Background

During the verification of the applicable consent (planning, land division or building) the relevant authority will check if all 'mandatory' documentation has been provided and will issue a request for any missing documentation using your preferred method of communication (email or post).

There is no limit to the number of 'requests for documentation'. The relevant authority can send multiple requests until all mandatory documentation has been provided.

Responding to the 'request for documentation' is not time bound (i.e. no due date to respond by) during the verification of an application. However, not responding in a timely fashion will hinder the relevant authority from progressing with the verification of your application.

Included instructions

- Log in to your online account from the email
- Log in to your online account from PlanSA
- View the request for documentation from 'for your action'
- View the request for documentation from the Documents store
- Upload and submit the additional information

Related Instructions

Available from the PlanSA Support Library – Submit an Application page.

- How to – Create an online account to lodge an application for home developments
- How to – Share access to your application with someone
- How to – Take control of a shared application

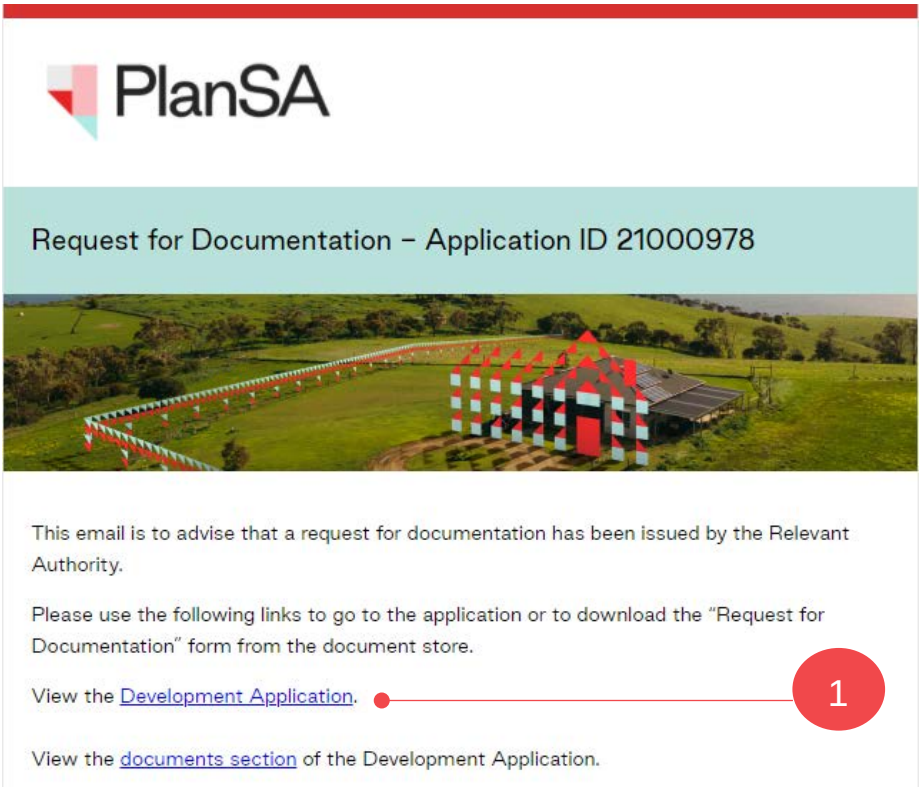
Before you begin

To view the relevant authorities' request for documentation from the application, ensure the following has been performed:

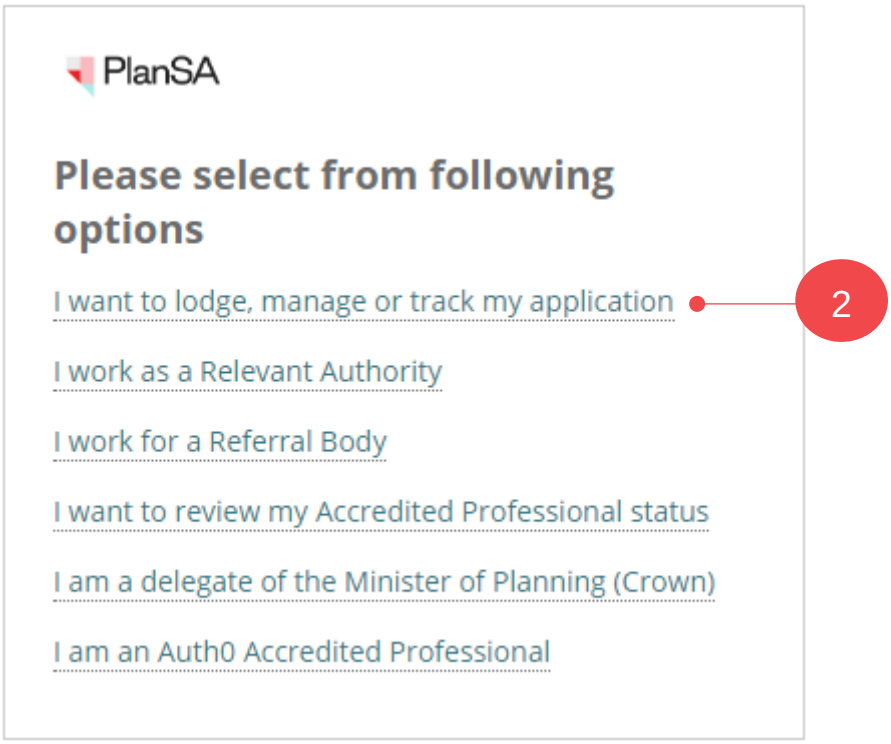
1. The person who submitted the application should have 'shared access' with you and be provided with the access code.
2. Create an 'online account' to view and complete action requests from the relevant authority, and other parties.
3. Login to your account, the **Your Applications** dashboard is shown with no applications available.
4. Take 'control' of the shared application using the access provided. On taking control, the application can be viewed within the **For Your Action** table only when you are required to complete an action; otherwise the application will be visible from the **Under Assessment** tab.

