

# Your Guide to Submitting a Resource Consent Application via Online Services

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## Section 1. About submitting resource consent applications via Online Services

### All applications are processed electronically

The Christchurch City Council's Online Services is a web-based service that allows you to submit all your consent application documentation online. By submitting your application online you avoid the delays and costs of scanning hardcopy documents. Your administration fees will be lower if your application contains correct documentation and is correctly formatted.

This guide has been prepared to help you get it right. Before preparing your application, we recommend you come and talk to us at a [pre-application meeting](#) about what you want to do, and we can advise you on the information you will need to provide for your application. To arrange a pre-application meeting call our Customer Services Team on 03 941 8999.

*For all resource consent applications you need to submit:*

- A completed and signed [application form](#) (Resource Management Act Form 9 or similar)
- An assessment of effects on the environment (AEE)
- Plans
- Other supporting documents relevant to your particular proposal (e.g. written approval from affected neighbours)

Resource consent applications can be complex, and the type and level of information required will depend on the nature of your proposal and the particular City/District Plan rules that it breaches. We recommend that you engage a professional to help with preparation of plans, assessment of effects, and other supporting documentation.

Our Resource Consent Application Checklist provides a general guide to the information requirements for more straightforward applications: <http://www.ccc.govt.nz/assets/Documents/Consents-and-Licences/resource-consents/P002ChecksheetForResourceConsent-PDF.pdf>

Further information about the resource consent application process, including application forms and affected persons' written approval forms, can be found on our website: <http://www.ccc.govt.nz/consents-and-licences/resource-consents/>

Once you have gathered all the necessary information you can lodge your application with Council by submitting it electronically through Online Services.

**You can use Online Services to submit the following types of Resource Management applications and additional information:**

Application types	Includes
<input type="radio"/> Resource consent (land use)	New land use consent
<input type="radio"/> Subdivision Consent	New subdivision consent
<input type="radio"/> Combined subdivision / land use consent	Combined application for both subdivision and land use consent
<input type="radio"/> Certificate of compliance	
<input type="radio"/> Existing use certificate	
<input type="radio"/> Certification under the district plan	Minimum floor level, Wastewater Capacity or Rockfall AIFR certificate
<input type="radio"/> Outline plan	
<input type="radio"/> Outline plan waiver	
<input type="radio"/> Notice of requirement	Includes new designations, alterations to existing designations, and withdrawal of a requirement
<input type="radio"/> s127 Change / cancellation of condition(s)	Change to the conditions of an issued land use consent (see below for subdivision consents)
<input type="radio"/> s125 Extension of lapse period	
<input type="radio"/> s138 Surrender of consent	
<input type="radio"/> s348 Right of way / private road	
<input type="radio"/> s221 Variation / cancellation of consent notice	Change to a condition specified in a consent notice on a certificate of title
<input type="radio"/> s226 Separation of parcels certification	
<input type="radio"/> s241 Cancellation of amalgamation	
<input type="radio"/> s243 Surrender of easement	
<input type="radio"/> Temporary accommodation	Temporary accommodation activities under the earthquake recovery legislation
<input type="radio"/> Discharge of encumbrance	Discharge of an existing encumbrance for a family flat or elderly persons housing unit

Additional information, amendments and post-consent subdivision documentation	
Application types	Includes
<input type="radio"/> Further information	Further information for a resource management application that has not been issued yet
Amendment (within scope)	Minor amendment within the scope of an issued resource consent
s.127 Change or cancellation of condition(s) - <b>subdivision</b>	Change to the conditions of an issued subdivision consent
Engineering plans	Engineering plans for an issued subdivision consent
s.223/s.224 certificate	Request for a s.223 and/or s.224 certificate for an approved subdivision
Other	Other type of resource management application or information for an issued consent

## You can also use Online Services to submit a request for a Development Contributions estimate prior to applying for your Resource Consent:

Development Contributions	
Submit a request for an estimate or reconsideration, or lodge an objection	
Application types	Includes
<input type="radio"/> Estimate of development contributions	
<input type="radio"/> Reconsideration of development contributions	
<input type="radio"/> Objection to development contributions	

### The first step is to register

You will need to register with us to use Online Services.

Go to [onlineservices.ccc.govt.nz](https://onlineservices.ccc.govt.nz).

Your request for registration will be received by the Council administration team and will be validated within one working day.

Once your details have been validated you will receive a confirmation email, and you can then use Online Services to submit your application.

### Application process

Once submitted via Online Services, your application is received instantly by the Council. You will receive a confirmation email that your application has been received. An initial check of the submitted documents is performed to ensure that you have supplied the required information.

Your application is then allocated to a planner who will undertake a technical check of your application to ensure that you have submitted sufficient information for processing to begin. If any further information is needed we will let you know as soon as possible.

You can use Online Services to view all the applications which you have submitted online.

## Section 2: Tips for speeding up the electronic consent process

1.	Unlocked PDFs	Please ensure you have not locked or password protected your PDF. If there is a lock or password protection we will not be able to continue the process until you provide an unlocked or non-password protected version.
2.	Signature	Please ensure your application form is signed before submitting it to Council. An unsigned application form will delay acceptance of your application.
3.	Submitting Plans	When submitting plans, ensure the plan pages are rotated correctly to landscape, and document pages are rotated to portrait.

