Central Highlands ePlan Help
------------ USER GUIDE
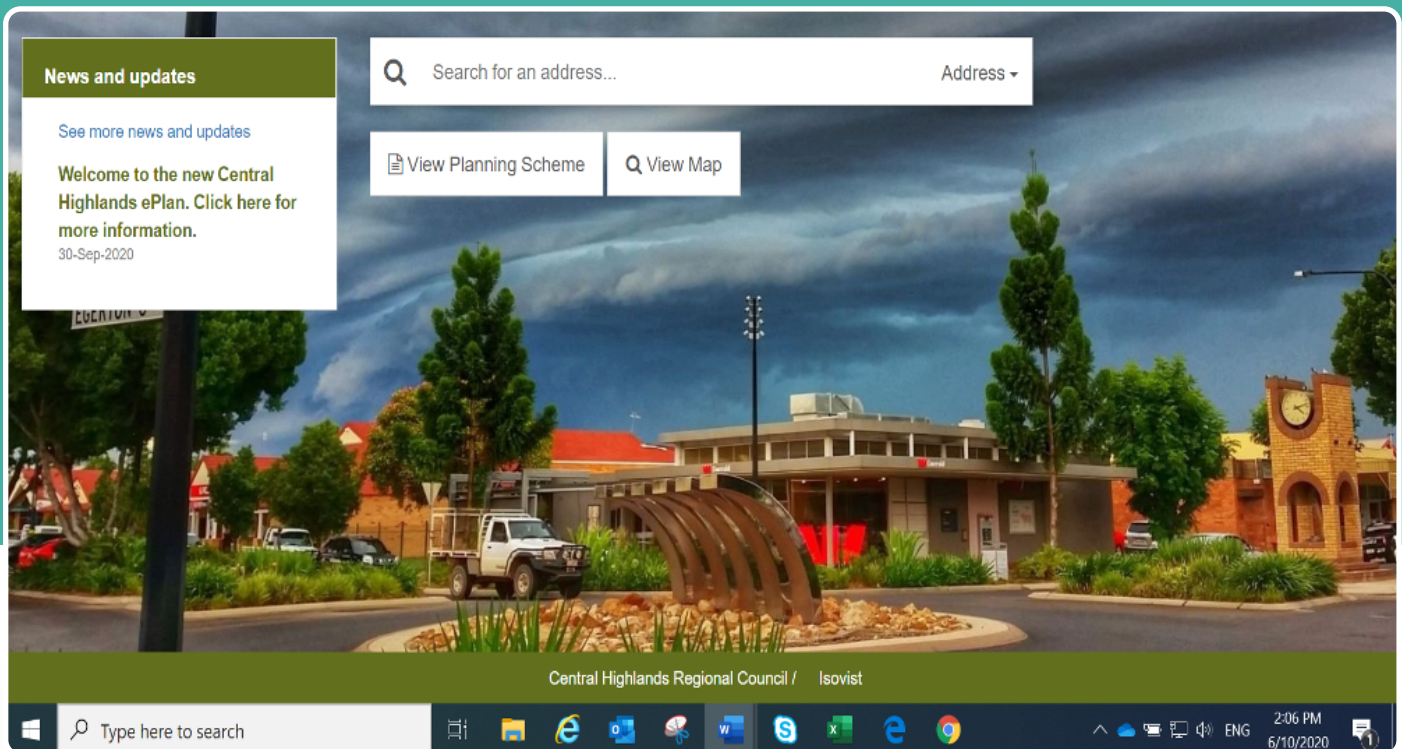
Central Highlands
Regional Council

Introduction

The Central Highlands eplan is an online planning scheme management platform, available on any internet- connected device via a web browser. The ePlan platform provides:

- An interactive viewer - to view the Central Highlands Planning scheme (CHPS) content (text, tables, figures, maps) and facilitate easy navigation, searching, book marking etc.
- Printable/downloadable reports of parts or the entire scheme, as well as code compliance tables for the relevant parts (6, 7, 8 and 9).
- A mapping interface that allows you to view filtered scheme content relevant to a selected property.

- An online portal, where you can lodge feedback and make suggestions for improvement to the current version of the scheme (and/or specific provisions), to be considered for future amendments.
- An interactive viewing and comparison feature (to easily identify changes) for different versions of the scheme, and proposed amendments on public consultation, with an online portal to lodge submissions.

The Central Highlands ePlan complements the information provided under Planning and Development and Online Services Portal, with the ePlan providing the ability to read the planning scheme and search for a property. A PDF copy of the entire Central Highlands Planning Scheme remains accessible via Council's website.

PURPOSE & SCOPE

The Central Highlands ePlan provides online access to the Central Highlands Regional Council Planning Scheme 2016 and proposed amendments on consultation. It is designed to be used in conjunction with:

- the Planning & Development page, which provides access to information about development applications lodged with Central Highlands Regional Council, including associated forms, plans etc.; and

- further information available on Council's website for related topics such as:
  - tracking development applications (click here)
  - development applications and assessment process (click here)
  - building and renovating (click here)

The Central Highlands ePlan covers the Central Highlands Regional Council Local Government area, excluding the two Priority Development Areas (PDAs) which are managed by the Queensland Government:

- Blackwater, and
- Blackwater East.

General use & navigation

Terms of Use for the Central Highlands ePlan are accessible via a link in the ePlan menu. In using the tool, you are accepting the Terms of Use. Please read them carefully upon your first use of the service, and contact Council if you have any questions.

If you believe there is an inconsistency, discrepancy or error in the information displayed, please contact Council with specific details of the relevant part/section or map of the planning scheme (including locational context if applicable (e.g. property address)).

The Central Highlands ePlan is designed for use within a web browser (Google Chrome is recommended). The ePlan features a responsive design which will adjust to different device screen sizes, including smart phones.

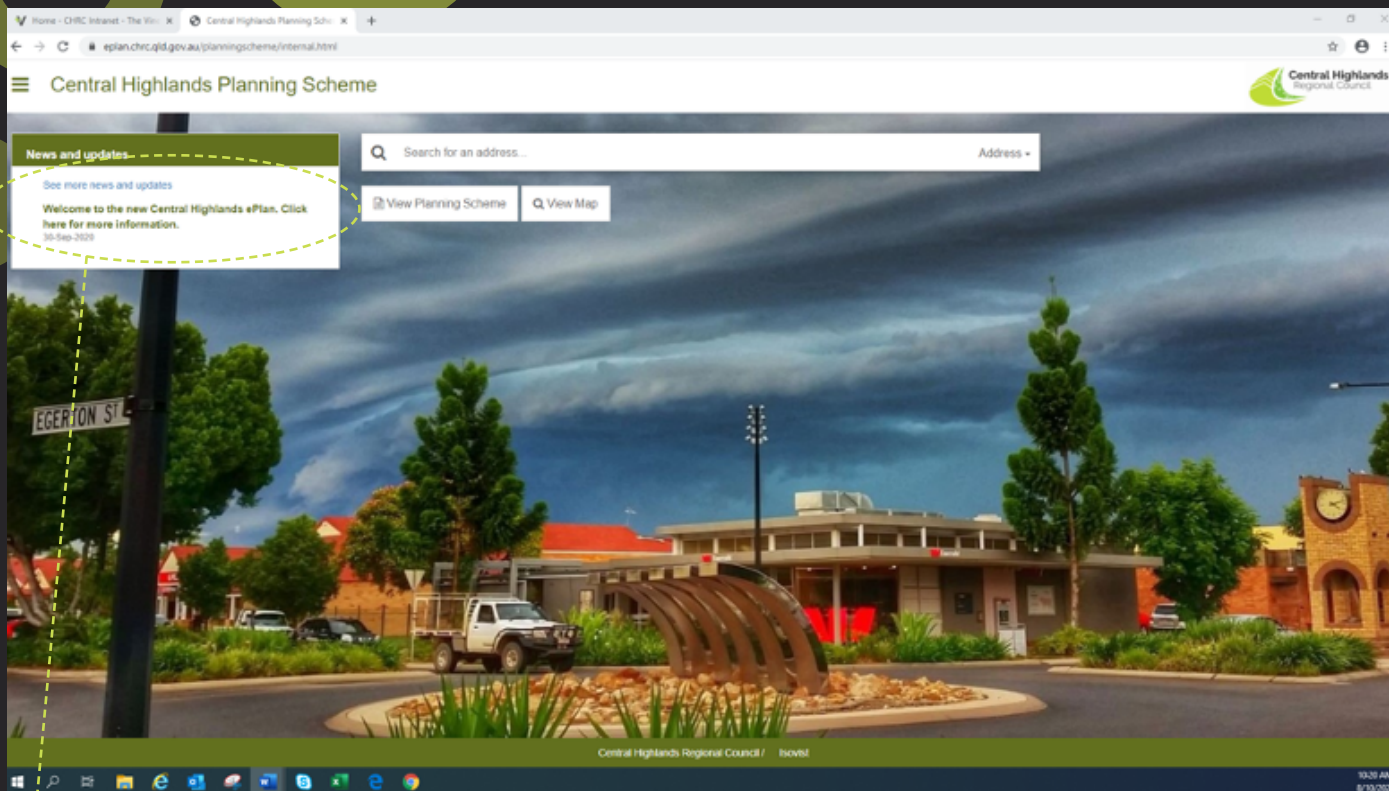**The ePlan's landing page includes the features outlined in the table below.**

FEATURE – WHAT IT DOES...