Log in to your online account from the email

1. Click on the **Development Application** link within the email notification.



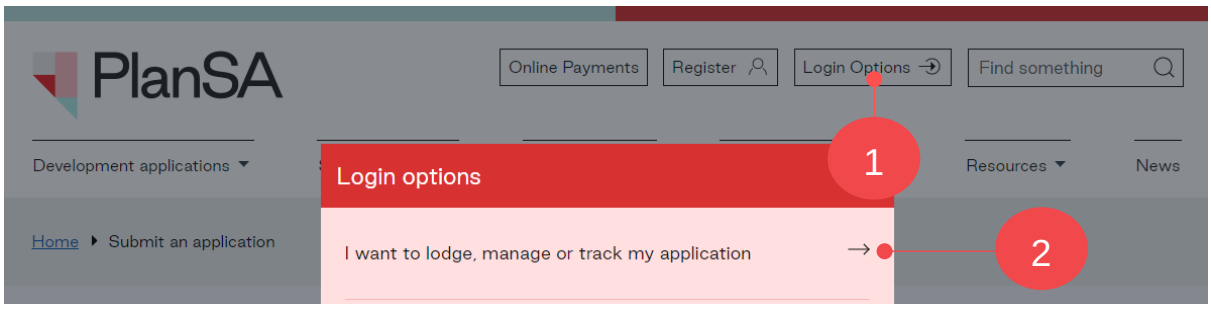
2. Click on: **I want to lodge, manage or track my application**.



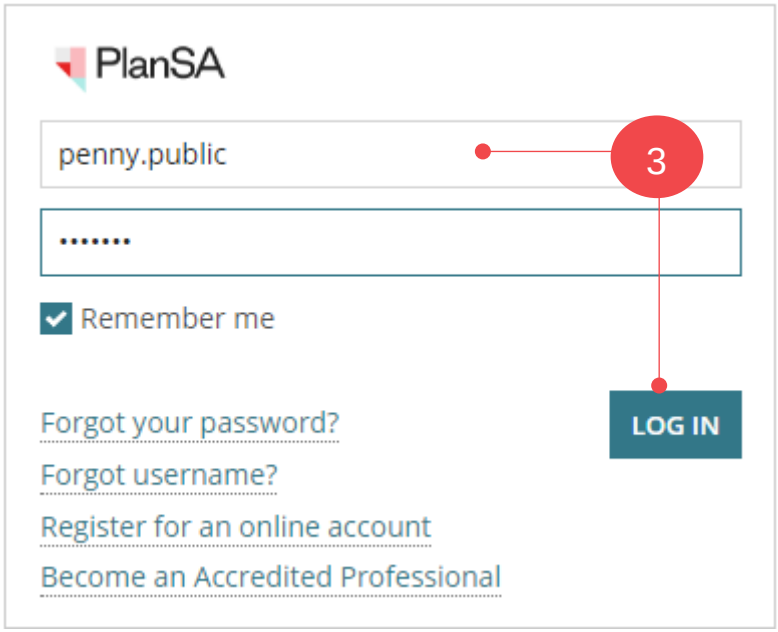
Log in to your online account from PlanSA

1. Click on **Login Options** from the PlanSA home page.

2. Click on: **I want to lodge, manage or track my application**.



3. Enter your ‘username’ and ‘password’ and **Log In** to view your applications.



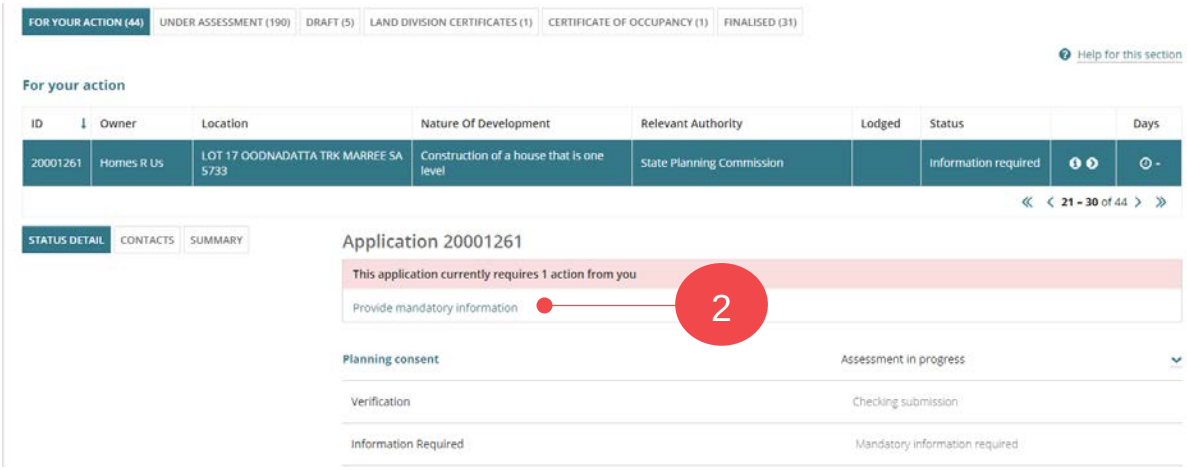
View the request for documentation from ‘for your action’

When logged into the online account from PlanSA (and not the email request) you are shown the **Your Applications** dashboard.

