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**DEVELOPMENT PLANNING  
LAND USE DEVELOPMENT MANAGEMENT  
LEGAL ADMINISTRATION - POST APPROVAL  
APPLICATION MANUAL – LA1**

**SEPTEMBER 2025**

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## 1. INTRODUCTION

The purpose of this manual is to provide information to the public regarding how our Department operates and how Legal Administration applications and documents need to be submitted, as well as outline new procedures and information. The manual also outlines the different required documents and information that needs to be submitted for the different types of applications, the post-approval procedure flows and the Department's turnaround times for the different applications, introduction to the Departmental Online Register (DOR) and lastly, the procedure for Legal Administration follow ups including contacts, user manual for the new query logger and escalation procedure.

## 2. LEGAL ADMINISTRATION REGISTRATION (SUBMISSION)

To ensure that all incoming documents and applications are recorded in the Departments registry, all incoming mail and applications need to be submitted in hardcopy format to the following address:

Legal Administration Counter (Helpdesk):  
Upper Ground Floor (Old Nedbank Building)  
**Newtown Junction Mall**, 100 Carr Street  
Newtown

The Legal Administration registration unit will physically be available to accept documents at the above address.

Documents that cannot be hand delivered, can also be submitted to the below mentioned email address and will be charged for printing per page (in terms of the approved tariff of charges) and which amount will also be included in the application fee.

Any application or document that is submitted and **requires an accompanied payment (application fee)** needs to be paid prior to the hard copy submission. It is important that the following payment procedure is followed:

1. Send an email request to [LegalAdminApplications@joburg.org.za](mailto:LegalAdminApplications@joburg.org.za) to request an invoice for the submission.
  - a. The email needs to include the property description.
  - b. The City's reference/file number (If it is applicable).
  - c. The type of application/document being submitted.
  - d. The amount to be invoiced (aligned to our published [tariffs](#))
  - e. To whom the invoice needs to be made out to.
2. Legal Administration Registration will provide an invoice number in a return mail.
3. **THE INVOICE NUMBER CONTAINED IN THE EMAIL NEEDS TO BE USED AS PAYMENT REFERENCE.**
4. The Banking Details for the payment is on the next page.
5. Applicant needs to send the proof of payment to the Legal Administration Registration and copy our Finance Department on [DpPayments@joburg.org.za](mailto:DpPayments@joburg.org.za)
6. Applicant submits the hardcopy application/document to the Legal Administration Counter (address above) including the proof of payment to the submission.

All Legal Administration queries to be addressed to [LegalAdminApplications@joburg.org.za](mailto:LegalAdminApplications@joburg.org.za) or the physical Legal Administration Counter.

**Figure 1: Banking Details for Payment of Legal Admin Application Fees**

Legal entity name	City of Johannesburg Metropolitan Municipality
Name of accountholder	COJ-TWNSHP DEV FEES (POST APPR
Registration/Identity/Passport number	UNKNOWN
Account number	000363235
Account type	BUSINESS CURRENT ACCOUNT
Branch	JOHANNESBURG
Branch code	000205
Branch code (electronic payments)	051001
SWIFT address	SBZA ZA JJ
Date account opened	23 June 2014

### 3. REQUIRED DOCUMENTS & INFORMATION FOR APPLICATIONS

There are many post-approval applications that are submitted to the City. Please click on the below button to access the detailed Information Documents and Application Forms related to the different types of applications:

[Applications Information & Forms](#)

The below points summarise the important documents and information that need to be submitted with each different type of application:

#### 3.1 Section 34(5) and 37 Certificates (Subdivision of Land) – Submission of application.

To process an application for a Certificate in terms of Section 34.(5) or Section 37.(1) of the City of Johannesburg Municipal Planning By-law, 2016, the following necessary information and documents needs to accompany the application so that Legal Administration unit can circulate the application to the necessary internal departments and Municipal Owned Entities (MoE's) for their comment and clearances:

1. Cover letter including the correct property description as well as the City's reference number.
2. Completed **LA2** form (Found under the Application Forms button, above).
3. The letter of approval issued by Land Use Management, the endorsed layout plan and the subdivision certificate [usually printed at the back of the endorsed layout plan].
4. The latest Title Deed of the property (ies).
5. A duly signed and initialled Power of Attorney authorising the applicant to act on behalf of the registered owner of the property (ies).

6. A duly signed and initialled resolution of the company/partnership/close corporation/joint owners/other legal entity, if applicable.
7. Proof that any restrictive condition prohibiting the sub-division/division has been removed from the existing Title Deed or is in process to be removed, if applicable.
8. A zoning certificate of the property issued by the City's Corporate Geo-Informatics.
9. Approved S.G. diagrams in respect of all new portions that will be created.
10. Proof of payment of the applicable administrative fee (Tariffs can be found under the Applications Form button, above).

### 3.2 Internal Circulation Process.

Please note the following with respect to Legal Administration circulating a Memorandum to request MOE's and internal Departments for their clearances:

1. Legal Administration circulates the application to the MOEs (Johannesburg Roads Agency, Johannesburg Water, Johannesburg City Power, CGIS, Development Planning Finance, Technical Implementation to calculate Development Contributions and any other internal Department that may be required such as CoJ Environment Department, Valuations Department, JPC, City Parks, PikitUp, etc.) in order to obtain their requirements as part of them supporting a clearances certificate as part of the condition of approval of the application.
2. Should ESKOM be the supplier of electricity to the property, the applicant shall directly negotiate the supply of electricity to the property, with ESKOM.
  - a. An unconditional clearance certificate stating that electricity is available, and that ESKOM has no objection to the issuing by the Council of the relevant certificate, has to be submitted.
  - b. The clearance must contain the correct property description.
3. The relevant MoE's or State Departments will issue a memorandum to Legal Admin confirming that their requirements have been met (known as a clearance letter), and indicating any further details that need to be complied with as part of them supporting the approval for the City to issue a Section 34(5) or 37 Certificate.
4. In this regard, the MOE's have been given confirmation that they will issue a copy of the clearance memo directly to the applicants as part of addressing delays in this process. It is important to note that MOE's will only start the process once they have received an official memo from Legal Administration to facilitate such. They can then process and liaise further with the client when that has been commissioned.
5. To expedite the process of obtaining of the comments, the circulation of the application by Legal Admin to the respective MOE's will also be shared electronically via email with the applicant to follow up with the MOE's concerned on a direct basis.
6. The speed at which all the conditions of the MOE's concerned can be complied with, is solely the prerogative of the applicant depending on how soon they could comply with the conditions noted in point 3. above. Legal Admin cannot at this critical stage dictate terms on the parties because in doing so would be tantamount to dictating terms for the parties and acting beyond its core mandate – implement decision based on the comments / clearance / recommendations received.
7. Take note that any comment / clearance, mentioned under point 4. above, that is older than 5 years, needs to be refreshed or confirmed by all the MOEs that the situation on the ground is still as is or is still the same. This is to ensure that we do not implement any conditions that

may have changed over the years from an engineering point based on all the MOEs requirement. In this regard those comments / clearances that are more than 5 years, falls upon the applicant who is leading the process of complying with the conditions, to approach the MOEs directly to confirm whether there is no material change and the initially issued clearance still stands or not.

8. Legal Administration only plays a facilitative role and does not have any power to compel any of the MOE's or State Departments to submit their comments in general. Legal Admin's primary core function is to facilitate the process and implement the conditions as per the MOE's & State Department's requirements.

### **3.3 Section 34(5) and 37 Certificates (Subdivision of Land) – Post Circulation & Certificate.**

In order for the City to issue a Section 34(5) or 37 Certificate, the following documents need to be submitted. subsequent to the circulation process outlined in 3.1, above has taken place:

1. Cover letter requesting the Section 34(5) or 37 Certificate.
2. Completed **LA3** form (Found under the Application Forms button, above).
3. Transfer/Registration documents.
  - a. Should the owner intend to transfer the newly created properties or some of them, a Power of Attorney to Give Transfer.
  - b. Should the owner not intend to transfer any of the newly created properties, but wish to obtain separate title for the properties, an Application for A Certificate of Registered Title, has to be submitted.
  - c. Should the owner intend to transfer some of the newly created properties and to retain the others, a Power of Attorney to Give Transfer as well as an Application for A Certificate of Registered Title, have to be submitted.
4. Should the approved application necessitate the submission of other legal documents such as a Notarial Deed of Servitude, a Notarial Tie Agreement, a Notarial Deed of Identification of Servitude, documents with regard to the incorporation of a Non-profit Company, etc. it is recommended that these documents only be drafted after consultation with the Legal Administrator that deals with the specific application.
5. Copy of the Development Planning Finance Department's Tax Invoice for any Development Contributions that were paid as a result of the subdivision or any other previous land development application that was raised on the affected property (ies).
6. Should a retention liability guarantee be required as part of any of the MOE's clearances, a guarantee needs to be delivered either by an original guarantee issued by a bank or the guarantee amount to be paid to the City and the copy of the Development Planning Finance Department's Tax Invoice be submitted as proof.

### **3.4 Section 34(6) Certificates (Consolidations) – Submission of application.**

To process an application for a Certificate in terms of Section 34.(6) of the City of Johannesburg needs circulate the application to MOE's. The following documents and information need to be submitted to enable the application to be circulated:

1. Cover letter including the correct property description as well as the City's reference number
2. Completed **LA4** form (Found under the Application Forms button, above).

3. The letter of approval issued by Land Use Management, the endorsed layout plan and the consolidation certificate [usually printed at the back of the endorsed layout plan].
4. The latest Title Deed/s of the properties to be consolidated.
5. A duly signed and initialled Power of Attorney authorising the applicant to act on behalf of the registered owner of the properties.
6. A duly signed and initialled resolution of the company/partnership/close corporation/joint owners/other legal entity [if applicable].
7. A zoning certificate of the property issued by the City's Corporate Geo-Informatics.
8. Approved S.G. consolidation diagram/s.
11. Proof of payment of the applicable administrative fee. (Tariffs can be found under the Applications Form button, above).

### **3.5 Section 34(6) Certificates (Consolidations) – Post Circulation & Issuing of Certificate.**

In order for the City to issue a Section 34(6) Certificate, the following documents need to be submitted. subsequent to the **Internal Circulation Process** as outlined in 3.2, above has taken place:

1. Cover letter requesting the Section 34(6) Certificate.
2. Completed **LA5** form (Found under the Application Forms button, above).
3. Application in terms Section 40(3) of the Deeds Registries Act, 1937.
4. The draft Certificate of Consolidated Title.
5. Proof of payment of any outstanding contributions e.g. on rezoning, previous sub-division, new township, etc. [Official Tax Invoice which is issued by Finance] and calculations of such amounts (official memo/letter).
6. Should the approved application necessitate the submission of other legal documents such as a Notarial Deed of Servitude, a Notarial Tie Agreement, a Notarial Deed of Identification of Servitude, etc. it is recommended that these documents only be drafted after consultation with the Legal Administrator that deals with the specific application.

### **3.6 Extension of Time to comply with Post-Decision processes**

Extension of Time applications are required for a range of applications in terms of the City of Johannesburg Municipal Planning By-law, 2016, such as:

- i. Registration of a subdivision in the Deeds Office [Section 33(10) read with Section 33(11)];
- ii. Registration of a consolidation [Section 33(10) read with section 33(11)].
- iii. Obtaining of approval of the General Plan of the township [Section 28(5)];
- iv. Opening of the township register [Section 28(10)];

It should be noted that Extension of Time applications needs to be in line with the Legal Administration **Extension of Time Policy** (found under application information button). The following documents are required for Legal Administration to be able to process an Extension of Time application:

1. Cover letter requesting the Extension of Time.
2. Completed **LA6** form (Found under the Application Forms button, above).
3. The letter of approval issued by Land Use Management (if the application has not previously been dealt with by /submitted to Legal Administration) OR the last applicable certificate issued by Legal Administration OR the letter of previous extension of time granted in respect of the application.

4. A duly signed and initialled Power of Attorney authorising the applicant to act on behalf of the registered owner or township owner.
5. A duly signed and initialled resolution of the company/partnership/close corporation/joint owners/other legal entity, if applicable.
6. A motivation why it was not possible to comply with the applicable section (reason why the documents could not be submitted to the Deeds Office or Surveyor General).
12. Proof of payment of the applicable administrative fee. (Tariffs can be found under the Applications Form button, above).

### **3.7 Issuing of Provisional Conditions of Establishments documents related to Township Establishment applications.**

The issuing of the provisional or draft Conditions of Establishment (CoEs) is an internal process and does not require an application from the owner or applicant. The preparation of provisional COE's are triggered once a newly Land Use Management approval is allocated to a Legal Administrator to process further.

### **3.8 Amendment of Township applications – Section 28(8) application.**

An owner can apply to have a Township Establishment approval be amended prior to the proclamation of a Township as an approved Township. A landowner may submit an application in terms of Section 28(8) to amend the layout or development controls of the approved Township. It should however be noted that a Township layout plan cannot be amended if the Township's General Plan has already been approved with the Surveyor General Office, unless if it is minor amendments that are being applied for (Usually minor changes by adding a servitude or annotation etc.) the following documents need to be submitted as part of the application:

1. Cover letter requesting the amendment of the Township application.
2. Completed **LA7** form (Found under the Application Forms button, above).
3. A formal in-principal support letter from LUM (PPM) supporting the proposed amendment and indicating if the proposed amendment is material or non-material.
4. If the amendment is related to a layout plan, the Surveyor General Office's comment is also required.
5. A Motivation for the amendment as well as the proposed rights and other information required to consider the application.
6. An amended layout plan, if applicable.
7. A copy of the Title Deed of the property;
8. A Power of Attorney authorising you to act on behalf of the registered owner of the property;
9. Proof of payment of the applicable administrative fee. (Tariffs can be found under the Applications Form button, above).

### **3.9 Phasing of Township applications – Section 31 application.**

An owner can apply to have an approved Township Establishment application be divided into separate Extensions (Phase the Township). The phasing application is submitted in terms of Section 31 of the By-law. This type of application is not permitted once the Township has an approved General Plan. The following documents need to be submitted as part of the application:

1. Cover letter requesting the Phasing of the Township application.

2. Completed **LA8** form (Found under the Application Forms button, above).
3. Obtain new Extension numbers for the newly created townships, from CGIS.
4. A Motivation for the phasing as well as the proposed rights and other information required to consider the application.
5. A layout plan indicating the Extensions on the same plan. Kindly remember to indicate the correct name of the townships.
6. A layout plan indicating the Extensions separately;
7. A copy of the Title Deed of the property;
8. A Power of Attorney authorising you to act on behalf of the registered owner of the property;
9. Proof of payment of the applicable administrative fee. (Tariffs can be found under the Applications Form button, above).

### **3.10 Submission of an Approved Surveyor General Plan for an approved Township Establishment.**

After a General Plan has been approved by the Surveyor General Office, the approved plan needs to be submitted to Legal Administration in terms of Section 28(9) of the By-laws, as part of the pre-proclamation process. The Legal Administration unit needs to be circulate the newly approved General Plan to Corporate GIS (CGIS), for the cadastral information to be captured on the City's Geographic Information System (GIS), street addresses to be allocated and for the Land Information System (LIS) to be updated. The General Plan is also circulated to City Power and in certain instances to the MOE's where required. Along with the newly approved General Plan the draft Map 3 documents also need to be circulated to Land Use Management (LUM). To submit a newly approved General Plan and draft Map 3's, the following is required:

1. Submit a cover letter.
2. Completed **LA9** form (Found under the Application Forms button, above).
3. Copy of the Approved General Plan.
4. Draft set of Map 3 documents in-line with LUM's template.

### **3.11 Issuing of Final Conditions of Establishments and Section 28(11) Certificate.**

The City needs to issue a Certificate to the Registrar of Deeds in terms of Section 28(11) confirming that all pre-proclamation conditions have been complied with and that the Township register may be proceeded to be opened. The applicant needs to submit the following documents for such a request:

1. Submit a cover letter to Legal Administration requesting the Section 28(11) Certificate
2. Completed **LA10** form (Found under the Application Forms button, above).
3. Proof of compliance with all pre-proclamation conditions as outlined within the latest set of Conditions of Establishment including but not limited to:
  - a. GDARDE letter
  - b. Gautrans letter
  - c. DMRE letter
  - d. Electrical supplier clearance indicating that there is capacity available (Eskom or City Power).
  - e. Johannesburg Water clearance indicating that there is sufficient capacity and arrangements made regarding Water and Sewer infrastructure.
  - f. Approved Map 3's.

