

Digital Resource Consents

Customer Guide



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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.

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.



Auckland Council
Te Rauwhero o Tamaki Makaurau

Create new account option

Create a new account with Auckland Council

Auckland Council

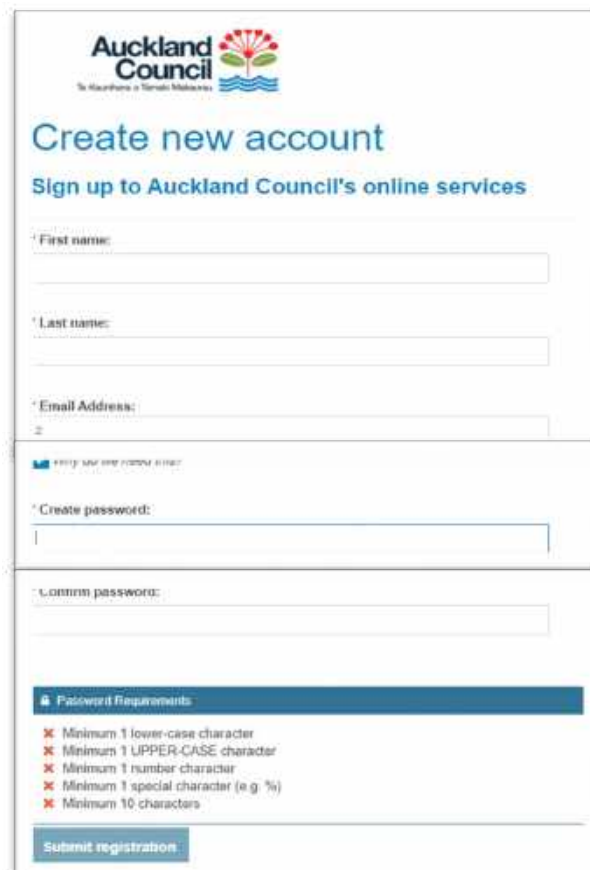
Create new account with

Facebook

Google

RealMe

4. Fill in all required fields (indicated with *) and click **Submit registration**



Auckland Council
Te Rauwhero o Tamaki Makaurau

Create new account

Sign up to Auckland Council's online services

* First name:

* Last name:

* Email Address:

* Create password:

Confirm password:

Password Requirements

- ✗ Minimum 1 lower-case character
- ✗ Minimum 1 UPPER-CASE character
- ✗ Minimum 1 number character
- ✗ Minimum 1 special character (e.g. %)
- ✗ Minimum 10 characters

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**.

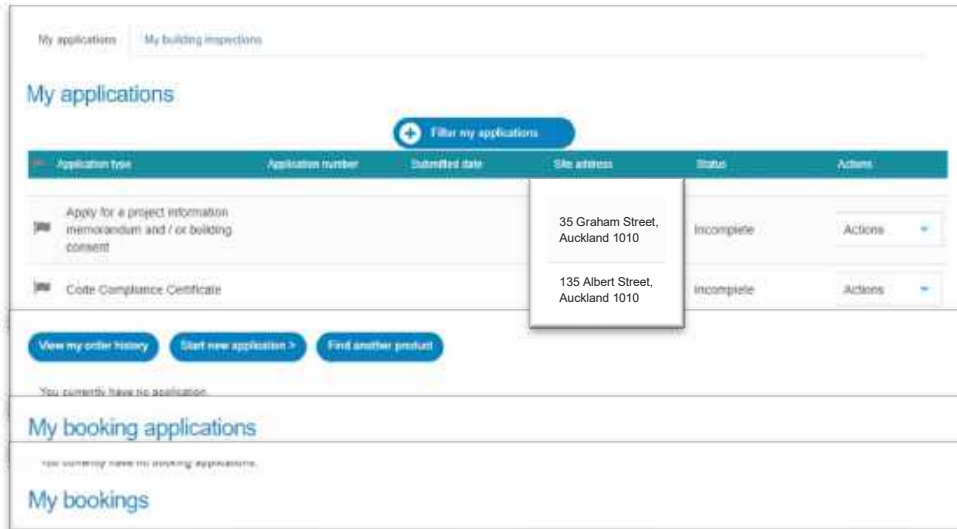


The **myAUCKLAND** screen displays.

Navigate to **My dashboard** 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 supporting documentation must be prepared and ready to be loaded into the portal. You must refer to the [Guidelines for online resource consent applications](#) to ensure documentation is up to standard.

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

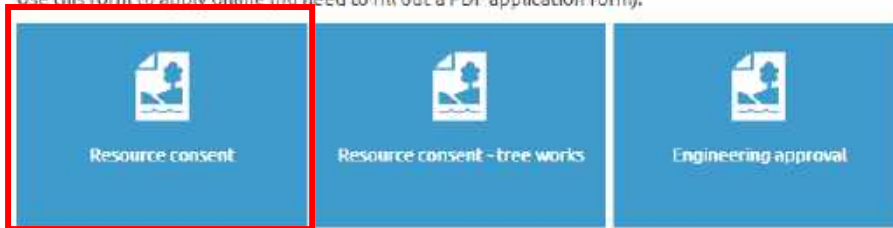


You may be directed to the **Login for Auckland Council services** screen to login if you haven't already.