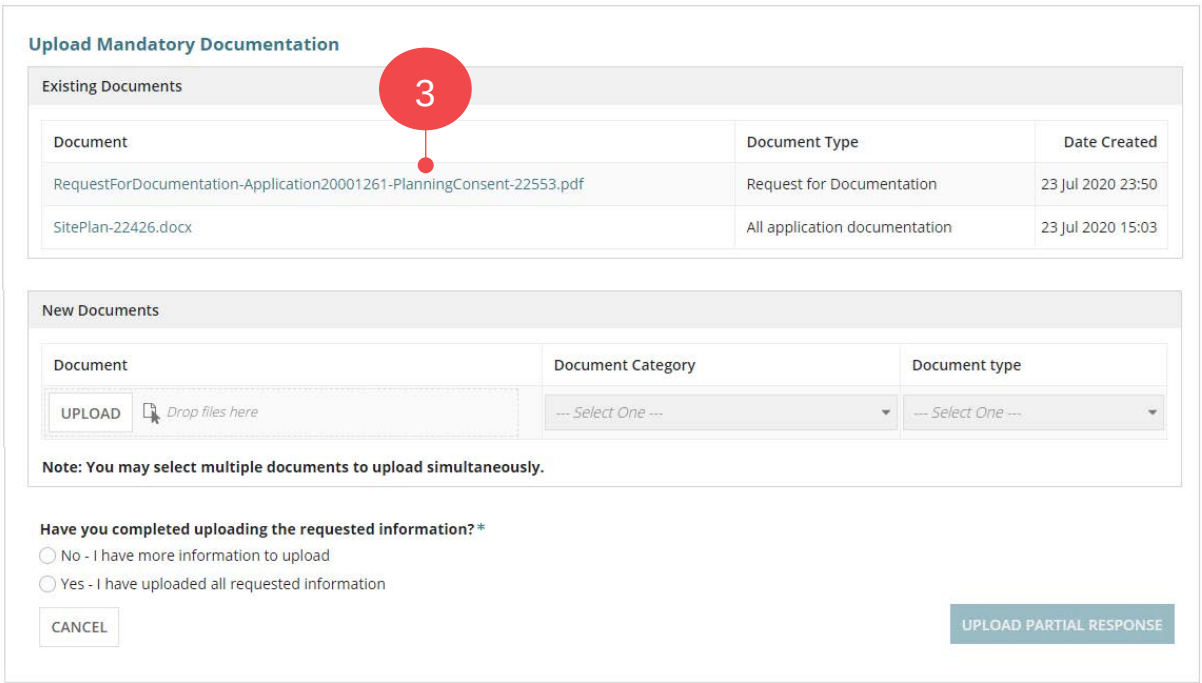
1. Click on the application record (not the ID number) to view the status details.

The **Development application** shows a status of ‘Information required’ and the action ‘Provide mandatory information’ within the **Status Detail** view.

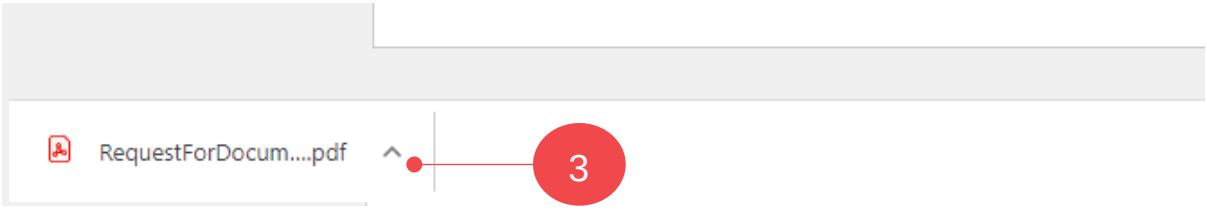
2. Click on **Provide mandatory information**.



