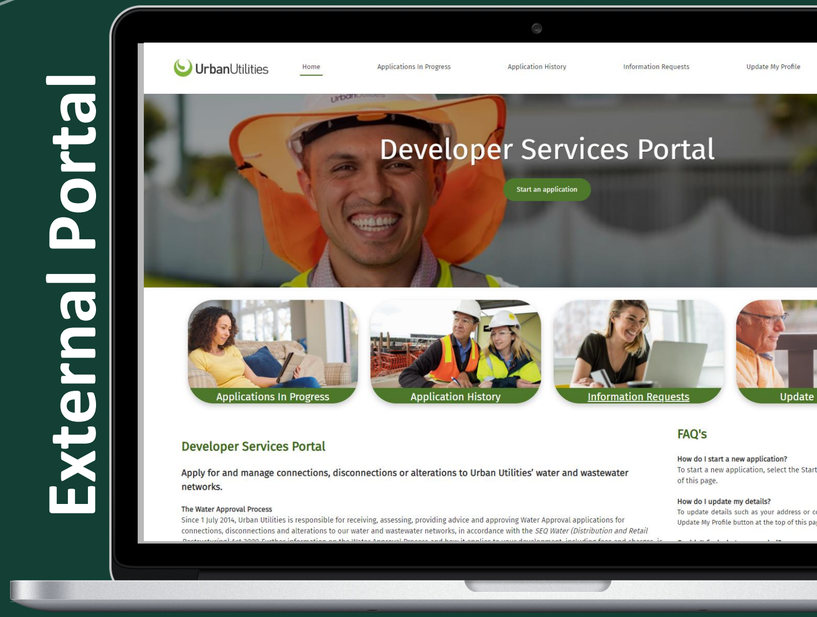
UrbanUtilities

Developer Services Portal

Build Over Asset (BOA)
Quick Reference Guide

External Portal



Welcome

We have increased the Developer Services Portal's application workflows to include the Build Over Asset (BOA) process. This means:

1. All BOA applications are now made via the Developer Services Portal.
2. Emailed BOA applications to the Developer Services team will not be accepted, and you will be redirected to the Developer Services Portal.
3. You can track your BOA application via the Developer Services Portal.
4. You can reply to Information Requests via the Developer Services Portal.
5. You can cancel your BOA application via the Developer Services Portal.

Note: Build Over Asset (BOA) involves the construction of buildings or structure, which are defined as assessable building works in the current Building Regulation legislation (e.g., construction of a new dwelling or 1.5m high retaining wall) near or over Urban Utilities' water or sewerage infrastructure or encroaching on or over an Urban Utilities registered easement.

A Build Over Asset Referral Application should be completed where a concurrence agency referral for building over or near assets is required as a result of an alternative solution being proposed for building work under the Queensland Development Code Mandatory Part 1.4 Building over of Near Relevant Infrastructure and is in accordance with Urban Utilities' jurisdiction under the Planning Regulation 2017 Schedule 9, Part 3, Division 3, Table 7.

Fees apply in accordance with the Urban Utilities Developer Customer Price List and must be received prior to the assessment of your referral.

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QUICK REFERENCE GUIDE TOPICS

Note: Click on the process steps to take you directly to relevant section.

