



**Property
NSW**

Acquisition and Disposal Requests - Frequently Asked Questions





Frequently Asked Questions

1.1 What transactions will be available through the online portal?

The Online Portal is a digital tool that will replace a number of the manual processes now used to interact with Property NSW.

The first service available is **Acquisition and Disposal Requests**. Further services will be made available as they are released in a phased approach.

1.2 What are Acquisition and Disposal Requests?

They are composed of:

- Request to acquire a property to add to an agency's portfolio to meet current or future service delivery needs
- Request to dispose of a property from an agency's portfolio because it has been declared surplus by the agency

1.3 How do I register to use the Online Portal?

Customers will soon receive an email inviting them to register for access to the Portal. A link will also be provided on the Online Portal's front page allowing customers to apply directly.

All requests for Portal access will be assessed by Property NSW.

Once your registration has been approved you will receive an email with log in instructions.

1.4 How long does it take to receive approval to use the Online Portal?

All portal access requests will be assessed and approved by Property NSW between one and five working days.

1.5 How do I reset my forgotten password?

You can request a password reset from the portal homepage. You will need to enter the email address or user name for which you are requesting the reset.

If you have further difficulties, you will be able to lodge a help request on the portal.

1.6 When will I be able to use the portal?

The portal has now launched with Acquisition and Disposal Requests. The portal is now available for use via Property NSW website.

1.7 How do I know what is happening to my request?

You can log in to the portal at any time to access information relating to your requests. Customers can track their requests across six different stages and milestone notifications are also available.



1.8 How long will transaction approvals take to complete?

Lengths of approval differ according to the complexity of your request. Property NSW will contact you within five working days if any further information is required.

1.9 How do I get help with a request?

The new online form for Acquisition and Disposal Requests includes context sensitive help, however, help requests can also be lodged from the Portal.

1.10 How do I talk to someone about my request?

All enquiries relating to Acquisition and Disposal Requests should be sent to:

Tiffany Dang, Manager, Acquisition and Disposal Requests
tiffany.dang@property.nsw.gov.au
(02) 9273 3980

1.11 What advantages can I expect from the new portal?

The portal will provide customers with a number of improvements to the current processes:

- Shorter, less complicated digital forms, saving time.
- Less chance for errors in filling out the form due to drop downs
- “Mouse over” / embedded sensitive help, clarifying data entry requirements
- Ability to enter help requests directly onto the submitted form
- Keeps all your requests in the one location
- Authenticated logon details provide improved levels of document security
- Status updates as your request moves through process milestones
- A quicker way to review and respond to potential property opportunities that may meet your current or future service delivery needs
- Ability to save a draft version of the application, allowing you to complete the form over multiple sessions without losing previous work

1.12 What happens if I submit the old template?

Property NSW will no longer be accepting paper-based applications. We have worked to make the new form as easy to use and intuitive as possible.

To smooth the transition, contextual help is offered on the form and a “How To” video is available on the website that will demonstrate the new, easier way to complete transactions.

If you need further help, you can use the Contact Us page of the portal to get in touch.

1.13 Why should I use Property NSW?

Government Policy Requirement



Under Premier's Memorandum 2012-20:

- All General Government Sector agencies and Public Trading Enterprises are required to refer all real property acquisitions of new property assets and disposals of surplus assets to Government Property NSW (GPNSW) for review and endorsement
- All real property acquisitions of new property assets will be reviewed, managed and approved by GPNSW except where government has mandated another agency to do so or as otherwise agreed by GPNSW
- All real property disposals of surplus assets will be reviewed, managed and approved by GPNSW except where government has mandated another agency to do so or as otherwise agreed by GPNSW.

Benefits to the NSW Government

- The circulation process allows other agencies to transfer or acquire properties within the government network prior to the assets being available on the open market
- It also allows agencies with broader strategies eg Transport for NSW or Urban Growth NSW to provide feedback on constraints or benefits that may impact the acquisition and disposal.

Drawing on Property NSW's expertise

- Property NSW, as a central property agency, considers individual agencies' strategies and property needs to create better outcomes for whole-of-government
- Property NSW is an active owner and manager of real property assets. We are a property and place making specialist. We deliver an array of major projects and transactions as well as drive tourism and economic development.

1.14 What is Government Property Panel?

Government Property Panel comprised of representatives from government agencies across NSW. It is only open to NSW Government agencies. Information about the acquisition or disposal will be circulated to the panel to allow them to make a decision regarding their interest in the property, to ensure they are surplus to wider government requirements before they are sold or acquired in the private market.

1.15 How do I become a member of the Government Property Panel?

To receive panel notifications, you must register for use of the Online Portal. The request to join the panel is part of the registration process and applications are approved by Property NSW.