



## INNOVATION AND EASE OF DOING BUSINESS PORTFOLIO COMMITTEE

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1. ITEM NUMBER: **IEDB 08/09/24**

2. SUBJECT

**PRESENTATION: LAND USE RIGHTS AND BUILDING PLAN APPROVAL  
INDICATOR IMPROVEMENT ACTION PLAN**

### NOTE

The Line Department, Development Management to conduct a presentation on Land Use Rights and Building Plan Approval Indicator Improvement Action Plan to the Innovation and Ease of Doing Business Portfolio Committee.

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SPE

Development Management

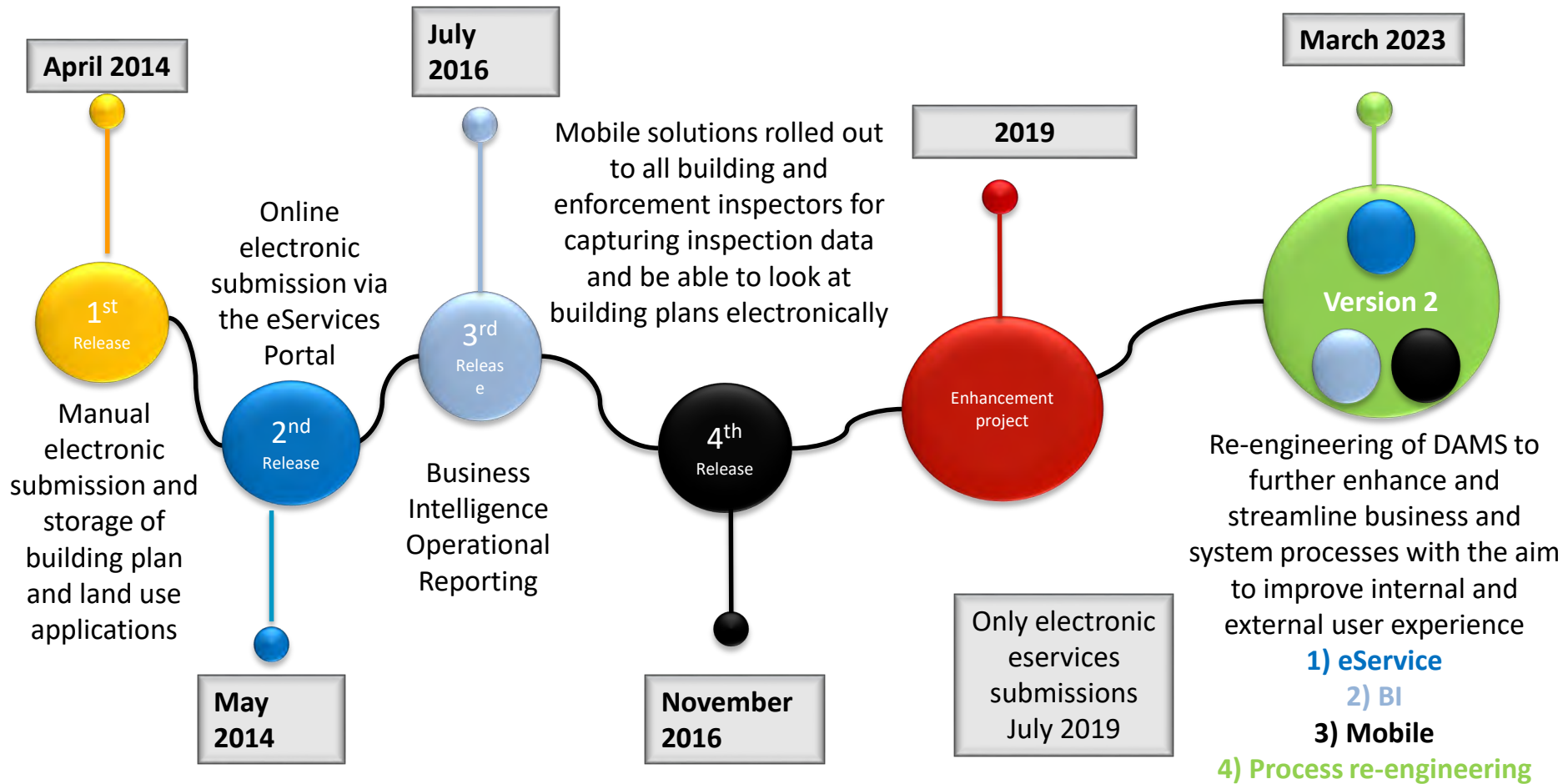
Making progress possible. **Together.**

# DAMS - Development Application Management System

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- DAMS allows for the electronic submission, processing and tracking of building plans and land use applications.
- DAMS is an integrated system that links the City's Property Value Chain (PVC) and account system (SAP), improving service delivery to developers and property owners through full spatial integration with the City's Geographic Information Systems (GIS).
- DAMS allows standardised processing of development applications possible, which ensures transparency and visibility at every step of the building, planning and development process.

