



**By 2030 eThekweni will be Africa's
most caring and liveable city**



**CITY PLANNING UNIT:
INTERVENTIONS TO STIMULATE THE
CONSTRUCTION SECTOR**
Lihle Phewa

PRESENTATION OUTLINE

- ❖ INTRODUCTION TO ECONOMIC RECOVERY PLAN
- ❖ DEVELOPMENT APPLICATION FEES
- ❖ WORKFLOW PROCESS IMPROVEMENTS
- ❖ ONLINE SUBMISSION
- ❖ ECONOMIC DEVELOPMENT INCENTIVES

ECONOMIC RECOVERY PLAN OUTLINE

- Monitoring and Responding to the Health of the Municipality and the Economy
- Facilitating the City's Share of National Support and Industrial Opportunities
- Re-Starting the Tourism Industry
- Supporting the Rural, Township and Informal Economy
- **Accelerating Infrastructure Development**
 - **Waiver of development application fees**
 - **Online application system**
 - **Quicker turnaround for strategic & Catalytic projects**
 - **Investment incentive scheme**
 - **Accelerate implementation of government projects**
- SCM Support
- Operationalizing the Economic Relief Fund
- Radical Economic Transformation
- Building Social Coalitions and Awareness
- Support to Entities

CORE INTERVENTIONS : APPLICATION FEES

- Council resolution 4th June 2020
- Duration – 12 months (1st July 2020 until 30th June 2021)
- Types of applications affected
 - Zoning & Rezoning land
 - Subdivisions & Consolidations
 - Special Consents
 - Relaxations
 - Zoning certificates
 - Building plans
 - Demolition & Hoarding permits
 - Outdoor advertising
- Commercial & residential developments of all sizes
- City wide
- Condition : implement project within 12months of approval

