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How to register for e-Services and submit an application using the Development Application Management System (DAMS)

This booklet explains how to register and transact on e-Services in order to submit a building plan or land use application to the City of Cape Town's Development Management Department.

Making progress possible. Together.

CONTENTS

What is the Development Application Management System and why do you need to use it?

The Development Application Management System (DAMS) is a fully integrated system that links the City's financial, property and geographic systems information and allows for the electronic submission and processing of building plans and land use applications. All information is captured and updated in the same place and used by all other departments like Revenue for billing of rates and services, electricity, water, roads, etc.

On e-Services, DAMS is available to residents, architects and developers for the online submission of applications to Development Management for processing. This makes registration and activation for the Development Management service on e-Services an important component of any building plan or land use application process.

Submitting applications via the online portal has many benefits for you as an applicant:

- submissions can be made 24/7 therefore there are no restrictive office hours;
- submissions can be made from anywhere in the world, be it from your study or another country;
- there is no need to commute or drive to the district office to submit an application by hand;
- there is no queuing or scanning of documents;
- you have the option to save your application in draft format if you are not ready to submit and can return later to complete it;
- it is paperless and therefore helps save our planet;
- you can monitor and track the progress/status of your application;
- it makes direct communication with the City during the assessment process possible.

How to register for e-Services and Development Management services

Before making a submission to the department, you must be registered as an e-Services user on the City's website.

Other City services available online include:

- access to your municipal services invoice and statement history;
- purchasing prepaid electricity;
- renewal of motor vehicle licences and more.

Computer stations and officials are available at each of the department's district offices to help you through the process of registering for its services.

Registering for e-Services

1. Visit the City's website: **www.capetown.gov.za**

2. Select **'City Connect'**.

3. Click on **'e-Services'** and then **'Register here'**.

4. Complete all required information, including:
   - ID/passport number; and
   - an email address unique to you.

5. Create your username.

> **Remember to use the latest versions of Internet Explorer (11 or later), Chrome (version 49 or later), Firefox (49 or later) or Safari (9 or later).**

Activating your profile

1. An email including a temporary password will be sent to you within 48 hours.

2. Log in with the username created and the temporary password provided.

3. Change the temporary password provided to one of your choice.

4. Complete questionnaire and upload your ID documentation.

5. Confirmation of registration will be sent to you via email.

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e-Services

USERNAME: Username

PASSWORD: *****_____

LOG ON

Activating Development Management services

1. In e-Services, select '**Service activation'** in the panel on the left.

2. Look for **'Development Management'** and click **'Activate'**.

Within approximately five hours you will be activated to submit Building Plans and Land Use Management Applications on e-Services.

What is a business partner number and why do you need one?

A business partner (BP) number is a 10 digit number that is used by the City of Cape Town to identify an individual or an organisation. A property owner within the City receiving a rates account will have a BP number allocated to their profile as a rate payer. The number is located in the top right corner of a City rates account, under the tax invoice and account numbers.

Whether it is a building plan or a land use application, submissions can also be made on behalf of a property owner. Where the registered property owner has provided a power of attorney to a third party, such as an architect or planner, the third party is able to make the submission on the property owner's behalf. The individual or organisation is required to register as a business partner with the City and on e-Services.

Registering as an individual

With an e-Services profile, you can access our jobs portal, manage your invoices and balances as well as use our Development Application Management service.

Create a profile using:

- your South African ID number;
- your BP number; and
- contact information (an email address unique to you).

Then activate the service required, in this case: Development Management.

Remember to always provide correct, up-to-date contact information and have your municipal account and property information close at hand.

e-Services Registration

Registering as an organisation

A company should register for a company BP number and each member who will transact, registers as a separate business partner (refer to 'registration as an individual').

Complete the organisation's online registration form and create a profile using:

- a valid business email address;
- a letter of authorisation giving you permission to create an e-Services profile for your organisation;
- your BP number;
- your South African ID, or passport if you are a foreign national.