### **3.12 Proclamation of an Approved Township, Notice in terms of Section 28(15).**

The Proclamation of a Township is an internal process which is triggered once Legal Administration unit received a Section 28(14) notice from the Registrar of Deeds.

### **3.13 Section 29(1) Certificate – Submission of application.**

To process an application for a Certificate in terms of Section 29(1) of the City of Johannesburg needs to be circulated to MOE's. The following documents and information need to be submitted to enable the application to be circulated:

1. Cover letter including the correct property description as well as the City's reference number.
2. Completed **LA11** form (Found under the Application Forms button, above).
3. A duly signed and initialled Power of Attorney authorising the applicant to act on behalf of the township owner.
4. A duly signed and initialled resolution of the company/partnership/close corporation/ other legal entity [if applicable].
5. Proclamation notice of the township.
6. Should a consolidation of the properties be a proclamation condition as per 3.18, here below, such application needs to be submitted simultaneously.
7. Proof of payment of the applicable administrative fee.
13. Proof of payment of the applicable administrative fee. (Tariffs can be found under the Applications Form button, above).

### **3.14 Section 29(1) Certificates – Post Circulation & Issuing of Certificate.**

In order for the City to issue a Section 29(1) Certificate, the following documents need to be submitted subsequent to the **Internal-Circulation** process as outlined in 3.2, above has taken place:

1. Cover letter requesting the Section 29(1) Certificate.
2. Completed **LA12** form (Found under the Application Forms button, above).
3. Should the approved application necessitate the submission of other legal documents such as a Notarial Deed of Servitude, a Notarial Tie Agreement, a Notarial Deed of Identification of Servitude, etc. it is recommended that these documents only be drafted after consultation with the Legal Administrator that deals with the specific application.
4. Copy of the Development Planning Finance Department's Tax Invoice for any Development Contributions that were paid.
5. Should a retention liability guarantee be required as part of any of the MOE's clearances, a guarantee needs to be delivered either by an original guarantee issued by a bank or the guarantee amount to be paid to the City and the copy of the Development Planning Finance Department's Tax Invoice be submitted as proof.
6. An Engineering Services Agreements signed by the Township Owner. The relevant Legal Administrator will prepare the draft agreement to be used within the Circulation process.

### **3.15 Notarial Tie Agreement to be signed by the City.**

The proposed notarial tie agreement, must originate from a decision already taken by the Council e.g. a condition of the approval of a Site Development Plan, building plan, rezoning, sub-division of an erf, holding or farm portion. Legal Administration does not have delegated powers to approve a notarial

tie unless such a previous approved decision exists. Even if such a decision exists, the Council still has the right to insist on consolidation of the erven, if it is legally possible to consolidate. To apply for the City to approve a Notarial Tie Agreement, the following documents need to be submitted:

1. Cover letter including the property description of the properties to be Tied.
2. Completed **LA13** form (Found under the Application Forms button, above).
3. The prior resolution as stated above.
4. Information/motivation why the erven need to be notarially tied.
5. The latest Title Deed/s of the erven.
6. A duly signed and initialled Power of Attorney authorising the applicant to act on behalf of the registered owner/s of the erven.
7. A duly signed and initialled resolution of the company/partnership/close corporation/joint owners/other legal entity [if applicable].
8. A zoning certificate of the erven [recently dated – not older than 6 months] and issued by Corporate Geo-Informatics.
9. The written consent of any holder of a registered Mortgage bond over the erven (Bondholder) that the erven may be tied alternatively a conveyancer's certificate confirming that the property/ies is/are not subject to any registered bond/s.
10. The written consent of any holder of a registered right (such as a servitude) over the erven, that the erven may be tied alternatively a conveyancer's certificate confirming that the erven are not subject to any registered right/s.
11. A plan indicating the location of the erven.
12. A conveyancer's certificate in terms of which an undertaking is given to the Council, that the original Tie Agreement will be submitted to Johannesburg Property Company for safekeeping, after registration and as soon as the documents have been released from the Deeds Office, without the Council requesting the submission thereof.
13. Proof of payment of the applicable administrative fee. (Tariffs can be found under the Applications Form button, above).
14. Should it be determined that the Notarial Tie Agreement need to be circulated to certain Departments or MOE's, such circulation process would proceed as per point 3.2, above.

### **3.16 Offset of Development Contributions due to Engineering Services**

Should external engineering services be installed by a Township Developer, an offset of Development Contributions application can be submitted. See below list of documents that needs to be submitted to Legal Administration to process the application.

1. Cover letter including the property description and CoJ reference where the installation of the service emanates from.
2. Completed **LA14** form (Found under the Application Forms button, above).
3. Copy of the memorandum in terms of which the Municipal Entity granted consent to proceed with Civil Engineering works on behalf of the Council; (if applicable and available).
4. Completion certificate signed by the applicant's engineer.
5. Bill of Quantities (BoQ).
6. Section 29 Clearance Support letter from the Municipal Owned Entity reflecting the certified value of works completed and taken over by the Municipal Owned Entity.

7. Outline Scheme Report (OSR) and/or Traffic Impact Study (TIS) approval comments from Municipal Owned Entities indicating recommended upgrades of external engineering services.
8. Memorandum of Technical Implementation indicating the contributions payable (if contributions will have to be re-calculated due to non-payment before the expiry date, Technical Implementation will recalculate in any case).
9. Proof of payment of the contributions (if already paid).
10. Proof of payment of the applicable administrative fee. (Tariffs can be found under the Applications Form button, above).

### **3.17 Release of Guarantee and Refunds of Offsets or amounts paid in lieu of the guarantee.**

As part of the finalisation of the post-approval processes applicable to township establishment, the sub-division of erven, the division of Holdings or Farm Portions and/or Land Development applications, Legal Administration may have requested, on behalf of a Municipal Entity (Johannesburg Roads Agency (Pty) Ltd, Johannesburg Water (Pty) Ltd and/or City Power Johannesburg), that a guarantee for a specific engineering service (roads, stormwater, electricity, water and/or sewerage) had to be submitted to Legal Administration. The release/refunding of any guarantee is not done automatically but only at the request of the applicant in accordance with the prescribed process as set out in the guidelines. The following is required as part of the application:

The letter from the township owner/registered owner requesting the refund/release of the guarantee, which letter must include the full details of the banking account in which the refund must be deposited.

1. Cover letter including the property description and CoJ reference where the request for a guarantee to be held by the City emanates from.
2. Completed **LA15** form (Found under the Application Forms button, above).
3. A duly signed and initialled Power of Attorney authorising the applicant to act on behalf of the registered owner/township owner.
4. A duly signed and initialled resolution of the company/partnership/close corporation /other legal entity [if applicable].
5. The memorandum from the applicable Municipal Entity requesting the guarantee.
6. The Invoice (proof that the guarantee has been paid) OR a copy of the (paper) guarantee submitted.
7. If the guarantee amount was paid per EFT, proof of the EFT payment and the Journal Entry issued by Development Planning Finance.
8. If VAT was indicated separately on the abovementioned Invoice, then the township owner/registered owner must submit its/his VAT INVOICE for the transaction.
9. Proof of payment of the applicable administrative fee. (Tariffs can be found under the Applications Form button, above).
10. Banking details to where the funds need to be refunded to.

### **3.18 Submission of Consolidation as part of post-proclamation process.**

As part of a Township Establishment's proclamation conditions, it may be required that 2 properties need to be consolidated. In such an instance the consolidation application needs to be submitted simultaneously with the Section 29(1) application as outlined in process 3.13, here above. The following documents are required as part of such a submission:

1. Covering letter containing inter alia the reference number of township, stating the purpose of the application (i.e. to comply with the conditions as set out in Clause XX of the proclamation notice of the township).
2. Completed **LA16** form (Found under the Application Forms button, above).
3. Proof of payment of the applicable administrative fee. (Tariffs can be found under the Applications Form button, above).
4. A copy of the proposed consolidation plan (with or without the consolidated erf number issued by the Surveyor General). Note: if an S.G. approved consolidation diagram already exist (for whatever reason), the application to consolidate still needs to be submitted as the consolidation will form part of the Engineering Services Agreement to be entered into as well as the Section 29 certificate. Also, unless the process is followed and completed, the consolidation will not be reflected on the electronic systems of the Council and the township owner may experience problems in obtaining rates clearances.
5. A Power of Attorney to act on behalf of the township and if applicable a company's resolution. NOTE: This is not applicable if the same town planner who dealt with the township initially, submits the consolidation application (i.e. there will already be a Power of Attorney on the file).

### 3.19 Consent to Transfer related to Electricity Capacity limitation.

In certain instances, electrical capacities are limited due to capacity constraints within certain City Power supply areas. To unlock the development, City Power insists that a certain restrictive title condition be included within the relevant property (ies) title deed. The restriction is placed on any transfer of ownership, to ensure that any new owner taking ownership of such a property is aware of the electrical capacity constraint and effectively consents to it. The City needs to provide consent for each such transfer. In order for Legal Administration to evaluate such request, we need the following documents submitted:

1. A covering letter explaining what the application is about and what you need to register and why our consent is required.
2. Completed **LA17** form (Found under the Application Forms button, above).
3. A copy of the existing Title Deed of the erf [if it has not yet been created/registered e.g. in a new township where the 29 will be issued, then the draft Deed of Transfer]
4. Signed Power of Attorney authorising the attorney to act on behalf of the registered owner/township owner (transferor) – to register transfer of the erf/erven/unit. If owner is a company/legal entity, the necessary company's resolution must also be submitted.
5. A consent signed by the transferee (the person who purchased the erf/unit and to whom the erf /unit will be transferred). The consent must indicate that the transferee accepts the restrictive condition and agreed to the registration thereof in the new Title Deed. (The **template** to be used for the required consent to be signed by the transferee is available under the LA 17).
6. If the transferee is a company, a signed Company resolution authorising the person who signs the consent on behalf of the company, to do so, must be submitted.
7. If erven/units have different limited capacities, separate consents must be submitted for each erf/unit.
8. Proof of payment of the applicable administrative fee. (Tariffs can be found under the Applications Form button, above).

### 3.20 Change of Ownership (Continuation of application by new landowner).

Section 56.(2) of the By-law requires any change of ownership and continuation of a land development application by a new owner to be formally applied for and approved by the City. The following is required, should such application be in Post-approval phase:

1. Covering letter.
2. Completed **LA18** form (Found under the Application Forms button, above).
3. A certified copy of the new Title Deed of the Farm Portion on which the township will be established (if transfer has already been registered in the Deeds Office)

OR

A letter of the conveyancer confirming that the transfer will be registered directly before opening of the township register together with a copy of the Deed of Transfer to be registered.

4. An original Power of Attorney to act on behalf of the new township owner or township owner-to-be.
5. A resolution of the (new) company/partnership/close corporation/joint owners/other legal entity (if applicable).
6. Proof of payment of the applicable administrative fee. (Tariffs can be found under the Applications Form button, above).

### 3.21 Notarial Deed of Servitude to be registered in favour of the City.

If a MOE requires a land owner to register a servitude which may emanate from any land development application, Legal Administration will process such servitude requirement on behalf of the City. The application needs to include the following:

1. Covering letter.
2. Completed **LA19** form (Found under the Application Forms button, above).
3. A duly signed and initialled Power of Attorney authorising the applicant to act on behalf of the registered owner/s of the property/ies.
4. A duly signed and initialled resolution of the company/partnership/close corporation/joint owners/other legal entity [if applicable].
5. The latest Title Deed/s of the property/ies.
6. The memorandum/letter from the applicable Municipal Entity (Johannesburg Roads Agency, Johannesburg Water or City Power) in terms of which the registration of the servitude is required.
7. The approved S.G. servitude diagram/s, if applicable.
8. Proof of payment of the applicable administrative fee. (Tariffs can be found under the Applications Form button, above).
9. A conveyancer's certificate in terms of which an undertaking is given to the Council, that the original Notarial Deed/s of Servitude will be submitted to Johannesburg Property Company for safekeeping, after registration and as soon as the documents have been released from the Deeds Office, without the Council requesting the submission thereof.

NOTE: The standard Notarial Deed of Servitude to be utilized for registration purposes will be e-mailed to you by the Legal Administrator to whom the application has been allocated to.

### **3.22 Issuing of Conditions of Establishments and Schedule in terms of Section 49(1) of the Deeds Registry Act, 1937 (Extension of Township Boundary).**

The issuing of the provisional or draft Conditions of Establishment (CoEs) related to the Extension of Township Boundary application is an internal process and does not require an application from the owner or applicant. However, the confirmation of that all pre-proclamation conditions have been complied with, does need an application for the City to issue a Final Set of Conditions of Establishment and Schedule in terms of Section 49(1) of the Deeds Registry Act, 1937. The issuing of such conditions would trigger the proclamation and the opening of the Township register. The applicant needs to submit the following documents to indicate compliance with the pre-proclamation conditions:

1. Submit a cover letter to Legal Administration requesting the Section 49(1) Schedule
2. Completed **LA20** form.
3. Proof of compliance with all pre-proclamation conditions as outlined within the latest set of Conditions of Establishment including but not limited to:
  - a. GDARD letter
  - b. Gautrans letter
  - c. DMRE letter
  - d. Electrical supplier clearance indicating that there is capacity available (Eskom or City Power).
  - e. Submit Draft set of Map 3 documents in-line with LUM's template.

### **3.23 Alteration, amendment or cancellation of a general plan application in terms of Section 38(1) of the By-law.**

An owner can apply to have a general plan of an approved township or an approved SG diagram of a subdivision of land (if any) altered, amended or totally or partially cancelled by the Surveyor-General in terms of the Land Survey Act and may apply in writing to the City for approval. A landowner may submit an application in terms of Section 38(1) to apply for the required alteration, amendment or cancelation. The following documents need to be submitted as part of the application:

1. Cover letter requesting the alteration, amendment or cancelation.
2. Completed **LA 21** form (Found under the Application Forms button, above).
3. A formal in-principal support letter from LUM (PPM) supporting the proposed amendment and indicating if the proposed alteration, amendment or cancellation needs to be circulated to MoE's.
4. A Motivation for the amendment as well as the proposed rights and other information required to consider the application.
5. An amended layout plan, if applicable.
6. A copy of the Title Deed of the property;
7. A Power of Attorney authorising you to act on behalf of the registered owner of the property;
8. Proof of payment of the applicable administrative fee. (Tariffs can be found under the Applications Form button, above).

#### 4. POST-APPROVAL APPLICATION PROCESS FLOWS

The post-approval process is a complex process that consists of various role players and processes. The different post-approval applications and turnaround times are outlined here below:

##### 4.1 Subdivision Application Issuing of Section 34(5) and 37 Certificates.

1. Application, including the payment thereof, as per [LA2](#) is submitted by the **applicant**.
2. LA Registration checks the application for completeness and proceeds to update the e-registers and allocate the file (on an allocation e-register and TAS) to a Legal Administrator for further processing.
3. The Legal Administrator checks the application and if all in order, proceeds to generate an Internal Circulation Memorandum.
4. The LA memo, LUM approval letter, subdivision certificate, approved layout plan, approved SG diagrams, title deed and zoning certificate are circulated to Municipal Owned Entities (MOE's), Technical Implementation, Development Planning: Finance and CGIS.
5. Technical Implementation determines if any Development Contributions (DC) are payable. If so, DC's are calculated and sent to Legal Administration.
6. MOE's issue their clearance once the applicant has complied with all their requirements. The clearances issued by the MOE's may be conditional to the applicant registering a servitude for new infrastructure installed as well as the payment of a defect liability guarantee to the value of 10% of the capital cost to install the specific infrastructure.
7. Finance checks if there are any outstanding Development Contribution payable on historic land development applications.
8. CGIS proceeds to capture the newly created properties cadastral information onto the City's LIS and GIS. Status is indicated as "SG Approved".
9. CGIS proceeds to allocate street addresses to the new properties.
10. Owner pays DC's and guarantee amounts, where applicable.
11. Development Planning Finance section issues a journal entry and official invoice as proof that the funds have been received by the City.
12. Applicant submits final proof of compliance and registration documents as per **LA3** to LA Registration.
13. Legal Administrator conducts a site inspection to ensure compliance of all the City's conditions.
14. Legal Administration evaluates submission and if all in order proceeds to prepare the relevant certificate and sends on to his/her Manager.
15. Manager: Legal Administration checks all documents for correctness and completeness.
16. If the application is found to be in order it is sent to the Deputy Director: Legal Administration to sign the Certificate and any other accompanied registration documents.
17. File is sent to Registration to keep in cabinets, should a guarantee be applicable.
18. File is kept for 6 months. Should the be not further queries the file may be sent to records.
19. If no guarantee is applicable, the file is sent directly to the City's records section.