CORE INTERVENTIONS : SYSTEM IMPROVEMENTS

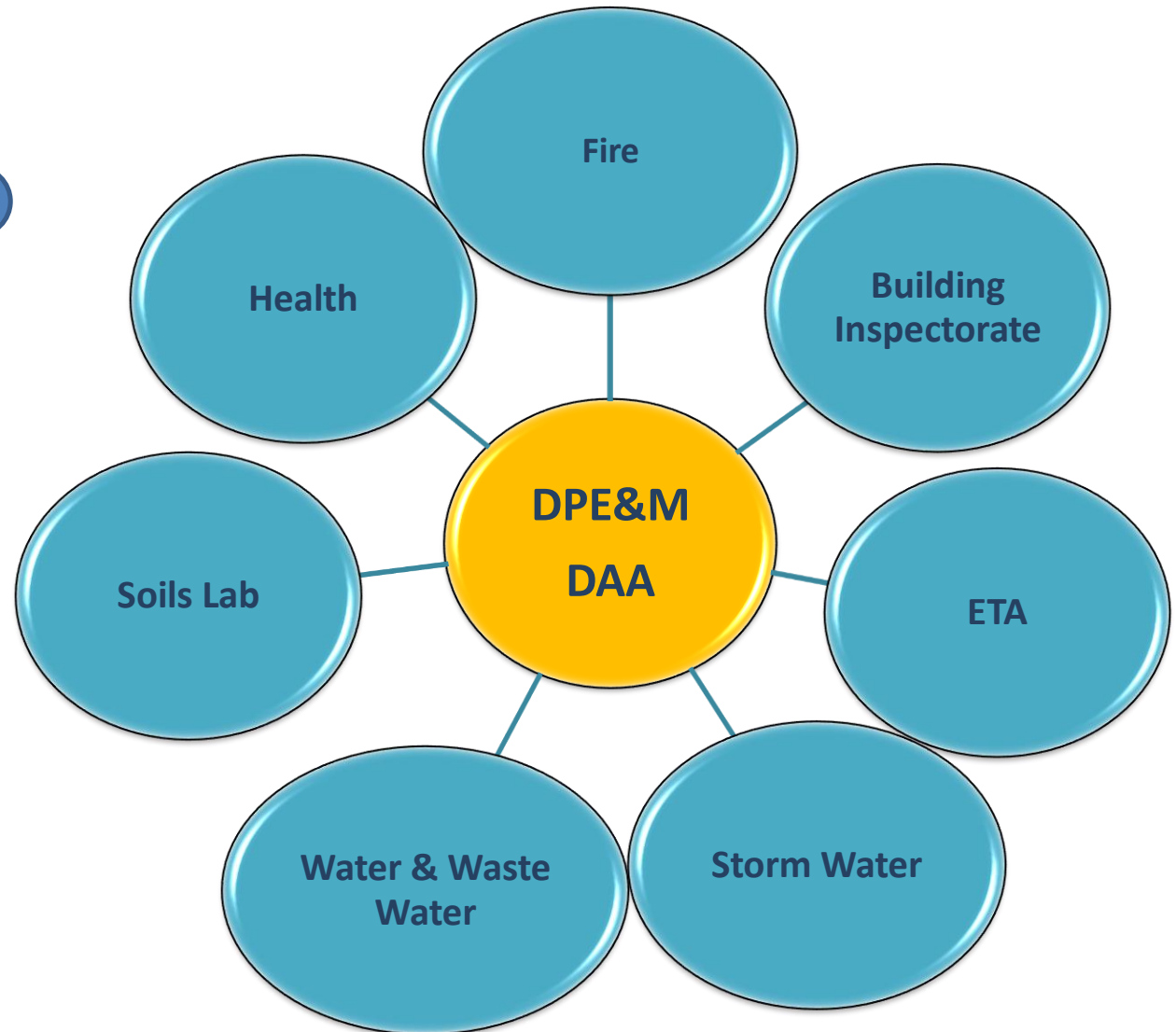


- Workflow process review
- Automation
- Link to performance management system
- Customer focus

BUILDING PLAN DECISION DEPENDENCIES

NATIONAL BUILDING REGULATIONS

- 30 Days: $<500\text{m}^2$
- 60 Days: $>500\text{m}^2$



PROCESS IMPROVEMENT CONSIDERATIONS

- Shifted focus **on approving** an application rather than refusing an application
- Linked **Department reminders** and requests emailed on a weekly basis
- Reduced **non-essential circulation** to departments
- Improvement to **tracking systems**
- Applicants are immediately advised by **email system** reasons for refusal – or when the application is approved
- Each application individually **monitored** on a daily basis
- Reduction in the **number of steps** in the process
- Build in **quality** control
- Forms/documents **standardized and simplified**
- **Customer needs** assessment
- First **piloted** in one region

From this...

ASSESSMENT PROCESS

version 1.1 - 01/2017

application (NOT at the counters).

Applications submitted & NEW will be processed by the department on a FIRST-IN, FIRST-OUT (F.I.F.O.) basis determined by the date on which the application was re-submitted and re-circulated to departments (where necessary).

Applications submitted & NEW do not receive priority over applications current in the assessment process nor are they returned directly to an &O. Such applications are re-circulated (where necessary) by the Submissions & Assessment Assistants (S&A) and on return placed in holding cabinets until assigned to an &O.

CALCULATION OF TIME PERIODS

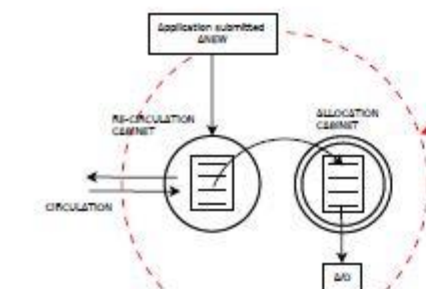
ALL re-submitted applications (i.e. applications submitted & NEW without the requirement to pay new fees) are processed as any NEW application.

The date that the application is measured from is from the date of such re-submission, NOT the date of the original submission or plan number.

PLAN STATUS ENQUIRIES

&O enquiries as to the status of applications, expected turn-around times are to be via the S&A's and NOT TIL's or &O's. To make an enquiry

Contact Relevant Area Office



ALL required re-circulation of an application to outside departments is undertaken by the Submissions & Assessment Assistants (S&A) prior to the application being assigned to the &O.