Central Highlands Regional Council logo (top right) - provides a link to Council's website (home page):
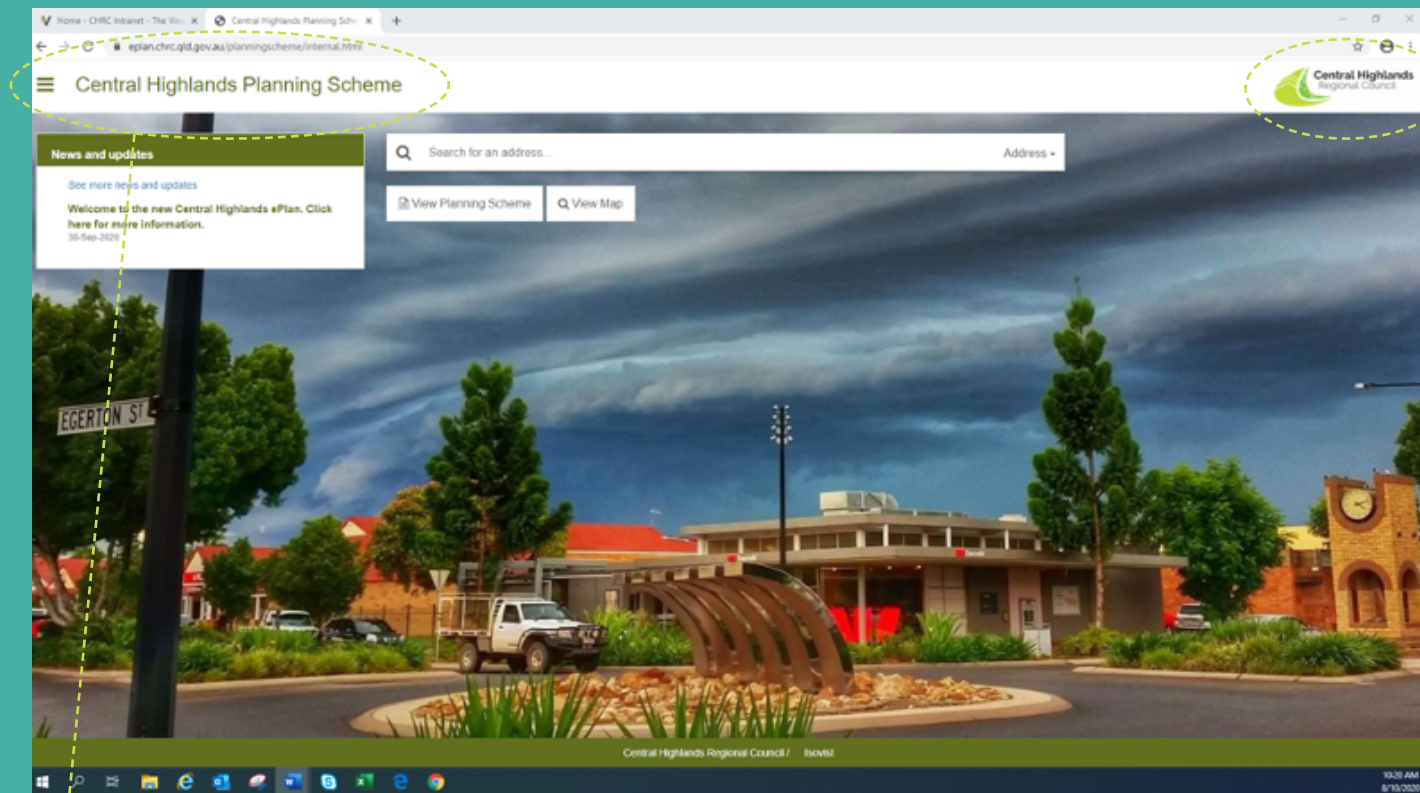
Central Highlands Regional Council Planning Scheme 2016 (top left) - returns you to the ePlan landing/home page.
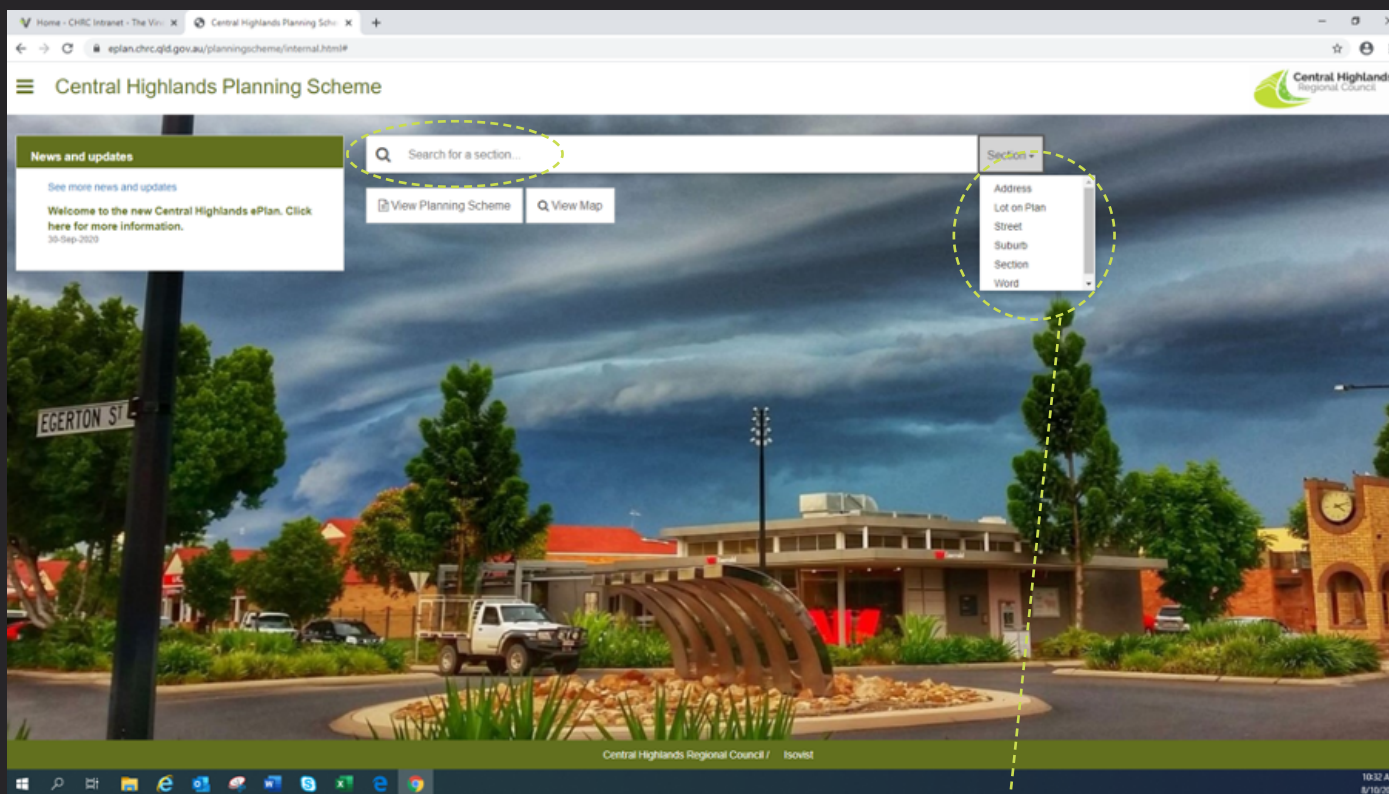
News and Updates (box on left) - Displays any current news or updates relating to the Central Highlands Planning Scheme.

Clicking on the title of the item will take you to the full list of items items, shown in chronological order with the most recent item listed at the top.

If there is no historical news items, a link to historic items will be available.

Allows you to search for a property using street address/Lot on Plan/Street/Suburb/Section of Planning Scheme or a word.

The drop down arrow/menu on the right hand side of the search bar allows you to change the search context to be a particular section of the planning scheme, or a specific word.

If you are using the Word search, type the word and then press enter – the search results will be displayed in the viewer, for example


View Planning Scheme (button in left centre) - Displays the interactive planning scheme viewer which displays the entire Central Highlands Planning Scheme. The latest version of the scheme is loaded by default, there is a 'change' link available to select other versions.