##### 4.2 Consolidation Application Issuing of Section 34(6) Certificates.

1. Application as per **LA4** is submitted by applicant to LA Registration.

2. LA Registration checks the application for completeness and proceeds to update the e-registers and allocate the file (on an allocation e-register and TAS) to a Legal Administrator for further processing.
3. The Legal Administrator checks the application and if all in order, proceeds to generate an Internal Circulation Memorandum.
4. The LA memo, LUM approval letter, consolidation certificate, approved layout plan, approved SG diagrams, title deed and zoning certificate are circulated to Municipal Owned Entities (MOE's), Development Planning: Finance and CGIS.
5. MOE's issue their clearance once the applicant has complied with all their requirements. The clearances issued by the MOE's may be conditional to the applicant registering a required servitude.
6. Finance checks if there are any outstanding Development Contributions payable on any historic land development applications related to the properties being consolidated.
7. CGIS proceeds to capture the newly to be registered consolidated property's cadastral information onto the City's LIS and GIS. Status is indicated as "SG Approved".
8. CGIS proceeds to allocate a street address for the new property.
9. Owner pays outstanding DC's, if applicable.
10. If DC's are paid as a result of historic applications, the Development Planning Finance section would issue a journal entry and official invoice as proof that the funds have been received by the City.
11. Applicant submits final proof of compliance and registration documents as per **LA5** to LA Registration
12. Legal Administration evaluates submission and if all in order proceeds to prepare the relevant certificate and sends on to his/her Manager.
13. Manager: Legal Administration checks all documents for correctness and completeness.
14. If the application is found to be in order it is sent to the Deputy Director: Legal Administration to sign the Certificate and any other accompanied registration documents.
15. File is sent signed off and sent to Registration.
16. The file is closed by registration and sent to the City's records section.

### 4.3 Application for Extension of Time to comply with post-approval processes.

1. Application as per **LA6** is submitted by applicant to LA Registration.
2. LA Registration checks the application for completeness and proceeds to update the e-registers and allocate the file (on an allocation e-register and TAS), if applicable, to a Legal Administrator for further processing.
3. The Legal Administrator checks and evaluates the application in line with the **Extension of Time Policy**. If all in order, proceeds to prepare a recommendation to the Manager: Legal Administration.
4. The Manager: Legal Administration would evaluate and decide on granting or refusing an Extension of Time.
5. The Manager: Legal Administration, signs off the decision.
6. The decision is sent to the applicant and copy placed on file.
7. File is sent back to Registration.

#### 4.4 Issuing of Provisional Conditions of Establishments documents related to Township Establishment applications.

1. Receive the township file from LUM.
2. LA Registration proceeds to update the e-registers and allocate the file (on an allocation e-register and TAS) to a Legal Administrator (Manager or Senior: Legal Administrator).
3. The Legal Administrator peruses the approval letter, layout plan, internal and external comments as well as other available correspondence on the file. And proceeds to draft Provisional Conditions of Establishment, based on the available information and/or documentation on the file.
4. Include inter alia the obtaining of erven numbers, the excision and the ESKOM servitude as pre-proclamation conditions to be obtained prior to the approval of the General Plan.
5. The Legal Administrator prepares a cover letter and attaches the provisional set of Conditions of Establishment (NOTE: no layout plan) thereto. The date of this letter is used as the date contemplated in Section 28(5) as the date of approval and whereas the 24-month validity period runs from.
6. The Legal Administrator mails the letter and provisional COE to the applicant for further action.
7. As the process unfolds, the applicant would send requests to update the COE's for example: update erf numbers according to numbers reserved with the SG Office, any other surveyor, or conveyancer's inclusions/exclusions as specified from a surveyor or conveyancing certificate.
8. State authorities or the City's MOE's may also request for specific pre-proclamation conditions to be included within the COE document.
9. Amend the layout plan by indicating/adding the details mentioned in 7. & 8. above as well as any other requirement that may be required.
10. Applicant submits the amended layout plan under a covering letter to LA: Registration.
11. The Legal Administrator will study, peruse and check the correctness of the amended layout plan and other documents submitted against the approval of Land Use Management, Title Deed conditions, the land surveyor's certificate and other relevant comments and correspondence on the file.
12. If found satisfactory, the Conditions of Establishment documents are amended Township Layout Plan is approved with the official LA Stamp.
13. The Legal Administrator drafts a letter to the Surveyor General:-
  - a. advising that the General Plan may be approved;
  - b. confirming the date of expiry of the application as contemplated in 5. above.
  - c. Attach the Conditions of Establishment and an endorsed layout plan, to the letter.
  - d. Mail the letter to the applicant.
14. Place copies of the letters and the amended Conditions of Establishment on the file
15. Send the file to LA: Registration.

#### 4.5 Amendment of Township applications – Section 28(8) application.

1. Application as per **LA7** is submitted to LA: Registration.
2. LA Registration checks the application for completeness and proceeds to update the e-registers and send the application to the relevant Legal Administrator for further processing.
3. The Legal Administrator checks and evaluates the application and confirms if it is in line with decision taken at PPM.

4. Legal Administrator will continue to generate an Internal Circulation Memorandum with attachments to be circulated to relevant MOE's and internal departments as well as the Surveyor General Office (If the amendment includes the amendment of the Township Layout).
5. After obtaining all the necessary comments the Legal Administrator prepares a Memorandum to LUM.
6. LUM will provide a comment with their recommendation to LA.
7. The Legal Administrator will consider all comments received and accordingly draft a Section 28(8) decision letter.
8. The decision letter will:
  - a. Confirm the approval of the Section 28 application;
  - b. Outlined the conditions subject to which the application was approved;
  - c. Indicate the new date of approval of the application, for the purpose of Sections 28(5) or 28(11), whichever is applicable.
  - d. Include new approved Township Layout Plan, if applicable.
9. The Manager: Legal Administration will evaluate and sign off on such decision and attachments.
10. The decision letter with attachments (LUM comment, Amended COE's and Approved Amended Township Layout Plan, if applicable) will be mailed to the applicant for further action.
11. Place copies of the letters and the amended Conditions of Establishment on the file
12. Send the file to LA: Registration.

#### **4.6 Phasing of Township applications – Section 31 application.**

1. Application as per **LA8** is submitted to LA: Registration.
2. LA Registration checks the application for completeness and proceeds to update the e-registers and send the application to the relevant Legal Administrator for further processing.
3. The Legal Administrator checks and evaluates the application.
4. Legal Administrator will continue to generate an Internal Circulation Memorandum with attachments to be circulated to relevant MOE's and internal departments. Attachments to include:
  - a. The Conditions of Establishment;
  - b. The approved Layout plan for the parent township;
  - c. An overall division plan indicating the various new townships in relation to one another;
  - d. A Layout plan for each newly created township; and
  - e. The application/motivation submitted by the applicant.
5. After obtaining all the necessary comments the Legal Administrator prepares a Memorandum to LUM.
6. LUM will provide a comment with their recommendation to LA.
7. The Legal Administrator will consider all comments received and accordingly draft a Section 31 decision letter.
8. The decision letter will:
  - a. Confirm the approval of the Section 28(8) application;
  - b. Outlined the conditions subject to which the application was approved;

- c. Indicate the new date of approval of the application, for the purpose of Sections 28(5) or 28(11), whichever is applicable.
  - d. Include the new approved Township Layout Plan.
9. The Manager: Legal Administration will evaluate and sign off on such decision and attachments.
10. The Legal Administrator will register the phasing of the township on TAS under the new township names as reserved with CGIS.
11. TAS will generate new reference numbers to each new Extension.
12. The decision letters for the phasing with attachments (LUM comment, Amended COE's and Approved Amended Township Layout Plan) will be mailed to the applicant for further action.
13. Place copies of the letters and the amended Conditions of Establishment on the file
14. Send the file to LA: Registration.

#### **4.7 Submission of an Approved Surveyor General Plan for an approved Township Establishment.**

1. Application as per **LA9** is submitted by the applicant to LA Registration.
2. LA Registration checks the application for completeness and proceeds to update the e-registers.
3. The Legal Administrator checks and evaluates the submitted documents.
4. The Legal Administrator continues to prepare a memorandum to send to City Power to confirm if electrical capacity is available for the Township to proceed.
5. A similar memorandum is sent to CGIS to capture the proposed Townships cadastral information on the City's LIS and GIS systems to trigger the allocation of street addresses for the newly created properties.
6. The Legal Administrator checks that the submitted Map 3 documents are in line with the LUM approval letter, COE's, Approved General Plan and LUM Map 3 template.
7. The Legal Administrator sends the Map 3 documents to the relevant Assistant Director at LUM for approval.
8. After sign off, LUM sends the signed Map 3 documents back to LA for safe keeping.

#### **4.8 Issuing of Final Conditions of Establishments and Section 28(11) Certificate.**

1. Application as per LA 10 is submitted by the applicant to LA Registration.
2. LA Registration checks the application for completeness and proceeds to update the e-registers.
3. The Legal Administrator checks and evaluates the submitted documents.
4. The Legal Administrator confirms that all pre-proclamation conditions have been complied with by the applicant.
5. The Legal Administrator updates the COE's and prepares the Section 28(11) Certificate.
6. The Legal Administrator submits the documents to the Manager for evaluation.
7. The Manager: Legal Administration evaluates and decides on granting or referring the request back for additional information to be submitted.
8. If all in place, The Manager: Legal Administration, signs off the decision.
9. The decision is sent to the applicant and a copy is placed on the file.
10. File is sent back to Registration.

#### 4.9 Proclamation of the Township.

1. The Registrar of Deeds issues the City of Johannesburg with a notice in terms of Section 28.(14) of the By-law.
2. The notification triggers the Legal Administrator to collect/receive the file from registry and update the TAS system.
3. Once the file is received the Legal Administrator is able reserve a Local Authority notice number and capture the Township to be registered on the Legal Administration's e-register.
4. The Legal Administrator prepares a proclamation notice in terms of Section 28.(15) of the By-law.
5. The Legal Administrator sends the notice to Government Printing Works (GPW) requesting a quotation.
6. GPW issues a quotation.
7. The Legal Administrator sends the quotation along with necessary documents to Finance for a Purchase Order (PO) or alternatively to the applicant to action payment of the quote.
8. After receiving PO or Proof of Payment the Legal Administrator can proceed to submit the Proclamation for publication date.
9. Once proclaimed the Legal Administrator updates the e-registers and sends an Internal Memo with the proclamation notice and approved Map 3 documents to CGIS Zoning and Valuations to further trigger the property value chain.
10. Draft a letter to the applicant attaching/advising the following: -
  - a. the proclamation notice as it appeared in the Provincial Gazette.
  - b. a request to pay the publication costs (only applicable if purchase order route was followed).
  - c. a request to pay 15% of the publication costs as administrative fee to the Council.
11. Place copies on file and send to LA Registration.

#### 4.10 Section 29(1) Certificate.

1. Application as per **LA11** is submitted by applicant to LA Registration.
2. LA Registration checks the application for completeness and proceeds to update the e-registers and sends the application to the relevant Legal Administrator for further processing.
3. The Legal Administrator checks the application and if all in order, proceeds to generate an Internal Circulation Memorandum. Should a consolidation be part of the Section 29 process, such consolidation would be taken into consideration as part of the circulation of the application.
4. The LA memo, Township proclamation notice, approved Map 3's and approved General Plan, are circulated to Municipal Owned Entities (MOE's) and Technical Implementation.
5. Technical Implementation calculates Development Contributions (DC) payable.
6. MOE's issue their clearance once the applicant has complied with all their requirements. The clearances issued by the MOE's may be conditional to the applicant registering a servitude for new infrastructure installed as well as the payment of a defect liability guarantee to the value of 10% of the capital cost of the newly installed infrastructure.
7. Finance checks if there are any outstanding Development Contribution payable on historic land development applications.
8. Owner pays DC's and guarantee amounts, where applicable.

9. Development Planning Finance section issues a journal entry and official invoice as proof that the funds have been received by the City.
10. Legal Administrator prepares and send an Engineering Services Agreement to be signed by the owner.
11. Applicant submits final proof of compliance and registration documents as per LA 12 to LA Registration.
12. Legal Administrator conducts a site inspection to ensure compliance of all the City's conditions.
13. Legal Administrator evaluates the submission and if all in order proceeds to prepare the relevant certificate and sends on to the Manager.
14. Manager: Legal Administration checks all documents for correctness and completeness.
15. If the application is found to be in order it is sent to the Deputy Director: Legal Administration to sign the Certificate and any other accompanied registration documents.
16. File is sent to Registration to keep in cabinets, should a guarantee be applicable.
17. If no guarantee is applicable, the file is sent to the City's records section.

#### **4.11 Notarial Tie Agreement (NTA) to be signed by the City.**

1. Application as per LA 13 is submitted to LA: Registration.
2. LA: Registration creates a new file for the NTA application.
3. LA Registration checks the application for completeness and proceeds to update the e-registers and allocate the file (on an allocation e-register and TAS) to a Legal Administrator for further processing. If the NTA is as part of an approved Township's post-proclamation conditions, such NTA will be submitted along with the application outlined in 4.10.
4. The Legal Administrator checks and evaluates the application.
5. Should the NTA not be a requirement derived from any land development application, it will need to be circulated to the MOE's.
6. Legal Administrator will continue to generate an Internal Circulation Memorandum with attachments to be circulated to relevant MOE's and internal departments.
7. After obtaining all the necessary comments from the MOE's, the Legal Administrator prepares a Memorandum to LUM.
8. LUM will provide a comment with their recommendation to LA.
9. Should the NTA derive from a condition of approval on a land development application by LUM, the NTA does not need to be circulated.
10. The Legal Administrator will consider all comments received and accordingly send the application to the Manager and Deputy Director: Legal Administration for sign off.
11. A letter with the signed Notarial Documents as attachment are mailed to the applicant.
12. Copies are placed on the file.
13. Files is sent to the City's Records Department.

#### **4.12 Offset of Development Contributions due to Engineering Services.**

1. Application as per LA 14 is submitted to LA: Registration.
2. LA Registration checks the application for completeness and proceeds to update the e-registers and send the application to the relevant Legal Administrator for further processing.
3. The Legal Administrator checks and evaluates the application.

4. The Legal Administrator will continue to prepare a memorandum to Technical Implementation for further processing.
5. The offset application is sent to Technical Implementation,
6. Technical Implementation evaluates the technical aspects of the application to ensure that the installed infrastructure is in line with recommended upgrades per OSR/TIS, and that the cost of works is applicable to bulk infrastructure and corresponds with a BoQ.
7. If the application is in order, Technical Implementation will proceed and prepare a memorandum to MOE's for their recommendation for approval of the offset application.
8. After receiving a recommendation memorandum from MOE's, Technical Implementation prepares an offset report for approval by the Executive Director: Development Planning or Mayoral Committee under delegated authority depending on prevailing functions and powers.
9. At the time of this manual, offset amount to the value of R 5 million per service is delegated to the Executive Director: Development Planning, and offset amounts above R 5 million per service are delegated to the Mayoral Committee.
10. After obtaining an approval of the offset, Technical Implementation implements and update payable DCs accordingly.
11. Technical Implementation would issue an internal memorandum to Legal Administration to outlines the approved offset.
12. Legal Administrator upon receipt of the internal memorandum from Technical Implementation would inform the applicant of the outcome of the offset application.
13. Copies are placed on the file and sent to LA: Registration

#### **4.13 Release of Guarantee and Refunds of Offsets or amounts paid in lieu of the guarantee.**

1. Application as per LA 15 is submitted to LA: Registration.
2. LA Registration checks the application for completeness and proceeds to update the e-registers and send the application to the relevant Legal Administrator for further processing.
3. The Legal Administrator checks and evaluates the application.
4. The Legal Administrator will continue to prepare a memorandum to the relevant MOE to confirm that the guarantee may be released/refunded.
5. Should the refund be required be due to an approved offset application the legal administrator would confirm the offset approval as per the approval on file.
6. The Legal Administrator would request confirmation from Finance that the funds are with the City.
7. After the reason for refund or release of guarantee has been confirmed the Legal Administrator prepares the necessary documents and attachments to be signed off. If the amount to be refunded amounts to equal or less than R2,000,000.00, the request will need to be approve by the Director: Land Use Development Management. Should the amount be greater than R2,000,000.00 the request would need to be approved by the Executive Director: Development Planning.
8. The application is sent for approval to Manager: Legal Administration, Deputy Director: Legal Administration and Director: LUDM or ED:DP, if applicable.
9. After the refund/release has been approved, the approval letter is sent to Finance to request the necessary funds are transferred to the owner.
10. The Legal Administrator informs the applicant of the above outcome.

