address

**Allocate access to existing user**

What do you want to give them access to?

View/read only  
User can view the application form but cannot edit it, manage documents or make payments.

**Full access**  
User can edit the application form, manage documents and make payments.

Enter their email address

Your invite was sent successfully  
You can manage their access from the application details page.

19. The invited customer will receive an email and a link that will take them to the **Consents, licenses and property applications** list once they have signed in. If they are not already a registered user, they will be asked to register.



You have been invited to access the following application:

Resource Consent application

50 Centreway Road Orewa

**Access level:** Full access

You can edit the application form, manage documents and make payments.

If you do not have an online services account, you will need to create one first.

[View application](#)

Regards,

Auckland Council

20. On the **Consents, licenses and property applications** page scroll down to the bottom of the page to find the **View applications that have been allocated to me** field. This is where any shared applications can be found. This field may need to be expanded.

Click **Continue**.

Owner	Access received	Form code	Consent/Licence type	Site address	Status	Actions
Terese Marsh	23/8/2017 13:8	0000188620	Outline plan of works	6A/10 Airborne Road, Rosedale 0632	Returned at Lodgement	<a href="#">View details</a>
Terese Marsh	30/8/2017 7:39	0000198787	Apply for a temporary structure	12 Tableau Place, Totara Vale 0629	Incomplete	<a href="#">Continue</a>
Terese Marsh	11/12/2018 8:3	0000449642	Deemed permitted activity	23 Marina View Drive, West Harbour 0618	Incomplete	<a href="#">Continue</a>

21. The application will open part way through, click **Next** until you reach the **Terms and conditions** page. Continue with the Add to cart steps below.

## Making payment

### Add to cart

22. Complete the mandatory fields in the **Terms and conditions** screen and click **Add to cart**.

**Terms and conditions**

Once I submit my application, I accept that:

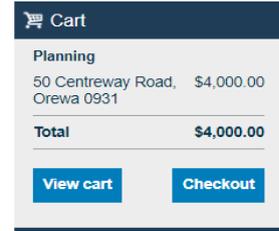
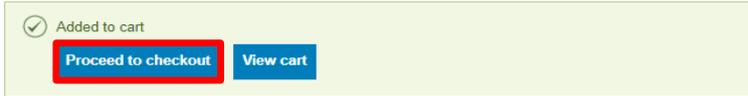
- a deposit will be charged for credit card or Account2Account payment
- a deposit is not charged for on account payments; the full cost will be invoiced either at completion of the application or on a monthly basis
- I may have to pay additional charges for processing, administration and inspections
- I may receive a refund if the actual costs are lower than the deposit paid
- I can object to and appeal costs relating to the processing, as set out in sections 357B and 358 of the Resource Management Act 1991, up to 15 days after receiving the decision or invoice/debit note
- if any steps, including the use of debt collectors and/or lawyers, are necessary to recover unpaid processing costs, the applicant agrees to pay all collection costs
- if this application is made on behalf of a trust (private or family), a society (incorporated or unincorporated) or a company, the applicant binds the trust, society or company to pay all the costs and guarantee to pay all the costs in their personal capacity
- I understand that, when granting consent to certain activities, the council may levy a development contribution under the Local Government Act 2002. When these are due, the consent holder is responsible for the payment, unless otherwise advised
- by submitting this form, I confirm that the council may undertake a site inspection
- the application may be returned if all information under Section 88 of the RMA is not supplied.

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

**Deposit: \$4,000.00**

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

23. Click **Proceed to checkout**.



24. In the **Checkout** screen (next page), select which payment method to use, provide an email address for confirmation and follow the instructions to complete payment:

a. Online EFTPOS (pay using your mobile device)

b. Credit card or debit card

*Note: There is a convenience fee of 1.75 per cent for all credit and debit card online transactions.*

c. Account2Account (bank transfer)

*Note: Some banks restrict their business banking customers from this option. If this is the case, please discuss options with your bank.*

d. On account – This option is only applicable if you have been set up as an [on-account customer](#) in our online system. If you are an existing on-account customer who needs their online account to be updated to enable this payment option, please refer to **Section 5 – Help and support**.

# Checkout

## Planning

Property / ID	Type of application	Sub-type of application	Transaction amount
NA87D/294 50 Centreway Road, Orewa 0931	Land use	Residential	\$4,000.00
<b>Subtotal (1 item)</b>			<b>\$4,000.00</b>

## 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.

<b>Subtotal (1 item)</b>	<b>\$4,000.00</b>
<b>Total</b>	<b>\$4,000.00</b>

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

Email address

test@testemail.co.nz

**Pay now**

**Edit cart**

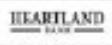
a. **Online EFTPOS**

Transaction Details

Merchant	Auckland Council Demo
Amount	\$4,000.00
Reference	4602187020
Particulars	Auckland Council Online Payment - Integrated



Select your bank

Enter your mobile number

**Next**

Have a question? [Learn more](#) or email us at [zesupport@paymark.co.nz](mailto:zesupport@paymark.co.nz)

For help on installing and using your bank's mobile app please visit their website.

