

CITY OF HOBART

Planning to build in Hobart? What to expect



City of **HOBART**

The City of Hobart lies on the traditional country of the muwinina people. We acknowledge the deep connection of the Tasmanian Aboriginal people to this place and their role as ongoing custodians of the land, and pay respect to their elders past, present and emerging. It is a privilege to stand on their Country.



Developing Hobart

Let's work together

If your application is robust and meets all the criteria, then the City of Hobart wants to see it go ahead!

The City of Hobart is here to help you to meet all statutory timeframes and work together to ensure you know what to expect at each stage of the process.

Our planning processes are setup to comply with our customer service charter and support applicants at every stage.

Each year the City of Hobart approves an average of

98%

of development applications so to give yours the greatest chance, please read through this document before submitting

What should you expect from the City of Hobart when you apply for development approval?

Here we outline how to approach the process so you're aware of what to expect and can work more effectively with our team at the City to get approval.

We understand for many this might be the first time applying for development approval and our team are available to explain what is involved in each step and in some circumstances, to advise what options are available should some applications have special conditions imposed or face representations by members of the public that might be affected by the development.

More information is available on our website about making a representation for planning applications or you can call our duty planner on 6238 2711.





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9,77 m²

City of HOBBART

What does the development process involve?

Our development processes are setup to comply with our customer service charter and support applicants at every stage.

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|  <p>Pre-application enquiry (optional)</p> | <p>We will provide written confirmation if your proposal is exempt from planning.</p> <p>We can provide some limited pre-application advice but our ability to do so will depend on the circumstances.</p> |
|  <p>Planning application</p> | <p>An application will be assessed by a planner and any other relevant officer, depending on the nature of the application.</p> <p>If your application will impact Council land, you may need our consent to lodge your application.</p> <p>Requests for information will be made if we do not have sufficient information to assess the proposal against the planning scheme.</p> <p>If a permit is granted, it is likely there will be conditions imposed.</p> |
|  <p>Condition endorsement</p> | <p>This step must be followed if a planning permit condition requires further information to be submitted and approved. This may need to occur before seeking building or plumbing approvals.</p> |
|  <p>Building & plumbing approval</p> | <p>A private building surveyor will guide you on what, if any, approvals you require for building works.</p> <p>Plumbing permits are issued by the City.</p> |
|  <p>Other permits</p> | <p>You may need other approvals from the City such as:</p> <ul style="list-style-type: none">• special parking arrangements• carrying out works in our road reservation. <p>Our website has a summary of other permits you may need for developments.</p> |



You can view more information at:
hobartcity.com.au/Development



How long can the application process take?

Our timelines follow statutory requirements.

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|  Pre-application enquiries | <ul style="list-style-type: none">• Confirmation of exemption – 7 calendar days• Provision of limited advice – depends on circumstances |
|  Planning Approval | <ul style="list-style-type: none">• Permitted applications – 28 calendar days• Discretionary applications – 42 calendar days• Amendment of existing permits – 28 calendar days |
|  Condition Endorsement | <ul style="list-style-type: none">• Any planning permit conditions which require the approval of further documentation – 20 business days |
|  Building Permits | <ul style="list-style-type: none">• 7 calendar days |
|  Plumbing Permits | <ul style="list-style-type: none">• 21 calendar days for a certificate of likely compliance plus 7 calendar days if a plumbing permit is required |
|  Strata Certification | <ul style="list-style-type: none">• Provision of a certificate of approval – 30 business days |
|  Subdivision | <ul style="list-style-type: none">• Sealing of final plans• 20 business days |

These timeframes may be extended if:

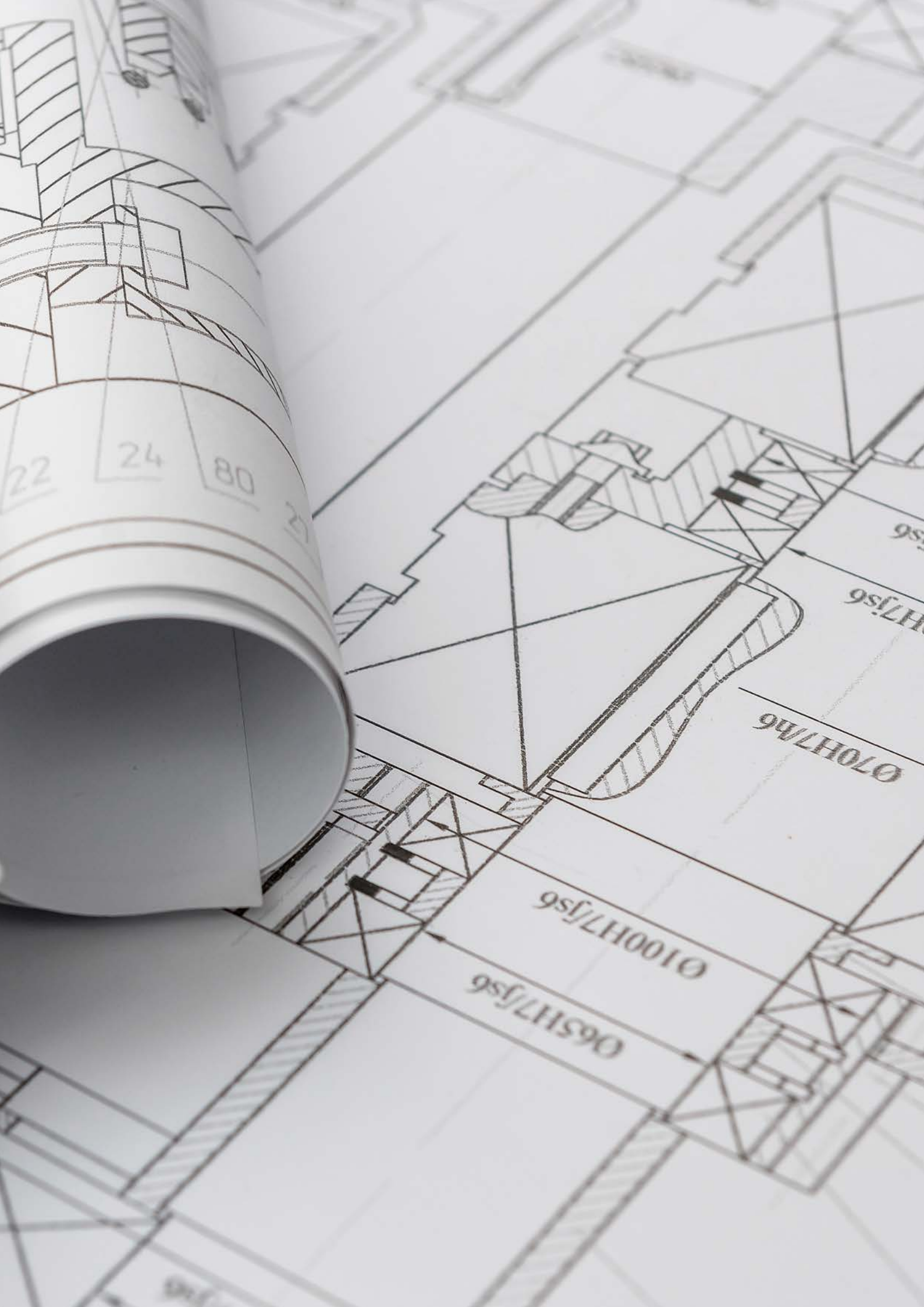
- we require further information to properly assess an application; or
- there is an agreement with the applicant to extend those times.