11. Copies of the approvals are placed on the file and sent to LA: Registration
12. If no query is raised within 6 months, the file is sent to the City's Records.

#### **4.14 Submission of Consolidation as part of post-proclamation process.**

1. Application as per **LA16** is submitted to LA: Registration.
2. LA: Registration creates a new file for the Consolidation application.
3. LA Registration checks the application for completeness and proceeds to update the e-registers and send the file to the relevant Legal Administrator for further processing. This application should be submitted simultaneous with the LA 11 as part of the Section 29 post approval process.
4. The Legal Administrator checks the application for correctness and completeness.
5. If the application is complete the application is captured on TAS and the system will generate a new application reference.
6. The relevant proof of TAS registration is printed and sent together with the file to LA: Registration.
7. LA: Registration would forward the file to LUM: Registration Ops Manager for further action.
8. The application proceeds to LUM Evaluation and Decision phases.
9. After LUM issues an approval letter the file with is sent to LA: Registration.
10. LA: Registration sends the incoming file to the relevant Legal Administrator.
11. The Legal Administrator mails the LUM approval letter, consolidation certificate and approved layout to the applicant.
12. The appointed surveyor submits the relevant documents to the Surveyor General (SG) for approval.
13. The applicant will submit a cover letter together with the approved SG diagram to LA: Registration.
14. LA: Registration sends the incoming mail to the relevant Legal Administrator.
15. The Legal Administrator captures the necessary information on TAS and generates an Internal circulation memorandum.
16. The memorandum with attachments is circulated to the relevant MOE's and internal departments to inform them of "SG Approved" consolidated property.
17. The consolidation file is kept together with the Township file until Section 29 certificate is issued.

#### **4.15 Consent to Transfer related to Electricity Capacity limitation.**

1. Application as per **LA17** is submitted to LA: Registration.
2. LA: Registration creates a new file for the application.
3. LA: Registration checks the file for completeness and send it on to the relevant Legal Administrator who dealt with the Township application.
4. The Legal Administrator checks the file correctness and forwards it for Manager and Deputy Director: Legal Administrator approval.
5. The necessary cover letter and consent to transfer is issued to the applicant.

#### **4.16 Change of Ownership (Continuation of application by new landowner).**

1. Application as per **LA18** is submitted to LA: Registration.

2. LA: Registration checks the file for completeness and sends it on to the relevant Legal Administrator who dealt with the Township application.
3. The Legal Administrator checks the submitted documents and updates the COE's accordingly.
4. The Legal Administrator prepares an approval letter for the name change.
5. The Legal Administrator submits the documents to the Manager: Legal Administration for evaluation.
6. The Manager: Legal Administration would evaluate and decide on granting or returning the change of ownership application.
7. The Manager: Legal Administration, signs off the decision.
8. The decision is sent to the applicant and copy placed on file.
9. Should the change of ownership take place after the Township has already been proclaimed, then a correction notice would need to be placed to bring to effect the change of ownership.
10. File is sent back to Registration.

#### **4.17 Notarial Deed of Servitude (NDoS) to be registered in favour of the City.**

1. Application as per **LA19** is submitted to LA: Registration.
2. LA: Registration creates a new file for the NTA application.
3. LA Registration checks the application for completeness and proceeds to update the e-registers and allocate the file (on an allocation e-register and TAS) to a Legal Administrator for further processing. If the NDoS is as part of an approved Township's post-proclamation conditions, such NTA will be submitted along with the application outlined in 4.10 or 4.1 if the NDoS is required as part of a Subdivision application.
4. The Legal Administrator checks and evaluates the application.
5. Should the NDoS not be a requirement derived from any land development application, it will need to be circulated to the MOE's.
6. If the application needs to be circulated the Legal Administrator will continue to generate an Internal Circulation Memorandum with attachments that is circulated to the relevant MOE's and internal departments.
7. Should the NDoS derive from a condition of approval by LUM on a land development application, the NDoS does not need to be circulated.
8. The Legal Administrator will consider all comments received and accordingly send the application to the Manager and Deputy Director: Legal Administration for sign off.
9. A letter with the signed Notarial Documents as attachment are mailed to the applicant.
10. Copies are placed on the file.
11. Files is sent to the City's Records Department.

#### **4.18 Post-approval process for Rezoning Applications.**

1. Rezoning files are received on the 9th floor, Legal Administration Registration section.
2. Files are captured on Legal Administration's e-register and sent to Technical Implementation for Development Contributions (DC) calculations.
3. DC's are calculated after receiving inputs from City Power, Valuations and Parks.
4. TAS is updated and the files are returned to Registration Section.
5. LA: Registration section proceeds to update the e-registers and allocate the file (on an allocation e-register and TAS) to a Legal Administrator for further processing.

6. Files are received, checked and systems (e-registers and TAS) are updated by the Legal Administrators. Due to the volume of files received it takes some time to capture these and action these tasks.
7. The Legal Administrators prepares the proclamation notices.
8. The Legal Administrators sends the notices to Government Printing Works (GPW) for quotations.
9. Government Printer Works (GPW) issues the requested quotations.
10. The Legal Administrators prepares the requisition documents and sends these along with the GPW quotations to the Deputy Director: Legal Administration (DD:LA). DD:LA signs off and sends to Finance to proceed to issue a Purchase Order (PO) or alternatively, the applicant pays the GPW directly.
11. After receiving PO or Proof of Payment, the Legal Administrators can proceed to submit the Proclamations for publication dates.
12. Once proclaimed the Legal Administrators updates the e-registers, TAS and sends the Map 3's to CGIS and Valuations to trigger the value chain.
13. The Legal Administrators send a Section 25 letter along with the calculated DC's, if applicable, to the landowners and closes off the file on TAS.
14. The file is sent to LA: Registration.
15. Files are sent to the City's records by Registration.

The below flow diagrams have been provided to illustrate an overview of the post approval applications process flows for subdivisions, townships and rezoning applications.

#### **4.19 Post-approval process for the Extension of Township Boundaries.**

The issuing of the provisional or draft Conditions of Establishment (CoEs) related to the Extension of Township Boundary is an internal process and does not require an application from the owner or applicant. The preparation of provisional COE's are triggered once a newly Land Use Management approval is allocated to a Legal Administrator to process further.

Upon confirmation of all pre-proclamation conditions being complied with, the City needs to issue a Final Set of Conditions of Establishment and Schedule in terms of Section 49(1) of the Deeds Registry Act, 1937. The issuing of such conditions would trigger the proclamation and the opening of the Township register.

1. The applicant submits application as per **LA20** to trigger the proclamation.
2. If all documents are in order, the Legal Administrators can prepare the proclamation notice.
3. The Legal Administrators sends the notices to Government Printing Works (GPW) for quotations.
4. Government Printer Works (GPW) issues the requested quotations.
5. The Legal Administrators prepares the requisition documents and sends these along with the GPW quotations to the Deputy Director: Legal Administration (DD:LA). DD:LA signs off and sends to Finance to proceed to issue a Purchase Order (PO) or alternatively, the applicant pays the GPW directly.
6. After receiving PO or Proof of Payment, the Legal Administrators can proceed to submit the Proclamations for publication dates.
7. Once proclaimed the Legal Administrators updates the e-registers.

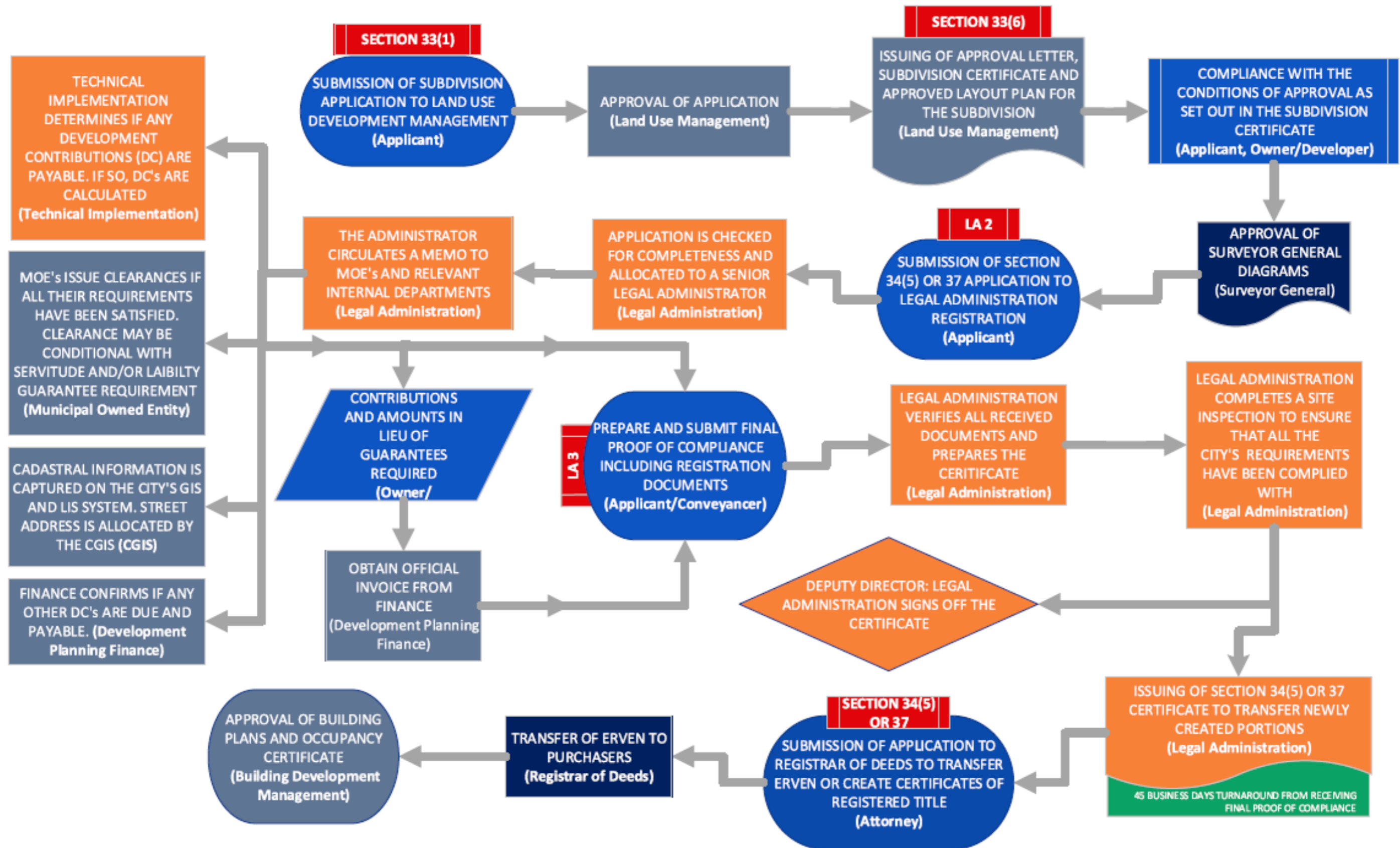
8. After proclamation the applicant needs to submit the Approved Surveyor General Plan indicating the Extension of the Township Boundary.
9. The CGIS Workflows are triggered to update the LIS and Zoning Info.
10. Section 29(1) process is commenced with.

#### **4.20 Application process for the Alteration, Amendment or Cancellation of a General Plan.**

The application to have a General Plan altered, amended or cancelled needs to be submitted to Legal Administration for the application to be processed. It should be noted that this type of application needs to be accompanied with a letter from LUM which in-principle supports the submission of this type of application.

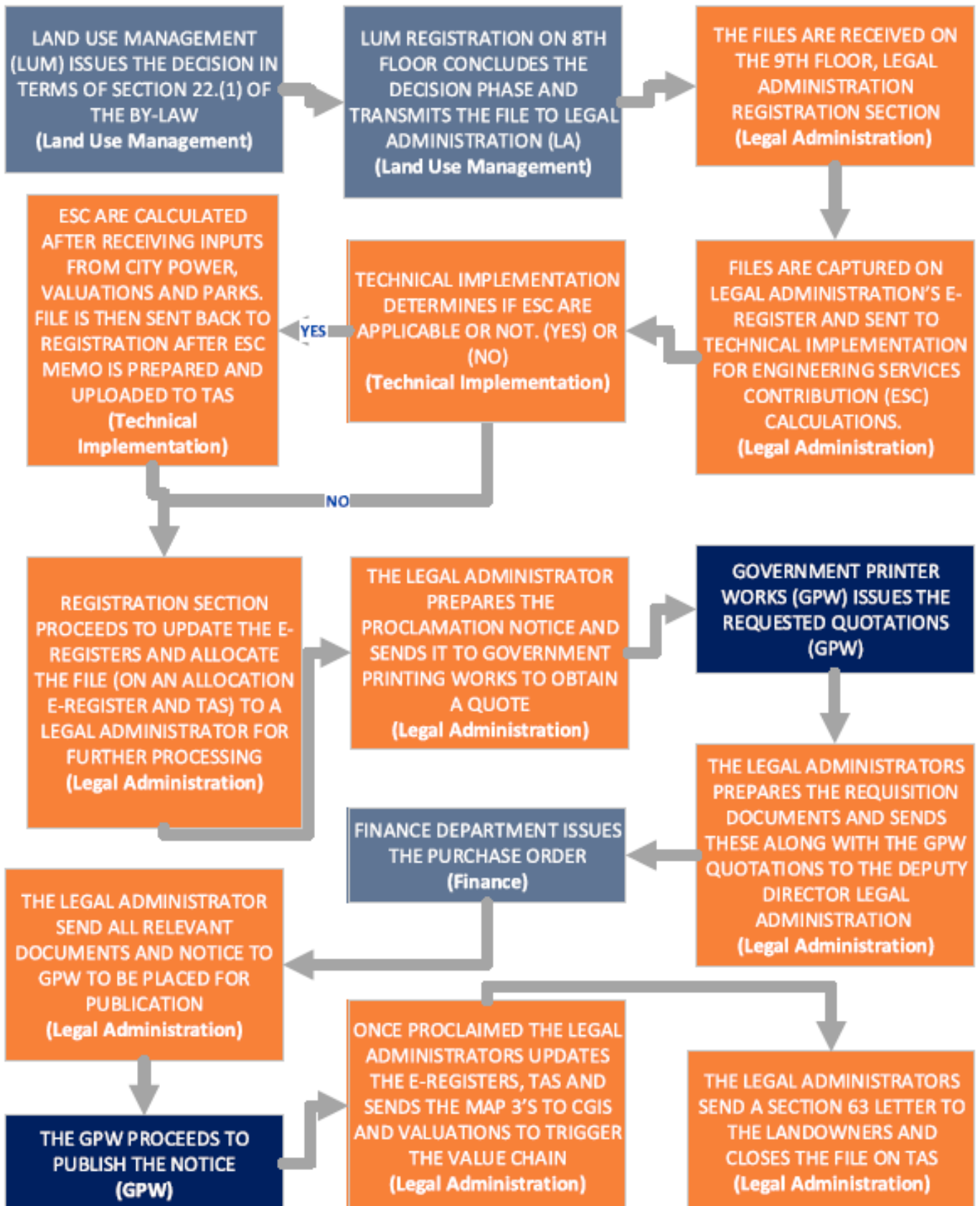
1. Application as per **LA 21** is submitted to LA: Registration
2. LA: Registration creates a new file.
3. LA Registration checks the application for completeness and proceeds to update the e-registers and allocate the file (on an allocation e-register) to a Manager: Legal Administration for further processing. The Manager checks the application, and sends the application with a covering Memo to LUM: Registration
4. LUM: Registration captures the application on TAS (for file to receive a registration number) as well as uploads it to the website as part of the public participation process.
5. Applicant receives acknowledgement from LUM: Registration to proceed with public notification as part of Section 38(2).
6. Should it be a requirement (as per the LUM letter of in-principal support) for the application to be circulated, the application would also be circulated to the MoE's for comment.
7. After the applicant has submitted proof of public participation the application is sent to LUM for evaluation and comment.
8. The file is sent back to LA: Registration that to process further.
9. The Manager: Legal Administration prepares a decision letter in terms of Section 39(1) of the By-law.
10. The applicant proceeds to alter, amend or cancel the General Plan with the Surveyor General Office.
11. Upon such approved alteration, amendment or endorsement of the cancelation of the General Plan, the applicant shall submit the necessary proof to LA: Registration so that the proclamation process may be triggered.
12. The relevant Manager: Legal Administration places the alteration, amendment or cancelation to be published in the gazette.
13. LA sends the new GP and proclamation notice to GIS Workflow for further action in terms of Zoning and Cadastral information to be altered, amended or cancelled.
14. Conveyancer lodges the necessary with the registrar of deed.

