



City of **HOBART**

Memorandum: **Lord Mayor**
Deputy Lord Mayor
Elected Members

Response to Question Without Notice

CITY OF HOBART PLANNING PORTAL

Meeting: City Planning Committee

Meeting date: 31 May 2021

Raised by: Deputy Lord Mayor Councillor Burnet

Question:

Could the Director please advise if there has been any issues or problems raised in relation to access to the City of Hobart planning portal or representations which are being submitted not being directed correctly?

Response:

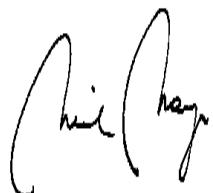
The City requests that applicants lodge all documents via our online development portal. For developers who use the portal regularly, this is not an issue. It is more of an effort to do so compared to sending documents via email, but we do this to ensure that documents are properly recorded and referred to the assessing officer via our assessment system. If documents are only provided by email then this can cause difficulties when the relevant staff member is on leave or out of the office.

For applicants who do not use the portal regularly, there are sometimes concerns raised with us about how to use it. Our City Planning Administration team will talk an applicant through their application, if necessary.

There were some representations earlier this year which were delayed in reaching City Planning. In large part, the issue was caused by a change to the City's email filter. On each occasion we were alerted to this issue, the City Information and Technology team's processes were reviewed and amended to ensure that this error did not reoccur.

For context, the City receives approximately 10,000 to 15,000 emails every day and it took some time to ensure that the correct emails were coming through, without letting through undesirable emails. Each time a representation was delayed, a new permit was issued (where necessary) to ensure that each representation was properly taken into account when making a decision.

As signatory to this report, I certify that, pursuant to Section 55(1) of the Local Government Act 1993, I hold no interest, as referred to in Section 49 of the Local Government Act 1993, in matters contained in this report.



Neil Noye
DIRECTOR CITY PLANNING

Date: 10 August 2021
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