Depending on organisation type, you will need to provide:

- A company registration certificate for Section 21 (non-profit) companies, public companies, incorporations (professionals), co-operative, state-owned companies or external companies.
- A founding statement or amended founding statement for a close corporation.
- A trust as trustee for all members form for a company that is a trust.
- An identifying document of the person acting on behalf of the group for sectional titles of body corporates.
- A partnership form, if the company is a partnership.

How to submit a building plan application

STEP 1: Basic details

Provide the basic details describing:

- the application type;
- building plan scale (by size; <500 m², >10 000 m², >500 m² or minor works); and
- application category (residential/other).

STEP 2: Applicant details

A user profile created during the e-Services and BP registration process prepopulates your details on step 2.

- Check the prepopulated information. If any of your contact details have changed, please contact the Corporate Call Centre on **0860 103 089** to update your profile.
- Provide your e-mail address and mobile number. These contact details will be used for future communication purposes on this application. It is important to ensure that the information you provide is correct.

STEP 3: Property selection

Identify the property your application relates to using any one of the following identifiers:

- the property's erf number;
- the property's street address; and
- a parcel number (a unique and accurate property identifier).

You can request the property parcel number at any of our district offices.

STEP 4: Owner selection

The selection of the identified property pulls through the ownership details:

- identify and select owner (if more than one owner, select the person who has opted to receive communication); and
- complete the additional details such as email address and mobile number.

STEP 5: Professional person search

A professional registration with the South African Council for the Architectural Profession (SACAP) is a requirement in terms of the Architectural Profession Act, Act 44 of 2000. All professional architects/draughtspersons are required to register as a Business Partner with the City.

Step five of the online submission process captures the application against the registered professional and supports transparency and compliance.

• Provide either the name, ID number, professional number or BP number to search for and select the registered professional.

STEP 6: Additional details

Where additional details are required, it is important to select the person responsible for payment. Should the application be withdrawn or amended in any way that results in a refund of monies, only the person captured in this step can make an application for refund.

Complete any additional details as required, for example;

• Are telephone poles affected?

• Is the original building older than 60 years?

• Are trees to be affected?

STEP 7: Review application

An application summary is generated and stored in the application file for official use. No action is necessary here, simply click to proceed to the next step.

STEP 8: Documents

The selection made in step one of the online process determines the documents required as per the application type and category for the submission being made. Upload each document type under the category listed to complete the package for submission.

It is important to ensure that no document exceeds the 50 MB size limit.

STEP 9: Submission

Your application is now ready for submission.

- Click to submit. Please be patient as your document uploads; it may take a few minutes. Repeated clicking at this point may cause system errors.

- Indicate whether a pre-application consultation is required. A pre-application consultation is an opportunity to get clarity on what should be submitted as part of your application. This meeting can be requested by an applicant or required by the department. An opportunity to request a pre-application consultation with the department is offered once an applicant is ready to submit. Once received, a plans examiner will determine whether a pre-application consultation is required or if it can proceed without one.

- Once the aforementioned steps have been completed, your application will proceed for consultation or review depending on selection.

Know the status of your building plan application

A number of status updates are available when monitoring and tracking an application online. These descriptions explain what they mean:

Draft Application: You have uploaded your building plan application and the required supporting documentation. Your application has not yet been submitted for processing. It is still a draft application and requires your further attention.

Proposed Submission: Your building plan application has been submitted for processing. At proposed submission status your application is checked for completeness as well as to ensure all forms and documents are correctly completed and signed.

Proposed Submission Incomplete: Your building application has been reviewed and found incomplete. There are either documents that have not or could not be verified or there are additional documents required.

Departmental Clearance: Your building plan application has been referred to the Land Use Department for clearance.

Not Cleared: A land use requirement must be met before your building plan application can be cleared for processing. This may require a land use application or additional information. Check your correspondence for further information.

