



FREQUENTLY ASKED QUESTIONS
Acquisition and Disposal Requests
Property NSW

ACQUISITION AND DISPOSAL REQUESTS (ADR)

FREQUENTLY ASKED QUESTIONS

The new Customer Portal is a digital tool that will enhance your customer experience and interaction with Property NSW. The services offered by the new portal include:

- Acquisition and Disposal Requests
- Leased Accommodation Requests.

What are Acquisition and Disposal Requests?

They comprise of:

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

What transactions will be available through the online portal?

The new Customer Portal will provide the following:

- Improved agency views with all requests collated in one location
- Greater flexibility with multiple contacts able to work on a case at the same time
- Improved navigation with revised fields and help options
- Increased visibility of status of requests with clear milestones at each stage
- Enhanced reporting capability with personalised reports, sorting options, filters and ability to export in CSV or Excel formats
- Collaborative two-way communication tools
- Efficient storage of information with upload and download functions for case-specific information.

If you would like to learn more about performing transactions in the new portal, download the User Guide or watch the videos available under the 'Help' tab.

How do I register to use the Online Portal?

New Customers:

New users can create a user profile for your agency via a link on the Customer Portal home page. All requests for portal access will be assessed and approved by Property NSW. Once the registration has been approved, customers will receive an email with login instructions within two working days.

Existing Customers:

Agencies who have been lodging Acquisition & Disposal Requests via the current portal on behalf of their agencies will receive a welcome email on the day the new portal 'goes live'. This email will contain your user name and the URL link for the new Customer Portal. Please save this link as a 'Favourite' in your web browser.

Note: The previous Customer Portal and its link will be disabled upon the launch of the new Customer Portal.

How long does it take for approval to use the Customer Portal?

All portal access requests will be assessed and approved by Property NSW within two days.

I have reset my password but can't login?

If you entered your password incorrectly your account will be locked out.

Go to the Help form and lodge a request to unlock your access. We will then unlock it for you and confirm your access via email.

I've forgotten my password. How do I reset it?

You can request to reset your password from the Customer Portal home page. Click on the Password re-set link located underneath the Username section of the portal.

You will need to enter the email address or user name for which you are requesting the reset.

When will I be able to use the Customer Portal?

New Customers:

You will receive an email with your login details as soon as your registration has been approved.

Existing Customers:

You will be able to use the portal once you've received the welcome email.

How do I know what is happening to my request?

You can log into the new portal to access information relating to the status of your request.

How long will transaction approvals take to complete?

The timeframe for transaction approvals depends on their complexity. Property NSW will contact you within five working days if any further information is required.

How do I find help with a request?

The new Customer Portal Acquisition & Disposal Form has been designed with revised, meaningful help text and mandatory fields that explain what you need to do.

You can also download the User Guide or watch one of the videos to see how a transaction should be performed.

How do I talk to someone about my request?

You will be able to directly communicate with the case owner working on your request via the Customer Portal.

We do this to ensure all information and communications relating to the request are attached to the case file and can be viewed by all involved.

See the User Guide or one of the videos to learn how to communicate directly with your case owner.

What advantages can I expect from the new portal?

The new digital platform will make it easier for agencies to work with Property NSW to achieve better utilisation of the NSW Government's property portfolio.

The new portal has been designed as a self-service, collaborative tool allowing you to access more case information and reports.

The new Customer Portal will provide you with the following improvements to the current processes:

- Intuitive, less complicated digital forms that are easier to use
- Improved agency views with all requests collated in one location
- Greater flexibility with multiple contacts able to work on a case at the same time
- Improved navigation with revised fields and help options
- Increased visibility of the status of requests with clear milestones at each stage
- Enhanced reporting capability with personalised reports, sorting options, filters and ability to export in CSV or Excel formats
- Collaborative two-way communication tools
- Efficient storage of information with upload and download functions for case-specific information.

Can the Project Officer see what I see?

Yes, our internal system allows your project officer to see exactly what you see.

Can I use the new Customer Portal on my portable devices?

Yes, you can. You will need to enter the URL link in your browser to view it on your mobile device or tablet.

What happens if I use the old Customer Portal link?

When the new portal goes live, the old customer portal link will be disabled and archived. You will no longer have access to this link. All your information will be transferred to the new portal and you will be emailed your new login details.

Who do I contact if I have further questions?

Please submit any questions to: DTBusinessSupport@property.nsw.gov.au. We will get back to you in one to two business days.