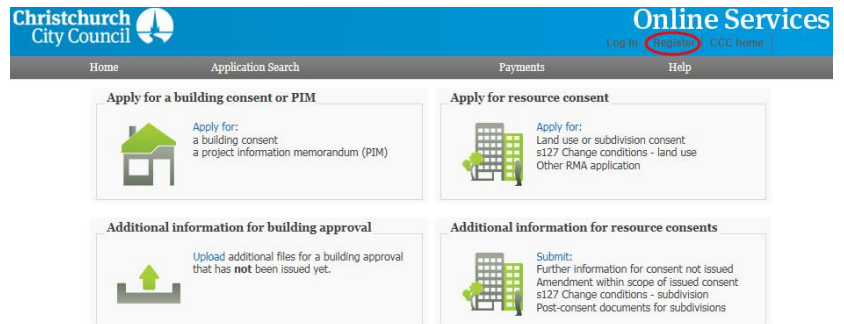
## Section 3: How to use Online Services

### Registering for Online Services

Before you can use Online Services, you must complete the online registration. When we receive your registration request, we validate your details, and aim to set you up within one working day. You will receive an email confirmation once your registration has been successfully processed.

1. Go to [onlineservices.ccc.govt.nz](https://onlineservices.ccc.govt.nz).


Click **Register**.



2. Fill in all the required details:

- If registering as an individual, enter a User name of your choice, surname, full given name and date of birth.
- If registering as a company, enter a User name, company name and company's office number.
- If the Council already has your name on record (for example, if you are a ratepayer), then those existing details will over-ride whatever you enter on this page. For example, if you register here as Jo Smith, but the Council already holds a record for you as Joanne Smith, then your Online Services registration will be as Joanne Smith.
- Click **Next**.

**Name details**

 The details you provide here will be used for all online consent services. Please note:

If we already have your name on record (for example, if you are a ratepayer), the name that you enter here **will be replaced** by the details on record. Your registration must be validated before you can log in and use the services on this site. We aim to validate new registrations within one working day.

For **company** registration, use the full legal name. Include your Companies Office number if you know it.


User name  \*

Surname or company name  \*

Companies Office number

Fill in these fields only if you are registering as an **individual**. Your date of birth is optional, but it helps us to identify you correctly.


Full given names

Date of birth  x  \*

**Next**

3. Type in all of your contact details, then click **Next**.

**Contact details**

 The details you provide here will be used for all online consent services. If we already have your name on record (for example, if you are a ratepayer), the contact details that you enter here **will be replaced** by the details on record.

If you want to update the details we have on record, please contact the [Customer Call Centre](#).

**Email**

Email address  \*

Confirm email address  \*

**Mailing address**

Street/PO box  \*

Suburb

City/town

Postcode  \*

[Look up your postcode on the New Zealand Post website.](#)

**Phone**

You must fill in at least one field in this section.

Daytime phone number

Mobile

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4. Read the disclaimer, privacy statement and copyright statement. Click on the checkbox to show you have read and agree to them, then click **Next**.

By registering on this website, you confirm that:

you are the person identified in the registration information submitted.  
you are authorised to register on and use this website.  
you agree to lodge and accept information electronically via this website, or via the email address you have provided for this purpose.

This website is owned by the Christchurch City Council. When you use this website, the following terms apply:

[Disclaimer](#)  
[Privacy statement](#)

I have read and agree to the above


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5. Type in your password. It must have at least six characters and include at least one number.

Passwords are case-sensitive.

Click **Submit**.

**Choose your password**

 Enter a new password of at least 6 characters. You can use letters, numbers, and some special characters such as underscores and asterisks.

User name


Password

Confirm password

[Previous](#) [Submit](#)

6. The **Request Submitted** page shows all the details you entered. Your registration is now logged with the Council, and we will aim to validate your request within one working day.

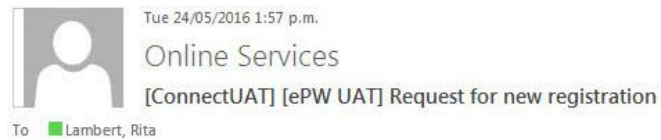
**Request submitted**

 Thank you for registering. Your request will be processed as soon as possible.

Before you can log in and use the services on this site, your registration must be validated. We aim to validate new registrations within one working day. When your details have been verified, you will receive an email confirmation.

Name details	
User name	RitaL
Surname or company name	Lambert
Full given names	Rita Jean Lambert
Date of birth	04/10/1940
Contact details	
Email address	ritaje@test.com
Street/PO box	100 Testing Street
Suburb	Avonside
City/town	Christchurch
Postcode	8061
Daytime phone number	03 123 4567
Mobile	027 123 4567

7. You will receive an automated email notifying you that your request has been received, and confirming your details as submitted.