Comparing adopted, superseded
and proposed

- -

- -

You can view all adopted, superseded and proposed amendments to the planning scheme. The proposed amendments will only be available to view if they are currently undergoing a period of public consultation. You can view an amendment of interest using the panel on the left-hand side (click 'Select'). A pop-up box will list any proposed amendments currently available. You can then select (click on) the amendment you would like to view.
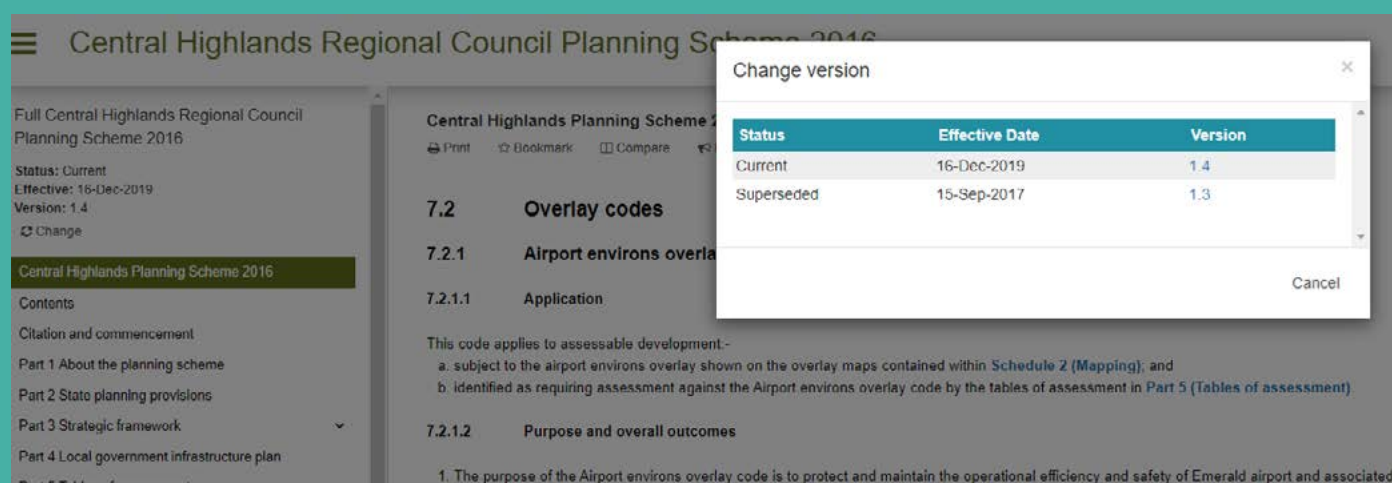
Once you have selected an amendment the sections of the planning scheme that are affected by the proposed amendment (i.e. have changes in them), will appear in the navigation pane on the left.
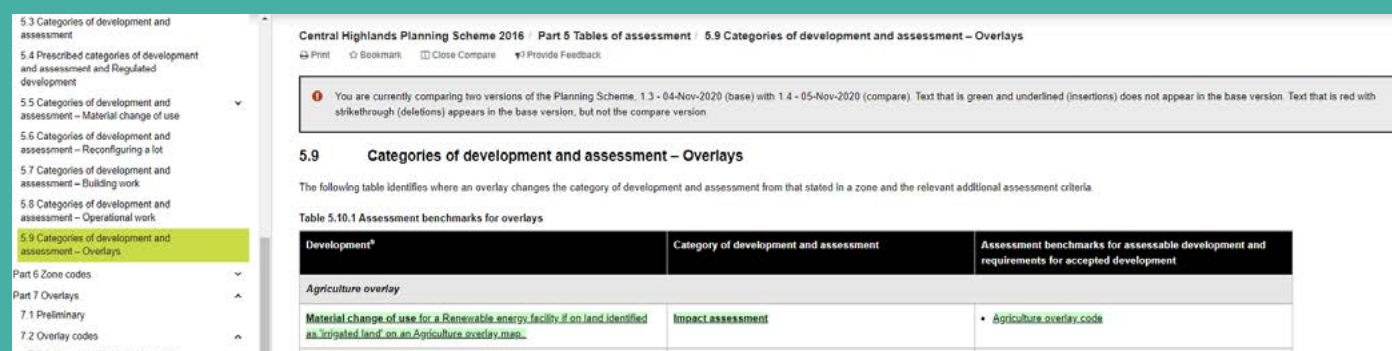

Any adopted changes between the current and superseded scheme will be highlighted in green for insertions and red with a strikethrough for text that was removed.

Any alterations to the current scheme by a proposed amendment will be clearly highlighted with a blue dashed outline. You can also select 'Compare' at the top of the screen to view the amendment side by side with the current planning scheme.

When you select Compare you will be prompted to select which version of the scheme you wish to compare the current content with. When you are viewing a proposed amendment compared to the current scheme version, the right side of the screen will only show content that has been changed so that you can easily scroll down to find the affected sections.

You can choose to use the Compare function in Text changes mode, where the changed text is highlighted. Alternatively, if viewing a proposed amendment, you may select Block changes. In this view the entire section will be highlighted. You can toggle between 'Show Text Changes' and 'Show Block Changes' as often as you need to.   Use the 'X Close' link on the top right to return to the normal view.
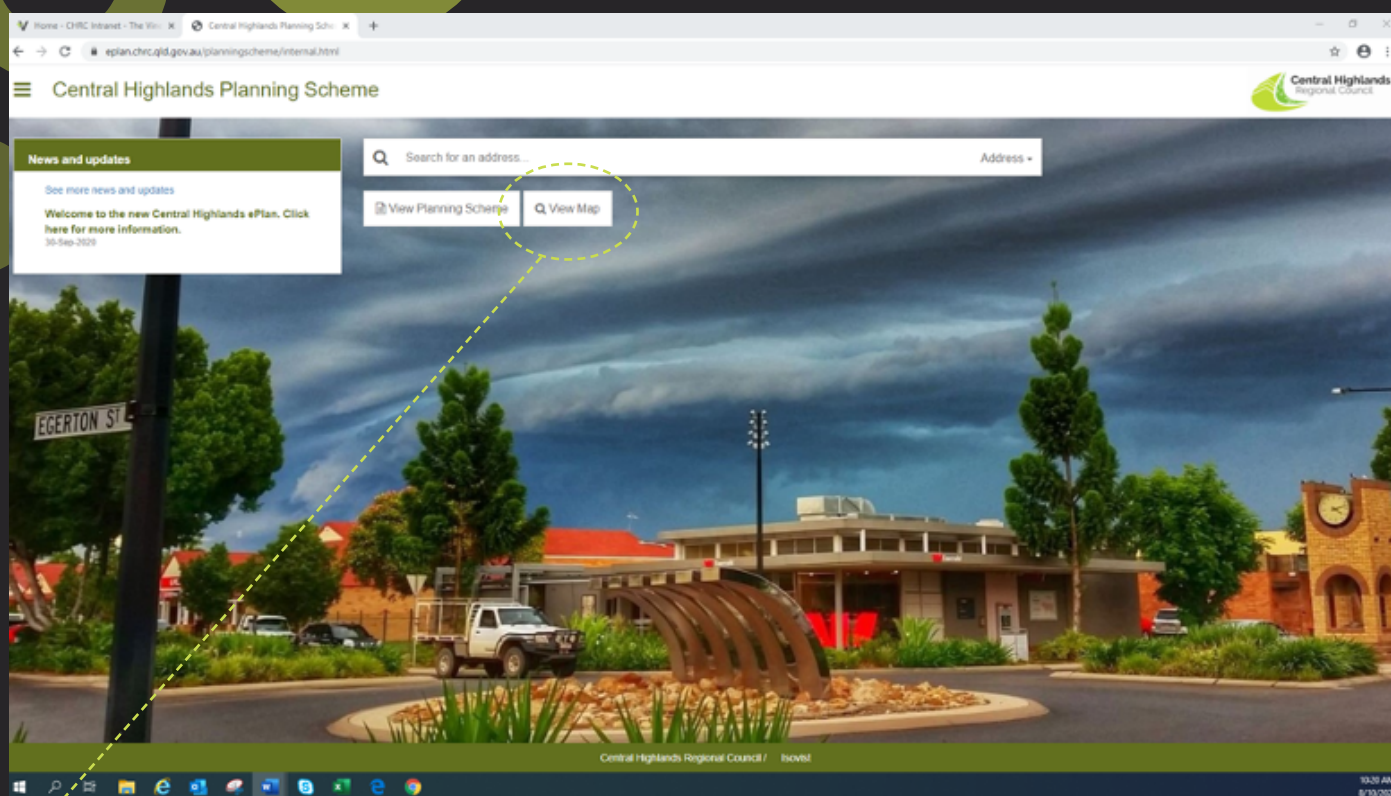
View Planning Scheme (button in centre) - Displays the mapping viewer which has an interactive map which allows you to review maps (e.g. zones, overlays) from the Central Highlands Planning Scheme, along with key base for colour interpretation and meaning. The key base includes information such as cadastre (property and road boundaries). The latest version of the scheme is loaded by default, there is a 'change' link available to select other versions.

MENU: The ePlan's menu includes the links outlined in the table below.