3. Expand the **Existing Documents** and then click on the **document file** name to download.

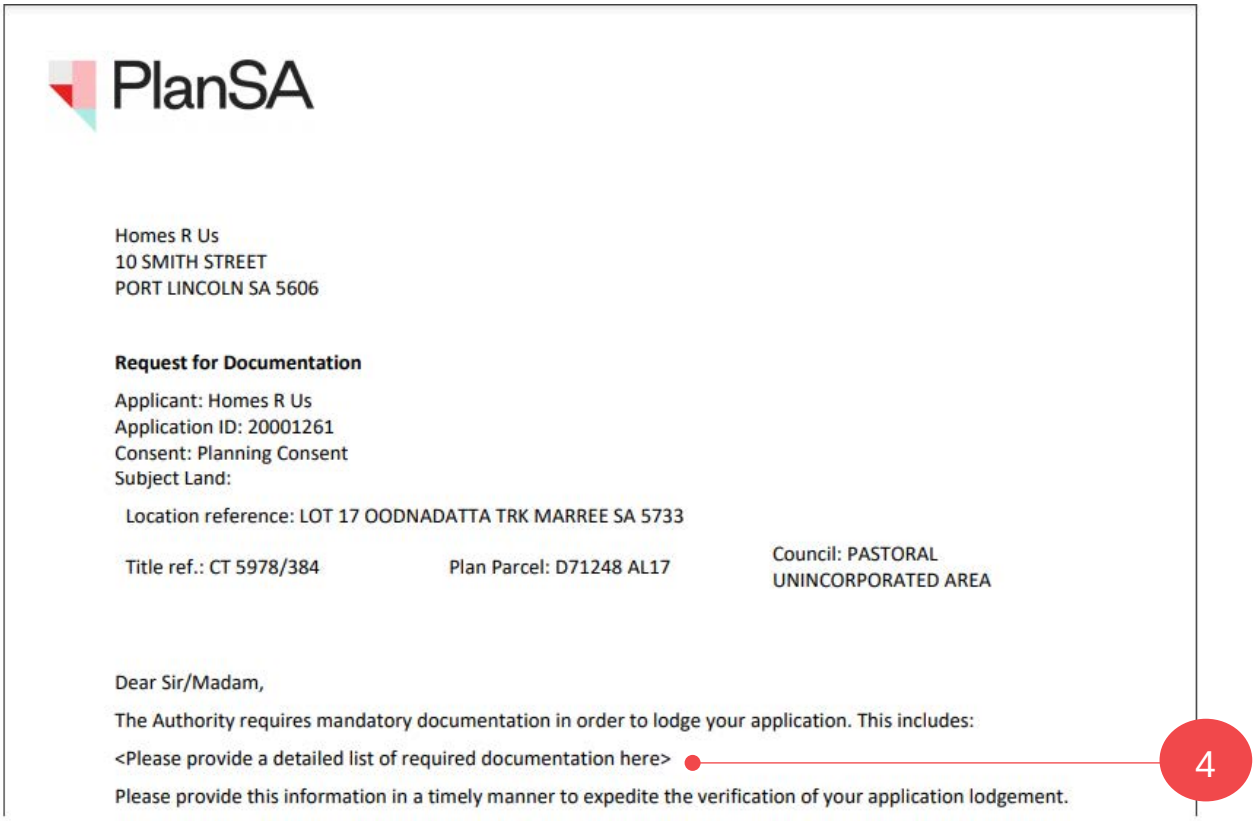


4. Click on the download to open and review the ‘Request for documentation’ letter.



4. Locate the documentation the relevant authority has requested.

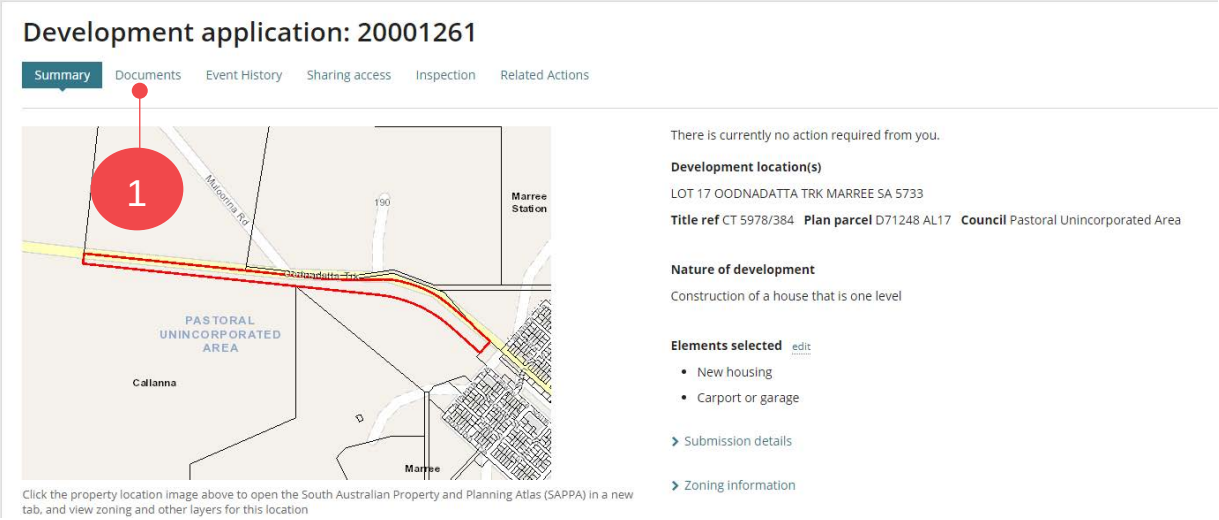
5. Close the letter using ‘X’ and return to the **Upload Mandatory Documentation** screen.



