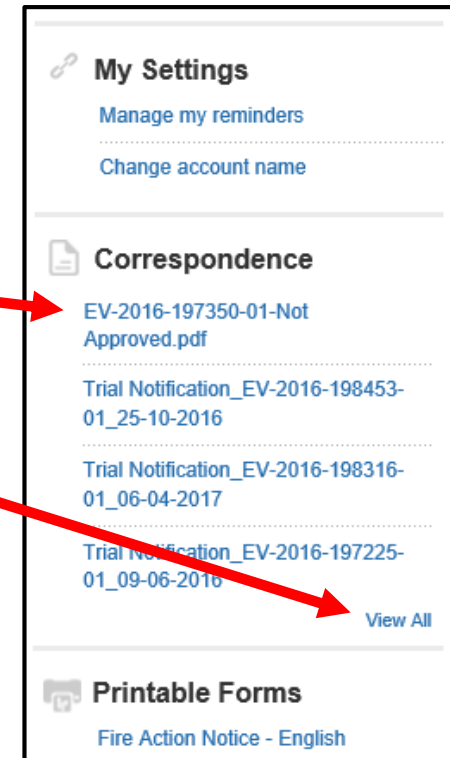
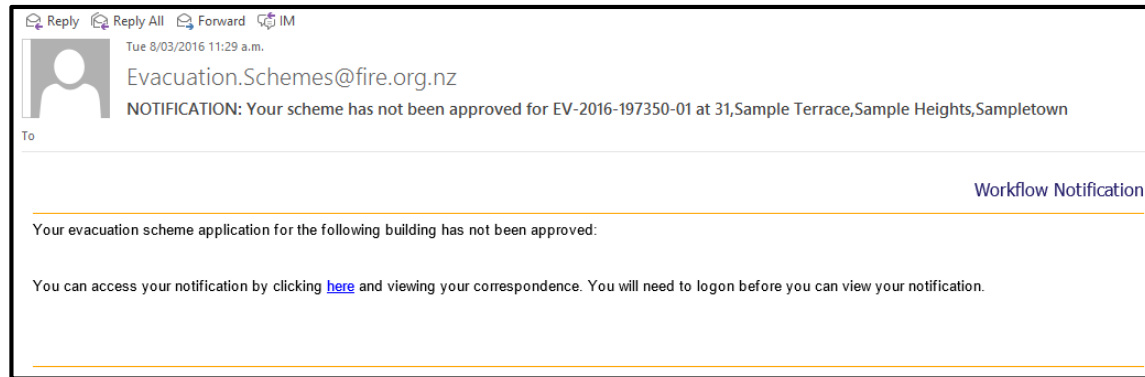


Resubmitting a Not Approved online application




Notifying you that an online application has not been approved

- If an online application has not been approved, an email will be sent to the email address specified in your application.
- Clicking the link in the email will take you to Online Services. You will need to logon using RealMe first.
- Once you have logged in, a record of all correspondence relating to your applications is available under the Correspondence heading as shown.
- You may need to click the 'View All' link first – from there you can sort your correspondence by name, date, etc.



The notification letter

- The letter will contain full details regarding:
 - Which sections of your application need attention
 - The amendments you need to make
 - Next steps to complete your resubmission
- After receiving this letter, applicants have 20 working days to make the necessary changes and complete their resubmission.
- If you are unable to complete the resubmission within 20 working days, please contact the Fire Information Unit on 0800 347 346 or fireinfo@fire.org.nz to discuss your options. Please have the reference number of your application handy when you contact us.



Notification of evacuation scheme application not approved 19 May 2017
EV-2017-256678-02

Your application for approval of the evacuation scheme for the Sample Factory building at 31 Sample Terrace, Samletown has not been approved. The reasons why your application was not approved and further information on the amendments you need to make are listed below.

Section 1 - Application Details
1.6 Is this a voluntary application?
Due to the building uses you have indicated in Q1.7, this is not a voluntary application. Please select 'No' in your answer here.

Section 4 - Signs and equipment
4.1 Signs or notices
The assembly point in your Fire Action Notice (rear carpark entrance) is not consistent with the assembly point given in your answer to Q3.5 and in your training document (car park area at corner of Sample Terrace and Fake Street). Please update your Fire Action Notice to ensure these descriptions are consistent.

Note: Your original supporting documents will have been retained in our system. To amend any of the original supporting documents, you must delete the original version by clicking on the "x" next to the file and then upload the amended document. If you are unsure about how to do this, please do not hesitate to contact us.

4.7 Staff training for managing fire evacuations
You must ensure consistent terms are used when describing the warden position in your application and any supporting documents. Your training document has several variances:

- "Fire Warden" on Page 3.
- "Floor Warden" and "Chief Warden" on Page 5.
- "Head Warden" on Page 6.

Please update your training document as needed. You may also need to update your answer to Q5.7.

Section 5 - Evacuation procedure
5.6 Alerting the Fire Service
Please update your answer here to confirm that a 111 emergency call will be made.

5.7 Reporting to attending firefighters
You may need to update this answer - please refer to the comments in Q4.7 above.

Please do not make any other changes to your application. You must re-submit your amended application within 20 working days from when you get this notice.