Such circulation is based on the reasons for the refusal of the application.

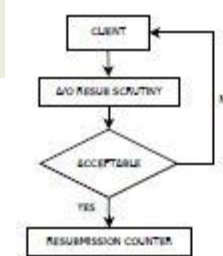
ADDITIONAL REQUIREMENTS

TITLE DEEDS AND SURVEYOR GENERAL (S.G.) DIAGRAMS

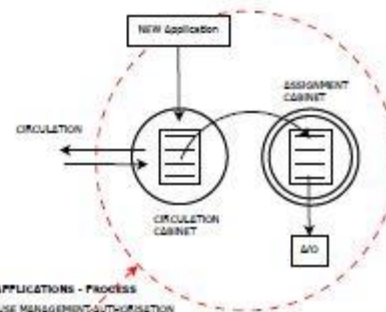
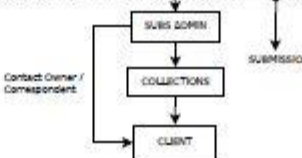
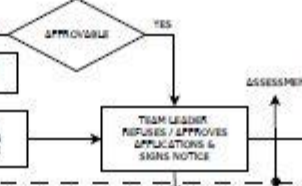
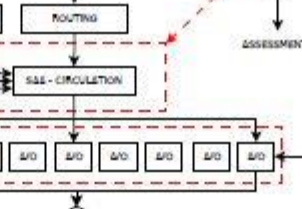
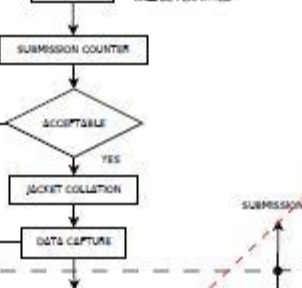
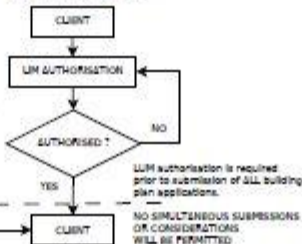
Title Deeds and Surveyor General diagrams are an essential part of ensuring a proposed development is permitted on a particular site. Architectural professionals are advised to request same from Owners prior to undertaking any architectural commissions. Such documents will be required to accompany both LUM's pre-scrutiny submission and subsequent building application in order to assess that restrictive conditions are being complied with and in order to validate ownership.

SUBMISSION OF REFUSED APPLICATION

(Re-submitted within 1 (one) year of the initial (first) refusal date)



NEW APPLICATIONS



NEW APPLICATIONS - PROCESS

LAND USE MANAGEMENT/AUTHORIZATION

LUM authorization is to be obtained prior to making an application for permission to build with the Development Applications Branch.

SUBMISSION PROCESS

New applications, together with proof of a LUM authorization having been obtained are presented to the Submissions & Assessment Assistant (S&A) on duty for consideration.

The Submissions & Assessment Assistants (S&A) undertake a pre-scrutiny check of the application to ensure that the minimum requirements have been provided, site details, ownership, etc. are correct and assess the fees payable with respect to the area calculation provided.

(Applicants are to ensure that the area declared is correct as incorrect areas and resultant underpayment of fees will result in applications being refused.)

Once accepted for submission, the necessary jacket collection, capturing of information onto the Tracking system takes place. On completion of this 'Submission Process' the application is forwarded to the Assessment Section.

ASSESSMENT PROCESS

On receipt of the application by the Assessment Section, applications are scrutinized as to whether comments from external departments is required. Applications requiring assessment by external departments are identified and copies of the applications circulated to such departments by the S&A's.

On the return of the external comments (where required) the applications are placed in holding cabinets until being assigned to the &O on a F.I.F.O. basis or Plan no. order.

In order to ensure a measured output is achieved, only a set number of applications are assigned to each &O per day. Such allocation and output is therefore dependent on the availability of staff per day.

