

## PLANNING PERMIT

<b>Permit No.:</b>	PA2403035
<b>Planning scheme:</b>	Greater Geelong Planning Scheme
<b>Responsible authority:</b>	Minister for Planning
<b>ADDRESS OF THE LAND:</b>	158-162 High Street, BELMONT

### THE PERMIT ALLOWS:

<b>Planning scheme clause No.</b>	<b>Description of what is allowed:</b>
34.04-1	A permit is required to construct a building or construct or carry out works.
52.05-11	A permit is required to display any sign not in Section 1 of the Table to this provision.
52.06-3	A permit is required to Reduce (including reduce to zero) the number of car parking spaces required under Clause 52.06-5.

### THE FOLLOWING CONDITIONS APPLY TO THIS PERMIT:

#### Compliance with documents approved under this permit

1. At all times what the permit allows must be carried out in accordance with the requirements of any document approved under this permit to the satisfaction of the responsible authority.

#### Commencement

2. This permit will operate from the issued date of this permit.

#### Amended Plans

3. Prior to the commencement of the development, amended plans to the satisfaction of the Responsible Authority must be submitted to and approved by the Responsible Authority. When approved, the plans will be endorsed and will then form part of the permit. The plans must be drawn to scale with dimensions and must be generally in accordance with the

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plans submitted with the application prepared by Clarke Hopkins Clarke architects Revision B date March 2024 but modified to show:

- a) The extension of garden bed '21', as shown on drawing 321-0877-01-L-01-DR01 to the edge of existing car parking bay
- b) Notations and detail shown on the plans consistent with the recommendations contained in the Acoustic Report Reference R01 22147 by Clarity Acoustics dated 8 May 2023, including:
  - i. Providing a full height wall/acoustic screen along the north-eastern end of the loading dock. The screen should be constructed of a material with minimum surface density of 12 kg/m<sup>2</sup> and be designed as outlined in Section 5.1 the acoustic report.
  - ii. Designing all mechanical plant associated with the subject site to be compliant with the Noise Protocol noise limits at the nearest affected receivers in conjunction with all other noise sources associated with the site. The design must be informed by an acoustic report as outlined in condition 18.
  - iii. The car park exhaust fans be designed so as to achieve a maximum sound pressure level of 60 dB LAeq at 1 m from the discharge vents.
- c) The application of a graffiti-resistant coating to:
  - i. all walls of the supermarket and
  - ii. the walls that have an interface to High Street, including walls around the public plaza
- d) ESD Initiatives contained within Sustainable Management Plan Rev. C prepared by Ark Resources dated 07/12/2023

**Endorsed Plans**

4. The development as shown on the endorsed plan(s) must not be altered without the written consent of the Responsible Authority.
5. All works must be undertaken in accordance with the endorsed Plan, ESD report and stormwater management plan to the satisfaction of the Responsible Authority. No alterations to these plans may occur without the written consent of the Responsible Authority.
6. The location and details of the signage, including those of the supporting structure, as shown on the endorsed plans, must not be altered without the written consent of the Responsible Authority.

**Section 173 Agreement**

7. Prior to the commencement of the development, the applicant must enter into an agreement under Section 173 of the Planning and Environment Act 1987 with the City of Greater Geelong. The agreement must be in a form to the satisfaction of the City of Greater Geelong, and the applicant must be responsible for the expense of the preparation and registration of the agreement, including the City of Greater Geelong's reasonable costs and expense (including legal expenses) incidental to the preparation and registration of the

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agreement. The agreement must contain covenants to be registered on the Title of the property so as to run with the land, and must provide for the following:

- a) The Owner must incorporate into its development and maintain a throughway over the land from the south-western end of Discovery Lane to High Street, Belmont Square and Belmont Walk for the use of loading and waste collection vehicles attending the rear of:
  - i. 156 High Street, Belmont
  - ii. 13 Discovery Lane, Belmont
  - iii. 152 High Street, Belmont  
148 High Street, Belmont
  - iv. 142 High Street, Belmont
  - v. 140 High Street, Belmont and
  - vi. 138 High Street, Belmont.
- b) The vehicle access over the land must provide for vehicles of a size up to and including Council waste collection vehicles and tenant loading vehicles up to Class 5 as per Austroads Vehicle Classifications (8.8-metre-long medium rigid vehicle, as defined within AS2890.2:2018).
- c) The owner may from time to time temporarily close the throughway at its discretion for no longer than 3 hours at a time. Such discretionary temporary closures may only occur after written notice is provided to the properties listed above no less than 1 day prior to the proposed closure and such closures must not be scheduled when they may interfere with Council waste collection.
- d) In cases of emergency, the vehicle access over the land may be temporarily closed with no notice and for as long as is required to respond to or manage the emergency.

