

Q. Do I need a Pre-lodgement Meeting?

- A. A pre-lodgement meeting is highly recommended if your application involves any of the following:
- Developments on Environmentally Sensitive Lands (e.g. Land zoned E4 – Environmental Living)
 - Structures on Foreshore Land (land below the Foreshore Building Line)
 - Developments in a Heritage Conservation Area
 - Residential flat buildings and Multi dwelling housing developments
 - Land Subdivisions
 - Developments for Housing for Seniors and or Disabled Persons, Boarding Houses
 - Child Care Centres and other community developments
 - New or extensions/alterations to Commercial developments and Industrial developments
 - Designated developments

Q. Do I need a Pre-lodgement Meeting if I have a general development enquiry?

- A. Pre-lodgement meetings are not intended for general planning or development enquiries.
- For general planning or development enquiries, please call or visit our Customer Service Centre located at Ground Floor, 31 Victor Street Chatswood NSW 2067 / Phone +61 (2) 9777 1000, Mondays to Fridays

Q. What are the available times for Pre-lodgement Meetings

- A. A booking must be made at least **28 Working Days** prior to the scheduled meeting to allow for arrangement for the appropriate staff to attend the meetings, and for you to submit the required documents to Council. The meetings are generally held between 10:00am – 12noon & 2pm – 3:00pm (Monday and Wednesday) depending on the availability of Officers. Advice from Council's Heritage Architect is highly recommended for all developments involving/affecting Heritage Items.
- Availability will be clearly displayed on the electronic booking system's calendar.

Q. How Much Does Pre-Lodgement Meeting Cost?

- A. The charges vary depending on the type of development. Please refer to Council's adopted fees and charges or the Pre-lodgement Meeting webpage on Council's website:
- <https://www.willoughby.nsw.gov.au/Council/Policies-and-publications/Publications/Fees-and-Charges>

Q. Can I book via phone?

- A. No, all bookings must be made online via the booking system. The new system enables you to create a personal account, making it easy for you to keep track of your bookings, payments and interactions with Council. Booking can also be made at computers available at Council's Customer Service Centre, Ground Floor, 31 Victor Street, Chatswood.

Q. Can I make a tentative Booking?

- A. Due to the nature of the online booking system, all bookings must be sent through as a request. If successful, full payment is required within 5 days of booking to confirm the booking.

Q. Do I need to be a registered user of the system to make an online booking?

- A. You can browse and check availability of meeting dates without being a registered user. If you decide to book you will be prompted to register as a user or log in if you have an existing account to continue with the booking process. You can register as an organisation or an individual.

Q. Where do I find the information required for the booking? E.g. Zoning of the site

A. You can find the required information from the following resource:

<https://www.planningportal.nsw.gov.au/spatialviewer/#/find-a-property/address>

Q. How is my booking confirmed?

A. When you complete your booking request online you will receive an email outlining your booking which will also contain your booking number and an email contact address for the booking office.

The bookings office will then send you a request for payment email. After payment is received you will receive an email confirming your booking.

Q. When I log on to my account my booking states it is provisional request, what does this mean?

A. All bookings made are provisional, as the bookings team need to review all requests based on availability of the Planning Officers.

If your booking requires specialist advice with respect to Flooding, Heritage, etc, it is recommended that you book in advance.

Q. I'm not sure if my payment was accepted, what do I do?

A. You will receive an email confirming your booking and if payment is made online, you will also receive an email after payment is processed.

Q. What payment methods do you accept?

- Debit card – will not incur any fees.
- Credit card – will incur a 0.75% transaction fee.

Q. I got an error screen associated with an error warning when making my booking, what does this mean?

A. This screen may appear to identify that an error has occurred. You may have reached this page if you pressed the 'continue' button more than once. You will need to start your booking process again, or try hitting the back arrow. If the problem remains please try again after 20 minutes.

TIP: Only click 'continue' & 'pay now' once to avoid this issue.

Q. I have forgotten my password

A. Go onto the online booking portal and then click 'log on'.

- Click on 'forgotten my password'.
- Put in your username and password.
- You will then go to the next stage, which asks you your security question and answer.
- Once you click reset, an email will be sent to your nominated email address.

TIP: If you enter your username or password more than 3 times incorrectly the system will prevent access to your account. You will need to re-register another account.

Can I change the date or time of my booking?

A. Yes. Any changes to Booking can be made via phone or email.

Please contact Council's Customer Service Centre on (02) 9777 1000 and you will be directed to the Pre-lodgement Administration Team. Changes or cancellation may attract a cancellation/rebooking fee.

To request for changes via email, send the following information to prelodgement@willoughby.nsw.gov.au:

- Booking reference number (this is located on all email correspondence)
- Contact Name
- Contact Number

You will receive an email confirming any refund you are entitled to.

Cancellation request will attract a cancellation fee as follows:

- Prior to 7 days before meeting: 10% of Fee
- Within 7 days of meeting: 50% of Fee

Q. . What can I expect at a Pre-lodgement Meeting?

- A. While the advice at a pre-lodgement meeting is given in good faith, it in no way binds a decision made by Council. Council officers will use their best endeavours to assist you and cannot be held responsible should any other matters arise during the processing of the application. No undertaking or guarantee can be given that your application will be approved when it is not lodged nor can any undertaking be given that the development controls will not change before you lodge your application.

Q. What can I expect after a Pre-lodgement Meeting?

- A. Written notes summarising issues discussed at your pre-lodgement meeting will be provided to you via email between 10 to 15 working days after the meeting to assist you in developing your proposal and preparing for your application.