CITY OF JOHANNESBURG

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A City of Johannesburg Press Statement by
the MMC for Development Planning, *Cllr Lawrence Khoza*

Additional services rolled out by Development Planning under COVID-19 Lockdown Alert Level 3

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Release: Immediate

The Department of Development management has taken the initiative to find an alternative option to re-open all walk-in services under Alert Level 3 of the COVID-19 National Lockdown.

The walk-in services of the Department were disrupted during Alert Levels 5 and 4 of the COVID-19 pandemic regulations, leading to a partial shutdown of the Department's overall walk-in services.

Operations at the Metro Link building, where building plans are submitted to the Building Development Management (BDM) directorate, will be in full swing as of Monday, 22 June 2020, alongside the Land Use Development Management (LUDM) and Corporate Geo-Informatics (CGIS) directorates.

Member of the Mayoral Committee for Development Planning, Cllr Lawrence Khoza, said getting the Department's services up and running in Alert Level 3 and beyond was a priority for the City of Johannesburg.

"The City is committed to resuming normal development application processes to near-normal operational capacity in Level 3 and subsequent levels," MMC Khoza said.

The Department has explored other avenues of doing business that are in compliance with the COVID-19 social distancing regulations. Whilst working on re-opening the Metro Link as the interface centre with the public, there will be submission that will continue to take place online.

The LUDM and BDM directorates followed the CGIS communication channels and created email addresses that will be used by the public for the submission of applications. Annexure A of this document further includes contact details of officials in various directorates to assist members of the public with their queries.

We are currently liaising with the Johannesburg Property Company (JPC) for the necessary alterations to the Metro Link building to ensure compliance to the COVID-19 safety measures. This includes the installation of Perspex screens at the Metro Link and the open-plan offices at the Metro Centre building.

The services to be rendered by each directorate from the Metro Link and via online services are as follows:

Corporate-Geo Informatics Services

A Property Information desk will be operating from the Metro Link once the City is COVID-19 health compliant. A CGIS Information Officer will be manning the desk and will be supported by the electronic *Property Information Service (e-mail: cgisfax@joburg.org.za),* operated by the other Information Officers who will be situated on the 8th Floor, Metro at CGIS.

The Public Information counter, which used to operate from the 8th Floor, will be replaced by the Link Property Information Desk until the situation has normalised.

The above-mentioned services on the 8th Floor will be available as of Thursday, 25 June 2020, once the 48-hours needed for decontamination and cleaning have lapsed. This follows a COVID-19 case, reported ahead of the Metro Centre being sanitised and deep cleaned on the weekend of 12 June – 14 June 2020.

Land Use Development Management Services

Services to be provided at Metro Link to include the submission of both Land Use Management and Legal Admin applications. The intention is to provide planning services to customers affected by the digital divide, who are not able to use the current electronic submission process put in place by the Department.

As part of the ease of doing business and ensuring business continuity moving to Alert Level 3, effective from 1 June 2020, LUDM has put in place the electronic submission of applications process via dedicated emails indicated below:

Land Use Applications: *LandUseApplications@joburg.org.za*
Legal Admin Applications: *LegalAdminApplications@joburg.org.za*

Building Development Management Services

There will be a service desk, which will be manned by one administration official at a time, working on a rotational basis with other staff members. The official will record all queries, relay them to the relevant Unit of the Directorate for service provision. Other administration staff will be available at the back office to provide administrative support on a rotational basis.

All new building applications submissions will be electronic and a dedicated email address has been set up: *(Email address: BuildingApplications@joburg.org.za)* Building Application queries will be telephonic or via email *(Tel: 011 407-6058/85)*. Provision has been made at the Metro Link for physical interaction with members of the public, although this is not encouraged.

A drop-off box will be provided only for the re-submission of applications previously pended, and for bulk building application submissions for, e.g.: schools, hospitals, etc. Please call using the above numbers for clarity on submissions to be made at the drop-off box. Access to the Metro Link will be limited to a certain number of people at a time.

Plans Examiners will be available to process building applications at the Metro building. Interaction with the public is discouraged and, in the event, queries cannot be resolved telephonically or via email, provision has been made at the Metro Link where limited interaction can occur via an appointment.

Historical/archived building plans will be available to the public, but only through appointment by email or telephone *(Email address: KgolokoPatrickK@joburg.org.za and Tel: 011 407-6034/ 083 702 7689)* and request a copy of a plan, then set an appointment for collection. The plan will then be collected at the Metro Link.

All Regional Offices will have limited entry by members of the public. All queries, complaints will be via the dedicated complaints email address *(Email Address: complaintsPLE@joburg.org.za)* under the Law Enforcement Unit of the Department or to the Director BDMs office. The relevant complaints will then be forwarded to the relevant regional office for processing. Members of the public will be required to use emails and/ or telephone for queries, complaints and requesting of Building Inspections.

Outdoor advertising queries will be directly with the Outdoor Advertising Unit via email and telephonically *(Email Address: complaintsPLE@joburg.org.za)*. Submission of any documents will only be via email *(Email Address: SamuelMalu@joburg.org.za and Tel: 011 407-6782/083 702 4985)* to the Assistant Director Outdoor Advertising.