The agreement will be registered on Title in accordance with Section 181 of the Planning and Environment Act 1987.

#### **Landscape Plan**

8. Prior to the works commencing, a landscape plan prepared by a suitably qualified or experienced, person to the satisfaction of the Responsible Authority, must be submitted to and approved by the Responsible Authority. The plan(s) must be drawn to scale and show:
  - a) A survey (including botanical names) of all existing vegetation to be retained and/or removed
  - b) Details of surface finishes of pathways and driveways
  - c) A planting schedule of all proposed trees, shrubs and ground covers including botanical names, common names, pot sizes, sizes at maturity, and quantities of each plant
  - d) Landscaping and planting within all open areas of the site
  - e) Landscaping in general accordance with the landscape concept plan prepared by Tract dated 28 February 2024
  - f) The extension of garden bed '21', as shown on drawing 321-0877-01-L-01- DR01 to the edge of existing car parking bay

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When approved, the plan will be endorsed and form part of the permit, all to the satisfaction of the Responsible Authority.

**Public Realm Plan**

9. Prior to the commencement of works, a Public Realm Plan prepared by a suitably qualified or experienced person must be submitted and approved by and to the satisfaction of the City of Greater Geelong. The plan must adhere to relevant City requirements and must include a scope of work that encompasses all changes to High Street and Church St, as well as proposed changes to Council carpark south-west of the development. The plan must include:
- a) Any proposed new council assets
  - b) Redundant vehicle crossing removal and footpath reinstatement
  - c) Materials and details of all surface finishes
  - d) Materials and details of kerbs and channels
  - e) Existing and proposed finished surface levels
  - f) Tactile surface ground indicators and kerb ramps
  - g) Road works including changes to parking, including parking signs, and line marking
  - h) All proposed vehicle crossings
  - i) Any proposed lighting
  - j) Planting layout including existing trees to be retained/ removed and proposed vegetation
  - k) The extension of garden bed '21', as shown on drawing 321-0877-01-L-01-DR01 to the edge of existing car parking bay
  - l) Provision of a barrier kerb along the front of the row of car parking spaces within the council car park and a kerb outstand in the southern most car space. The landscaping must be provided between the barrier kerb and the wall of the building (garden bed 21 as referenced in the landscaping plan).
  - m) All trees to be planted in garden bed 21 must be in line with the edge of each car parking space.
  - n) The existing trees within the row of carparking spaces to be removed and be reinstated with asphalt and the line marking to be adjusted.
  - o) The north-east facing lantern on the street light pole within the Council carpark must be removed at the applicant's expense
  - p) Planting schedule for trees, shrubs, and ground covers, including botanical names, common names, pot sizes, sizes at maturity, and quantities of each plant
  - q) Any stormwater management measures, including permeable paving, rain gardens, or other sustainable drainage elements
  - r) Overlay civil engineering plans to show all existing infrastructure (e.g., pits, meters, poles, kerbs and outstands, drainage assets) and levels with reference to feature survey plans for the subject site and adjoining sites.

When approved, the plan will be endorsed and form part of the permit.

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Unless otherwise approved in writing, the approved works must be implemented prior to occupation of the development, at no cost to, and to the satisfaction of the City of Greater Geelong

**Prior to Occupancy of the Development**

10. Unless otherwise agreed in writing by the Responsible Authority, prior to the occupation of the development hereby approved, the developer must:

- a) Complete all building and works including landscaping works in accordance with the endorsed plans.
- b) Complete streetscape improvement works in accordance with the endorsed landscape plans and public realm plan.
- c) Implement all acoustic measures in accordance with the recommendations contained in the acoustic report compiled by Clarity Acoustics dated 8 May 2023 and shown on the endorsed plans.
- d) Clean and finish all walls on or facing external boundaries.

All to the satisfaction of the Responsible Authority.

