

» online certificates



January 2019

» Upcoming changes

Council is working towards offering more online services to improve the customer experience. To achieve this we are changing the way you apply and pay for a number of Council issued certificates.

From 4 February 2019, customers will need to apply and pay for these certificates and documents online:

- 10.7 Certificates (planning certificates)
- 735A Certificates (outstanding notices)
- Drainage/sewer diagrams (internal and external)
- 603 Certificates (rates and charges)

Moving to an online system will help reduce paper, streamline the application process and allow you to lodge and pay for certificates and documents online 24/7.

From 4 February 2019, you will need to access Council's online services portal, select the required certificate or document, and make a secure payment online using a credit card.

» Improving the process

This online system reduces paper, streamlines the application process and allows you to lodge and pay for certificates and documents online 24/7.

This online system allows applicants:

- To apply and pay online for applications 24/7
- The ability to apply for multiple certificate types in one transaction
- The ability to apply for certificates on multiple properties in one transaction
- A reduction in processing time.

» Payment

Payment for certificates must be paid via credit card online at the time of application.

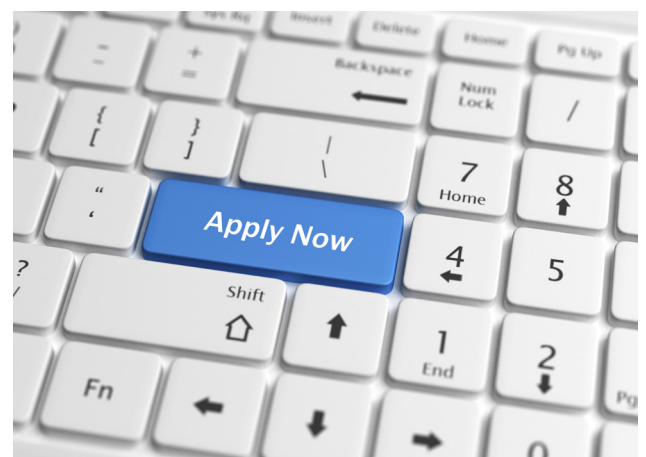
» Can I still come into the Customer Services Centre to make an application?

Yes, but from 4 February all applications for the above certificates will need to be made online using our online services portal. You can do this at Council's Customer Service Centre using our public computer located in the foyer.

» What if my application is urgent?

You can make an urgent certificate application online. To do this, select urgent and continue to the payment process.

Urgent applications will incur an urgency fee which needs to be paid online before the application can be submitted and processed.



»» *What if I need a certificate refund?*

Please put your request in writing to Council@ballina.nsw.gov.au and if determined a refund may be authorised.

»» *I applied for multiple certificates, but have only received one back?*

All certificates are processed by different Council sections and have different process timelines. This means you may receive your certificates in separate emails at separate times.

»» *New subdivisions*

As new titles require time to process and create new records in Council's systems, new lots in recent subdivisions may not be able to be selected in the online portal immediately after registration of the subdivision. Please allow two business days for this process to be completed.

»» *More information*

Contact

For more information please contact our Development and Environmental Health Group or Rates Team on 1300 864 444.

For more information or to visit the portal visit ballina.nsw.gov.au (online certificates)

»» *If you have any questions or concerns please contact:*

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