&O's scrutinize all building applications in terms of the NBR's and related SANS Codes of Practice to ensure compliance has been designed into the proposal.

Applications considered by the &O's are then either recommended as REFUSED or APPROVED.

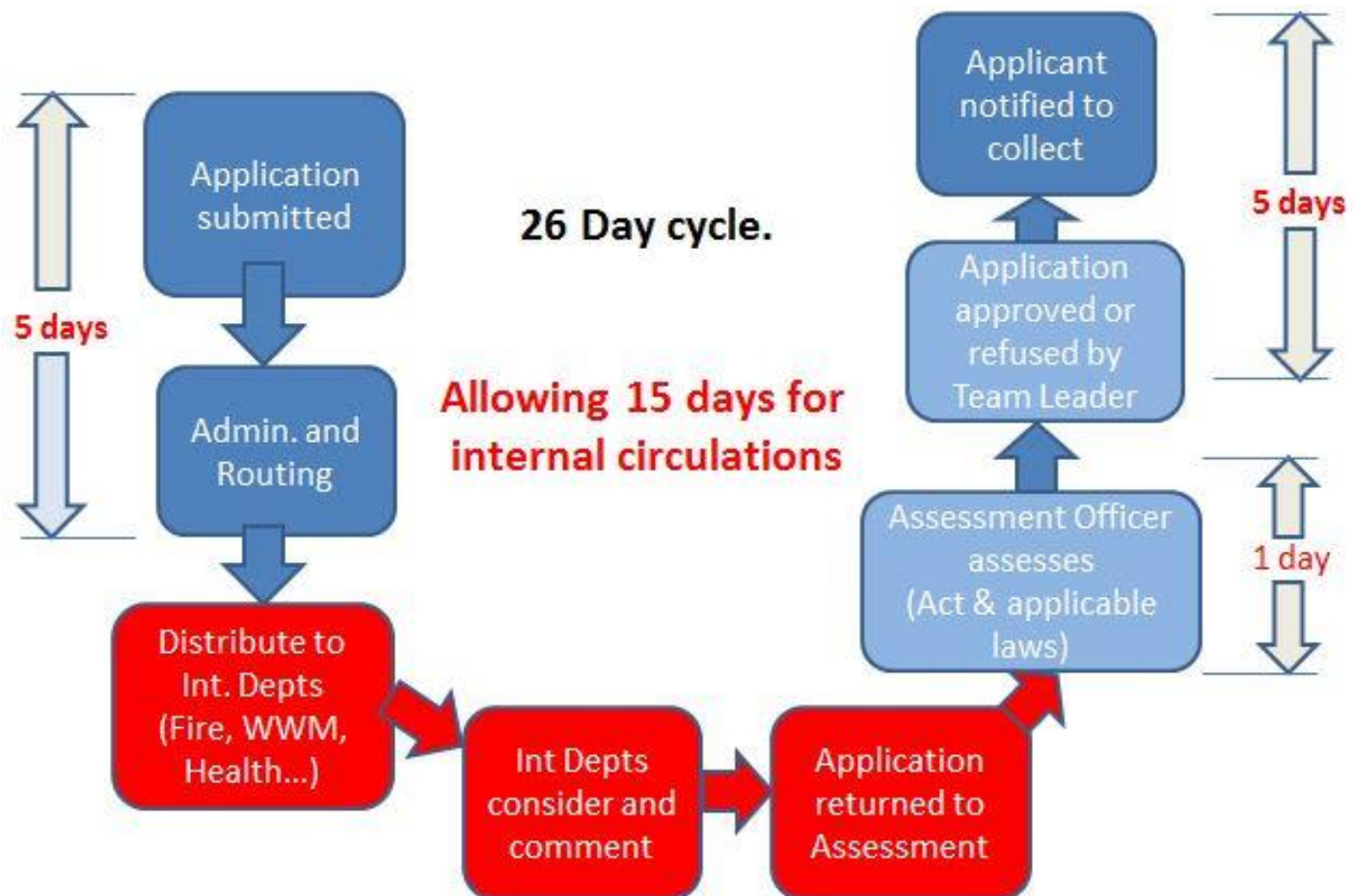
Applications recommended for REFUSAL or APPROVAL are forwarded to the Assessment TIL for further consideration.

