

Fax or email

Copies of the required authorisation and credit card authority must be supplied via fax or email prior to the Customer Service Officer requesting the building file, and proof of identity must be supplied when customers attend the Customer Service Counter to view the files.

Please note that for fax and email requests, the same waiting times, conditions and charges apply as applications in person.

Phone

As proof of authorisation and payment details must be provided prior to files being ordered, requests by phone are not possible.

For more information, visit www.nt.gov.au/lands or email basfiles.dlp@nt.gov.au or phone 8999 6435.

We are moving from the CBD to Parap



**Arnhemica House
16 Parap Road
Parap**

We are moving

The Department of Lands and Planning business units located at Cavenagh House will be moving to Arnhemica House in Parap in early 2012. Business units included in this move are Building Advisory Services, Development Assessment Services, Land Administration and Strategic Lands and Planning. There will be customer and staff car parking available at Arnhemica House and extra parking off-site.

Customers will be advised of the exact date of the move once finalised via Customer Service Counter advice, information on website www.nt.gov.au/lands and advertising.

In conjunction with the move the Department has reviewed current practices and will be implementing a new building file access procedure.

Building files will be moved off-site to improve file security and ensure a sustainable service, and is the first step towards digitisation.

There will be some important changes on how you access building files; this brochure outlines the new procedures.

These changes will happen prior to the relocation and will commence 28 November 2011.

How to obtain access to building files

If you are the owner of the property or someone authorised by the property owner to access the file, you can request the ordering of a file by the following:

- Attend Customer Service Counter.
- Fax.
- Email.

Customer Service Counter

- Upon proof of ownership or authorisation and payment of the \$5 access fee, a Customer Service Officer will request the required file.
- The building file will be available for viewing at our counter on the fourth working day (i.e. if the file is requested before 3 pm Monday it will be available Thursday).
- Building files will be held on-site for five working days. If you require more time then please contact Customer Service to arrange an extension, to a maximum of 10 working days in total.
- The Customer Service Officer will copy/print the documents you require.

Current fees and charges will apply:

A4 Copies	\$1.70 per sheet	A2, A1 Copies	\$7.50 per sheet
A3 Copies	\$2.50 per sheet	A0 Copies	\$9.50 per sheet