

Digital guide to building consent applications



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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.

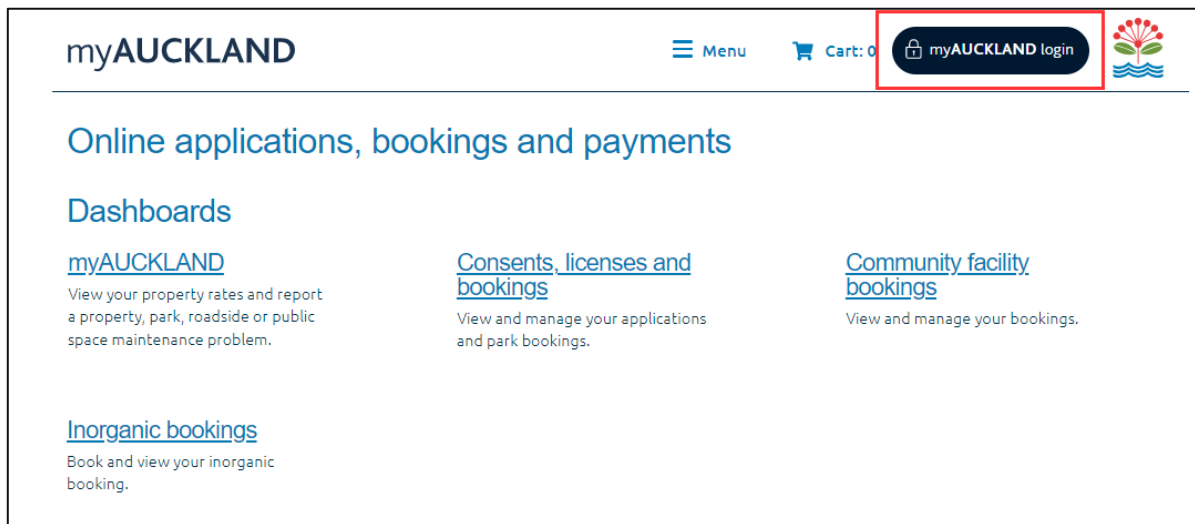
We only accept online applications for building consents, which has the benefits of:

- 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

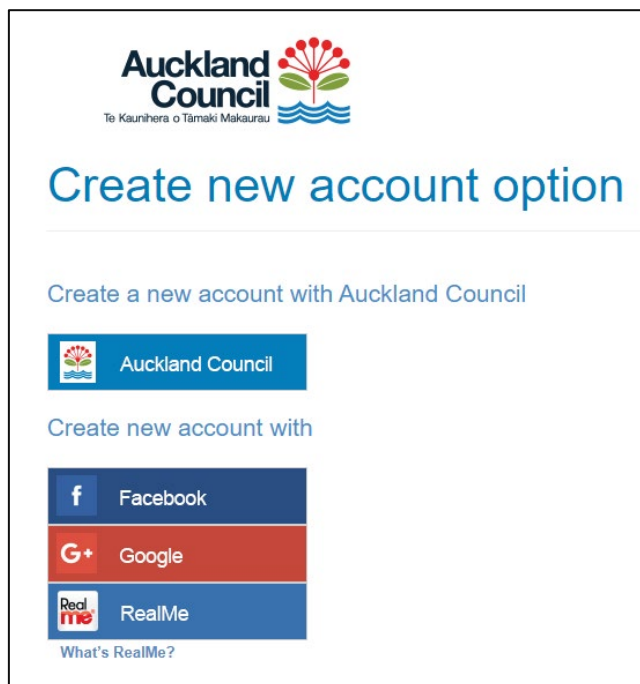


2. The **Login for Auckland Council services** page will be displayed as below. Click on 'Register' to create a user profile.

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

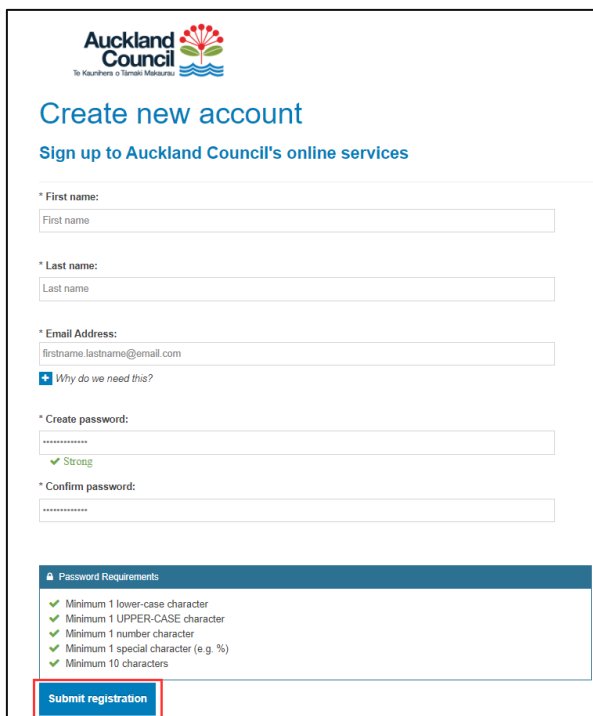
A screenshot of the 'Log in for Auckland Council services' page. At the top is the Auckland Council logo with the text 'Te Kaunihera o Tamaki Makaurau'. Below the logo is the title 'Log in for Auckland Council services'. There is a form with an 'Email Address:' label and a text input field. Below the 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.



The screenshot shows the 'Create new account option' page. At the top is the Auckland Council logo with the text 'Te Kaunihera o Tamaki Makaurau'. Below the logo is the heading 'Create new account option'. Underneath is a sub-heading 'Create a new account with Auckland Council'. There are three buttons: 'Auckland Council' (blue with the council logo), 'Facebook' (dark blue with the Facebook 'f' logo), 'Google' (red with the Google 'G+' logo), and 'RealMe' (blue with the RealMe logo). Below the RealMe button is a link that says 'What's RealMe?'.

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



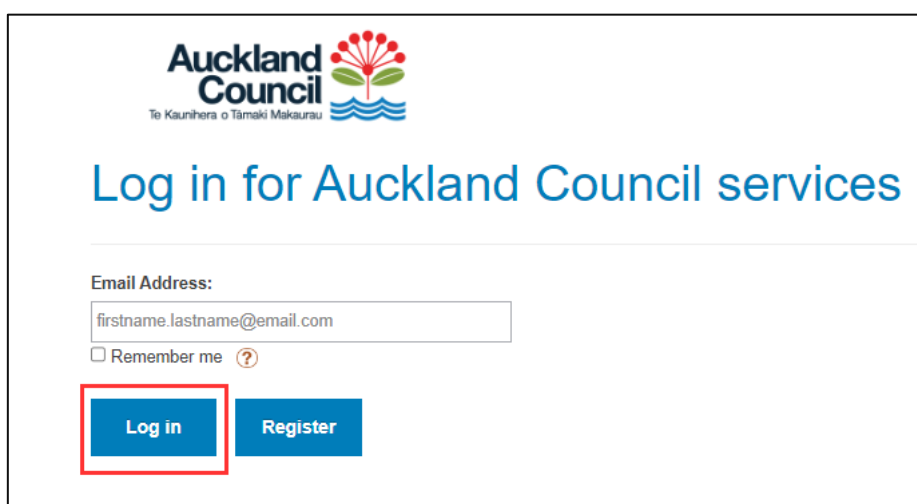
The screenshot shows the 'Create new account' registration form. At the top is the Auckland Council logo with the text 'Te Kaunihera o Tamaki Makaurau'. Below the logo is the heading 'Create new account' and a sub-heading 'Sign up to Auckland Council's online services'. The form contains several fields: '* First name:' with a text input field, '* Last name:' with a text input field, '* Email Address:' with a text input field containing the placeholder 'firstname.lastname@email.com', and '* Create password:' with a text input field. Below the password field is a green checkmark and the word 'Strong'. There is also a '* Confirm password:' field. A link with a plus icon and the text 'Why do we need this?' is located below the email field. At the bottom of the form is a blue box titled 'Password Requirements' containing a list of requirements: 'Minimum 1 lower-case character', 'Minimum 1 UPPER-CASE character', 'Minimum 1 number character', 'Minimum 1 special character (e.g. %)', and 'Minimum 10 characters'. At the very bottom of the form is a blue button labeled 'Submit registration'.

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

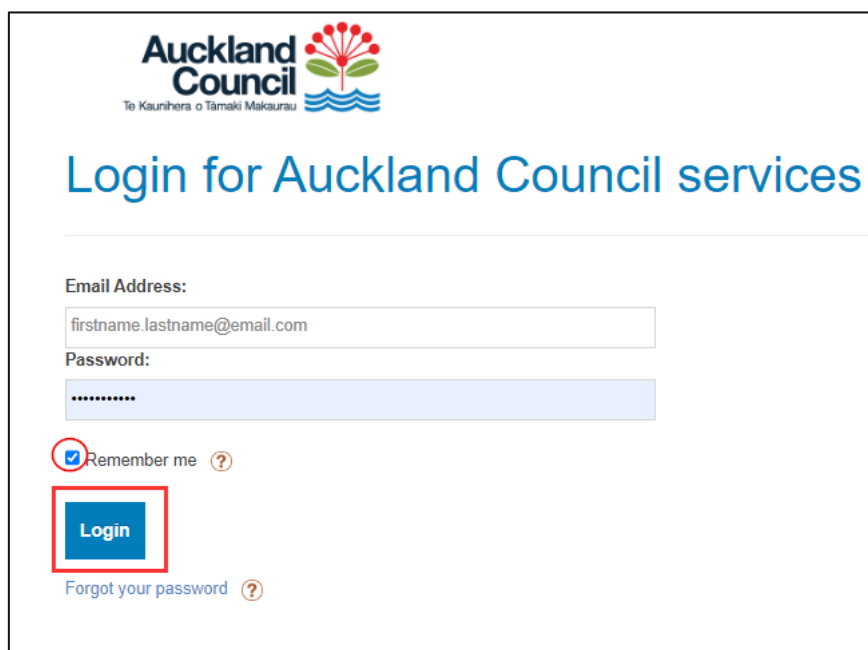
5. Click **Continue** to return to the login page



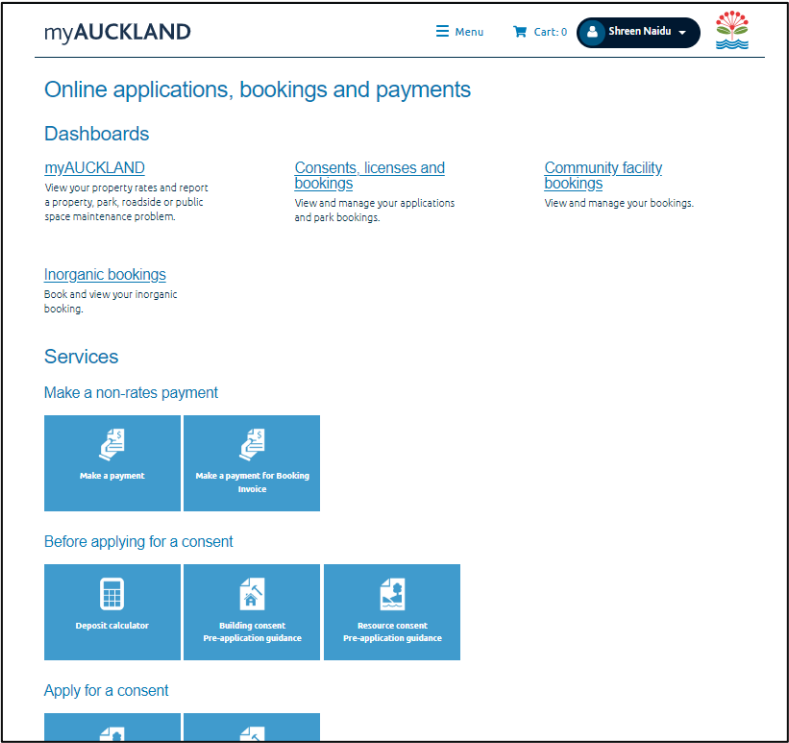
6. Enter your email ID address and click **Login**. We also recommend bookmarking this page for easy access for future logins.