A

Build Over Asset (BOA) application steps

B

Responding to an Action Notice or Information Request

C

Post Approval Actions

D

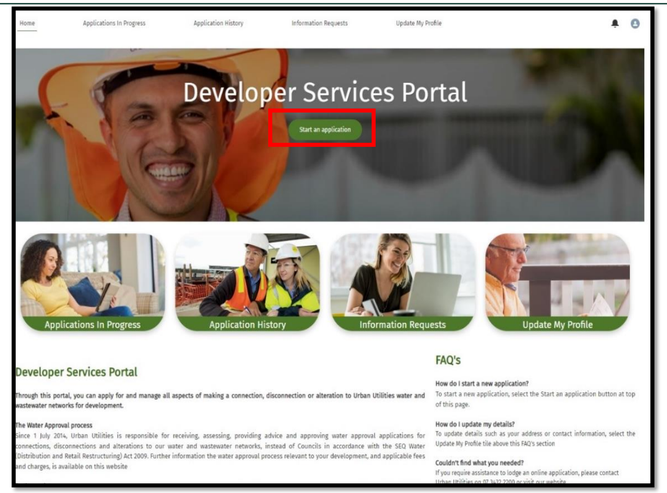
Request cancellation

A BUILD OVER ASSET (BOA) APPLICATION SUBMISSION

HOW TO CREATE A BUILD OVER ASSET (BOA) APPLICATION

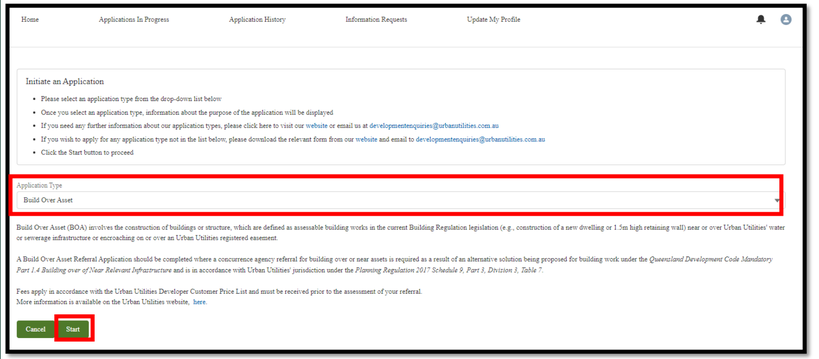
- Build Over Asset (BOA) involves the construction of buildings or structure, which are defined as assessable building works in the current Building Regulation legislation (e.g., construction of a new dwelling or 1.5m high retaining wall) near or over Urban Utilities' water or sewerage infrastructure or encroaching on or over an Urban Utilities registered easement.

1



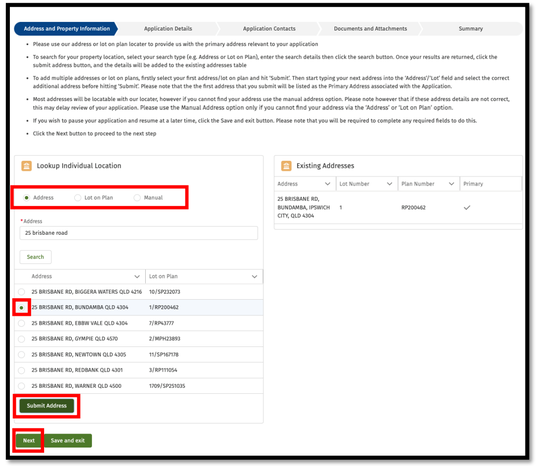
- Log into the Developer Services Portal and click on the **Start an Application** button.

2



- Select **Build Over Asset** from the Application Type drop down list.
- Click on the **Start** button.