# DAMS Innovation Journey – 2014 to 2024



# WHY – DAMS 2

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## Portal

- On line application forms – VS The form that used to be filled in.
- Online paid service – Copies of Plans, Zoning Certificates, Occupancy Certificates all online.
- Later Technology to amongst others integrate with other City Systems and ensure support from OEM.

## Case Management

- Internal Back Office Improvements

## Mobile

- Mobile Adoption in the City for field workers.
- Newer and Better Devices – Hardware and Software
- Map functionality
- Route Mapping
- Mobile Device as a productivity tool.

# DAMS 1

## Building Development Management (BDM) Submit Application

## Land Use Management (LUM)

### Submit Application

- Section 429(r) Admin Penalty Application

# DAMS 2

## Building Development Management (BDM)

### Submit Application

- Sketch Plans / Feasibility Consultation
- Request Pre Consultation appointment

### Paid Services

- Request Copies of Plan
- Request Permission to Use
- Request Occupancy Certificate
- Extension of Validity

### Other

- Request Building Inspection
- Resubmission after Refusal
- Withdraw an application

## Land Use Management (LUM)

### Submit Application

- Section 429(r) Admin Penalty Application

### Paid Services

- Request Zoning Extract
- Request 137 Clearance Certificate
- Request Subdivision / Consolidation exemption

### Other

- Request LUM feasibility comments
- Request a pre-application consultation meeting
- Withdraw an application



# DAMS Programme Status

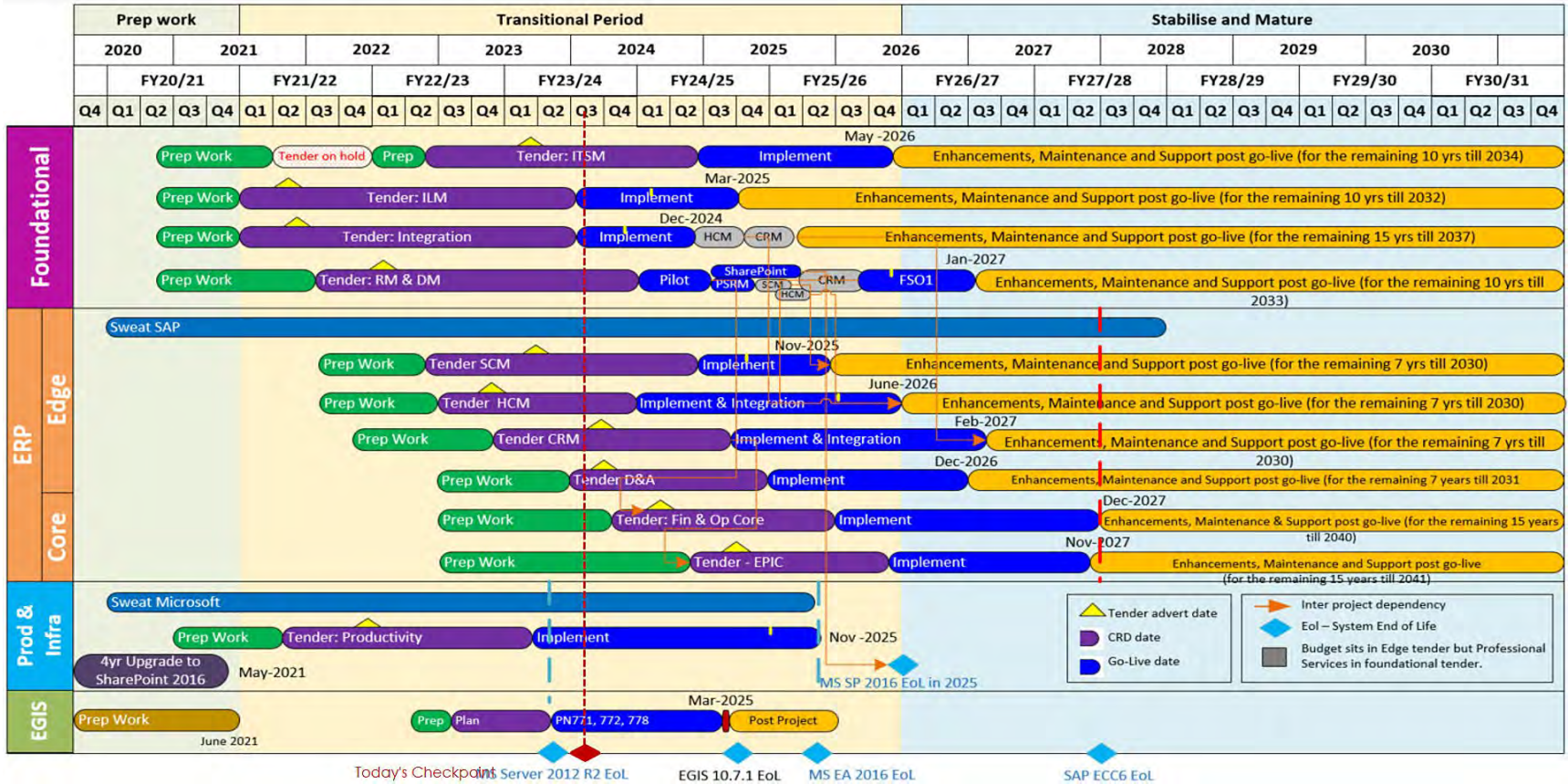
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- **March 2023** Went live
- **April 2024 – June 2024** dealing with the snag list.
- **End of June 2024** – Project Closed.
- Project Team rolled off Project
- Internal IS&T Resources handling Support of DAMS 2