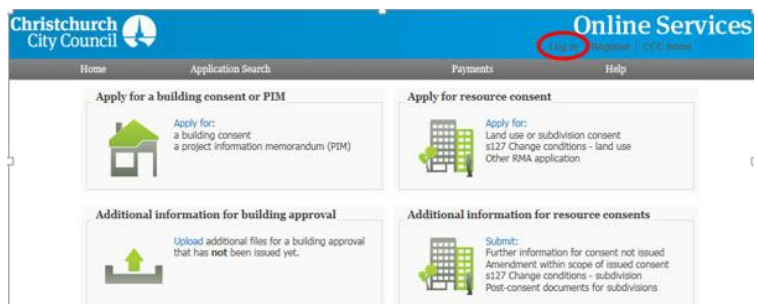
8. When your details have been verified, you will receive a confirmation email from Online Services.



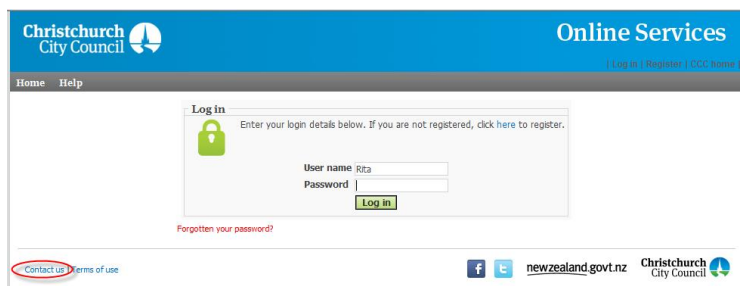
## Can't register?

If you can't complete the registration steps, you will need to email Online Services. You can email [onlineservices@ccc.govt.nz](mailto:onlineservices@ccc.govt.nz) directly or follow these steps.

- Go to [onlineservices.ccc.govt.nz](http://onlineservices.ccc.govt.nz).  
Click **Log in**.

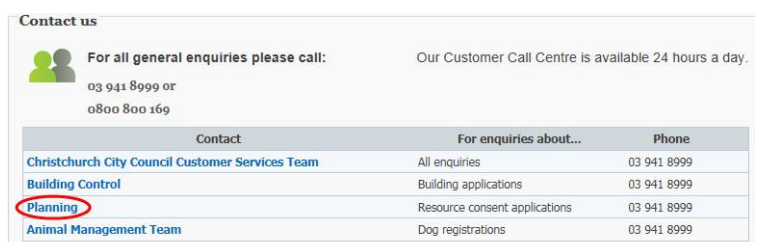


- Click **Contact us**.



- Click **Planning** and send an email to Online Services Administrator.

Your email system will open preaddressed to [onlineservices@ccc.govt.nz](mailto:onlineservices@ccc.govt.nz).



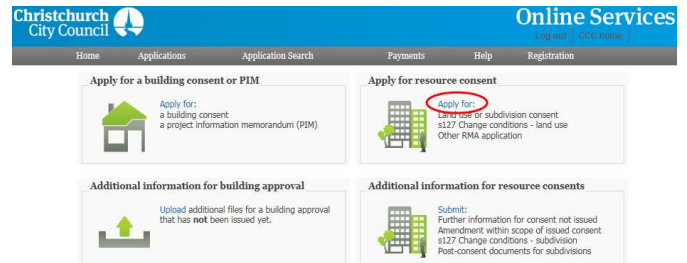
## Submitting a resource consent application via Online Services

You must have already registered with Online Services before you can submit a resource consent application online. If you don't get your application completed, don't worry – it will automatically get saved as a draft, and you can complete it at a later date.

If you have trouble submitting your application, phone the Customer Call Centre, 03 941 8999 (8:00am to 5:00pm).

1. Go to [onlineservices.ccc.govt.nz](https://onlineservices.ccc.govt.nz).

Click **Apply for Resource Consent**.



2. If you are not already logged in, the Log in page displays.

Type in your user name and password, then click **Log in**.

Passwords are case-sensitive.

The screenshot shows the 'Log in' page with a lock icon and the instruction: 'Enter your login details below. If you are not registered, click [here](#) to register.' There are input fields for 'User name' (containing 'RitaL') and 'Password' (masked with dots). A green 'Log in' button is circled in red.

[Forgotten your password?](#)

3. Scroll down to Resource management application and select the type of application you are submitting. Click Next.

**Note:** some types of application are submitted via the **Additional information for resource consents** field – see page 10. These include:

- Amendments within the scope of an existing resource consent
- S127 change of subdivision consent conditions
- Other post-subdivision consent documentation

The screenshot shows the 'Select an application type' page with a document icon and the instruction: 'Select an application type and then click **Next**.'

### Resource management application

Submit an application for a resource consent or other resource management approval. If your proposal involves more than one type of application, select the primary application type.

Application types	Includes
<input checked="" type="radio"/> Resource consent (land use)	New land use consent
<input type="radio"/> Subdivision Consent	New subdivision consent
<input type="radio"/> Combined subdivision / land use consent	Combined application for both subdivision and land use consent

**Next**

4. Search by either property address, or parcel (lot and plan number).

### Search by property address:

Type in the address that the resource consent application relates to (Street Number, Street Name, Suburb), then click **Search**.

If you type in 'St' or 'Rd', the search function will not return your address.

If you are searching for 10A or 10B, the system will locate your address, but will display it as 1/10, or 2/10.

The screenshot shows the 'Property search' page with the instruction: 'Search by property address or parcel (lot and plan number). Refer to the [help](#) for tips on searching.'