Requests for further information (RFI) can cause delays, which can be avoided by meeting with us to discuss your application.



What does 'working together' look like?

| What applicants can expect from us | What we will need from applicants |
|---|---|
| Timelines | |
| <ul style="list-style-type: none"> • Ensure we meet legislative and other timelines. • Ensure our further information requests are reasonable and relevant. | <ul style="list-style-type: none"> • Provide comprehensive responses to information requests in a timely manner, clearly addressing all issues raised. • Plan your practical arrangements around approvals; do not expect that we will be able to shorten our timeframes if you have already made arrangements. |
| Capability | |
| <ul style="list-style-type: none"> • Ensure that officers have the required capability and that we are properly resourced to assess your application in a timely manner. • Officers will be proactive in raising any concerns about your application. | <ul style="list-style-type: none"> • Take responsibility for coordinating high quality and professional information to properly support your application. • Listen to officer feedback and appropriately address all concerns. • Do not rely on officers to provide technical design advice. |
| Consistency | |
| <ul style="list-style-type: none"> • Ensure consistent, high quality and professional feedback about your application. • Ensure our assessment processes deliver consistent conditions and outcomes. | <ul style="list-style-type: none"> • Ensure your application clearly aligns with any advice provided prior to lodgement. • Ensure that all requirements of the planning scheme (for planning applications) or the Director's Determination (for building and plumbing applications) are satisfied. |
| Communication | |
| <ul style="list-style-type: none"> • Engage with you regularly via email, phone or meeting to address concerns, when required. • Ensure that you know who to contact throughout each application process. | <ul style="list-style-type: none"> • Provide us with a single point of contact for your applications. • Take the time to visit the "Development" tab of the City's website. • You must inform us as soon as possible if there are any changes to your development plans. |
| Partnership | |
| <ul style="list-style-type: none"> • Build partnerships with applicants and industry to understand your needs and solve issues to achieve positive outcomes in a respectful way. | <ul style="list-style-type: none"> • Provide officers with constructive and respectful feedback and innovative ideas about how we can improve. |



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Issue resolution

We know that sometimes applicants might not be happy with the application process or the outcome and have concerns. If this occurs, we want to be able to respond quickly and effectively and use the issue resolution process shown below:

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|  Assessing Officer | Issues should be raised in the first instance with the officer who is assessing your application. The assessing officer is responsible for undertaking a detailed assessment of your proposal and is the best person to initially negotiate any issues. |
|  Supervisor | If an issue cannot be resolved in consultation with the assessing officer, you may ask for the matter to be referred to the supervisor or make contact directly. The supervisor is responsible for providing technical support and guidance to the assessing officer and, in some cases, will be the decision maker for your application. |
|  Manager | The majority of issues should be resolved through consultation with the relevant assessing officer or supervisor. However, if you continue to have concerns, you may request that the matter be referred to the manager. They are responsible for managing and resolving complex matters in their team. |
|  Director | The director is responsible for managing and leading staff to achieve the development services purpose and goals, including achieving their performance targets. If for some reason you are still not satisfied with the proposed resolution of your issue after engaging with other officers, you may request that consultation occur with the Director. Our preference is that issue resolution occurs with other officers as a first step. |

If you aren't sure who you need to speak to then please call our Customer Service Centre and they will connect you to the relevant person.

Our team love what they do and work with a huge number of development applicants each year and we encourage feedback.

We appreciate when applicants share their positive experiences with us so that we can provide recognition to our team!

City of Hobart Customer Service Centre

16 Elizabeth Street, Hobart
Mon – Fri, 8.15 am – 5.15 pm

Phone: 03 6238 2711

Email: coh@hobartcity.com.au

Web: hobartcity.com.au/Development