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

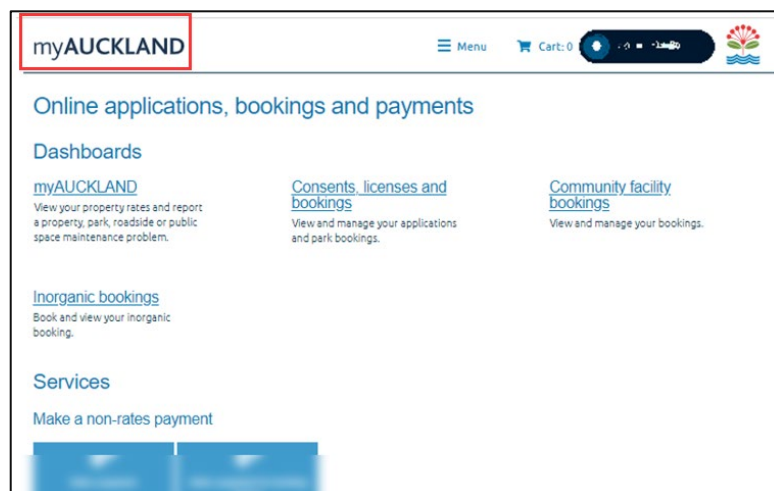


This page displays all online applications, bookings, and payments available for you to select from, where applicable.

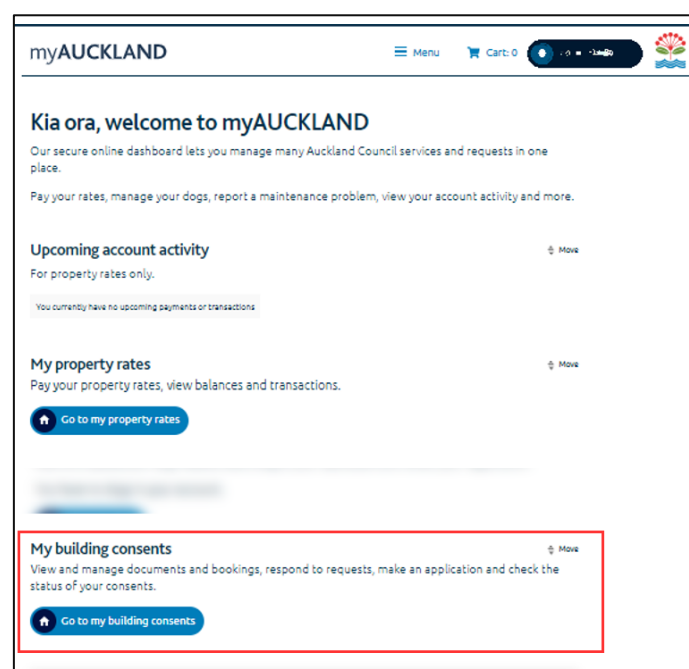
3 myAUCKLAND overview and details page

3.1 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 from the notice at the top of the page.

Welcome. You can view your applications from the last 12 months on this page. If you have older or grouped applications that are not shown here, you can [still access these](#).
See the filter options to view your archived applications.

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.

3.2 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

Building consent application

Request for information

Issued

Draft application

Code Compliance Certificate (CCC)

Certificate for Public Use (CPU)

Shared

Archived

Showing 20 of 515 applications

123 Street Name, Suburb, City, Postcode

Application number: BCO10365185

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

View details about this application >

Building consent application - awaiting payment

Statutory clock ended

We processed your application in 2 working days

123 Street Name, Suburb, City, Postcode

Application number: CPU10357871

RSART CI Indoor retail area

Full access

View details about this application >

Certificate for Public Use application - lodgement

Submitted on Wednesday 31 May 2023

Statutory clock active

Your application is on 10 of 20 working days

123 Street Name, Suburb, City, Postcode

Application number: BCO10365185

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

View details about this application >

Code Compliance Certificate application - submitted

Wednesday 5 July 2023

Actions

View application details

Copy this application

View invoices and payments

Manage my documents

Manage access

Refresh data

Last synced: 11 Aug 2023, 12:56 PM

Shares access status

Statutory clock to indicate activity

"application card"

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

Type of applications

Status of applications

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

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

To upload additional documents

To add, change or remove access to another user

To refresh the application card to show an up to date status

3.3 My building consents application details page

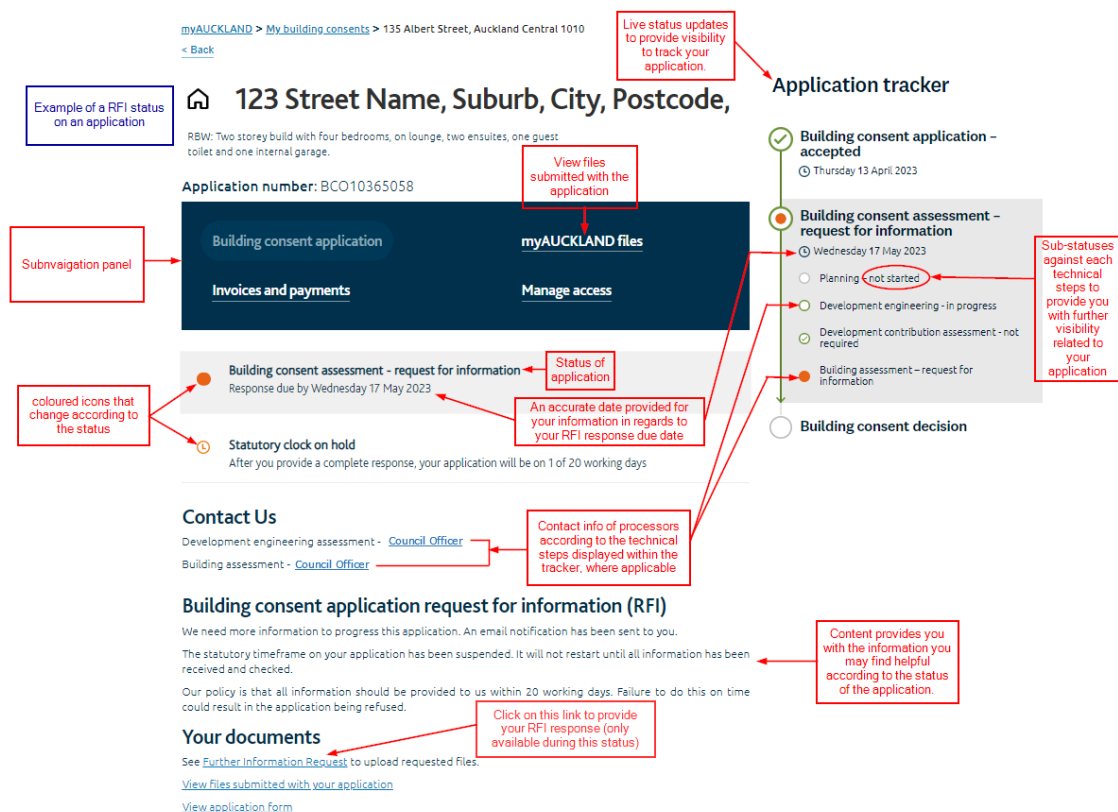


Figure 1: example of an application with a RFI status

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

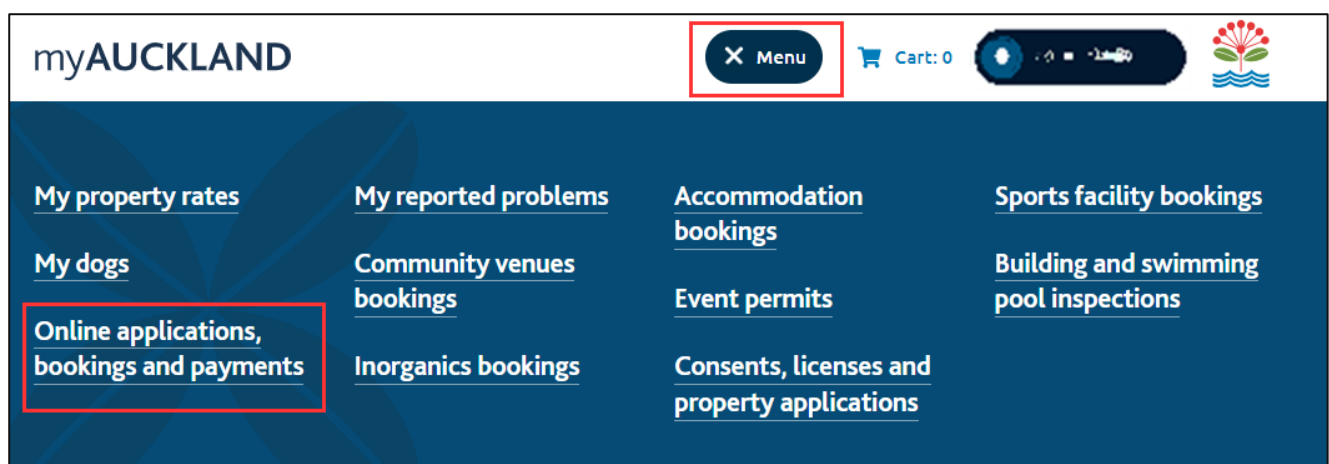
- Live status updates displayed through the application tracker:
 - During the processing and request for information statuses only, it also provides technical steps that may be applicable to the application. It will update to show the progress of the application, which indicates if these steps are “not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

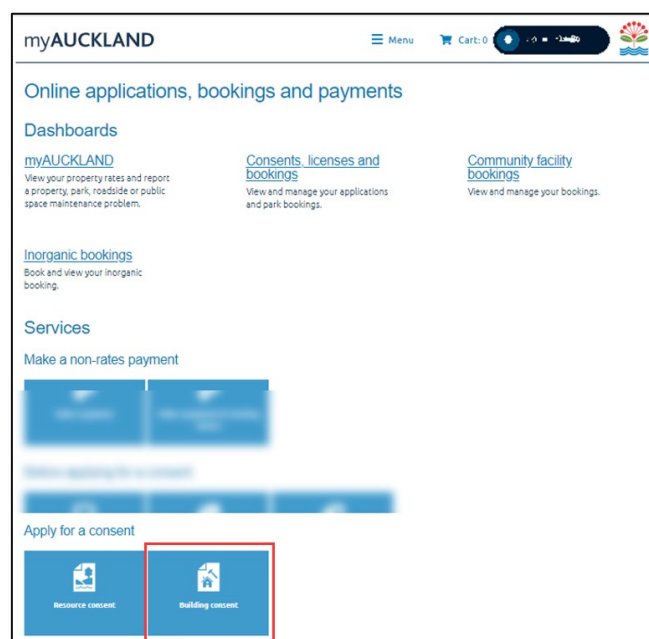
4 Creating and submitting an online application

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.

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.