# DAMS 3 – DAMS needs to be re-written as part of CAR

## Revised CAR Roadmap – 10 yr. Digital Roadmap to 2030

CAR DAY ZERO = Dec 2027 (aligned to SAP End-of-Life)



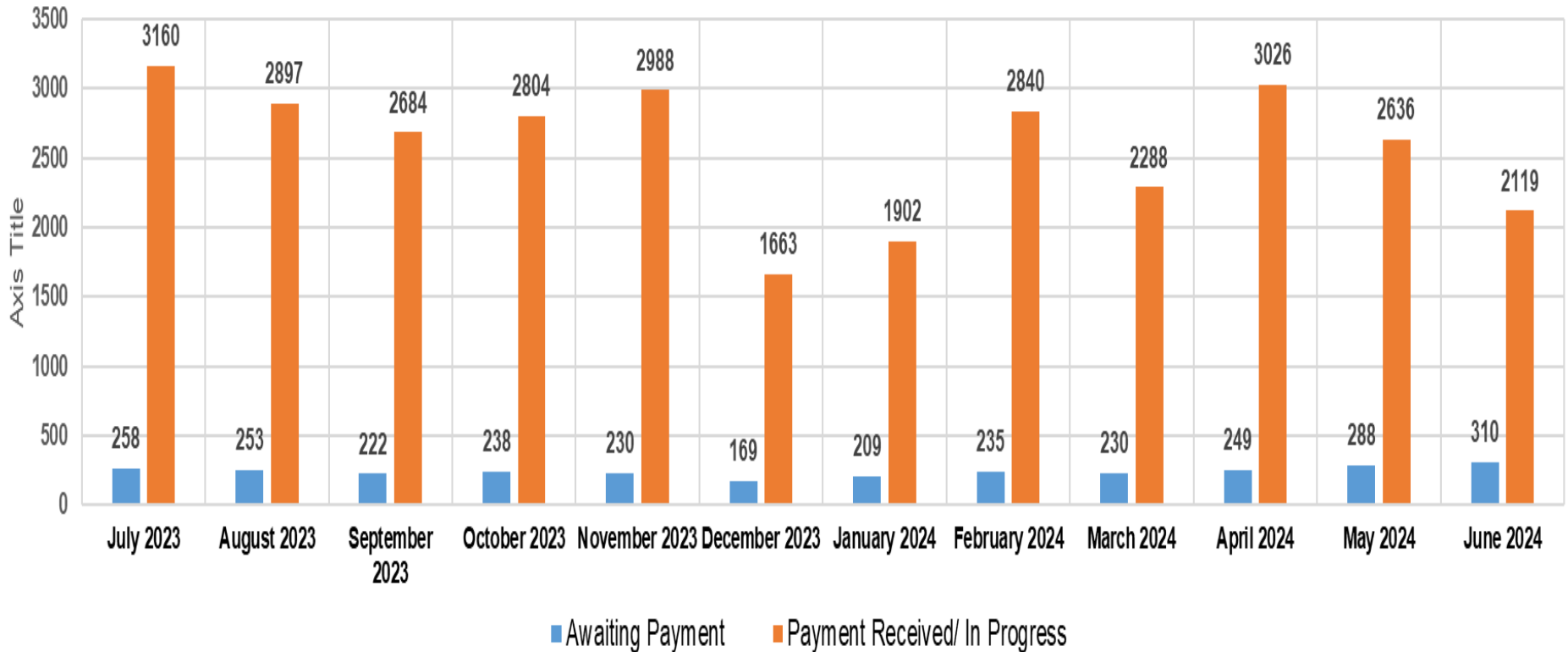


