

# User Guide

## Online Certificate Request

There are six steps to completing an Online Certificate Request. Each step has its own tab. Once the tab has been completed you can navigate back to it by clicking on the tab. Instructions are displayed on each tab to help you guide through the online form.

Click on the **APPLY NOW** button on our Land Information Certificate page to begin your request.

All requests lodged will be processed within Council's regular business hours, Monday to Friday 9am – 5pm.

### Location tab

Choose which method of searching you are using. *Only required to complete one section of the Property Search*

- Search by title
- Search by address

Regardless of the method of searching for your property, once you have entered your relevant criteria, click the search button

### Property Search

Location	Attachments	Certificate
Delivery	Payment	Receipt

#### Instructions

Search for the Properties and/or Assessments against which you would like to request a Certificate. Search by one of the search options only:

- On selection of the appropriate Properties and/or Assessments you will select the Certificate Type/s required.
- Multiple Certificates can be requested at once.
- Rating Certificates apply to Assessments and Property Certificates apply to Properties.
- On successful payment for Certificates, a request confirmation form will be presented. Print the confirmation as your record of the transaction.
- If your search has returned no results, please contact our office on (03) 5871 9222 or email [info@moira.vic.gov.au](mailto:info@moira.vic.gov.au) for your enquiry.

### Properties selected so far

No results found

**Tip** – When searching for a title, in the Plan field only enter numbers (no letters)

### Search by title

Title Type:

Lot No:

Plan:  **X**

**X**

**✓**

OR

### Search by address

Level Number:

Unit:   
eg. 12a OR 12a-13b

House:   
eg. 4b OR 4b-5c

Building:

Street Name (without type):   
Knox Street NUMURKAH

Suburb:

**Tip** – When searching for an address you will be displayed with matching address criteria when you enter the street name, click on the address the request relates to

Select Properties for which a Certificate is required.

**Property and Assessment Search Results**

Location > Attachments > Certificate >  
Delivery > Payment > Receipt

**Instructions**  
Select Properties for which a Certificate is required.

**Property and Assessment Search Results**

Properties

Lot: 1 LP: 74785 81 Knox Street NUMURKAH VIC 3636

Continue Accept and search again Clear and search again

### Continue

Progress to the next stage of the application

### Accept and search again

Allows you to choose multiple properties of the same certificate type that you are requesting. Eg. All properties need a Rate Certificate (\$27.40)

### Clear and search again

Allows you to clear your search and start again

## Attachments tab

Upload a copy of land Title and copy of Lot Plan and ensure your title contains the address of the request

**Attachments**

Location ✓ Attachments > Certificate >  
Delivery > Payment > Receipt

**Instructions**  
Please upload a copy of land Title and copy of Lot Plan and ensure your title contains the address of the request.

**Attachments**

Select to add attachments  
No results found

Continue

Click

Select to add attachments

Choose File and upload the Title/Plan  
Enter Title – Include address of your request. If you have multiple addresses you can add in more attachments in the next step

Click on **Add Attachment**

Or **Close** to start again

### Add Attachment

You can **Add Another** attachment

### Close

No more attachments and will progress to next step

Attachment document will list under Attachments

### Continue

**Add Attachment**

Attachment Type Title/Plan - Ensure your title contains the address of the request

Filename Choose File | 114801 - 81 ...nd Title.PDF

Title 81 Knox Street Numurkah  
Maximum length is 254 characters

Registration date dd/MM/yyyy hh:mm 17/09/2021 08:43

Add Attachment Close

**Add Attachment**

File: "114801 - 81 Knox Street, Numurkah - Copy of Land Title.PDF" uploaded for processing.

Add Another Close

### Attachments

**Attachments**

Location ✓ Attachments > Certificate >  
Delivery > Payment > Receipt

**Instructions**  
Please upload a copy of land Title and copy of Lot Plan and ensure your title contains the address of the request.

**Attachments**

Select to add attachments

Document ID	Document Date	Document Description	File Type	File Size
In Transit	17/09/2021	81 Knox Street Numurkah	PDF	

Continue

## Certificate tab

Please note, the selected certificate type will apply to all properties you have selected.

Choose the certificate type requested.

Please remember your selection here will relate to all properties that you entered in on the Location tab, which are displayed also at the bottom of this page

**Continue**

### Certificate Types Selection

Location	Attachments	Certificate
Delivery	Payment	Receipt

#### Instructions

Four Certificate Types are available, two for building and two for rates

- Building Certificate - Regulation 51 (1) - \$48.00
- Building Certificate - Regulation 51 (2) - \$48.00
- Land Information Certificate (LIC) - \$27.40
- Land Information Certificate (LIC) Priority - \$67.40

### Certificate Types Selection

Building Certificate : Reg 51 (1)

Building Certificate : Reg 51 (2)

Rates Certificate : LIC Priority

Rates Certificate : LIC

### Certificates will be requested for these properties

Properties

Lot: 1 LP: 74785 81 Knox Street NUMURKAH VIC 3636

**Continue**

Confirm by pressing **Continue**

*Note:* You have an option at this stage to change the certificate type if you have made an error in your selection.