After consideration of the application and recommendation, such application is REFUSED or APPROVED. This function is integral to the assessment process, therefore a recommendation of refusal or approval by an &O does not necessarily imply the application will automatically be refused or approved.

Applicants are advised via the correspondents as declared on the Submission form, of the status of the application once the necessary administrative functions have been completed (i.e. typing of and signing of notices and collection of the necessary documentation for collection).

ALL applications, awaiting collection after notification, will be retained for a period of 90 days. Should the application not be collected within this period, the application awaiting collection will be discarded. Only the documentation and control copy of the application will be retained for reference purposes. Any request for copies of the application thereafter shall be subject to the payment of a reproduction fee.

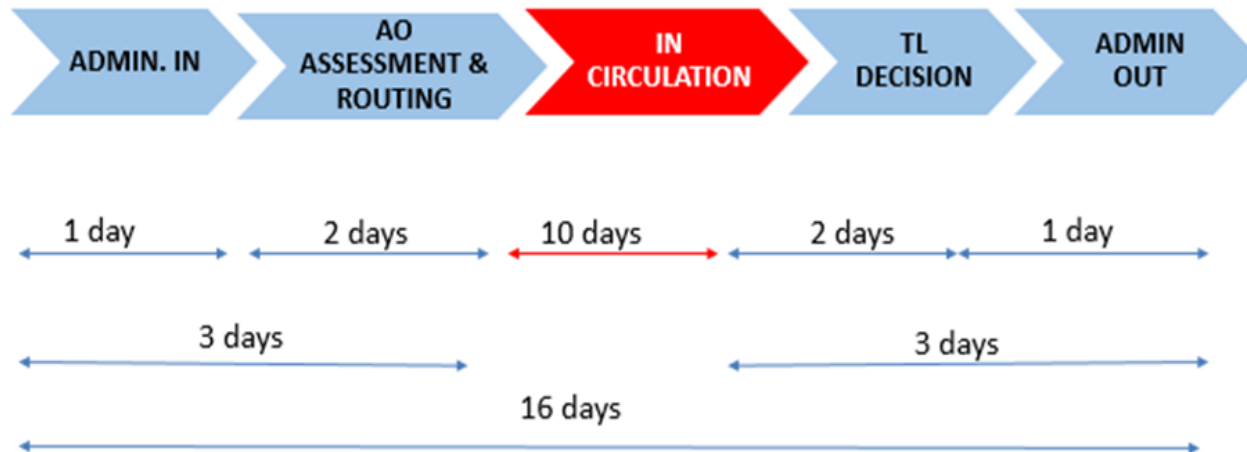
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...and finally
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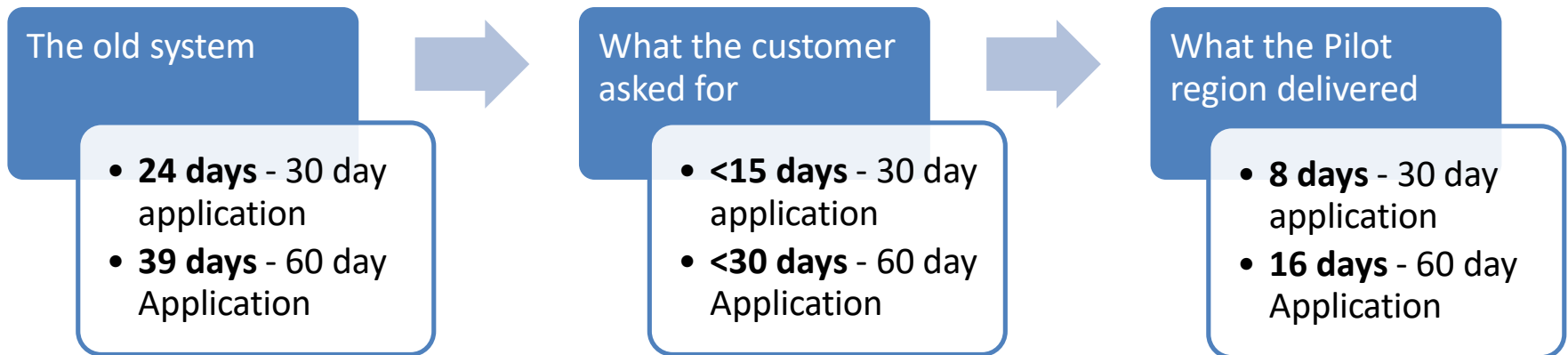


