

Responding to Additional Information Requests

User type: Property Developer

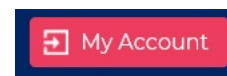
As part of the review process, the Strata Bond or Occupation Certificate Audit teams may request additional information. You will receive an email to notify you of this request.

The steps below demonstrate how to respond to additional information requests via the NSW Planning Portal.

1. **Click** on the link.

<https://www.planningportal.nsw.gov.au/>

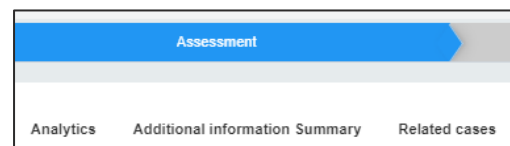
2. **Click** on My account button in top right-hand corner of screen and log into the NSW Planning Portal using your applicant account.



3. From the dashboard, identify the relevant case with the status of 'Additional information requested' and **click** on the reference number.

Reference Number	Site Address	Status	Application Type
SB-2020-140	186 BLACKTOWN ROAD BLACKTOWN 2148	Additional information requested	Strata Bond

4. **Click** the Additional Information Summary tab to view the request.



5. **Click** Respond. This is located on the right-hand side of the request details.



6. **Provide** a response in the space provided.

Information requested:
please update amount to 5000000

Please provide your response comments: *

7. **Click** upload to upload the required documents.

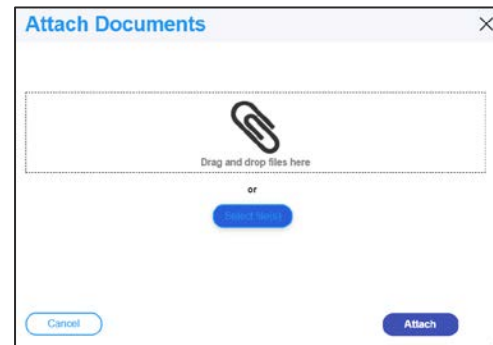


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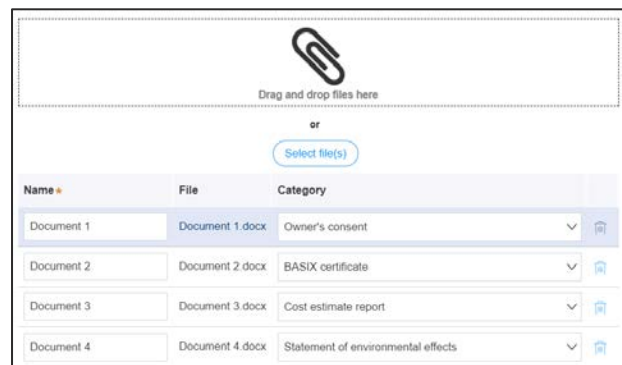
8. **Click** select files to search for files saved to your computer.

Alternatively, you can **drag** files directly in the space provided.



9. After selecting the relevant files to upload, the files will appear in a list as indicated. You will need to **categorise** each document by selecting a category from the drop-down menu corresponding to each file.

If needed you can also rename the document by amending the text in the Name column.

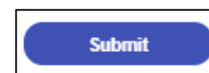


10. **Click** Attach.



11. Once you have uploaded all documentation, **Click** Submit.

Note: The additional information request and your response can be viewed on the Additional Information Summary tab.



Next Steps

The requestor will receive an email notifying them that you have provided the additional information. They will review this information and if needed, may request additional information again. In this instance, you would complete this process again.

Further information

- Click the Help link at the top of the screen to access the NSW Planning Portal help content
- Contact ServiceNSW on 1300 305 695