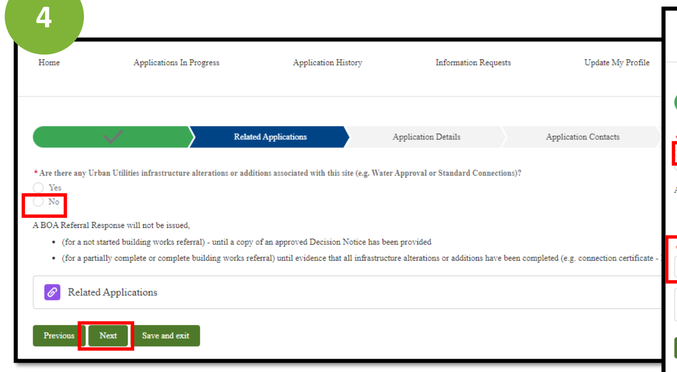
3

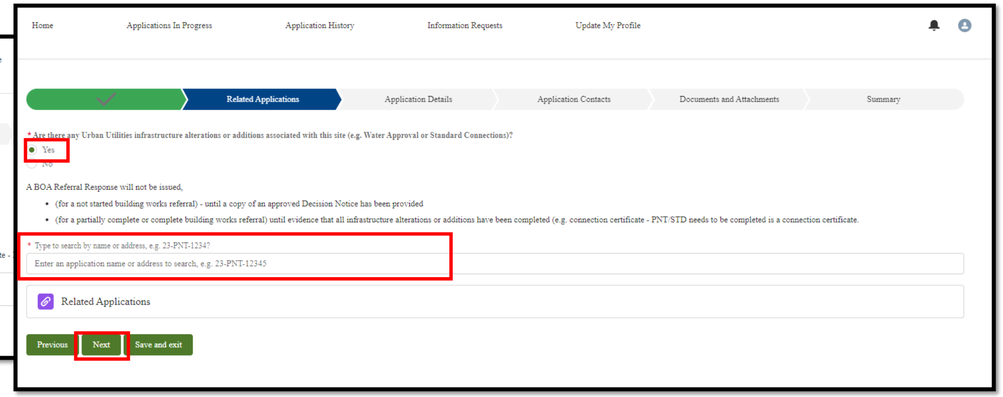


Address and Property Information Stage

- Search and select property by using **Address**, **Lot on Plan**, or **Manual** search, by clicking on appropriate radio button and then on the **Submit Address** button.
- Click on the **Next** button.

4





Related Application Stage

- Update the Related Applications tab by selecting 'Yes' or 'No' if there is a related Water Approval.
  - If 'No' – click on the **No** radio button.
  - If 'Yes' – click on the **Yes** radio button and select the related Water Approval number in the pop up field.
- Click on the **Next** button.

A BUILD OVER ASSET (BOA) APPLICATION SUBMISSION

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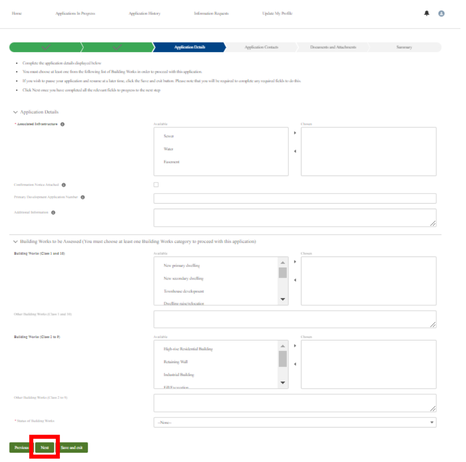
5



Application Details Stage

- Complete mandatory (highlighted by the asterisk) and as much of non-mandatory information for your application.
- Click on the **Next** button.

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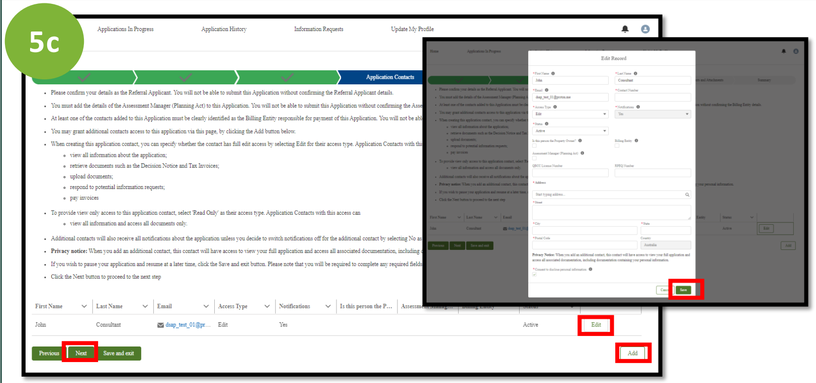
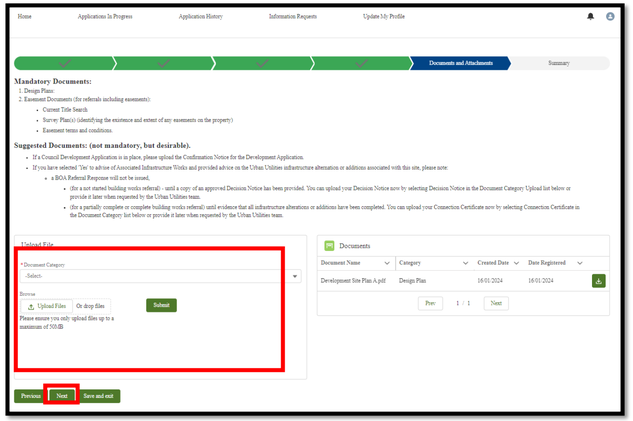


Application Contacts Stage

Note: a Billing Entity and Assessment Planner must be added as a contact.

- Click on the **Edit** button to assign roles to the Applicant; or click on the **Add** button to add additional contact.
- Relevant pop-up box will appear. Complete all mandatory details (fields are highlighted with a red asterisk), then click on the **Save** button.
- When you are ready to proceed, click on the **Next** button.