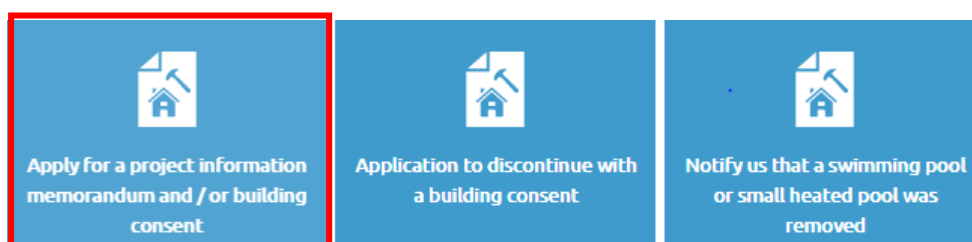
[+ View all](#)

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](#)

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

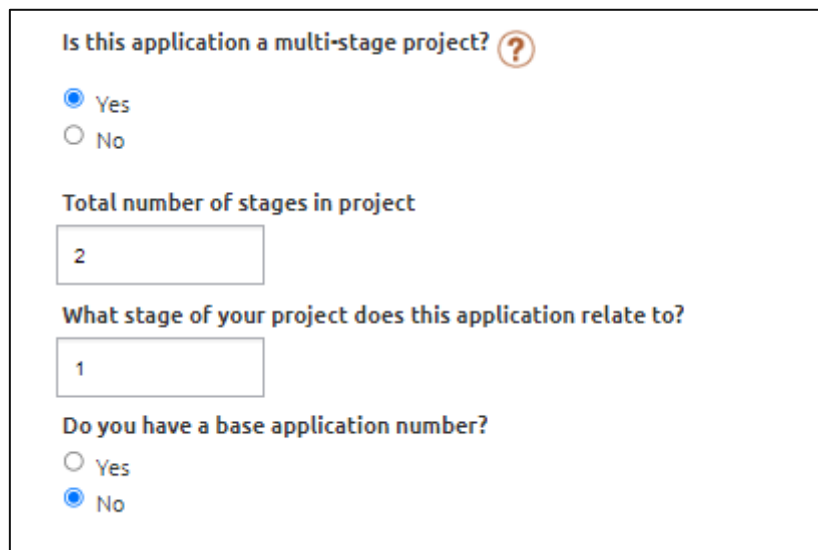
Cancel


 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.

4.1 Lodging a staged application

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

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



Is this application a multi-stage project? 

☒ Yes
☐ No

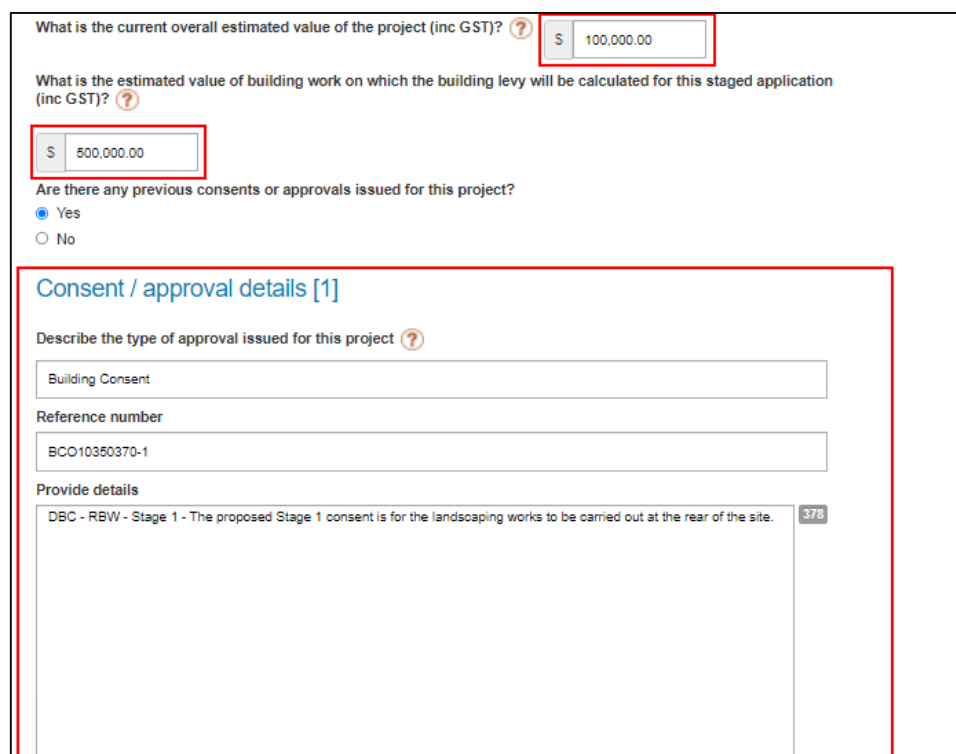
Total number of stages in project


What stage of your project does this application relate to?


Do you have a base application number?

☐ Yes
☒ No

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




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

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

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


☒ Yes
☐ No

Consent / approval details [1]

Describe the type of approval issued for this project 

Reference number

Provide details



4.2 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.

4.3 Lodging a Separation application

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

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

Apply for a project information memorandum and / or building consent

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

Application details: Step 1 of 10

Application Details

What type of application is this? ?

☐ Building consent

☒ Amendment to building consent

☐ Project information memorandum (PIM)

☐ Project information memorandum (PIM) and building consent

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

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

Building consent number to be amended

BCO10381474

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

☒ Yes

☐ No

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

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

Please specify how you wish to separate the original building consent

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

Entering party details

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

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

a. Individual

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

Apply for a project information memorandum and / or building consent

1

2

3

4

Property search

Application details

Attachments

T&C

Application details: Step 3 of 10

Who is applying?

In relation to this application, are you:

☐ The owner

☒ The agent / applicant

Your details

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

☒ Individual

☐ Registered company

☐ Organisation

Are you applying as a trustee of an unregistered trust?

☐ Yes

☒ No

[Populate details from favorites](#)

Legal first and middle name

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, there's a search bar with the text 'Search for a contact' and a subtext 'Search for a contact you have already added.' Below the search bar, there's a list of saved contacts. The first contact is 'Peter Allan Smith' with the address '0211111' and '35 Graham Street'. To the right of this contact is a red box containing the text 'Select Contact'. Below the list of contacts, there's a red box containing the text 'Populate details from favorites'. At the bottom of the dialog box, there's 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 'Contact information' page, which is part of the 'Application details: Step 4 of 10'. The page has two main sections. The first section is titled 'Who is the first point of contact for communication with council or consent authority?'. It has two radio button options: 'Company name : Not applicable' (which is selected) and 'Other'. The 'Other' option is highlighted with a red box. The second section is titled 'Who should invoices be billed to?'. It also has two radio button options: 'Company name : Not applicable' (which is selected) and 'Other'. The 'Other' option is highlighted with a red box. Below these sections, there's a section titled 'Invoice payer details' with a question 'Is the person paying the invoice an individual, registered company or other organisation?'. It has three radio button options: 'Individual', 'Registered company', and 'Organisation'.

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

The screenshot shows a web form titled "Who should invoices be billed to?". It has two main sections: "Invoice payer details" and "Contact person details". In the "Invoice payer details" section, the "Organisation" option is selected. Below this, there are dropdown menus for "Organisation name" (showing "265099106 - Auckland Council") and "Department name" (showing "Building Consents"). A red rectangular box highlights the section starting with the question "Do you have a WBS code or purchase order number?". This section includes a dropdown menu currently set to "Purchase order number" and a text input field containing "PO209918290".

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.

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

Entering project details

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

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

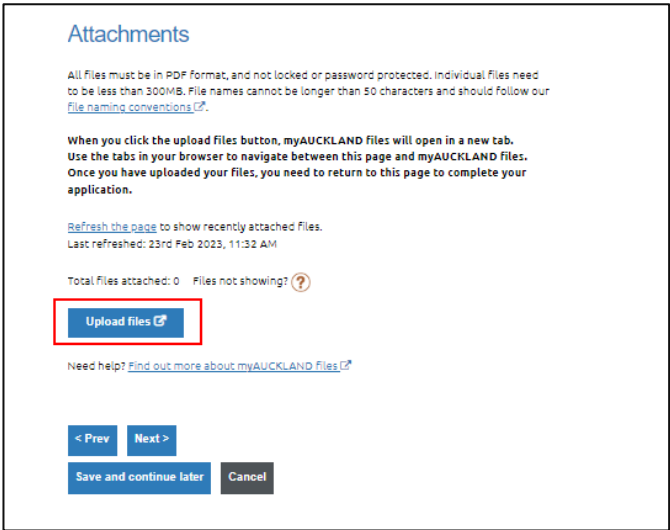
Attachments via myAUCKLAND files

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

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

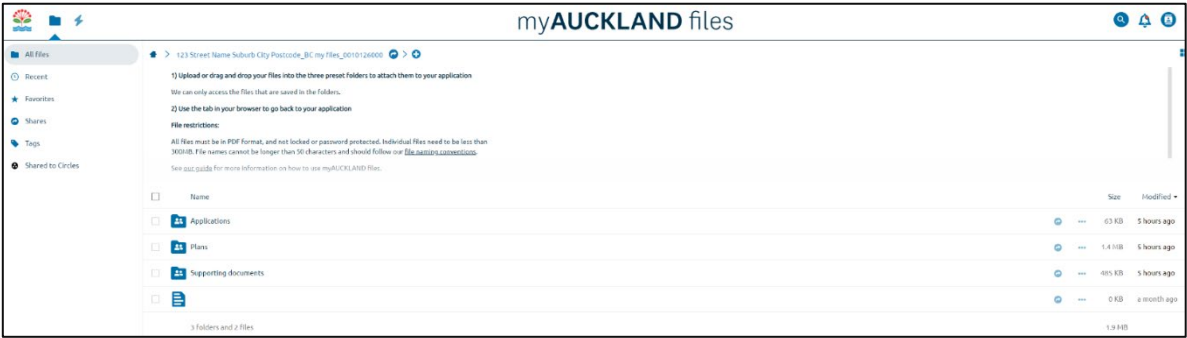
Need more information? Why not watch out instructional video on [how to upload your documents](#).

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



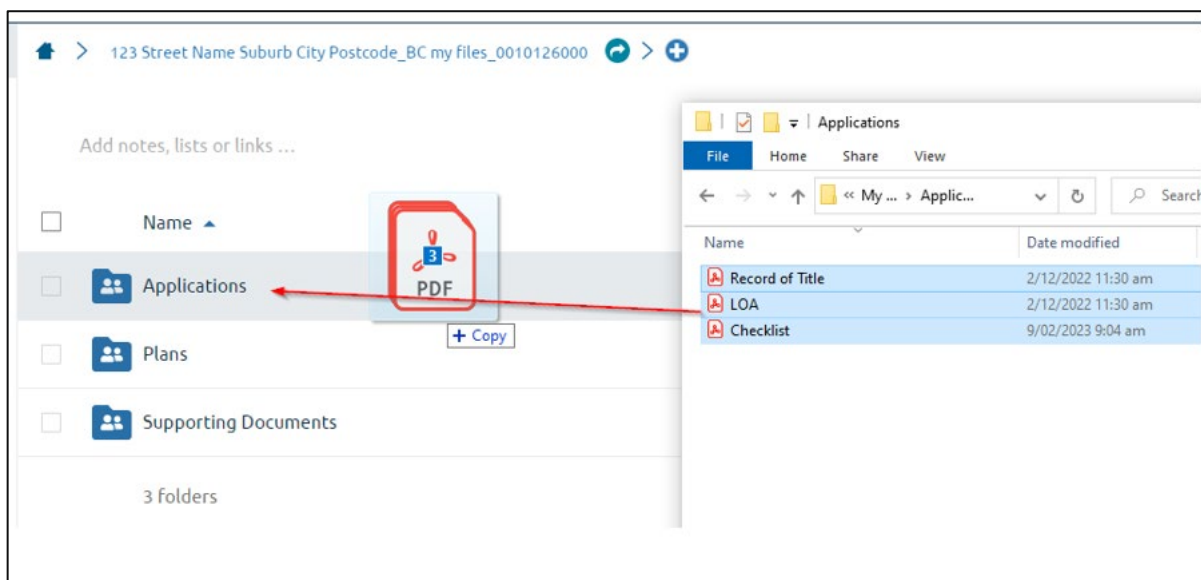
25. In the myAUCKLAND files tab, there will be three subfolders that have been automatically created. These are titled: Applications, Plans and Supporting documents.