# Statistics

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## DAMS Stats – BDM (Building Plans Applications)

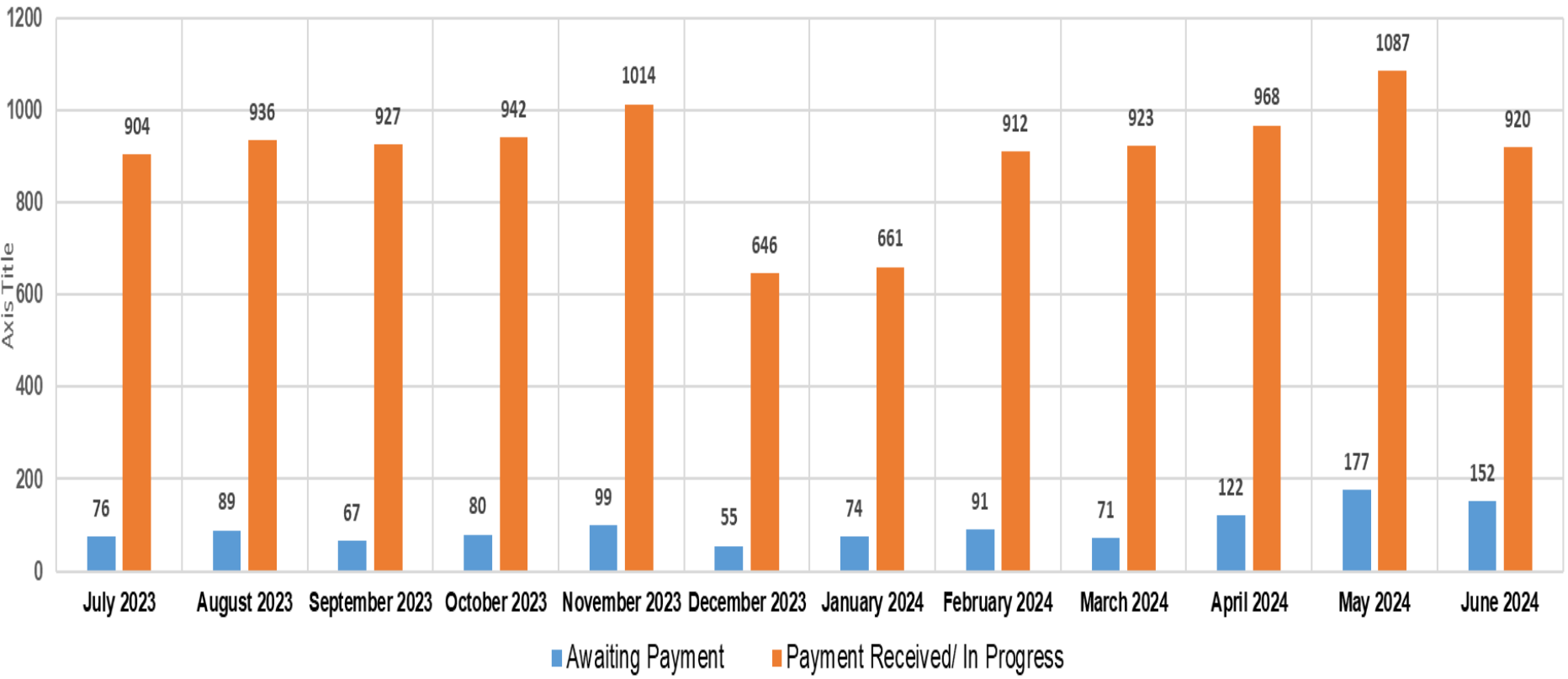
**BDM Cases Awaiting Payment vs Payment Received/ In Progress July 2023 - June 2024**