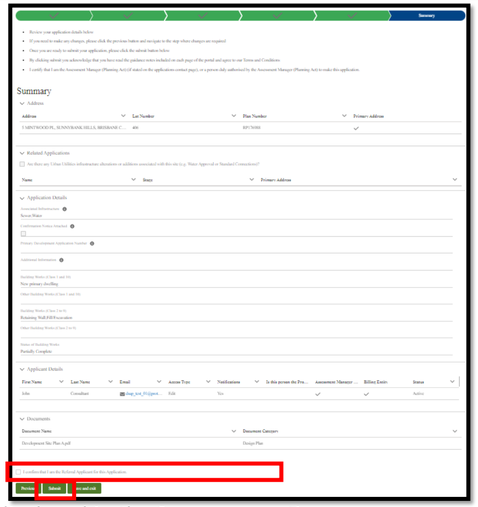
6



Documents and Attachments Stage

- Add mandatory and any supplementary documents to the application by:
  - Selecting the required **Document Category** from the drop-down list,
  - Click on **Upload Files** to attach the required pdf.
  - Click the **Submit** button.
- Repeat as required. When ready to proceed, click on the **Next** button.

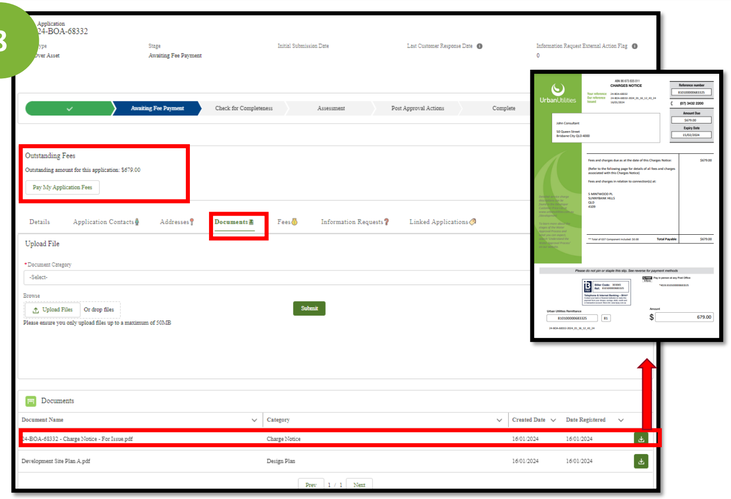
7



Summary Stage

- Review the details displayed in the Summary section.
- If details are correct, select the **checkbox** to confirm that you are authorised to submit the Application.
- Click on the **Submit** button.

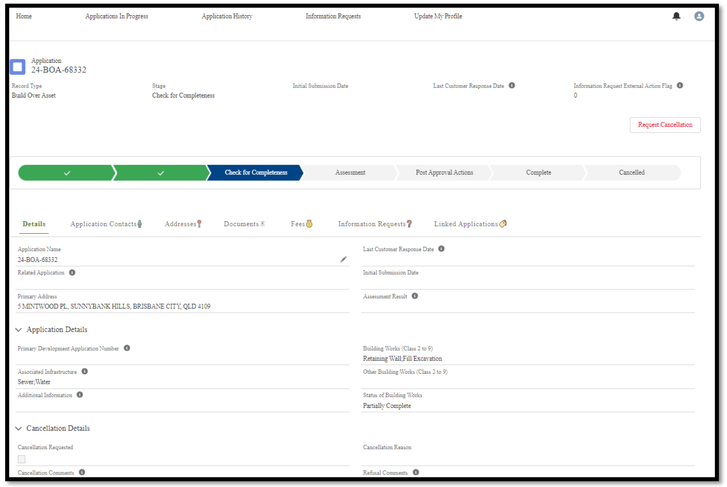
8



Awaiting Fee Payment Stage

- A fee will be generated for payment prior to your application being assessed. You may either pay via the portal, or download the Charge Notice which is located under the **Documents** tab.

9



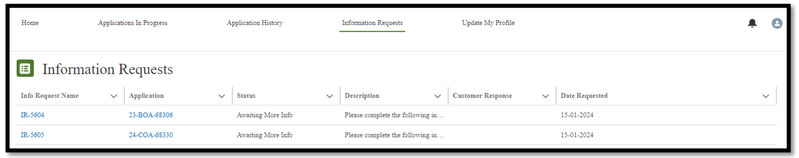
- Application has been submitted and is now with the Urban Utilities team for review and processing.

