

Town of Victoria Park

User Manual

Lodging and Tracking Planning & Building Applications Electronically with the Town of Victoria Park

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Helpline for Queries or Issues:

building@vicpark.wa.gov.au planning@vicpark.wa.gov.au

Further Information Contacts

Ellen George	egeorge@vicpark.wa.gov.au	9311 8112
Ee Leen Roycroft	eroycroft@vicpark.wa.gov.au	9311 8113

Introduction

The Town of Victoria Park is delighted to now provide you application lodging and tracking online. This facility allows you to lodge or check the status of a Planning or Building application 24 hours a day, 7 days a week.

The following application types are able to be submitted online:

- > Planning Application
- > Subdivision Clearance
- > Built Strata Applications (Form 24 & Form 1C)
- > (BA1) Building Application Certified
- > (BA2) Building Application Uncertified
- > (BA5) Demolition Application
- > (BA9) Occupancy Permit Application
- > (BA11) Occupancy Permit Strata Application
- > (BA13) Building Approval Certificate Application
- > (BA15) Building Approval Certificate Strata Application
- > Sign Licence Application
- > (TVP1) Certificate of Design Compliance Application
- > (TVP2) Approval of Building Plans from Council Business Units Application
- > (TVP6) Certificate of Building Compliance Application
- > (TVP7) Certificate of Construction Compliance Application

Lodgement Process



Note:

- To lodge an application you need to be a registered user. Should you not be registered you can click on the 'Register Now' button to apply for registration (refer to page 6).
- There are only 6 steps in the lodgement process. (See above picture)
- Prior to moving from step 1 to the next step, you will need to save each page after completing the required fields.
- It provides you an easy accessible format of lodging applications online and checking the progress of such applications 24hours a day 7days a week.
- This system allows you to save and come back to your application at any time.
- Ability to search and link your applications to the property in the Town of Victoria Park's Data Base.
- Shows mandatory & optional details to attach depending on the application type for easy use.

Getting Started.....

To start, go to the Town of Victoria Park's Website: http://www.victoriapark.wa.gov.au

On the homepage of the Town's website under the 'Planning & Building' tab you will see the following buttons:





Click on the 'Lodge an Application' button on the homepage of the website. For future access you may wish to save the website address to your Favourites: <u>http://eapps.vicpark.wa.gov.au/Portal</u>

Read this disclaimer and if you agree tick 'I agree to the terms and conditions' and then 'I agree'.

Note: You cannot get to the next page if you click 'I disagree'

TRACKIN	g home	APPLICATION SEARCH	PROPERTY SEARCH	LODGE	
HOME >					
1. Tick 'I agree to th above terms'	TERM Your use 1. USI Whilst thi informatii guarante informatii informatii informatii council n Terms w time gow Terms ai replacing the Servi respect of 3. IND It is a con	IS AND CONDITIONS of this Service ("the Service") is subject to an ERS MUST NOT RELY ON AC e Town endeavours to update information wit on is provided as a general guide only and n e the accuracy of information obtained from th on obtained from the application without verif on in relation to approvals issued by the Tow on can be obtained from the Western Austral ANGES TO AGREEMENT ANI may vary the Terms of Use ("Terms") at any ti ill take effect immediately after any variation i erns your use of the Service. If you continue to nd any variations to it. Council reserves the ri of or terminating the Service as well as impos ce is modified, suspended, replaced or term of any such action taken by Council. EMNITY dition of use that you indemnify the Town of	Ind conditional upon your acceptance of the CCURACY OF INFORMATION that the TRACK application ("application has be subject to change or may contain the application. You should therefore not yoing the accuracy of that information from n may be obtained at the Town of Victori ian Land Information Authority (Landgat DSERVICE) me by posting the varied Terms on its wis posted on the Site. The version of the souse the Service, your continued use wight to change any aspect of the Service, ing any fee for access to the Service. Contact You agree to waive all rights you victoria Park against claims for any loss	hese Terms of Use: ON ") on a regular basis, the errors. The Town does not rely on the accuracy of any n external sources. Accurate a Park's offices. Accurate lot e). ebsite ("the Site"). The varied Terms currently on the Site at any II constitute acceptance of the including modifying, suspending, uncil will have no liability to you if may have against Council in or damage resulting from your	
2. Click 'I Agree'	I Agree	e to the above terms and conditions Disagree			

You should now be at the '**Welcome'** page as shown below. Click on the '**Log-in**' button at the bottom of the page.



