Building Approvals Online (BAO)
User Guide

June 2016
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1 Introduction

Building Approvals Online (BAO) enables you as a registered building certifier to reserve permit numbers and to lodge permit documentation online. Approval documents that can be lodged online are new building permits, staged permits, building permit amendments and occupancy certification (including Certificate of Substantial Compliance and partial occupancy certification). BAO also enables you to cancel any Building Permit you have issued and lodge extensions of time for registered permits.

BAO provides you with an inbox to help manage your electronic documents in draft stage, in progress and for works that are completed.

Building Advisory Services (BAS) Customer Service Officers are able to replace and amend electronic documents in the event that documents are incorrectly lodged online and the building record need to be corrected.

As part of the ILIS business systems BAO is a secure information management system. All interactions between BAO, certifiers/BAS staff are logged and auditable.

Feedback / Assistance

To assist us to improve Building Approvals Online please send your feedback or queries to basfiles.dlp@nt.gov.au

We are available to visit your office to provide additional assistance. Please contact the Customer Service Supervisor on 8999 6435 to arrange a time.
2 How to Access BAO

To access BAO go to https://www.ntlis.nt.gov.au/building/ and the following screen will appear.

The LSCO/BAO home page can be added as a favourite in your internet browser.

Enter your Username and Password and select ‘Login’. You have 5 attempts before your account is locked.

If you have difficulties accessing the system or are locked out please contact ILIS Support on 08 8995 5309.

The first time you log into BAO it will ask you to setup Verification Questions. Follow the prompts and select ‘Save’.

These questions will enable BAO to assist you if you forget your password and need to use the ‘Forgot Password’ link for assistance.
3 Your BAO Account

3.1 Registration Details

This page shows your registration details including expiry date, and your email address. To change your details please contact the Registrar of the Building Practitioners Board on 08 8936 4082 or email bpb@nt.gov.au.

Building Approvals Online can only be accessed whilst your registration with the Building Practitioners Board is active. Access will automatically cease on the expiry of your registration so it is important you renew your registration on time.

3.2 Change Password

You can change your password at any time. Your password must be at least 8 characters long and include at least one lower case letter, upper case letter and number. In accordance with ILIS security requirements BAO will prompt you to change your password each month.
If at any time you forget your password, select ‘Forgot Password’ at the Login Screen and following the prompts relating to your verification questions.

3.3 My Building Approvals

The ‘My Building Approvals’ menu on the left hand side of your home screen helps you manage all your electronic approval items. BOA will automatically progress your approvals through all three stages (Drafts, In Progress and Archived) depending on where you are at with your lodgement and the stage of work.

Drafts

When you create any approval item (Building Permit, Staged Permit, amendment, Occupancy Certification or Extension of Time) which requires lodgement you can at any stage prior to lodgement save and close the item.

Saved items can be viewed under ‘Drafts’ which displays the approval name (the Reference Name – see later), approval type, the status of the item and the date it was last updated.
You can re-open the item at any time and continue completion by selecting ‘Continue’. When you lodge the item through BAO it will automatically move from ‘Drafts’ to ‘In Progress’.

If at any stage you no longer require the draft item you can delete the item by selecting ‘Delete’.

**In Progress**
Approval items that appear here have been considered to be lodged with the Director Building Control. Some or all of the information you have entered can be changed depending on the approval item. This will be addressed in more detail in the coming sections, relating to specific approval items.

In addition to the information displayed in the ‘Drafts’ page the ‘In Progress’ page also displays links which allow you to create a Staged Permit, amendment, Occupancy Permit or an Extension of Time. The links will automatically pre-populate the fields for you (e.g. reference name, land parcels).

**Archived**
All approval items that have been lodged will remain visible and accessible to you under ‘In Progress’ until the certification process has been completed by you.

Completion can be the issue of a whole occupancy certification, or the cancellation of a reserved or lodged Building Permit. When this has occurred, all approval items associated with this project will be automatically moved from the ‘In Progress’ page to the ‘Archived’ page. For example, if you have lodged a building permit, 2 amendments, and a partial occupancy permit, when you lodge a final occupancy permit the job is considered finished and all five approval items will be transferred by BAO from ‘In Progress’ to ‘Archived’.

