

# CITY OF CAPE TOWN

9 SEPTEMBER 2015

## MEDIA RELEASE

### **New system sees City topping performance benchmarks**

***The City of Cape Town's drive to increase the turnaround times of the building application process by improving its existing systems is yielding positive results. Between May and July 2015 the City has consistently surpassed the performance benchmark requirement as set by the National Building Regulations and Standards Act (NBRSA). Approximately 97% of all development applications have been processed within the required timeframes. Read more below:***

This strong performance can be attributed to the dedication of City staff in bedding down a ground-breaking electronic system, the Development Application Management System (DAMS), which is a first for a South African metro. It is reducing the turnaround time for development plan applications as the scrutiny of applications can occur simultaneously rather than consequentially, as was previously the case.

To this end, during the 2014/2015 financial year, almost 28 725 building plans were approved. Pertaining to land use applications, the City has also performed above the benchmark set by the NBRSA with 87% of the land use applications having been processed within the required timeframes. During the 2014/2015 financial year, approximately 8 939 land use applications were finalised.

The value of building plans approved amounted to approximately R21,1 billion – a year-on-year increase of some R2 billion.

Furthermore, since 1 April 2014, in addition to paper submissions, customers have been able to submit plans in PDF format by using a memory stick. The introduction of this system has also made online payments for development applications possible through an electronic funds transfer (EFT).

'I would like to thank the City's Planning and Building Development Management Department for the efficient way in which they have handled this enormous task, which aims to improve the turnaround times for the development proposal process and to assist all Capetonians in getting their building additions, land use approvals and property rights processed as efficiently and transparently as possible. In the same vein, I also thank all of our customers for their patience while we addressed the normal teething problems which are associated with system overhauls.

'Although the implementation of the full DAMS is still underway, great benefits are visible. As is already being experienced, this system serves to enhance the City's services and ensures a more convenient system for customers, in line with our commitment to being a well-run city.

'The Department has also focused on the migration of data from the existing system to the new system. Being a well-run and efficient government is the return that we make on the faith of our ratepayers, customers and residents in general. This requires that we constantly look to innovation to increase service delivery and to ensure that our systems make sense in a technologically-driven environment.

'An efficient and transparent planning and building management environment is absolutely essential for a strong and healthy economy,' said the City's Mayoral Committee Member for Energy, Environmental and Spatial Planning, Councillor Johan van der Merwe.

Although paper submissions are still possible, the new system allows for customers to receive their plans back on their own memory stick with the comments from the officials for amendment or a copy of the approved plan. Customers therefore have both the electronic and paper options.

Irrespective of the new system, the City has an obligation to ensure that due process is followed and that all regulations and requirements are met before development applications can be approved.

There are eight Planning and Building Development Management district offices across the metro which offer the opportunity of a pre-consultation meeting to discuss a development proposal or application so that there is communication as to the timeframes for the processing of the application. The City urges prospective applicants to make use of this opportunity. In addition, it is important to comply with the law which, in most cases, requires an approved building plan before any work may commence.

General comments or concerns can be sent to the general Planning address via e-mail [Planning.BuildingManagement@capetown.gov.za](mailto:Planning.BuildingManagement@capetown.gov.za)

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**Note to broadcasters:** an audio clip is available for download here: <https://soundcloud.com/ct-media/090915-vdmerwe-new-systems>

**Issued by: Media Office, City of Cape Town**

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