Rockport Online Building Permit Applications

User Guide

(D25/122405)





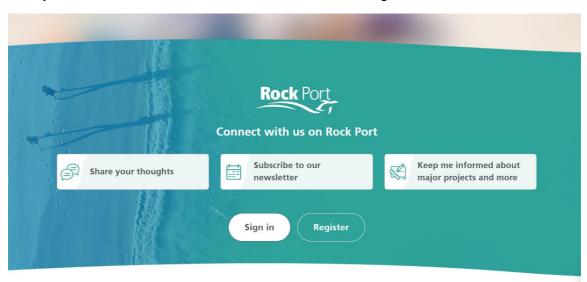


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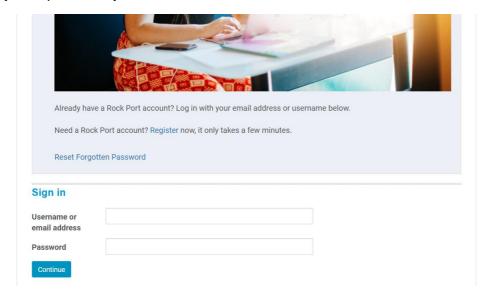
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Signing In

To sign in to Rock Port, visit the City's website (www.rockingham.wa.gov.au). Scroll down until your see the Rock Port Section and Click on "Sign In".



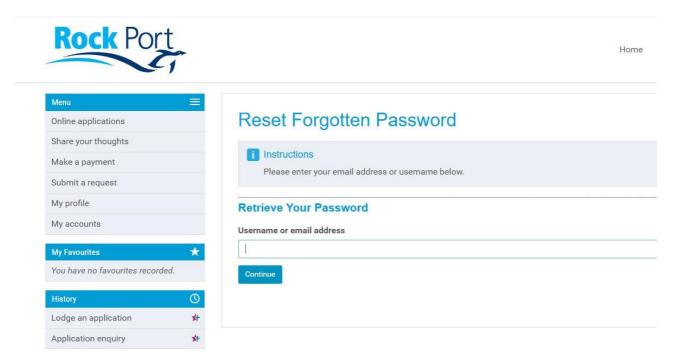
You will now be taken to a sign in page, enter your username and password that the City has provided you with.



Once entered, press the Continue button. You are now logged into Rock Port

Forgot Password

If you have forgotten your password when attempting to sign in to Rock Port, simply press the *Reset Forgotten Password* option in the Instructions panel of your sign in screen.



Enter either your username or e-mail address that is linked to your Rock Port account and press the *Continue* button.

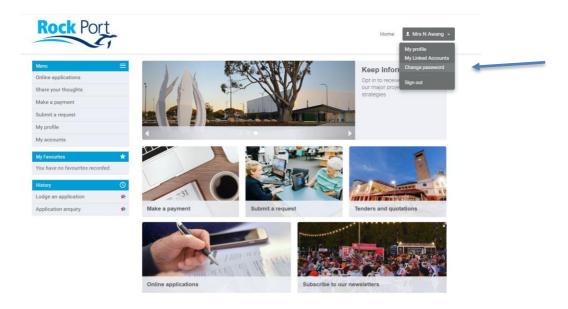
You will receive an e-mail with a link allowing you to change your password.

An e-mail will be sent to your e-mail address that you username is related to containing a temporary password. You may use this password to sign in to *Rock Port*.

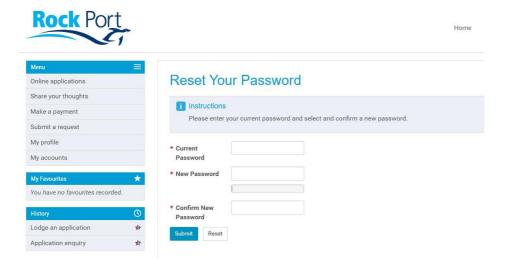
NOTE – Once you've logged in with your temporary password, be sure to change it back to something more meaningful – Refer to <u>Change Password</u>.

Change Password

You can change your password at any time. Once signed in to *Rock Port*, click on the menu in the top-right hand corner (usually displays your name) and select *Change Password*.

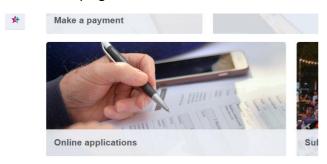


You can now enter your original password, followed by your new password you wish to change it to. Then confirm your new password by typing it in again in the field provided. Once all three fields are entered, press the *Submit* button.