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.linz.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.

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

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 **My dashboard**.

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



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.

Saved contacts

Search for a contact

Search for a contact you have already added

Peter Allan Smith
peter.smith@email.com
0211111
35 Graham Street

Select Contact

Populate details from favourites

Legal first and middle name

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 : Peter Allan Smith
Contact number : 0211111
Email address : peter.smith@email.com

Other

Who should invoices be billed to? ?

Company name : Not applicable
Trading name : Not applicable
Name : Peter Allan
Contact number : 0211111
Email address : peter.smith@email.com

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: Peter Allan Smith
 Contact number: 0211111
 Email address: peter.smith@email.com

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
 265099105 - Auckland Council

Department name
 Building Consents

Do you have a WBS code or purchase order number?
 Purchase order number

Purchase order number
 PO209910290

[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 >](#)

Entering activity details

13. Steps 5-9 of the application form are questions about the activity, including:

- Activity details
- Site visit requirements
- Monetary contributions
- Notification
- Mana Whenua details

14. 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

15. When you reach the **Terms and conditions** page, either:

- Click **Save and continue** later if you are inviting someone else to make payment towards the application (go to step 16).

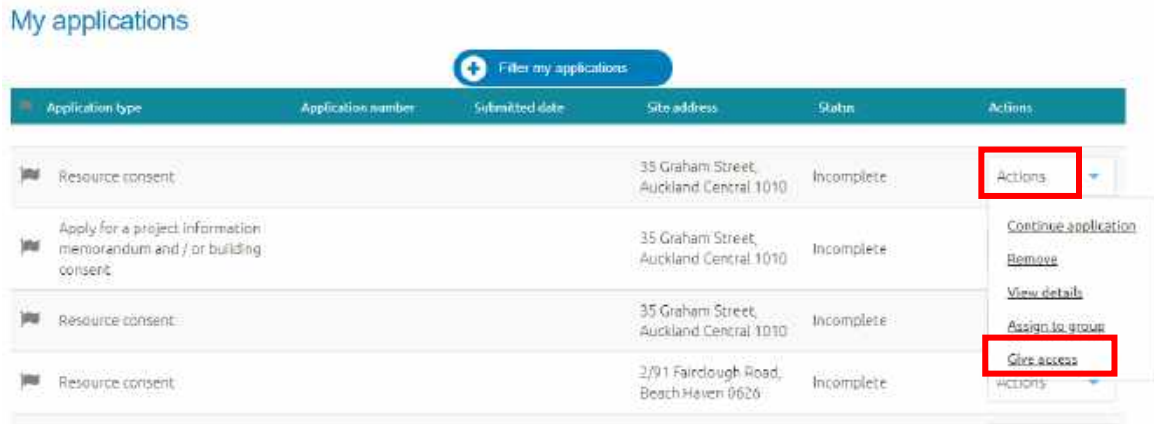
OR

- Complete the **Terms and conditions** page and click **Add to cart** if you are paying for the application (go to step 21)

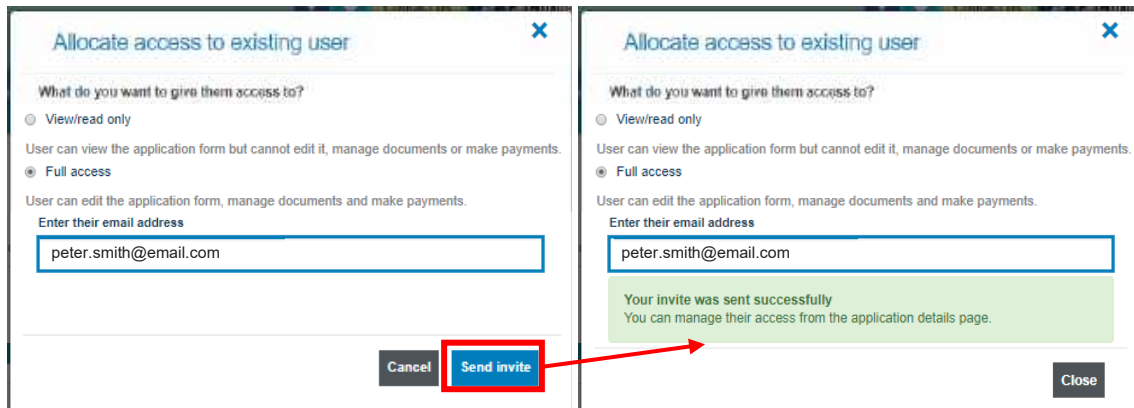
Save and continue later

Choosing this option will take you back to **My dashboard**.