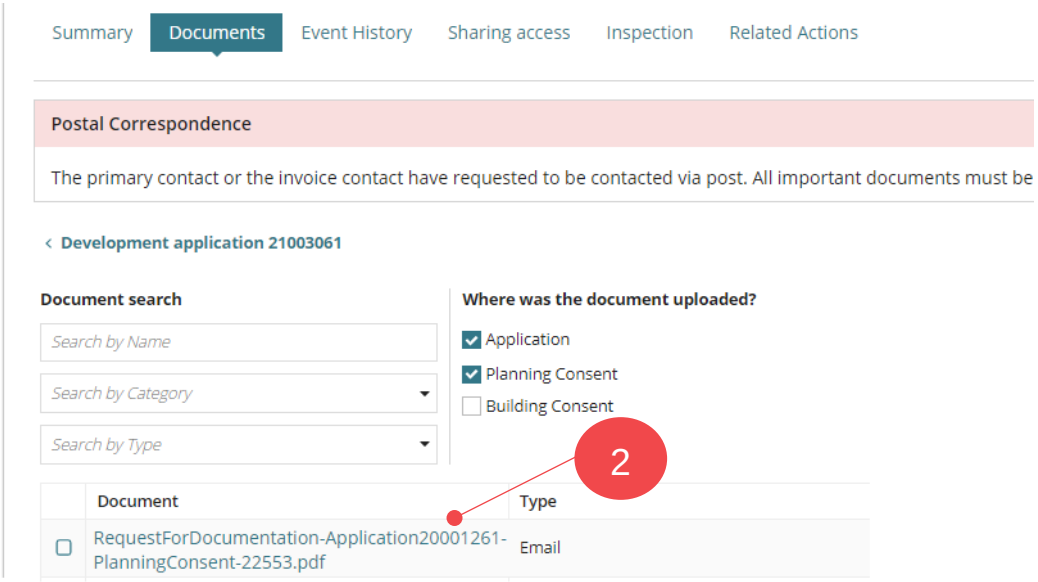
View request for documentation from the Documents store

When logged into the online account from the email request, you are shown the **Development application** summary, and within the **Assessment Status** table for the applicable consent the status is 'Awaiting Mandatory Documentation'.

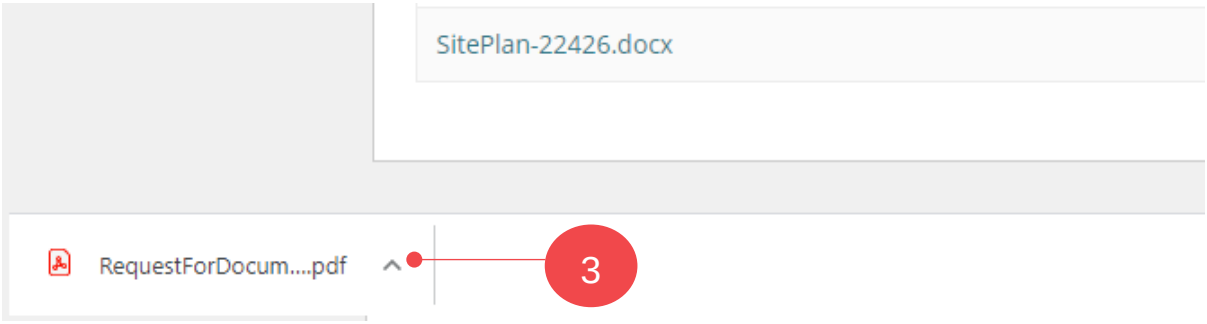
1. Click on the **Documents** tab to view the request for documentation letter to identify the information that needs to be provided.



2. Click on the 'document name' with the document type 'Request for documentation' to download a copy.



3. Click on the download to open and review the ‘Request for documentation’ letter.



4. Locate the documentation the relevant authority has requested.

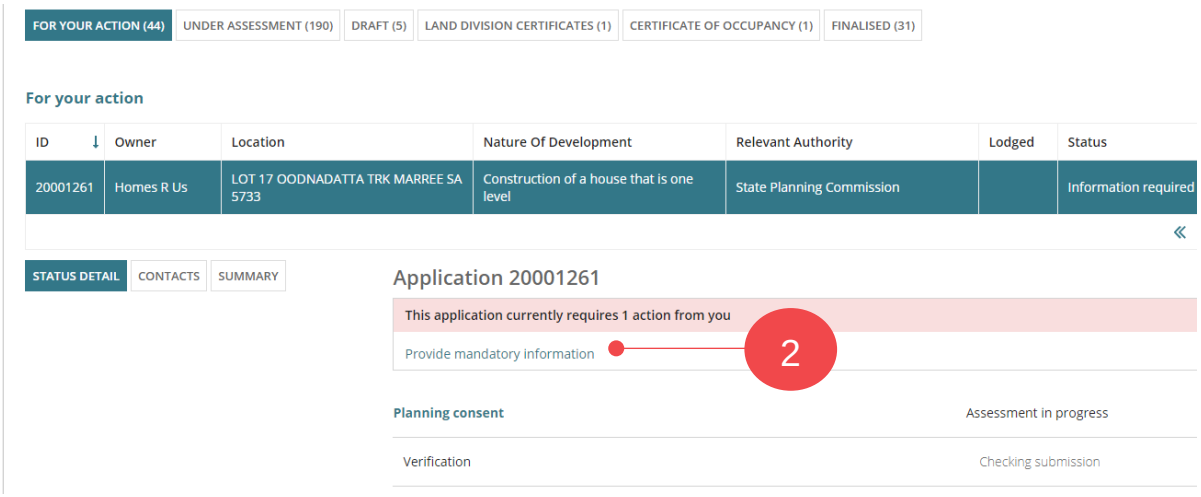
5. Close the letter using ‘X’ and return to the **Upload Mandatory Documentation** screen.