The screenshot shows the 'Search by address' page with the instruction: 'Enter the street address and then click **Search**.' There is a checkbox for 'Advanced search (including global consents, road and rail land). Refer to the [help](#) information'. Below are input fields for 'Street number' (100), 'Street name' (Testing), and 'Suburb' (Avonside). A green 'Search' button is circled in red.

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**Search**

5. A list of properties matching the search criteria is displayed.

If the property was not found, use the **Advanced Search** or **Parcel Search** options (below)

#### Advanced Address Search:

Click **Advanced Search**. Type in any detailed information about the property, such as Unit Number, Property Name, then click **Search**.

If your resource consent application relates to a location rather than a street address, choose a street segment. To do this, select the **Advanced search** check box, then enter the street name in the **Property name** field. The search results will include all of the segments for the street you searched on (for example, if you searched on "Hereford" the search results will include Hereford Street between Rolleston and Montreal, Hereford Street between Montreal and Cambridge, and so on).

You can also use a **Property name** search to find some other locations, such as parks, by name.

For a global consent, enter **Global** in the **Property name** field

#### Search by land parcel number:

Click **Parcel Search**. Type in any information you have.

For example, if the section reference is 'Lot 18 DP 9058', complete the fields as follows:

**Parcel type** – Lot

**Parcel number** – 18

**Plan type** – Deposited Plan

**Plan number** – 9058

The **Parcel Type** field allows you to search by lot, town section, Māori reserve, unit, factory etc.

### Tips for searching

- |    |                       |   |
|----|-----------------------|---|
| 1. | Search words          | You can search on whole words or partial words (for example, "Montreal" or "Montr").  |
| 2. | Street names          | Street types (such as Road, Street, or Lane) and suburbs are optional.  |
| 3. | Subdivision addresses | If the property is part of a subdivision that hasn't been completed yet, it may not have a street address. Use the address of the "parent" property (the original property being subdivided) instead. |



6. When you have found the property, select it and click **Next**. Or if the application covers more than one property, click **Add More Properties**.

7. The Names screen displays the person registered to use Online Services. Click **Next**.

### 8. Complete the application details

Click **Browse** for each file you need to upload. Documents can be combined and uploaded as one file into the "Application form" field if you wish. The overall file size for the application must not exceed 400mb. Documents should be submitted in PDF format. If you cannot save as PDF from the software you are using, there are many free online tools which generate PDFs. Try a Google search for "PDF printer".

When you have uploaded each file, click **Next**.

9. The **Confirm your application** page allows you to confirm details you have entered. Confirm you accept the Disclaimer and click **Next**.

Properties found: 1

Address	
<input checked="" type="checkbox"/>	100 Testing Street Avonside Lot 5 DP 16063

[Add More Properties](#) [Next](#)

**Names**

This page shows the logged-in user who is submitting the application. All other names associated with the application must be listed on the application form.

Click **Next** to continue.

Roles	Names
Registered user	Rita Jean Lambert

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**Application details**

Upload your application form and supporting documents. The combined size of the files submitted must not exceed 400MB. Files must follow the specifications on our [website](#).

We prefer documents to be submitted in **PDF format**. If you cannot save as PDF from the software you are using, there are many cheap or free PDF printing tools that you can download. Try a Google search for "PDF printer".

**Detailed description**

Project description \*

**Plans and documents**

Application form \*  [Browse...](#)

Plans  [Browse...](#)

Assessment of environmental effects (AEE)  [Browse...](#)

Supporting information  [Browse...](#)

Additional comments

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**Confirm your application**

Please review the details you have entered and then click **Next** to submit your application.

**Application type** Resource consent (land use)  
**Properties** 100 Testing Street Avonside

**Application details**  
**Project description** Testing by Deirdre

All of the information provided with this application is, to the best of my/our knowledge, true and correct.

I/we understand that my application may be returned as incomplete if it does not include all of the relevant information.

I/we understand that the required deposit (minimum application fee) must be paid before processing of the application will start. The fees paid on lodgement are a deposit only, and the Council will invoice all costs actually and reasonably incurred in processing this application. (Note: Where the application fee is to be charged to an account holder no deposit is required. Instead the actual fees will be invoiced on completion of processing.)

I/we understand that all information submitted as part of an application is required to be kept available for public record, therefore the public, including business organisations and other units of the Council, may view this application once submitted. It may also be made available to the public on the Council's website.

I/we understand that no work covered by this application may commence until a resource consent has been granted, and any other approvals required under separate legislation have been obtained

I/we accept

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10. The **Application submitted** page confirms that the council has received your application.

Copy down the transaction reference number (DA-Number).

11. You will receive an automated email immediately, confirming that your application has been received.

If you do not receive this email straight away, check your user registration details to ensure we have your current email address (log in, and click **Registration > View user details**).

**Application submitted**

Your application has been submitted. Your request will be processed as soon as possible.

[Home](#) [New application for resource consent](#)

**Transaction reference** DA-99296  
**Transaction date** 25/05/2016 6:45:24 p.m.

Wed 25/05/2016 6:45 p.m.

**Online Services - UAT**  
 [ConnectUAT] [ePW UAT] Online application received

To: Lambert, Rita

Thank you for submitting your application for resource consent via the Online Services website. We will be in contact with you again shortly.

