Many permanent changes that you would like to make to your property need to be approved by Council. These include:

- extensions or alterations to an existing building
- constructing a pergola or other structure
- installing a swimming pool or tennis court
- building a new or additional dwelling or dwellings
- subdividing your property
- developments - residential, commercial or industrial
- removing trees or pruning by more than 10%
- starting up a business from home.

The general information that follows provides you with some basic information about Council’s processes for development, building or subdivision matters.

Should you be planning any of the changes listed above, the Customer Service Centre will be able to advise you about your best course of action. If you visit in person, our customer service officers will be able to help. However, if you are contacting us by telephone the duty officers numbers are:

**Customer Service Town Planner:** 9843 0469  
Responsibility: apartments, medium density, commercial, industrial and other major development

**Duty Subdivision Engineer:** 9843 0374  
Responsibility: subdivision, new lots

**Customer Service Building Surveyor:** 9843 0470  
Responsibility: dwellings, additions, sheds etc.

There are also a number of fact sheets available from the Customer Service Centre and on Council’s website relating to specific types of development and other planning matters, which you may find helpful.

**FEES**
You should be aware that there are fees associated with applications. The fees and rates applied depend on the nature of your application and the Customer Service Centre will be able to provide you with comprehensive information relating to your specific situation.

**DEVELOPMENT APPLICATIONS**
Development Applications are required for subdivision, building and development. Council processes are designed to facilitate the progress of your application from lodgement to approval. For example, a pre-lodgement meeting is necessary for all major residential, industrial or commercial applications and all subdivision opportunities. This provides an opportunity for a Council Officer to review the proposal and identify any issues of concern, which minimises unnecessary and costly delays.

You can help this process by consulting with your neighbours about your plans prior to lodgement. Development Applications must be made on a standard form, must be signed by all the property’s owners and, depending on the nature of the development, additional information may be required. You will need to provide plans, the number and type depend on the complexity and nature
of the development proposed. Fees will also apply to your application. The Customer Service Centre will be able to advise you of the requirements for your application.

Once an application is lodged, Council allocates a unique number. You will be advised of this number and should use it in all correspondence and dealings with Council. Council will assess your application, inspect your property and determine the appropriateness of your proposal. This is based on:

- zoning of the area
- compliance with legislation
- compliance with relevant Development Control Plans
- impact on the locality.

There may be some form of public notification, depending on the type of proposal. The property’s neighbours will be advised and Council may also be required to advertise the proposal and seek public submissions. You should be aware that your plans will be made available for any interested parties to inspect so that they are able to make specific comment on any issues of concern.

A conciliation conference may be held if a significant number of objections are made on your application. A conciliation conference is a meeting between applicants and concerned parties to discuss the proposal and is mediated by Councillors or Council officers. Councillors may also attend these conferences.

Next, a decision will be made whether to approve or refuse your application. This decision will be made by:

- a Council officer who has been formally delegated authority by the Council; or
- the Development Assessment Unit (DAU), which is composed of senior Environment and Planning officers, who meet regularly to decide on applications which may not fully comply with relevant planning regulations/policies and/or where an objection has been received; or
- an Ordinary Meeting of Council. This usually applies only to those applications which have been referred from the DAU or where a large number of objections have been received. You and any authors of submissions will be advised in writing when your application is to be considered by DAU or Council. If the matter is considered by Council, you will be advised so that you may attend if you wish.

NSW Government Joint Regional Planning Panels (JRPP) - Regional Panels were established by the State Government to determine regionally significant Development Applications. The panel is an independent body comprising of three State appointed and two council appointed members. Written advice is sent to the applicant and all objectors if a Development Application is referred to a JRPP meeting.

You will be advised in writing once your application has been determined. If consent is granted, you will receive approved plans and a list of conditions, which must be fulfilled. Conditions may include:

- requirements for conforming to Australian Standards
- hours which work may be undertaken, or
- preservation of trees.

The conditions that apply may vary greatly, depending on the form of the development. They are designed to ensure:

- the work specified is carried out
- the work conforms to a certain standard
- the impact is limited.

This information is a general overview and you are encouraged to contact the Customer Service Centre. Gathering information and advice before an application is lodged can save a great deal of time.