This functionality enables you to look for your active work under ‘In Progress’ page, whilst keeping all records you have lodged under the ‘Archives’ page.

**Handy Hint -Searching:** Over time the number of approval items will grow in each folder and finding specific approvals can become more difficult. You can use ‘Control F’ and use your internet browser search capability to help you find whole or part of the file Reference Name you have used.
4 Create New Building Permit

You can begin the online lodgement process from the BAO home screen.

Only new building permits reserved in BAO can be electronically lodged.

Building permits already reserved in ILIS must be lodged via email at basfiles.dlp@nt.gov.au.

To create a new Building Permit select ‘Building Permit’ under ‘Create New’ on the left hand panel.

The following steps will guide you through the lodgement process.

4.1 Overview

This section contains additional information to help you through the lodgement process.
The Reference Name is for your use only. It is the name that appears against your approval item when it is displayed under ‘My Building Approvals’ and will not appear in ILIS.

This could be your clients name, your office reference/job number, etc.

When you have entered your reference name select ‘Next’. Note: that whenever you select ‘Next’, BAO will automatically save what you have just entered.

4.2 Land Details

To select the land parcel for the building permit click on ‘Add Land’. You can search by Parcel (Lot Number) or Address.
Search results will describe the land and if this is correct select ‘Add Location’ and the property address will appear as shown below.

If the works covered by the building permit is over more than one parcel you can select as many additional parcels as required. To add multiple parcels select ‘Add Land’ again and follow the steps above.

If you make an error you can remove the parcel by using the ‘Remove Location’ button. Note that once you have reserved a permit number you can no longer change the parcels chosen.

When you have selected all relevant parcels click ‘Next’.

4.3 Application Details

In the Application Details screen, items marked with a red star are mandatory fields and BAO will not let you proceed unless all mandatory fields are completed.

BAO will allow you to check (validate) the information you have entered to verify all fields have been completed correctly. To do this you can select ‘Validate’ at any time and BAO will show you if your building permit application is ready for lodgement.

Additional information about some of the fields

Staged Permit
BAO allows you to enter as many stages as required for a permit. For lodgement purposes the initial building permit is considered to be Stage 1, and subsequent staged permits commence from number 2 and so on.

Further information regarding staged permits is located at Section 5 ‘Create Staged Permit’.
Practitioner Details – Builder and Section 40

As you start entering the building practitioner’s number, BAO will present you with a list of possible practitioners to choose from. To enter the practitioner you require select from the list and all their details will be entered for you.

BAO automatically looks up the Building Practitioners Board database and will show if the practitioner’s registration is active or inactive.

Practitioners do not have to be active at the time you reserve a permit number, however:

- It is your responsibility to ensure that Certifying Engineers and Certifying Plumbers and Drainers were registered at the time they provided you with their section 40 certificates.
- In the case of Building Contractors, whilst you can reserve a permit number even though the builder is not registered, BAO will not allow you to lodge a building permit if the builder is not active at the time of lodgement.
- In the case of Owner Builders, not all registered Owner Builders may appear in the drop down list. If the Owner Builder does not appear in the list, please contact the Building Practitioners Board Registrar on 08 8936 4082 to request a manual search.
Development Approval
If development approval is required for the work, you are required to provide the Development Permit number.

You do not need to upload the Development Permit.

Once all the details have been entered select ‘Reserve Permit’ to obtain your Building Permit number.

BAO will ask you if you wish to continue, and if you do select ‘Reserve Permit’ in the popup screen. BAO will validate your input data and if errors are detected, the errors will highlight in ‘red’.

Correct the relevant fields and re-select ‘Reserve Permit’.

BAO will then generate the Building Permit number. If you selected more than one land parcel it will generate more than one permit number.

Once you have reserved a permit number you will be unable to modify the land details under part 2 of the lodgement process. If you later find a correction is required, contact the BAS Front Counter Team.

Cancelling a reserved permit: A reserved building permit number can be cancelled at any time by you before the permit is lodged (registered).

To cancel a reserved permit first find it in ‘My Building Approvals/Drafts’, and select ‘Cancel’ and follow the prompts.
Reserved permits that are cancelled will be permanently removed from ‘My Building Approvals’.

4.4 Permit Details

Once you have reserved your Building Permit you can complete the Permit Details section of the lodgement process.