B RESPONDING TO AN ACTION NOTICE OR INFORMATION REQUEST

HOW DO I RESPOND TO AN ACTION NOTICE OR INFORMATION REQUEST?

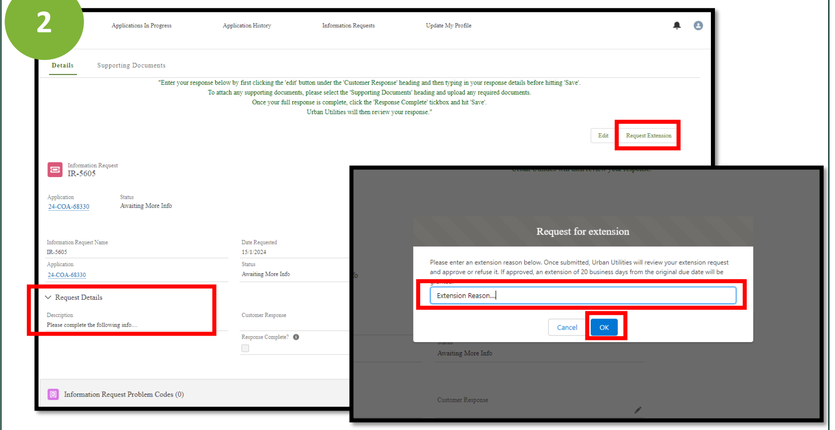
- You will receive an email notification.
- Log into the portal and action the Action Notice or the Information Request.

1



- You will receive an email notification to log into the portal and open the relevant application.
- Click on the **Information Requests** tab.
- Click on the **Info Request Name** link to open the Information Request.

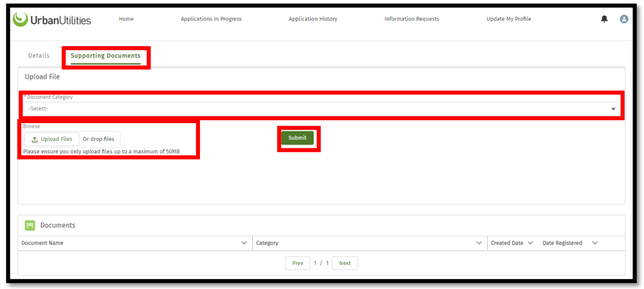
2



- You can view the **Description** of what the Urban Utilities team are looking for in terms of a response or any required additional information.

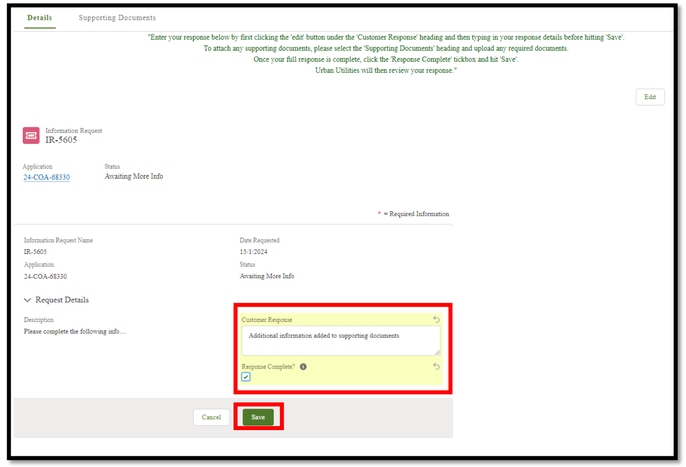
Note: if you require an extension to respond, click on the **Request Extension** button. Enter the extension reason in the pop-up box, then click on the **OK** button. You may close this application and return at a later date.