THE BUILDING APPLICATION ASSESSMENT PROCESS



The Pilot Region Results

The NBR allows for 30days for $<500\text{m}^2$ and 60days for $>500\text{m}^2$



The pilot region reduced the no of days taken by 16 days for $<500\text{m}^2$, and 23days for $>500\text{m}^2$ applications,
Much less time than what the customer wanted.

Results fluctuate: Average Time Taken for 3 Months

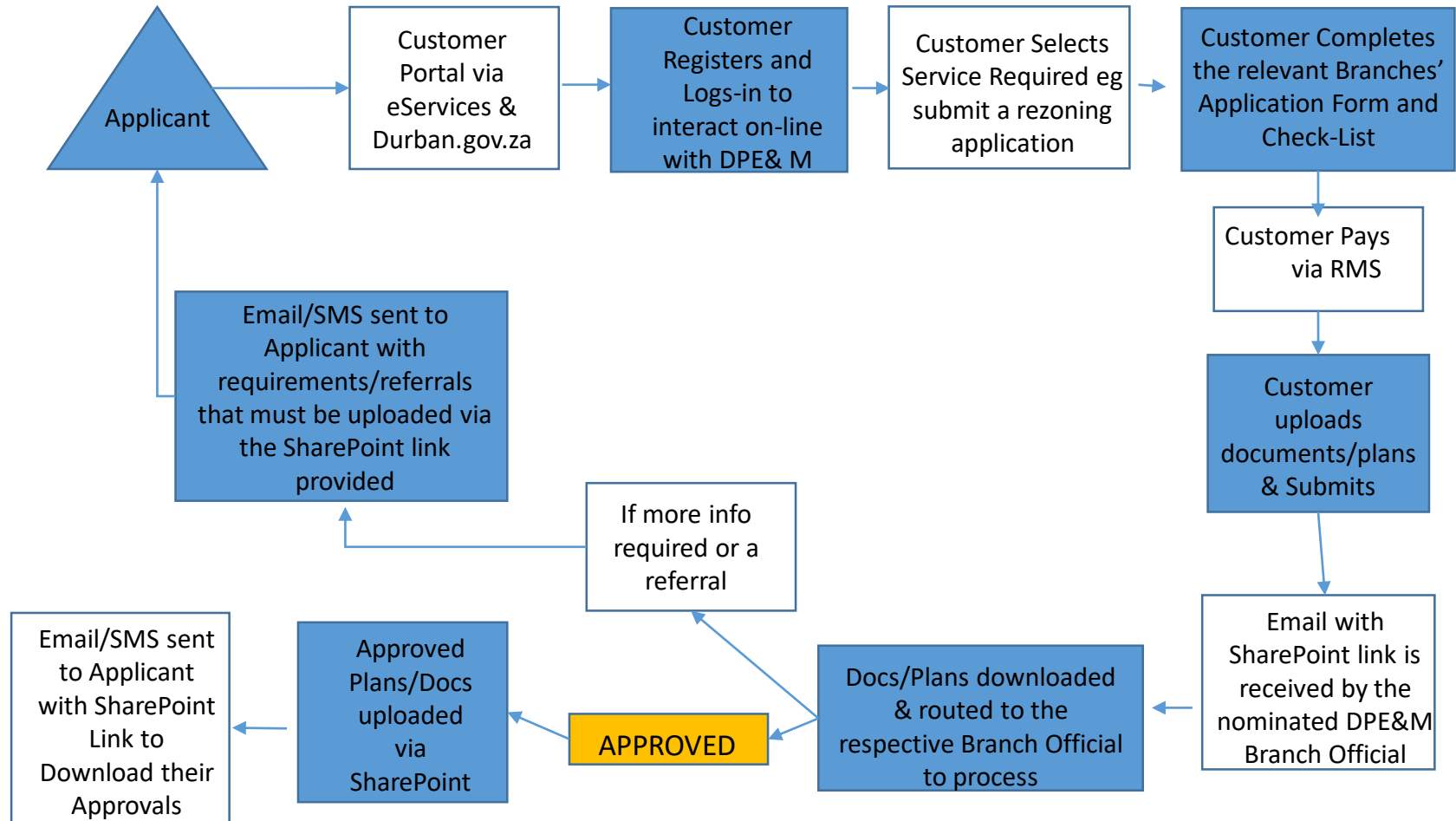
Jan – March 2019	Refused			Approved			All - Both Refused & Approved		
	<500	>500	No of days ALL	<500	>500	No of days ALL	<500	>500	No of days ALL
Average no of days	12,56	17,45	12,83	9,20	12,43	9,41	10,88	14,94	11,12

