



CHECK FOR COMPLETENESS GUIDELINE

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Version control

Version Number	Description of Change	Author	Date
3.5	Removed reference for Property Information Forms (PIF) Created Table of Contents Added version control table Formatted to new branding	A Doyle	July 2023

We welcome feedback on these guidelines.
Send your comments to: DevelopmentEnquiries@urbanutilities.com.au

CHECK FOR COMPLETENESS

This guideline explains the check for completeness step – the initial step - in Urban Utilities’ application process for a Water Approval. This step in the process ensures lawful application lodgement and can reduce further time and assessment costs for applicants.

Overview

Water Approval Process Overview

Urban Utilities is the assessment authority for the water supply and wastewater servicing-related aspects of development within our service area.

Assessments are undertaken in accordance with a legislated Water Approval process. A Water Approval is the authority given to a developer or landowner to make a connection, disconnection or alteration to our water or sewer network. Water Approvals are managed by Developer Services. Water Approval applications for connections, disconnections and alterations are assessed against Urban Utilities’ requirements, including (but not limited to) the following standards and guidelines:

- South East Queensland Water and Sewerage Design and Construction Code (SEQ Code)
- Water Netserv Plan (Part A) - Connections Policy
- Urban Utilities Customer Service Standards in our Customer Charters.

For more information on how to apply, including the forms and documentation required, visit <https://urbanutilities.com.au/development>.

Check for Completeness Overview

It is a statutory requirement that an application for a Water Approval is made in the way outlined in the legislation and Water Netserv Plan. The application must be accompanied by the owner/s written consent if the applicant is not the owner of the land related to the connection or traversed by proposed works. An application is considered ‘not properly made’ if it does not satisfy the initial check for completeness, and it cannot progress to detailed assessment by Urban Utilities.

Urban Utilities require certain information about a proposed development (or proposed works) to assess an application for a Water Approval. This information

includes statutory information (including the consent of affected property owners and details of the proposed land use) and technical information.

When an application for a Water Approval is received, our team will review the information provided to ensure that the minimum basic information has been provided to enable the application to be assessed. When all required information has been received by our team and all associated fees have been paid within the legislated timeframe, Urban Utilities formally deems the application to be ‘properly made’ and our formal assessment period begins. This initial review of information is referred to as the ‘check for completeness’.

Ensuring correct and complete information is provided on lodgement helps to avoid delays in undertaking assessment.

Information requirements

When lodging the application through the [Developer Services Portal](https://urbanutilities.com.au/development/developer-services-portal) - <https://urbanutilities.com.au/development/developer-services-portal> - you will be asked for specific information about the proposed development. Ensure you complete all mandatory fields accurately to enable your application to be ‘properly made’ first time round.

As part of this lodgement process, you will be required to upload the following information.

1. Property Owner’s Consent form
2. Proof of ownership
3. Preliminary design (proposed layout)
4. Staging (for staged/multistage developments only)

**For works not requiring a Development Approval, for example, a road widening or building works which need modification of Urban Utilities’ assets, the applicant may submit alternative explanatory documentation.*

Property Owner/s Consent form

Find the [Property Owner/s Consent form](https://urbanutilities.com.au/development/help-and-advice/development-forms) on our website - <https://urbanutilities.com.au/development/help-and-advice/development-forms>

This form is required to demonstrate that the owner of property affected by the application for a Water Approval provides their consent. This form also allows a property owner to nominate a third party to act on

their behalf, typically an engineering or planning consultancy.

Submission of a completed Property Owner/s Consent form is a legal requirement of any application for a Water Approval. Section 99BRAF of the *South-East Queensland Water (Distribution and Retail Restructuring) Act 2009* states that when applying for a Water Approval, 'the owner's written consent must accompany the application'. This requirement applies to:

- the land subject of the Water Approval; and,
- any land for where access is required for the works.

A completed Property Owner's Consent form is needed for all land where access is required for the connection (including where the applicant is not the property owner).

Proof of ownership

Proof of ownership must accompany each Property Owner's Consent form and must be no more than three months old. Proof of ownership evidence varies depending on the type of ownership over the land. Ownership types include owner, company, body corporate and trust. Refer to the [Property Owner/s Consent form](#) for details of acceptable evidence of ownership.

Check for Completeness requirements for Property Owner/s Consent & Proof of ownership

For a Water Approval application to achieve 'properly made' status, the Property Owner/s Consent form must meet the following requirements.