3



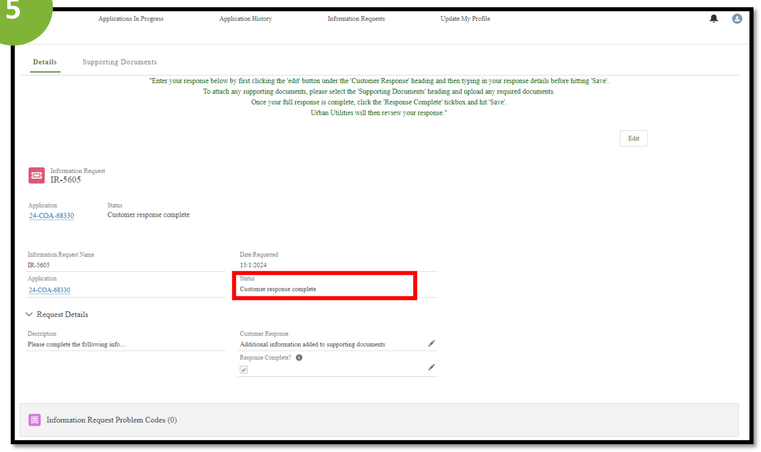
- If required, you can upload documents by clicking on **the Supporting Documents** tab.
- Select relevant **Document Category** and click on the **Upload files** button.
- Click on the **Submit** button. Any documents uploaded here will be able to be viewed via the **Documents** tab in the application.

4



- To resolve the information request, add your comments to the **Customer Response** box and tick the **Response Complete** checkbox.
- Click the **Save** button.

5



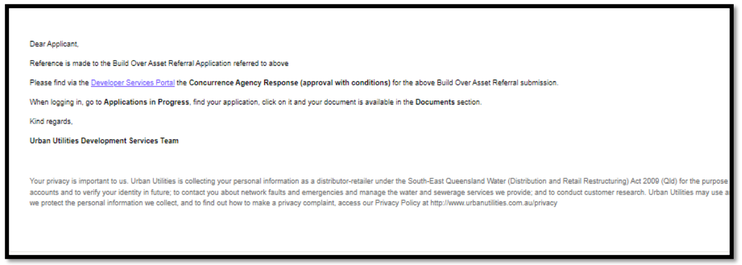
- The **Status** will change from **Awaiting more info** to **Customer response complete**.
- You have now responded to the Information Request.

C POST APPROVAL ACTIONS

HOW DO I ACTION POST APPROVAL ACTIONS?

- You will receive an email notification.
- Log into the portal and action.

1



Dear Applicant,

Reference is made to the Build Over Asset Referral Application referred to above

Please find via the Developer Services Portal the **Concurrence Agency Response (approval with conditions)** for the above Build Over Asset Referral submission.

When logging in, go to **Applications in Progress**, find your application, click on it and your document is available in the **Documents** section.

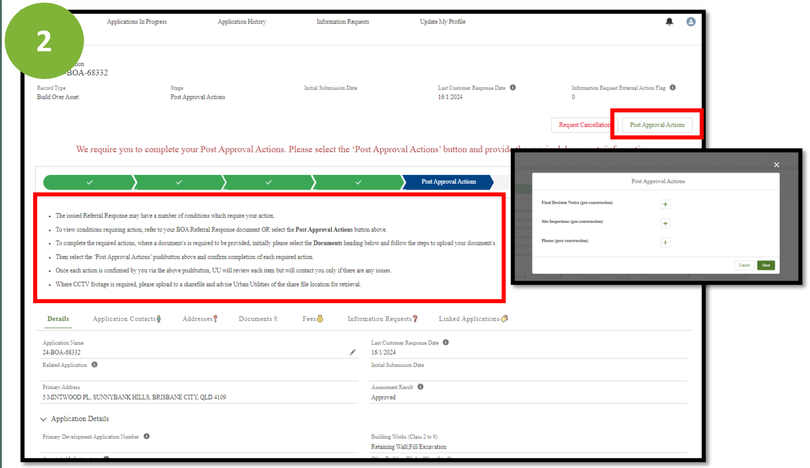
Kind regards,

Urban Utilities Development Services Team

Your privacy is important to us. Urban Utilities is collecting your personal information as a distributor-retailer under the South-East Queensland Water (Distribution and Retail Restructuring) Act 2009 (Qld) for the purpose accounts and to verify your identity in future; to contact you about network faults and emergencies and manage the water and sewerage services we provide; and to conduct customer research. Urban Utilities may use a we protect the personal information we collect, and to find out how to make a privacy complaint, access our Privacy Policy at http://www.urbanutilities.com.au/privacy

- You will receive an email notification to log into the portal and open the relevant application.