**Change Certificate type**

### Confirm Requested Certificates

Location	Attachments	Certificate
Delivery	Payment	Receipt

#### Instructions

Use the checkboxes to confirm the Certificates you wish to order.

- Parcels not yet separately rated will upon sale have a rates assessment created and the purchaser will be issued with a Supplementary Valuation & Rate Notice. Please contact our office on (03) 58719222 or email [info@moira.vic.gov.au](mailto:info@moira.vic.gov.au) for further information regarding your enquiry.

### Confirm Requested Certificates

Rates Certificates

Assessment: 114801

Lot: 1 LP: 74785 81 Knox Street NUMURKAH VIC 3636

Rates Certificate : LIC

**Continue**

Change Certificate type

## Delivery tab

Enter details of where the certificate is to be issued including Delivery Type.

It is important to note that there must be an email address identified in the Delivery Details email address field if you wish the certificate to be sent to via email.

## Certificate Delivery Options

Location ✓	Attachments ✓	Certificate ✓
Delivery >	Payment >	Receipt

### Delivery Options

Select how you would like Certificates delivered.

- Post - Council will post a printed copy of the Certificate to you at the postal address listed
- Email - Council will email a PDF copy of the Certificate to you at the email address listed
- Counter Pickup - A printed copy of the Certificate will be made available for you to pickup from Council Customer Service Counter

NOTE: Enter in your name and contact details, select your preferred delivery method and choose continue.

**Rates Certificate : LIC** | 44 Station Street COBRAM VIC 3644

Please enter the details for delivery of this Certificate/s if different to the applicant

Name	<input type="text" value="John Smith"/>
Address	<input type="text" value="44 Station Street"/>
	<input type="text" value="COBRAM"/>
	<input type="text" value="VIC"/>
Post Code	<input type="text" value="3644"/>
Email	<input type="text" value="info@moira.vic.gov.au"/>
Phone	<input type="text"/>
Fax	<input type="text"/>

Deliver By / Fee  Email \$27.40  Post \$27.40  Counter Pickup \$27.40

Your Reference

[Continue](#)

## Payment tab

### Certificates Payment

<a href="#">Location</a> ✓	<a href="#">Attachments</a> ✓	<a href="#">Certificate</a> ✓
<a href="#">Delivery</a> ✓	<b>Payment</b> >	<a href="#">Receipt</a>

Determine the Payment method by clicking on the appropriate radius

### Pay Now

#### Instructions

Complete payment details to finalise certificate request(s).

### Payment Methods

MasterCard



Visa



### Payment Amount

Amount \$27.40

**Pay Now**

*"Pay Now" Credit Card Payments*

*(Next step: Confirm total payment amount & enter credit card details)*

### Payment Information

#### Rates Certificates

Rates Certificate : LIC (\$27.40)

Lot: 1 LP: 74785

81 Knox Street NUMURKAH VIC 3636

Total: \$27.40

## Receipt tab

Tax Invoice/Receipt will display.

You can print the receipt by clicking on the Print button

### Tax Invoice / Receipt

**i** Instructions

Please print a copy of the following receipt for your records [Print](#)

Please note that your payment may not be updated until the following business day

WARNING: Pressing the Refresh button may result in your card being debited again

Moira Shire Council  
ABN 20530141700  
44 Station Street  
COBRAM VIC 3644

Phone 0358719222  
Fax 0358721567  
Email Address info@moira.vic.gov.au  
Web www.moira.vic.gov.au

Payment Date	Tuesday 20 April 2021 15:44
Reference ID	366536
Receipt Number/Transaction ID	582143
Result Description	Approved

#### Payment Details

Card Holder's Name	John Smith
Fee Amount	\$27.00
Payment Type	Request Certificate Online
Total Cost excluding GST	\$27.00
Total GST	\$0.00
Grand Total	\$27.00

#### Details

Rates Certificates	
Rates Certificate : LIC	
Property Title	Lot: 1 LP: 747
Property Address	44 Station Street COBRAM VIC 3644
Delivery Method	Email
Delivery Details	John Smith 44 Station Street COBRAM VIC 3644  info@moira.vic.gov.au
Total Fee	\$27.00
Reference	516/2021
Applicants Ref	

**Council will deliver the response by the nominated delivery method**  
*Example shown here is by email*



Moira Shire Council <info@moira.vic.gov.au>

Moira Shire Council - Certificate Request 1452 - 44 Station Street COBRAM VIC 3644



Please find attached your certificate as requested

All requests lodged online will be processed within Council's regular business hours, Monday to Friday 9am – 5pm.