Details of your application are as follows:

Transaction reference DA-99296  
 Application type Resource consent (land use)  
 Date received 25/05/2016

Location type Property  
 Properties  
 100 Testing Street Avonside

Registered user  
 Rita Jean Lambert, 100 Testing Street, Christchurch 8061

## Sending in additional information after consent is issued

You can also use Online Services to:

- Request a minor amendment within the scope of an existing resource consent
- Apply for a change of conditions for a subdivision (s127)
- Submit post-consent documents for a subdivision, including engineering plans, and requests for s223 and s224 certification
- Respond to a Council request for further information.

1. Go to [onlineservices.ccc.govt.nz](http://onlineservices.ccc.govt.nz).

Under **Additional information for resource consents**, click **Submit**.

Log in and locate the property, as for submitting a new application (refer to step 4 on page 7 of this guide).

Christchurch City Council Online Services

Home Applications Application Search Payments Help Registration

**Apply for a building consent or PIM**  
 Apply for: a building consent a project information memorandum (PIM)

**Apply for resource consent**  
 Apply for: Land use or subdivision consent s127 Change conditions - land use Other RMA application

**Additional information for building approval**  
 Upload additional files for a building approval that has not been issued yet.

**Additional information for resource consents**  
 Submit: Further information for consent not issued Amendment within scope of issued consent s127 Change conditions - subdivision Post-consent documents for subdivisions

**After building consent is granted**  
 Apply for: an amendment to a granted consent an extension of time a code compliance certificate a certificate for public use

**Download documents**  
 Download documents associated with your building approval or resource consent.

**Apply for an exemption from building consent**  
 Apply to be exempted from the requirement to obtain building consent for: residential work commercial work

**Development Contributions**  
 Submit a request for an estimate or reconsideration, or lodge an objection to a development contributions assessment.

**Apply for a certificate of acceptance**  
 Apply for a certificate of acceptance.

**Apply for any other council consent or approval**  
 Apply for any other council consent or approval

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newzealand.govt.nz Christchurch City Council

- On the Additional information details screen, type in a **description**.

Select the down arrow and choose the information type you are uploading from the options.

**Note:** be aware that even when you select **one** option, all will appear in your confirmation email.

- You must type in one Reference **number**, preferably the application number, consent number, or the **transaction reference** from the original application.

**Note:** you can view reference numbers for your submitted applications by clicking **Applications > Submitted Applications** on the top menu bar,

- On the **Documents** section, click Browse to locate and attach your files.
- Click **Next** to submit the documents to the Council.

\* Mandatory field

### Additional information details

Upload your application form and supporting documents.

Files must follow the specifications in our [guide](#). We prefer documents to be submitted in **PDF format**. If you cannot save as PDF from the software you are using, there are many cheap or free PDF printing tools that you can download. Try a Google search for "PDF printer".

**Important:**

Avoid special characters like quotes, hyphens, ampersands, and angle brackets in description, comment, and filename fields.

Files must be uploaded within the timeout limit of 3 minutes and 40 seconds (3:40).  
File size upload limit is 50 MB.

#### Description

Provide a brief summary of the additional information you are providing.

Project description

What are you uploading?

Select: \*

- Further information for resource consent
- Resource consent amendment (within scope)
- s127 Change to subdivision consent conditions
- s223/224 certificate request
- Subdivision engineering plans

#### Reference number

Enter at least one reference number from your **original** consent application.

Original application number (e.g. RMA/2016/1234 or RES/2016/1234)

Original consent number (e.g. RMA92001234)

Original transaction reference (e.g. DA-1234)

#### Documents

Additional information 1   \*

Additional information 2

Additional information 3

6. The **Confirm your application** page allows you to confirm details you have entered. Confirm that you accept the information and click **Next**.

**Note:** Application type will list all types of additional information, not just the one you selected.

### Confirm your application

Please review the details you have entered and then click **Next** to submit your application.

<b>Application type</b>	Further information
	Amendment (within scope)
	s.127 Change or cancellation of condition(s) - <b>subdivision</b>
	Engineering plans
	s.223/s.224 certificate
<b>Properties</b>	Other 100 Testing Street

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**Additional information details**

<b>Project description</b>	Project details
<b>What are you uploading?</b>	Further information for resource consent
<b>Additional comments</b>	additional comments
<b>Original application number</b> (e.g RMA/2016/1234 or RES/2016/1234)	RMA/2016/1504

All of the information provided with this application is, to the best of my/our knowledge, true and correct.

I/we understand that my application may be returned as incomplete if it does not include all of the relevant information.

I/we understand that the required deposit (minimum application fee) must be paid before processing of the application will start. The fees paid on lodgement are a deposit only, and the Council will invoice all costs actually and reasonably incurred in processing this application. (Note: Where the application fee is to be charged to an account holder no deposit is required. Instead the actual fees will be invoiced on completion of processing.)

I/we understand that all information submitted as part of an application is required to be kept available for public record, therefore the public, including business organisations and other units of the Council, may view this application once submitted. It may also be made available to the public on the Council's website.

I/we understand that no work covered by this application may commence until a resource consent has been granted, and any other approvals required under separate legislation have been obtained

I/we accept

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7. Confirmation is returned instantly, and a new transaction reference number is supplied.

