# JARVIS ON-LINE LODGEMENT SYSTEM

USER GUIDE 2016

City of **HOBART**

1. Access to the on-line lodgement can be gained via "applications" under the e-Services tab on the City's home page (hobartcity.com.au).

   It is recommended the use of Google Chrome as your browser for optimum performance. Firefox, Internet Explorer and Safari can be used but have some limitations.

2. The Terms and Conditions need to be accepted to proceed to the log in page.
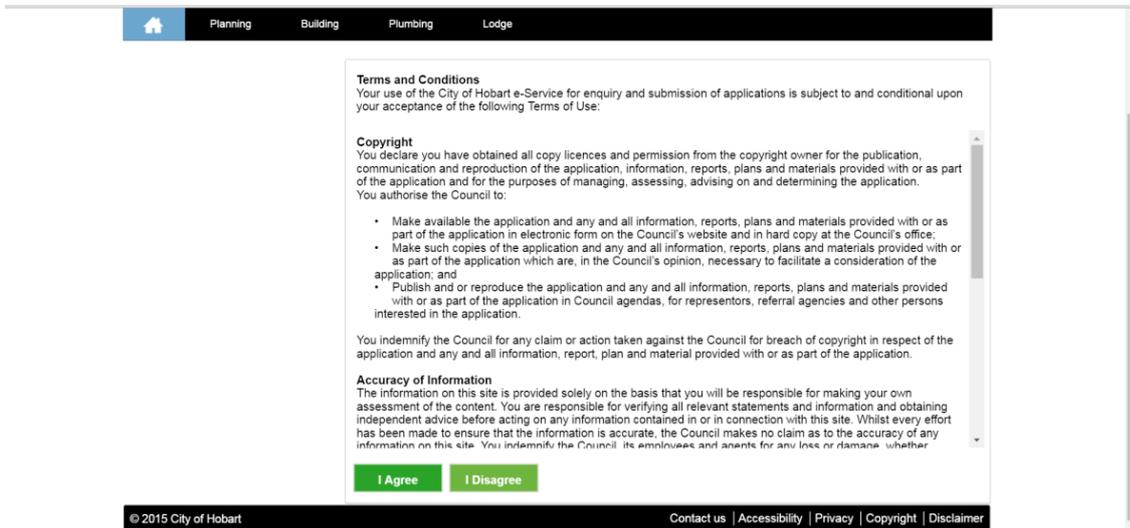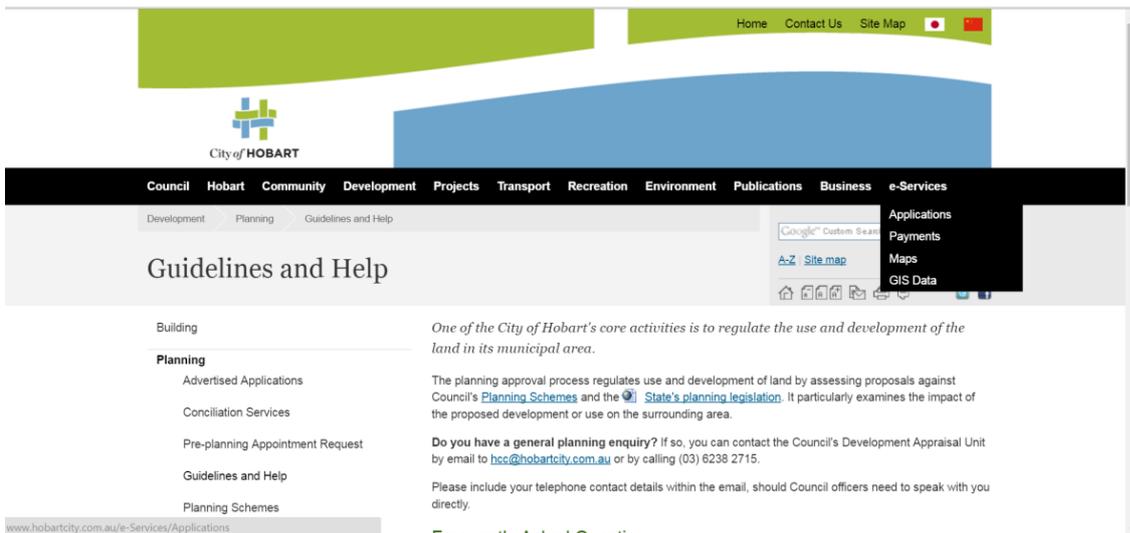
3. The Login and Lodge Application needs to be selected