CLICKING ON...	TAKES YOU TO...
Home	ePlan landing/home page, from which you can access any of the features / links.
View the current Planning Scheme	The interactive planning scheme viewer which displays the entire Central Highlands Planning Scheme content.
View Superseded Planning Schemes	Council's website, where there is further information about superseded and historic planning schemes for the Central Highlands Regional Council, including the former Emerald Shire, Duaringa Shire, Peak Downs Shire and Bauhinia Shire schemes which were in effect until 2016.
View Maps and search for a property	The mapping viewer which has an interactive map which allows you to review information from the Central Highlands Regional Council Planning Scheme 2016 and search for a property.
Make a submission	An online ePlan Submissions portal to make a submission on a proposed amendment that is currently on public notification. This will only be usable if an amendment is undergoing public notification.
Development Assessment Process (incl. Pre-lodgement Advice)	Council's website, where information is provided for each stage of the development assess process. It includes pre-lodgement steps such as "Meet-a-Planner", pre-lodgement meetings and pre-referral. Links to information regarding infrastructure charges is also provided.
Online Services Portal	An online portal through which you can create a customer request for various tasks (i.e. maintenance request, report a stray dog) and track development applications.
A Guide to Zone Codes	Link to a guidebook to help developers understand the purpose of each zone (i.e. residential, industry) and associated code and the type of developments that might occur.
Other Planning and Development Information	Council's website with links to various subject aeras including the development assessment process, plan sealing, as constructed submissions, the planning scheme, planning and development information, regional economic development incentive, recent decisions, infrastructure charges and trunk infrastructure.
A Guide to Navigating the eplan	Help guide from Council's website.
Terms of Use	The Terms of Use Statement for the ePlan.

Central Highlands Planning Scheme
(interactive viewer)

NAVIGATING THE SCHEME

The ePlan by default will always display the current version of the planning scheme. To check which version of the scheme you are viewing, and/or the date it commenced, check the top of the navigation panel on the left.

To view any superseded scheme content from Amendment 3 onwards, select the 'Change' option under the version details and select a superseded or historic planning scheme from the list:

To navigate around different parts of the planning scheme you can either:

- Use the panel on the lefthand side to select the relevant part, expanding and collapsing parts as you need to;

Part 6   Zones

6.1   Preliminary

1. Zones organise the planning scheme area in a way that facilitates the location of preferred or acceptable land uses.
2. Zones are mapped and included in Schedule 2 (Mapping).
3. The categories of development and assessment for development in a zone are in Part 5 (Tables of assessment).
4. Assessment benchmarks for zones are contained in a zone code.
5. A precinct may be identified for part of a zone.
6. Precinct provisions are contained in the zone code.
7. Each zone code identifies the following:-
     a. the purpose of the code; and
     b. the overall outcomes that achieve the purpose of the code.
8. The following are the zone codes for the planning scheme:-
     a. Rural residential zone code;
     b. General residential zone code, including:-
          i. Precinct MDR (Medium Density Residential)
     c. High density residential zone code;
     d. Emerging community zone code;

■ Jump between sections using the embedded links (blue text). Use the 'back' button in your browser to return to the previous section you were viewing.

PRINTING OR DOWNLOADING DOCUMENTS

The ePlan allows for printing of either the chapter, whole scheme or the code compliance tables by clicking on 'Print' at the top of the panel where the scheme content is displayed. Content will be delivered in PDF (portable document format).

System print functionality will depend upon the computing device and browser you are using, however in most cases you can select a printing device or save the document as a PDF.

Please note that Code Compliance tables are available only for the relevant parts of the planning scheme (Parts 6, 7, 8 and 9). The Code Compliance' option will not appear on the menu for other sections of content.

The entire planning scheme will also be accessible on Council's website at:

https://www.logan.qld.gov.au/planning-and-development/logan-planning-scheme

8.3.8.2   Purpose and overall outcomes
1. The purpose of the Industry uses code is to ensure industry uses are designed and operated in a manner which meets the needs of the industry use, protects public safety and environmental values and appropriately responds to amenity considerations.
2. The purpose of the Industry uses code will be achieved through the following overall outcomes:-
   a. the scale and intensity of an industry use is compatible with its location and setting;
   b. an industry use incorporates a site layout and building design that provides for the efficient and safe conduct of industrial activities and contributes to a well organised development that is attractive when viewed from the street;
   c. an industry use does not cause environmental harm or nuisance, including the contamination of land or water;
   d. an industry use avoids or effectively mitigates adverse impacts on the amenity of adjoining and nearby non-industrial uses where these uses are located in a zone other than an industry zone; and
   e. an industry use incorporates service areas and waste management processes that are efficient and maximise opportunities for reuse or recycling.

8.3.8.3   Assessment benchmarks
Table 8.3.8.3.1 Assessment benchmarks for assessable development and requirements for accepted subject to requirements development

Performance outcomes	Acceptable outcomes	Comments
Built form, streetscape character and protection of amenity		
PO1 Buildings and structures associated with the industrial use:- a. are of a scale and design which is appropriate to an industrial setting whilst contributing positively to the visual character and streetscape of the area; and b. are designed to avoid or mitigate the	**AO1.1** The site cover of all buildings and structures on the site does not exceed 70%. **AO1.2** Buildings and structures are setback a minimum of:- a. 6m to the primary street frontage; b. 3m to any secondary street frontage;	**Type what you need whilst using appropriate software**

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To edit the PDF code compliance tables, you can type text into any part of the document (and add comments or other features), noting that the intended use of these documents is for completion of the 'Comments' column on the right hand side.

The PDF document will be converted to MS Word format, noting there may be some minor issues with formatting observed after this conversion.
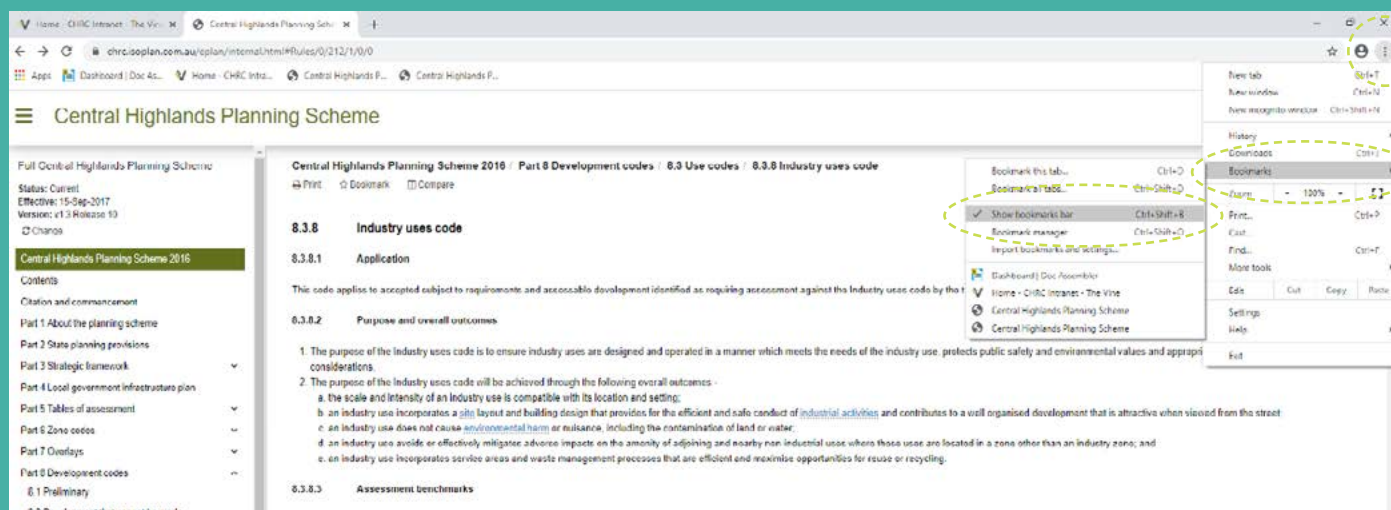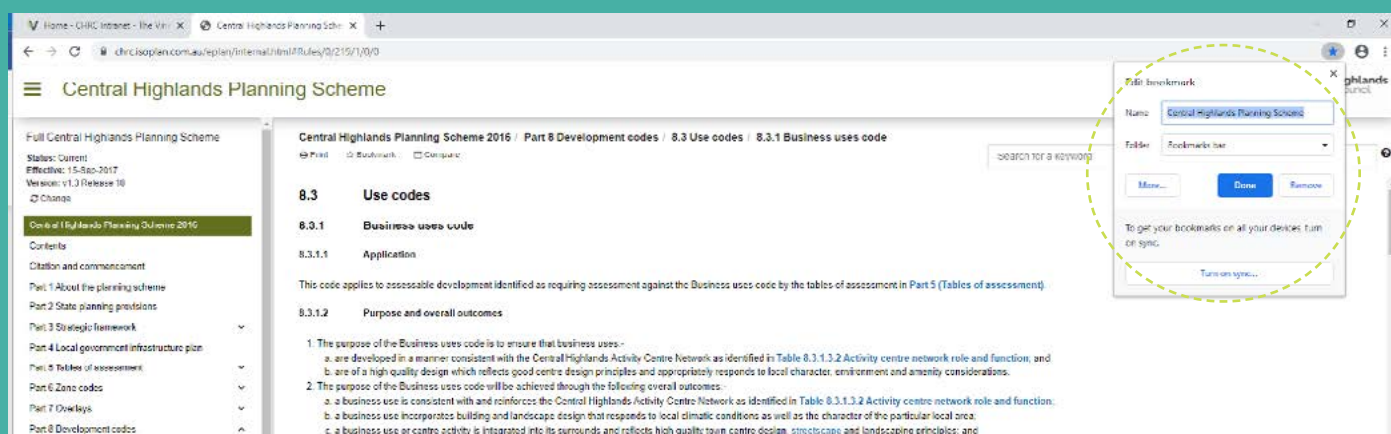
BOOKMARKING

The ePlan also allows you to bookmark sections that you frequently use to make it easier and quicker to access them again in the future, using the save device.