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



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

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



Example of file placement:

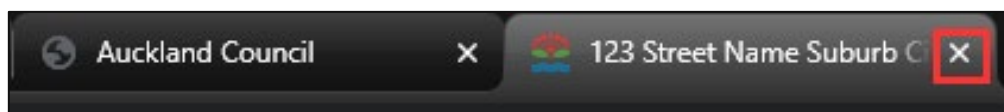
A progress bar will show at the top of the screen showing when the files are uploading.



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



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



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

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 24 – 28.

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

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

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

☒ Yes I have uploaded these files

30. Click **Next** to continue.

< Prev

Next >

Save and continue later

Cancel

Save and continue later

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

< Prev

Next >

Save and continue later

Cancel

Making payment

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

The screenshot shows a four-step progress bar at the top: 1. Property search, 2. Application details, 3. Attachments, and 4. T&C (highlighted in green). Below the progress bar, the heading 'Terms and conditions' is displayed. There are two checkboxes, both of which are checked. The first checkbox is followed by the text 'I request that you issue a Building consent for the building work described in this application'. Below this is a text input field labeled 'Full name:' with the placeholder text 'First Name and Last Name'. The second checkbox is followed by the text 'Once I submit my documents application, I accept that:'. Below this is a bulleted list of terms and conditions. At the bottom of the terms and conditions section, there is a link to 'I agree to Auckland Council's terms and conditions and privacy policy.' Below the terms and conditions section, the deposit amount '\$1,944.00' is displayed. At the bottom of the form, there are four buttons: '< Prev', 'Add to cart' (highlighted with a red box), 'Save and continue later', and 'Export to PDF'. A 'Cancel' button is also present.

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**.

The screenshot shows the myAuckland website header with the logo, a menu icon, a cart icon showing 'Cart: 1', a user profile dropdown for 'Shreen Naidu', and the Auckland Council logo. Below the header, there is a green notification bar that says 'Added to cart' with a checkmark icon. Inside this bar, there are two buttons: 'Proceed to checkout' (highlighted with a red box) and 'View cart'. To the right of the notification bar is a cart summary box. The cart summary box has a heading 'Cart' and a list of items: 'Building / ID 123 Street Name, Suburb, Postcode' with a price of '\$1,944.00'. Below the list, the 'Total' is '\$1,944.00'. At the bottom of the cart summary box, there are two buttons: 'View cart' and 'Checkout'.

myAUCKLAND Menu Cart: 1 Shreen Naidu Auckland Council

✓ 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

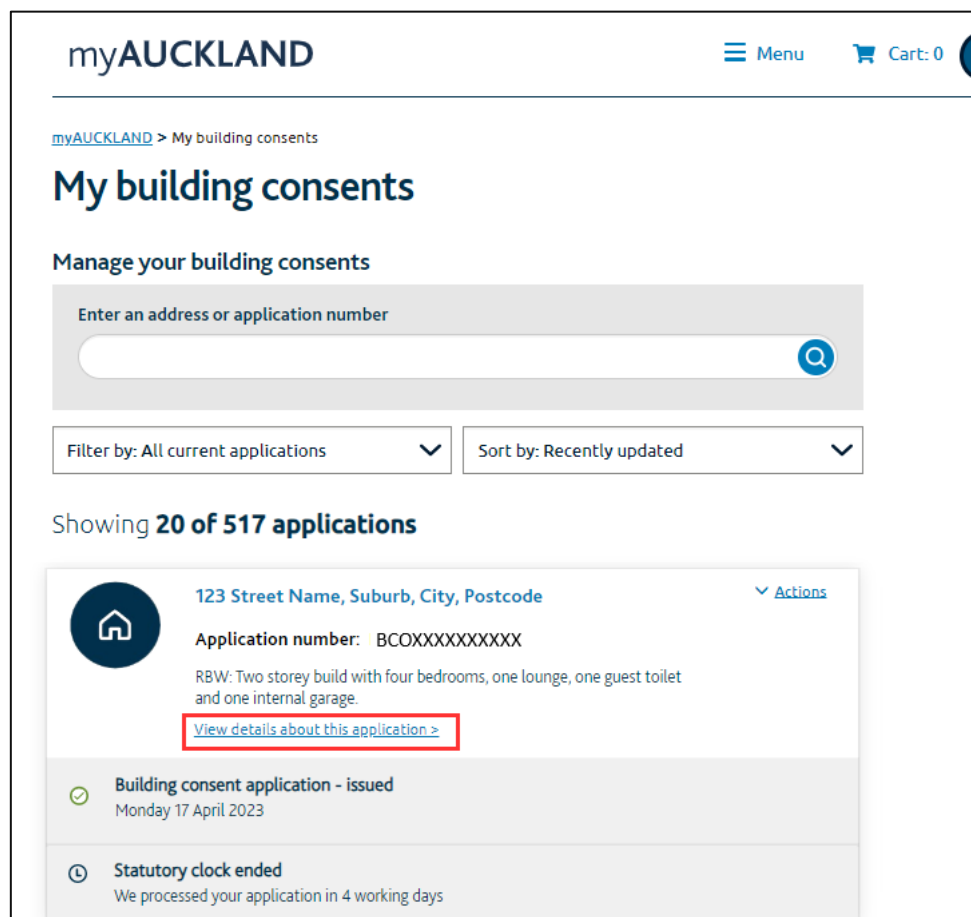
Property address/ID	Property owner	Deposit	
649935 123 Street Name Suburb	First Name Last Name	\$1,944.00	View details
Subtotal (1 item)		\$1,944.00	
Convenience fee (1.75%)		\$34.02	
Total :		\$1,978.02	

5 Managing your applications

5.1 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.



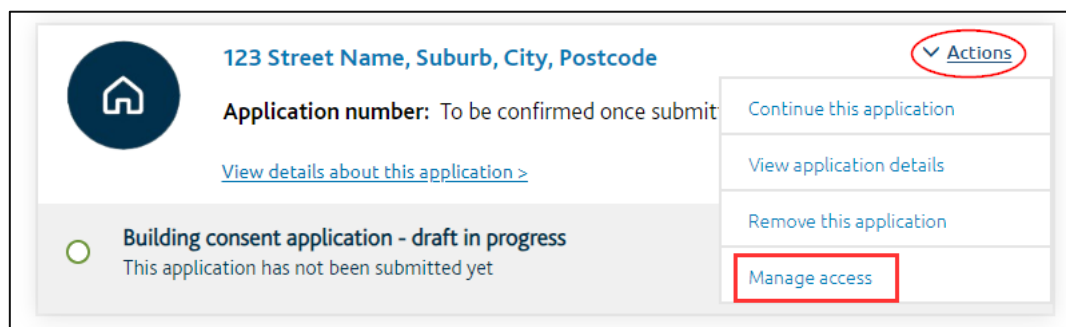
2. Refer to this [page](#) for further information on the application details.

5.2 Give access to another user

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

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

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



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

A screenshot of the 'Manage access' form in myAUCKLAND. The form includes fields for email address, type of access, and a mandatory disclaimer checkbox. Red callout boxes provide instructions for each field. The form is titled 'Manage access' and includes a 'Send Invite' button. The instructions in the callout boxes are: 'Type in email ID of the person you will be sharing the application with', 'Select the type of access this person will need', and 'Select the mandatory box once the disclaimer has been read and understood'.

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**.

① You added someone to this applicaton ✕

We sent an email to let them know.



Firstname Lastname
firstname.lastname@domain.co.nz
Full access

✓ **Actions**

[Give read only access](#)

[Remove access to this application](#)

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



Invitation to access an application

Kia ora,

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

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

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

[View application](#)

Regards,
Auckland Council

Giving access to another is applicable throughout the application process.

5.3 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

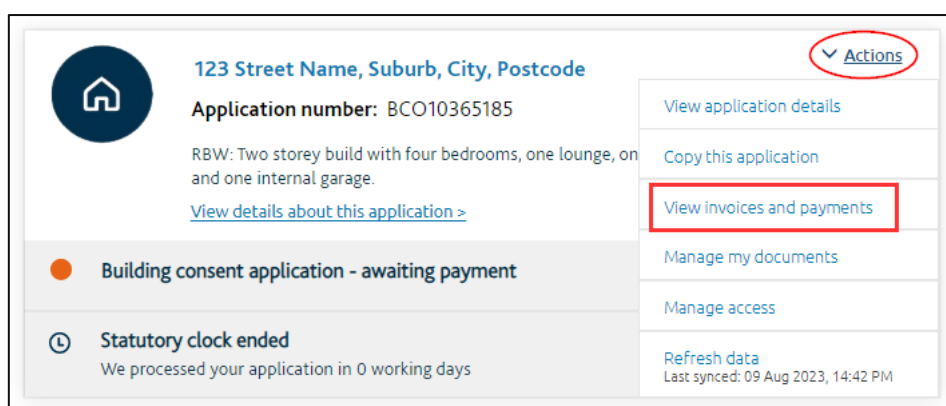
We recover costs for processing these applications based on the specified hourly rate of the engineers and specialists involved.

5.4 Accessing invoices for your application

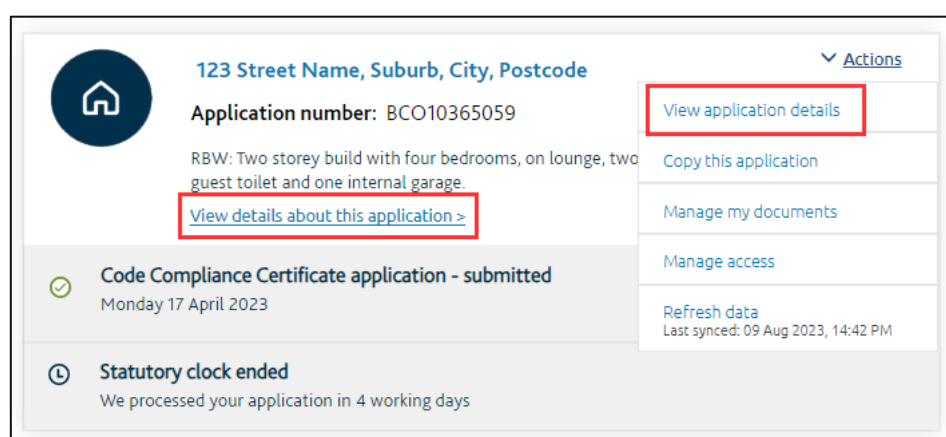
Please note: The Invoices and Payments page is only available for Building Consents, Amendments and Project Information Memorandum, Code Compliance Certificate and Certificate for Public Use applications lodged after 7th December 2022

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' or under 'Actions' click 'View application details'.



- 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.