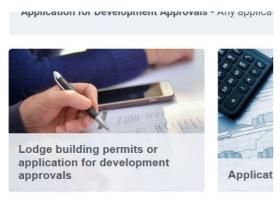


Lodge Building Application

Once successfully signed in to *Rock Port*, click on *Online Applications* tile located on the Home page.



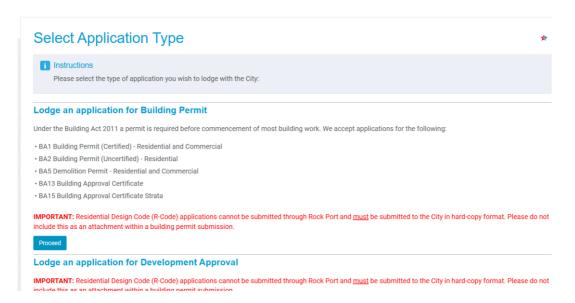
Now click on the *Lodge Building Permits or Application for Development Approvals* tile located on the Home page.



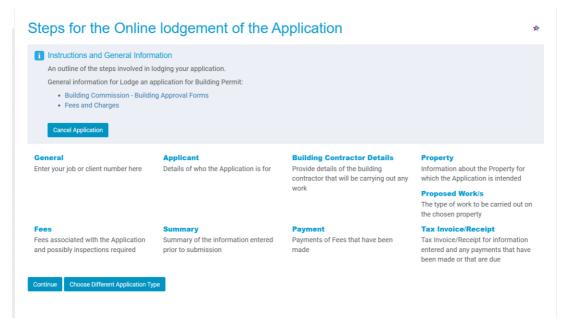
NOTE – The City restricts the types of applications that can be submitted online. The following will need to be emailed to <u>customer@rockingham.wa.gov.au</u>:

- BA9 Occupancy Permits
- BA19 Amendments or Builder Details Change
- BA22 Extension of Permit Time
- BA1 or BA2 applications for Special Residential, Special Rural and Rural zoned properties where cost of works exceeds \$20,000
- Estate Retaining Wall applications
- Class 2 to 9 Demolition Permit Applications for structures greater than 1 storey
- RCode Applications

Under the Lodge an Application for Building Permit section, press the Proceed button.



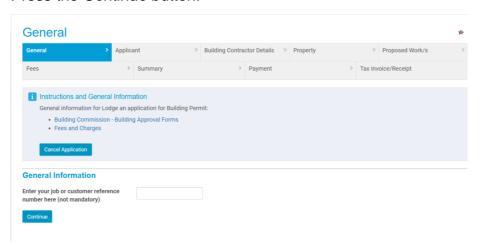
This page outlines the steps involved in submitting your application. At every stage, an *Instructions* panel will display at the top of the page giving directions or tips on what is required. There are also some hyperlinks that may be of use.



You can start your application by pressing the Continue button.

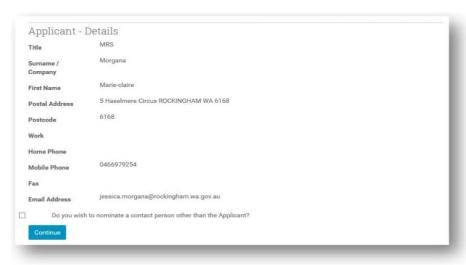
General

You can enter in your own job or customer reference number in the field provided. There is a **12 character limit** (if this is exceeded it will created an error later on). This field is not mandatory, however can assist in locating or tracking your application in the future. Press the *Continue* button.



Applicant

As you are logged in, the system will nominate you as the applicant automatically. The information shown in this section is the contact information the City currently has for you. Press the *Continue* button.



NOTE – If at any time your information is incorrect or changes, please contact the City so we can update your records.

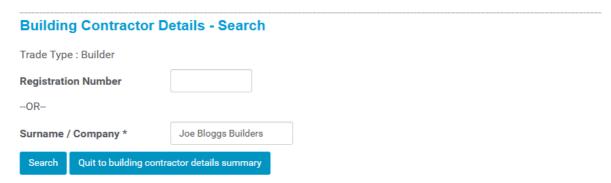
Building Contractor Details

You will now need to nominate who the builder will be for this application. You have three options to choose from.