You should now be at the 'Login' page as shown below.

Type in your **'Username'** and **'Password'** that was emailed to you at the time of registration by the Town of Victoria Park and press **'Login'**

TRACKING H	IOME APP	LICATION SEARCH	PROPERTY SEARCH	LODGE
	LOGIN User Name:	1. Type in y	our Username	
APPLICATIONS	Password:	🗲 2. Туре і	n your password	
LOGIN	Login	<		
FORGOT PASSWORD		3. Click 'Log	jin'	
REGISTER	The log-in service is	for registered users to submit app	ications electronically. If you are interested in	n becoming a registered user then click
TRACK AN APPLICATION	here to see if you are	e eligible.	induction of the and	

How to Manage Your Details....

You are now logged in and ready to start the steps in lodging an application.

If you need to manage your details or go to an existing application see the left side panel.

	1 2 3 4 5 6 Type Property Details People Documents Lodge
APPLICATIONS	STEP 1. TYPE Select the type of application
HOME	
LOGOUT	WHAT TYPE OF APPLICATION WOULD YOU LIKE TO LODGE?
TRACK AN APPLICATION	
MY COMPANY	C Planning Applications C Building Applications
MY DETAILS	Your reference (e.g. job number or project name):
	Save
LODGE AN APPLICATION	
LODGED APPLICATIONS	
TRACK CURRENT APPLICATIONS	

MY DETAILS:

You can edit or change any details you need relevant to your user details.

MY APPLICATIONS:

You can see a list of applications being prepared by you, awaiting acceptance from Council or accepted by Council.

Step 1

To lodge an application click on either the 'Planning Application' or 'Building Application' dial depending upon which type of application you wish to lodge.

	1 2 3 4 5 6 Type Property Details People Documents Lodge
APPLICATIONS	STEP 1. TYPE Select the type of application.
HOME	
LOGOUT	WHAT TYPE OF APPLICATION WOULD YOU LIKE TO LODGE?
TRACK AN APPLICATION	
MY COMPANY	C Planning Applications Building Applications
MY DETAILS	Your reference (e.g. job number or project name):
MY APPLICATIONS	Save
LODGE AN APPLICATION	
LODGED APPLICATIONS	
TRACK CURRENT APPLICATIONS	

Once you click one of the above two categories, a drop down list will appear displaying the applications you can lodge under that section (refer to screenshot below).

Select the type of application by clicking on the appropriate radio button. Once you have selected the Type of Application, scroll down to the bottom of the page. A reference number is needed in the 'Your Reference' text box. This can be your job number and/or the project name.



Once the reference is entered, press 'Save'.

	Your reference (e.g. job number or project name):
	test × Save
	Successfully saved the description. Continue to the next page.
Shows that you can	
continue to the next page	
	Click on Property

Click on the 'Continue – Property' button to move to the next step 'Property'.

Step 2

The 'Property' page comprises of a search field. There are a number of options on how to search.

1 2 3 4 5 6 Type Property Details People Documents Lodge
STEP 2. PROPERTY Select the property you are applying for.
SEARCH BY HOUSE NUMBER
Type the address. All matching addresses will be displayed below. Select the address you want from the list.
SEARCH BY LOT NUMBER
Start typing a lot number then street, then select it from the drop down list.
VINCENT, TOWN OF
E, TOWN OF
PERTH, CITY OF BELMONT, CITY OF
South PERTH, CITY OF
CANNING, CITY OF
VILLE, CITY OF
Selected properties:
There are no properties selected.

You can search for a property by either House Number or Lot Number or zooming into the map.

- A. To search by House Number click in the text box 'Search by House Number' and type the 'street number' followed by the 'street name', a list will drop down. Click on the address you want from the list; OR
- B. To search by Lot Number, click in the text box marked 'Search by Lot Number' and type the 'lot number' followed by the 'street name', a list will drop down. Select from the list; OR



C. To search by Map, move your mouse over the map and zoom in to an area where you know the property is within the Town. Once you are close enough to see the property you can click on the property in the map.