4. The user ID and password needs to be entered
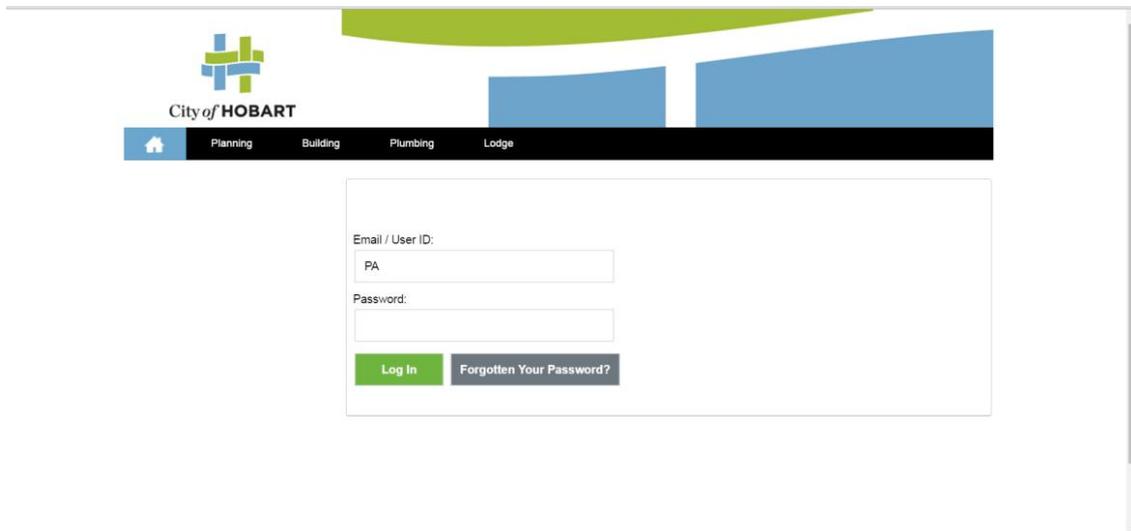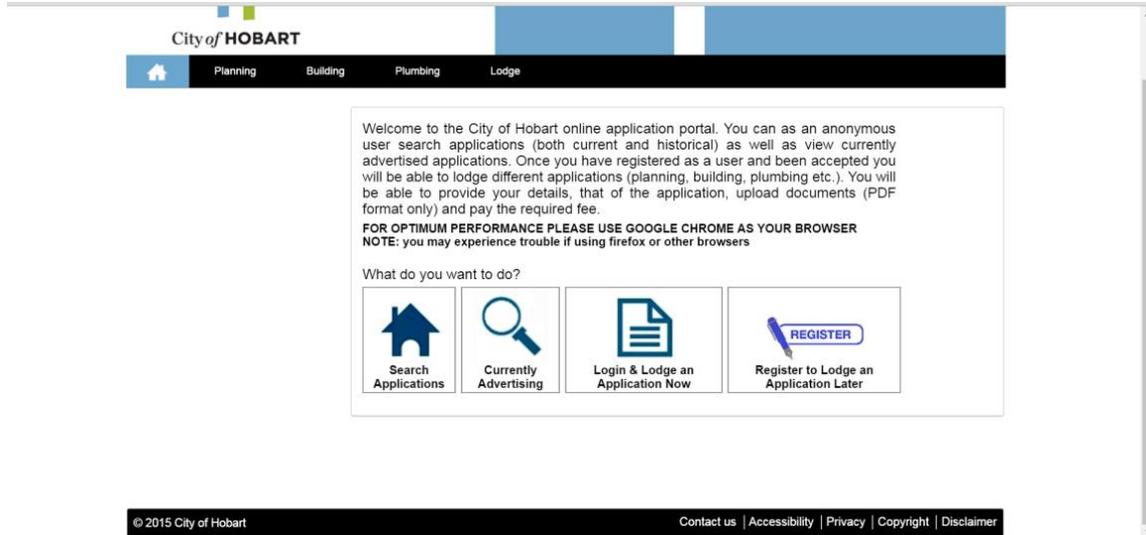
5. The users "dashboard" is now displayed. The dashboard shows the following:

Blue box – Applications that have been commenced that have not be submitted to the City. The applications can be accessed at any time and completed and submitted. You cannot delete any applications however they will be deleted at some time in the future by the City if inactive for a period of 3 months.
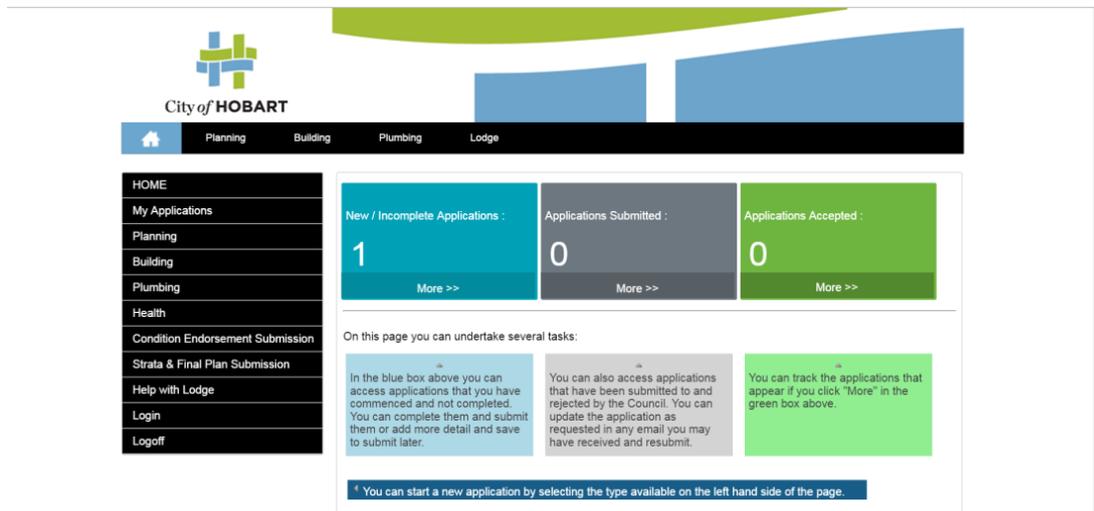
Grey box – Applications that have been submitted but not accepted. The applications will only appear there for a short period while they are being reviewed by the City after which until they are accepted or rejected. You can access the application however you cannot make any changes.

Green box – Applications that have been submitted and accepted. You can access the applications but cannot make changes. In addition you can access the application and then click on the TRACK link and it allows you to track the progress of your application.

The Dashboard is also where you can select which application type you want to lodge (left hand column)

EXAMPLE – Lodging an Application

6. If you select the Planning from the dashboard the following is displayed

Planning Applications

Your Reference :

*

Which type of application would you like to lodge?

Planning Application for Planning Permit	**Permit Amendment** Minor Amendment to a Permit
Extension of Time Application for Extension of Time to a Permit	**Planning Appeal** Planning Appeal - Internal Application Only
Scheme Amendment Scheme Amendment	**Register to Lodge** Registration is required before you can Lodge an Application with Council. If you have already registered and received your login details from Council, you should then Login first using the menu option above.

7. You will need to input <u>your</u> reference before proceeding

PLANNING   BUILDING   PLUMBING   LODGE

Planning Applications

Your Reference :

* Project 15 - 2016

Which type of application would you like to lodge?

Planning Application for Planning Permit	**Permit Amendment** Minor Amendment to a Permit

8. If you select a planning application the following page is displayed

9. You can then put in the address of the subject property. The software will search City's property and rating data base for a match.
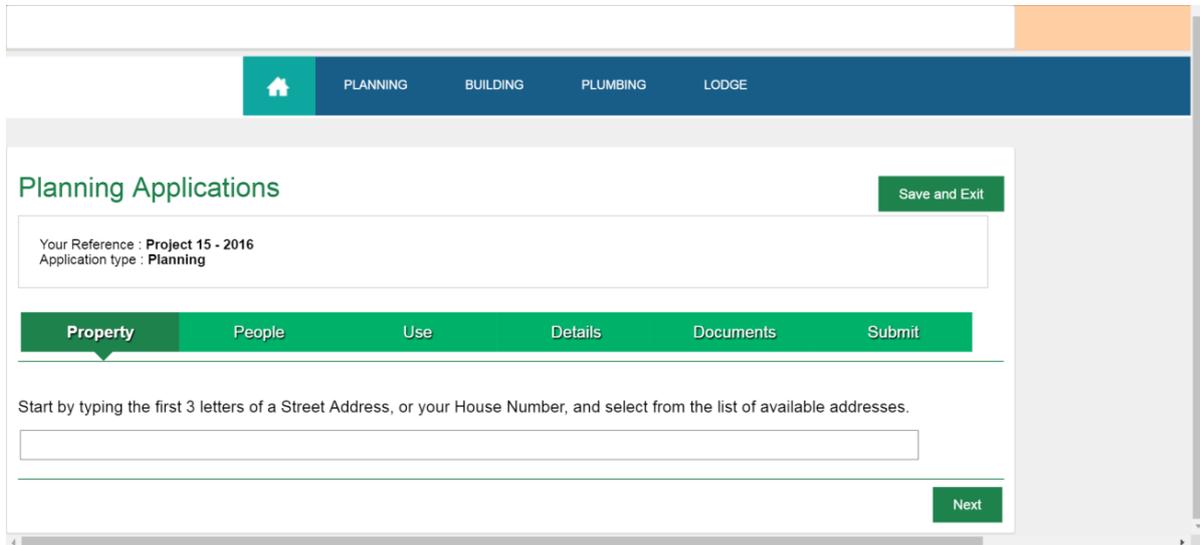
You will not be able to put in an address that is not in the data base. However you will be able to put in more than one address. If the address is not being displayed try another search (i.e. the address may be known as 11 Smith but is actually 13 Smith). If you cannot locate an address contact City Planning on 6238 2175 to determine the correct address.

