



# City of Joburg - Development Planning

## December 2022 Edition

Newsletter—Volume



*New Executive Director—Zunaid Khan*

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### *From the desk of the Executive Director*

**“don’t underestimate the value of having a good team! You have to rely on really good people.”** *Alicia Quarles*

The quarterly newsletter comes at a time when the directorate, thus the department and the City can express pride at what has been achieved with the CPMS. The quarter began with a focused workshop with the team to develop and initiate a 100-day plan to stimulate corrective measures for the CPMS. Key milestones and outputs were agreed upon and so began a period of renewed energy and vigor to ensuring that the CPMS started delivering on its potential.

The process noted that a system without the dedicated and committed involvement of the people who operate and manage the system is a futile exercise. The team rallied to move the system forward and undertook a concerted effort to be customer focused

and improve service delivery standards.

The tribulations associated with the implementation of a new system yielded its complexities and forced the team to be innovative and provide solutions to ensure customer service remained a priority and was achieved.

In September 2022 the team embarked on innovative initiative to extend operating hours from 8am to 7 pm weekdays and from 9 am to 1 pm on Saturdays, to ensure customer service standards were met, approve plans expeditiously and meaningfully contribute to the ease of doing business in and for the City of Johannesburg.

The results are outstanding! The team has eradicated the backlog of plans waiting approval, collaborated and worked as a cohesive unit to expedite plan approvals, approved 103 building plans for fully subsidized low-cost hous-

ing in 3 days and continued for the month to engage with customers and bring customer service back to the City of Johannesburg.

The initiative resulted in no complaints from customers in the weeks the initiative has been in operation.

Excellence has been achieved in a critical area of the construction industry process and the team has ensured that customer centric application, innovation and collaboration remains the core focus of the team.

The platform for customer service excellence has been set and the team is committed to process of ensuring that the residents and business of the City, receive the quality of service commensurate with a city like the City of Johannesburg.

**A fantastic initiative and well done to the team!**

#### Ucoming Events :

- Stakeholder Engagement—26 January 2023
- Architects Training— Session 4 - - February 2023
- Community Awareness Tours—coming soon
- COJ Green Building Policy— January 2023



## A Word from the Director



Gcina Makhubu  
Director—  
Building Development  
Management

Happy Festive Season to all our valued customers and stakeholders. The last quarter has seen the Directorate go through several challenges related to the operations of the Construction Permitting Management System (CPMS). The problems were technical in nature, but our highly experienced and competent team of officials mitigated these challenges effectively. The Directorate extended operating hours from 8 am to 7pm weekdays and worked on Saturdays from 9am to 1pm. This allowed our stakeholders to submit hardcopy building plans, approved on the CPMS, to be physically stamped by the relevant officials. This has been a fantastic initiative, which not only limited inconvenience to our customers but gave an opportunity to staff to speedily process the mounting backlog of building plan applications during the extended working hours. Job well done to the staff which includes the Plans Examiners, Chief Plans Examiners and the Administration staff who all came together for a common goal, service delivery.



CoJ turnaround times  
are improving



The turnaround times on decisions made by the Plans examination unit have drastically improved, and continues to be consistent. Plans are now assessed in less than 5 days. This is a vast improvement from the past, when plans took 30 days or more.

The Directorate has been and will continue to implement a more customer centric approach to all our operations. We will be engaging with all Registered Professionals and SACAP on matters related but not limited to, the quality of building plans submitted, issues we pick up during plans assessment and how these can be resolved. Further, we will have periodic internal engagements with our staff to ensure that there is common understanding of technical issues and that the staff are better capacitated to deal with the various issues which arise when they process building plans. As a team, we will also make interval structural rearrangements, to improve on our internal operations and provide a better service to our customers.

