RESUBMIT AN EVACUATION SCHEME APPLICATION

BACKGROUND

Use this guide to help you resubmit an evacuation scheme application that hasn't been approved.

CONTENTS

INTRODUCTION

If your evacuation scheme application hasn't been approved, you will receive a letter and have 20 working days to make the necessary changes to your application and resubmit it for approval.

We have 20 working days to process your amended application.

If you are unable to complete the resubmission within 20 working days, please contact the Fire Information Unit on 0800 347 346 or email fireinfo@fireandemergency.nz to discuss your options. Please have the reference number of your application handy when you contact us.

For details on the process see onlineservices.fire.org.nz > Quick reference guides > Evacuation scheme cycle.

RESUBMIT ONLINE APPLICATION

Follow these steps to resubmit an online evacuation scheme application that hasn't been approved:

Receive notification

If an online application hasn't been approved, an email will be sent to the email address specified in your application.
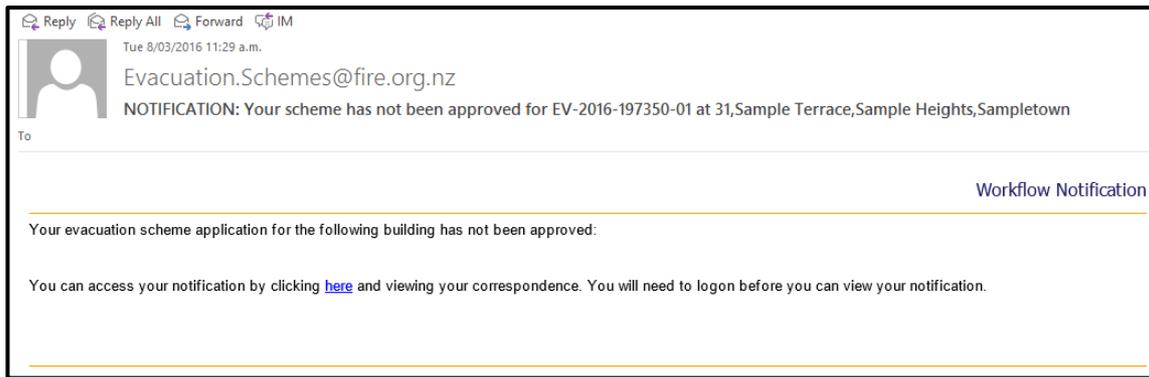
1. Click the link in the email.
   Result: Online Services displays.

2. Logon using RealMe.
   Result: A record of all correspondence relating to your applications is available under the **Correspondence** heading.

3. Click on the correspondence title to open it. The correspondence you want is the **not approved** one.

   Note: If the correspondence you want is not shown under the **Correspondence** heading, click the **View All** link to list all correspondence. From there you can sort your correspondence by name, date, etc.

4. Review the not approved letter to determine the changes you need to make.

Change online application

When an application hasn't been approved, your Online Services dashboard will display as follows:

- Your original application will show under the **Completed applications** tab with a status of 'Not Approved'.

- A new application will show under the **Active applications** tab with a status of 'Pending Resubmission'. This is an **exact copy** of the not approved application, including any supporting documents that were attached, although the reference number will have slightly changed.
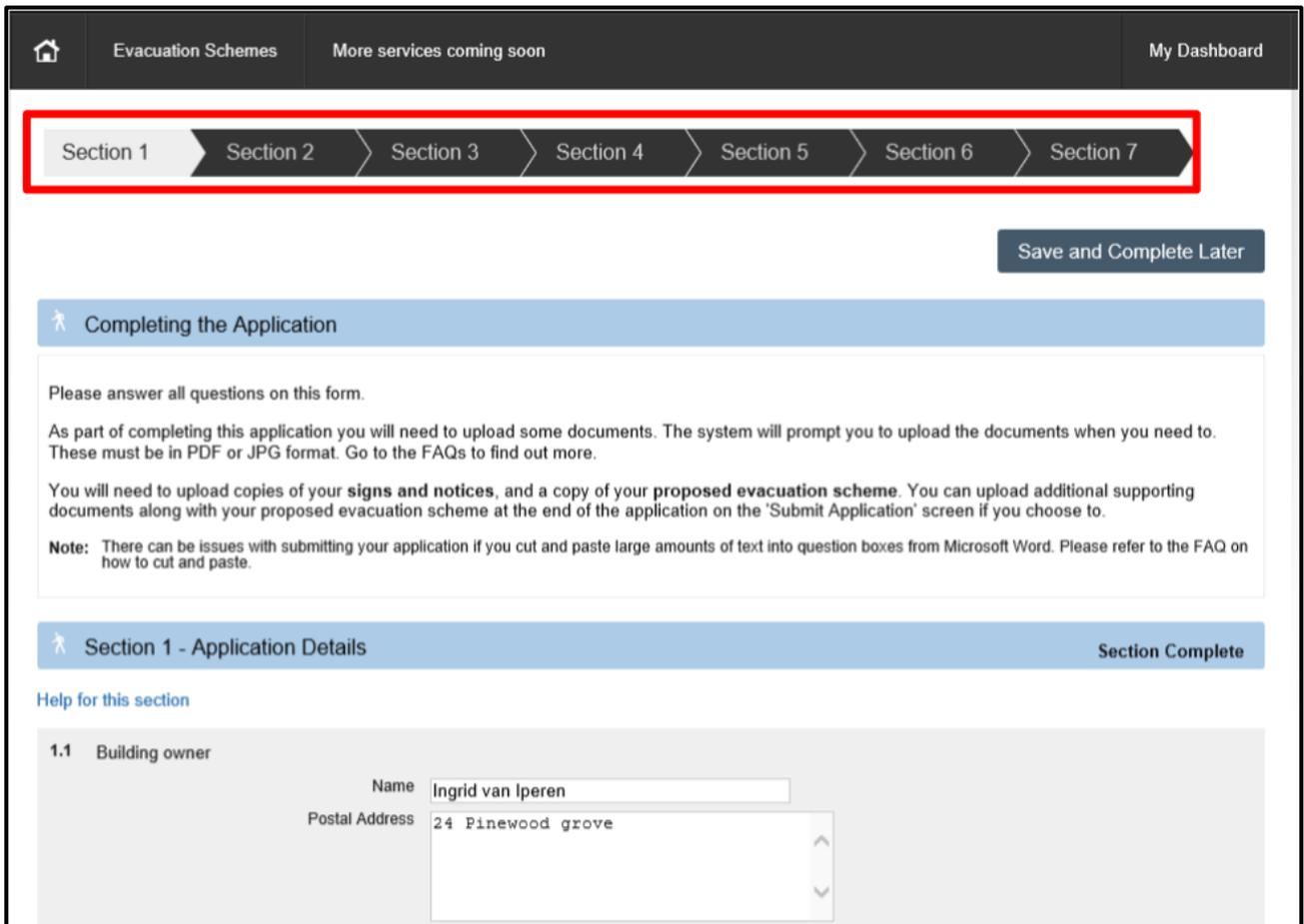