\* For Cases created between 01 July 2023 - 30 June 2024

## DAMS Stats – LUM (Land Use Applications)

**LUM Cases Awaiting Payment vs Payment Received/ In Progress: July 2023 - June 2024**



*\*For Cases created between 01 July 2023 - 30 June 2024*

# Statutory Reporting

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# National Reporting – STATS SA (Monthly)

## 5041.1 – SURVEY OF BUILDING STATISTICS, MONTHLY

QUESTIONNAIRE FOR THE MONTH OF: JUNE 2024

### PART 1 – RESIDENTIAL BUILDINGS PLANS PASSED DURING THIS MONTH

#### 1. Dwelling houses plans passed

Owned by *Private Sector* (including RDP housing e.g. government low-cost housing subsidised by PHP or PLS).

Dwelling houses with:	Dwelling houses	Total construction area of houses	Estimated cost of houses (excluding land value)
	Number	m <sup>2</sup>	R'000
1. Floor area smaller than, or equal to <b>30m<sup>2</sup></b>	0	0	0
2. Floor area larger than <b>30 m<sup>2</sup></b> but, smaller than <b>80 m<sup>2</sup></b>	1	66	424 909
3. Floor area equal to, or larger than <b>80 m<sup>2</sup></b>	4	957	6 244 184
<b>Total</b>	<b>5</b>	<b>1 023</b>	<b>6 669 093</b>

#### 2. Plans passed for RDP housing e.g. low-cost housing subsidised by PHP or PLS (already included above).

Dwelling houses with:	Dwelling houses	Total construction area of houses (outside measurements)	Estimated cost of houses (excluding land value)
	Number	m <sup>2</sup>	R'000
1. Floor area smaller than or equal to <b>30 m<sup>2</sup></b>	0	0	0
2. Floor area larger than <b>30 m<sup>2</sup></b> , but smaller or equal to <b>80 m<sup>2</sup></b>	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>

#### 3. Residential building plans passed (excluding dwelling house plans).

Owned by the *Private Sector*

	Residential building plans	Total construction area (outside)	Estimated cost (excluding land value)
	No of units/buildings	m <sup>2</sup>	R'000
1. Townhouses	0	0	0
2. Blocks of flats	0	0	0
3. Tourism accommodation and casinos	0	0	0
4. Other residential buildings (specify)	0	0	0



## HS2.22 Average Number of Days to Approve Residential Building Plan Applications <500sqm: April to June 2024

HS2.22 Average Number of days to Approve Residential Building Plans <500sqm															
Quarter	Q1: July to September 2023			Q2: October to December 2023			Q3: January to March 2024			Q4: April to June 2024			Cumulative Q4		
Category	Total Number of Days	Total number of Building Plans Approved	Number of Days for Category	Total Number of Days	Total number of Building Plans Approved	Number of Days for Category	Total Number of Days	Total number of Building Plans Approved	Number of Days for Category	Total Number of Days	Total number of Building Plans Approved	Number of Days for Category	Total Number of Days	Total number of Building Plans Approved	Number of Days for Category
30 day	24528	1091	22.5	16864	1034	16.3	27626	826	33.4	16482	797	20.7	85500	3748	22.8

*Note: Data provided before 20th February 2023 is from a retired system (DAMS1) – Development Management implemented a new system in March 2023. Data provided is the best available to the department and enhanced system, but may not be not be completely accurate. The Department and IS&T are addressing residual system and data migration issues.*

Signature: .....

Manager: Business Systems

Date: .....

Signature: .....

Director: Development Management

Date: .....