Building Contractor Details - Summary Builder Search Builder Owner is Builder Applicant is Builder Search Continue

Search for Builder

You can search for the builder by pressing the *Search* button. You then have the ability to search for the builder by their registration number or by their name. Type in the relevant criteria and press the *Search* button.



A list of possible options will now appear. Select the correct builder and press the *Continue* button.

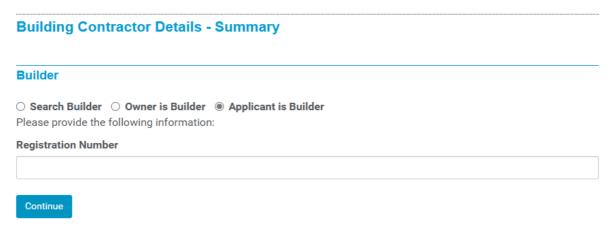
Owner is Builder

Select 'Owner is Builder' and enter the registration number that the Building Services Board has provided as part of the owner builder approval (for works over \$20,000). When you get to the supporting documents stage, please upload a copy of your owner builder certificate. Once entered press the Continue button. *If the works is for under* \$20,000 the registration number can be left blank.

Building Contractor Details - Summary	
Builder	
○ Search Builder Owner is Builder Applicant is Builder Please provide the following information:	
Registration Number	
15 2345	
Continue	

Applicant is Builder

When this option is selected, it is assumed that you, the applicant are also the builder. If you are a registered builder, your registration number will automatically display. If not registered, a registration number is not required. Press the *Continue* button.



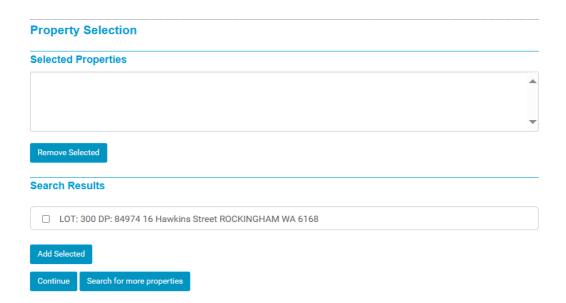
NOTE – A registration number is required when estimated works are over \$20,000.

Property

You are now able to nominate the address of the property that your application relates to. You can now search for the address of the property using the lot, unit, or house number as well as the street name and suburb. If you are needing to search by lot number put this in the Property Title box.

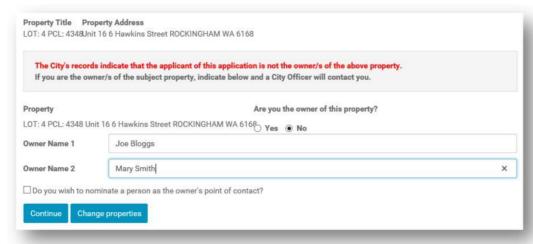
Search by address	
Property Title	
Assessment	
Level number	
Unit	
	eg. 12a OR 12a-13b
House number	16
	eg. 4b OR 4b-5c
Building	
Street name (without	Hawkins
type e.g. 'RD', 'ST', 'WY')	
Suburb	
Search	

Once you've entered in your address press the *Search* button. Your address or a list of possible addresses will now display. If the address that your property relates to is available, select it by placing a tick in the box beside the address. Press the *Add Selected* button and then the *Continue* button.



NOTE – A property may not appear if the titles have not yet been released, and therefore an application cannot be submitted until the titles are registered.

The system is designed to verify if you, the applicant are the owner of the property. You will be asked whether you are or are not the owner of the property. If you are not the owner, please provide the owner names in the fields provided. Press the *Continue* button once the necessary questions and fields are complete.



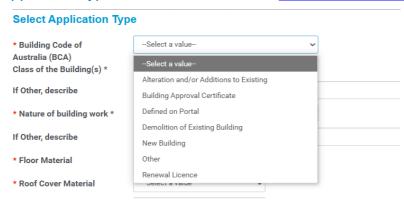
NOTE – If you are the owner, the City may still be awaiting notification of change of ownership.

Proposed Work/s

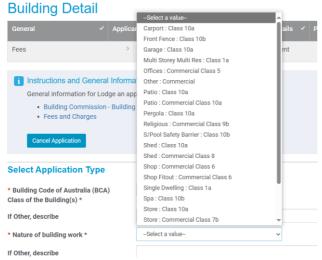
This section allows you to select what type of works will be carried out at the property you've selected as well as attach supporting documents that are required for the application.