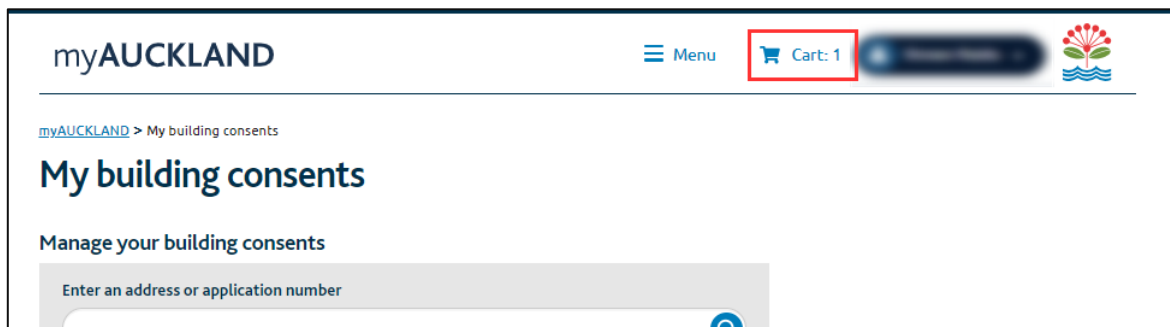
Reference Number	Invoice date	Invoice amount	Credit amount	Payment status	Invoice
250101055428	09 May 2023	\$ 1,896.00		Paid	

Pay now

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

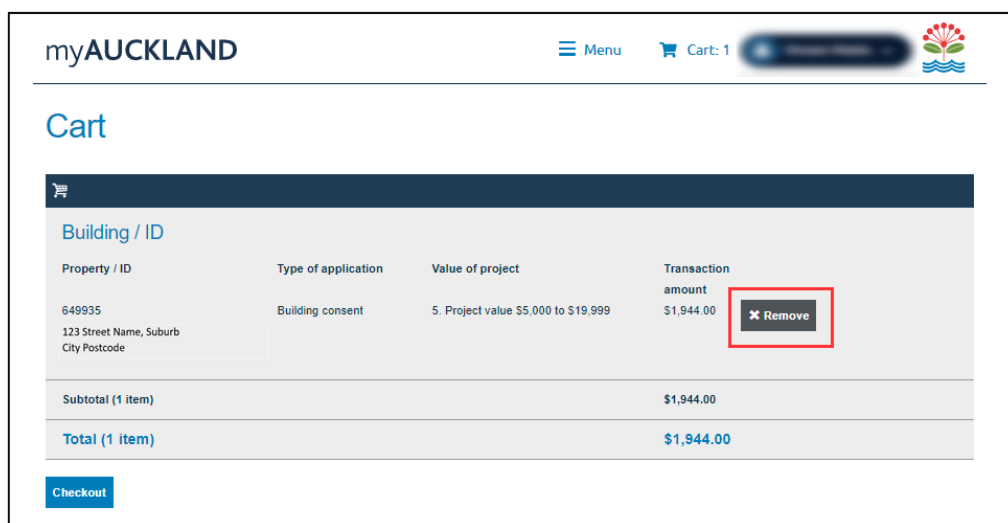
5.5 Remove application from cart

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.

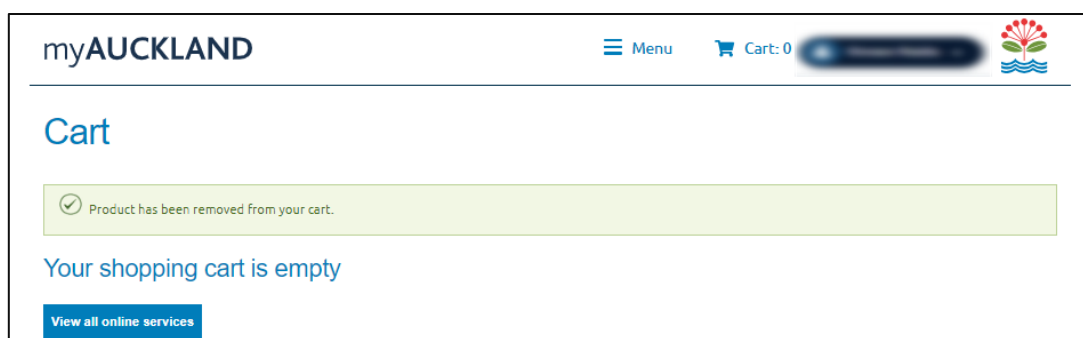


2. When you've reached the cart page, select the remove button to remove the application from the cart.

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.



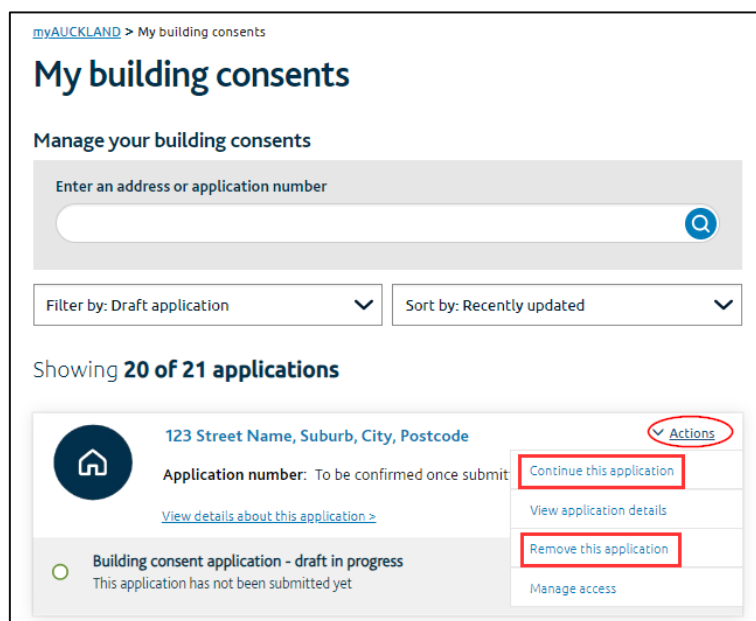
A confirmation message will be displayed once the product has been removed from the cart.



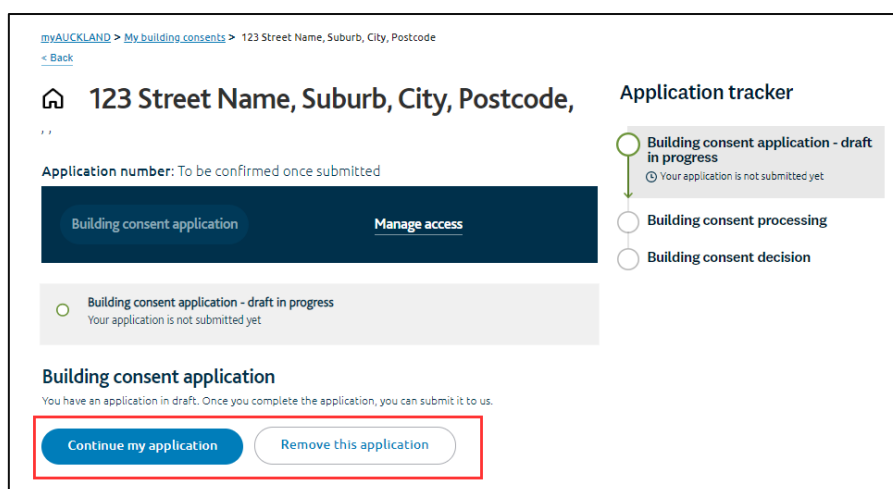
5.6 How to continue or delete an application

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'.



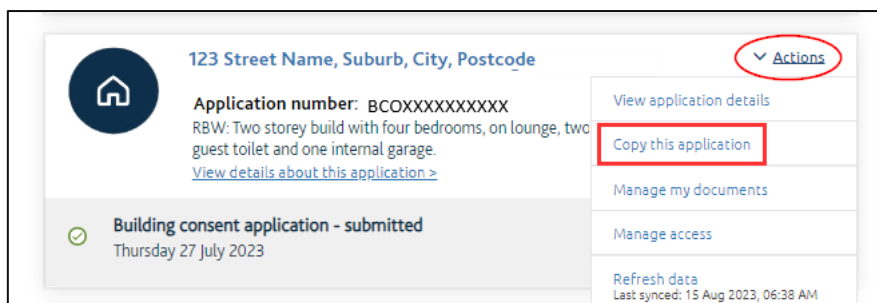
2. This option is also available on the application details page.



5.7 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 screenshot of the 'Apply for a project information memorandum and / or building consent' form. The form has a progress bar with four steps: 1. Property search, 2. Application details, 3. Attachments, and 4. T&C. Step 1 is currently active. Below the progress bar, there is a question: 'How do you want to search for the site address related to this application?'. There are two radio button options: 'Property address' (which is selected) and 'Legal description of the land'. Below these options is a text input field labeled 'Street address' with the placeholder text 'Enter your street address'. To the right of the input field is a blue 'Search' button.

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

A screenshot of the same form as above, but now showing search results. The 'Street address' input field contains the text '123 Street Name, Suburb, City, Postcode'. The 'Search' button is highlighted with a red rectangle. Below the input field, there is a question mark icon and a message: 'Please confirm the property by selecting an option below.' Below this message, there is a radio button option that is selected, with the text '123 Street Name, Suburb, City, Postcode' 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 26 on how to upload documents.

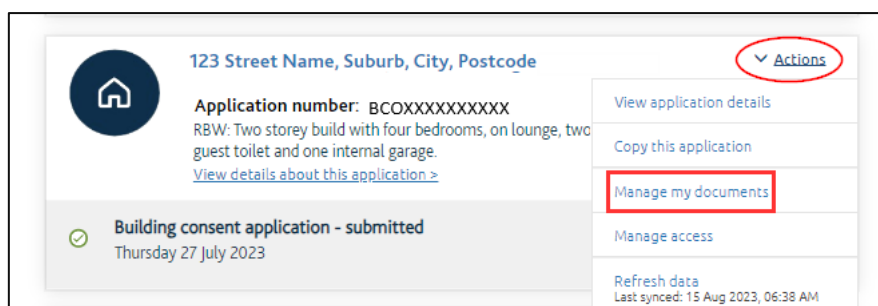
6 Providing additional documentation in support of an application

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.

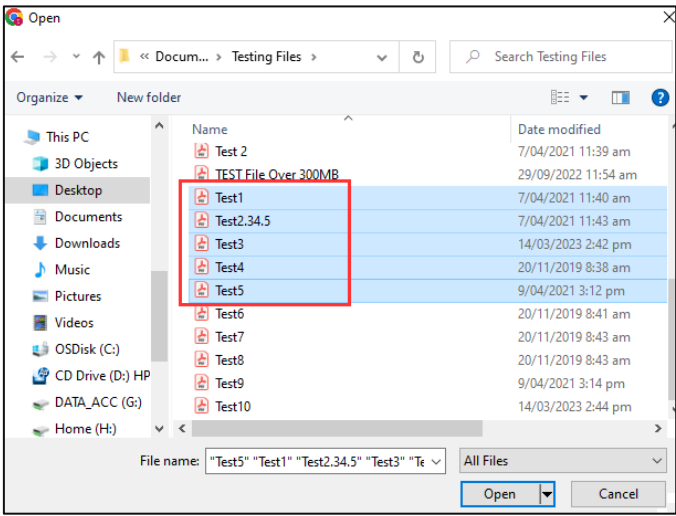
1. On the BC overview page, find the application card relevant to this process. Then, click on 'Manage my documents' via the 'Actions' menu.



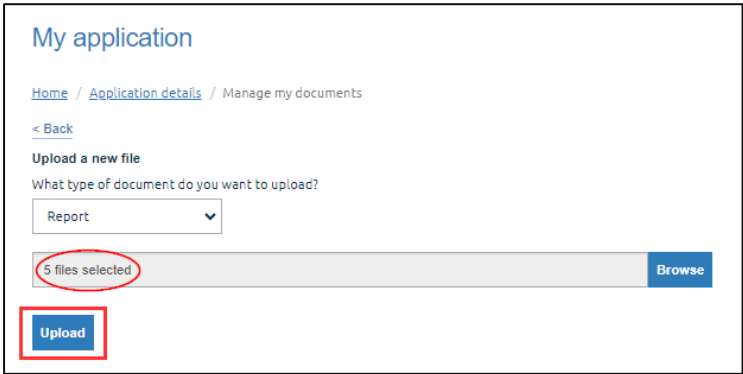
2. Select which type of document you are uploading. Click **Browse** and select your document.