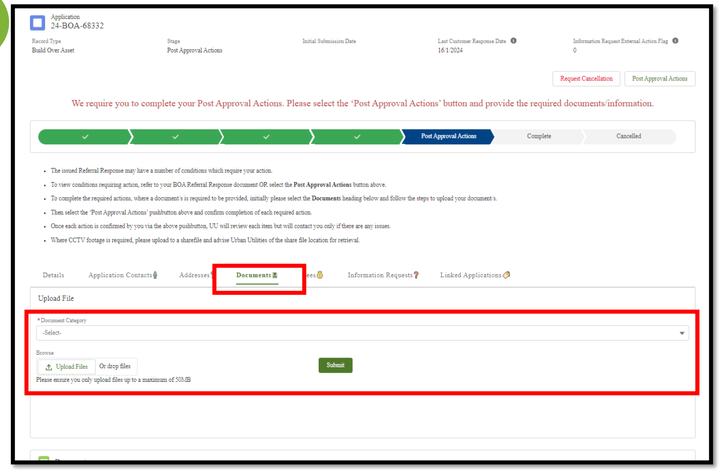
2



- Read the help text.
- Click on the **Post Approval Action** button to view your required actions.

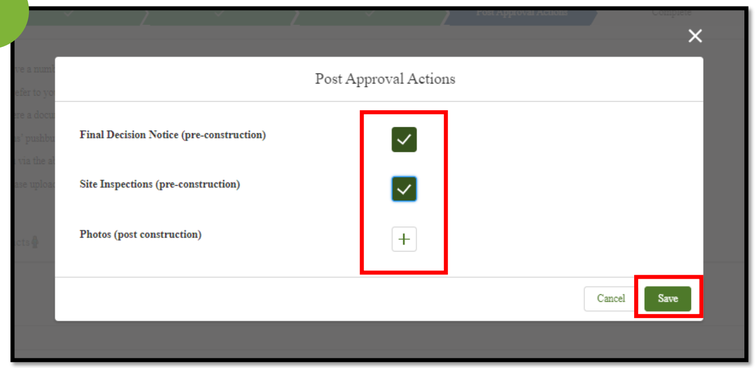
Note: ONLY check the items when you have actioned (e.g. uploading a document)

3



- Upload documents by clicking on the **Documents** tab.
- Select relevant **Document Category** and click on the **Upload files** button.
- Click on the **Submit** button.

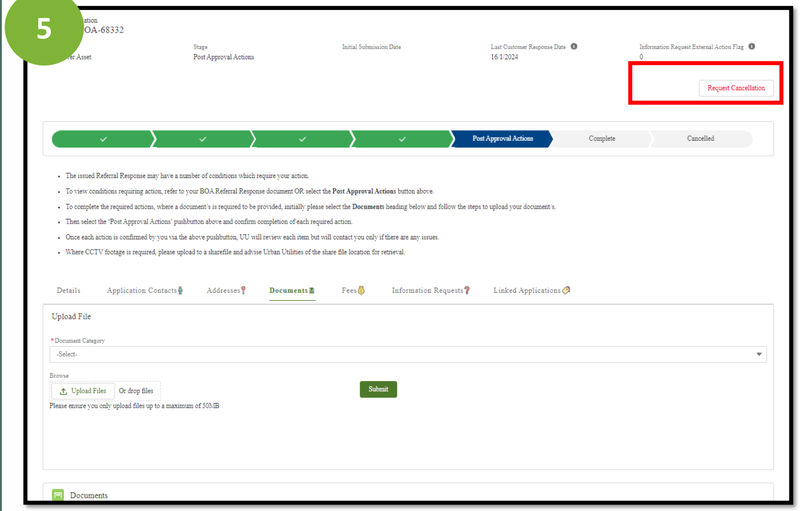
4



- To confirm completion of each action, click the **Post Approval Actions** button to view the pop-up box.
- Click on the action you have completed.
- Click the **Save** button.

Note: You may complete all or one action at a time until all actions are marked and completed.