6. Click on **Cancel** to exit the **Upload Mandatory Documentation** screen or sign out of your account.

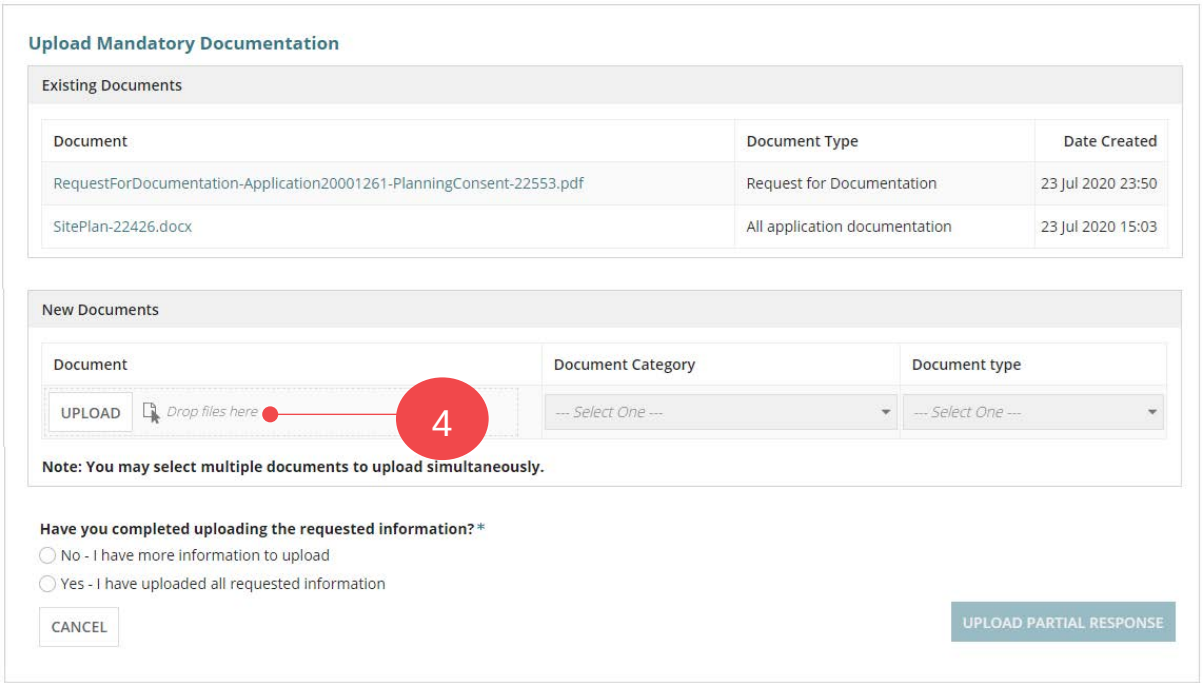
Progressively uploading requested documentation

When you do not have all the requested documentation, you can progressively upload the information into your applications document store; keeping the 'Provide Information' action open, allowing you to return multiple times until ready to submit your response.

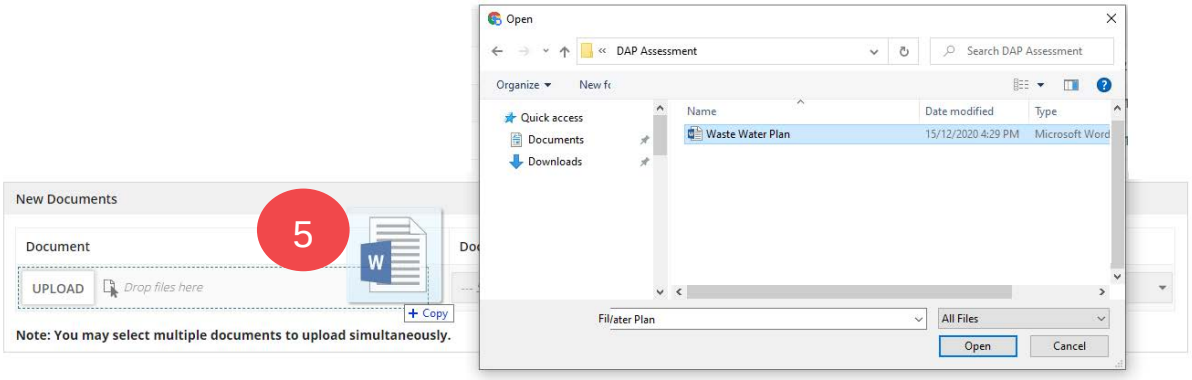
1. Login following the instructions Log in to your online account from the email or Log in to your online account from PlanSA.
2. Click on the application record (not the ID number) to view the status details.
3. Click on **Provide mandatory information** action.