The property that you have selected is shown bordered in red and the property details will appear. If it is the correct property click on 'Continue – Details' to continue to Step 3.

If it is incorrect, then click on the 'Remove and choose a different property' link and reselect the correct property, then click on 'Continue – Details' to continue to Step 3.



Step 3

The 'Details' part of the lodgement process is the next Step.

Click on the first text box, enter the correct information and then continue working down the page.



All mandatory fields (marked *) need to be filled in before you click 'Save' and can move on to the next page.

If a mandatory field has not been filled out and you have clicked 'Save', the field that has to be completed will be highlighted in red.

Once 'Details' have been completed and saved, press 'Continue – People' to move to Step 4, People.

Save Successfully saved the data.		Click on 'People' to
Property « Go Back	Continue » People 🕨	continue.

Step 4

For a Planning Application, the Applicant's details will automatically display.

For a Building Application, the Builder's details *and* the Applicant's details will automatically display.

These are the details you have already provided in the account that you logged in for lodgement.

You will need to add all relevant Roles attached to the application (such as Owner(s), Certifier, Applicant) in the fields provided below, before proceeding to the next step.

Click on the 'Add' function to add them to the selected parties list.

Repeat this step to add more than one Role.

	1 2 3 4 5 6 Type Property Details People Documents Lodge
APPLICATIONS	STEP 4. PEOPLE Add people to the application e.g. Applicants, Owners, Builders etc.
HOME LOGOUT TRACK AN APPLICATION	Please enter the details of the relevant parties. For this application, you must provide at least: An applicant All owners
	Selected parties: • Applicant Town of Victoria Park 9 Shennerton Road VICTORIA PARK WA 6100
	Email: Dinevacch@hotmail.com Contact Phone: 08 9311 8111 Enter details
LODGED APPLICATIONS TRACK CURRENT APPLICATIONS	Role: Owner Title: Given Name: Family or Company Name: Mr Street Address: Suburb / Locality / Town: State: Postcode: WA
Summary [change] Form: Application for Planning Approval Ref. test	Email Address: Contact Phone Number:
Selected properties: [change] 33 Westminster Street EAST VICTORIA PARK WA 6101 Selected parties: [change] Applicant: Town of Victoria Park	All relevant roles must be added. Complete the fields and then click Add. Just repeat the process for all roles
Print the form	

For a Building Application you will need to add the Owners details, add the Certifiers details (if the application is Certified) and change the Applicant's details if different to Builder's details. These will be mandatory fields.

For a Planning Application you will need to add the Owners details.

If you entered the incorrect details, you can 'Un-select'. This will take you back to the previous screen.

Complete the correct details and Click 'Add' again.



Once you have added all the relevant Roles, check that the information is correct and click on 'Continue - Documents' to continue to Step 5.

Step 5

Step 5 is the section where relevant documents are uploaded for your Application.

All items with a ^{*} and highlighted in red are mandatory. All files need to be pdf only and are not to be larger than 20MB each.

	1 2 Type Property) 3 (4) Details People 1	5 Documents Lodge	
APPLICATIONS	STEP 5. DOCUMENTS			
HOME	Supporting documents: Note: Documents in red and highlighted wi Note: If you require to upload multiple doc	th a * are mandatory. uments of the one type, please use the "other" sec	tion below.	
TRACK AN APPLICATION	Administration Documents	······································		
	Owner's signed application form *		Browse Upload	
MY COMPANY	Certificate of Title *		Browse Upload	
MY DETAILS	Application covering letter		Brown Upload	
MY APPLICATIONS		Oliele en Dreuvee en d		
LODGE AN APPLICATION	Plans Existing Site Feature Survey Plan	find the document.	Browse Upload	
LODGED APPLICATIONS	Proposed Site Plan	Once found click on Upload	Browse Upload	
TRACK CURRENT APPLICATIONS	Floor Plans		Browse Upload	
	Elevations		Browse Upload	
Summary [change] Form: Application for Planning Approval	Overshadowing Plan		Browse Upload	
Selected properties: [change]	Sections		Browse Upload	
33 Westminster Street EAST VICTORIA PARK WA 6101	Landscaping Plan		Browse Upload	
Selected parties: [change]	Structural & other details			
Owner: Peter test	Colour & Materials Schedule		Browse Upload	
Print the form	Stormwater/Drainage plans		Browse Upload	

One at a time, for each document click on 'Browse', locate the document and then click on 'Upload'

Once the document has been uploaded, it will appear under the 'Uploaded documents:' section at the bottom of the page.