To update your application:

1. Click the application reference number in the **Active applications** tab.
   Result: The application form opens with all of your previous answers filled in for you.

2. Update the application form.
   Note: You can use the navigation arrows at the top of the page to jump straight to the sections that need attention.

The notification letter will list all of the changes needed. Please don't make any other changes to your application.

If you are unsure about what needs to be changed and/or would like to clarify any details, please contact the Fire Information Unit on 0800 347 346 to discuss.

Change supporting documents

To update any documents attached to your submission:

1. Click the **x** next to the relevant file to delete it from your application.

   Result: The message "Are you sure you want to delete this document?" displays.

2. Click **OK**.
   Result: After a few seconds, the file will be removed and the document name will disappear.

3. Click the **Upload Now** button to attach the updated file.
   Result: Once uploaded, the document name will be displayed.

   Note: To confirm the right document has been attached, you can click the document name to open the attachment.

Complete resubmission

1. Navigate to **Section 7 (Applicant Responsibilities)**.

2. Tick the acknowledgement box near the bottom of the page.

3. Click the **Submit Application** button to continue. You won't be able to make any further changes to the application after this point.
   Result: Once the resubmission has been completed, it will show under the **Active applications**

tab with a status of 'Resubmitted'. You will also receive an automated email to confirm your application has been received.

What happens next?

Once these steps are complete and your resubmitted online evacuation scheme application scheme is received by us, we will contact you within 20 working days to advise whether the application is approved.

RESUBMIT MANUAL APPLICATION

Follow these steps to resubmit a manual evacuation scheme application that hasn't been approved:

Receive notification

If your application hasn't been approved, an email will be sent to the email address specified in your application. It will contact a link to the not approved letter.

1. Click the link in the email.
   Result: The not approved letter displays.

2. Review the not approved letter to determine the changes you need to make.

Change manual application

Update the application form or create a new one.

Note: If you need a new copy of the application form, it is available from onlineservices.fire.org.nz > Printable Forms.

The notification letter will list all of the changes needed. Please don't make any other changes to your application.

If you are unsure about what needs to be changed and/or would like to clarify any details, please contact the Fire Information Unit on 0800 347 346 to discuss.

Change supporting documents

Update your supporting documents or create new ones as required.

Complete resubmission

Submit your application form and supporting documents using one of the following methods:

- Upload to our Online Services website by completing these steps:
  - Navigate to the Online Services **About evacuation schemes** page.
  - Click the **upload a pdf** link.
  - Use the **Browse** button to upload the relevant documents for your application. Only PDF, JPG or JPEG files can be accepted.
  - Click **Submit my application** to complete the process.
- Email to fireinfo@fireandemergency.nz
- Post to Fire Information Unit, Fire and Emergency New Zealand, PO Box 68042, Wellesley Street, Auckland 1141
- Fax to 09 309 0483.

What happens next?

Once these steps are complete and your resubmitted manual evacuation scheme application scheme is received by us, we will contact you within 20 working days to advise whether the application is approved.

FREQUENTLY ASKED QUESTIONS

Q: How long will it take to have my resubmission reviewed?
A: We have 20 working days from receiving your amended application to decide whether the application is approved. In exceptional circumstances, we may be able to process this faster. To request faster processing of your resubmission, please submit your resubmission first and then email the Fire Information Unit (fireinfo@fireandemergency.nz) to explain the reasons for your request.

Q: My resubmission has been completed but I forgot to change one thing – can I make the change now?
A: No, changes can't be made to completed submissions. The Fire Information Unit may be able to assist, please contact them on 0800 347 346 to discuss.

Q: My resubmission wasn't approved again but for different reasons. What's going on?
A: The most likely reason is that the changes you have made to your application have given us further information that needs to be clarified. Here's an example of how this might happen:

- The first application isn't approved because more detail is needed on the means of escape from the building.

- The resubmission provides full detail on the means of escape, but now shows the building is multi-storey when this wasn't stated in the first application.
- We may then need further detail due to the building being multi-storey, e.g. nominating gathering places on each level of the building for persons with a disability.

For more FAQs see onlineservices.fire.org.nz > FAQs/Help.