

# Developer Services Announcement

## Online customer improvements and deferred infrastructure charges indexation

Two announcements rolled into one:

- three major customer functions are coming to the Developer Services Portal
- introduction of infrastructure charges indexation has been deferred.

## Improved Building Act functionality online on Tuesday 16 January 2024

You would be aware that we have been working on further Developer Services Portal enhancements. Originally planned to go live on 12 January 2024, the following processes will be available through the online [Developer Services Portal](#) from **Tuesday 16 January 2024:**

- Build Over/near Asset (BOA)
- Construction Over/near Asset (COA)
- Form 32 (FRM32)

**What does this mean?** From Tuesday 16 January 2024 onwards BOA, COA or FRM32 requests will be lodged and reviewed via our user friendly and transparent Developer Services Portal, rather than email, where you'll be able to easily see and access your current and past applications.

**What happens to BOA, COA or FRM32 requests already lodged via email prior to Tuesday 16 January and not yet completed?** Those applications will continue to be managed as they have been.

**How to access the Developer Services Portal?** Follow [this link](#). We recommend you add this page to your bookmarks/favourites so you can quickly find it. We have provided resources to help you, and we'll add more, so keep checking our website. If you're not yet a registered user, scroll to the bottom of [the webpage](#) to the *Getting started* section and select *First time users/new applicants*; you can register a new account anytime. It takes less than two minutes to register!

**When are these changes happening?** Monday night, from 7:00pm, the *Developer Services Portal* will be unavailable as we prepare our system to include these enhancements. The system will be back online and ready for you, and us, to use by 8:00am Tuesday 16 January 2024.

We're excited about these changes and the benefits they'll bring to you, your clients and to us.

We'll be back in touch on Tuesday with a quick update on how the release went overnight.

## Infrastructure charges indexation deferred

Further to [our 2023 newsletters](#) and messaging at forums, we have been letting you know that infrastructure charges indexation will apply in the future.

A decision has been made to delay the introduction of infrastructure charge indexation planned for Friday 12 January 2024. We will keep you updated on the revised Go-Live schedule once confirmed.

When such indexation is introduced, indexation will apply, for all unpaid Infrastructure Charge Notices (ICNs), from the date the ICN was raised. We encourage you to plan for this in your projects and cashflows.

### For further information or advice contact us:

Call Developer Services on **07 3432 2200** between 8:30am — 4:30pm weekdays

Email us at [DevelopmentEnquiries@urbanutilities.com.au](mailto:DevelopmentEnquiries@urbanutilities.com.au)

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