**Building Permit Issued Date** can be entered by using the calendar icon or directly type in the date with the format DD/MM/YYYY.

You will then need to attach for uploading the relevant documents associated with the new Building Permit.
4.4.1 Uploading files

BAO will ask you if you want to upload files as a single file.

If you select ‘Yes’: BAO will allow you to upload all permit documentation as a single pdf file. Additional menu items will open and you are prompted to ‘Add Files’ through a built-in browser. This option will let you upload more than one file however this is restricted to cases where the individual file sizes exceed 50MB and more than 1 file is required.

If you select ‘No’: BAO will allow you to upload files against predetermined categories. Some are based on whether you have selected various options under application. For example, if you have selected that Section 40 certificates are required this will appear as a mandatory field. You can add as many files against each category required.

4.4.2 Tips on uploading files and file names

- After you have selected ‘Add File’ a browser will open and you can navigate to your saved files.
- Select the file and choose ‘Open’. When selecting files the Microsoft Windows tools such as ‘Control Select’ and ‘Shift Select’ can be used to choose multiple files at once
- Once you have selected your files BAO will show the files selected for uploading. Files in **ORANGE** are ready to be uploaded. To view this item click on the file name. You can remove the file by selecting ‘Remove’
- Shown below is a list of other files that may have been uploaded but then later removed by you (file names in black). This is provided as a history to assist you in selecting correct documents. The name of the file will remain there as a reference until you click on the next screen. The files listed in **BLACK** will not be uploaded.
• Allow BAO time for all files to appear in **ORANGE** before moving onto the next screen. If you do not then this file may not have been successfully queued for uploading and will not be lodged.
• Max file size is 50MB. Larger files should be broken into smaller parts and uploaded separately.
• The file name will appear in ILIS. This is useful if you need to upload several plans and need to distinguish them e.g. Plans-Structural, Plans-Architectural etc.
• Files can only be in pdf format

### 4.5 Review and Lodge

The Review and Lodge page provides you with an opportunity to check that all the information and attached files are correct. If all content is correct, select ‘Lodge’.

BAO will validate the information entered, and if there are no errors your permit will be lodged. If BAO finds an error (e.g. not all dates completed, files not uploaded etc.) it will display an error message and you can amend the error by selecting ‘Edit’.
Once you have made the necessary changes reselect ‘Lodge’ and all information entered and attached documents will be uploaded to ILIS. When this has occurred your approval is considered to be lodged with the Director Building Control.

The permit will then display in My Building Approvals under ‘In Progress’. You can view this permit at any time by clicking the ‘View’ link.

If you wish to cancel a Building Permit that has been lodged through BAO, you can do so by emailing basfiles.dlp@nt.gov.au to requesting cancellation and attaching the supporting documentation.
5 Create Staged Permit

Staged permits can be lodged against any registered Building Permit that has been either lodged through BAO or previously over the BAS Customer Counter.

Staged permits cannot be lodged through BAO against building permits that are expired or cancelled, if the permit is not in ILIS, if the parcel has been cancelled or a whole occupancy certification has been issued. To lodge a Staged Permit in these cases you need to email your documents to basfiles.dlp@nt.gov.au.

There are two ways you can create a new permit stage in BAO depending on how the Building Permit was originally lodged.

5.1 For a Building Permit lodged though BAO

5.1.1 Selecting the Building Permit

If the associated Building Permit was lodged through BAO go to ‘My Building Approvals/In Progress’ to look up the Building Permit and select the ‘Lodge Stage’ option.

This will pre-populate the Reference Name in Step 1: Overview and the associated land parcels in Step 2: Building Permits. Select ‘next’ to confirm this is the correct building permit and land parcels and to continue the process.
5.1.2 Stage Details
Enter the Stage Number, staged permit Issued Date and a description of the stage of works. Note that the base Building Permit is considered to be stage 1.

Attach the documents related to the Staged Permit for uploading. Please refer to Section on 4.4.1 for information on how to upload files.

5.1.3 Review and Lodge

The Review and Lodge page provides you with an opportunity to check that all the information you have provided and files attached are correct. If all content is correct select ‘Lodge’.

BAO will validate the information entered, and if there are no errors your Staged Permit will be lodged. If BAO finds an error (e.g. not all dates completed, files not uploaded etc.) it will display an error message and you can amend the error by selecting ‘Edit’.