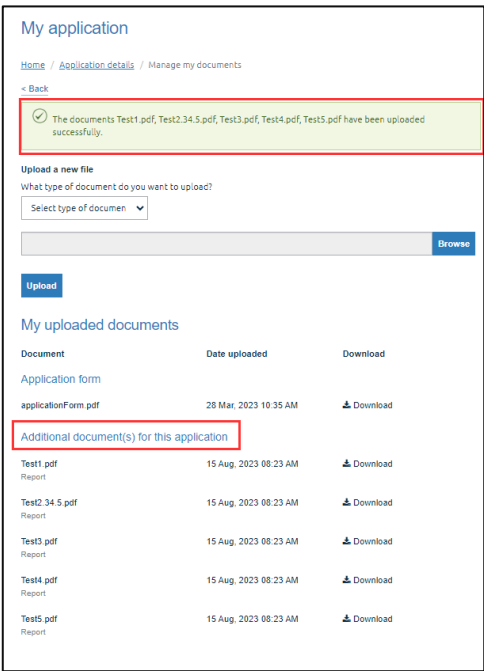
When the file explorer window opens, you can highlight multiple files at the same time to upload:



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.



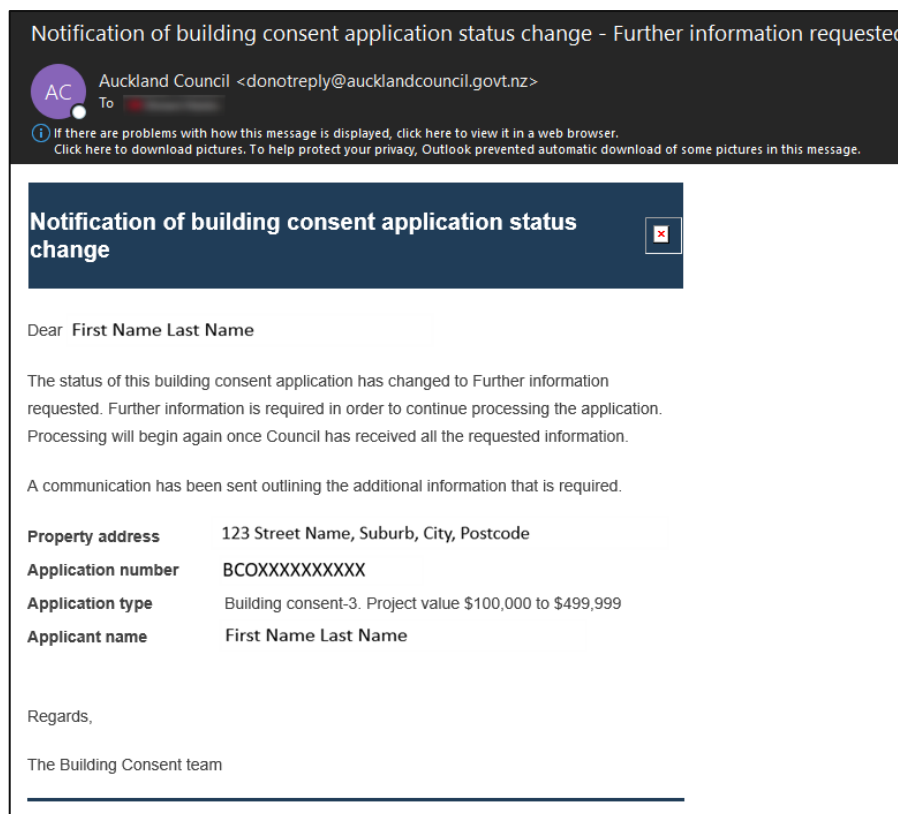
7 Responding to a request for information (RFI)

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.

The screenshot shows a card for a building consent application. At the top, there's a house icon, the address "123 Street Name, Suburb, City, Postcode", and an "Actions" button with a dropdown arrow. Below this, the application number is "BCOXXXXXXXXX" and the description is "RBW: Two storey build with four bedrooms, on lounge, two guest toilet and one internal garage." A link "View details about this application >" is provided. The main section is titled "Building consent application - request for information" with a response due date of "Wednesday 17 May 2023". Below this, it says "Statutory clock on hold" and "After you provide a complete response, your application will be on 1 of". To the right, there's a menu with options: "View application details", "Copy this application", "Manage my documents", "View request for information details" (highlighted with a red box), "Manage access", and "Refresh data" (with "Last synced: 15 Aug 2023, 10:24 AM").

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.

The screenshot shows the "My application" page. The breadcrumb trail is "Home / Application details / Further Information Request". There's a "< Back" link. The section title is "Further Information Request documents uploaded by Council staff". Below it, it says "Please review instructions written in uploaded document(s)". A document icon is shown with the filename "BCOXXXXXXXXX Outgoing Correspondence_00.PDF" (highlighted with a red box). Below this, there's a section "My uploaded Further Information Request documents" with a link "Upload documents". A table with headers "Document", "Status", "Date submitted", "Download", and "Remove" is shown. At the bottom, there's a section "Notes related to Further Information Request" with a link "Add new notes".

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

This screenshot is similar to the previous one, showing the "My application" page. The breadcrumb trail is "Home / Application details / Further Information Request". There's a "< Back" link. The section title is "Further Information Request documents uploaded by Council staff". Below it, it says "Please review instructions written in uploaded document(s)". A document icon is shown with the filename "BCOXXXXXXXXX Outgoing Correspondence_00.PDF". Below this, there's a section "My uploaded Further Information Request documents" with a link "Upload documents" (highlighted with a red box). A table with headers "Document", "Status", "Date submitted", "Download", and "Remove" is shown. At the bottom, there's a section "Notes related to Further Information Request" with a link "Add new notes".

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

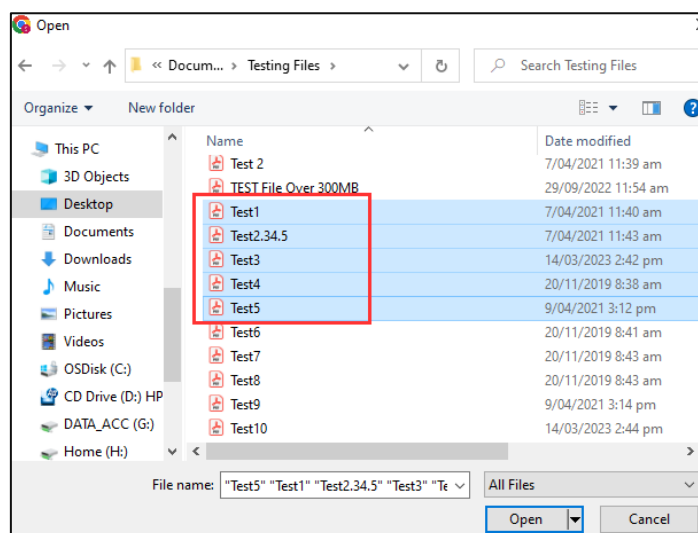
Plan

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

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 a completed response 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](#)

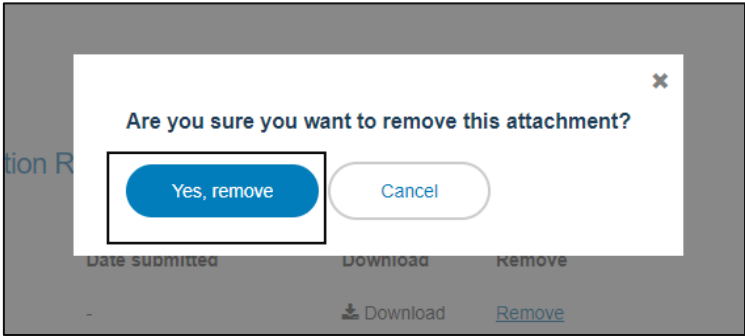
Document	Status	Date submitted	Download	Remove
1.pdf Report	To be submitted	-	Download	<div>Remove</div>

Submit final response

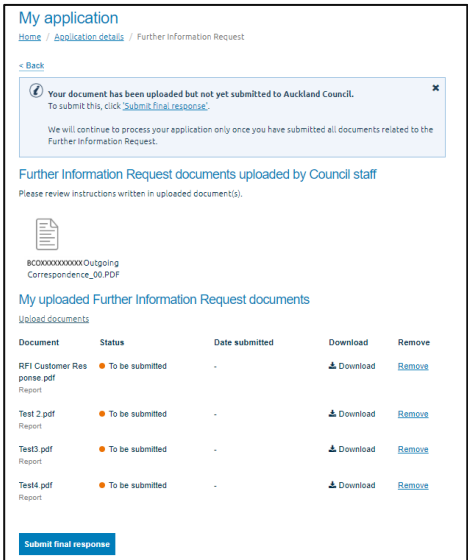
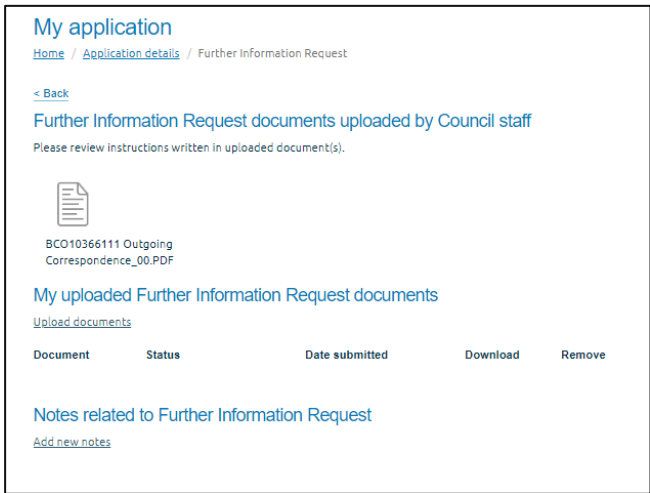
IMPORTANT : Once you have uploaded the required documents, then click the "Submit final response" button. An email confirmation will be sent when we have received your documents. Please note we will only continue processing your application once you have submitted all documents related to the "Further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

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

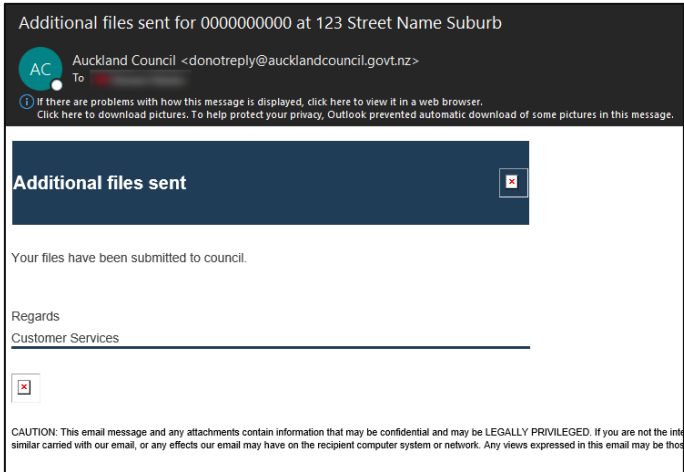
Please note: Once you have submitted the document to council you will not be able to remove the document.



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.



8 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.