The Outdoor Advertising section, which is also a key component of the Directorate, will be engaged in a public participation process for the development of the Outdoor Advertising by-law. Public Participation is a key component in the development of any legal instrument and the public is encouraged to get involved in the public engagements which will started with Stakeholder Engagements on the last week of September 2022. October

2022 was spent on community engagements and the public was encouraged to submit their comments on the draft Outdoor Advertising by-law to Ayabulela Ngcaku at [AyabulelaN@joburg.org.za](mailto:laN@joburg.org.za). Copies of the Outdoor Advertising by-law can be found in public libraries, Regional Centres and on the municipal website.

As we work towards improving on our service to the public, I would like to encourage members of the public to continue to contribute to the operational efficiency through supporting our different initiatives and alerting us on areas requiring improvement.

To all staff, your contribution and commitment is appreciated, let us maintain the momentum and further improve our operations to meet the objectives of our customer centric approach.

Thanks Team BDM



## SACAP Registered Professionals Training

Our BCO, and Chief Plans examiners are engaging with Registered Professionals to help them improve the quality of submissions they produce, and assist with issues experienced on the CPMS. We have held a sessions in July, September, October, November 2022. These sessions are robust, interactive and continuous, and forms part of our customer centric approach in improving the standard of building plans being accepted, together with efficient and high quality decisions made by the City. The sessions provide a detailed content on specific questions and areas of interpretation of the NBR, Land Use Scheme and all related Legislation pertaining to the approval of a building plan. It has been received by the Registered Professionals with resounding support and appreciation.

These sessions will continue next year, once a month .



*Joburg—City of Gold*

## Stakeholder Engagements

CoJ Development Planning is keeping up to their Communications plans and has met with SACAP Registered Professionals, and a wide range of stakeholders from various sectors, during the last quarter. The City and stakeholders are strengthening their relationships, by constantly engaging with each other. The private sector is encouraged to hold the Officials to account against the promised reforms that are being implemented. Stakeholder Engagements were held on 27 September , and 24 November 2022. These engagements included all stakeholders interacting with COJ, Development Planning, and communication on all matters relating to service delivery. Both the City and the stakeholders have agreed to provide solutions on continuous improvement. The next stakeholder engagement will be held in January 2023.



*City of Joburg—becoming a construction site.*

Development Planning is growing the economy in Johannesburg through its reforms in construction permitting.

Johannesburg's long-term strategy, outlined in the Joburg 2030 document, sets out goals for the city - including reducing urban sprawl, improving bylaw enforcement, creating a well-defined north-south and east-west development axis, improving sectoral clustering and fostering a well-defined urban boundary

**The single biggest problem in communication is the illusion that it has taken place ..."**



## The City of Johannesburg embraces Green Building

*The City of Johannesburg embraces Green building principles in the Lifecycle of any building within its borders...*

Sustainable Architecture, with a nature based approach is most welcomed in this vibrant and rapidly modernising Urban landscape. Responsive and passive design, with consideration of location, climatic conditions and type of occupant, achieves a balance of functional, aesthetic, and sustainable Architecture driven by conserving natural resources. Energy efficient buildings require, a measured approach. Internal systems that do not drain, or impose energy loads but reduce the energy consumption significantly, are highly preferred.

Lighting, Water usage, internal comfort, heating and cooling, the type of materials, internal systems, appliances, embodied energy all contribute to the overall energy demand on a building. Innovation and creativity merged together in the manufacture, design and construction processes can vastly enhance or amplify the buildings capability to be GREEN.

The City of Joburg has always been at the forefront, and intends to lead on new and emerging Technologies, and Innovation in the Built Environment. We intend to make GREEN BUILDING, a practice that is seamlessly woven into Legislation, and eventually produces buildings that are NETT ZERO. The City of Joburg has now adopted a Green Building Policy, which has been approved by Council. In partnership with the C40 network of global cities, and Solid Green, Building Development management officials will be trained on Green building practices, and Legislative requirements. This will include the new XA, and sustainable Architecture. They will also be trained on the implementation of the Green Building Policy. The first co-hort of staff will be trained early in the new year A new team for Green Building has been formed within Building Development Management to ensure that the department reaches all its goals on the Policy.