You must select under the "Building Code of Australia class of the building" what the type of work is (as per your application form). This can be done by selecting an option from the drop-down list.

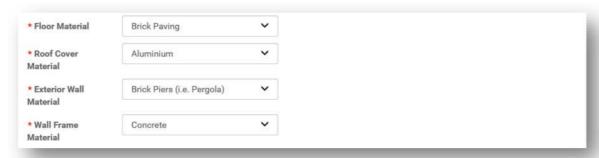
Tip - BA1 or BA2 applications should select either New Buildings (or structures), Alternations and/ or Additions. BA13 applications should select Building Approval Certificate. BA5 applications should select Demolition of existing building. All other application types should be emailed to <u>customer@rockingham.wa.gov.au</u>



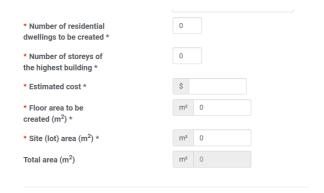
Now answer the nature of building work. This can be done by selecting an option from the drop-down list. If the answer you require is not there either select the closest matching Class of building type, or phone the Building Services Admin team on 08 9528 0333.



You can now enter the floor, roof, exterior wall and wall frame material options by selecting the correct material type from the relevant drop down lists.



Next are the required fields pertaining to the number of dwellings, storeys, the estimated cost of works and area. All of these fields are mandatory to help calculate any fees that will be applied to the application. Please ensure that your estimated cost matches your figure on your application form. The value is to be entered to the nearest dollar amount i.e. \$1234 not \$1233.99.



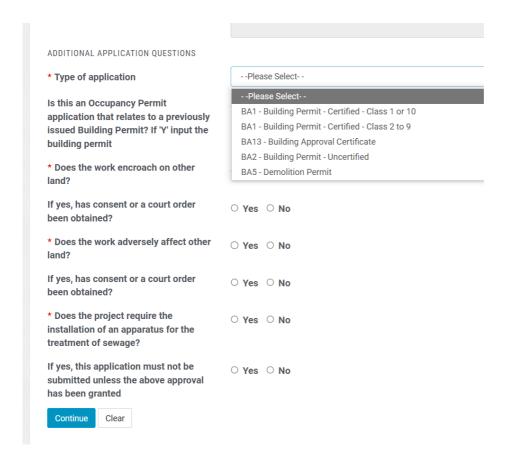
Should your application contain more than one type of works i.e. single dwelling and patio, you may continue to answer the repeated questions as you scroll down. If your application is just for one type of building work, you may leave all the below fields as is.

Tip - Occasionally the portal does not allow you to tab over the 'not required' boxes. If this occurs fill in the details again but only enter the cost of works in the first box, in the other two enter the cost as \$0 (not \$0.00).

The type of application drop box relates to your application form being submitted.

Tip - Choose carefully as the fee's, and the required supporting documents are based on this selection. If unsure please call Building Services on (08) 9528 0333.

Answer the additional questions below by selecting accordingly the yes or no options.



Once you have completed everything that is needed for your application on this section, press the *Continue* button.

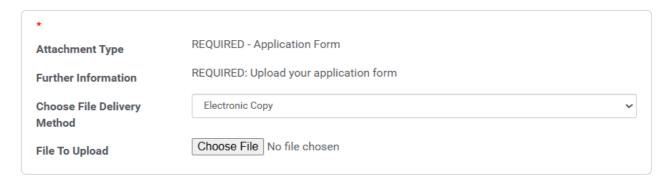
Supporting Files

You can now upload any mandatory or optional attachments to assist with assessing your application. Based on the type of application your submitting determines the attachments required and whether they are mandatory.

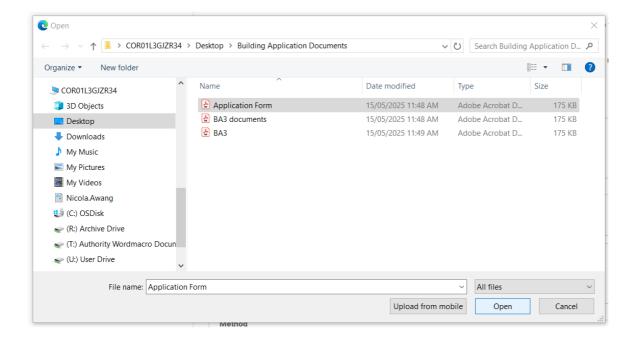
Please note the following tips for attaching files:

- There is a maximum size limit of 10MB for each file
- Do not use special characters in the document name (i.e. *!)
- Keep path that you are downloading from simple (i.e. download from your desktop)
- All file names need to be different (i.e. attachment1, attachment2 etc)
- If the system is asking for a required file that you do not have, attach a blank document.
- If there is not enough room for all of your attachments you can zip some together and attach the zip file, or send a follow up email to customer@rockingham.wa.gov.au with additional information.