As you submitted this application online you need to do the following:

1. Open the new application that has been created for you in the Active Applications section of your Online Services dashboard EV-2017-256678-03. This is an exact copy of your application with all answers and attachments unchanged.
2. Amend your answers and attachments as needed to address the issues listed above.
3. Submit the application as you normally would. You will need to tick the acknowledgement box at the bottom of Section 7 before the application can be submitted.

For more details, a step-by-step guide for completing your resubmission is available on our website at <https://onlineservices.fire.org.nz/Home/QuickReferenceGuides>.

We will have 20 working days from receiving your amended application to decide whether the application is approved. If you have any questions regarding this letter please feel free to contact us.

Telephone: 0800 FIRE INFO (0800 347 346)
Email: fireinfo@fire.org.nz
Website: <https://onlineservices.fire.org.nz/Home/EvacuationSchemes>
Postal Address: New Zealand Fire Service - Fire Information Unit
PO Box 68042, Newton, Auckland 1145

Online Services dashboard

When an application has not 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.
- **Clicking the application reference number here will open the application form, allowing you to make the necessary changes and complete your resubmission.**

Application ref	Process name	Date submitted	Status	Status date
EV-2016-197350-01	Evac Scheme - Sample Factory	8 Mar 2016 11:08	Not Approved	8 Mar 2016 00:00

Application ref	Process name	Date submitted	Status	Due date
EV-2016-197350-02	Evac Scheme - Sample Factory		Pending Resubmission	

Making changes to your application

- Once you have opened the application from the “Active applications” tab, you will see the standard online application form with all of your previously entered answers filled in for you.
- You can use the navigation arrows at the top of the page to jump straight to the sections that need attention.
- Once you have updated your answers and / or supporting documents, simply navigate to the next section to update any other answers as needed according to your notification letter.

The notification letter will list all of the changes needed. Please do not 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.

The screenshot shows a web application interface for 'Evacuation Schemes'. At the top, there is a navigation bar with a home icon, 'Evacuation Schemes', 'More services coming soon', and 'My Dashboard'. Below this is a progress indicator with seven sections: Section 1, Section 2, Section 3, Section 4, Section 5, Section 6, and Section 7. A red arrow points to the right-pointing arrow between Section 1 and Section 2. To the right of the progress indicator is a 'Save and Complete Later' button. The main content area is titled 'Completing the Application' and contains instructions about document uploads and a note about asterisks. Below this is a section titled 'Section 1 - Application Details' with a 'Section Complete' status. Underneath, there is a 'Help for this section' link and two questions: '1.1* Building owner's full name is' with the answer 'Matthew Malone' in a text box, and '1.2* The applicant for this approval is' with radio button options for 'the building owner' and 'a person authorised by the building owner to make this application'.

Making changes to supporting documents

- In this example, the notification letter advises the applicant to update their Fire Action Notice.
- The original notice will need to be removed from the submission and an updated notice will need to be attached.

To update any documents attached to your submission:

- Click the **x** next to the relevant file to delete it from your application. You will be asked to confirm the deletion.
- After a few seconds, the file will be removed and the document name will disappear.
- Click the 'Upload Now' button to attach the updated file. Once uploaded, the document name will be displayed.
- To confirm the right document has been attached, you can click the document name to open the attachment.

Section 4 - Signs and equipment

4.1 Signs or notices

The assembly point in your Fire Action Notice (rear carpark entrance) is not consistent with the assembly point given in your answer to Q3.5 and in your training document (car park area at corner of Sample Terrace and Fake Street). Please update your Fire Action Notice to ensure these descriptions are consistent.

Section 4 - Preparation in case of fire

[Help for this section](#)

Signs and Equipment

4.1* Provide copies of signs or notices, and complete the details below, including where the signs or notices are located

Title of the sign or notice
Fire Action Notice

Evacuation plan

Exit signs

Upload(s):
[Sample evacuation plan.pdf x](#)
[Sample Fire Action Notice.pdf x](#)

Can't see the **x**? Here it is

Completing your resubmission

- Once all the requested changes and updates have been made, navigate to Section 7 (Applicant Responsibilities).
- Tick the acknowledgement box near the bottom of the page.
- Click the Submit Application button to continue. **You will not be able to make any further changes to the application after this point.**
- 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.

Submit Application

To save your application and submit at a later stage select [Save Working]. To submit your application for processing select [Submit Application]. You must read and accept the statement below before your application can be submitted for processing.*

By ticking this box I acknowledge that I have completed this application and that the information I have provided is true and correct to the best of my knowledge, and that the building owner seeks approval of the evacuation scheme for the building.

Save and Complete Later Submit Application Preview Application

Draft applications Active applications Completed applications

Submitted but not yet processed:

Application ref	Process name	Date submitted	Status	Due date
EV-2016-197350-02	Evac Scheme - Sample Factory	8 Mar 2016 13:36	Resubmitted	7 Apr 2016 17:00

Frequently asked questions

Q: How long will it take to have my resubmission reviewed?

A: The Fire Service has 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@fire.org.nz) explaining 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 cannot 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 was Not 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 is not 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.