To create a bookmark, go to the part of the scheme that you wish to bookmark and press CTRL + D to bookmark the page.

A pop-up box will appear. Type a name for your bookmark and click 'Done' to finish.

View and manage bookmarks using the existing functionality in your web browser (i.e. in the same way as you would for the bookmarks in any other website).

If you are using Google Chrome, click on the ellipses (...) at the top right corner of the browser, click 'Bookmarks', click 'Show bookmarks bar'.
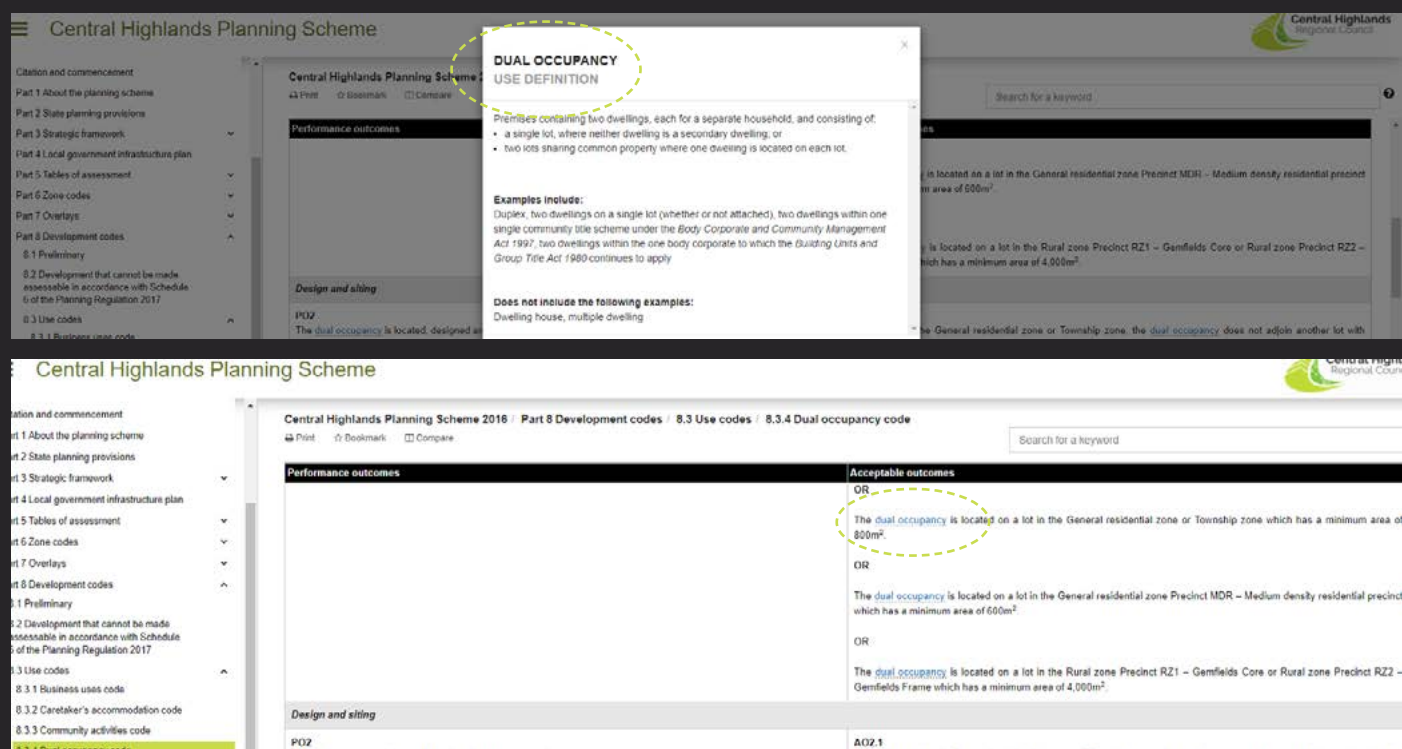
A bar will appear at the top of the browser showing all the bookmarks that you have created. If you click on one of the bookmarks, it will take you straight to that particular section.
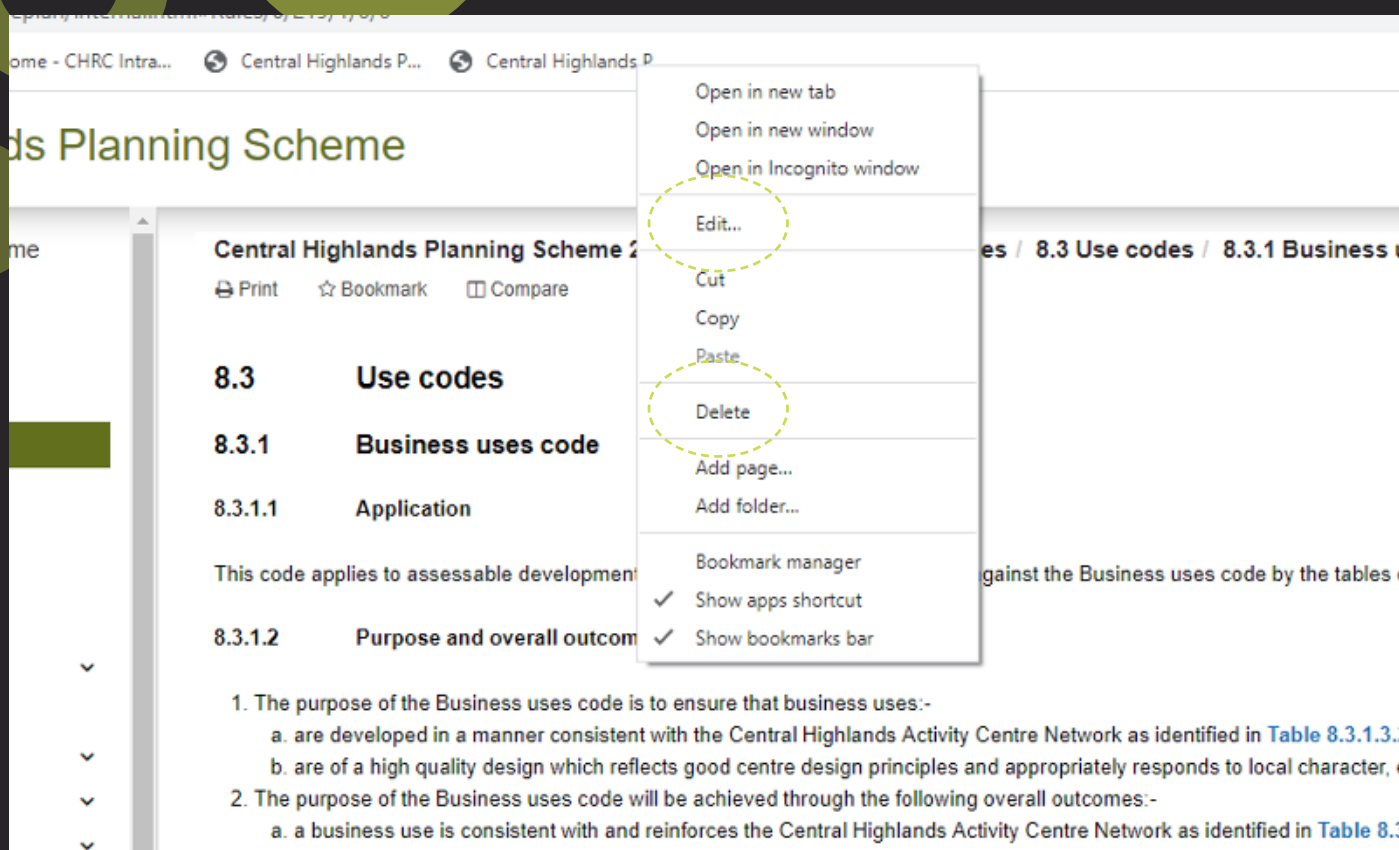
You can edit or delete a bookmark by right clicking on it in the bookmarks bar.

VIEWING DEFINITIONS

Definitions (use definitions, defined activity groups, industry thresholds and administrative definitions) contained in Schedule 1 of the Central Highlands Planning Scheme are available as part of the scheme content. Defined terms will appear in blue text with a dotted underline. You can click on the definition and a pop-up box displaying the definition will appear. To remove the box simply click back on the main content.