## LED3.13 Average Number of Days taken to process Building Plan Applications of 500 square meters or more: April to June 2024

LED3.13 Average number of days taken to process building applications of 500 square meters or more															
Quarter	Q1: July to September 2023			Q2: October to December 2023			Q3: January to March 2024			Q4: April to June 2024			Cumulative Q4		
Category	Total Number of Days	Total number of Building Plans Approved	Number of Days for Category	Total Number of Days	Total number of Building Plans Approved	Number of Days for Category	Total Number of Days	Total number of Building Plans Approved	Number of Days for Category	Total Number of Days	Total number of Building Plans Approved	Number of Days for Category	3	Total number of Building Plans Approved	Number of Days for Category
60 day	2992	88	34.0	2445	126	19.4	4592	133	34.5	2398	114	21.0	12427	2745	4.5

*Note: Data provided before 20th February 2023 is from a retired system (DAMS1) – Development Management implemented a new system in March 2023. Data provided is the best available to the department and enhanced system, but may not be completely accurate. The Department and IS&T are addressing residual system and data migration issues.*

Signature: .....

Manager: Business Systems

Date: .....

Signature: .....

Director: Development Management

Date: .....

# Corporate Scorecard Indicator <sup>43</sup> 1A and 1B

## Cumulative Q4: July 2023 – June 2024

Cumulative Q4: July 2023 - June 2024					
All Districts	Category	Approved within Timeframe	Total Approved Cases	% Achieved on Benchmark	Average % Achieved (for 4 Quarters)
Overall Result 1A	30 Days	12.413	15.525	80.0	79.85
Overall Result 1B	60 Days	473	524	90.3	90.35

Signature: .....

Manager: Business Systems

Date: .....

Signature: .....

Director: Development Management

Date: .....



# Training

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# DAMS Training – More than 300 people public trained (Ongoing)

45

**DEVELOPMENT APPLICATION MANAGEMENT SYSTEM (DAMS) TRAINING**

**WEEK ONE**

**Development Application Management System (DAMS) Training**  
ZOOM MEETING 11 JUNE 2024 09:00 – 11:00  
VISIT REGISTRATION FORM

**Development Application Management System (DAMS) Training**  
IN PERSON MEETING BUSINESS HUB FACILITY AT GOLDEN ACRE 12 JUNE 2024 10:00 – 13:00  
VISIT REGISTRATION FORM

**WEEK TWO**


**Development Application Management System (DAMS) Training**  
ZOOM MEETING 18 JUNE 2024 09:00 – 11:00  
VISIT REGISTRATION FORM

**Development Application Management System (DAMS) Training**  
IN PERSON MEETING BUSINESS HUB FACILITY AT GOLDEN ACRE 19 JUNE 2024 10:00 – 13:00  
VISIT REGISTRATION FORM

**WEEK THREE (IF NECESSARY)**

**Development Application Management System (DAMS) Training**  
ZOOM MEETING 25 JUNE 2024 09:00 – 11:00  
VISIT REGISTRATION FORM

**Development Application Management System (DAMS) Training**  
IN PERSON MEETING DAMS TRAINING ROOM – TMC 26 JUNE 2024 10:00 – 13:00  
VISIT REGISTRATION FORM

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# Circulation Reports

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# Circulation Report

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- Circulation Report allows for the monitoring of the number of cases circulated to departments within SPE and other City of Cape Town Directorates.
- The report also indicates comments received within & outside of the timeframe, Number of Days to reply, number of circulation instances to a Department and indication of overdue cases amongst others.
- Over two days 20-21 now in August +-300 Staff within SPE and CityWide have been trained.
- Training is ongoing and the DAMS team is available to train.