Once you have made the necessary changes reselect ‘Lodge’ and the information you have entered and all attached documents will be uploaded to ILIS. When this has occurred your approval is considered to be lodged with the Director Building Control.
The original Building Permit will remain in the ‘In Progress’ folder to enable you to lodge further staged permits if required.

5.2 For a Building Permit lodged at BAS Customer Counter

Use this option if the Building Permit was lodged over the BAS Customer Counter. Select ‘Create New/Staged Permit’ and follow the prompts.

Note that this menu will also enable you to search and select building permits that were lodged through BAO.

5.2.1 Overview

Enter the Reference Name for this permit.

5.2.2 Building Permits

To search for the associated Building Permit select ‘Add Building Permit’ and enter the parcel number against which the permit was issued. All registered building permits will appear that do not have occupancy certification/Tier 2 Builder’s Declaration and are not expired, cancelled or deleted.
If the Building Permit is against multiple parcels, you will need to select all the parcels individually.

Once you have selected the relevant permit/s click ‘Next’.

The remaining steps are the same as in steps 5.1.2 and 5.1.3 above.
6 Create Amendment

Amendments can be lodged against any registered Building Permit that has been either lodged through BAO or previously over the BAS Customer Counter.

Amendments cannot be lodged through BAO against building permits that are expired or cancelled, if the permit is not in ILIS, if the parcel has been cancelled or whole occupancy certification has been issued. To lodge an amendment in these cases (except if occupancy certification has been issued) you need to lodge your amendment with BAS by emailing basfiles.dlp@nt.gov.au

There are two ways you can create a new amendment in BAO depending on how the Building Permit was originally lodged.

6.1 For a Building Permit lodged though BAO

6.1.1 Selecting the Building Permit

If the associated Building Permit was lodged through BAO go to ‘My Building Approvals/In Progress’ to look up the Building Permit and select the ‘Amend’ option.

This will pre-populate the Reference Name in Step 1: Overview and the associated land parcels in Step 2: Building Permits. Select ‘Next’ to confirm this is the correct building permit and land parcels and to continue.

6.1.2 Application Details

BAO will automatically populate this page with information you have entered when you lodged the Building Permit. All fields can be changed to reflect the amendments to the original Building Permit that are required.
Once you have updated the page select ‘Reserve Permit’ and you will be issued with an amended permit number/s.

6.1.3 Amendment Details
Enter the ‘Issued Date’ and upload the associated documentation. For details on uploading files please refer to Section 4.4.1.

6.1.4 Review and Lodge

The Review and Lodge page provides you with an opportunity to check that all the information you have provided and attached files are correct. If all content is correct select ‘Lodge’.

BAO will validate the information entered, and if there are no errors your Amendment will be lodged. If BAO finds an error (e.g. not all dates completed, files not uploaded etc.) it will display an error message and you can amend the error by selecting ‘Edit’.

Once you have made the necessary changes reselect ‘Lodge’ and the information you have entered and all attached documents will be uploaded to ILIS. When this has occurred your approval is considered to be lodged with the Director Building Control.

The original Building Permit and the amended Building Permit will remain in the ‘In Progress’ folder to enable you to lodge further amendments if required.

Note that if you wish to create further amendments (e.g. A2) BAO will automatically populate the fields from the original Building Permit and not the previous amended permit.

6.2 For Expired Building Permit or a Building Permit lodged at BAS Customer Counter

Use this option if the Building Permit is expired or lodged over the BAS Customer Counter. Select ‘Create New/Amendment’ and follow the prompts.

Note that this menu will also enable you to search and select building permits that were lodged through BAO, however, the Reference Name and land parcels will not be automatically pre-populated.
6.2.1 Overview

Enter the Reference Name for this permit.

6.2.2 Building Permits

To search for the associated Building Permit select ‘Add Building Permit’ and enter the parcel number against which the permit was issued. All building permits (included expired) will appear that do not have occupancy certification/Tier 2 Builder’s Declaration and are not cancelled or deleted.
If the Building Permit is against multiple parcels you will need to select all the parcels individually.

Once you have selected the relevant permit/s click ‘next’.