- **Current form:** The Property Owner/s Consent form submitted must be the current form (all forms are periodically updated and published on the Urban Utilities website).
- **Correct owner:** The property owner identified on the form must be the legal property owner (evidence no more than 3 months old).
- **Correct lots:** The form must correctly identify current properties within the Urban Utilities service area.
- **Consistent lots:** Where a development has been approved by a local or State Government, the Property Owner/s Consent form must correctly identify the same lots identified in the Development Approval.
- **Signed:** The form must be dated and signed either by hand or by using a formal digital

signature. This is a legal requirement which evidences owner's consent.

Preliminary designs (proposed layouts)

To assess an application for a Water Approval, Urban Utilities needs to know where and how a development or building works will connect to, disconnect from or alter, our water supply and sewerage infrastructure.

A preliminary design of the water and/or wastewater servicing arrangements proposed should include identification of services required:

- connection – a new connection where there is currently no connection; or
- disconnection – disconnecting current connection to the lot; or
- alteration – changing the connection, for example change in size, location or use; or
- metering configurations, including all existing and/or proposed configurations.

The information in the preliminary designs allows Urban Utilities to:

- assess the feasibility of the proposed connection (including any required adjustments to the proposed point(s) of connection);
- assess the capacity of the existing networks to service development;
- impose necessary conditions of connection/disconnection/alteration within the Water Approval;
- minimise the costs of a new service connection, disconnection or alteration where possible;
- confirm that the existing and/or proposed metering configurations meet our published metering requirements, enabling accurate, consistent billing of the subject site(s).

Check for Completeness requirements for Preliminary designs

The applicant should submit a conceptual services layout (as many as required) or equivalent*, which includes the following:

- To-scale **site plan** in aerial view, typically also showing details such as cadastral information (lot boundaries), aerial imagery, road layouts or a combination of all three. This plan also typically includes **existing water supply and sewerage infrastructure** owned by Urban Utilities.

- Indicative **point of connection** and any associated disconnections, to the Urban Utilities networks for water supply and/or wastewater services as applicable.
- **Metering configurations**, including the (i) location(s), (ii) size(s), and (iii) access arrangements for new or existing master meters and submeters. Where complex metering configurations cannot be demonstrated clearly on the site plan, a separate metering configuration design should be provided, identifying the relationship between master meters, submeters and land tenure.
- A sketch/drawing with **title, date** and **author**. Typically, these designs are authored by an engineering or hydraulic consultant.

**This preliminary design may be a sketch (i.e. it does not need to be a formal or computer-aided design) but it should be to scale and provide enough information for Urban Utilities to assess proposal feasibility. Metering configurations may be diagrammatic, where required.*

Staging (for staged/ multistage developments only)

Development staging must be identified to ensure the Water Approval correctly reflects the Development Approval and the intentions of the developer. To help monitor, manage and map development, applications must include both:

- a. A staging plan (using the [Urban Utilities Stage Tracker template](https://urbanutilities.com.au/development/help-and-advice/standards-and-guidelines) available at <https://urbanutilities.com.au/development/help-and-advice/standards-and-guidelines>, and
- b. A servicing strategy.

For full staged application requirements, please access our Multistage Application Guideline at <https://urbanutilities.com.au/development/help-andadvice/standards-and-guidelines>

Properly made application

Where an application for a Water Approval is received with any of the necessary information incomplete or unclear, Urban Utilities will notify the applicant that the application is **Not Properly Made**, and assessment will not be undertaken.

The following numbered list provides a summary of the Check for Completeness process.

1. Application for Water Approval submitted online via the Developer Services Portal
2. Application fees received by Urban Utilities
3. Check for completeness review commences and either:
 - a. the application is considered ‘not properly made’ whereby an Action Notice will be issued within five business days. Where a response to the Action Notice is not received within 10 business days, the application is rejected, the application fees are retained, and a new application and new fees are required for a new Water Approval application, or
 - b. where the application is deemed ‘properly made’ – the Water Approval assessment period begins (20 business days).

When the application has passed the Check for completeness stage and it is under assessment, the Developer Services team may issue an Information Request where technical clarification of the proposed servicing arrangement is required. The applicant has 20 business days to respond to the specified request. Where a response to the Information Request is not received within 20 business days, the application will be assessed on the information provided.

Following the assessment period, Urban Utilities will issue a Decision Notice and either:

- a. approve the Water Approval application with conditions; or
- b. refuse the Water Approval application.