Cancel Transaction

b. **Credit or debit card**

Payment Checkout

Amount: \$2645.00 (NZD)

Credit Card Payment

Please Note, payment with this method will incur a convenience fee as follows:

Convenience Fee: \$46.28 (NZD) **1**

Total Amount: \$2691.28 (NZD)

Card Number:\*

Name On Card:\*

Expiry Date:\* 05 ▾ 20 ▾

CVC:  [What is this?](#)

**Submit** **2**

Cancel Payment

C. **Account2Account**

**Payment Checkout**

Merchant Reference: 4602264083

Order Line 1: Auckland Council Online Payment - Integrated

Order Line 2: 4602264083

Order Line 3: 4602264083

Amount: \$2645.00 (NZD)

**Payment Checkout**

Merchant Reference: 4602264083

Order Line 1: Auckland Council Online Payment - Integrated

Order Line 2: 4602264083

Order Line 3: 4602264083

Amount: \$2645.00 (NZD)

**account2account**

SELECT BANK    BANK LOGON    SELECT ACCOUNT    REFERENCE DETAILS    PAYMENT VERIFICATION  
1 — 2 — 3 — 4 — 5

Please select one of the currently available banking services:

- ANZ
- ASB
- BNZ
- Kiwibank
- The Co-operative Bank
- TSB
- Westpac

2

I have read and accepted the [terms and conditions](#)

i About Account2Account security

NEXT

3

Please note that it may take up to 30 seconds to connect to your bank.

**account2account**

SELECT BANK    BANK LOGON    SELECT ACCOUNT    REFERENCE DETAILS    PAYMENT VERIFICATION  
1 — 2 — 3 — 4 — 5

Please ensure your ANZ OnlineCode has been registered from the internet banking portal before proceeding here. Please enter your ANZ Internet Banking login credentials:

4

Customer Number:\*

Your Password:\*

NEXT

5

CANCEL

d. **On account**

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.

<b>Subtotal (1 item)</b>	<b>\$4,000.00</b>
<b>Total</b>	<b>\$4,000.00</b>

**Account details**

Account number

Purchase order number (optional)

1

---

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

**Email address**

2

Charge to my account

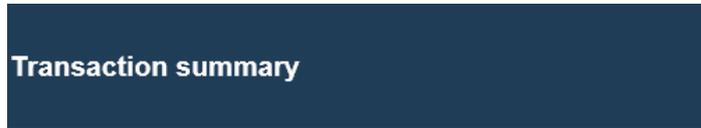
Edit cart

25. When the application has been submitted successfully, the dashboard will display a message.

## Submission successful

If you have entered an email, you will receive a confirmation of this submission shortly. Please keep the email as a reference.  
As an on account customer you will not be charged at this stage.

26. A transaction summary will be sent to the email address which was provided in the payment screen.



Dear TEST TEST,

We have successfully received your application and processed your payment.

**Order number** 4602245023  
**Transaction reference** 0000000155c6520b  
**Payment method** Credit Card  
**Transaction Amount** \$1,500.00