### SCHEMATIC DIAGRAM: POST APPROVAL PHASE FOR A SUBDIVISION APPLICATION PROCESS IN TERMS OF THE CITY OF JOHANNESBURG MUNICIPAL PLANNING BY-LAW, 2016





**SCHEMATIC DIAGRAM: POST APPROVAL PHASE FOR A REZONING APPLICATION PROCESS IN TERMS OF THE CITY OF JOHANNESBURG MUNICIPAL PLANNING BY-LAW, 2016**



## 5. DEVELOPMENT CONTRIBUTIONS (DCs)

### 5.1 DC Background

Council approved a City of Johannesburg (CoJ) Development Contributions Policy and Calculator in 2021 to give further effect to section 47(2) of the City of Johannesburg Municipal Planning By-Law (2023). Necessary amendments to the Municipal Planning By-law in relation to the DC Policy have been implemented and promulgated on the 3<sup>rd</sup> of April 2024.

The Department is ready to implement the DC Policy and Calculator from the 1<sup>st</sup> of July 2024 following the promulgation of the Bylaw (2023) and approval of published tariffs.

1. To access an approved CoJ Development Contributions Policy, click button below

CoJ DC Policy, 2021

2. To make budgetary estimates and calculations of Development Contributions use our Spreadsheet Calculator. Click the Link below to download Development Contributions Calculator in form of a Spreadsheet:

CoJ DC Calculator

3. Click the Link below to download Development Contributions Calculator Manual in form of a PDF:

CoJ DC Calculator Manual

### 5.2 DC Frequently Asked Questions

#### 1. What are DCs?

DCs are a once-off charge paid by a developer towards the cost of capital infrastructure needed to meet the increased demand on existing and planned engineering services as a result of new land developments and/or intensified land uses.

#### 2. What are triggers for DCs?

DCs are triggered and payable at a time of the land development application with increased impact because of intensified land uses. These land development applications include, but are not limited to, rezoning, consent use, subdivision, and township establishments.

#### 3. How are DCs used?

DCs can **Only** be used for capital funding of external engineering services and may not be used for maintenance and operational costs of municipal services

#### 4. How are DCs calculated?

DCs are calculated using a DC Calculator downloaded from the link above. The calculation methodology is based on additional impact derived from difference of proposed Land Use Rights from Existing Land Use Rights.

### 5.3 Process Flow for calculation of DCs

Development Contributions form part of the post approval processes for several land development applications already defined under Section 4 of this manual. This section intends to elaborate on a process and standard operating procedure for calculating DCs within Technical Implementation: Legal Administration.

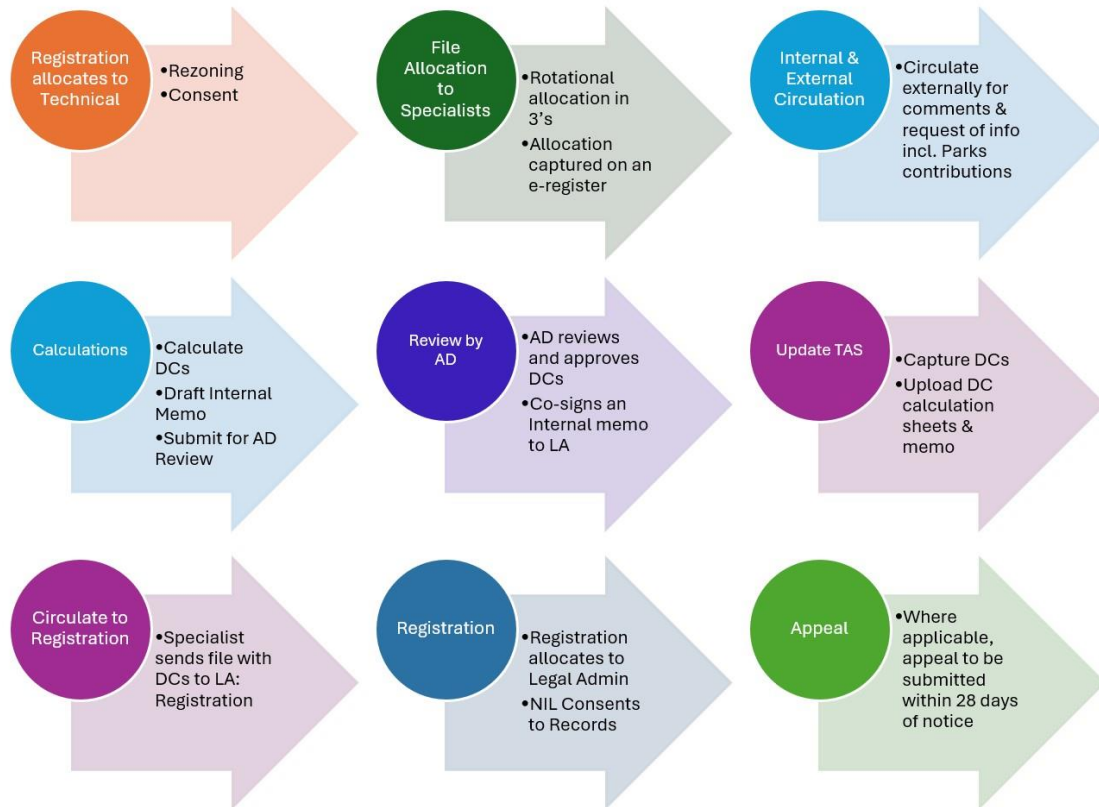
1. Application file(s) is received by Technical Implementation<sup>1</sup>.
2. The file is allocated to the Technical Specialist rotationally in line with an e-register<sup>2</sup>.
3. The Technical Specialist quality checks the file to determine if all necessary information to enable calculation of DCs is available.
4. In the case of a residential development, the Technical Specialist drafts an internal memo and circulates it to Property Branch: Valuation Services via a shared drive for Open Space Contributions.  
*In line with a Service Level Agreement between Departments, Property Branch: Valuation Services has a turnaround time of 14 working days to finalise Open Space Contributions.*
5. The Technical Specialist calculates DCs for all engineering services except for electricity service if the area is under ESKOM.
6. After Open Space Contributions are received from Property Branch: Valuation Services, the Technical Specialist completes calculations and drafts an internal memo for payable DCs.
7. The Technical Specialist thereafter circulates to Assistant Director: Technical Implementation for review and approval of DCs.
8. The AD: Technical Implementation reviews and approves DCs by co-signing an internal memo to be addressed to the Legal Administrator.
9. After AD: Technical Implementation's approval, the Technical Specialist updates TAS by capturing DCs and uploading calculation sheets & internal memo.
10. The Technical Specialist prints out calculation sheets & internal memo and encloses them in a file.
11. The Technical Specialist sends a file with DCs to LA: Registration for allocation to the Legal Administrator in the case of rezoning and consent use applications, but for other land use applications, DCs are circulated via email to Legal Administrators.

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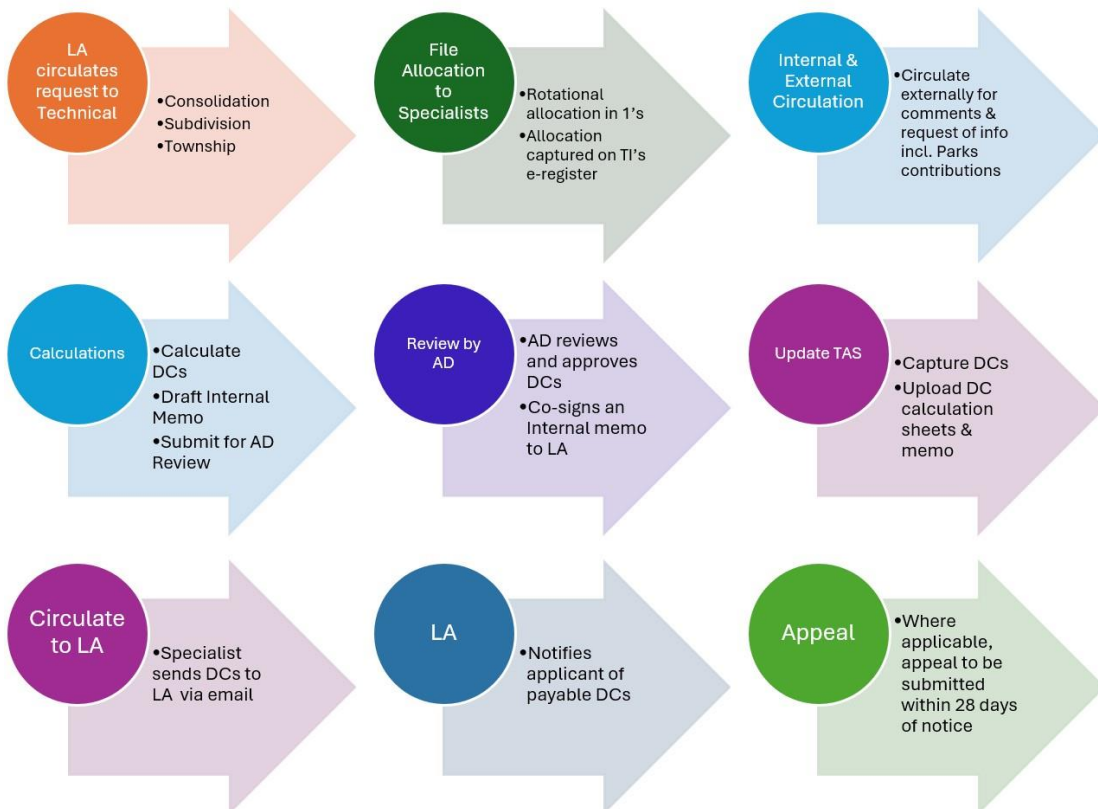
<sup>1</sup> The internal circulation and allocation of files is defined per application under Section 4 of this manual. Rezoning & Consent Use Applications are allocated to Technical Implementation by LA: Registration, and the rest of the applications i.e., subdivisions, consolidations and township establishments, are received via email directly from Legal Administrators.

<sup>2</sup> The Legal Administration's e-register is applicable for Rezoning and Consent Use Applications allocated to Technical Implementation by LA: Registration. Other applications are allocated rotationally as and when they're received directly from Legal Administrators via email, and this allocation is managed internally within Technical Implementation via TI's e-register which doesn't form part of this manual.

## BASIC DC PROCESS FLOW FOR REZONINGS & CONSENTS



## BASIC DC PROCESS FLOW FOR TOWNSHIPS & SUBDIVISIONS



## 6. RECEIPT OF BANK GUARANTEES AND PAYMENT OF DEVELOPMENT CONTRIBUTIONS

Should a retention liability guarantee be required as part of any of the MOE’s clearances or for any other reason, a guarantee needs to be hand delivered to the specific Legal Administrator who is dealing with the specific file. Such arrangement needs to be made directly with the relevant City official. Alternatively, the required guarantee amount can be paid to the City.

Once Development Contributions become payable, they need to be settled in full by paying the levied amount into the City’s appropriate Bank account.

The following EFT payment procedure needs to be adhered to when paying Development Contributions or Bank Guarantee amounts:

Payment needs to be made to the below banking details and proof of payment needs to be emailed to [dppayments@joburg.org.za](mailto:dppayments@joburg.org.za):

PAYMENT CAN ONLY BE DONE PER EFT: The banking details for these type of payments are as follows

Bank: Standard Bank  
 Name of Account: City of Johannesburg – Bulk Contributions  
 Branch code: 000-205  
 Account number: 000 363 286  
 Type: Current Account

Payment reference should be the property description – Erf number, suburb/township and Extension, example of payment reference to be used for Erf 1 Cresta Extension 10 would be **1 Cresta X10**

### Validity of Development Contribution Calculations:

The payable DC will remain fixed for the period specified in sections 28(16), 33(12) and 35(15) of the By-Law. Should the payment not be made within this period, the DC liability will be recalculated using the new unit cost and the applicant will be informed of the new value. The recalculation will continue until the applicant has complied with the necessary requirements such as required in terms of Section 29(1) in the instance of a Township Establishment or Section 34(5) for a Subdivision of a property.

The DCs are payable as follows according to the Bylaw:

Application	Payable within?	Bylaw Section
Rezoning	120 days: 30 days after the expiry of the 90-day allowable duration for repeal	25(6)
Townships	12 months	28(16)
Consent Use	58 days: 30 days after expiry of 28 days for an appeal	19(10)
Subdivisions	Before the registration of the deed of transfer	34(5) & 35(15)

## 7. DOWN PAYMENT AGREEMENT AND BANK GUARANTEES IN LIEU OF DEVELOPMENT CONTRIBUTIONS

Upon evaluating specific circumstance of the owner/developer the City may consider the payment of development contributions in the form of a down payment agreement or less desirable in the form of a bank guarantee.

The acceptance of a bank guarantee or payment agreement as an arrangement for an owner/developer to pay development contributions are in line with the provisions of Section 25(8)(a) - (c) and 25(9) of the City of Johannesburg Municipal Planning By-law;

Therefore, the below aims to outline guidelines and conditions for accepting bank guarantees and down payment agreements in lieu of payment of development contributions.

Manager: Development Contributions, in consultation with Deputy Director: Legal Administration (DD) need to agree to the acceptance of a bank guarantee or a payment agreement as a financial arrangement for the payment of the development contributions.

Therefore, prior to any such application being submitted, the DD and Finance: Development Contributions need to be consulted with by email or meeting to request their in-principle support that they would accept the submission of such an application.

After discussion/consultation with DD and Manager: Development Contributions, the following process would follow:

### 7.1. Process:

1. Application as per **LA 22** is submitted to LA: Registration
2. LA: Registration creates a new file.
3. LA Registration checks the application for completeness and proceeds to allocate the file to Manager: Development Contributions.
4. If motivation meets minimum standards prescribed by section 25(8)(a) - (c) and 25(9) of the City of Johannesburg Municipal Planning By-law, the Manager: Development Contributions may prepare a draft agreement and accompanied payment schedule (payment schedule would outline required payments over a maximum allowable time period of **12 months** inclusive of interest and an upfront 10% initiation payment) will be prepared.
5. In the event applicant/client elects to submit a guarantee in lieu of payment of contributions, the Deputy Director Finance must confirm with the grantor of the guarantee (i.e. the bank or properly registered insurance company or authorized financial service provider), that the guarantee issued in their name is in order. Confirmation in this regard must be sent to the Deputy Director Finance in writing on the company's letter head confirming that the guarantee issued guarantees on behalf of their client, payment of engineering contributions due to the City should their client be in breach of their conditions with the City or the City unconditionally decides to claim the guarantee amount
6. Manager: Development Contributions would upon conclusion of the draft agreement and annexures, send the file to the relevant Legal Administrator to process further.
7. The Legal Administrator will check all the information and agreement and send to the applicant/owner to sign the agreement.