Jan – March 2020	Refused			Approved			All - Both Refused & Approved		
	<500	>500	No of days ALL	<500	>500	No of days ALL	<500	>500	No of days ALL
Average no of days	11,46	15,46	11,85	8,46	11,39	8,65	9,97	13,42	10,25

CORE INTERVENTIONS: AUTOMATION PHASED IMPLEMENTATION

- **Phase 1** deployed 1st June 2020
 - Web based customer interface portal (e-Services)
 - Uploading of enquiry forms, plans & associated documents
 - Submission requirements unchanged
 - Checks and balances in place
 - Customers allowed 1GB per upload
 - What about hard copy applications currently in the system ?
- **Phase 2** preparation starts now
 - Complete automation of processes
 - Land use rights end to end
 - Construction permit end to end
 - Integration with enforcement, etc
 - Escalation
 - Intelligent reporting
 - Security enhancements

Phase 1 – Customer Interface Portal



NEXT STEPS

- Introduce interdepartmental SLAs
- Elevate development approval as a compulsory KPA for all relevant Unit Heads
- Enhance institutional capacity
- Review of the Planning & Land Use Management Bylaw
- Influence appropriate legislative changes

ECONOMIC DEVELOPMENT INCENTIVES POLICY: BACKGROUND

- Gives detail to Clause 14, specific reference to Clause 14.7 of the eThekweni Rates Policy.
- Competitive city outcomes - IDP & Inclusive Growth Strategy 2020-2025.
- Launched in 1 July 2016. Reviewed annually. 5th iteration with a bolder offer of incentives.
- Financial Incentive: Property rate rebate
- Unique to eThekweni, an applicant is eligible to apply even if in receipt of any incentive from other spheres of government.
- More than 16 successful applications received/approved. Attracted more than R10 billion investment and beneficiaries are in receipt of more than R30 million rebate/discount per annum.
- Bespoke Special Inner City and Densification Zone incentive.

RATIONALE & PURPOSE OF THE POLICY

AIMS TO:

Create an attractive
and investor
friendly environment

Encourage urban
regeneration

Provide for inclusive
investment

Stimulate local
employment and
local procurement





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INVESTMENT VALUE

MAXIMUM

20%

ANY INVESTMENT IN
PROPERTY DEVELOPMENT
>R300 MILLION – 20%
R0 – R299 MILLION – 10%

JOBS CATEGORY

MAXIMUM

20%

>50-250 NEW JOBS – 5%
>251-500 NEW JOBS – 10%
IF IN TARGETED SECTOR –
>50-250 -15%
>251-500 - 20%

SPATIAL TARGETING

MAXIMUM

20%

SPATIAL PRIORITY:
PRIME INVESTMENT
CORRIDOR,
SPECIAL
INNER CITY INCENTIVES,
TRANSIT ORIENTED
DEVELOPMENT NODES,
SECONDARY NODES,
FORMER TOWNSHIP
AREAS.