4. Click on **Upload** within the New Documents table to locate the documentation saved on your computer.



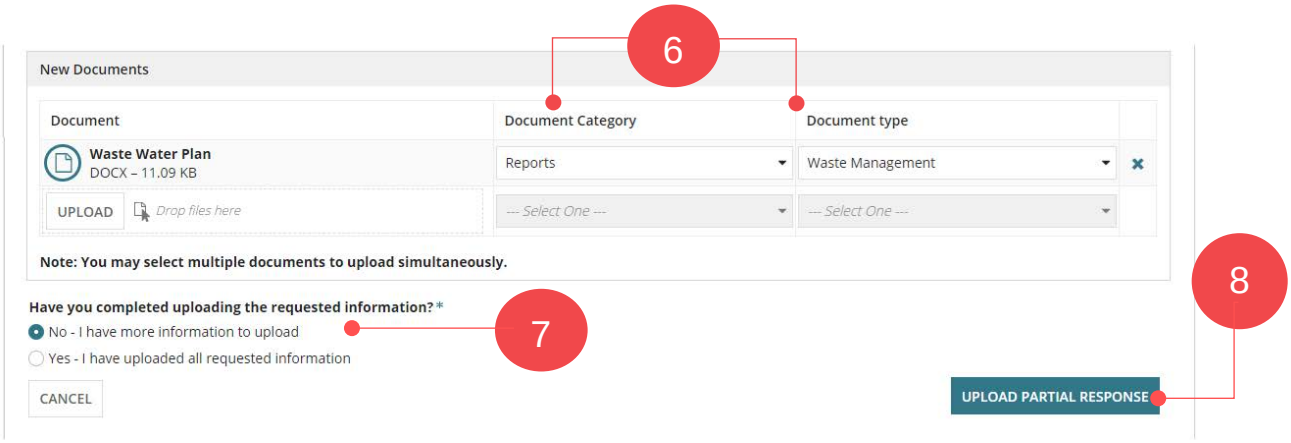
5. Locate the documentation within the **Open** window and then drag-and-drop into the **Drop files here** field.



6. Categorise with the applicable **Document Category** and **Document Type**.

7. Click on **No – I have more information to upload**.

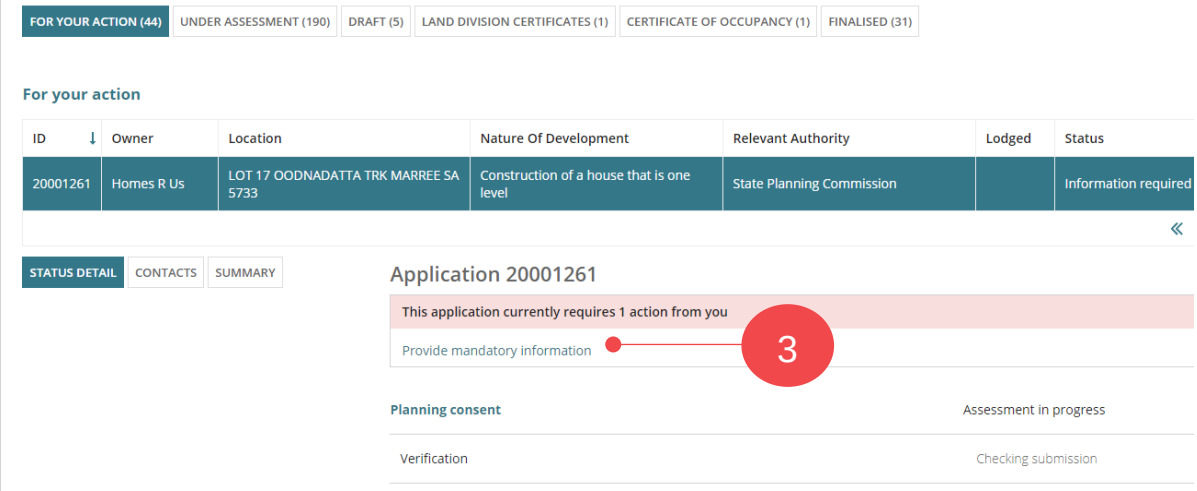
8. Click **UPLOAD** to your applications document store.



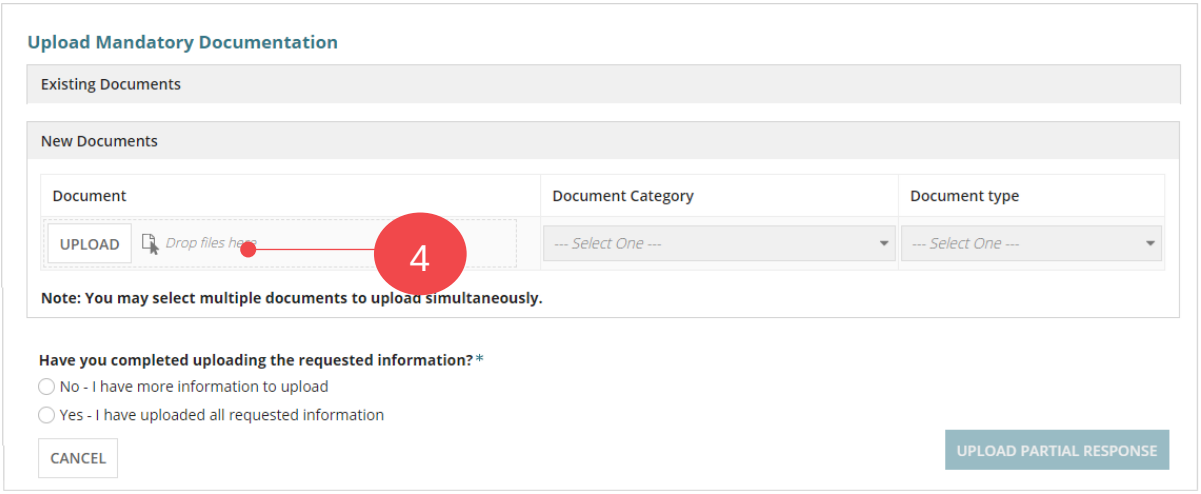
The **Summary** page of the Development Application shows. Until you have received and uploaded all the documents, continue to repeat the instructions on page 8 and 9.