Repeat this step until you have attached all relevant documents.

If a file needs to be changed or deleted, it can be deleted by clicking on the *Remove* link and uploading the relevant documentation.

If any additional documents are needed for the application they can be uploaded into 'Add other documents' field.

A drop down list can be used to describe the type of file that has been uploaded.

Add other documents:	
Type:	
Select	Browse Upload
Select	
OTHER (Specify)	

If **'Other'** is chosen from the drop down list, a text box will appear which requires a description of the file that has been uploaded. i.e. Shadow Diagram

Add other documents:		
Туре:		
OTHER (Specify)	Browse Upload	
Description:	Click on the text box and type in	
•	description. Then click on Browse,	
Note: Only pdf files, under 20MB in size, are permitted.	select document to Upload.	

Once all the attachments have been uploaded and completed, click on 'Continue – Lodge' to move onto the next Step **'Lodge'**

Delended de comentán	
Owner's signed application form Remove	
In shReS7 ndf	
Size: 289 kB	
Date Uploaded: 25/03/2014 08:46	
. Certificate of Title Remain	
Date Uploaded: 25/03/2014 08:52	
Designed of the Dise D	
Proposed Site Plan Remove	
SCjBJUk.pdf	
Size, 289 KB Data Liplaadad: 25/02/2014 09:52	
Date opioaded. 25/03/2014 08:55	
Elevations Remove	
ULHTCzQ.pdf	
Size: 289 kB	
Date Uploaded: 25/03/2014 08:54	
Colour & Materials Schedule Remove	
DrZKbxu pdf	
Size: 289 kB	
Date Uploaded: 25/03/2014 08:54	
People « Go Back Click on 'Lodge'	Continue » Lodge 🕨
	5

Step 6

This is the last Step.

The completed application form will now appear containing all information that you have provided throughout the application process.

Please check it is all complete and correct.

This application form can be printed by clicking on **'Print the form'** to the left of the application form. Please note – your login as a Registered User will be accepted as a signature.

Items can be changed by clicking 'change' next to the item on the left hand side of the document.

Alternatively you can click on the Steps at the top of the page to be directed back to the relevant step to amend any details. Please be aware you will need to click on Save again after amending any details.

	1 Type	Image: Constraint of the second se		
APPLICATIONS	STEP 6. LODGE			
HOME				
LOGOUT	TOWN OF			
TRACK AN APPLICATION	VICTORIA PARK			
MY COMPANY	Application for Planning Approval			
MY DETAILS	Property			
MY APPLICATIONS	Address	33 Westminster Street EAST VICTORIA PARK WA 6101 LOT 1 STRATA 40119		
LODGE AN APPLICATION	Owner/s Details			
LODGED APPLICATIONS	Mr Peter test 1 test street Victoria Park WA 6100			
TRACK CURRENT APPLICATIONS		Email: test@gmail.com Contact Phone: 123456789		
Summary [change]	Date	25-03-2014		
Form: Application for Planning Approval Ref. test	Applicant Details			
Selected properties: [change] 33 Westminster Street EAST VICTORIA PARK WA 6101		Town of Victoria Park 99 Shepperton Road VICTORIA PARK WA 6100 Email: lornevacch@hotmail.com Contact Phone: 08 9311 8111		
Selected parties: [change] Applicant: Town of Victoria Park Owner: Peter test		The signature of the owner(s) is required on all applications. This application will not proceed without that signature.		
Attachments uploaded: [change] Owner's signed application form	Signature/s	Date 25-03-2014		
Certificate of Title Proposed Site Plan	Development Detai	ils		
Elevations	Approx. cost of developm	ment (excl. GST): \$ 15,000.00		
	Estimated Date of Comp	prenon. 5 (roc)/2014		
Print the form	PROPOSED DEVELOPM	IENT OR LAND USE:		

The Fee Schedule has been provided at the bottom of the page to review the fees applicable for the application. An invoice for payment of fees will be generated by Council and emailed to you once your application has been submitted and accepted by Council.

