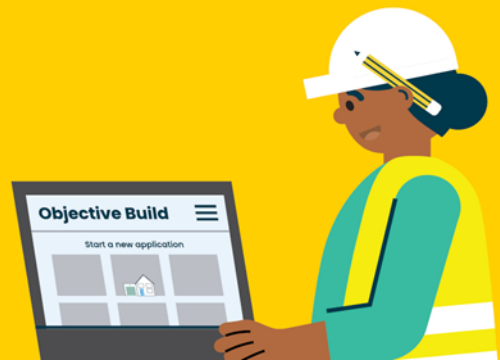


## Important guidance for first time Objective Build users



This guide is intended to support a streamlined experience for our customers using Objective Build for the first time.

Please also refer to information on the Hutt City Council website – [New system for 2023 | Hutt City Council](#)

In this document you can find out what to do if:

- you're having trouble using Build
- can't see your consent in Build
- are submitting a request for information (RFI) response

Also, the importance of following checklists when submitting a consent in Build.

### **If I'm having trouble using Build, where can I get help?/How do I register?**

Hutt City Council partners with Objective, the New Zealand based company that provides all support using the online consents portal. They are excellent to deal with and can help you work through your issue. Please can I find out more about what you need help with so I can direct you to the right help.

#### **Support:**

View short, easy to follow tutorial videos on the Objective website:

<https://nz.objective.com/resources/tutorial-build-application-management-platform>

Or contact the Objective support team:

- **Email:** [build.support@objective.com](mailto:build.support@objective.com)
- **Phone:** 0800 024 508
- **Web:** <http://support.objective.com>

Objective Build support is available Monday – Friday 8am – 6pm

*Please note – all other building consent enquiries can be directed to Hutt City Council – Telephone: 04 570 6666 | 0800 488 824 Email (Office hours only): contact@huttcity.govt.nz*

### **I'm not good at using technology and want to apply in person; how can I do this?**

Both the Council's Building team and our partner Objective, will support you to apply through the Objective Build system. Please just talk with us about what you'd like to do, and we will ensure you can apply through the new portal. You can even come into the Laings Rd office where our Building Technician will provide one-on-one support.

Hutt City Council are only accepting consent applications through Objective Build.

### **What is the reason why I may not see all my consent documents in Build?**

We are hearing from some new customers that when they log into Objective Build they cannot see all your consent applications/and or documents.

If this is the case for you...

The reason for this is that there is also a new backend system used by Council for processing building consents (Objective GoGet). This system went live the same time as our customer portal Objective Build. The benefit of these integrated systems (GoGet and Build) is that they will support a faster and more transparent consent process.

Due to the new backend system being developed, not all documents were transferred over and there is a transition period, depending on where your consent is at (please see the Transition visual below to explain this).

**Don't worry, get in touch with Hutt City Council's Building Team and they can get this amended for you overnight.**

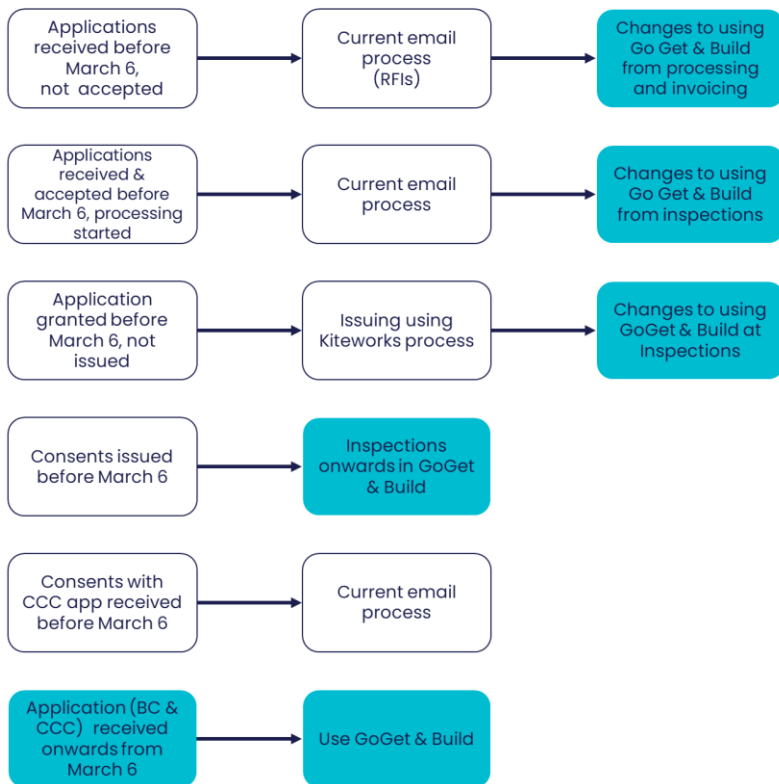
**Contact: Telephone: 04 570 6666 | 0800 488 824**

**Email: contact@huttcity.govt.nz**

Please note that for customers submitting a CCC application there is a change - In Objective Build you will be asked to submit your CCC application and then upload the required documents that are specified by Hutt City Council. This is done against the original Building Consent record in Build, not within the CCC application. (Previously you would have supplied these documents through Kiteworks).

To allow you to upload the required documents in Build, we (Hutt City Council) will mark the required documents in our system (Objective GoGet) and then send this back to you in Objective Build so that you can then upload your documentation. If you cannot see an option to upload supporting documents, please call our Building Technician who can add them for you - 04-570-6884.

**Building consent applications – Transition to processing through GoGet & Build**



**Why do I need to follow the checklists?**

By following and completing all relevant checklists when submitting a consent application in Objective Build, you'll avoid multiple RFIs and support a faster application process.

*We strongly advise you refer to these checklists when submitting a consent application in Build.*

<https://www.huttcity.govt.nz/property-and-building/building-consents/apply-for-a-building-consent/building-consent-forms>