To upload your attachments, press the *Choose file* button beside each attachment type.



You can now browse to the folder or document store of where your attachments may be held on your computer. Once you've selected your attachment, press the *Open* button and your attachment will load.



You do not need to wait for attachments to upload, you can continue to add your new attachment directly after.

Any optional attachments can be added simply by selecting 'Electronic Copy' from the drop-down list. You can now press the *Choose File* button and continue to add your attachment in the same manner as the previous attachments.

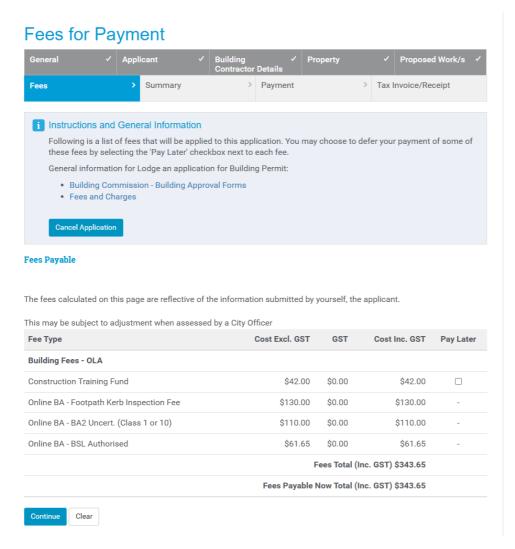
NOTE – If after pressing the Continue button you receive a validation error, it may be due to a mandatory attachment not being loaded. In some instances it is also due to multiple attachments having the exact same title.

Fees

The fees displayed here are based on the information you have provided in the previous stages.

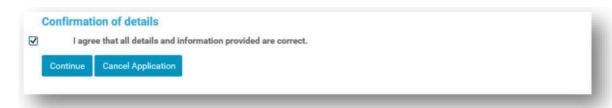
The Construction Training Fund (CTF) levy can be paid via the City (leave the box unchecked) or direct to CTF using their portal. If you have **paid direct to CTF**, please **check the pay later box**, and make sure your receipt is one of the lodged documents. If you choose to pay via the City, there is a form to complete.

You are able to epay your fees now using a secure payment gateway.



Credit Card

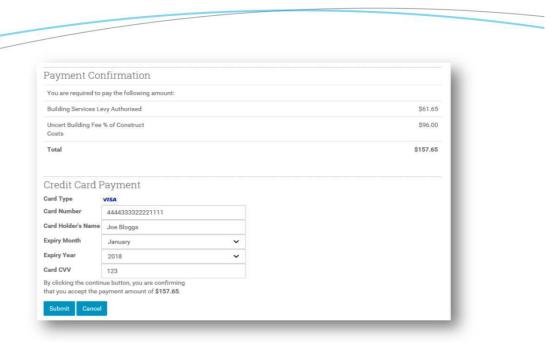
To pay your fees now via credit card, press the *Continue* button. You will now be taken to a summary outlining all the information you've provided during the submission stages in one easy to read page. Confirm that all your information is correct and accurate by ticking the box at the bottom of the page and press the *Continue* button.



Select what card option you are paying with and press the *Submit* button.



Now enter in the card number, card holder's name, expiry month/year and your card's CVV (card verification value) which is the last three digits on the back of your card. Once entered, press the *Submit* button. Your payment will be processed and this may take a few seconds.



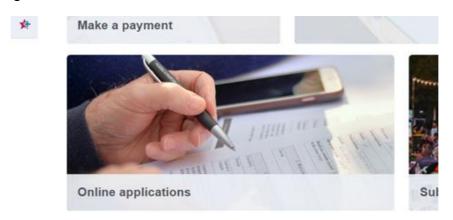
NOTE – Do not press the cancel, back or refresh buttons on your browser during this time.