Terms which appear as bold, blue and dotted underline are external links (e.g. to the Planning Act as illustrated below). The external content will be displayed in a new tab/window in your browser.
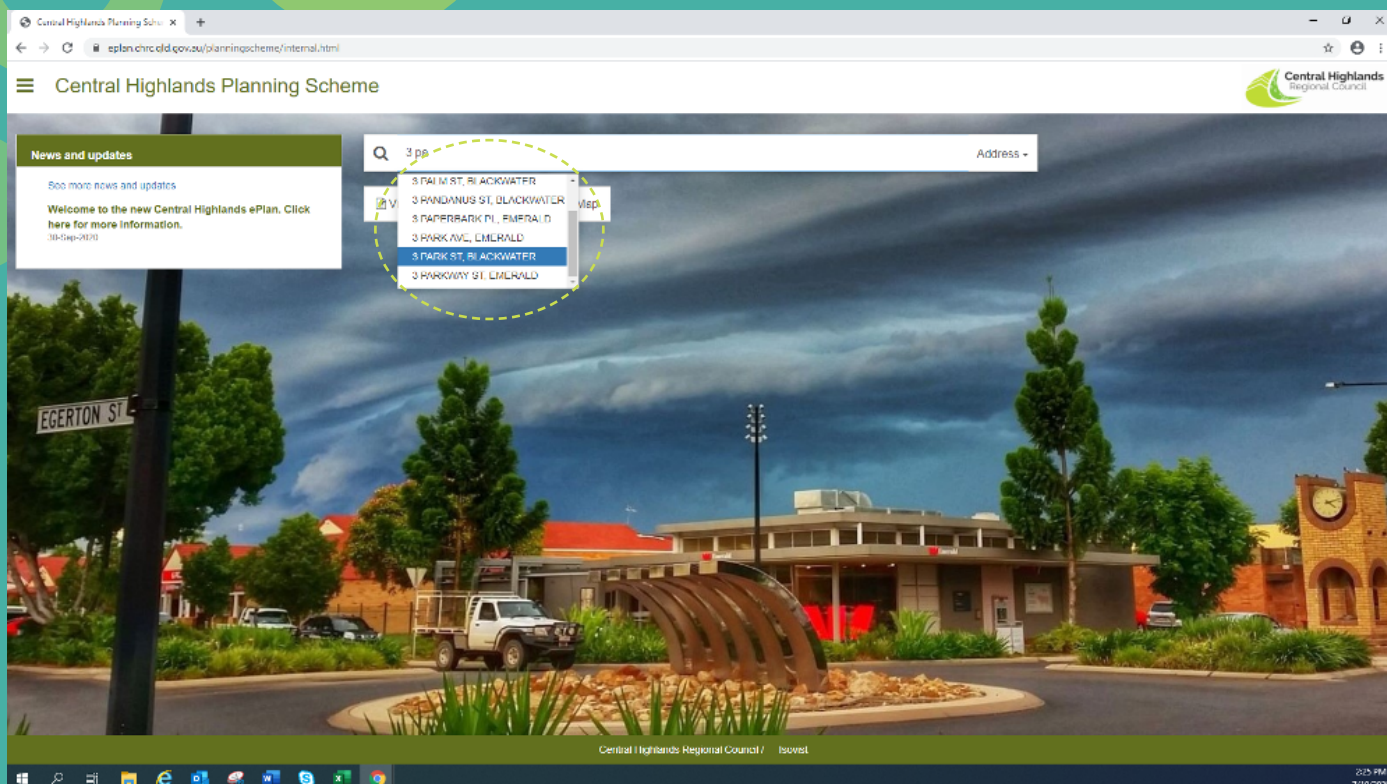
Central Highlands Planning Scheme (mapping)

SEARCHING FOR A PROPERTY

You can search for a property by typing the street address/Lot on Plan/Street/Suburb in the search bar located at the top of the web page. Once you start typing an address or a lot and plan, a drop down list will appear so that you can easily select the property you are seeking.

Please note:

  Commas are not used in the street address (e.g. before suburb), however spaces, hyphens and slashes are used as appropriate (see examples in the screen shot).

  The text matching takes a second or two to catch up with your typing (depending on how fast you type), so start typing and then wait for the system to display the list of potential matches, as illustrated above.

  Search results may take some time to appear on the map for the first property (as it is loading the data), but subsequent searches will be faster.

  It may take some time for newly created properties to become available in the tool, as the planning scheme needs to be formally amended to incorporate updated property boundaries.

As an alternative to the text search, you can use the map to locate and click on a property by panning and zooming to the desired location.

MAP LAYERS – ALL

Using the 'Map Tools' box on the right side of the page, you are able to view all available mapping layers and turn them on or off by using the checkboxes (). You can use the Transparency slider to improve the visibility of particular items on the map. For example, the zoning layer uses block- shading which can obscure the aerial imagery underneath. By adjusting the transparency you can still see the aerial imagery (houses, roads, trees etc.) while viewing the zones.

Measurement tools (for area, distance and latitude/longitude location) are also available.

There is also a feature that will allow you to select a lot (property) or a particular feature that is mapped. This is particularly useful if the feature is located over a road reserve (the system does not recognize it as a lot). The default selection is property. To select, simply click "Feature" and then click on the feature displayed on the map that you want to find out more information on.
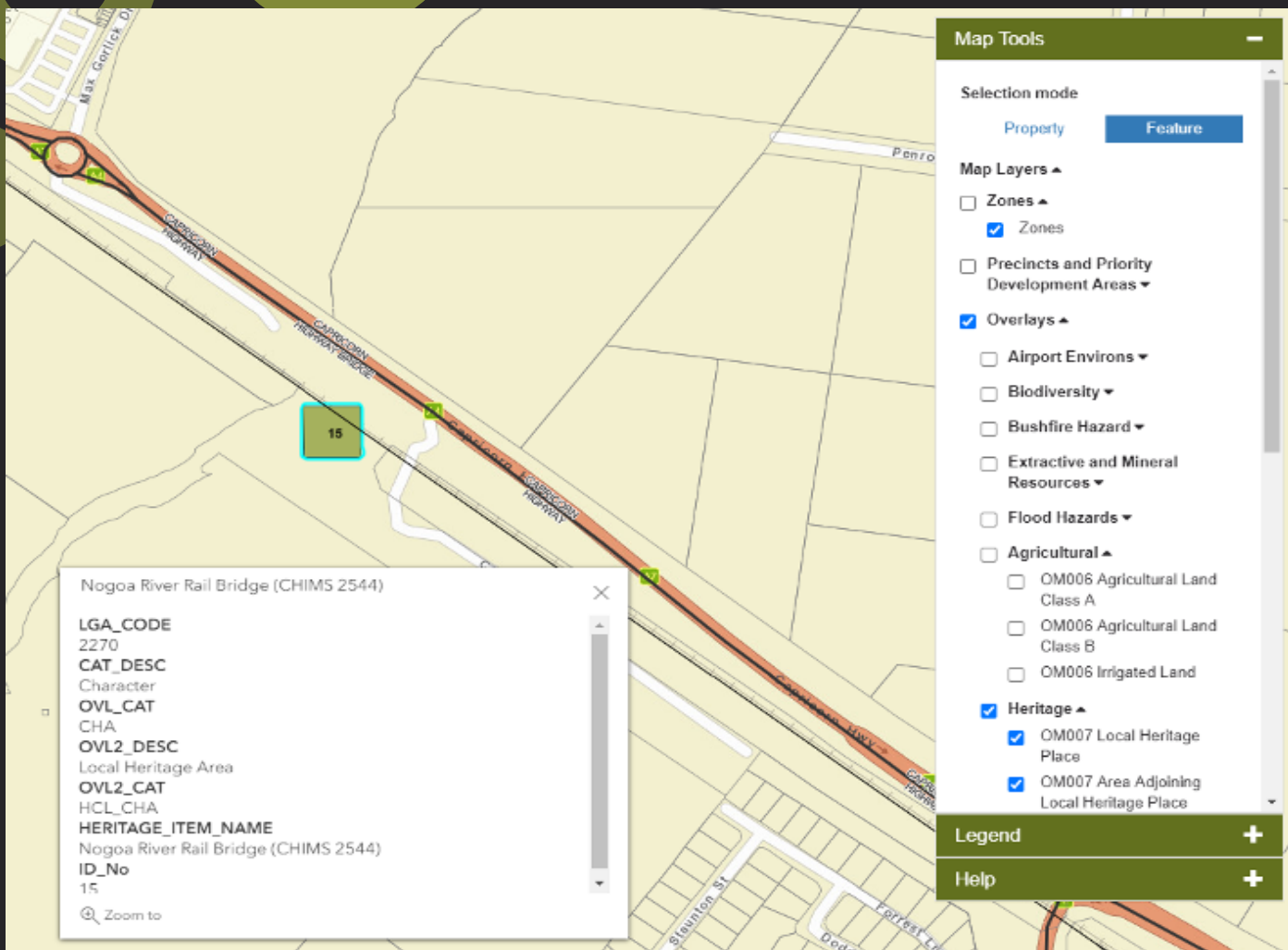
The Legend will help you interpret the symbology (colours and styles) on the maps, and a Help option is available for further detail about map features.
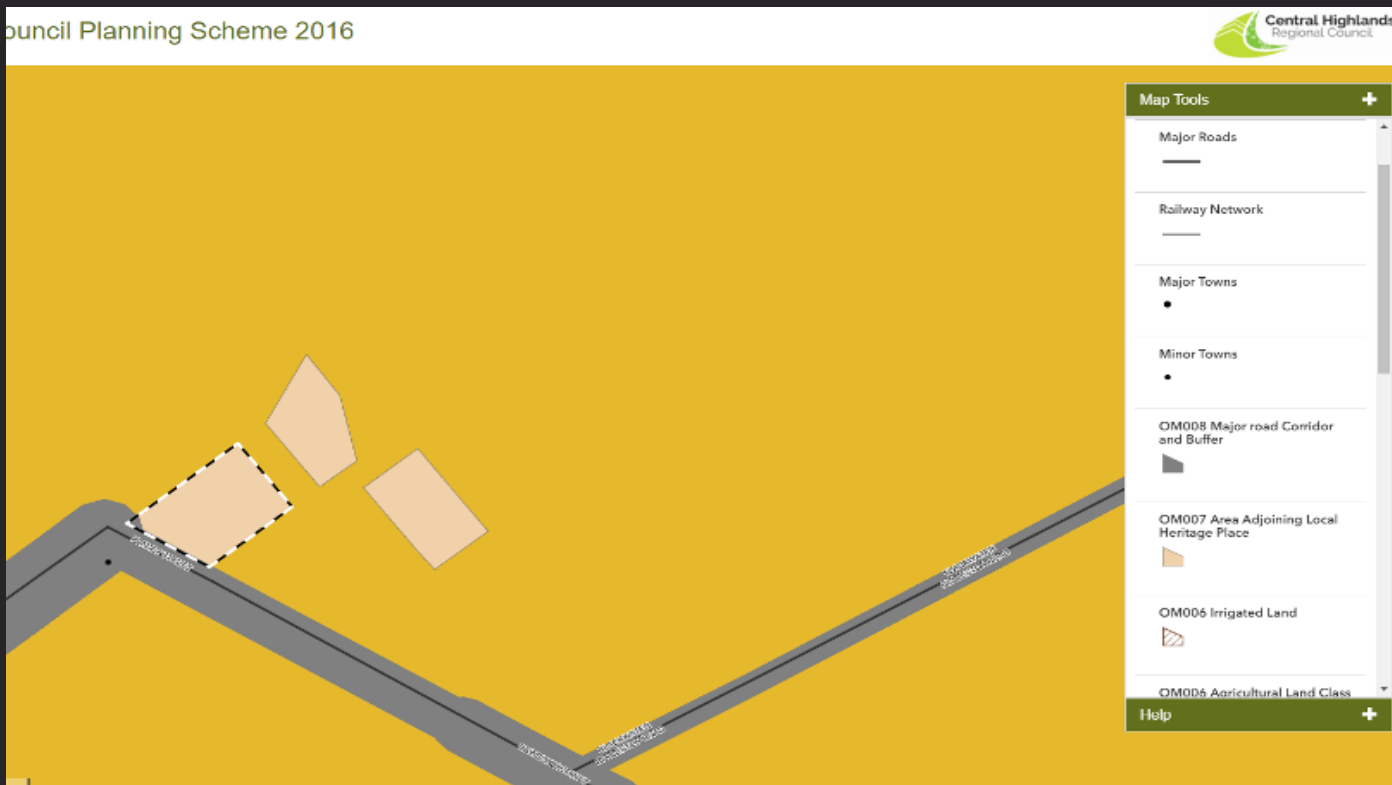
MAP LAYERS – SPECIFIC TO SELECTED PROPERTY

