

Tuesday 17 July 2012

“E” for easy, efficient customer service

DA eForms, eBooks and the community eNewsletter (Ryde City View) are the latest Council services to go online at City of Ryde.

City of Ryde Mayor, Cllr Artin Etmekdjian, said: “Introducing more online services is part of our customer service focus and by providing more efficient and convenient ways for the community to interact with the Council is simply good for business.”

New DA eForm is easy to use

Over \$550 million worth of development was approved by the City of Ryde during the 2011/12 financial year, more than double for the previous year. The new DA eForm saves time and effort, so building can start sooner. Go to www.ryde.nsw.gov.au/eforms

- Submit your DA eForm 24/7.
- The DA Information Package contains an information sheet, a checklist, a table to help estimate the cost of the works and other helpful information.
- The service identifies the supporting plans and documents customers need for each type of development.
- Electronic copies (pdf, jpg, doc) of plans, reports and documentation can be attached.
- Customers have their own account, so they can save incomplete forms and keep track of the progress of their application.
- Upon receipt of DA eForm a preliminary review is undertaken within two working days.
- If everything is in order, an email is sent to the customer with a quote for a development fee inviting them to formally lodge their DA at the Ryde Planning and Business Centre.

eBook Catalogue – new and free

Thousands of fiction and non fiction titles are now available 24/7 to City of Ryde and Hunters Hill Library members.

- Download up to five eBooks and eAudiobooks for 21 days.
- Suitable for Windows PC, Mac, compatible tablet, eBook reader or smart phone.
- Free WiFi now at all five City of Ryde library branches.
- Library membership is free – apply online.
- Go to www.ryde.nsw.gov.au/library for eCatalogue and to register.

eNewsletter

The fortnightly Ryde City View community newsletter brings you up to date with all the latest news from Council, including services, special events, community awards, list of DAs received and a What's On. To receive an electronic copy register at www.ryde.nsw.gov.au/cityview

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