**Loading and Access Management**

11. Prior to the commencement of works, unless otherwise agreed in writing by the Responsible Authority, a Loading Management Plan (LMP) must be submitted to and approved by Greater Geelong City Council. The LMP must specify how the ingress/egress of loading and waste vehicles is to be managed and ensure that:

- a) Noise mitigation measures are introduced for night-time deliveries (between 10pm and 7am) which could include:
  - i. Truck vehicles are switching off engines and motors during delivery process
  - ii. Unloading of trucks is by hand or hand trolley only
- b) All deliveries to the site and truck movements offsite must only occur between the following hours:
  - i. 7:00am to 10:00pm - Monday to Saturday
  - ii. 9:00am to 10:00pm – Sundays and public holidays
  - iii. Small deliveries including delivery vans and trucks no greater than 8.8 m in length can occur at any time.
- c) Trolleys are being fitted with soft rubber wheels to limit noise emissions
- d) Smooth surfaces are implemented in storage/delivery receival areas to minimise noise emissions when trolleys are travelling throughout.
- e) Signage instructing delivery drivers to operate vehicles in a reasonable manner and minimise noise and noise impacts on residential properties as much as possible.
- f) Loading and unloading and waste collection must only be undertaken in the designated loading bay when the loading door is closed.
- g) Loading and unloading operates in accordance with the recommendations contained in the acoustic report Acoustic Report Reference R01 22147 by Clarity

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Acoustics dated 8 May 2023 and any changes required under conditions 19 and 20 of this permit.

- h) Delivery and waste collection vehicles must only enter and exit via Church Street in a forward direction. The make and model (including product number) of the mechanical turntable to be used for loading and unloading must be provided to demonstrate compliance.
- i) The mechanical turntable must be routinely serviced and maintained so that any adverse effect on adjoining properties by noise is prevented.
- j) The mechanical turntable must be permanently available for loading and unloading in accordance with its purpose, to the satisfaction of the Responsible Authority
- k) The mechanical turntable must be routinely serviced and must be maintained to the satisfaction of the Responsible Authority to ensure satisfactory access to all loading and unloading facilities and to prevent any adverse effect on adjoining land by the emission of noise.
- l) The loading bay area must remain available for this purpose at all times to the satisfaction of the Responsible Authority.
- m) Delivery and waste collection vehicles must not exceed 19 metres in length.
- n) Demonstrate that any vehicle on the mechanical turn table while in operation will not be overhanging across the Church Street footpath.
- o) A notation that the loading dock garage door motor/s will be fitted with a soft stop/start controller to minimise noise.
- p) A notation that the loading dock garage door will be set to stop approximately 5mm from the slab/ground to ensure the base of the door does not contact the concrete surface.

### **Engineering Conditions**

#### **Stormwater Quality/ Management**

- 12. The site stormwater system must be designed and installed such that the site stormwater discharge is not increased by the proposed development. An appropriate on site detention system designed in accordance with the Infrastructure Design Manual may be required.
- 13. Before any demolition of the council drain at the car park that runs toward High Street, submission of CCTV footage is required to demonstrate that there are no other stormwater connections in the drain.

#### **Pump System**

- 14. All storm water runoff is to be collected on site and discharged to the legal point of discharge using a pump system or as otherwise nominated by the responsible authority. The pump system is to be designed and constructed in accordance with Australian Standard 3500 Part 3.2 Section 9.

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15. In the event of any operational difficulties with the pump system, it is the Responsibility of the landowner to rectify these difficulties.
16. Any pump system is to be replaced by gravity discharge if and when available, and if directed by the Responsible Authority, at the land owner's full cost.
17. Provision is made (if appropriate) in any subdivision for Body Corporate drainage works, and access to those drainage works to be on common property or within an easement in favour of the Body Corporate.

Note: Where the legal point of discharge is kerb and channel, discharge velocity at the kerb must be no greater than 1.5 m/s with a maximum discharge flow rate of 10 l/s and the outlet directed at an angle of 45o to the direction of flow in the kerb and channel.