8. If request is reasonable/justifiable, applicant/owner must comply with conditions referred to below (i.e. Conditions)
9. Upon receiving the signed agreement, the Legal Administrator would be able to send the agreement to other signatories, ie. Deputy Director: Legal Administrator, Deputy Director: Finance, Senior Legal Advisor Legal & Contracts Unit, Director: Land Use Development Management and Executive Director: Development Planning.
10. Subsequent to approval by the Executive Director of the instalment agreement or guarantee in lieu of payment of engineering contributions, copy of approved memorandum is delivered to the Deputy Director Finance to record the details of the agreement or guarantee recorded on TAS and debtors' system so as to enforce the financial conditions and claim the guarantee from the bank/insurance company/authorized financial service provider.
11. Finance Department to maintain a data base of the agreements/guarantees and issue client with monthly invoices/statements for every payment done (i.e. debtor management/contract management).
12. If applicant/client is in breach of the agreement, Finance Department must inform Legal and Compliance to institute legal action to claim what is due to the City.

## 7.2. Documents to be submitted:

### SUBMISSION REQUIREMENTS:

1. Motivation
  - a. The erf/holding/farm portion or township description;
  - b. In respect of what type of application has a contribution been levied;
  - c. What is the amount of the contributions;
  - d. The party involved;
  - e. Reasons for requesting an arrangement
  - f. The period over which they propose to pay which cannot **not exceed 12 months**
  - g. Bank Guarantee to pay (if the client choses this option)
  - h. Any further useful information
2. Special Power of Attorney
3. Company Resolution which authorises one of the directors to sign the agreement on behalf of the company
4. 3 months Bank statement of the company/owner
5. 3 years financial statements for companies
6. Up to date 3 months municipal accounts

## 7.3 Criteria:

CRITERIA	Evidence
<ul style="list-style-type: none"> <li>• Social Developments (places of instruction, hospitals, hospice, etc.)</li> </ul>	- Development Application/land use rights
<ul style="list-style-type: none"> <li>• Social Housing developments</li> </ul>	- Council or Provincial Resolution or Proclamation, Social Housing Grant Funding (e.g.SHRA)
<ul style="list-style-type: none"> <li>• Small Businesses/Developers</li> </ul>	- Financial statements
<ul style="list-style-type: none"> <li>• Public Private partnership project</li> </ul>	- Agreement
<ul style="list-style-type: none"> <li>• Municipal account must be up to date</li> </ul>	- Statements

## 7.4 Conditions:

- a. Payment arrangements are discretionary and not mandatory as noted in the By-law.
- b. Payment arrangements will be considered for Consents and Rezoning applications only.
- c. Townships and Sub-division are excluded as the risks far out-weight the benefit.
- d. Under very exceptional circumstances will payment arrangements for Townships and Subdivision applications be considered favourable.
- e. Approved Public Private Social Housing Township and Subdivision Development applications will be considered exclusively at the discretion of the Executive Director and where necessary depended on the financial risk, and legal advice, subject to approval by the Mayoral Committee/Council
- f. Only the Executive Director and any sub-delegated official delegated by the Executive Director have the delegated authority to sign payment agreements.
- g. Only a maximum of 12 months repayment period is allowed.
- h. A minimum 10% deposit upfront payment is required on date of signature of the agreement by the Executive Director or the sub-delegated official
- i. Interest to be charged at prime rate
- j. Only recognized bank guarantees or approved guarantees from insurance companies that are financial service providers recognized by the Financial Service Board and the National Credit Act.
- k. Corporate or Company guarantees are not acceptable.

## 8. TURNAROUND TIMES

The following turnaround times form part of the Department's service delivery charter:

1. **Division/Subdivision/Consolidations** turnaround times to issue a Section 34.(5) and/or 34.(6) Certificate within 2 months (45 business days). The turnaround is calculated from date the last outstanding document/clearance /information has been received (turnaround time excludes processes outside the control of Legal Admin).
2. **Issuing of Conditions of Establishment** to be completed within 1 month (21 business days).
3. Issuing of **Section 28.(11) Certificate** to be completed within 21 business days.
4. **Proclamation** of a Township Establishment to be completed within 21 business days. Turnaround time is calculated from date the Section 28(14) notice is received from the Registrar of Deeds (turnaround time excludes processes outside the control of Legal Admin).
5. **Issuing a Section 29.(1) Certificate** within 1 month (21 business days) turnaround time calculated from date the last outstanding document/clearance /information has been received (turnaround excludes processes outside the control of Legal Admin).
6. Any other application such as registration of **Notarial Deeds**, Electrical Capacity consent, refunds etc. has a turnaround time of 21 business days. Calculated from date that all required and necessary documents have been received.
7. Rezoning turnaround time for the Department is 85 business days (4.5 months), as outlined below.
8. **Development Contributions** have a standard turnaround time of 22 business days for all application because they have a standard procedure, require the same effort, and compete for same resources.

## 9. LEGAL ADMINISTRATION DEPARTMENTAL ONLINE REGISTER (DOR) FOR REZONINGS

Most of the above-mentioned turnaround times and processes are monitored on a Departmental Online Register. The register has always only been for internal use and purposes however, the Department has taken the decision to publish the live register so that all applicants would have the ability to monitor and keep track of their post approval applications.

The DOR is updated for each rezoning and removal of restrictive title condition that needs to be promulgated. The DOR is colour coded according to each different unit within Legal Administration Department. See below table illustrating the different colour codes and turnaround times per unit and Department as a whole:

KEY:		TURNAROUND TIMES (TT):
	<b>LA Registration</b>	10 business days (2 weeks)
	<b>Technical Imp</b>	22 business days (1 month)
	<b>Legal Admin Core</b>	53 business days (2.5 months)
	<b>LA Department</b>	85 business days (4.5 months)

Click the below button to access the Departmental Online Register (DOR):



Each step of the process is recorded by each responsible official in the Department, capturing the date of completion for each step of the process. The process starts at step 1, where a file is received from Land Use Management Registration and is concluded upon proclamation of the notice, step 35 of DOR. Therefore steps 1 to 35 represent the “cradle to grave” process of a rezoning file in the post-approval phase. The data extracted from the DOR allows the Departments to calculate and measure performance. The below table explains the detailed process and columns that the DOR captures.

ACTIVITY		RESPONSIBLE	TT IN BUSINESS DAYS																				
1.	Receive the file from Registration: 8 <sup>th</sup> Floor.	Ops-M: Registration	1																				
2.	Insert a File Control Sheet inside the file.	Ops-M: Registration and Record Clerk	1																				
3.	<p>Update the DOR by completing the necessary fields and steps 1 to 5 indicated below:</p> <table border="1"> <thead> <tr> <th colspan="5">THIS ROW INDICATES EACH STEP</th> <th>1</th> <th>2</th> <th>3</th> <th>4</th> <th>5</th> </tr> </thead> <tbody> <tr> <td>Notice number</td> <td>Application type</td> <td>Township/ Farm/ Holding</td> <td>Erf/ Erven</td> <td>Amendment Scheme Number</td> <td>Date file received from LUM</td> <td>Date file sent to Admin-Asst by Ops-Manager</td> <td>Date file received by Admin-Asst.</td> <td>Date file sent to AD: TI</td> <td>Days from (1) to (4)</td> </tr> </tbody> </table>	THIS ROW INDICATES EACH STEP					1	2	3	4	5	Notice number	Application type	Township/ Farm/ Holding	Erf/ Erven	Amendment Scheme Number	Date file received from LUM	Date file sent to Admin-Asst by Ops-Manager	Date file received by Admin-Asst.	Date file sent to AD: TI	Days from (1) to (4)	Ops-M: Registration and Legal Admin Assistant(s)	1
THIS ROW INDICATES EACH STEP					1	2	3	4	5														
Notice number	Application type	Township/ Farm/ Holding	Erf/ Erven	Amendment Scheme Number	Date file received from LUM	Date file sent to Admin-Asst by Ops-Manager	Date file received by Admin-Asst.	Date file sent to AD: TI	Days from (1) to (4)														
4.	Update the File Control Sheet and TAS.	Ops-M: Registration and Legal Admin Assistant(s)	1																				
5.	Send the file to the Assistant Director: Technical Implementation.	Legal Admin Assistant(s)	1																				
6.	<p>The Assistant Director: Technical Implementation (AD:TI) updates TAS, Control sheet and DOR by completing the necessary steps. AD: TI allocates and sends the file to a Senior Technical Specialist:</p> <table border="1"> <thead> <tr> <th>6</th> <th>7</th> <th>8</th> </tr> </thead> <tbody> <tr> <td>Date file is received by AD:TI</td> <td>Date file to Snr Tech Spec.</td> <td>Date file received by Snr Tech Spec.</td> </tr> </tbody> </table>	6	7	8	Date file is received by AD:TI	Date file to Snr Tech Spec.	Date file received by Snr Tech Spec.	Assistant Director: Technical Implementation	1														
6	7	8																					
Date file is received by AD:TI	Date file to Snr Tech Spec.	Date file received by Snr Tech Spec.																					

<p>7. Should it be determined that Engineering Services Contributions (ESC) are to be raised in terms of Section 47.(1) of the By-law, the responsible Senior Technical Specialist prepares a memorandum and circulates to Valuations Department, City Power (if applicable). From below columns it will be noted that steps 11, 14, 16 and 17 allows for pending times to be recorded. These pending times are not included as part of the Technical Implementation’s turnaround time, nor for the Department as a whole. These pending times are therefore subtracted as described in more detailed under heading 6 of this document.</p> <table border="1" data-bbox="280 470 1467 715"> <thead> <tr> <th>9</th> <th>10</th> <th>11</th> <th>12</th> <th>13</th> <th>14</th> <th>15</th> <th>16</th> <th>17</th> </tr> </thead> <tbody> <tr> <td>Date file sent to Valuations</td> <td>Date file received from Valuations</td> <td>Days from (9) to (10) (Pending Days)</td> <td>Date file sent to City Power</td> <td>Date file received from City Power</td> <td>Days from (12) to (13) (Pending Days)</td> <td>Date contributions completed</td> <td>Total Days from (6) to (15) incl. Pending (11) &amp; (14)</td> <td>Total Pending Days: Greater between (11) &amp; (14)</td> </tr> </tbody> </table>	9	10	11	12	13	14	15	16	17	Date file sent to Valuations	Date file received from Valuations	Days from (9) to (10) (Pending Days)	Date file sent to City Power	Date file received from City Power	Days from (12) to (13) (Pending Days)	Date contributions completed	Total Days from (6) to (15) incl. Pending (11) & (14)	Total Pending Days: Greater between (11) & (14)	<p>Assistant Director: Technical Implementation Senior Technical Specialist</p>	<p><b>10</b></p>
9	10	11	12	13	14	15	16	17												
Date file sent to Valuations	Date file received from Valuations	Days from (9) to (10) (Pending Days)	Date file sent to City Power	Date file received from City Power	Days from (12) to (13) (Pending Days)	Date contributions completed	Total Days from (6) to (15) incl. Pending (11) & (14)	Total Pending Days: Greater between (11) & (14)												
<p>8. Once all the comments have been received, the Senior Technical Specialist proceeds with the calculations in terms of Section 47.(1) of the By-law. A memorandum setting out the contribution’s payable is prepared and placed on the file, TAS is updated, and step 15 outlined above from the DOR is captured.</p> <p>Once the date is inputted for step 15 a formula auto calculates the Technical Implementation unit’s performance, which is recorded in step 18:</p> <table border="1" data-bbox="280 989 448 1236"> <thead> <tr> <th>18</th> </tr> </thead> <tbody> <tr> <td>(TI) performance: Days in (16) minus Greater of (11) or (14)</td> </tr> </tbody> </table> <p><b>Note: If it is determined that ESC is not required or payable, then activity in 6 is skipped and the process continues to activity 9.</b></p>	18	(TI) performance: Days in (16) minus Greater of (11) or (14)	<p>Assistant Director: Technical Implementation Senior Technical Specialist</p>	<p><b>10</b></p>																
18																				
(TI) performance: Days in (16) minus Greater of (11) or (14)																				

9. File is sent back to Registration unit for further processing.	Assistant Director: Technical Implementation	1																																								
<b>TECHNICAL IMPLEMENTATION UNIT TOTAL TURNAROUND TIME</b>		<b>22</b>																																								
10. Legal Admin Assistant(s) will collect the files from the AD: TI and deliver the files to the Ops-Manager: Registration.	Legal Admin Assistant(s)	1																																								
<p>11. Files are allocated to Senior Legal Administrators by completing the rezoning allocation list on the Google Drive. The list repeats continuously and is amended from time to time as and when there are changes in personnel or when personnel go on leave for a longer period than 2 weeks. This ensures fair spread of all incoming file between the available Senior Legal Administrators at any given time and that files are not allocated to officials that cannot attend to the file at inception of the process.</p> <table border="1" data-bbox="280 678 1220 970"> <thead> <tr> <th>NAME</th> <th>DATE</th> <th>REF NO:</th> <th>TOWNSHIP/FARM/HOLDING</th> <th>PTN/ERF</th> </tr> </thead> <tbody> <tr> <td>Legal Administrator 1</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Legal Administrator 2</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Legal Administrator 3</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Legal Administrator 4</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Legal Administrator 5</td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table> <p>The Ops-Manager captures the registry in step 19, updates TAS and sends the file to the Legal Admin Assistant(s) to further transmit the file to the relevant Senior Legal Administrator.</p> <table border="1" data-bbox="280 1102 1093 1348"> <thead> <tr> <th>19</th> <th>20</th> <th>21</th> <th>22</th> <th>23</th> </tr> </thead> <tbody> <tr> <td>Date file received back from TI</td> <td>Days from (4) to (19) (Pending Days)</td> <td>Date file sent to LA</td> <td>Days from (1) to (21)</td> <td>Registration Performance Days in (22) minus (20)</td> </tr> </tbody> </table>	NAME	DATE	REF NO:	TOWNSHIP/FARM/HOLDING	PTN/ERF	Legal Administrator 1					Legal Administrator 2					Legal Administrator 3					Legal Administrator 4					Legal Administrator 5					19	20	21	22	23	Date file received back from TI	Days from (4) to (19) (Pending Days)	Date file sent to LA	Days from (1) to (21)	Registration Performance Days in (22) minus (20)	Ops-Manager: Registration	2
NAME	DATE	REF NO:	TOWNSHIP/FARM/HOLDING	PTN/ERF																																						
Legal Administrator 1																																										
Legal Administrator 2																																										
Legal Administrator 3																																										
Legal Administrator 4																																										
Legal Administrator 5																																										
19	20	21	22	23																																						
Date file received back from TI	Days from (4) to (19) (Pending Days)	Date file sent to LA	Days from (1) to (21)	Registration Performance Days in (22) minus (20)																																						

12. The Legal Admin Assistant(s) will update the file's Control Sheet and registry in step 21. The Registration Unit's performance will be auto calculated by a formula in step 23.	Legal Admin Assistant(s)	2
<b>LEGAL ADMINISTRATION REGISTRATION UNIT TOTAL TURNAROUND TIME</b>		<b>10</b>
<p>13. Acknowledge receipt of the file by signing the Control Sheet and updating step 24 on DOR.</p> <div data-bbox="280 448 481 692" style="border: 1px solid black; padding: 5px; margin: 10px 0;"> <p style="text-align: center; margin: 0;"><b>24</b></p> <p style="text-align: center; margin: 0;">Date file received by Legal Administrator</p> </div> <p>Senior Legal Administrator then can update TAS accordingly.</p>	Senior Legal Administrator	5
14. Draft the notice as per the business rules of the Government Printer and in accordance with the approved standard example of Legal Administration. Due to the volume of files received (not only rezoning files but all types of applications) the Senior Legal Administrators has an average delay time of 1 week (5 business day) before completing the notice to be sent to Government Gazette.	Senior Legal Administrator	10
15. E-mail the notice to the Government Printer and request a quotation for the costs to publish the notice in an Ordinary Gauteng Provincial Gazette.	Senior Legal Administrator	5
16. Determine the publication costs of the notice as requested and e-mail the official quotation to the Legal Administrator.	Government Printer	PENDING TIME