As the National laws on Energy production, are becoming less restrictive, The City of Joburg will embrace the opportunity to allow developers, and Architects to design and build structures that generate its own electrical power, that not only feeds into the grid, but also powers up the surrounding buildings. The heating and cooling systems of these buildings can be effected by the by-products of the production ( eg. steam )



The current PART XA of the SANS 10400, has been revised. The City of Joburg is an active member of various committees that test and provides key inputs on all the SANS 10400 parts, and the Building Standards ACT.

The time is NOW to act responsibly. We embrace GREEN....

### Meet the team.....



Maruping Broderick Chiloane— Building Control Officer



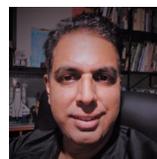
Sanele Ndumela—Assistant Director - BDM



Faranane Gethe -Chief Building Inspector



Sydney Shai - Assistant Director—BDM



Laban Naidoo - Operational Manager—Plan Approvals



**VISION : CITY OF JOBURG**

To create a culture of excellence and continuous improvement through implementing a **customer-centric, optimised and digital construction permitting process** which **reduces our turnaround times** whilst **mitigating related risk**



**COJ and SACAP**

The BCO, and Senior Management meets with SACAP every quarter. This is an ongoing series of meetings that has arisen out of an MOU that was signed between the City and SACAP. We were the first Metro in the country to do so. Our last engagement was held on the 8 November 2022. Discussions were held around the necessity of the SACAP Form on the CPMS, Registration of Building Control Officials with SACAP, and the recent dissatisfaction of Registered persons with COJ. We have taken cognizance and have started to improve our service towards the Registered Professionals. We have also made SACAP aware of our challenges and difficulties with some their members. They have started to amend their code of conduct in appreciation of our inputs. We remain committed to strengthen our relationship with SACAP and provide continuous improvement.



South African Council for the Architectural Profession

**SACAP Memorandum of Understanding**

The City of Joburg has engaged with SACAP on various issues and solutions in the Built environment space. The Executive Director—Development Planning and Toto Fiduli—Registrar of SACAP signed an MoU on 17 Feb 2020. This is a document under constant review, in order for continuous improvement to take place within the City and the Registered Professionals. The revised MOU will be signed early next year.

The City of Joburg was the first Metro Council in the country to have an MOU with the South African Council for Architectural Professionals.





# Construction Permit Management System—update



Sanjay Khadua—Project Manager CPMS

*The CPMS continues to progress, and is gaining the momentum it deserves... The following updates are whats happening thus far.*

### Digital Signatures :

The resolving of the digital signatures onto Signing-hub has been resolved by the appointment of a new IT service provider, and we are now able to sign all building plans, and Site Development Plans on the CPMS. While this moves to finality, we will still continue to serve our customers, by using the hybrid system ( Hard copy stamp) at the Metro link. This has proven to be a resounding success, and has been greeted with appreciation by the Industry players we serve.

**Data Migration:** All data on our old systems BAS, and TAS is currently being migrated onto the CPMS so that in the near future these systems will be deactivated. The date of completion is: 30 December 2022.

**Service Level Agreements: MOE's:** All circulating departments have agreed on a 48-hour turnaround time to comment on any application sent to them on the CPMS. These departments include: Joburg Water, Johannesburg Roads Agency, Land Use Management, Environmental Management. Emergency Management Services (Fire) will continue to provide a walk-in service and are not yet able to comment on applications.

**Phase 2:** A new IT service provider has been appointed by our procurement agency: Metro Trading Company ( MTC ) to provide the support and new functionality for CPMS. All enhancements and future development of the CPMS will be included. MTC Finance has concluded the appointment. The service provider has been onboarded, and provides on-site and telephonic support to all users of the CPMS.