The screenshot shows the 'myAUCKLAND' application tracker page. The header includes the 'myAUCKLAND' logo, a 'Menu' button, a 'Cart: 0' indicator, and a council logo. The breadcrumb trail is 'myAUCKLAND > My building consents > 123 Street Name, City Postcode'. Below this is a '< Back' link and the address '123 Street Name, Suburb, City, Postcode'. A description of the property is provided: 'RBN: Two storey build with four bedrooms, on lounge, two ensuites, one guest toilet and one internal garage.' The application number is 'BCOXXXXXXXXX'. A dark blue bar contains links for 'Building consent application', 'Manage access', and 'Invoices and payments'. An 'Application tracker' section on the right shows a timeline: 'Building consent application - accepted' (Friday 07 April 2023), 'Technical decision approved' (Friday 14 April 2023), and 'Building consent issued' (Monday 17 April 2023). A 'Building consent issued' status is shown with a green checkmark and the date 'Monday 17 April 2023'. A 'Statutory clock ended' message states 'We processed your application in 4 working days'. The 'Building consent application granted' section states 'Your building consent was granted on Friday 14 April 2023.' and '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.' It then states '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.' and '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.' The 'Important information about Building consent inspections' section lists: 'To avoid construction delays: plan and book your inspections ahead of time with as much notice as possible' and 'have the correct documents on-site during the inspection.' It also states 'We will always let you know if and why an inspection has failed and if you need to book any more inspections.' The 'Consent ownership' section says 'Notify us if the ownership of the consent has changed.' The 'Your documents' section has links for 'View files submitted with your application', 'Get your finalised documents', and 'View application form'. A red box highlights 'Get your finalised documents' with an arrow pointing to it from a red box labeled 'Download approved documents'. Other red boxes highlight 'Friday 14 April 2023' (labeled 'Technical granted date'), 'Monday 14 April 2025' (labeled 'BC lapsing date'), and 'Monday 14 April 2025' (labeled 'CCC 24 month refusal date').

myAUCKLAND

Menu Cart: 0

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

< Back

123 Street Name

Suburb, City, Postcode

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

Application number: BCOXXXXXXXXX

Building consent application Manage access

Invoices and payments

Application tracker

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

Building consent issued
Monday 17 April 2023

Statutory clock ended
We processed your application in 4 working days

Building consent application granted

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.

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

Technical granted date

BC lapsing date

CCC 24 month refusal date

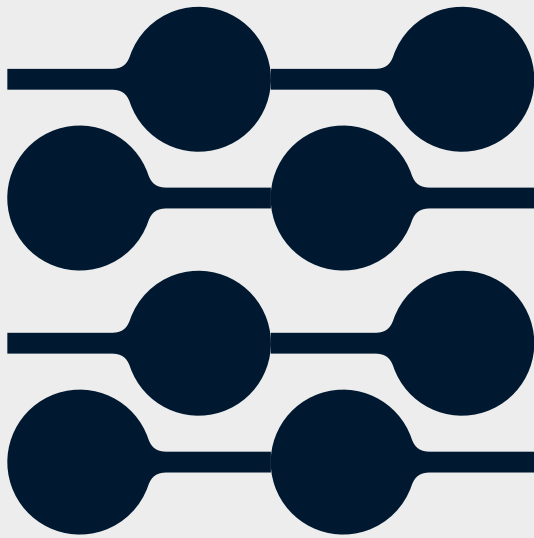
17. Scroll down to the 'Your documents' section and click on 'Get your finalised documents' to download the approved documents.

The screenshot shows the 'myAUCKLAND' application tracker for a building consent application. The page header includes the breadcrumb 'myAUCKLAND > My building consents > 123 Street Name, Suburb, City, Postcode' and a '< Back' link. The main heading is '123 Street Name, Suburb, City, Postcode,' followed by a description: 'RBLW: Two storey build with four bedrooms, on lounge, two ensuites, one guest toilet and one internal garage.' The application number is 'BCO10366071'. A dark blue navigation bar contains links: 'Building consent application', 'myAUCKLAND files', 'Invoices and payments', and 'Manage access'. To the right, the 'Application tracker' shows three steps: 'Building consent application - accepted' (Tuesday 08 August 2023), 'Technical decision approved' (Tuesday 08 August 2023), and 'Building consent issued' (Tuesday 08 August 2023). Below this, a status bar indicates 'Building consent issued' and 'Statutory clock ended'. The 'Your documents' section at the bottom has three links: 'View files submitted with your application', 'Get your finalised documents' (highlighted with a red box), and 'View application form'.

18. Within the 'Download finalised documents' section, click on the **download** link.

The screenshot shows the 'myAUCKLAND' 'My application' page. The breadcrumb is 'Home / Application details'. The page title is 'My application' and the subtitle is 'Apply for a project information memorandum and / or building consent'. The page contains various sections for application details. On the right, the 'Your documents' section states: 'Use myAUCKLAND files to view and check files you have already submit'. At the bottom, the 'Download finalised documents' link is circled in red. Below this, a table lists documents for download:

Document name	Expiry date	Download
Consent Documents.zip	08/11/2023	Download




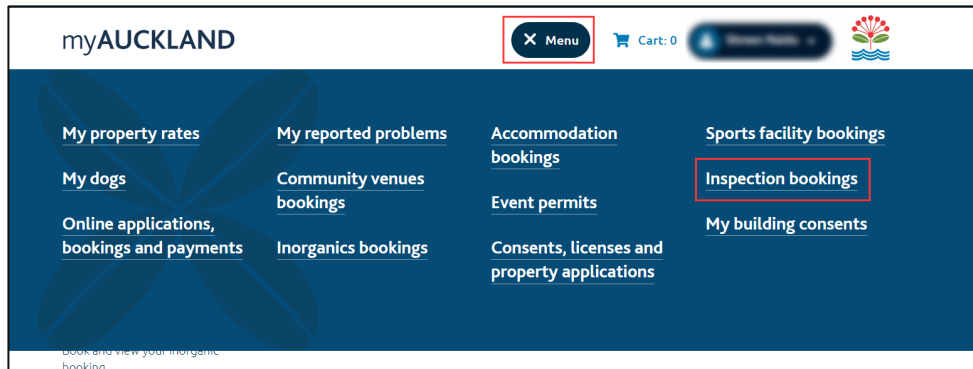
Inspections



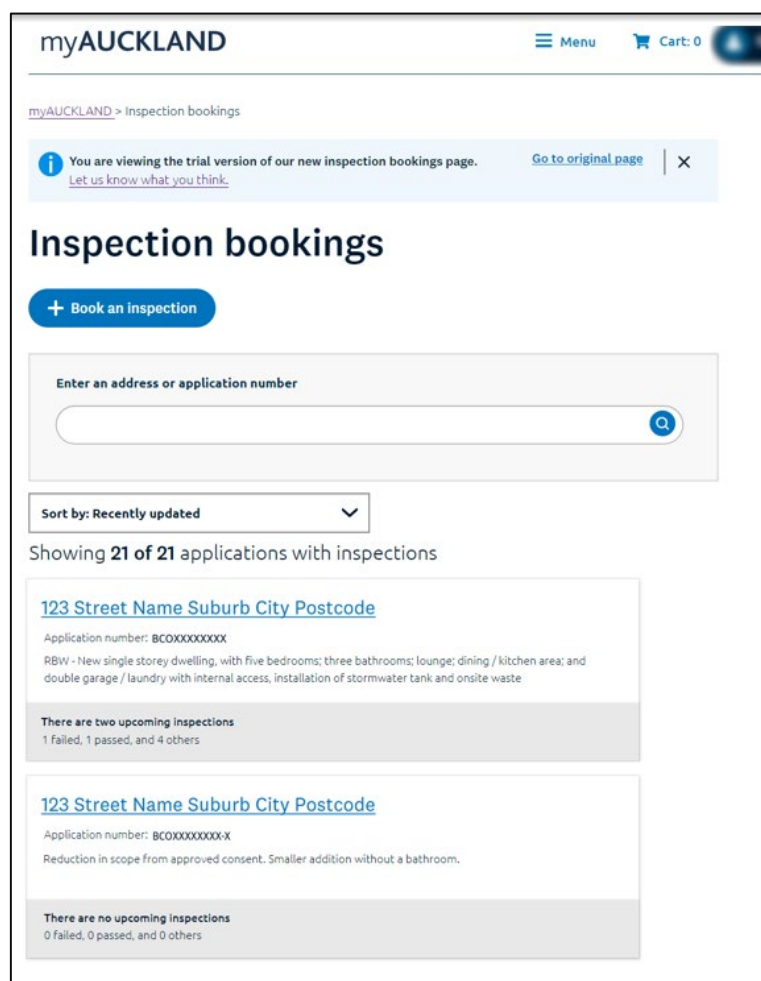
9 Inspections

9.1 Navigating to the inspection's dashboard

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



2. You will reach the inspection overview page.




9.2 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

Click on this button to book an inspection. Ensure you have the BCO# readily available.

+ Book an inspection

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

Enter an address or application number

Use the filter option to find applications that have upcoming inspections

Filter by: All Inspections

All Inspections

Upcoming Inspections

Sort by: Recently updated

Recently updated

Alphanumeric

The default filter for this page will be via 'Recently updated'. You can also filter via alphanumeric which is searched according to the number of the property address of the application.