<p>17. The Senior Legal Administrator updates the DOR in steps 25 and 26 as well as, the Control Sheet and TAS.</p> <table border="1" data-bbox="280 316 786 560"> <thead> <tr> <th>25</th> <th>26</th> <th>27</th> </tr> </thead> <tbody> <tr> <td>Date quote requested</td> <td>Date quote received</td> <td>Days from (25) to (26) (Pending Days)</td> </tr> </tbody> </table>	25	26	27	Date quote requested	Date quote received	Days from (25) to (26) (Pending Days)	<p>Senior Legal Administrator</p>	<p>5</p>		
25	26	27								
Date quote requested	Date quote received	Days from (25) to (26) (Pending Days)								
<p>18. The Senior Legal Administrator completes the F3, General Requisition form, in accordance with the prescribed procedure to obtain a Purchase Order from the Finance Section.</p>	<p>Senior Legal Administrator</p>	<p>5</p>								
<p>19. Submit the F3, General Requisition and required documents to the Secretary of the Deputy Director: Legal Administration and complete the Legal Admin/Finance Registry (LA/F) on the Google Drive, see below extract from the LA/F registry.</p> <table border="1" data-bbox="280 879 1223 1007"> <thead> <tr> <th colspan="4">COMPLETED BY SENIOR LEGAL ADMINISTRATOR</th> </tr> </thead> <tbody> <tr> <td>Notice No</td> <td>Property Description</td> <td>Amount (Just type the number do not start with "R")</td> <td>Date F3 Sent to DD</td> </tr> </tbody> </table>	COMPLETED BY SENIOR LEGAL ADMINISTRATOR				Notice No	Property Description	Amount (Just type the number do not start with "R")	Date F3 Sent to DD	<p>Senior Legal Administrator</p>	<p>5</p>
COMPLETED BY SENIOR LEGAL ADMINISTRATOR										
Notice No	Property Description	Amount (Just type the number do not start with "R")	Date F3 Sent to DD							
<p>20. Submit the General Requisition and required documents to the Deputy Director: Legal Administration for signature.</p>	<p>Secretary of the Deputy Director: Legal Administration.</p>	<p>2</p>								
<p>21. Approve and sign the General Requisition if all legal and financial requirements have been met as far as Legal Administration is concerned.</p>	<p>Deputy Director: Legal Administration</p>	<p>5</p>								

<p>22. Submit the signed documents to the contact person in the Finance Section as per the arrangement between Legal Administration and Finance. Update the LA/F Registry on the Google Drive:</p> <table border="1" data-bbox="280 352 947 454"> <tr> <td colspan="2" style="background-color: #FFA500; text-align: center;"><b>COMPLETED BY DD:LA</b></td> </tr> <tr> <td style="background-color: #FFA500;"><b>Date F3 was signed off by DD</b></td> <td style="background-color: #FFA500;"><b>Date F3 Sent to Finance</b></td> </tr> </table>	<b>COMPLETED BY DD:LA</b>		<b>Date F3 was signed off by DD</b>	<b>Date F3 Sent to Finance</b>	Secretary of the Deputy Director: Legal Administration.	<b>2</b>		
<b>COMPLETED BY DD:LA</b>								
<b>Date F3 was signed off by DD</b>	<b>Date F3 Sent to Finance</b>							
<p>23. Relevant documents are checked and if all in order, Purchase Order may be issued and sent to Senior Legal Administrator. LA/F Registry is captured accordingly.</p>	Development Planning: Finance Unit	<b>PENDING TIME</b>						
<p>24. When the Purchase Order is received by the Senior Legal Administrator the DOR and TAS are updated accordingly.</p> <table border="1" data-bbox="280 710 730 954"> <tr> <td style="background-color: #ADD8E6; text-align: center;"><b>28</b></td> <td style="background-color: #ADD8E6; text-align: center;"><b>29</b></td> <td style="background-color: #ADD8E6; text-align: center;"><b>30</b></td> </tr> <tr> <td style="background-color: #ADD8E6; text-align: center;"><b>Date purchase order requested</b></td> <td style="background-color: #ADD8E6; text-align: center;"><b>Date purchase order received</b></td> <td style="background-color: #ADD8E6; text-align: center;"><b>Days from (28) to (29) (Pending Days)</b></td> </tr> </table>	<b>28</b>	<b>29</b>	<b>30</b>	<b>Date purchase order requested</b>	<b>Date purchase order received</b>	<b>Days from (28) to (29) (Pending Days)</b>	Senior Legal Administrator	<b>2</b>
<b>28</b>	<b>29</b>	<b>30</b>						
<b>Date purchase order requested</b>	<b>Date purchase order received</b>	<b>Days from (28) to (29) (Pending Days)</b>						
<p>25. Send the notice to be published, purchase order, Government Gazette Quote and Z-95 form to Government Gazette to be published.</p> <p><b>Note: Ordinary Gauteng Provincial Government Gazette’s appear every Wednesday. The closing time to place a notice to be published is every Wednesday at 15:00, 2 weeks prior to publication date. Therefore, there is an automatic 2-week delay when placing notices to be published. This 2 week is also accounted for in the pending time period.</b></p>	Senior Legal Administrator	<b>3</b>						

26. Confirm that the notice has been published on the date captured in step 35. Capture DOR, Control Sheet and TAS accordingly:

31	32	33	34	35	36	37	38
Date notice sent for publication	Days from (29) to (31)	Days from (24) to (31)	Days from (24) to (31) minus pending days in (27) and (30)	Date of Publication	Days from (24) to (35)	Total Pending Days in (27) and (30) + 10 working days	Days from (24) to (35) Minus Total Pending Days in (37)

Once the publication date has been captured in step 35 of the DOR, the Legal Administration Core Unit's performance minus pending times from Government Gazette and Finance are auto calculated in steps 37 and 38 of the DOR.

Senior Legal Administrator

4

**LEGAL ADMINISTRATION CORE UNIT TOTAL TURNAROUND TIME**

53

27. Once the publication date has been captured in step 35 of the DOR, the Legal Administration Department's total pending times as well as performance is auto calculated by formula as per steps 39 to 41 of the DOR:

39	40	41
Days from (1) to (35)	Pending Days in (17) + (37)	Days in (39) minus Total Pending Days in (40)

**TOTAL LEGAL ADMINISTRATION DEPARTMENT'S TURNAROUND TIME**

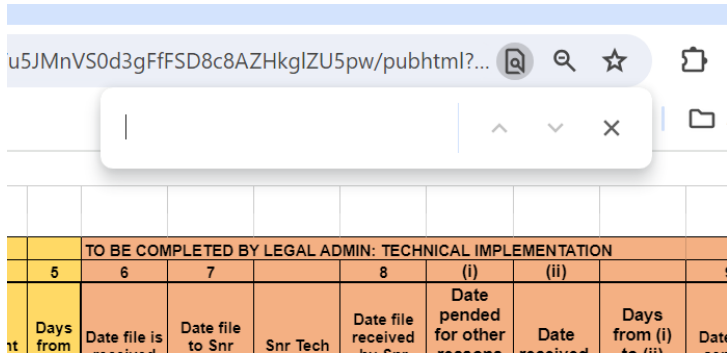
85

<b>PROCESS TO SIGN OFF AND CLOSE FILES: NOT PERFORMANCE MEASURED (NO TT)<sup>3</sup></b>		
28.	Draft a letter in terms of Section 25.(1) of the By-law, addressed to the registered owner outlining the amounts of the ESC payable or that no contributions are payable (if applicable).	Senior Legal Administrator <b>N/A</b>
29.	E-mail the letter referred to in activity 28 above to the applicant and/or owner.	Senior Legal Administrator <b>N/A</b>
30.	E-mail the following documents to be uploaded to Google Drive to store evidence of the process and to CGIS to be able to update the properties zonings and to Valuation Department to trigger LIS properties value chain: <ul style="list-style-type: none"> <li>a. Proclamation Notice</li> <li>b. Map 3 Document</li> <li>c. Mail is sent to GPW to request the quote.</li> <li>d. The Quote received from GPW.</li> <li>e. Purchase Order or Proof of Payment</li> <li>f. Mail that was sent to GPW to place the notice for publication.</li> </ul>	Senior Legal Administrator <b>N/A</b>
31.	Update TAS by completing the necessary fields and sign the file off.	Senior Legal Administrator <b>N/A</b>
32.	Send the file to Registration to close the file.	Senior Legal Administrator <b>N/A</b>
33.	Submit the file to the Ops-Manager: Registration.	Legal Admin Assistant(s) <b>N/A</b>
34.	Update TAS by completing the necessary fields and sign the file off on TAS.	Ops-Manager: Registration <b>N/A</b>
35.	Send the file to the 7 <sup>th</sup> Floor Records for archiving.	Legal Admin Assistant(s) <b>N/A</b>

<sup>3</sup> These are periods outside of Legal Administration’s performance service delivery turnaround times. However, despite these periods and process falling outside of the service delivery turnaround times, it is envisaged that the post-proclamation process would be completed within 21 days.

To search for your application follow the below steps:

1. Click the link button above to open the DOR.
2. Press “Cntrl” and “F” on your keyboard. The below search bar will pop up:



3. In the search bar type in part of the properties CoJ file reference number.

For example: Should the CoJ reference be “01-12345” it is suggested that you search for 12345 as the application may have been captured on the sheet with a “/” instead of a “-“. It is also possible to find the property according to the Township name.

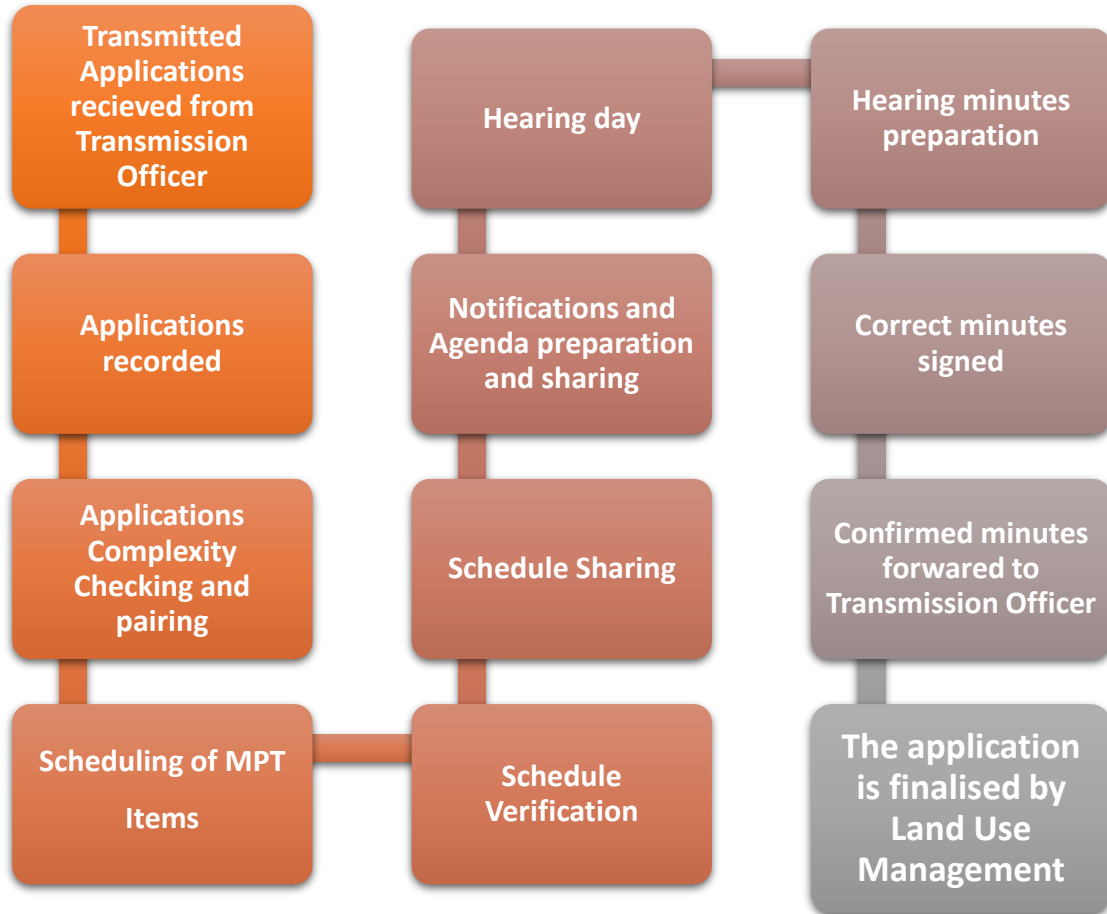
## 10. MUNICIPAL PLANNING TRIBUNAL PROCESS

Should there be any objection on a land development application, or should any application be referred to the Municipal Planning Tribunal (MPT) the following process would apply:

1. Town Planning Applications are referred to MPT as envisaged in terms of section 16 read with section 18(3) and section 58 of City of Johannesburg Municipal Planning by Law, 2016.
2. Planning Committee Manager receives, verify, and record's all the applications referred to MPT. (2 days)
3. Planning Committee Manager refers all the Town Planning Applications to Municipal Planning Tribunal Operational Manager for further processing. (5 days)
4. Operational Manager analyses the applications complexity and group applications as per geographical areas. The applications are arranged according to townships names and proximity. This is to ensure that if there is a site inspection that the sites to be visited are in close proximity to one another. (5 days)
5. Operational Manager prepares the Municipal Planning Tribunal Schedules in a month advance. And allocate gazetted Municipal Planning Tribunal Members to each hearing accordingly as envisaged in terms section 14(1) of City of Johannesburg Municipal Planning By Law, 2016. (10 days)
6. Operational Manager forward the prepared Municipal Planning Tribunal Schedules to Planning Committee Manager for final check and verifications before sending to interested and affected parties. (1 day)
7. The Planning Committee Manager checks the prepared Schedule. After verifications the Planning Committee Manager confirm the Hearing Schedule and sends it back to Operational Manager for circulation to the chairperson, MPT members, committee coordinators, and ward Councillors. (2 days)
8. The Operational Manager shares the Municipal Planning Tribunal Schedule with the chairperson, MPT members, committee coordinators, and ward Councillors. Councillors receive the schedule through their regions and wards. (1 day)
9. Operational Manager allocate physical items (applications) with confirmed dates to the Committee Officers. (2 days)
10. Committee Coordinator prepare and send Hearing Notification Letters to scheduled chairperson, scheduled Panel Members, presetting Town Planner, applicant representatives, and objector/s. Notifications are sent out 14 or more calendar days before the hearing day as required in terms of section 58(2) of Municipal Planning By-Law, 20216. The notification letter should include the hearing date, time, property description, and venue of the hearing as well as the site inspection, if required. (2 days)
11. Committee Coordinators prepares MPT agenda and shared it with scheduled Chairperson, scheduled Panel Members and presenting Town Planner. Agendas are sold to interested parties for a fee. MPT agendas are sold at a price as per the list of [tariffs](#). (5 days)
12. Any *point in limine* intended to be raised needs to be submitted 7 working days before the hearing date.
13. Any additional information or queries regarding the hearing from the applicant or objector/s should be sent to committee officer (5 working days before the hearing date). Committee Coordinator circulates all information to hearing chairperson, scheduled Panel Members, presenting Town Planner, applicant, and objector/s. (within 2 days of information received)

14. After the hearing; the Committee Coordinator drafts hearing minutes and sends it to the hearing chairperson. The chairperson signs off on the hearing minutes. (30 days)
15. Committee Coordinator forwards the correct signed hearing minutes to Transmission Officer in Town Planning Registration Section. (2 days)
16. Application is finalised by Land Use Management.

