

Q. Do I need a Pre-lodgement Meeting

A. Council highly recommends holding a pre-lodgement meeting 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 What 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 speak to one of our Assessment Officers between 8:30am – 10:00am or Duty Officer between 1:00pm – 4:30pm Monday – Friday by calling or visiting our Customer Service Centre. Level 4, 31 Victor Street Chatswood NSW 2067 / Phone +61 (2) 9777 1000.

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

A. A booking is required to be made at least **5 Working Days** prior to the scheduled meeting to allow for arrangement for the appropriate staff to attend Pre-lodgement Meetings, and for you to submit the required documents to Council.

- Pre-lodgement meetings depending on the type of meeting are generally held between 10:00am – 12noon & 2pm – 3:00pm (Monday – Friday) depending on the availability of staff.

Availability will be clearly displayed on the electronic booking system's calendar.

Council's Heritage Architect's availability varies. Advice from Council's Heritage Architect is highly recommended for all developments involving/affecting Heritage Items.

Q. How Much Does Pre-Lodgement Meeting Cost?

A. Please refer to Council's adopted fees and charges or the Pre-lodgement Meeting webpage on Council's website: <http://www.willoughby.nsw.gov.au/Development/do-i-need-approval/pre-lodgement-meetings/>

Q. Can I book via phone, as I have previously?

- B. 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 at Level 4, 31 Victor Street, Chatswood.

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

A. Yes, to make a booking you do need to register. Simply follow these steps:

- On the Home page click on Log On
- Click on → Click here to register new user
- Enter your details
- Click on Register

This is all it takes to become a registered user for our online booking system. This will allow you to log in and out as you wish, upload documents, keep track and make payment on your bookings in a matter of minutes.

Q. Can I register the organisation I represent?

A. For details on how to setup an organisation please refer to the [Online Getting Started Guide](#)

Q. Can I browse the online system as a guest?

A. Yes, 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.

Q. Can I make a tentative Booking? Tentative bookings will not be accepted.

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 immediately. You will be notified by the venues team.

TIP: You will have 20 minutes to complete the booking process

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

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

- Planning [Legislation & Guidelines](#) are available on Council's Website. These include the:

[Willoughby Local Environmental Plan 2012](#)

[Willoughby Development Control Plan](#)

[SEPPs - State Environmental Planning Policies](#)

[Planning Maps \(Zoning, heritage items, Conservation areas, etc\)](#)

- State Government's Planning Portal and search for your property address:

[Planning Portal](#)

[Electronic Housing Code](#)

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.

When your booking is finalised, the bookings office will 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 also an email after payment is processed.

Q. What payment methods do you accept?

A. Paying by credit card online is the easiest option to pay for online bookings. The email you receive requesting payment will provide a link to the online system so you can pay by this method. N.B. a 1% transaction fee applies. American Express not accepted.

Cash Payment can be made at Council's Customer Service Centre at Level 4, 31 Victor Street, Chatswood. You must have your booking reference number with you to make this payment.

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. Can I change the date or time of my booking?

- A. Yes. Any changes to Booking must be made via phone. Please contact Council's Customer Service Centre on (02) 9777 1000. Changes or cancellation within 24 hours of scheduled meeting may attract a cancellation/rebooking fee.

To cancel your booking and request for a refund you are required to email the bookings team at prelodgement@willoughby.nsw.gov.au with the following information:

- 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.

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 contact the bookings team for assistance.

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.

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.

The notes and any documents submitted for the meeting will also be kept for Council's record.