

How to submit an application via email

T | (02) 4974 2000 W | newcastle.nsw.gov.au

The City of Newcastle (CN) is accepting development associated applications via email. If you would like to utilise this service and send your application in via email, these frequently asked questions may assist.

What applications can be submitted?

All development related applications including:

- Development Applications (DA's)
- Applications to modify a DA
- Requests for reviews of determinations of DA's
- Combined applications for a DA/CC/PCA
- Construction Certificates
- Complying Development Certificates
- Occupation Certificates
- Hoarding Applications
- Pre-DA's
- Swimming Pool Compliance Certificates
- Building Information Certificates
- Flood Certificates
- Requests for copies of plans
- Roads Act Application and
- Subdivision Certificates

What needs to be included in the email?

To maximise the efficiency of the lodgement process we ask that the email be prepared in the following manner.

- Documents forming part of the application that exceed 10MB, are to be stored in a 'drop box' account and a 'public link' created to the documents. Copy the link and share that link in your email. Instructions are available on the opposite page.
- Include one application per email.
- Include the address of the property and the type of application (i.e. DA, Mod) in the subject line of the email.
- Documents are to be named in accordance with the document titled "[Plan Standards - Guidelines for Lodging Electronic Documents](#)".
- Emails are to be sent to applications@ncc.nsw.gov.au

How will I know my application has been received?

Emails will be acknowledged within 24 business hours of receipt. The application will be reviewed to determine if it can be lodged or if further information is required. If an application is considered suitable to be lodged, we will contact the applicant to arrange payment of the applicable fees. Once payment is received an acknowledgement letter will be sent. In the case an application is not considered suitable for lodgement, the applicant will be advised by email.

How are payments taken?

Payments can be taken over the phone or via a Bpoint link that will be emailed to you. Payment by Bpoint must be made generally within 48 business hours.

My payment hasn't been taken yet and I have realised the wrong plan or information has been sent in the email? - What do I do?

Send an email to

applications@ncc.nsw.gov.au

or call 4974 2000 and one of our Customer Contact Officers will assist you.

The application has been lodged and payment taken, but I want to provide additional information - What do I do?

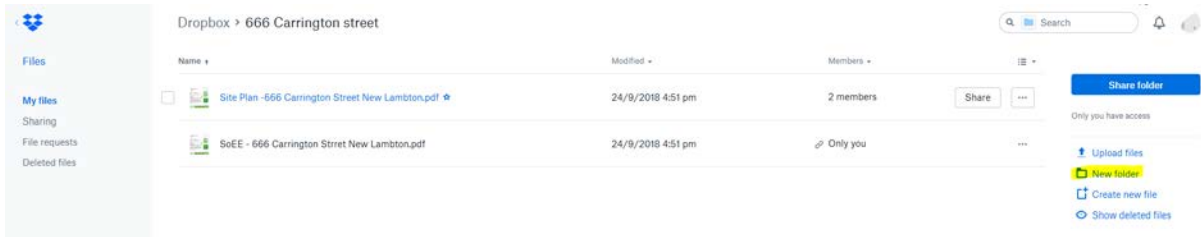
Send an email to mail@ncc.nsw.gov.au titled 'additional information' and include the application type and the address of the property. Once received, it will be allocated to the person responsible for the application.

If I submit a subdivision application via email, how will the Subdivision Certificate documentation be signed by CN?

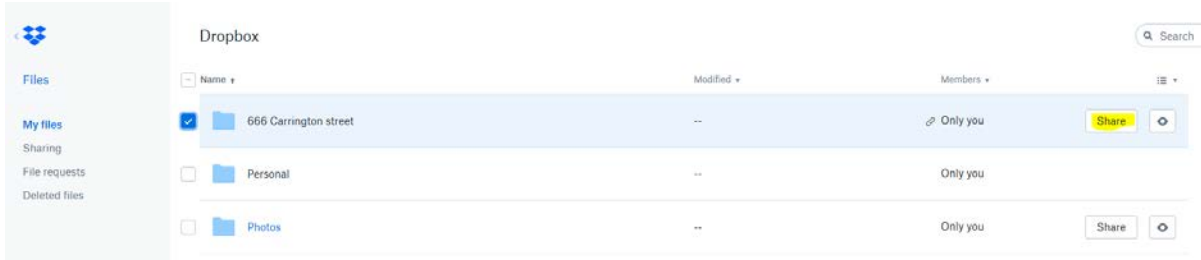
CN will print a hard copy of the documentation on Recycled A4 80gsm paper and sign the documents. If this is not suitable for your purposes it is recommended that you submit hard copy documents.

How to provide a link to your files in drop box?

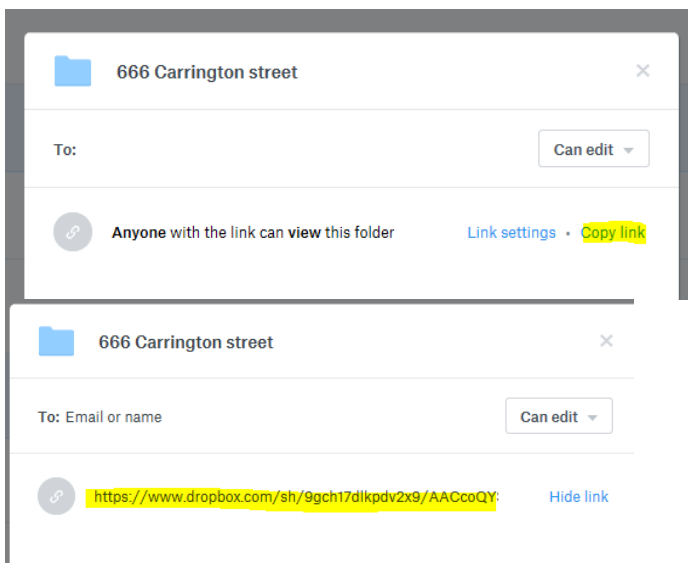
1. Create a "New Folder" and add the relevant documents in your application.



2. Select the relevant file and click on "Share".



3. Click on "Copy Link"



4. Open Outlook. Paste the link into your email and prepare your email.