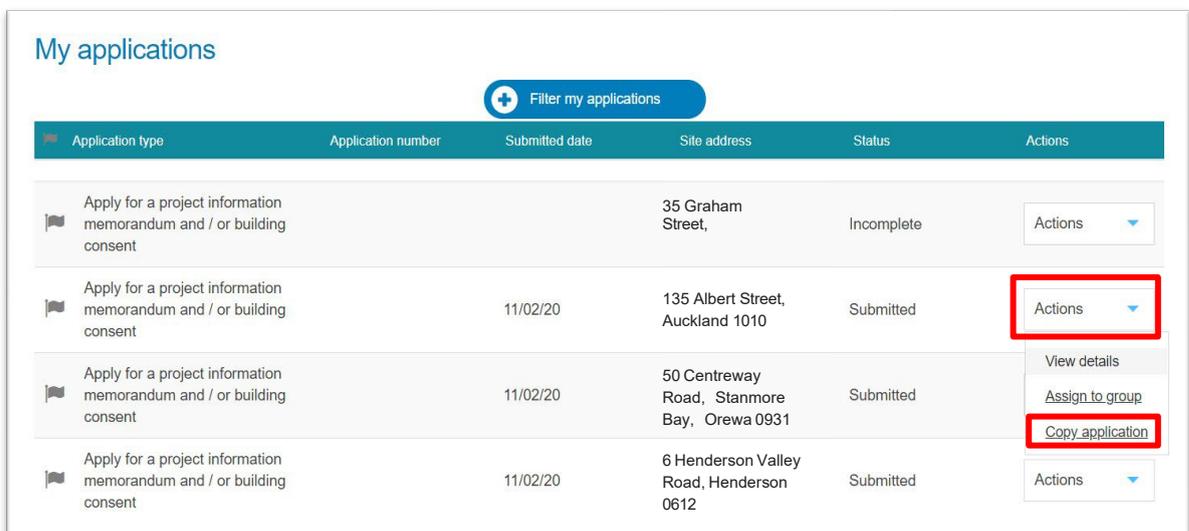
Your details

**First name** TEST  
**Last name** TEST  
**Email address** [test@testemail.co.nz](mailto:test@testemail.co.nz)

### 3 Copying an application

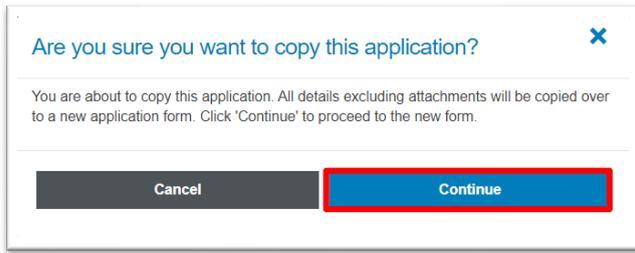
Once an application has been submitted, it can be copied if another application needs to be submitted with many similar details.

1. Navigate to the **Menu > Consents, licenses and property applications** list.
2. Click **Actions** for the application you want to copy and click **Copy application**.

A screenshot of a web dashboard titled "My applications". It features a table with columns for Application type, Application number, Submitted date, Site address, Status, and Actions. The table contains four rows of application data. The second row is highlighted, and its "Actions" dropdown menu is open, showing options like "View details", "Assign to group", and "Copy application". The "Copy application" option is highlighted with a red box. A "Filter my applications" button is located above the table.

Application type	Application number	Submitted date	Site address	Status	Actions
Apply for a project information memorandum and / or building consent			35 Graham Street,	Incomplete	Actions
Apply for a project information memorandum and / or building consent		11/02/20	135 Albert Street, Auckland 1010	Submitted	Actions
Apply for a project information memorandum and / or building consent		11/02/20	50 Centreway Road, Stanmore Bay, Orewa 0931	Submitted	View details Assign to group Copy application
Apply for a project information memorandum and / or building consent		11/02/20	6 Henderson Valley Road, Henderson 0612	Submitted	Actions

3. A confirmation message will appear. Click **Continue**.

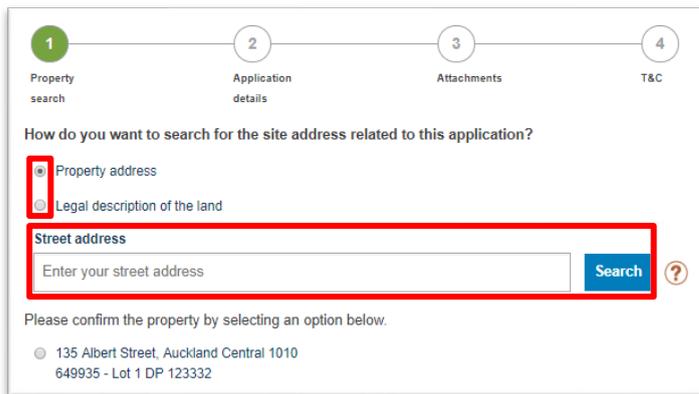


Are you sure you want to copy this application? ✕

You are about to copy this application. All details excluding attachments will be copied over to a new application form. Click 'Continue' to proceed to the new form.

**Cancel** **Continue**

4. Type 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.



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

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

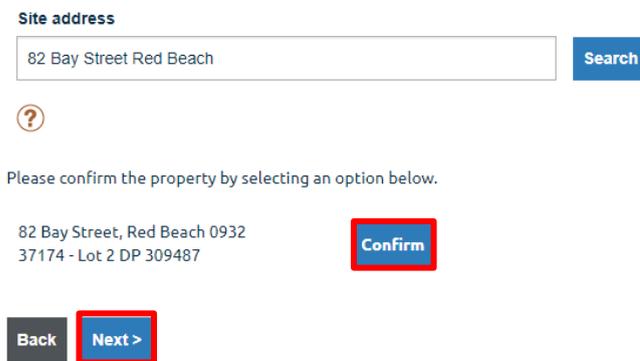
Property address  
 Legal description of the land

**Street address**  
Enter your street address **Search** ?

Please confirm the property by selecting an option below.

