

How to Apply for Planning or Land Use Application

Create an account in the Online Portal:

1. Access the portal at: <https://twb-bennett-co.smartgovcommunity.com/Public/Home>
2. Select **'Sign Up'** in the upper right corner or **'Log In'** if an account has already been created.
3. Go to **'My Portal' > 'Apply Online'**.
4. Set up a user name by entering the email address to be associated with your account and choose a password.
 - i. **Step 1:** Confirm the contact information for the account (Name, Address and Phone Number). Select **NEXT** once all fields are filled in.
 - ii. **Step 2:** Review the information, if accurate and Terms and Conditions are agreed to, click the **I agree to Terms and Conditions** box and then select **CREATE MY ACCOUNT**
5. You will receive an email with a verification message, follow the prompts to complete creating your account.

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2. Select **'Log In'** if an account has already been created.
3. Go to **'My Portal' > 'Apply Online'**. If picking up an application that was already started, select **'My Portal' > 'My Applications'** and select the correct application.
4. Select the type and subtype of the application needed. Provide the site address for the project the portal will populate parcels that match your entry, select the correct one.
5. Click through each section of the application and provide the required information. Each section will indicate 'Done' and a check mark when the required information has been provided. Any section marked 'Not Complete' with a red encircled 'i' still requires information or an uploaded document to complete the section.
6. Once the application is completed, select **'Submit Application'** at the bottom of the screen. *Note that the application will not be received by the Building Department unless the required sections are filled and the Submit Application action is completed.*
7. Monitor the status of the application and provide additional information or any fees as required. Additional fees will become payable as the application is reviewed for completeness and accepted or upon subsequent submittals if required.
8. Planning staff will route the application and submittals to referral agencies, respond with comments to the applicant once complete and indicate the next steps of the application.