**Drainage & Vehicular Access**

18. Prior to the occupation of the development, the developer must:
  - a) Construct the site stormwater system into the underground drain pit in eastern corner at High Street or other nominated point/s as approved by the Responsible Authority. The stormwater connection must be in accordance with City of Greater Geelong Standard Drawings.
  - b) Construct vehicular crossings in accordance with the requirements and standards of the City of Greater Geelong.
  - c) Any proposed vehicular crossing shall have satisfactory clearance to any existing crossover, side-entry pit, power, lighting or telecommunication pole, manhole cover or marker, fire hydrant or street tree. Any relocation, alteration or replacement required shall be in accordance with the requirements of the relevant Authority and shall be at the applicant's expense.
  - d) Remove any redundant vehicular crossings with kerb and channel and the footpath/nature strip area reinstated to match existing construction in the street;

all to the satisfaction of the Responsible Authority.

**Car Parking**

19. Unless otherwise approved by the Responsible Authority, no fewer than 182 car space(s) must be provided on the land.
20. A minimum of 4 car space(s) must be provided for the exclusive use of disabled persons.
21. Before the commencement of the use, the area(s) set aside for the parking of vehicles and bicycles, and access lanes as shown on the endorsed plans must be:
  - a) constructed
  - b) properly formed to such levels that they can be used in accordance with the plans
  - c) surfaced with an all-weather-seal coat
  - d) drained

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- e) line marked to indicate each car space and all access lanes
- f) clearly marked with directional arrows and signage to show the direction of traffic along access lanes and driveways
- g) Have signage installed for all designated staff car parking spaces, as shown on the endorsed plans
- h) Have line markings (or some other treatment, as appropriate) undertaken to indicate pedestrian priority at the points where the pedestrian pathways cross the vehicle access ways
- i) Be lit to the satisfaction of the responsible authority.

At all times car spaces, access lanes and driveways must be kept available for these purposes.

Once constructed, these areas must be maintained to the satisfaction of the responsible authority.

**Amenity**

**Noise**

22. The noise from the operation of a truck-mounted refrigeration unit must not be audible within a habitable room of any residence (regardless of whether the door or window to the habitable room is open) during the following hours:
- a) 10 pm – 7 am Monday to Saturday
  - b) 10 pm – 9 am Sundays and public holidays
23. Prior to the commencement of the development, an acoustic report prepared by a suitably qualified acoustic engineer must be submitted to the Responsible Authority. The report must outline the appropriate level of acoustic abatement required to ensure no unreasonable detriment occurs to the adjacent residential interface as a result of the rooftop condenser to the satisfaction of the Responsible Authority. The recommendations in this assessment must be implemented prior to commencement of operation of the premises.
24. Within 3 months of the issue of Certificate of Occupancy of Final inspection, a report by an appropriately qualified acoustic consultant must be undertaken to audit compliance of the building against the conditions of this permit during operational periods. This report must be submitted to the Responsible Authority within 3 months of the occupation of the development. In the event of non-compliance, the report must make recommendations to address the non-compliance, and these recommendations must be implemented to the satisfaction of the Responsible Authority, with a follow up report to be submitted to demonstrate compliance with conditions.
25. The noise generated by the use must at all times comply with the requirements of 'Environment Protection Act,' 'Environment Protection Regulations,' and 'Noise Limit and Assessment Protocol for the Control of Noise from Commercial, Industrial and Trade

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Premises and Entertainment Venues' and the use must operate in accordance with the recommendations contained in the Acoustic Report Referenced R01 22147 completed by Clarity Acoustics Watson dated 8 May 2023.

26. No music or announcements may be audible outside the boundaries of the site to the satisfaction of the Responsible Authority.
27. The compactor associated with the supermarket must only be used between the following hours:
- a) 7am to 8pm – 7 days a week

**Security Alarms**

28. All security alarms or similar devices installed on the land must be of a silent type in accordance with any current standard published by Standards Australia International Limited and be connected to a monitored security service.

**Maintenance of Buildings, Works and Landscaping**

29. All buildings and works must be maintained in good order and appearance to the satisfaction of the Responsible Authority.
30. The landscaping must be maintained on an ongoing basis to the satisfaction of the Responsible Authority.

**Plant and Equipment Insulation**

31. No plant, equipment, services or architectural features other than those shown on the endorsed plan/s are permitted above the roof level of the building without the prior written consent of the Responsible Authority.
32. All external plant and equipment must be acoustically treated or placed in soundproof housing to reduce noise to a level satisfactory to the Responsible Authority.
33. All air-conditioning units are to be placed in an appropriate location or alternatively acoustically treated to reduce noise to a level satisfactory to the Responsible Authority.