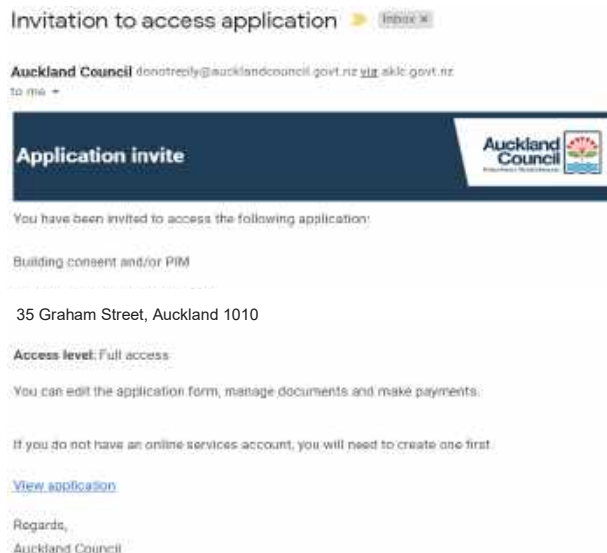
16. Click **Give access** to allow another user to make payment towards the selected application.



17. 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**.



18. The invited customer will receive an email and a link that will take them to their dashboard once they have signed in. If they are not already a registered user, they will be asked to register.



19. On **My Dashboard** 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**.

The screenshot shows a user interface with several navigation buttons: 'Group applications', 'View my order history', 'Start new application >', and 'Find another product'. Below these is a link 'View applications that have been allocated to me' with a red square icon. Underneath is a table with the following data:

Owner	Access received	Farm 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	View details
Terese Marsh	30/8/2017 7:39	0000198787	Apply for a temporary structure	12 Tableau Place, Totara Vale 0629	Incomplete	Continue
Terese Marsh	11/12/2018 8:3	0000449642	Deemed permitted activity	23 Marina View Drive, West Harbour 0618	Incomplete	Continue

20. 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

21. 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



22. Click **Proceed to checkout**.



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

- 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.

- Credit card

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

- 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

Building			
Property	Type of application	Value of project	Deposit
NA106B/337 35 Graham Street, Auckland 1010	Standard building consent	3. Project value \$20,000 to \$99,999	\$2,645.00
Subtotal (1 item)			\$2,645.00

Payment method	
<input type="radio"/> Account2Account (bank transfer)	
<input type="radio"/> Credit card <small>Note: Auckland Council has opted in to 3-D Secure for online credit and debit (MasterCard / Visa) transactions. This is an additional security feature that reduces the risk of your card being used fraudulently. For more information, see Visa - Verified by Visa or MasterCard - Secure Code</small>	
<input type="radio"/> On account (approved customer only)	
Subtotal (1 item)	
\$2,645.00	
Total	
\$2,645.00	

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

Email address

Acc Pay now Edit cart

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 LOGIN 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

I have read and accepted the terms and conditions

About Account2Account security

NEXT

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

account2account

SELECT BANK BANK LOGIN 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.

Customer Number:*

Your Password:*

NEXT

CANCEL

Credit 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)**
 Total Amount: **\$2691.28 (NZD)**

Card Number:*

Name On Card:*

Expiry Date*

CVC* [What is this?](#)

Submit

[Cancel Payment](#)

On account

On account (approved customer only)

Subtotal (1 item)	\$2,645.00
Total	\$2,645.00

Account details

Account number

Company name

Purchase order number (optional)

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

Email address


Charge to my account [Edit cart](#)

24. 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.

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

Transaction summary


Dear Peter Allan Smith

We have successfully received your application.

Order number	4601588020
Payment method	On Account
Fee paid	\$2,850.00

Your details

First name	Peter Allan
Last name	Smith
Email address	peter.smith@email.com

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 **My Applications** section of the **My dashboard** screen.
2. Click **Actions** for the application you want to copy and click **Copy application**.

My applications

Filter my applications

Application type	Application number	Submitted date	Site address	Status	Actions
Apply for a project information memorandum and / or building consent			35 Graham Street, Auckland 1010	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. Tick the address option you want to create a resource consent application for. To proceed through the application form, click **Next**.

Street address

135 Albert Street Auckland Central Search

Please confirm the property by selecting an option below:

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

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.

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

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 documents must be in PDF format. Individual files need to be less than 300MB. File names cannot be any longer than 50 characters.

Documents to be provided

Plan(s) ?

Specifications of the building work

Refer to sections **Giving access to another user** (page 16) and **Making payment** (page 18) 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 **My dashboard**.



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

My applications

+ Filter my applications

Application type	Application number	Submitted date	Site address	Status	Actions
Apply for a project information memorandum and / or building consent			35 Graham Street, Auckland 1010	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

4. Click **Manage my documents**

Apply for a project information memorandum and / or building consent

135 Albert Street, Auckland 1010
NA58D/375 - Lot 66 Deeds Reg 1370

Application details

Type of application

Standard building consent

Value of your project

3. Project value \$20,000 to \$99,999

[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

Browse

Upload

6. Click **Upload**.

What type of document do you want to upload?

Report

N24 Fire Engineering Report-1.0-.pdf

Browse

Upload

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/