# Building Plan Circulation : July 2023 – June 2024

BDM Circulation Report Date Requested

01.07.2023 - 30.06.2024

Circulation Department	Key Figures					
	Total Circulations	Total Completed	Circulations Missed SLA	Total In-Progress	% Completed Within Timeframe	% SLA Outside Timeframe
BDM : Building Development Management	216	118	82	16	54.6	38.0
CHA : Air Quality	119	94	8	17	79.0	6.7
CHE : City Health	3 907	2 956	700	251	75.7	17.9
CHM : Mechanical Engineering	3 139	2 961	13	165	94.3	0.4
CI : CI	2			2		
CPA : City Parks	287	132	141	14	46.0	49.1
ELS : Electrical Services	1 875	1 581	148	146	84.3	7.9
ENH : Heritage Resources Management	3 574	3 170	170	234	88.7	4.8
ENL : LUM Enforcement	7		7			100.0
ENS : E Signage Management (EHM)	52	33	13	6	63.5	25.0
ENV : Environmental Management (EHM)	3 115	2 798	71	246	89.8	2.3
FAR : Fire and Rescue Services	10 197	8 697	502	998	85.3	4.9
GIS : Geographic Information System	4	4			100.0	
LUM : Land Use Management (P&BDM)	31 970	26 743	3 287	1 940	83.7	10.3
NOP : Noise Pollution	120	85	25	10	70.8	20.8
PRM : Property Management	129	83	39	7	64.3	30.2
RSW : TCT Asset Management and Maintenance	7 878	7 117	181	580	90.3	2.3
SPD : Urban Design (SPUD)	1			1		
SPL : Landscape Planning (SPUD)	1			1		
STS : TCT Stormwater and Sustainability	858	581	242	35	67.7	28.2
SWM : Solid Waste Management	1 869	1 431	308	130	76.6	16.5
TIA : TCT Transport and Dev. Control	1 451	1 353	21	77	93.2	1.4
WTI : Water Inspectorate - Building Plans	13 331	12 601	85	645	94.5	0.6
WTP : Water Pollution	422	315	79	28	74.6	18.7
WTS : District Water & Sanitation (LUM Cases)	27	16	8	3	59.3	29.6
<b>Overall Result</b>	<b>84 551</b>	<b>72 869</b>	<b>6 130</b>	<b>5 552</b>	<b>86.2</b>	<b>7.3</b>



# Land Use Circulation : July 2023 – June 2024

LUM Circulation Report Date Requested 01.07.2023 - 30.06.2024						
Circulation Department	Key Figures					
	Total Circulations	Total Completed	Circulations Missed SLA	Total In-Progress	% Completed within Timeframe	% SLA Outside Timeframe
Air Quality	34	25	5	4	73.53	14.71
Building Development Management	373	312	43	18	83.65	11.53
City Health	593	401	147	45	67.62	24.79
City Parks	300	166	126	8	55.33	42.00
DEF	6					
Disaster Risk Management Centre	43	24	18	1	55.81	41.86
District Water & Sanitation (LUM Cases)	1 706	1 306	276	124	76.55	16.18
E Signage Management (EHM)	175	81	79	15	46.29	45.14
Electrical Services	1 293	1 053	97	143	81.44	7.50
Environmental Management (EHM)	1 142	990	61	91	86.69	5.34
ESK	38					
Fire and Rescue Services	838	719	40	79	85.80	4.77
Geographic Information System	780	716	4	60	91.79	0.51
Heritage Resources Management	900	776	42	82	86.22	4.67
Land Use Managment (P&BDM)	23	16	6	1	69.57	26.09
Landscape Planning (SPUD)	119	81	31	7	68.07	26.05
LUM Enforcement	8	5	3		62.50	37.50
Mechanical Engineering	18	17		1	94.44	
NDL	2					
NNR	1					
Noise Pollution	104	74	18	12	71.15	17.31
PMA	4					
PRA	3					
Property Mangement	145	114	24	7	78.62	16.55
Sanitation South Region (LUM Cases)	263	168	78	17	63.88	29.66
Solid Waste Management	776	651	67	58	83.89	8.63
Spatial Planning (SPUD)	383	143	226	14	37.34	59.01
Spatial Planning & Urban Design	61	35	24	2	57.38	39.34
TCT Asset Management and Maintenance	2 859	2 454	91	314	85.83	3.18
TCT Stormwater and Sustainability	576	377	160	39	65.45	27.78
TCT Transport and Dev. Control	2 819	2 525	69	225	89.57	2.45
Urban Design (SPUD)	493	350	98	45	70.99	19.88
Water & Sanitation (Complex LUM Case)	278	199	57	22	71.58	20.50
Water Inspectorate - Building Plans	19	18	1		94.74	5.26
Water Pollution	24	22		2	91.67	
Water South Region (LUM Cases)	248	100	139	9	40.32	56.05
WCG	27					
<b>Overall Result</b>	<b>17 474</b>	<b>13 918</b>	<b>2 030</b>	<b>1 445</b>	<b>79.65</b>	<b>11.62</b>



# Quality of Submissions

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# Quality

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- The Quality of Applications continues to be a challenge across the City.
- As part of DAMS practitioners/owners have the ability to book a pre-consultation with City Officials.
- Development Management is also investigating software that allows for the team to perform some quality assurance. (Blue-Beam).





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Thank You

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