**Light Emissions**

34. Outdoor lighting must be designed, baffled and located to the satisfaction of the Responsible Authority to prevent any adverse effect on adjoining properties.

**General Amenity**

35. The amenity of the area must not be detrimentally affected by the use or development through the:
- a) Transport of materials, goods or commodities to or from the land
  - b) Appearance of any building, works or materials

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- c) Emission of noise, artificial light, vibration, odour, fumes, smoke, vapour, steam, soot, ash, dust, wastewater, waste products, grit or oil
- d) Presence of vermin

All to the satisfaction of the Responsible Authority.

**Waste Storage and Disposal**

36. Unless otherwise approved, waste management and collection must be carried out in accordance with the requirements of the approved and endorsed Waste Management Plan to the satisfaction of the responsible authority.
37. The waste bin lids must remain closed at all times to prevent pest infestation and rubbish being scattered by birds.
38. As per the recommendation of the endorsed Waste Management Plan, waste will be removed from the site on 3 collection days per week. All waste material must be regularly removed from the site to the satisfaction of the Responsible Authority and in adherence with the EPA Noise Control Guidelines (publication 1245) which are:
- a) Two or More Collections Per Week
  - b) Refuse bins should be located at sites that provide minimal annoyance to residential premises.
  - c) Compaction should be carried out while the vehicle is moving.
  - d) Bottles should not be broken up at collection site.
  - e) Routes which service predominantly residential areas should be altered regularly to reduce early morning disturbances.
  - f) Noisy verbal communication between operators should be avoided where possible

**Community Art Panels**

39. The size and location of the community art panels as shown on the endorsed plans must not be altered without the further written consent of the Responsible Authority.
40. The artworks must not result in an open ended community art wall where the community have access to the wall to create on an ongoing bases, unregulated and unpaid.

**Signage**

41. The signs, including their structure and advertising material therein as shown on the endorsed plan, shall at all times be maintained in good order and condition to the satisfaction of the Responsible Authority.
42. The signage must not:
- a) Contain any flashing or intermittent light
  - b) Alter its message or move in part or whole

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- c) Not represent devices used by police or other emergency vehicles

All to the satisfaction of the Responsible Authority.

43. All illuminated signage and lighting associated with the premises must be turned off between 10pm and 7am the next day. Only lighting directly related to the security of the premises may remain active outside these times.
44. The luminance of the internally illuminated signage must be low intensity such that it does not:
- a) Give a veiling luminance to a driver.
  - b) Create an amenity concern to nearby residential properties.

**Parks**

45. Prior to the works commencing (including any demolition works), Tree Protection Fencing must be installed and maintained until works are completed to the satisfaction of the Responsible Authority.
46. Tree protection fencing must consist of three (3) panels of 1.8m temporary fencing in triangulated pattern around the street tree. The fencing panels are to be secured with standard join brackets and held in place with concrete filled temporary fence bases.

**Expiry**

47. This permit as it relates to the development of buildings and signage will expire if one of the following circumstances applies:
- a) The development of the building(s) and signage hereby approved has not commenced within two (2) years of the date of this permit.
  - b) The development of the building(s) and signage hereby approved is not completed within five (5) years of the date of this permit.
48. The Responsible Authority may extend the periods referred to if a request is made in writing before the permit expires; or
- a) Within six (6) months after the permit expires where the use or development has not yet started; or
  - b) Within twelve (12) months after the permit expires, where the development allowed by the permit has lawfully commenced before the permit expiry.

**Advertising Sign Expiry**

49. Unless otherwise extended in writing by the Responsible Authority, this permit, as it relates to signage expires fifteen (15) years from the date of issue, at which time the signage and all supporting structures must be removed and the site made good to the satisfaction of the Responsible Authority.

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**Notes**

**Engineering**

1. Construction of the site stormwater connection/s is to be inspected by Council Representative prior to any backfilling. An appropriate fee equivalent to 3.25% of total cost of civil works, excluding GST (a minimum fee of \$100 applies if the 3.25% amount is less than \$100), is to be paid to Council for inspection. Relevant evidential documentation of the cost is to be provided.
2. All internal property drainage must be designed and constructed to satisfy AS/NZS 3500.
3. A Vehicle Crossing Permit must be obtained prior to commencement of works.
4. All completed landscaping works within the street and/or reserve must be inspected by Council's Parks Unit. To arrange an inspection please contact Ian Rogers on 5272 4827.