**High Level Process Flow:**



## 11. FOLLOW UP PROCESS & CONTACT DETAILS FOR LEGAL ADMINISTRATION

The following contact details are available for the Department:

No.	Team	Name	Surname	Designation	E-mail	Line Manager
1	Core	Elizabeth	De Wet	Manager: Legal Administration	<a href="mailto:ElizeD@joburg.org.za">ElizeD@joburg.org.za</a>	Hector Makhubo
2	Core	Lynda	Hanekom	Senior Legal Administrator	<a href="mailto:LHanekom@joburg.org.za">LHanekom@joburg.org.za</a>	Elize De Wet
3	Core	Lebohang	Makhoali	Senior Legal Administrator	<a href="mailto:LebohangMa@joburg.org.za">LebohangMa@joburg.org.za</a>	Elize De Wet
4	Core	Vacant	Vacant	Manager: Legal Administration		Hector Makhubo
5	Core	Keneiloe	Nonyane	Senior Legal Administrator	<a href="mailto:PoppyN@joburg.org.za">PoppyN@joburg.org.za</a>	Vacant
6	Core	Nqobile	Mashinini	Senior Legal Administrator	<a href="mailto:NqobileMash@joburg.org.za">NqobileMash@joburg.org.za</a>	Vacant
7	Core	Noa	Sekgothe	Senior Legal Administrator	<a href="mailto:NoahS@joburg.org.za">NoahS@joburg.org.za</a>	Vacant
8	Core	Thokozile	Mzimela	Manager: Legal Administration	<a href="mailto:EmilyMz@joburg.org.za">EmilyMz@joburg.org.za</a>	Hector Makhubo
9	Core	Louanne	Pretorius	Senior Legal Administrator	<a href="mailto:LouanneB@joburg.org.za">LouanneB@joburg.org.za</a>	Thoko Mzimela
10	Core	Noelene	Wiesner	Senior Legal Administrator	<a href="mailto:NoeleneW@joburg.org.za">NoeleneW@joburg.org.za</a>	Thoko Mzimela
11	Core	Dorothy	Ngwenya	Manager: Legal Administration	<a href="mailto:DorothyR@joburg.org.za">DorothyR@joburg.org.za</a>	Hector Makhubo
12	Core	Elizabeth	Bruyns	Senior Legal Administrator	<a href="mailto:ElizeW@joburg.org.za">ElizeW@joburg.org.za</a>	Dorothy Ngwenya
13	Core	Talia	Ramroop	Senior Legal Administrator	<a href="mailto:Taliar@joburg.org.za">Taliar@joburg.org.za</a>	Dorothy Ngwenya
14	MPT & Registration	Edward	Munyai	Manager Planning Committee	<a href="mailto:EdwardMun@joburg.org.za">EdwardMun@joburg.org.za</a>	Hector Makhubo
15	MPT	Rebecca	Muthu	Operations Manager	<a href="mailto:RebeccaMuthu@joburg.org.za">RebeccaMuthu@joburg.org.za</a>	Edward Munyai
16	MPT	Tryconia	Aphane	Committee Coordinator	<a href="mailto:MaishibeT@joburg.org.za">MaishibeT@joburg.org.za</a>	Edward Munyai
17	MPT	Kabelo	Nkhambula	Committee Coordinator	<a href="mailto:KabeloN@joburg.org.za">KabeloN@joburg.org.za</a>	Edward Munyai
18	MPT	Yastil	Dubaree	Committee Coordinator	<a href="mailto:YastilD@joburg.org.za">YastilD@joburg.org.za</a>	Edward Munyai
19	MPT	Lydia	Sebati	Committee Coordinator	<a href="mailto:LydiaS@joburg.org.za">LydiaS@joburg.org.za</a>	Edward Munyai
20	Registration	Sonja	Van der Walt	Operations Manager	<a href="mailto:Sonjavan@joburg.org.za">Sonjavan@joburg.org.za</a>	Edward Munyai
21	Registration	Gaylene	Ferris	Administrative Assistant	<a href="mailto:GayleneF@joburg.org.za">GayleneF@joburg.org.za</a>	Edward Munyai
22	Registration	Daniel	Ntjana	Administrative Assistant	<a href="mailto:DanielN@joburg.org.za">DanielN@joburg.org.za</a>	Edward Munyai

23	Registration	Brian	Ramonyai	Administrative Assistant	<a href="mailto:BrianRa@joburg.org.za">BrianRa@joburg.org.za</a>	Edward Munyai
24	Technical Imp.	Bandile	Zungu	Assistant Director	<a href="mailto:BandileZ@joburg.org.za">BandileZ@joburg.org.za</a>	Hector Makhubo
25	Technical Imp.	Nkalipho	Mafela	Senior Technical Specialist	<a href="mailto:NkaliphoM@joburg.org.za">NkaliphoM@joburg.org.za</a>	Bandile Zungu
26	Technical Imp.	Zandile	Mekeni	Senior Technical Specialist	<a href="mailto:ZandileMe@joburg.org.za">ZandileMe@joburg.org.za</a>	Bandile Zungu
27	Technical Imp.	Sibongile	Moima	Senior Technical Specialist	<a href="mailto:SibongileM@joburg.org.za">SibongileM@joburg.org.za</a>	Bandile Zungu
28	Secretary	Devon	Mhlarhi	Secretary	<a href="mailto:DevonM@joburg.org.za">DevonM@joburg.org.za</a>	Hector Makhubo
29	Deputy Director	Hector	Makhubo	Deputy Director: Legal Administration	<a href="mailto:HectorMa@joburg.org.za">HectorMa@joburg.org.za</a>	Nokuthula Thusi

## 12. LOGGING A QUERY WITH LEGAL ADMINISTRATION

After the emergency closure of our building and the fact that Senior Legal Administrators do not have council allocated cell phones, there is a need for the public to be able to log a query.

We therefore developed a Query Logger to fulfil the above identified need.

The new Query Logger provides an easy method for our clients to log calls regarding outstanding matters that need the Department's urgent attention. Should Legal Administration not respond to a query or be out of time in terms of the turnaround times provided as part of this manual, a query should be logged on the new query logger which is available by clicking on the below button. Automated responses will be provided regarding your submitted query as well as when your call has been closed.



Legal Admin Query Logger

### 12.1 How It Works:

A system has been developed by using Microsoft Forms together with Power Automate to enable an applicant/client to lodge a query by completing a set of questions.

Once the person who is logging the query has completed the MS Form (See below screenshot of the form under point 12.2, it collects the necessary data for MS Power Automate program to send an automated response back to the person who logged a query to confirm receipt of the query that was successfully logged as well as provides a system generated reference (See below screenshot of mail under point 12.3).

Simultaneously, Power Automate also sends a mail to the relevant official who was selected in the query, as well as the relevant line-manager (See below screenshot of mail under point 12.4 to notify them that a query has been logged for their attention and further action. On the back-end (only viewable to Legal Admin team), a live OneDrive Excel spreadsheet is auto-populated with all the data that was captured on the MS Form (See screenshot of example point 12.5).

The line-manager is able to update the spreadsheet once there is progress with the query. When the query is closed, the manager will type the word Closed on the relevant column, which would trigger a mail to be sent to the person who logged the query to indicate that the query has been closed as well as, the reason why the query has been closed (See screenshot of example point 12.6).

## 12.2 Legal Administration Query Logger Questions:

### Query Log - Legal Administration Unit

Please log your query here below. Also take note of our **turnaround times** as per our service standard requirements:

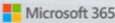
- **Rezoning applications** within 2 months (45 working days) turnaround time. Turnaround time is calculated from date application received from Technical Implementation up to publication of the notice (turnaround time excludes processes outside the control of Legal Admin, such as delays with Government printers).
- **Division/Subdivision/Consolidations** turnaround times to issue a Section 34.(5) and/or 34.(6) Certificate within 2 months (45 working days). Turnaround calculated from date the last outstanding document/clearance /information has been received (turnaround time excludes processes outside the control of Legal Admin).
- Issuing of **Conditions of Establishment** to be completed within 1 month (22 working days).
- Issuing of **Section 28.(11)** Certificate to be completed within 28 days.
- **Proclamation of a Township Establishment** to be completed within 21 working days Turnaround time is calculated from date letter is received from the Registrar of Deeds (turnaround time excludes processes outside the control of Legal Administration).
- Issuing a **Section 29.(1) Certificate** within 1 month (22 working days) turnaround time calculated from date the last outstanding document/clearance /information has been received (turnaround excludes processes outside the control of Legal Admin).

Any other application not listed above, such as registration of Notarial Deeds, Electrical Capacity consent, refunds etc, has a turnaround time of 28 days. Calculated from date that all required and necessary documents have been received.

\* Required


1. Insert your E-mail Address \*
2. Your name \*
3. Your surname \*
4. Your contact number \*
5. CoJ Application Reference Number \*
6. Township Name/Farm Name/Agricultural Holding Area \*
8. Describe your query \*
9. Please insert the date since your query has been last unattended to
10. Select the official who is dealing with the matter \*

**Submit**

 Microsoft 365


This content is created by the owner of the form. The data you submit will be sent to the form owner. Microsoft is not responsible for the privacy or security practices of its customers, including those of this form owner. Never give out your password.  
Microsoft Forms | AI-Powered surveys, quizzes and polls. [Create my own form](#)  
The owner of this form has not provided a privacy statement as to how they will use your response data. Do not provide personal or sensitive information. | [Terms of use](#)

### 12.3 Automated E-mail to acknowledge receipt of Query Logged:


 Send an email to the client
⋮ <<

Parameters Settings Code view Testing About



To \* Switch to Basic Mode

 Insert your E-mail... x


Subject \*

 CoJ Application R... x

Body \*

↶ ↷
Normal ▾ Arial ▾ 15px ▾
**B** *I* U **A**  
<>

Dear Sir/Madam,


Thank you for submitting your query. Your reference number for this query is [  
 Response Id x ].

Please be assured that we are attending to your query without delay.

Should your query not be responded to within 7 days, please escalate the matter to the Deputy Director's secretary Mr. Devon Mhlarhi on DevonM@joburg.org.za.

Kind regards,  
 Legal Administration Unit

### 12.4 Automated E-mail to the relevant LA Official and Line Manager:

 Send an email to Official and Line-Manager
⋮ <<

Parameters Settings Code view Testing About

To \* Switch to Advanced Mode

N

@joburg.org.za

X


D

@joburg.org.za



X

Enter part of a name or email address to find more people

Subject \*


LA QUERY LOG:  CoJ Application R... x

Body \*

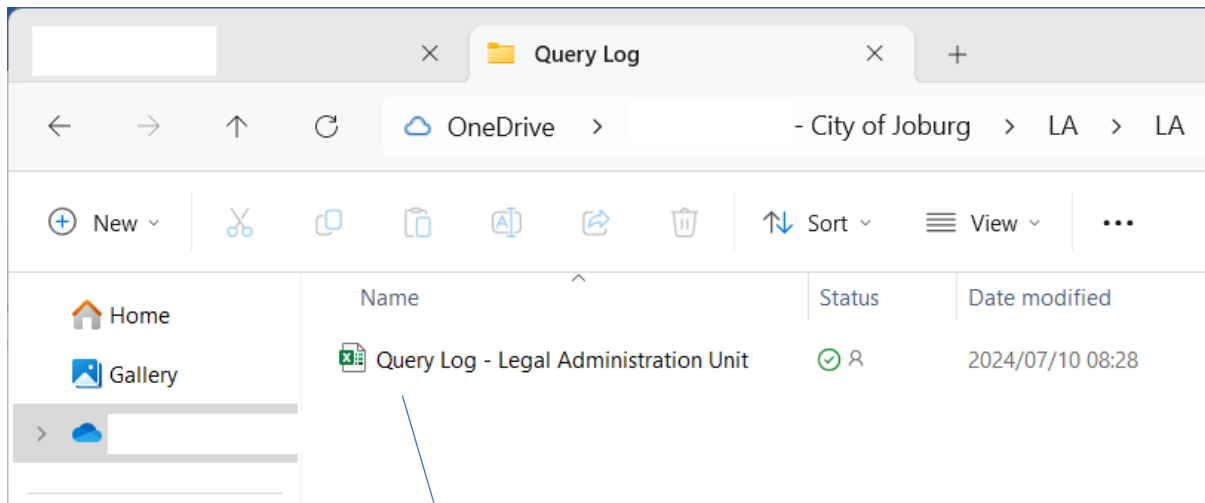
↶ ↷
Normal ▾ Arial ▾ 15px ▾
**B** *I* U **A**  
<>

Dear ,

There is a query logged with regards to a file which is allocated to you.

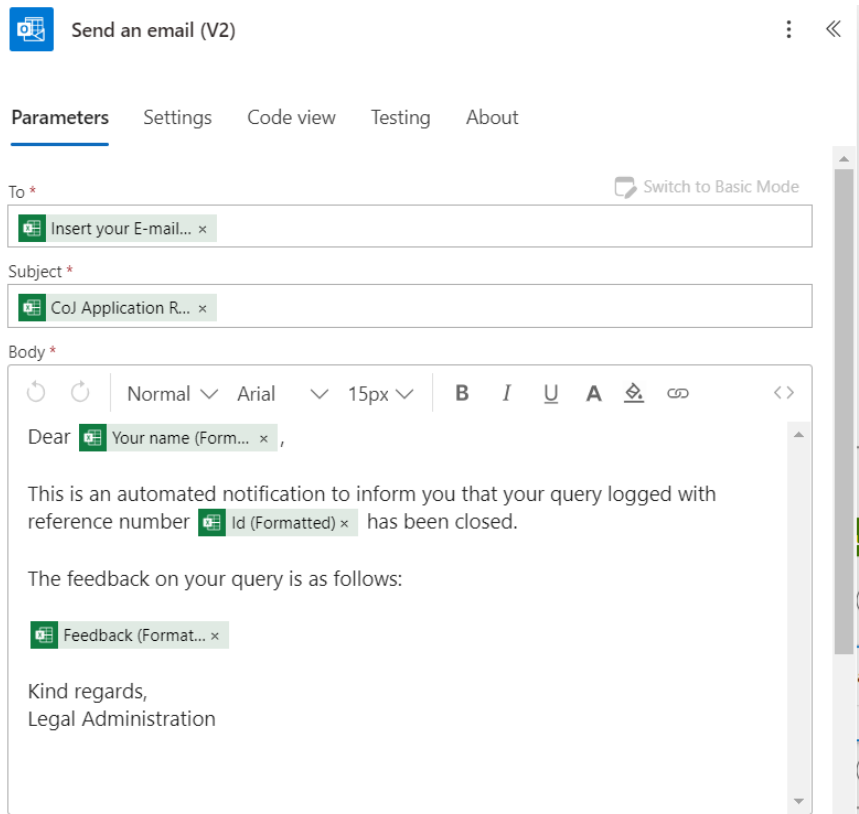
Please check the Query Log with reference number [  
 Response Id x ] and provide feedback on the log to close the call.

### 12.5 Back end Auto Populated Query Register:



Insert your E-mail Address	Your name	Your surname	Your contact number	CoJ Application Reference Number	Township Name/Farm Name/Agricultural Holding Area	Erf Number/Farm Number	Describe your query	Please insert the date since your query has been last unattended to	Status	Feedback	Select the official who is dealing with the matter
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### 12.6 Close Query Mail:



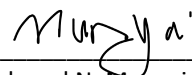
### 13. RECOMMENDATION AND APPROVAL

IT IS **RECOMMENDED** BY THE AUTHORS OF THE MANUAL MANAGERS: LEGAL ADMINISTRATION, REGISTRATION AND ASSISTANT DIRECTOR: TECHNICAL IMPLEMENTATION THAT THE SOP BE ADOPTED FOR APPROVAL:

AUTHORS:

  
\_\_\_\_\_  
Dean Gibb  
Assistant Director: Land Use Management

09/09/2025  
\_\_\_\_\_  
Date

  
\_\_\_\_\_  
Edward N. Munyai  
Manager: Legal Administration Registration and MPT

10/09/2025  
\_\_\_\_\_  
Date

  
\_\_\_\_\_  
Dorothy Ngwenya  
Manager: Legal Administration

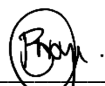
10/09/2025  
\_\_\_\_\_  
Date

  
\_\_\_\_\_  
Elize De Wet  
Manager: Legal Administration

10 September 2025  
\_\_\_\_\_  
Date

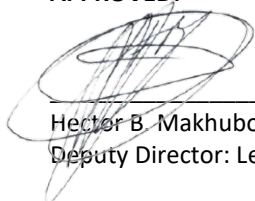
  
\_\_\_\_\_  
Thokozile E. Mzimela  
Manager: Legal Administration

10/09/2025  
\_\_\_\_\_  
Date

  
\_\_\_\_\_  
Bandile N. Zungu  
Assistant Director: Technical Implementation

11/09/2025  
\_\_\_\_\_  
Date

**APPROVED:**

  
\_\_\_\_\_  
Hector B. Makhubo  
Deputy Director: Legal Administration

11 September 2025  
\_\_\_\_\_  
Date

**APPROVED:**

  
\_\_\_\_\_  
Nokuthula Thusi  
Director: Land Use Development Management

11/09/2025  
\_\_\_\_\_  
Date