**Note:** this reference number does not alter the reference number of the original application; it applies to the additional information only.

### Application submitted

Your application has been submitted. Your request will be processed as soon as possible.

[Home](#) [New application for resource consent](#)

**Transaction reference** DA-99310

**Transaction date** 26/05/2016 1:53:54 p.m.

[Click to Print This Page](#)

8. You will receive an automated email immediately, confirming that your information has been received.

**[ePW UAT] Online application received**

Online Services Administrator [onlineservicesuat@ccc.govt.nz]

To: Allen, Rita

Transaction reference DA-99310  
Application type Additional information  
Date lodged 12/10/2012

Location type Property  
Properties  
100 Testing Street Avonside

Applicant  
Rita Jean Allen, 100 Testing Street Avonside

Additional information

Description  
Description : updated environmental assessment

Reference number  
Original transaction reference (e.g. DA-9999) : DA-6194  
Original application number (e.g. BLD/2012/9999999) :  
Original consent number (e.g. ABA98765432) :

Documents  
Attachment Details :  
File 1 : Environmental Assessment V2 100 Testing St.pdf

## Downloading Application Documents

Once your application has been approved by the Council, you can download the documents using Online Services. We will email you once your documents are ready.

1. Go to [onlineservices.ccc.govt.nz](http://onlineservices.ccc.govt.nz).

Click **Download documents**.

2. Under **Application search**, select **Resource Management Act** from the drop down menu.
3. Under **Search by application number**, type in the full application number (for example 'RES/2012/158'), then click **Search**.

Application Number	Date	Location	Type	Status
RMA/2016/1504	25/05/2016	11 Wallace Street Bryndwr	Land Use Consent	Received

4. Any matching applications are displayed. Click on the application number.

If you typed in the reference for an application which you are not permitted to view, a system message displays 'you are not permitted to view these records'.

5. Application details are displayed. If the documents have been released, they are listed here. Click on them to download.

## Can't log in and forgotten your password? Re-set online.

If you forget your password, then you can verify yourself using your email address and re-set your password online. If you have multiple email addresses, use the one that you gave to Online Services when you registered.

Passwords are case-sensitive. It must have at least six characters and include one number.

If you cannot remember the correct email address, then phone the Customer Call Centre, 03 941 8999 (8:00am to 5:00pm).

1. Go to [onlineservices.ccc.govt.nz](http://onlineservices.ccc.govt.nz)

Click **Log in**.

Christchurch City Council Online Services

Home Application Search Payments Help

Apply for a building consent or PIM  
Apply for: a building consent, a project information memorandum (PIM)

Apply for resource consent  
Apply for: Land use or subdivision consent, s127 Change conditions - land use, Other RMA application

Additional information for building approval  
Upload additional files for a building approval that has **not** been issued yet.

Additional information for resource consents  
Submit: Further information for consent not issued, Amendment within scope of issued consent, s127 Change conditions - subdivision, Post-consent documents for subdivisions

After building consent is granted  
Apply for: an amendment to a **granted** consent, an extension of time, a code compliance certificate, a certificate for public use

Download documents  
Download documents associated with your building approval or resource consent.

Apply for an exemption from building consent  
Apply to be exempted from the requirement to obtain building consent for: residential work, commercial work

Development Contributions  
Submit a request for an estimate or reconsideration, or lodge an objection to a development contributions assessment.

Apply for a certificate of acceptance  
Apply for a certificate of acceptance.

Apply for any other council consent or approval  
Apply for any other council consent or approval

Contact us | Terms of use

Log in

Enter your login details below. If you are not registered, click [here](#) to register.

User name  
RitaL

Password

Log in

[Forgotten your password?](#)

2. Click **Forgotten your password**.

3. Complete your **User name**, **Surname**, and **Email** address, then click **Next**.

\* Mandatory field

Verify user details

Fill in the fields below to verify your identity.

User name Rita \*

Surname or company name Lambert \*

Email address ritajejan@hotmail.com \*


Next

4. Click **Submit**.

A new password will be emailed to you.

5. Check your email account and look for a message from the Online Services Administrator with a new system generated password.

**Choose new password**

 Clicking Submit will reset your password to a randomly generated value, which will be emailed to you immediately.

[Previous](#) [Submit](#)

[Connect] Confirmation of password change ★

**Online Services Administrator** <onlineservices@ccc.govt.nz> Today at 8:53 ★  
 To ritajean@hotmail.com

Your request for login assistance has been processed. **Your new password is:** agondrz#. You can [Log in](#) with your user name and new password. Please be aware that this is a temp password. If you want to change it, please click [Change Password](#) after log in.

