

1st Level Customer Service Queries

1. I only have a transaction reference no obstruction number.

The APP# would have been emailed back to you as soon as it was submitted.

2. Can I extend my permit – or change the dates of my permit?

If your permit has not expired, or within 1 business day of the permit expiring you can send an email to the permit officer requesting an extension.

Please quote in the subject line: **OB# 123 Extension**

You need to request an extension and indicate the new date you want, and brief reason why it is needed. Generally only 1 extension is granted.

3. How do I apply online for a permit?

<https://perth.wa.gov.au/planning-development/undertaking-works/obstruction-permits>

Ensure you read the information on the processing times and T&C's. Go to the bottom of the page to apply as a new user.

4. How do I know if I'm a registered user?

You would have received a login and password from the City. If not, just click on First time user.

To be set up as a registered user please send an email to obstruction.permits@cityofperth.wa.gov.au for a request for set up as a debtor.

5. If I need a permit for tomorrow, will I get it?

No, it is a minimum 3 day turnaround for permits. If it's an emergency, and a matter of public safety, works can be granted.

6. I want to do works on a Sunday because there's no traffic, will I get a permit?

Sunday works are considered out of hours and will need justification. Approval to conduct construction works out of hours would only be considered in the following situations:

- **Delivery of oversized plant or structures** that the authority may determine requires special arrangement to transport on roads.
- **Emergency works** to avoid loss of life or damage to property, or to prevent environmental harm.
- **Maintenance and repair of public infrastructure** where disruption to essential services and or considerations of worker safety do not allow work within normal working hours

- **Public infrastructure works** that shorten the length of the project and are supported by the affected community

Noise approval is not required if you are working Monday – Saturday between the hours of 7am-7pm.

7. I just want a skip bin for my front verge – is this allowed?

You can only place a skip bin in a parking bay, the verge is not allowed in the City. You must apply for an obstruction permit, and indicate in the application how long it will be there and the location of the bay so Parking Services can allocate that space for you.

If you are placing a skip bin on your own property you don't need a permit.

8. I'm just painting/window washing the front of my business frontage – do I need a permit?

Permits are not required for the following activities however safety devices such as traffic cones and/or bunting may be required to ensure public safety

Minor Filming	Up to 4 people with a camera and a tripod or other small equipment.	1. Four Students with a camera. 2. Tourists.
Step Ladders	Ladders against the wall up to one metre away from the building.	A person working on a ladder applying window tint.
Sign Writing, Painting or Window Cleaning	One or more workers with or without a ladder up to one metre away from the wall. (Protection of footpath is required)	1. A Sign Writer standing on the footpath writing on a window. 2. A Painter painting window frames from a ladder.
Surveys	Surveying a street or footpath, using surveying equipment.	Surveying a street with a theodolite and tripod.

This information is on our website under Obstruction Permits T&C's.

9. I'm working within my own property – do I need a permit?

You don't need an obstruction permit if you are not constructing the footpath, verge or road. You may need out of hours approval from our Environmental Health team if you are doing any construction outside of hours.