135 Albert Street, Auckland Central 1010  
649935 - Lot 1 DP 123332

5. **Confirm** the address option you want to create a resource consent application for. To proceed through the application form, click **Next**.



**Site address**

82 Bay Street Red Beach **Search**

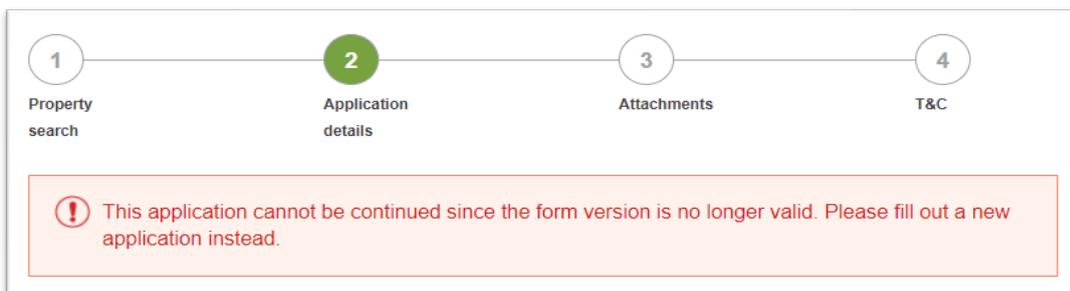
?  
Please confirm the property by selecting an option below.

82 Bay Street, Red Beach 0932  
37174 - Lot 2 DP 309487 **Confirm**

**Back** **Next >**

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

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



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.

6. The application questions will be pre-filled with the answers given previously in the application you have created a copy from.

You will be able to change any of the answers as needed.

## Apply for a resource consent



Application details: Step 1 of 9

### Application details

What type of application is this for? Select all the options necessary to cover your proposal.

- Coastal permit
- Discharge permit
- Land use
- Streamworks
- Subdivision
- Water permit

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

- Yes
- No

7. All sections requiring attachments will **not** pre-populate with the attachments uploaded previously in the application you have created a copy from.

You will need to upload the attachments which relate to this specific application.

## 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

Application plans

Browse

Record of title (less than 3 months old)

Browse

Assessment of Environmental Effects (AEE)

Browse

Refer to sections **Giving access to another user** (page 13) and **Making payment** (page 15) to complete application submission.

## 4 Providing additional documentation in support of an application

### Before you begin

All business rules relating to documentation standards apply/ must refer to the [Guidelines for online resource consent applications](#)

1. Once all requested documentation has been gathered, login to the [Online Services](#) portal.
2. Click **Menu > Consents, licences and property applications**.



3. In the list of applications section, click **Actions** for the application you are uploading documents for, and click **View details**.

### Consents, licenses and property applications

[+ Filter my applications](#)

Application type	Application number	Submitted date	Site address	Status	Actions
Resource consent		21/11/23	135 Albert Street, Auckland Central 1010	Submitted <span>New</span>	<a href="#">Actions</a>
Engineering approval	ENG60417263	17/11/23	82 Bay Street, Red Beach 0932	Submitted	<a href="#">View details</a>
Engineering approval	ENG60417262	17/11/23	82 Bay Street, Red Beach 0932	Submitted	<a href="#">Assign to group</a>
					<a href="#">Copy application</a>

4. Click **Manage my documents**

### Resource consent

135 Albert Street, Auckland Central 1010  
649935 - Lot 1 DP 123332

### Application details

**Type of application**  
Land use

**Sub-type of application**  
Residential

[View application form](#)

**Manage my documents**

[Manage my documents](#)

5. Select which type of document you are uploading, click **Browse** and select your document.

Upload a new file

What type of document do you want to upload?

Report

Select type of document

Application form

Plan

Correspondence

Report

Upload

Browse

6. Click **Upload**.

What type of document do you want to upload?

Report

N24 Fire Engineering Report-1.0-.pdf

Browse

Upload

7. A successful upload message will appear

## My application

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

✓ The document N24 Fire Engineering Report-1.0-.pdf has been uploaded successfully.

An email notification will be sent to a Council inbox to notify staff that additional documents have been provided.

## 5 Help and support

For help and support please contact our call centre on 09 301 0101.

Find out more: **phone 09 301 301**  
or visit **[www.aucklandcouncil.govt.nz](http://www.aucklandcouncil.govt.nz)**