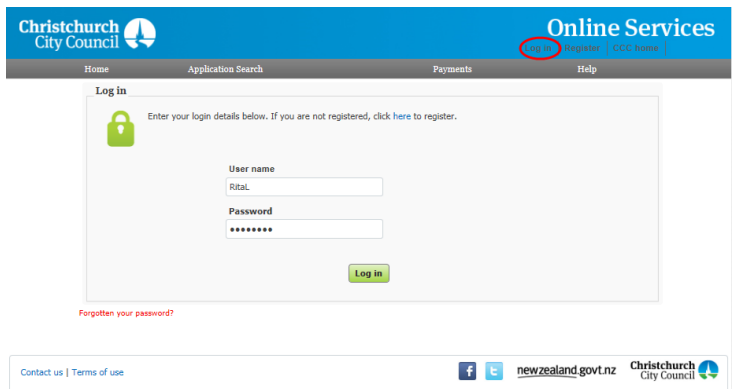
\*\*\*\*\*  
 This electronic email and any files transmitted with it are intended solely for the use of the individual or entity to whom they are addressed. The views expressed in this message are those of the individual sender and may not necessarily reflect the views of the Christchurch City Council. If you are not the correct recipient of this email please advise the sender and delete.  
 Christchurch City Council  
 http://www.ccc.govt.nz  
 \*\*\*\*\*

6. Go to [onlineservices.ccc.govt.nz](http://onlineservices.ccc.govt.nz).

7. Click **Log in**.

8. Type in the new password provided, including any special characters.

9. Click the **Log In** button.



Christchurch City Council Online Services

Home Application Search Payments Help

**Log in**

Enter your login details below. If you are not registered, click [here](#) to register.

User name  
 REAL

Password  
 \*\*\*\*\*

[Log in](#)

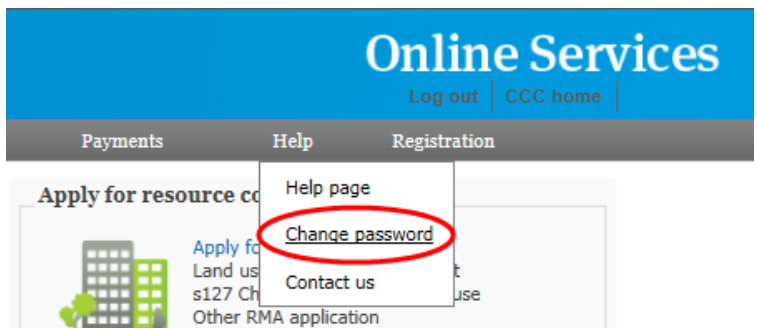
[Forgotten your password?](#)

Contact us | Terms of use newzealand.govt.nz Christchurch City Council

10. After you are logged in, make sure to change your password by selecting **Help > Change password**.

This will ensure your password is characters you've set and are familiar with, not a system generated password.

11. Follow the steps to type the system generated password, then your own new password. Type your own new password a second time to confirm it.



Online Services

Log out | CCC home

Payments Help Registration


Apply for resource consent

Apply for Land use s127 Ch Other RMA application

Help page  
**Change password**  
 Contact us

12. When you have completed these steps a **Success** screen displays.

**Success**

 Your password has been changed. Please use your new password the next time you log in.



## Can't log in and forgotten your User name? Email Online Services.

If you have forgotten your username, you need to email Online Services and they will send it to you.

1. Go to [onlineservices.ccc.govt.nz](http://onlineservices.ccc.govt.nz).

Click **Contact us**.

Christchurch City Council Online Services

Home Application Search Payments Help

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2. Click **Planning**, which will automatically open an email preaddressed to [onlineservices@ccc.govt.nz](mailto:onlineservices@ccc.govt.nz). If you have multiple email addresses, use the one that you gave to Online Services when you registered.

3. The Online Services Administrator will respond to the email address you registered with for Online Services (not the address you sent the email from, if this is different).

Christchurch City Council Online Services

Contact us

For all general enquiries please call: 03 941 8999 or 0800 800 169

Our Customer Call Centre is available 24 hours a day.

Contact	For enquiries about...	Phone
Christchurch City Council Customer Services Team	All enquiries	03 941 8999
Building Control	Building applications	03 941 8999
Planning	Resource consent applications	03 941 8999
Animal Management Team	Dog registrations	03 941 8999

Contact us Terms of use

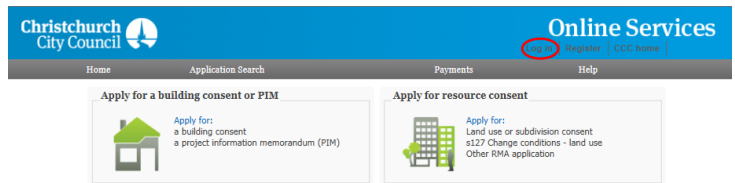
newzealand.govt.nz Christchurch City Council

## How to access your drafted applications

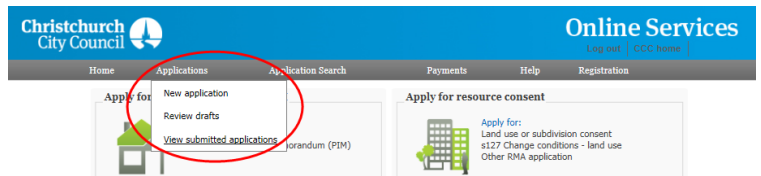
You can access applications which you have started but not completed, and either complete them or delete them.

1. Go to [onlineservices.ccc.govt.nz](http://onlineservices.ccc.govt.nz).

Click **Log in**.



2. Complete the log in details, then click **Applications > Review drafts**.



3. To complete the application, click on the **Date created** column. This opens the application on the relevant screen that needs completing.

If you no longer need to complete the application, click on the cross to delete it.