Members of the public must please note that there may be delays in service provision due to compliance with COVID-19 precautions in some cases, but the directorate will strive to ensure limited delays in providing services.

Services Provided During Lockdown

Throughout the Lockdown Alert Level 5 and 4, the Department has been actively involved in providing all support services to the essential services performed by public works, engineering and housing (Temporary Emergency Accommodation) projects and has been giving approvals and the necessary inputs where required.

Other services the Department provided throughout the lockdown and continue to provide, are property related processes aimed at enabling billing. Requests continued through the communication channels listed below:

- All CGIS customer queries: *cgiscrm@joburg.org.za*
- Mapping website support: *ims@joburg.org.za*
- Digital data and mapping: *cgisprojects@joburg.org.za*
- For Surveyor General plans / diagrams: go to http://csg.dla.gov.za or email *sgdataqp@dldlr.gov.za*

Property information is accessible and still is obtained from the Online maps on Jozinet and on eServices at *http://eservices.joburg.org.za*. Clients are required to register as an eServices client in order to access the Online Maps website. Online Maps website support was/and still is available via *roxannep@joburg.org.za* and *ims@joburg.org.za.*

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Media enquiries
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081 235 4999

Andile Masuku
Deputy Director: Stakeholder Management and Communications
073 066 7944

ANNEXURE A

General communication with public

General communication with applicants will be via email or telephone. A contact list with the relevant managers is attached. As the staff gradually returns to work, further details on communication will be announced.

Directorate / Unit	Name	Designation	Contact No.	Email Address	Region / Planning Areas
LAND USE DEVELOPMENT MANAGEMENT DIRECTORATE					
	Nokuthula Thusi	Director	083 702 3955	NokuthulaT@joburg.org.za	N/A
Land Use Management	Gina Zanti	Deputy Director: Land Use Management	082 559 3735	GinaZ@joburg.org.za	N/A
	Ben Pretorius	Manager: Registration	082 559 3738	BenP@joburg.org.za	N/A
	Lee -Anne Mckenzie	Operational Manager Circulation	N/A	Lee-annem@joburg.org.za	N/A
	Zain Ally	Assistant Director: Land Use Management	0827734757	ZainA@joburg.org.za	Regions A and E areas such as Sandton, Midrand , Fourways, Rivonia, Lonehill, Bluehills, Waterfall
	Piet Conchar	Assistant Director: Land Use Management	0825593708	PietCon@joburg.org.za	Regions C, D and G areas such as Roodepoort, Soweto, Lenasia, Orange Farm, Joburg South, Ennerdale
	Marietjie Reinecke	Assistant Director: Land Use Management	0824175705	MarietjieR@joburg.org.za	Region F and parts of Region E areas such as inner City, Alexandra, Cyrildene, Orange Grove, LInbro Park, Houghton Estate
	Julius Sello	Assistant Director: Land Use Management	0832621878	JuliusS@joburg.org.za	Region B and parts of Regions F and C

Directorate / Unit	Name	Designation	Contact No.	Email Address	Region / Planning Areas
					areas such as Randburg, Rosebank, Emmarentia, Industria, Cosmo City
Legal Administration	Hector Makhubo	Deputy Director Legal Administration	0606717436	HectorMa@joburg.org.za	N/A
	Emily Mzimela	Manager: Legal Administration	0732783635	EmilyMz@joburg.org.za	N/A
	Elize de Wet	Manager: Legal Administration	0825593718	ElizeD@joburg.org.za	N/A
	Dorothy Ngwenya	Manager: Legal Administration	0815597377	DorothyR@joburg.org.za	N/A
	Koekie Scheffer	Manager: Legal Administration	0732782186	KoekieS@joburg.org.za	N/A
	Bandile Zungu	Assistant Director Technical Implementation (Bulk Contributions)	0832647122	BandileZ@joburg.org.za	N/A
	Thabo Underman	Senior Manager Planning Committee and Registration	0658878524	ThaboU@joburg.org.za	N/A
BUILDING DEVELOPMENT MANAGEMENT DIRECTORATE					
	Gcina Makhubo	Acting Director	083 7024985	GcinaMa@joburg.org.za	N/A
BUILDING PLANS SUBMISSIONS	Sanjay Khadua	Assistant Director: Building Plans Submissions	082 559 3714	SanjayK@joburg.org.za	N/A
BUILDING PLANS EXAMINATIONS	Heather Trumbel	Assistant Director: Building Plans Examinations	065 831 0492	HeatherTru@joburg.org.za	N/A