Once the application has been reviewed and deemed complete, it can now be lodged. Click on **'Submit'** so the application can be lodged to the Town of Victoria Park.

By submitting this form, I declare that all information provided in this application is true and correct. I acknowledge and agree that the information, plans etc. forming part of this application may be available for viewing by the public for the purposes of consultation, including by display on the Town's website.
Applicable Fees For information relating to the fees for this application, please click on the below links to see the current application fees: • Planning Application Fees • Building Application Fees
By clicking on the Submit button you will be lodging the application to the Town of Victoria Park. You accept that fees will be generated and that you will be invoiced for them, and you are liable to pay those fees. Submit
Documents « Go Back

The following page will appear showing that the application has now been submitted.

Step 6. Lodge Finalise and Lodge the application with Co	ouncil
This is the completed Application Form. Read a Council.	and confirm the details then click Lodge at the bottom to submit the application to
The application has now been submitted.	Council will confirm that the application is complete, prior to proceeding with the assessment.
Documents « Go Back	

Council Officers will then verify whether or not the application is complete. You will receive an email to confirm whether the application has been accepted or rejected for assessment.

The Lodge process is complete. You can track your applications at the Lodged Applications menu item by clicking on 'Track an Application'.

Reviewing Incomplete Applications

You can start an application and once it has been saved at each step you can go back and continue where you have left off. The **'My Applications'** option on the left hand column will show all applications that you have begun and not yet completed.

Reviewing Lodged Applications

Click on '**My Applications'** on the left hand side to review applications that have been lodged to the Town of Victoria Park. From here you can see if an Application is still being prepared, is still awaiting acceptance from the Town or has been accepted by the Town.

'Track an Application' on the left hand side will show you the progress of an application. View a particular application by typing in the address and selecting the property from the drop-down menu.

Rejection of Lodged Applications

When the Town of Victoria Park receives an application through the Portal we will check that all documentation has been submitted correctly. If for some reason there is a piece of information missing or incorrect in the submitted application you will automatically receive an email from us stating why the application has been rejected. The application you have lodged will then reappear in your **'My Applications'** and from here you can add whatever information was missing or incorrect back into the application. You can then re-lodge the application again.

Determination of an Application

Once the application has been assessed and completed by Council, an email will be sent to you. This email will mention that the application has now been determined and to log on through the link provided to retrieve the determination and any relevant plans. This link will take you to the Log in page for Lodge.

Once you have logged in, click on '**Track an Application**' and find the application with the application number provided in the email.

At the bottom of the page you will see an attachment in pdf. Open the attachment to view your determination (and plans). To keep a copy, save this onto your system or print it out.

The Town of Victoria Park will not be sending out a hard copy of the determination.

Frequently Asked Questions

Uploading documents - Error Message

When an error message appears while uploading the documents into step 5, this could be due to:

- If the pdf extension is 'PDF' instead of 'pdf' this may cause the file not to upload successfully. If you are able to save as the file to 'pdf' file extension. After re-saving with the file extension, retry uploading it.
- If there is an error on a file or if the file is corrupt, it will not upload into step 5 in the documents page. If an Error, try re-opening the attachment to check if the file does not contain an error.
- Alternatively if the file won't upload you will need to check your internet connection.

If it still reads an error message after trying these recommendations contact Ellen George (9311 8112) at the Town of Victoria Park and she will advise on what to do next. Alternatively you can email <u>building@vicpark.wa.gov.au</u>.

CTF Levy

• *"Proof of payment needs to accompany applications"* - See The Building Commission Class 1a Housing Applications - Manual 06.07.12

The following question is asked on the Town of Victoria Park's Lodgement Portal. The relevant documents are required to be uploaded in Step 5.

 Construction Training Fund (CTF)

 For all construction work exceeding \$20,000 the CTF levy must be paid.*

 The levy can be paid directly to the CTF, OR to the Town of Victoria Park as the collection agency.

 Image: CTF levy is not required.

 Image: CTF has been paid direct to CTF (Proof of payment MUST be uploaded)

 Image: CTF will be paid to Town of Victoria Park as Collection Agency (Completed CTF levy payment form MUST be uploaded)

Account Builders:

All Applicants & Builders registered with the Town of Victoria Park ICON will be Account holders. Fees and charges will be sent out each time an application has been lodged and will need to be paid within 5 days of receiving the invoice.

