

City of Mandurah Online – FAQ

Please find below a list of frequently asked questions that will assist with using “City of Mandurah Online”

- **How do I register with City of Mandurah Online**

- 1) Access the City of Mandurah website: www.mandurah.wa.gov.au
- 2) Click on the “I want to” located at the top right corner.
- 3) Under “Apply”, click on either “Building Lodgements” or “Development Approvals”.
- 4) Click on the yellow tab “Lodge and Track”.
- 5) Click “Don’t have an Account” to Register.
- 6) Click “Register using Email” that will appear below.
- 7) Complete the Registration Form and click the “Submit” button.
You will receive an Email verification – this may take up to 15 minutes to arrive in your Inbox. (Check your junk folder if you haven’t received it).
- 8) Click the link in the verification email to verify your Account.
- 9) Proceed back to the website and logon using your email and password.
* Note – City of Mandurah Staff will verify your account within 48 hours and until then you will not be able to see any Associations to your Account.

- **What do I do if I forget my Password?**

- 1) Access the City of Mandurah website: www.mandurah.wa.gov.au
- 2) If you have forgotten your password, click “Forgotten Password”.
- 3) Enter your Email and click “Send”.
- 4) Access your Email Account and open the email.
- 5) Select “Reset Password”
- 6) Enter in your new Password and click “Reset Password”.
- 7) The password reset has been completed, to continue with logging into your Account.

- **How can I lodge my application?**

- Lodgements can be made in the following ways:
 - Registering and using the “City of Mandurah Online” Lodgement system.
 - In person at 3 Peel Street, Mandurah WA 6210
 - By mail to PO Box 210, Mandurah WA 6210

*Note: In order to use “City of Mandurah Online”, you need to Register. You can find more information on the City of Mandurah’s website.

- **How do I lodge a Building or Planning Application using “City of Mandurah Online”?**

- See the “How to” Guide to Lodge an Application with “City of Mandurah Online”.

- **What happens once I lodge my Application online?**

- 1) An Invoice will be sent via email for payment, of the lodged Application.
- 2) Your Application will be reviewed, and an email will be sent advising:
 - Your Application is Rejected: Insufficient or incorrect details/attachments were lodged.
 - Your Application is Incomplete: Sufficient details/attachments were received, but we require more information from you.
 - Your Application has been Accepted: Required details/attachments were received and the Application will now proceed to be assessed.

- **How long will a Building or Demolition Permit Application take to Approve?**

- Provided that all the required information is provided, and all required Approvals have been granted at the time of Lodgment, the time to determine an application is:
 - Certified Application 10 business days
 - Uncertified Application 25 business days
 - Demolition Application 10 business daysIf further information is required, your application will be placed on hold until a compliant response is received within 21 days.

- **How do I track my Application?**

- 1) Access the City of Mandurah website: www.mandurah.wa.gov.au
- 2) Login using your Email and Password.
- 3) Select “My Lodged Applications” and use the search bar to filter the application you are searching.
- 4) Click on the Application to highlight, and then click “View” on the right-hand side.
 - *Note: Depending on the Application type, different tabs will be on the left-hand pane to access.
 - Application Details Key Dates and questions that you answered in your Application.
 - Application Stream Will show any key dates or milestones that have occurred on the Application.
 - Attachments Will show all Attachments submitted forming part of the Application, and if any attachment has been shared with you (e.g. – the Approval Permit) will also appear here.
 - Upload Documents Allows you to add any additional attachments related to the Application. This can be used for “Further Information” requests.
 - Inspections This will show any Inspection that occurred on the Application and what the result was.
 - Conditions Will show Conditions that needs to be met for the Application to go ahead. E.g.: Fence height to be at least 2.1m

- **How do I get notified of how to pay, when I lodge an Application?**

- An Invoice will be sent via email for payment of the lodged Application. The fees include the Permit Authority Application fee and can also include the Building Services (BSL) Levy and Construction Training Fund (CTF) Levy. These Invoices require payment within 30 days.

- **What is an “Owner/Builder Consent” Form?**

- An “Owner/Builder Consent” form is to be completed when:
 - 1) Owners signature is required for certain Applications.
 - 2) Builders signature is required when the Builder, is not the Applicant.This form can be found on the City’s website.

- **What do I do if I get advised that I need to submit “Further Information” so the City of Mandurah can proceed/assess the Application?**

- Any requests for “Further Information” will be emailed to the Applicants email address. This information must be satisfied within twenty-one (21) calendar days of the requests being made or the application for the Issue of a Permit will be deemed refused.
- If the requested Information is provided and the Application is made compliant within the twenty one (21) day period that is specified, the City of Mandurah then has the remainder of the working days in which to Issue the Permit.

- **How do I “Upload a Document” to a Lodged Application?**

- 5) Access the City of Mandurah Website: www.mandurah.wa.gov.au
- 6) Login using your Email and Password.
- 7) Access “My Lodged Applications”
- 8) Select the appropriate Application from the list on the left, select “View to open.
- 9) Select “Upload Document”, then select ‘add’ and ‘Add from Local Drive”.
- 10) Locate the document saved on your device, click “Open”.
*Note: Any type of supporting documentation can be added (PDF, Word, Excel, Photo).
- 11) Advise the Attachment Type and enter any Notes if required.
- 12) If further documents are to be added, click the “Add” button again, and follow the above steps.
- 13) Once all content has been added, click the “Next” button.
- 14) The documents/photos are now saved within the Application, and City of Mandurah will be notified.
- 15) If you need to view the uploaded Document, select “Attachment” and view.

- **How do I add another Application onto an already Lodged or Approved Application?**

- 1) Sometimes further Applications are required after certain Applications have been approved.
For e.g. - BA7 – Notice of Completion, BA9 – Occupancy Permit Application, BA22 & BA23 Extend Permits
*These types of Applications are called “Child Applications” and are linked to the Primary Application (Parent).
- 2) When viewing one of your applications, click on the action arrow on the top left corner.
- 3) Click “Create Child” against the Application you require.
- 4) Fill in any mandatory questions and attachments.
- 5) Lodge the Application and City of Mandurah Staff will be notified.

- **Does my Permit have an Expiry Date?**

- Unless otherwise specified the Permit will have a duration of effect for 2 years, after the date on which it is granted.

- **What do I do once the prescribed works have been completed?**

- The person nominated as the responsible party on the Permit, must submit a Notice of Completion Form (BA7) within 7 days of completing the prescribed works.

- **Do I need a Registered Builder?**

- A Registered Builder is required where the estimated value of building work is over \$20,000.00
(Please note that the value of building work includes all goods, labour, services, fees, overheads and profit margins)

- **Where are the Application Forms for Building or Demolition permits?**

- The applications forms are available on the Building Commission website or by completing the forms electronically using “City of Mandurah Online”.

- **What is the difference between a Certified and Uncertified application?**

A Certified Application is accompanied by a Certificate of Design Compliance (CDC) signed by a Registered Building Surveyor that confirms the building will comply with the building standards and any other standard, prescribed by the Building Regulations.

An Uncertified Application is lodged with the permit authority, and they arrange for the building standards to be approved internally. Uncertified applications can only be used for houses and associated structures, such as fences, sheds and pools (Class 1a & 10 buildings).