**CPMS Reports:** The CPMS will soon be able to generate multiple reports, for individual reviewers, and Management. It will also produce reports on all Registered Professionals using the CPMS. These reports will be reliable, and the most credible source for all our measurement of performance. It will automatically generate statistics and be able to produce charts and graphs for analysis, of a high standard. This tool will drive us to improve and grow in excellence. The first prototypes have been developed as seen in the snapshots below :



John Sibusiso Nkosi - IT Specialist Operations Manager





## A Word of Advice...



During the time that we have been dealing with the CPMS, there are a few things that has been apparent and holding up the approval process. Take note of the following, so you can improve the quality of your submission :

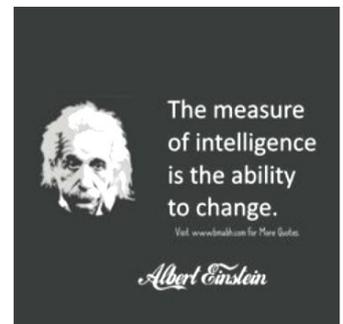


Mellaney Massyn -  
Chief Plans Examiner

- ◆ Shared boundary walls can only exist if there is a registered servitude for such wall or show the boundary wall on the appropriate property which does not encroach the site boundary.
- ◆ Roof slopes and overhang must slope away from the boundary so that the stormwater does not discharge/ flow over the site boundary.
- ◆ If a stand is "RE" then all the relevant S.G. diagram must be submitted. (Full stand and other relevant portions to calculate the RE.
- ◆ The formula for Conversion of Cape feet to metres. ( X 0.3149).
- ◆ Building plans and documents are not loaded in the appropriate field on CPMS twill delay the approval even if the submission complies. Please ensure that the correct plans and documents are loaded in the correct fields.
- ◆ Plans, previously approved plans and aerial photos often do not correspond. Show work that has not been previously approved yet on site as proposed, and provide plans, sections, elevations and pay submission fees.
- ◆ Applications which should have approval from Land Use Management, i.e. SDPs, building line relaxation, consents have not been obtained prior to building pan approval will be rejected upfront.
- ◆ With drainage layouts, ensure that all waste pipes discharge separately into a stack or gully. Or if directly into sewer, pipe size to be a nominal size bigger.

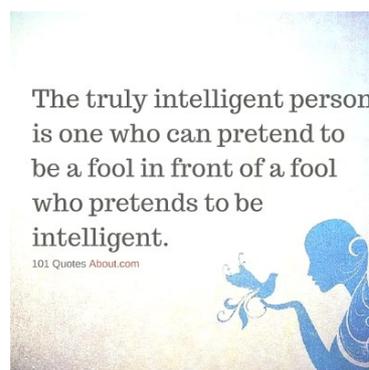


Sibusiso Langaa -  
Chief Plans Examiner



“Free advice is worth the price.”

## From a Chief.....or two





## End of Year Message



.....*With Thanks*.....

Dear Valued Customer,

It has finally come to the end of the year. What an amazing year this has been for Development Planning. We have gone from strength to strength, and in the second half of this year, we have certainly moved up a gear.

Our heartfelt thanks go out to you, in your continued support and interactive dialogue with our Department on a wide range of issues. Your inputs and suggestions have certainly been acknowledged and recognised.

Development Planning has taken the lead in implementing a bespoke online platform for all SDPs and Construction Permits to be submitted and approved using digital signatures. The system is a first for the Nation and is ground-breaking. Although there have been setbacks and challenges, it has been recognised by the industry as a major achievement. Your partnership, and support in this endeavour is highly commendable, and sincerely appreciated.

Now, as we come to the close of the Construction sector, for the Festive period, it is time for all of us to take a well-earned rest and spend time with our families. Let us all reflect, and recharge ourselves while we take a break, and prepare for the coming year 2023.

**Development Planning will officially close on 23<sup>rd</sup> December 2022, and re-open on 3<sup>rd</sup> January 2023. During this time, our doors will be closed to public.**

However, the CPMS (online platform) will not shut down, and applications can still be submitted online. Limited staff will be available, but service to all customers using the CPMS will continue.

May all have a restful, and joyous Festive break. Stay safe on the roads if you are travelling, and enjoy the time with your loved ones, and friends.

Development Planning wishes you all a prosperous year ahead.

**See you soon in 2023.....**

Zunaid Khan  
Executive Director  
Development Planning

*Merry Christmas*