The remaining steps are the same as in steps 6.1.2 to 6.1.4. as stated above.
7 Create Occupancy Certification

This section relates to the creation of an Occupancy Permit, Partial Occupancy Permits, Certificate of Substantial Compliance and Tier 2 Builder’s Declaration.

Occupancy certification can be lodged against any registered or expired Building Permit that has been either lodged through BAO or previously over the BAS Customer Counter.

Occupancy certification cannot be lodged through BAO against building permits that are cancelled, if the permit is not in ILIS, if the parcel has been cancelled or a whole occupancy certification has been issued. To lodge occupancy certification in these cases (except if occupancy certification has been issued) you need to lodge your documentation with BAS by emailing basfiles.dlp@nt.gov.au

7.1 For a Building Permit lodged through BAO

7.1.1 Selecting the Building Permit

If the associated Building Permit was lodged through BAO go to ‘My Building Approvals/In Progress’ to find the Building Permit and select the ‘Lodge OC’ option.

![Building Approvals Online](image)

This will pre-populate the Reference Name in Step 1: Overview and the associated land parcels in Step 2: Building Permits. Select ‘Next’ to confirm this is the correct Building Permit and land parcels and to continue the process.
7.1.2 Certification Details

Partial Certification
If this is a partial occupancy certification, select ‘Yes’, if no, select ‘No’ under Permit Type.

Upload the partial occupancy documentation and select ‘Next’. Please refer to Section 4.4.1 for information on selecting and uploading your files.

Tier 2 Builder’s Declaration
If this is Tier 2 building control area (classes 1a and 10’s) this only requires the issue of a Builder’s Declaration. This will change whether you need to enter a final inspection date.
Occupancy Certification – All Building Classes
If the occupancy certification is for the whole of building works (applying to all classes) you may select “Yes” and then select the level of certification i.e. in this case “Occupancy Permit”.

Continue entering the required information.

Occupancy Certification – All Building Classes
If the occupancy certification does not apply to all classes you may select “No” and then the level of certification for each class will appear. (Select the type of certification as required).

Continue entering the required information.
7.1.3 Review and Lodge

The Review and Lodge page provides you with an opportunity to check that all the information you have provided and files attached are correct. If all content is correct select ‘Lodge’.

BAO will validate the information entered, and if there are no errors your Permit will be lodged. If BAO finds an error (e.g. not all dates completed, files not uploaded etc.) it will display an error message and you can amend the error by selecting ‘Edit’.

Once you have made the necessary changes reselect ‘Lodge’ and the information you have entered and all attached documents will be uploaded to ILIS. When this has occurred your approval is considered to be lodged with the Director Building Control.

If you have lodged a partial Occupant Permit the Building Permit will remain in view under ‘In Progress’ in ‘My Building Approvals’. This will enable you to return to the permit to issue additional partial Occupancy Permits, or to lodge a full (final) Occupancy Permit.

Once a final Occupancy Permit is lodged all permit documents will be automatically moved from ‘In Progress’ to ‘Archived’.

7.2 For Expired Building Permit or Building Permit lodged at BAS Customer Counter

Use this option if the Building Permit is expired or lodged over the BAS Customer Counter. Select ‘Create New/Occupancy Certification’ and follow the prompts.

Note that this menu will also enable you to search and select building permits that were lodged through BAO, however the Reference Name and land parcels will not be automatically pre-populated.

7.2.1 Overview

Enter the Reference Name for this permit.
7.2.2 Building Permits

To search for the associated Building Permit select ‘Add Building Permit’ and enter the parcel number against which the permit was issued. All registered building permits will appear that do not have occupancy certification/Tier 2 Builder’s Declaration and are not expired, cancelled or deleted.

If the Building Permit is against multiple parcels you will need to select all the parcels individually.
If the permit is expired (tick the box) and select relevant permit number

Once you have selected the relevant permit/s click ‘Next’.

The remaining steps are the same as in steps 7.1.3 above.
8 Extension of Time

Extension of Time (EOT) to building permits can be granted and lodged against any registered Building Permit that has been either lodged through BAO or previously over the BAS Customer Counter.

EOT cannot be granted or lodged through BAO against building permits that are expired or cancelled, if the permit is not in ILIS, if the parcel has been cancelled or whole occupancy certification has been issued.