TARGETED SECTOR

MAXIMUM

40%

TARGETED SECTORS AS
DEFINED IN INCLUSIVE
GROWTH STRATEGY 2020-
2025
- WHERE LAND IS NOT
OWNED BY BUSINESS IN
TARGETED SECTOR,
INCENTIVE MUST BE
TRANSFERRED TO
TARGETED BUSINESS
CREATING THE JOBS

EDIP IMPLEMENTATION: ROLES & RESPONSIBILITIES

Invest Durban Unit (promotion and marketing)

Economic Development Unit

Revenue Management Unit

Real Estate Unit

Development, Planning, Environment
& Management Unit

CATALYTIC PROJECTS UNITS

WEST REGION

- 1.Cato Ridge
- 2.Keystone
- 3.Ntshongweni

SOUTH

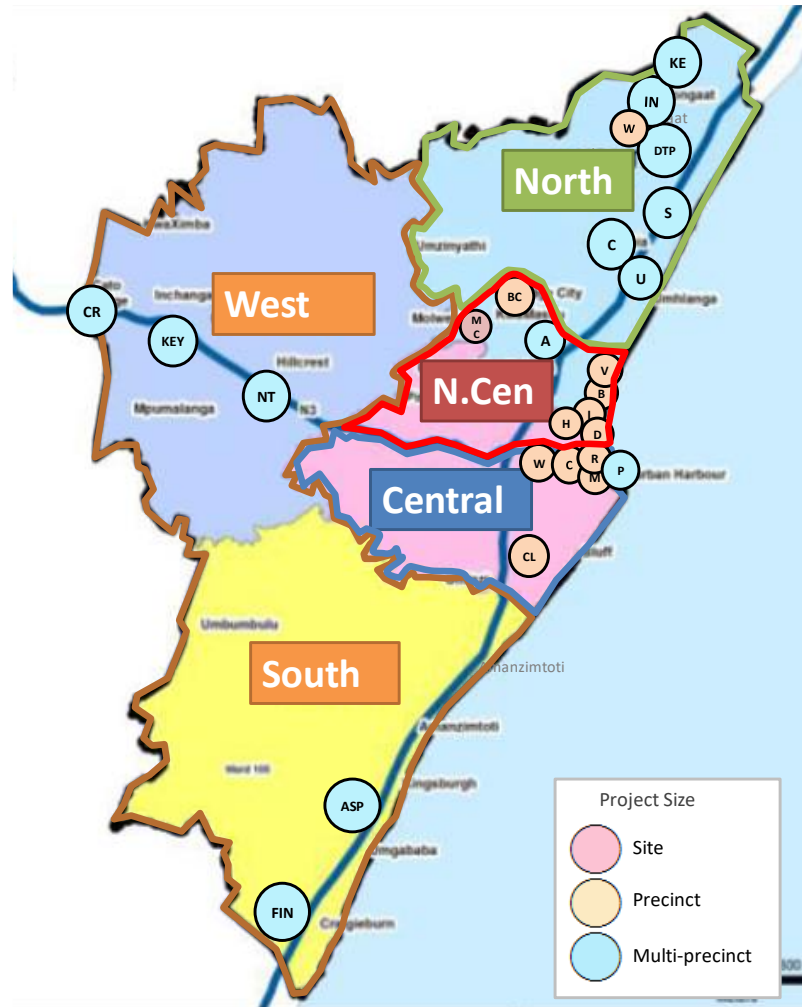
- ## 1. Auto Supplier Park

INNER CITY

- 1.Point precinct
- 2.Durban Marina
- 3.Centrum
- 4.Moses Mabhida node

NORTH

1. Midway Crossing mall
2. Brickworks
3. Virginia Airport
4. Cornubia / Umhlanga
5. Aerotropolis (Dube Trade Port)





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THANK YOU