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

0 failed, 0 passed, and 2 others

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

123 Street Name Suburb City Postcode

Application number: 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

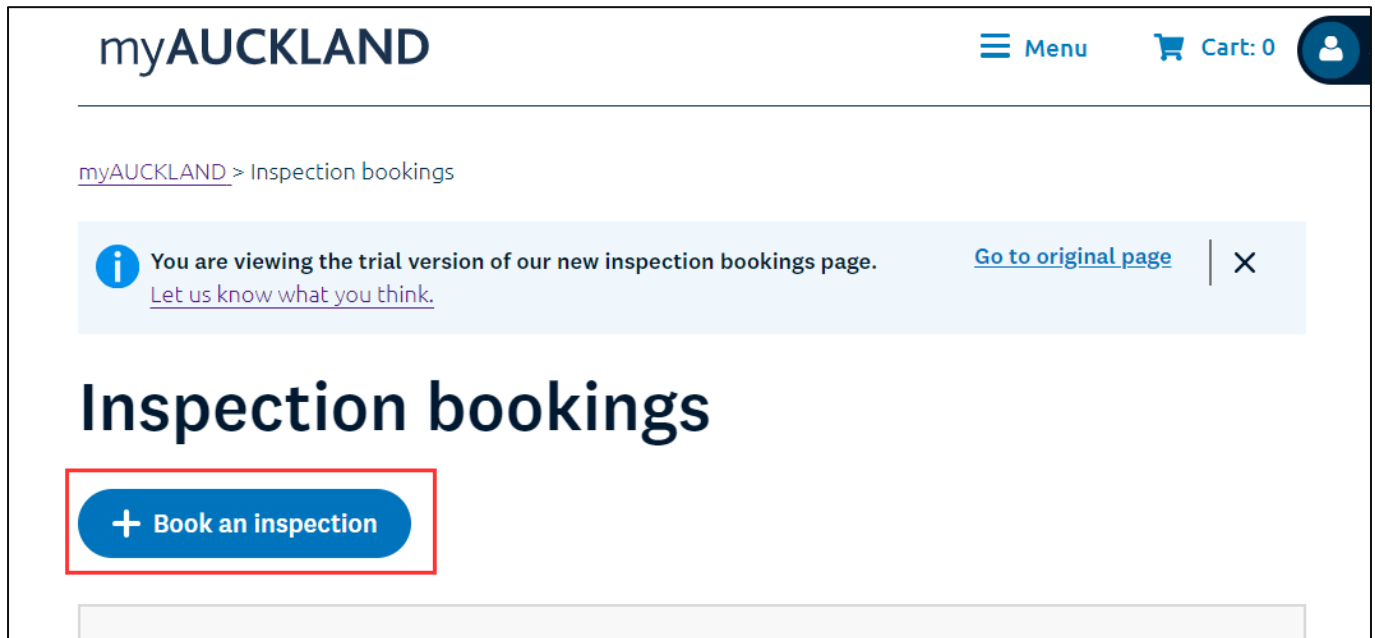
application cards

pg. 55

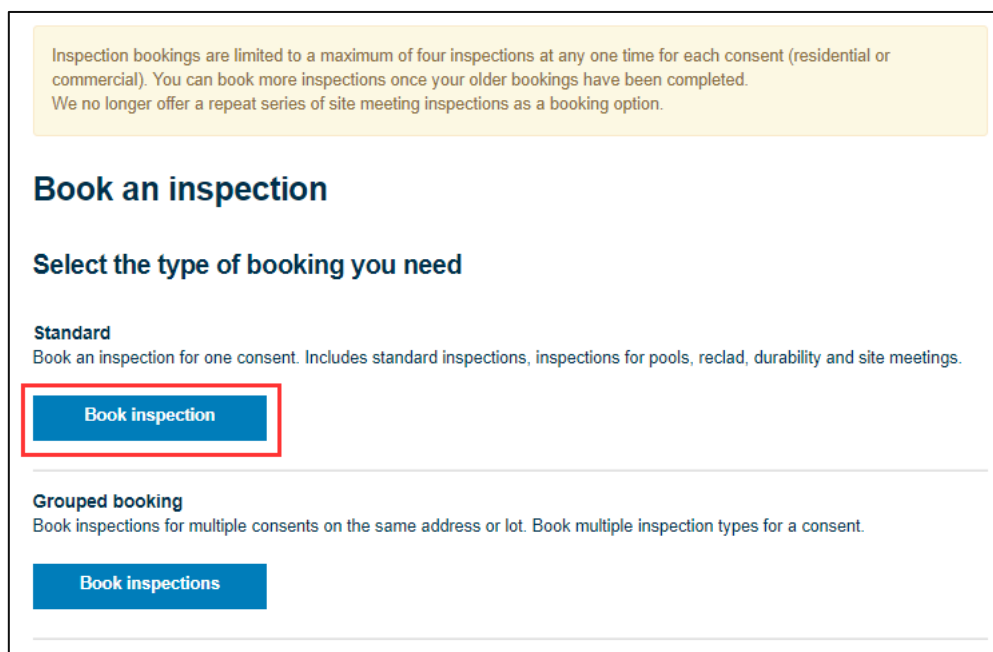
9.3 Booking an inspection

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

OUTAGE-INSPECTION.You will not be able to use this service,Please try again in sometime. Show me [affected services](#)

[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

OUTAGE-INSPECTION.You will not be able to use this service,Please try again in sometime. Show me [affected services](#)

[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

BCOXXXXXXX
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

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](#) 

OUTAGE-INSPECTION: You will not be able to use this service. Please try again in sometime. [Show me affected services](#)

[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](#)

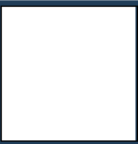

9. You will also receive an email confirmation of the booking.

Inspection Booking Confirmation Ref B000806508



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.

9.4 Inspections details page

The screenshot shows the 'myAUCKLAND' website interface for inspection bookings. At the top, there's a navigation bar with 'Menu', 'Cart: 0', and a 'Log out' button. A blue banner at the top states: 'You are viewing the trial version of our new inspections overview page. Let us know what you think.' with a 'Back to original page' link.

The main heading is '123 Street Name Suburb City Postcode'. Below it, a description reads: 'R&W - Block Five Vines Estate. Seven unit, two storey terraced building. Each unit containing two bedrooms with 1.5 bathrooms. Intertenancy fire wall system separating each unit. Private stormwater'. The application number is 'BCOXXXXXXX'. The section is titled 'Building consent inspections'.

Upcoming inspections

Annotations for the upcoming inspection card:

- All upcoming inspections booked will be displayed here** (points to the 'Upcoming inspections' header)
- Time chosen during the booking journey. This will only be displayed for future inspections.** (points to the time slot 'between 8am-12pm')
- Inspection card** (points to the card itself)
- Date and name of the booking will be displayed on the inspection cards** (points to the booking details: 'Booked for Saturday 23 September 2023' and 'Booked by Name Name')

The card details include: 'Cavity Wrap (ICA)', 'Booking reference number: B000807500', and buttons for 'Edit booking' and 'Cancel booking'. A '+ Book an Inspection' button is at the bottom.

Inspections

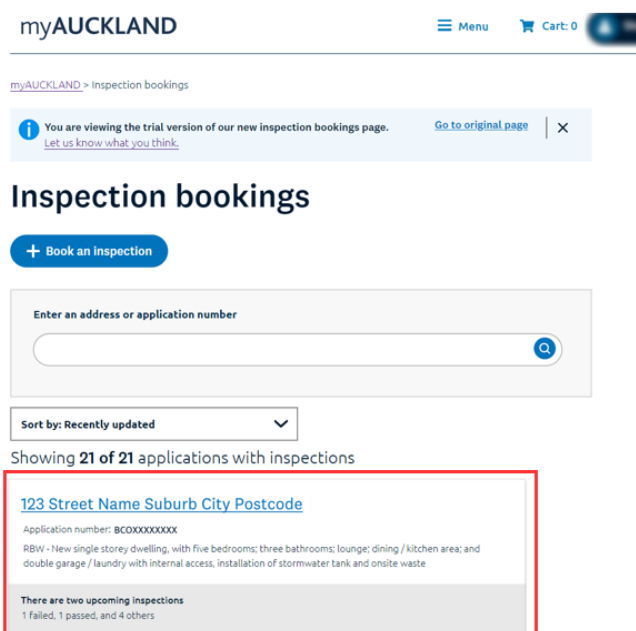
This is a list of of inspections you have had.

Annotations for the completed inspection section:

- All pass inspections completed will be displayed here** (points to the 'Inspections' header)
- Filter by either type of inspections or by status of completed inspections** (points to the filter dropdowns: 'Filter By: All Inspections' and 'Filter By: All Statuses')
- Status of an inspection once completed** (points to the status 'Cancelled - no charge')
- Inspection card** (points to the card itself)

The card details include: 'Building preline (select when booking preline plumbing and preline building together) (IPB)', 'Booking reference number: B000786500', and buttons for 'Edit booking' and 'Cancel booking'. A '+ Book an Inspection' button is at the bottom.

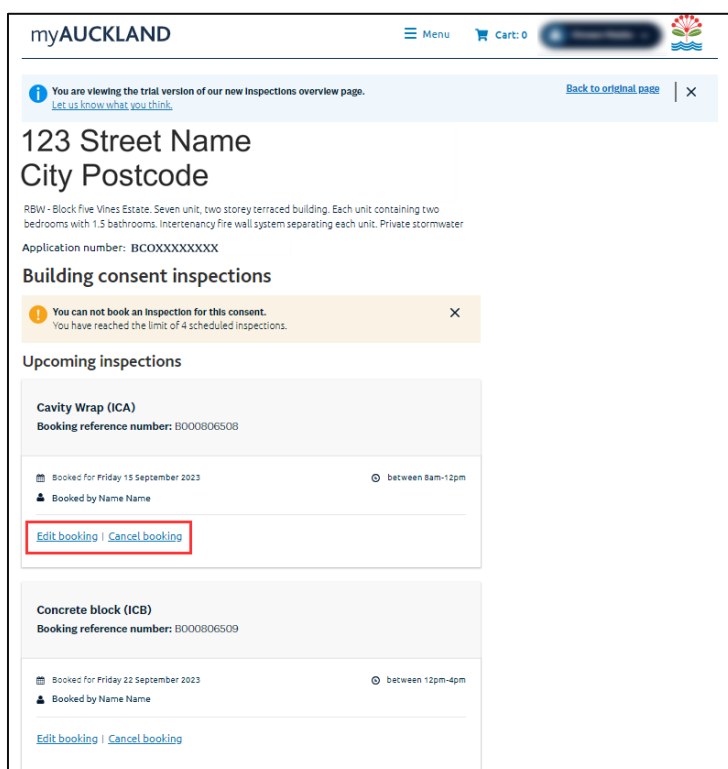
1. To view upcoming or completed inspections, click on the relevant inspection card from the inspection overview page.



2. 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.



3. 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

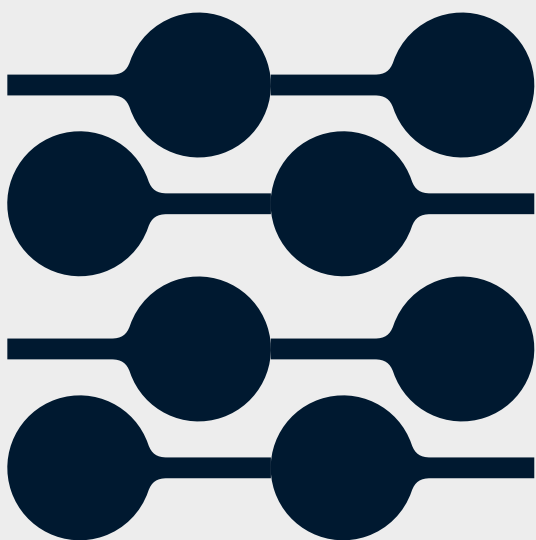
Inspected on Tuesday 25 July 2023

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.









Appendixes



10 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)

Booked	This is a booked inspection but has not been allocated a result of the inspection outcome.
Cancelled - no charge	This inspection has been cancelled successfully with no charge.
Cancelled - charge	This inspection has been cancelled successfully with a charge.
Completed	This is to indicate a site meeting has been completed.
Failed	This is to indicate the inspection carried out has failed and will need to be rebooked.
Partial pass	This is to indicate
Passed	This is to indicate the inspection carried out has passed.
Waived	This is to indicate the inspection carried out has been waived.

11 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

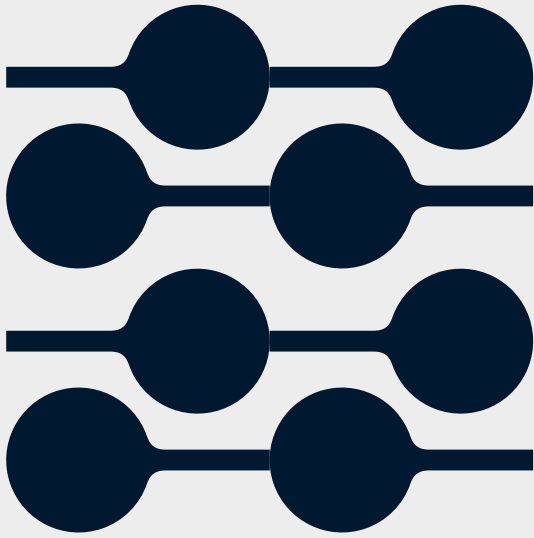
name.name@email.com

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)



12 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.

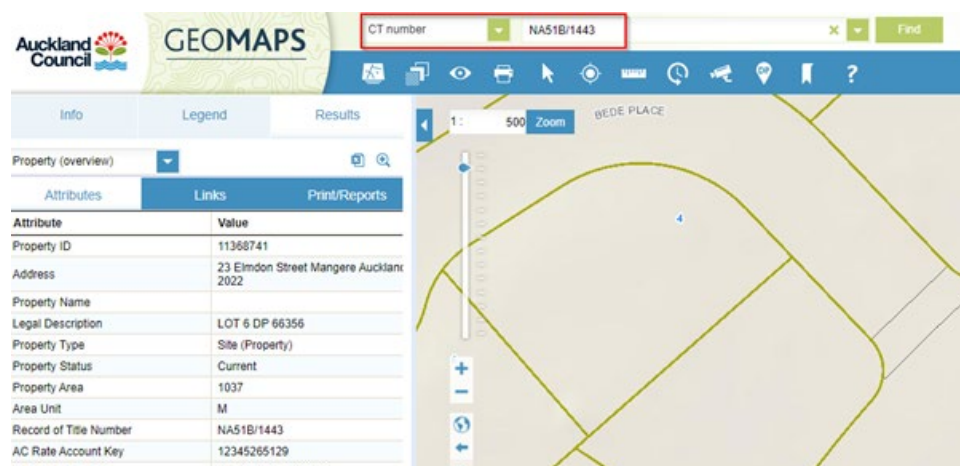
Possible solution(s):

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.