Application Verification Complete: Land use clearance has been granted. Your building plan application has been checked for land use requirements and cleared for further processing.

Awaiting Payment: An invoice has been generated for payment. Check your correspondence for further information on the amount owing and your payment options.

Add Payment: Awaiting Payment: After further evaluation by a case officer an additional fee required has been identified. An additional invoice has been generated and requires payment before the application can proceed further.

Payment Received/Submitted: Your payment has been received and verified against your building plan application.

PX Scrutiny: Your application is being checked for compliance with the National Building Regulations and Standards Act.

Circulation: Your building plan application is being circulated to all the identified and relevant City departments for compliance.

Amendment Client: Your building plan application requires an amendment and has been returned to you for changes.

BCO Scrutiny: Your building plan application is being reviewed by the district building control officer.

SH:BDM Scrutiny: Your building plan application is being reviewed by the section head building Development Management for decision.

DM Scrutiny: Your building plan application is being reviewed by the district manager for decision.

City BCO Scrutiny: Your building plan application is being reviewed by the department's head building control officer for recommendation.

Head: BDM Scrutiny: Your building plan application is being reviewed by the head Building Development Management for decision.

Application Approved: Congratulations - your building plan application has been approved. Remember to download your approval documentation and to notify Development Management of the commencement of building work.

Work Commenced: A site inspection by the assigned building inspector has confirmed that building work has commenced.

Work Completed: A site inspection by the assigned building inspector has confirmed that the building work has been completed and complies with the approved building plan.

Certificate Issued: The assigned building inspector has confirmed that all relevant certificates have been received and an occupancy certificate has been issued.

Application Refused: Your building plan application has been refused. Consult your case officer for further options.

Application Referred for Resubmission: Your building plan application has been refused. Kindly refer to the comments on your application and make amendments where suggested to ensure compliance. You will then have the opportunity to resubmit your amended building plan proposal for consideration.

Application Lapsed: Your building plan application has lapsed. A lapsed application is the result of either, a call for amendments not being addressed within the 12 months since notification, or no commencement of approved building work within the 12 months since approval.

Application Withdrawn: You have successfully withdrawn your building plan application.

Application Closed: Your building plan application has been closed and is no longer under review.

How to submit a land use application

TEMPORARY SHOP

STEP 1: Basic details

Provide the basic details, describing:

- the application type (subdivisions, rezoning, etc.); and
- temporary or permanent departures, etc.

Please note: Multiple selections for multiple application types is allowed/available. However, it is important to include all documentation identified as required per application type to ensure that your application can proceed.

STEP 2: Applicant details

A user profile created during the e-Services and BP registration process prepopulates your details on step 2.

- Check the prepopulated information. If any of your contact details have changed, please contact the Corporate Call Centre on **0860 103 089** to update your profile.
- Complete the "Application on behalf of" section (as a person in private practice/myself as owner).
- Provide an email address and mobile number. These contact details will be used for future communication purposes on this application. It is important to ensure that the information you provide is correct.

STEP 3: Property selection

Identify the property the application relates to using any one of the following identifiers:

- the property's erf number;
- the property's street address; and
- a parcel number.

You can request the property parcel number at any of our district offices.

STEP 4: Owner selection

The selection of the identified property pulls through the ownership details:

- identify and select owner (if more than one owner, select the person who has opted to receive communication); and
- complete the additional details such as e-mail address and mobile number.

STEP 5: Additional details

Where additional details are required, it is important to select the person responsible for payment. Should the application be withdrawn or amended in any way that results in a refund of monies, only the person captured in this step can make an application for refund.

Complete any additional details as required, for example:

- title deed no.;
- title deed restriction(s);
- whether there is an application to rectify a Municipal Planning By-law;
- contravention;
- approximate age of existing buildings; and
- extent of property (m²/ha), etc.