Update a draft application

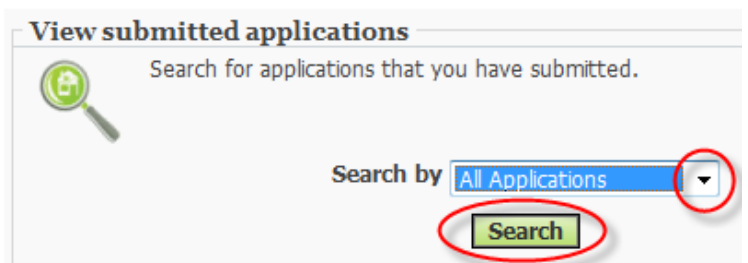
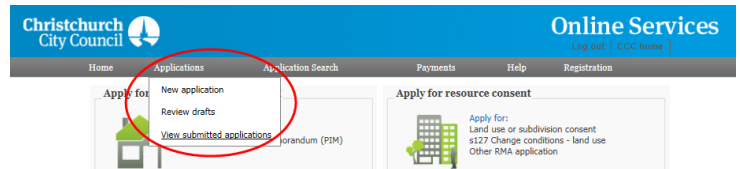
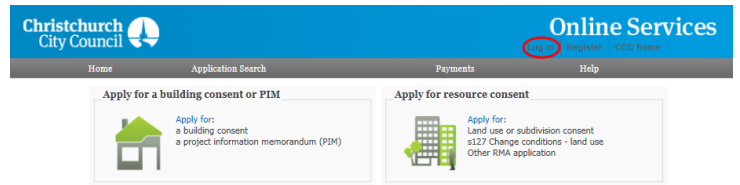
This page shows the draft applications that you have created but have not submitted yet. Click on a draft's creation date to open the draft and continue working on it.

Date created	Application type	Location	Last modified	Remove
<a href="#">26-05-2016 12:43</a>	Resource consent (land use)		26-05-2016 12:43	✘
<a href="#">26-05-2016 10:57</a>	Further information Amendment (within scope) s.127 Change or cancellation of condition(s) - <b>subdivision</b> Engineering plans s.223/s.224 certificate Other		26-05-2016 10:57	✘
<a href="#">26-05-2016 9:23</a>	Additional information or approvals	11 Wallace Street Bryndwr	26-05-2016 9:31	✘

## How to view your submitted applications

Only the person who submitted the application is able to view it online.

- Go to [onlineservices.ccc.govt.nz](http://onlineservices.ccc.govt.nz).  
Click **Log in**.
- Complete the log in details, then click **View submitted applications**.
- You can search for applications which you have submitted by either:
  - All applications** – this is the most straightforward search function.
  - Transaction ID** – allows you to search by the numerical suffix of the DA reference, such as '5995'. If you type in the full reference, such as 'DA-5995', it will not find the record.
  - Application number** – you must type in the full application number, such as 'RMA/2012/304'. The search is not case-sensitive, but you must use the forward-slashes and no spaces.
  - Date Received** – allows you to search for applications the Council has received within a certain date range.
  - Transaction Reference** – this is the full DA-reference, such as DA-5995. This search feature is case sensitive, and you must include the dash between the DA letters and the number.
- Click **Search**.
- All applications you have submitted are displayed.



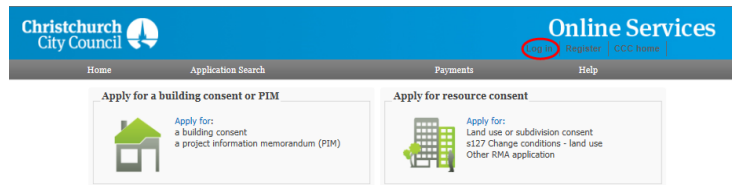
Applications found: 3

Trans ID	App no.	Description	Location	Status	Date received
99310	ADR/2016/1023	Additional info	100 Testing Street Avondale	New application	26-05-2016
99306	ADR/2016/1022	Engineering plans	100 Testing Street Avondale	New application	26-05-2016
99296	RMA/2016/1504	New RC application	100 Testing Street Avondale	Received	25-05-2016

## How to view your user registration details

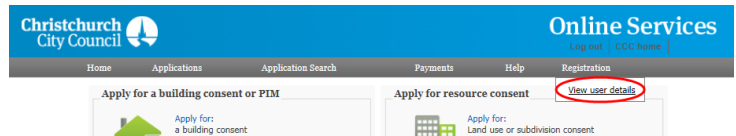
1. Go to [onlineservices.ccc.govt.nz](https://onlineservices.ccc.govt.nz).

Click **Log in**.



2. Complete the log in details, then click **Registration > View user details**.

Your name, address, phone number, email address and user name are all displayed. If you need to change any of your contact details, then click the **Contact Us** link.



4. Click **Planning**, which will automatically open an email preaddressed to [onlineservices@ccc.govt.nz](mailto:onlineservices@ccc.govt.nz). If you have multiple email addresses, use the one that you gave to Online Services when you registered.
5. Complete and send the email advising your new contact details.
6. The Online Services Administrator will respond using the email address you registered with for Online Services (not the address you sent the email from, if this is different).

**Note:** if the email address you registered with for Online Services is now obsolete, you should ring the Customer Call Centre, 03 941 8999 (8:00am to 5:00pm).