You will now receive a tax invoice/receipt for your application. You may print this page as a receipt if you wish to by pressing the Print button. The City will receive your application and an initial examination of the application will be undertaken to ensure all required information has been provided. At this stage we may accept or reject your application based on specified reasons. An email will be sent to you shortly advising of the outcome of this examination period.

Application Enquiry

Application Enquiry is used to locate lodged applications, and download approved Building Permit documentation after approval notification has been received. Approval notification is sent by email (email linked with your Rockport account).

Once successfully signed in to *Rock Port*, click on *Online Application* tile located on the Home page.



Now click on the Application Enquiry tile.



An application can be located by searching under any one of the following parameters; application number, lodgment date, determination date, property details.

Application Number

Type in the application number and press the Search button. The number format is generally similar to 1.2025.1234.1. When searching only enter the "1234" part.



Lodgement Date

Enter a date or date period of when the application was lodged and press the *Search* button.



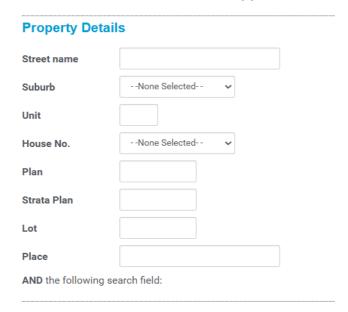
Determination Date

Enter a date or date period of when the application was determined (approved / rejected / cancelled) and press the *Search* button.

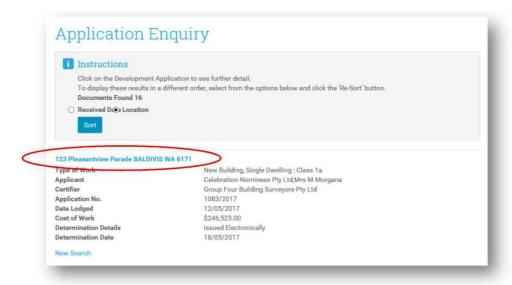


Property Details

Enter the address of which the application is for and press the Search button.



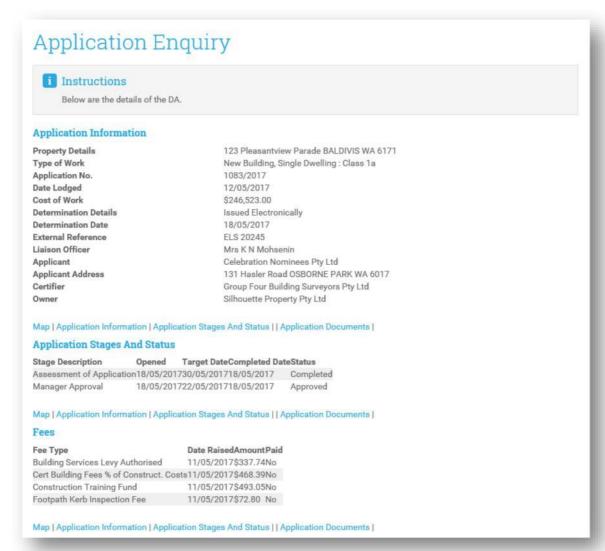
Once a type of criteria has been entered and you have pressed the *Search* button a list of possible applications will appear. To view an application in full or to have access to any downloadable documents click on the address.



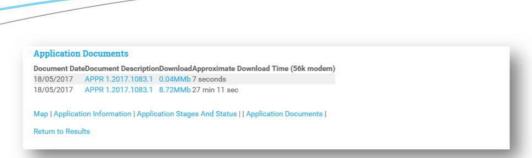
NOTE — It may take a few seconds for the page to display. This is due to the online portal retrieving up-to-date information direct from the City's databases.

Downloading Approvals

A summary of your application will now display.



To download approved Building Permit documents, scroll to the bottom of the application summary to find the downloadable documents under the Application Documents heading.



Approved documents are zipped into a file with the name starting with APPR. Click on this and you will be asked if you want to Open, Save or Save As.



Select your option, and the documents will either open or save as requested.

Support

If you experience any issues with *Rock Port* you can report it by contacting the City via an e-mail to customer@rockingham.wa.gov.au providing the details of your issue.

To assist the City with troubleshooting your error, please provide screen shots of the error message/s you may be experiencing as well as any other information that could help to resolve your issue. Your contact information should also be provided.

Alternatively you can contact the City on (08) 9528 0333 during business hours.