There are two ways you can create a new permit stage in BAO which are outlined below.

8.1 Extension of Time for a Building Permit lodged though BAO

8.1.1 Selecting the Building Permit

If the Building Permit to be extended was lodged through BAO go to ‘My Building Approvals/In Progress’ to look up the Building Permit and select the ‘EOT’ option.

This will pre-populate the Reference Name in Step 1: Overview and the associated land parcels in Step 2: Building Permits. Select ‘Next’ to confirm this is the correct building permit and land parcels and to continue the process.

8.1.2 Extension of Time Details

Enter the Extension of Time Approval Date (the date you approved the EOT) and the extension period in months. BAO will allow you to issue as many EOT on a Building Permit to a maximum of
24 months. Extensions of time longer than 24 months must be lodged with BAS at basfiles.dlp@nt.gov.au.

Attach the documents related to the EOT for uploading. Please refer to Section on 4.4.1 for information on how to upload files.

8.1.3 Review and Lodge

The Review and Lodge page provides you with an opportunity to check that all the information you have provided and files attached are correct. If all content is correct select ‘Lodge’.

BAO will validate the information entered, and if there are no errors your Extension of Time will be lodged. If BAO finds an error (e.g. not all dates completed, files not uploaded etc.) it will display an error message and you can amend the error by selecting ‘Edit’.

Once you have made the necessary changes reselect ‘Lodge’ and the information you have entered and all attached documents will be uploaded to ILIS. When this has occurred your approval is considered to be lodged with the Director Building Control.
The original Building Permit will remain in the ‘In Progress’ folder to enable you to lodge further EOT if required.

8.2 Extension of Time for a Building Permit lodged at BAS Customer Counter

Use this option if the Building Permit was lodged over the BAS Customer Counter. Select ‘Create New/Extension of Time’ and follow the prompts.

Note that this menu will also enable you to search and select building permits that were lodged through BAO

8.2.1 Overview

[Image of the Building Approvals Online interface showing the Lodge Extension of Time feature]

Enter the Reference Name for this permit.

8.2.2 Building Permits

[Image of the Building Approvals Online interface showing the Lodge Extension of Time feature with a reference name entered]

Part 2 - Building Permit References

No building permits selected
To search for the associated Building Permit select ‘Add Building Permit’ and enter the parcel number against which the permit was issued. All registered building permits will appear that do not have occupancy certification /Tier 2 Builder’s Declaration and are not expired, cancelled or deleted.

If the Building Permit is against multiple parcels you will need to select all the parcels individually.

Once you have selected the relevant permit/s click ‘Next’.

The remaining steps are the same as in step 8.1.3 above.
9 Certificate of Existence

9.1 Certificate of Existence Online Lodgement

9.1.1 Lodging a Recommendation for Certificate of Existence

If the Certificate of Existence is for unapproved buildings works or building works issued under a building permit (expired) select ‘Certificate of Existence’ under the ‘Create New’ on the left hand panel.

![Image of Building Approvals Online](https://nt.gov.au/property/building-and-development/building-certification-industry-forms-and-resources)

Enter the Reference Name for this permit

Select the land to which the building works is linked and ‘Add Location’ and the property address will appear as shown below.

![Land Services Centre Add Land Screen](image)

9.1.2 Application Details

In the Application Details screen, items marked with a red star are mandatory fields and BAO will not let you proceed unless all mandatory fields are completed.

![Recommendation for Certificate of Existence Screen](image)
Continue selecting ‘Next’ and ‘Add Certification Documents’

9.1.3 Recommendation for a Certificate of Existence (CoE) Decision Process

On receipt of the recommendation for a CoE, an acknowledgement email will be sent to the building certifier.

If a request for further information is required, the building certifier will be notified via an email which will outline the information required to assist in the review of your application for a recommendation of a CoE.

On review of all required information, the Director Building Control (DBC) will make a determination on the recommendation. If the recommendation for the CoE is Granted, BAS will
update ILIS to reflect the issue of the CoE and the building certifier will receive an email with a link to the copy of the CoE.

Note once the recommendation for a CoE has been completed, the applications will be automatically moved to the ‘Archived’ section of LSCO.

If the recommendation for a CoE is Refused, a notification email will be sent to the building certifier with the reasoning provided by the DBC.