STEP 6: Review application

An application summary is generated and stored in the application file for official use. No action is necessary here, simply click to proceed to the next step.

STEP 7: Documents

The selection made in step one of the online process determines the documents required as per the application type and category for the submission being made. Upload each document type under the category listed to complete the package for submission.

It is important to ensure that no document exceeds the 50 mb size limit!

STEP 8: Submission

Your application is now ready for submission.

- Click to submit. Please be patient as your document uploads it may take a few minutes. Repeated clicking at this point may cause system errors.

- Indicate whether a pre-application consultation is required. A pre-application consultation is an opportunity to get clarity on what should be submitted as part of your application. This meeting can be requested by an applicant or required by the department. An opportunity to request a pre-application consultation with the department is offered once an applicant is ready to submit. Once received, a plans examiner will determine whether a pre-application consultation is required or if it can proceed without one.

- Once the aforementioned steps have been completed, your application will proceed for consultation or review depending on selection.

Once submitted, paid and accepted, a case number is allocated, a case officer is assigned and their contact details are sent to the applicant whose details were completed in step two. This case number should be quoted in all future correspondence with the department.

Know the status of your land use application

A number of status updates are available when monitoring and tracking an application online. These descriptions explain what they mean:

Draft Application: Your application has not yet been submitted for processing. It is still a draft application and requires your further attention.

Proposed Submission: Your land use application is being reviewed to ensure that the basic information requirements have been met. Please see your case ID (application number) for future interactions.

Proposed Submission Incomplete: Your land use application has been reviewed and further information is required. Please see your case ID (application) for future interactions.

Application Verification Complete: Your land use application has been reviewed and all compulsory documents in terms of the submission requirements have been met.

Awaiting Payment: An invoice has been generated for payment. Check your correspondence on the case for further information on the amount owing and your payment options.

Payment Received/Submitted: Your payment has been received and verified against your land use application.

Additional Fee: Awaiting Paymen: An additional or outstanding fee awaits payment before your land use application can proceed.

Assessment of Acceptance: Your land use application is being reviewed in terms of the criteria for acceptance as per section 73 of the Municipal Planning By-law.

Refusal of Acceptance: Your land use application cannot be accepted as it does not meet the acceptance criteria as per section 73 of the Municipal Planning By-law.

Application Accepted: Your land use application has met the acceptance criteria and can now continue for further processing.

Assess Application: Your land use application is being assessed for any potential additional information that may be required before it can proceed to the next stage.

Additional Info Requested: Additional information and/or further requirements are being requested.

Additional Info Received: The additional information or further requirements requested on your land use application have been received.

Application Rejected (refused): Your land use application has been closed and deemed to be refused as the outstanding requirements have not been received within the allowed timeframe. Consult your case officer for further options.

Circulation/Advertising: Your land use application is being circulated for comment. Circulation of your application may involve other City departments, external government departments and the public.

Comments on and Objections Requested: Comment and/or objections related to your application have been received and are available for your comment/response.

Report Writing (official): The department is compiling your land use application report.

Report Writing (MPT): The department is compiling your land use application report.

Pending Official Decision: Your land use application report has been submitted to the authorised official for decision.

Pending MPT Decision: Your land use application report has been submitted to the Municipal Planning Tribunal for decision.

Application Approved: Your land use application has been approved. Remember to download your decision documentation.

Application Approved (with conditions): Your land use application has been approved with conditions. Please refer to your decision documentation approval on the case for further information regarding appeals.

Application Refused: Your land use application has been refused. Refer to your decision letter for further options.

Appeal: You or an interested or affected party have submitted an appeal against your land use application decision.

Report Writing (appeal): The department is compiling a report to the Appeal Authority for decision.

Pending Appeal Decision: The appeal report has been submitted to the appeal authority for decision.

Final Notification Approved: Your land use application decision is now finalised and you may act on the decision made.