Directorate / Unit	Name	Designation	Contact No.	Email Address	Region / Planning Areas
OUTDOOR ADVERTISING	Samuel Maluleka	Assistant Director: Outdoor Advertising	083 702 7261	SamuelMalu@joburg.org.za	N/A
HISTORICAL PLANS/ ARCHIVES	Patrick Kgabe	Ops Manager: Historical Plans/ Archives	083 702 7689	KgolokoPatrickK@joburg.org.za	N/A
REGIONAL ASSISTANT DIRECTORS	Brian Mkhize:	Acting Assistant Directors NBR: Building Regulations	067 011 5499	NkululekoMkh@joburg.org.za	REGION A & E
	Sanele Ndumela:	Assistant Directors NBR: Building Regulations	083 702 9728	SaneleN@joburg.org.za	REGION B & C
	Jonas Malatji:	Assistant Directors NBR: Building Regulations	071 353 7749	MothompiM@joburg.org.za	REGION D & G
	Sydney Shai:	Assistant Directors NBR: Building Regulations	083 703 6313	SydneyS@joburg.org.za	REGION F
BCO	Broderick Chiloane	Deputy Director: Building Control Officer	083 702 6830	MarupingC@joburg.org.za	N/A
CORPORATE GEO-INFORMATICS DIRECTORATE					
	Marcelle Hattingh	Director: Corporate Geo-Informatics	082 467 9277	MarcelleH@joburg.org.za	N/A
ONLINE MAPPING WEBSITE	Roxanne Parthab	GIS Specialist	N/A	roxannep@joburg.org.za during lockdown period ims@joburg.org.za after lockdown has been lifted	N/A
	Etienne Erasmus	Deputy Director: System Administration & Development	083 287 4490	etiennee@joburg.org.za	N/A
PROPERTY INFORMATION SERVICES	Maretha Van Wyk	Deputy Director: Property Information Systems	082 304 2839	rethav@joburg.org.za	N/A
	Colin Drake	GIS Specialist	N/A	collind@joburg.org.za	N/A
	Bilquis Amod	GIS Specialist	N/A	bilquisa@joburg.org.za	N/A

Directorate / Unit	Name	Designation	Contact No.	Email Address	Region / Planning Areas
E-PROPERTY INFORMATION SERVICES	Sandy Nyembe	Operational manager	072 63112388	-Property subscribed clients: cgisfax@joburg.org.za after lockdown has been lifted	N/A
	Lerato Mahonga	Operational manager	082 3042850	For Surveyor General diagrams customers may go to http://csg.dla.gov.za or email sgdatagp@dlddlr.gov.za	
	Lesley Adams	Deputy Director: Projects & Customer Services	082 376 5095	All CGIS customer queries: cgisCRM@joburg.org.za	N/A
GIS PROJECTS SECTION: DIGITAL DATA AND DIGITAL MAPPING	Justice Mudau	Manager Projects section	0822169855	cgisprojects@joburg.org.za	N/A
	Lesley Adams	Deputy Director: GIS Projects & Customer Services	082 376 5095	All CGIS customer queries: cgisCRM@joburg.org.za	N/A
CADASTRE, ZONING AND STREET ADDRESS CAPTURING AND REQUESTS	Vincent Mkhwanazi	Deputy Director: Data Admin & Mapping	072 330 4124	vincentmk@joburg.org.za	N/A
	Rianna Rossouw	Manager Spatial Information	082 304 2845	rrossouw@joburg.org.za	N/A
	Petros Hlengwa	Manager Zoning	076 410 6871	petrosh@joburg.org.za	N/A
		Acting Manager: Street Addresses		address address@joburg.org.za	N/A
SINGLE LAW-ENFORCEMENT					
BUILT ENVIRONMENT CONTRAVENTIONS AND COMPLAINTS	Mpho Molongoana	Director	083 702 7002	mphomolon@joburg.org.za	N/A
	Tempele Theo	Assistant Director	0614140420	theot@joburg.org.za	N/A
	Jack Sekgobela	Ops Manager: Complaints and Stakeholder Management Unit	0814434609	jackse@joburg.org.za	N/A
	Simon Matji	Ops Manager	0714347563	MatsokuM@joburg.org.za	Region A & E
	Joseph Geduld	Ops Manager	0828240671	josephg@joburg.org.za	Region B

Directorate / Unit	Name	Designation	Contact No.	Email Address	Region / Planning Areas
	Keabetswe Ditshego	Ops Manager	0658852991	keabetsweD@joburg.org.za	REGION C
	Mack Ndevu	Ops Manager	0825593740	MackN@joburg.org.za	REGION D & G
	Owen Mda	Ops Manager	082 8240693	OwenM@joburg.org.za	REGION F
	Sipho Mokino	Ops Manager	0832623341	siphomo@joburg.org.za	Municipal Courts Unit
CITY TRANSFORMATION DIRECTORATE					
RESPONDING TO QUERIES RELATED TO PLANNING POLICIES IN THE CITY	Eric Raboshakga	Director	081 4727889	EricR@joburg.org.za	N/A
	Mosima Maake	Director	083 702 4139	MosimaMaa@joburg.org.za	Region A & B
	Nkosinathi Matuludi	Assistant Director	060 568 8177	LedimaM@joburg.org.za	Region C & F
	Liana Strydom	Assistant Director	082 555 0618	LianaS@joburg.org.za	Region D, E & G