5



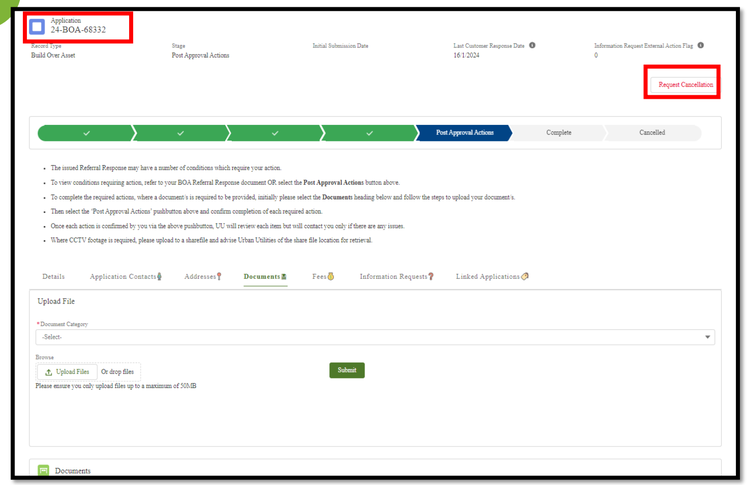
- When all items are completed, the **Post Approval Actions** button will be removed.
- You have now completed your post approval actions.

D REQUEST CANCELLATION

HOW DO I CANCEL MY BUILD OVER ASSET (BOA) APPLICATION?

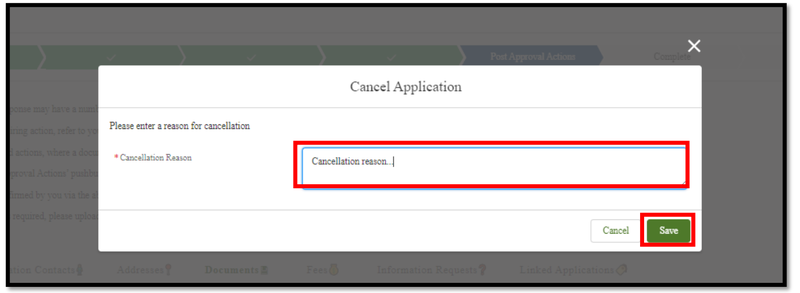
- You may request a cancellation at any time during the application process. However, a fee may occur.

1



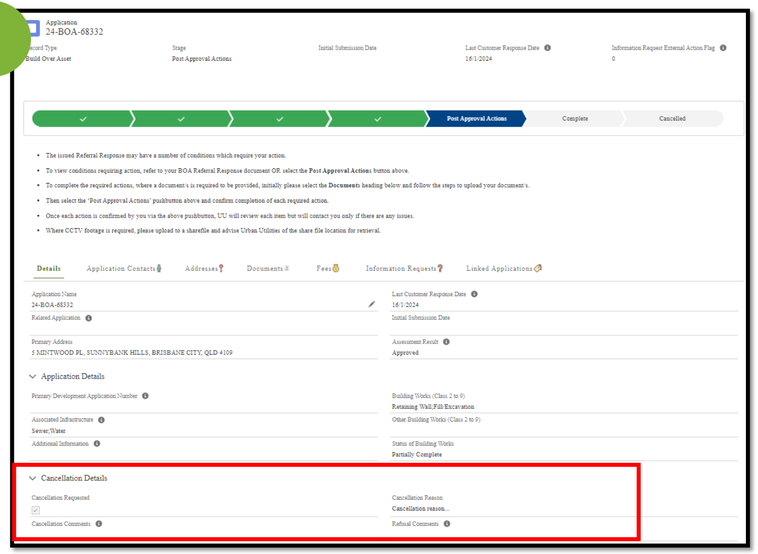
- Find relevant application.
- Click on the **Request Cancellation** button.

2



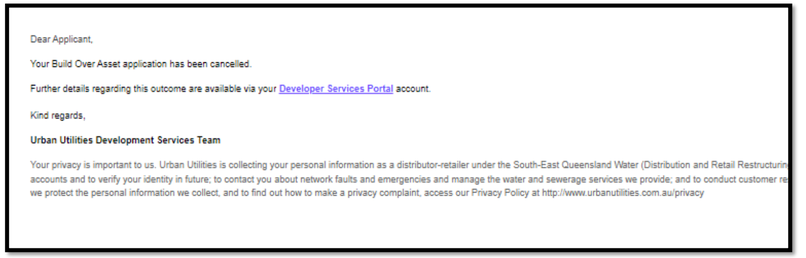
- Enter your **Cancellation Reason**.
- Click on the **Save** button.

3



- Your request has been sent to the Urban Utilities team to review and process.

4



- You will receive an email notification when the application has been cancelled.

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