10. Once you select a property a "Google map" will be displayed. At this time you can remove the address if it incorrect or add a second address

11. The "people" page allows you to enter details of the owner and applicant. As the registered user your name will be the default name in the "entered to" box. If you are the owner and applicant select the "link to" in the "entered to" box and select "applicant" and then repeat that and select "owner".

12. If you are not the owner or applicant you will need to click on the "add" button in both the applicant and owner input boxes and complete the details.

The boxes that have yellow borders are mandatory and if there is no input you will not be able to proceed to the next tab

13. The development tab allows you to choose an activity. All the activities identified in the *Hobart Interim Planning Scheme 2015* are listed in addition to a number of others (i.e. fencing).

14. The information requested on the details tab needs to be completed. If you have selected a residential type of use above some questions (number of employees, goods delivery etc) will not be displayed.

Details

What is the current approved use of the land /building(s)? * ⓘ

vacant

Please provide a full description of the proposed use or development (i.e. demolition and new dwelling, swimming pool and garage)
*

garage

Is this application proposing a change of use? * ⓘ

○ Yes ◉ No

Estimated cost of development * ⓘ

10000.0000

Existing floor area (m2)	Proposed floor area (m2)	Site area (m2)

Carparking on Site

Total parking spaces	Existing parking spaces	N/A
		☐

Hours of Business

Are the proposed hours of business different from the existing?   ○ Yes ○ No

What days and hours of operation are proposed for the business?

	Existing			Proposed	
	From	To		From	To
Monday to Friday	Select... ▾	Select... ▾	Saturday	Select... ▾	Select... ▾
	From	To			
Sunday	Select... ▾	Select... ▾			

Number of Employees

List the total number of people who will be working on the site.

Proposed number of employees	Existing number of employees

Goods Deliveries

Will there be any commercial vehicles accessing the site?   ○ Yes ○ No

Type of Vehicle	Trips per Week
Very Large (Semi trailer)	Select... ▾
Large	Select... ▾
Medium	Select... ▾
Small	Select... ▾

Outdoor storage / seating / number of beds

Is outdoor storage proposed?   ○ Yes ○ No

Other Details

Is the application for signage only?   ○ Yes ○ No

If yes, how many signs?

[   ]

Tasmania Heritage Register
Is this property on the Tasmanian Heritage Register?   ○ Yes ○ No   ❶

[Prev]   [Next] ¶

15. The documents page presents you with a list of documents that may be required to be uploaded as a part of the application. (Note: the boxes with the yellow borders must have files uploaded to enable you to proceed to the next tab).

The system will only allow PDF and JPG file types; it is recommended that you keep to less than 10MB. If you do not have a fast internet connection (ADSL or NBN) uploading large files (particularly in excess of 10MB) may take some time and on occasion the upload may "time out". Regardless you need to wait some time for a file of any size to upload. Do not input other information until the file is uploaded (a yellow box with "saved document will appear on the top right hand corner of the screen).

If the upload times out, reduce the file size of the documents by splitting them up. You can lodge, for example two documents called "plans (proposed, existing)". The first can be selected by choosing the mandatory upload box first and after that document has uploaded select "other" from the "other documents" at the bottom of the page, name it "proposal plan 2" or similar and upload it.

16. The submit page allows you to do two things, review the details you have provided and make payment. If you click on "review" you are provided with a view of all the pages you have completed. You can then click on the tab at the top to amend any page. (i.e. if you wanted to add another address you can click on the property tab and make the change).

The fee has been calculated for you and you need click on the "agree to terms and conditions" and then the pay and submit. You will be taken to the Commonwealth Bank site where you will be able to pay by Bpoint. Once payment has been accepted the application will be lodged.

If you are relying on a client to pay the fees you can, once you get the review tab, contact your client to make payment either over the phone or at the Council Centre. The City's customer service officers can access the application and input a receipt number and "lodge" the application. You will notice that the application will appear in the grey box (see 5 above).

If you are still experiencing any issues with the use of the system please contact City Planning on 6238 2715.