All requested information uploaded and ready to respond

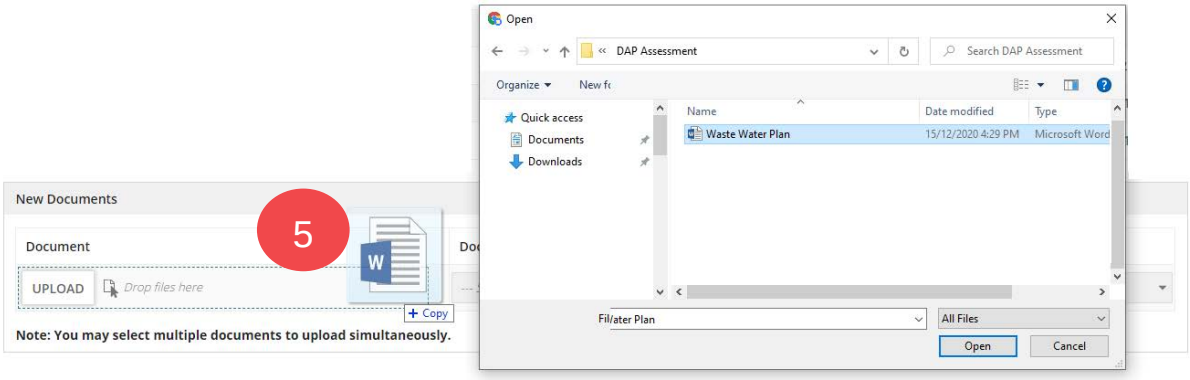
1. Complete the Log in to your online account from PlanSA instructions.
2. Click on the application record (not the ID number) to view the status details.
3. Click on **Provide mandatory information** action.



4. Click on **Upload** within the New Documents table to locate the documentation saved on your computer.



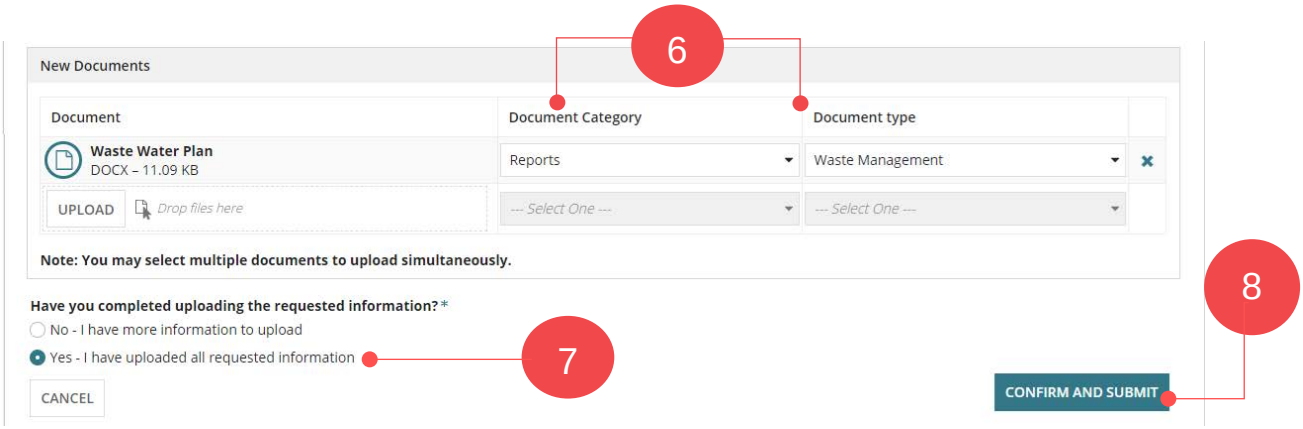
5. Locate the documentation within the **Open** window and then drag-and-drop into the **Drop files here** field.



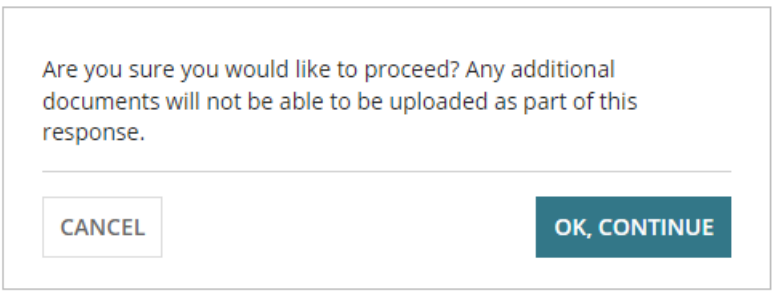
6. Categorise with the applicable **Document Category** and **Document Type**.

7. Click on **Yes – I have uploaded all requested information**.

8. Click **CONFIRM AND SUBMIT**.



9. Click on **OK, CONTINUE** and acknowledge no additional documents cannot be uploaded as part of this response.



The **Summary** page of the Development Application shows, and the **Your Actions** updated with the 'Provide Information' action completed and removed.