Using the navigation pane on the left side of the page, once a property is selected, you are able to view the mapping layers of the planning scheme that affect ONLY the selected property (i.e. a filtered list specific to that property).

Within this navigation pane, if you click on the map icon, it will show you that particular layer on the map. If the scale of the map layer is different to the scale you are currently viewing, the map will resize (zoom in or out) to the appropriate viewing scale for that particular map layer.

To view the part of the planning scheme that specifically relates to the selected property, click on the 'Property Specific Planning Scheme Chapters'.

Once you have selected 'Property Specific Planning Scheme Chapters', it will display ONLY the relevant parts of the planning scheme that relate to the selected property (i.e. filters the content).

Alternatively, if there is relevant scheme content relating to a particular layer on the selected property, you can click on the text of the zone/ local plan / overlay etc. layer and it will display that particular part of the planning scheme.

If you need to go back to the mapping for the property, click on the image of the property on the left side navigation pane.

Planning Snapshot - Planning Scheme - Current

5/11/2020

Central Highlands Regional Council

16 WARRIJO ST, ROLLESTON

Address: 16 WARRIJO ST, ROLLESTON
Plan Area: 14131.073m^2
Lot/Plan: 1R11315

Zones

Zone

Community Facilities

Community Facility - Educational Establishment (Rolleston Primary School)

Community Facility - Place of Worship (Synod)

Overlays - Agricultural

OM006 Agricultural Land Class A

Planning Scheme Map

For further information, contact Central Highlands Regional Council:
• By phone on **1300 242 686**
• By email to tplanning@chrc.qld.gov.au
• Or lodge a request via our Online Services Portal.

Disclaimer: While all reasonable care has been taken, the Central Highlands Regional Council does not warrant the accuracy, completeness or currency of the information provided in this tool, and accepts no responsibilities for, or in connection with, any expense

To view a Planning Scheme Property Report for the selected property, click on 'Planning Scheme Property Report'. This will take you to the Property Report tool . This tool provides a report of information about the property (e.g. size, division) and some of key elements of the Central Highlands Planning Scheme 2016 which are applicable (zone(s), precincts, local plans, overlays).

Online Submissions Portal

Central Highlands ePlan includes an online submissions portal where you can lodge the types of feedback outlined below.

FEEDBACK ON THE CURRENT VERSION OF THE CENTRAL HIGHLANDS REGIONAL COUNCIL PLANNING SCHEME

You can use the online submissions portal to provide feedback and make suggestions for improvement of the Central Highlands Regional Council Planning Scheme (and/or specific provisions) at any time. This feedback is reviewed and considered as part of the planning for future amendments.

To provide either feedback or submissions on the current or proposed amendments you will need to register. As part of this registration, you will need to confirm via a link sent to your email.

After you click register, you will be prompted to create a profile. By creating a profile, you will be able to save a draft submission and return to complete it later, and you can view all previous submissions you have lodged as that registered user.

Planning Scheme Feedback

USING THIS SYSTEM YOU CAN:
- Provide submissions during public consultation periods on amendments to the Central Highlands ePlan
- Provide feedback and improvement suggestions on the Central Highlands ePlan
- View submissions and feedback made by others

THIS TOOL CANNOT BE USED FOR:
- Identification of and requests to resolve technical issues with the Central Highlands ePlan.
- Requesting assistance in using the Central Highlands ePlan and mapping tools.
- Making submissions about development applications that are currently being assessed and/or undergoing public notification.
- Making complaints about developments that may be operating illegally or that you believe are not compliant with their development approvals.

These types of requests can be serviced through:
- Council's online services portal; or
- By phoning 1300 242 686.

HOW IT WORKS:
Register and login. You can then enter your contact details, make a submission or provide feedback and improvement suggestions. You can complete your submission or feedback details online, and upload any supporting documents. You will receive an email receipt of your submission/feedback details.

Privacy information:
Please note that all submissions and content added here will be publicly available as part of a report on submissions. However names and addresses will be withheld.

If you are having trouble making a submission please call the Central Highlands ePlan hotline number for assistance.

Get Started:

LOGIN ▶

Forgot password?

