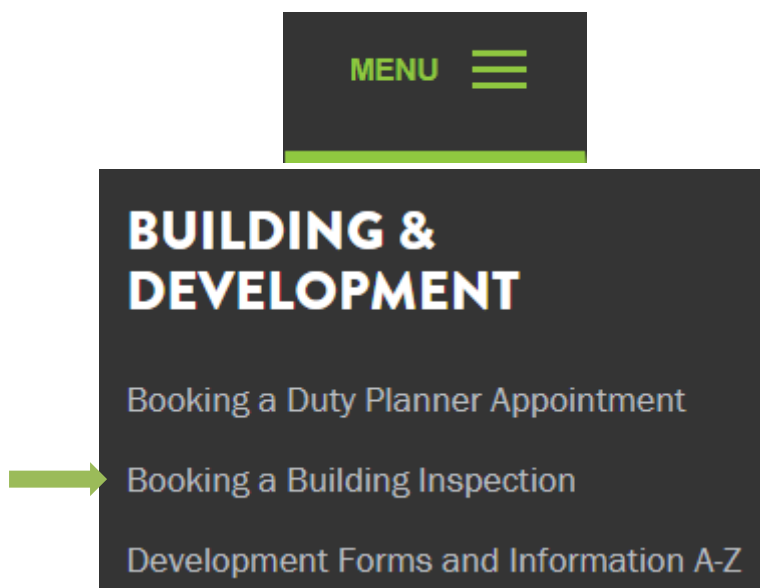


HOW TO BOOK A BUILDING OR DRAINAGE INSPECTION

To learn more about building and drainage inspections please follow the easy steps below. If you'd like to go straight to booking your inspection, skip to step 4.

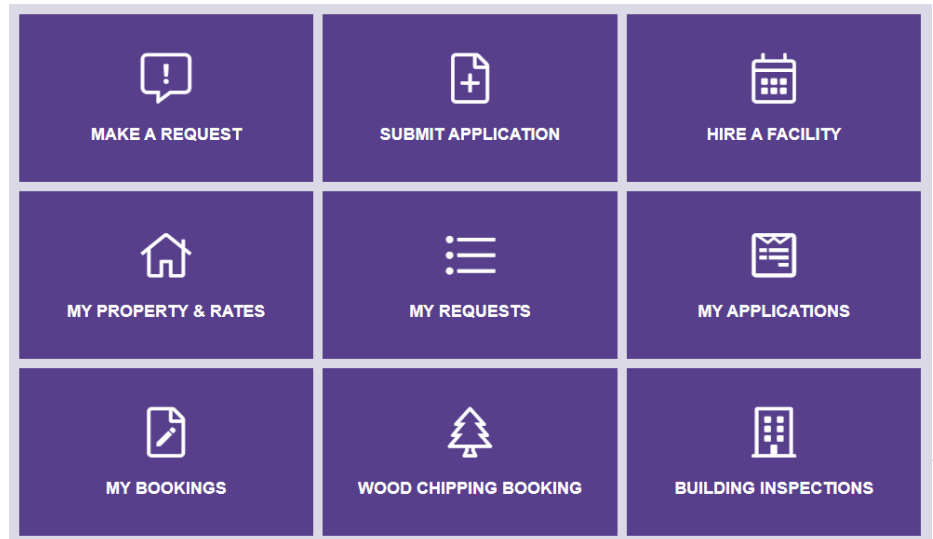
1. Visit Council's website at <https://www.wollondilly.nsw.gov.au/>
2. From the green Menu icon, select **Booking a Building Inspection** under the heading BUILDING & DEVELOPMENT to read more about Council's building and drainage inspection services and requirements.



3. To proceed to booking your inspection, click the **VISIT THE CUSTOMER PORTAL** button (also accessible via the link in step 4)



4. Visit the Wollondilly Customer Portal at <https://portal.wollondilly.nsw.gov.au/s/> and click **Login**. Log in to your account, or select **Create an Account** and follow the prompts if this is your first time using the Customer Portal.
5. Click on the **BUILDING INSPECTIONS** tile from your dashboard



6. On the Getting Started page, click **Book Inspection**.
7. Enter your DA, CDC, S68 or BIC number and click **Next**. The property address and description of the development will appear. Click **Yes** if correct, or click **No** to go back and change the application number.
8. Select the inspection type you require from the drop-down menu. If your inspection type requires submission of documentation or other information, a checklist will appear for you to confirm this has been provided. *NOTE: If you need to upload documentation you can do this later in the booking process.*
9. Select your preferred date and time and click **Next**. Please note this must be at least 24 in hours in advance, with last bookings for the next business day closing at 4pm.

10. Enter the name and contact details of the site contact that Council officers can contact on the day. Please also advise if there are any special instructions or access details such as gate codes, and if there is a dog onsite (we kindly ask that dogs are restrained during the inspection). Click **Next**.

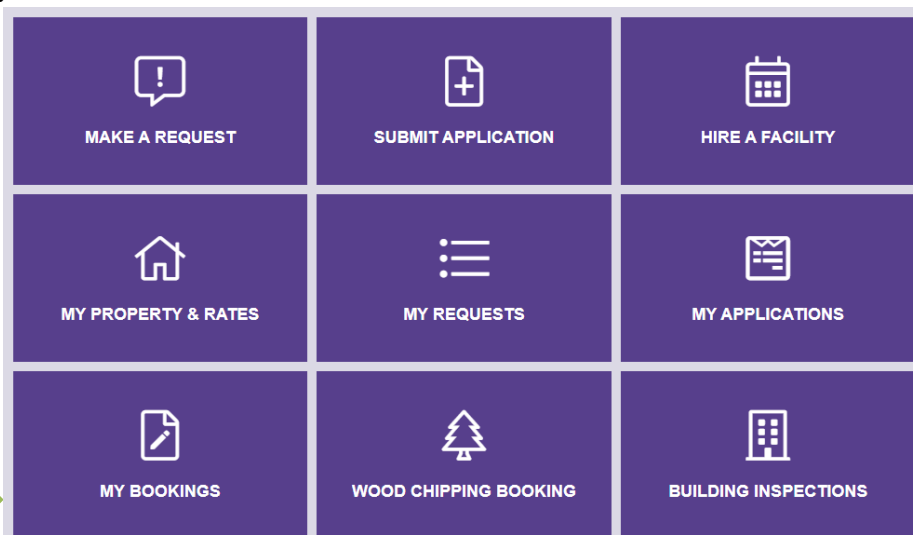
11. If you have documentation to upload, select **Upload Files** to upload from your device, or drag and drop the files. Once you have uploaded your documents, or if you don't have anything to upload, click **Submit Booking**.

12. A confirmation screen will appear with your inspection case number. This confirmation will also be emailed to the email address associated with your Customer Portal account.

13. Your inspection is now booked in!

Please note that once your inspection has been submitted Council officers will review the information provided. If any information is incorrect or documentation missing, your inspection will be cancelled and you will be notified by email. Please review the reason for cancellation and rebook when the issue has been addressed.

To view inspections bookings that you have submitted, return to your dashboard and click the **MY BOOKINGS** tile.





SUPPORT, CANCELLATIONS AND CHANGES

If you would like assistance with making your booking or to cancel or change your booking, please phone our Customer Service Team on 4677 1100 between 8:30am to 4pm, Monday to Friday (excluding public holidays).

FAQS

For more
information contact
Wollondilly Shire Council
on **(02) 4677 1100**
or visit Council's website
wollondilly.nsw.gov.au