Final Notification Approved (conditions): Your land use application decision is now finalised and approved with conditions, you may act on the decision made.

Final Notification Approved (refused): Your land use application has been refused.

Subdivision Clearance Circulation: Your application for subdivision conditions clearance (section 137) has been circulated to the relevant City departments for confirmation.

Subdivision Compliance Issued: Your application for subdivision conditions clearance (section 137) has been granted and a certificate has been issued. Kindly refer to the correspondence on the case.

Subdivision Compliance Refused: Your application for subdivision conditions clearance (section 137) has been refused. Consult your case officer for further options.

Application Pending: Further action is required and your land use application has been pended until those requirements are met.

Application Closed: Your land use application has been recorded as incomplete and you have not satisfied the call for response within the timeframe provided. This application is now closed.

Application Withdrawn: You have successfully withdrawn your land use application.

How to make a payment on your application

Application fees and tariffs are set annually by Council and are applicable from 1 July to 30 June the following year. Fees will vary from application to application, and depend on complexity, and the need to advertise, etc. Once calculated, an invoice is generated for payment.

On e-Services the application status will reflect as **'Awaiting payment'** until the payment is reflects. Once the status changes to **'Payment received'**, the application will proceed.

Payment options:

- **Cash, debit or credit card payments:** Customers are advised that normal bank charges on total payment amounts in excess of R7 000 made by cash, credit and/or debit card will be debited to your account.
- **Direct deposit at Nedbank:** Include your payment reference number on the deposit slip.
- **Electronic payments (EFT):** Register at your bank for Internet payments and select the City of Cape Town as a bank-listed beneficiary. Insert your nine-digit payment reference number, provided on the proforma invoice in the payment reference field. Make sure that there are no spaces between the numbers.

Please note: All tariffs include 15% VAT, effective 1 April 2018.
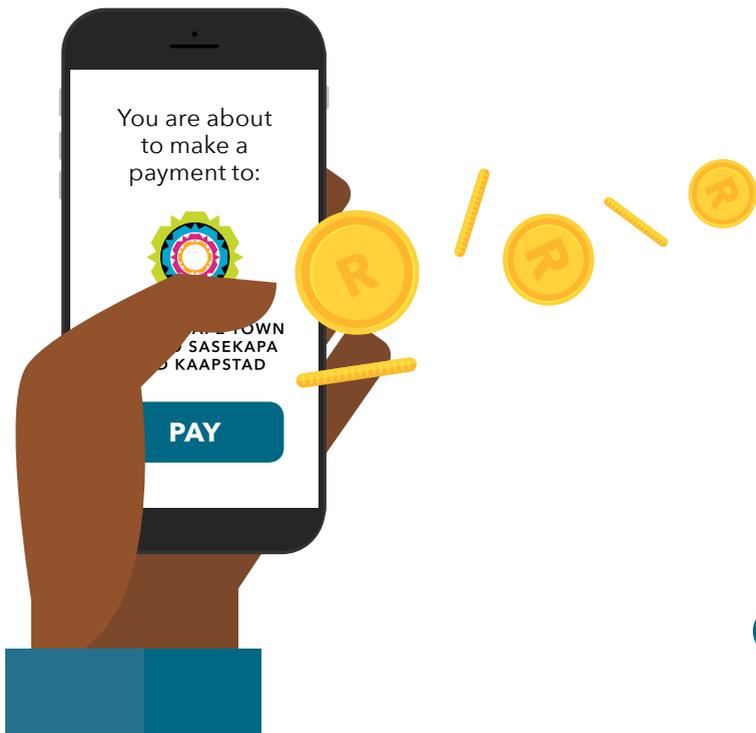
For any queries, you can reach the City
through any one of these channels:

- Online at **www.capetown.gov.za**
- Email **Planning.BuildingManagement@capetown.gov.za**
- Call **0860 130 089**

Stick to one of these channels for a faster
response, and always get a reference number.

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