REGISTER

Register your details so you can:
- Save draft submissions or feedback
- View all your submissions or feedback

REGISTER NOW ▶

There are two ways to make a submission about a proposed amendment - either when viewing the current or proposed amendment in the ePlan or via the online submissions portal. Both options are explained further on page 20.
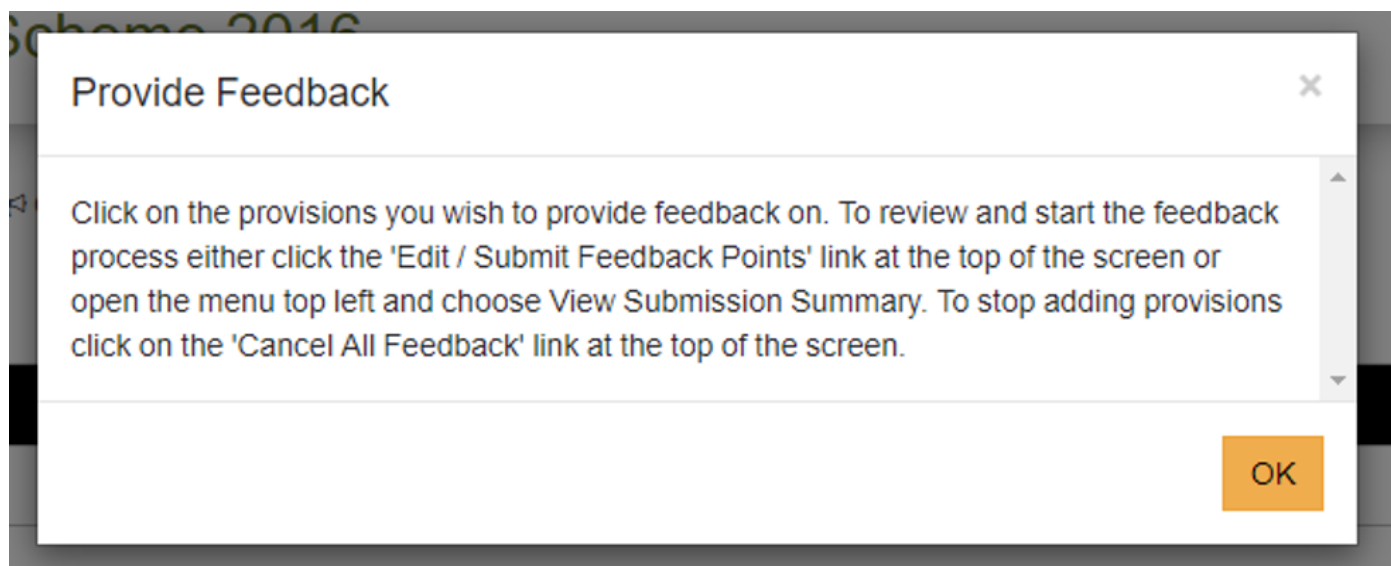
MAKING A SUBMISSION – WHILST VIEWING THE EPLAN

Whilst viewing the relevant section, click the 'Provide Feedback' button.

Once you have logged in, you will be able to provide your feedback points (one or more).

A pop-up box will appear with instructions about providing feedback.

After you have logged in, you can click on the provision you would like to comment on, and a box will appear for you to start typing into, as illustrated below. A formatting toolbar (e.g. bold, italics, bullets) is available to help you structure and present your feedback clearly. Please ensure you explain in what way you support or object to the selected provision, and the reasons for that.

Provide Feedback

1. The purpose of the Airport environs overlay code is to protect and maintain the operational efficiency and safety of Emerald airport and associated aviation facilities and avoid land use conflicts.
2. The purpose of the code will be achieved through the following overall outcomes:-
    a. the safety of aircraft operating within the Emerald airport's operational airspace is maintained and enhanced;

    Note—operational airspace includes the areas and vertical dimensions of an airport's obstacle limitation surface (OLS) and the Procedures for Air Navigation Services – Operational Surfaces (PANS-OPS). For the purposes of the planning scheme, the PANS-OPS surface is included for information only, and a structure within the PANS-Ops surface with a finished height of 30m above ground or greater will require referral in the first instance to the Airport Manager for consideration of aviation safety matters.

    b. aviation facilities including navigation, communication and surveillance facilities are protected from incompatible development to maintain their efficient functioning;
    c. sensitive land uses and other incompatible activities are not adversely impacted by aircraft noise or groundside operations; and
    d. the risk of public safety being compromised by incidents in the take-off and landing phases of aircraft operations is minimised.

Feedback

Copy Provision

Done **Close**

Continue to make as many feedback points as you like (e.g. you may wish to comment on several different sections). A count will appear at the top of the page of how many feedback points you have created.

Central Highlands Planning Scheme 2016 / **Part 7 Overlays** / **7.2 Overlay codes** / **7.2.1 Airport environs overlay code**

Print   ☆ Bookmark   Compare   Cancel All Feedback   **1**   Edit / Submit Feedback Points   ?

Once you have finished creating all your feedback points, click on 'Edit/Submit Feedback Points', or the View Submission Summary option from the menu. The next screen will display your feedback points (the provisions you provided feedback on). You can delete all or individual feedback points or export the list of provisions and your feedback to html. If you click on the individual provisions, you can see the feedback that you provided and edit it if you wish.

Once you are satisfied with the feedback you have provided, select 'Start Feedback Process'. You

will then be taken to the online submissions portal. To submit your feedback, follow the instructions in the 'Making a submission - using the online submissions portal' below.

MAKING A SUBMISSION – USING THE ONLINE SUBMISSIONS PORTAL

The online submissions portal is accessible from the ePlan menu - click on the menu in the top left corner and select 'Provide Planning Scheme Feedback'.

Within the online submissions portal, you can view the consultations, noting that you can only provide feedback or make a submission on those which are OPEN. Select (click on) one of the open consultations listed, and the next screen will provide further details about what that consultation is about. You can provide feedback on the adopted version of the Planning Scheme at any time.

Once you have selected the consultation that you would like to provide feedback/submission on, and confirmed that it is the correct one (by reading the details displayed), click the 'Provide Feedback' button.

For each feedback point, you can select which section, sub-section and provision of the scheme you would like to make a comment on by using the drop down boxes. Once you have selected the relevant provision, the content of that provision will appear below, so that you can confirm you have the right one (or change your selection if required).

If your feedback/submission does not relate to a particular provision of the planning scheme, but is more general in nature about the scheme (or relates to a specific property/location), you may select 'General' from the drop down boxes.

New Feedback - Planning Scheme Feedback

FEEDBACK POINT

DETAILS — FEEDBACK — ATTACHMENTS

FEEDBACK DETAILS

If you want to make a general comment on the Planning Scheme, select General from the Section drop down list.

Section	7.2.1 Airport environs overlay code
Sub-Section	7.2.1.3 Assessment benchmarks
Provision	General
General	

CANCEL NEXT

After you select 'Next', you can type your comments into the text box. Please be as specific as possible about what you are suggesting, which property your feedback/submission relates to (if appropriate), and what change you would like to see.

Alternatively, or in addition to your comments, you may choose to copy the provision you are making a comment about and type in the changes you are suggesting. You may use bolding, underline or italics to make your suggested changes clearly visible.

New Feedback - Planning Scheme Feedback

FEEDBACK POINT

DETAILS — FEEDBACK — ATTACHMENTS

MY FEEDBACK

Explain the reasons why you support or oppose the specific provisions or wish to have them amended. If your submission relates to a particular property or a group of properties please indicate the property details.

COPY PROVISION

1. The purpose of the Airport environs overlay code is to protect and maintain the operational efficiency and safety of Emerald airport and associated aviation facilities and avoid land use conflicts.
2. The purpose of the code will be achieved through the following overall outcomes:-
   a. the safety of aircraft operating within the Emerald airport's operational airspace is maintained and enhanced;

   Note—operational airspace includes the areas and vertical dimensions of an airport's obstacle limitation surface (OLS) and the Procedures for Air Navigation Services — Operational Surfaces (PANS-OPS). For the purposes of the planning scheme, the PANS-OPS surface is included for information only, and a structure within the PANS-Ops surface with a finished height of 30m above ground or greater will require referral in the first instance to the Airport Manager for consideration of aviation safety matters;

   b. aviation facilities including navigation, communication and surveillance facilities are protected from incompatible development to maintain their efficient functioning;
   c. sensitive land uses and other incompatible activities are not adversely impacted by aircraft noise or groundside operations;
   d. blah blah blah blah blah blah etc; and

CANCEL PREVIOUS NEXT

You may also add an attachment to a feedback point by clicking on the Attachments button. Please note that attachments may only be in PDF and have a 20MB size limit.

New Feedback - Planning Scheme Feedback

Name (Optional)

SUBMITTER

Mr Smith   [EDIT]

FEEDBACK POINTS

                                                    [VIEW / EDIT]
Point 1   7.2.1 Airport environs overlay code / Overlay codes / The purpose of the Airport environs overlay code   [DELETE]

                                                    [NEW FEEDBACK POINT]

ATTACHMENTS

[📎]

If you are not ready to submit, please ensure you click **SAVE DRAFT.** If you exit the browser without clicking **SAVE DRAFT,** your draft/s will not be saved.   ✕
You may edit your draft/s at any time, until you are ready to submit.

                                [CANCEL] [HELP] [SAVE DRAFT] [SUBMIT]

Click Save when you have completed your feedback point, to return to the Summary page where you can view or edit the feedback points you have made. To add another feedback point, click on 'New Feedback Point'. A Delete button is available if required for a selected feedback point.

When you are satisfied that all of your feedback points are complete, please use the Submit button to lodge them to Council.   Council will only have access to what you have entered AFTER you have submitted it.

Council will review your feedback/submission and if it is properly made (i.e. contains all of the required information), you will receive an acknowledgement email to the address you have provided. If there is additional information required, or if you have not provided an email address, Council will contact you using the details you have provided.

Please note that if you are a registered user and save a draft feedback/submission, this is not sent to Council. If the closing date for feedback is approaching, the portal will automatically send you an email reminder to complete and submit your feedback/submission.