**Health**

5. Comply with EPA publication 1834 "Civil construction, building and demolition guide"
6. Ensure compliance with any Commercial Noise regulations, Councils Local Laws and obtain permits where and when required
7. Ensure compliance with any Commercial Noise regulations, Councils Local Laws and obtain permits where and when required
8. The proprietor of the proposed food business will be required to apply to the City of Greater Geelong Council's, Environmental Health Unit for registration of a food premises under the Food Act 1984. Recommend that contact is made prior to internal fit-out to be able to assist with compliance.
9. The applicant must comply with legislative requirements under the Tobacco Act 1987 regarding the sales and display of tobacco and e-cigarettes. Recommend that contact is made with Environmental Health to be able to assist with compliance

**Parks**

10. In the instance that minor pruning of street trees is anticipated the applicant must contact Council's Parks Planning Officers on [REDACTED] to lodge a request and provide adequate notice.
11. All completed landscaping works within the street and/or reserve must be inspected by Council's Parks Unit. To arrange an inspection please contact [REDACTED] on [REDACTED]

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[REDACTED]

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**IMPORTANT INFORMATION ABOUT THIS PERMIT**

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**WHAT HAS BEEN DECIDED?**

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The responsible authority has issued a permit

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**CAN THE RESPONSIBLE AUTHORITY AMEND THIS PERMIT?**

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The responsible authority may amend this permit under Division 1A of Part 4 of the **Planning and Environment Act 1987**.

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**WHEN DOES A PERMIT BEGIN?**

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A permit operates:

- from the date specified in the permit; or
- if no date is specified, from—
  - i. the date of the decision of the Victorian Civil and Administrative Tribunal, if the permit was issued at the direction of the Tribunal; or
  - ii. the date on which it was issued, in any other case.

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**WHEN DOES A PERMIT EXPIRE?**

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1. A permit for the development of land expires if—
  - the development or any stage of it does not start within the time specified in the permit; or
  - the development requires the certification of a plan of subdivision or consolidation under the **Subdivision Act 1988** and the plan is not certified within two years of the issue of the permit, unless the permit contains a different provision; or
  - the development or any stage is not completed within the time specified in the permit, or, if no time is specified, within two years after the issue of the permit or in the case of a subdivision or consolidation, within five years of the certification of the plan of subdivision or consolidation under the **Subdivision Act 1988**.
2. A permit for the use of land expires if—
  - the use does not start within the time specified in the permit, or if no time is specified, within two years after the issue of the permit; or
  - the use is discontinued for a period of two years.
3. A permit for the development and use of land expires if—
  - the development or any stage of it does not start within the time specified in the permit; or
  - the development or any stage of it is not completed within the time specified in the permit, or, if no time is specified, within two years after the issue of the permit; or
  - the use does not start within the time specified in the permit, or, if no time is specified, within two years after the completion of the development; or
  - the use is discontinued for a period of two years.
4. If a permit for the use of land or the development and use of land or relating to any of the circumstances mentioned in section 6A(2) of the **Planning and Environment Act 1987**, or to any combination of use, development or any of those circumstances requires the certification of a plan under the **Subdivision Act 1988**, unless the permit contains a different provision—
  - the use or development of any stage is to be taken to have started when the plan is certified; and
  - the permit expires if the plan is not certified within two years of the issue of the permit.
5. The expiry of a permit does not affect the validity of anything done under that permit before the expiry.

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**WHAT ABOUT REVIEWS?**

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- The person who applied for the permit may apply for a review of any condition in the permit unless it was granted at the direction of the Victorian Civil and Administrative Tribunal, in which case no right of review exists.
- An application for review must be lodged within 60 days after the permit was issued, unless a notice of decision to grant a permit has been issued previously, in which case the application for review must be lodged within 60 days after the giving of that notice.
- An application for review is lodged with the Victorian Civil and Administrative Tribunal.
- An application for review must be made on the relevant form which can be obtained from the Victorian Civil and Administrative Tribunal, and be accompanied by the applicable fee.
- An application for review must state the grounds upon which it is based.
- A copy of an application for review must also be served on the responsible authority.
- Details about applications for review and the fees payable can be obtained from the Victorian Civil and Administrative Tribunal.

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