How to Track an Application...

To track the progress of an application being assessed by Council or view applications already determined by Council, go to the 'Track an Application' button on the homepage of the Town's website.



In 'Tracking Home' you will be able to search current applications by Application Number or determined applications by Property Address.

Search by Application Number

If you have submitted an application to Council and you would like to see the progress of the application, you can click on 'Application Search'.

APPLICATION SEARCH HOME > APPLICATIONS > SEARCH SEARCH BY APPLICATION NUMBER POPULAR SEARCHES 5.2014.102 × CURRENT CONSULTATION 5.2014.12.1 5.2014.102.1 APPS DETERMINED THIS WEEK 5.2014.120.1 APPS DETERMINED LAST WEEK 5.2014.121.1 APPS DETERMINED THIS MONTH 5.2014.122.1 5.2014.123.1 APPS DETERMINED LAST MONTH 5.2014.124.1 5.2014.125.1 OTHER LINKS PLANNING & BUILDING HOME

Enter the application number in the box provided.

The number will appear in the drop down box for you to select.

When the page re-loads it will display detailed information in regards to the application and a progress review on where the application is currently at (refer to screenshot below).

The name of the Council Officer dealing with the application is also displayed at the top of the page.



You can click on the address link under 'Location' to view other applications submitted and determined for that particular property.

Under 'Progress' the relevant tasks that have been started are listed to show you where the application is up to.

If the status '*in progress*' is under the 'Completed' column with no date, the Planning Officer is still undertaking that task.

Search by Property Address

If you wish to view applications that have already been determined by week or month you can click on the links on the left hand side 'Apps Determined...'.

If you want to view a particular property that has had applications submitted to the Town and have been determined, click on 'Search by Property Address'.

Please Note: Searching an address by 'Property Address' will display 'no details available' if there has been no application determined in the system.

Enter the Property Address in the box provided.

TRACKING	HOME	APPLICATION SEARCH	PROPERTY SEARCH	LODGE
HOME > PROPERTIES				
POPULAR SEARCHES	PROPI 135 pl	ERTY SEARCH		×
CURRENT CONSULTATION	135 Pla	net Street CARLISLE (LOT 532 PLAN	2880) Registered	
APPS DETERMINED THIS WEEK				ve been determined.
APPS DETERMINED LAST WEEK				
APPS DETERMINED THIS MONTH				•
APPS DETERMINED LAST MONTH				
OTHER LINKS				>
PLANNING & BUILDING HOME				

It will appear in the drop down box for you to select.

When the page re-loads it will display a list of applications submitted to Council with a Determination date against them.



Click on one of the application numbers in blue to view the details of that application.



Current Consultation

If you have received a letter from Council asking for your comment on an application that may affect you, click on the 'Track an Application' button on the homepage of the Town's website, then click on the 'Current Consultation' link on the left hand side.

This page will display the application details alongside the progress of the application.

If the 'Community Consultation – Stand' task has a start date only & only an 'in progress' status under the 'Complete' column, this means the consultation period is still open.

If there is a completed date against that task, the consultation period has closed and the plans will no longer be viewable.

To view the plans relevant for consultation click on the pdf attachment under 'Documents'.

PROGRESS			
Description		Started	Completed
App Registered & F	ee Paid	19/03/2014	20/03/2014
Allocate to Officer		20/03/2014	21/03/2014
PO Assessment		21/03/2014	28/03/2014
Community Consultation - Stand		31/03/2014	in progress
PEOPLE			
People:	Applicant - Highline Ltd		
RELATED AP Related Application	PLICATIONS (s): No applications related to this application.		
ONLINE SUBI This application is of Make a submission.	VISSIONS pen for online submissions. If you wish to make a	submission, please follow	the link below:
DOCUMENTS	3		
🔎 81 Boundar	y Street - Community Consultsation plans	(181 KB)	
Documents Found:	1		

If you would like to send a comment in regards to this consultation go to the 'make a submission' link under 'Online Submissions'.

Fill out the relevant information in regards to your submission in the additional window and click on 'Send'. This will send a registered email to the Council and an email will be forwarded to the Planning Officer assessing the application.