

Planning

Who has to submit building plans?

Everyone. Any new building and any alteration that adds on to or changes the structure of an existing building must go to the City's (Planning) Development Management department for approval. If you redecorate your kitchen or replaster your house, however, you don't need permission because you haven't moved any walls or altered the drainage system. When you submit a building plan for approval it's essential that you make sure that you have complied with the zoning regulations of the Town Planning Scheme.



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Where can I get an application form?

Go to www.joburg.org.za, click on Residents and then Building plans. Application forms can be downloaded from there. Alternatively, go to the building plan submission counters at Metrolink, 158 Loveday Street, Braamfontein, between 8am and 3pm.

How do I submit the plan?

Submit the completed forms, together with the building plans and supporting documentation at Metrolink, 158 Loveday Street, Braamfontein.

How much does it cost to submit an application?

Fees are calculated by the building control counter staff when you submit an application. A standardised set of tariffs apply when calculating the fee payable. Fees can be paid at the adjacent cashier, either by cash or by cheque. A tariff of charges can be viewed at www.joburg.org.za, click on Residents and then Building plans. Alternatively, ask the cashier.

Call Joburg Connect on 011 375 5555

What if I don't submit a plan?

If you've chosen to build without having the plans approved, a building inspector is entitled to enter your property and order construction to stop immediately. He could even obtain a court order for the structure to be demolished, at your expense, and you would be liable for legal costs as well. In serious cases, you could be fined or sent to prison.

What if no building inspector notices my illegal alterations?

They could come back to haunt you years later - when you try to sell the house and the prospective buyer asks to see approved plans.

How can I track my building plan application?

Either go to www.joburg.org.za, click on Residents and then Building plans, or call the relevant number (always have the erf number and township description to hand when making enquiries).

If your building plan been submitted to the Council, call 011 407 6217 or 011 407 6058.

For the status of a building plan application in the system, call 011 407 6217 or 011 407 6058.

To find out if your approved building plan is ready, call 011 407 6058 (Randburg / Soweto / Sandton) or 011 407 6217 (Roodepoort / South / Midrand).

If your plans require corrections prior to consideration for approval, call 011 407 6217 or 011 407 6058.

How can I get copies of existing approved building plans? Call the Records section Help Line on 011 407 6103 / 6034.

What does the Council need from me before it considers my plan?

A completed application form, signed by the owner of the property or his/her authorised representative (written proof of authorisation is required), together with a copy of the registered Title Deed. Where an application for approval is submitted by a company or an organisation, a letter must be provided by the organisation authorising one person to sign the application form.

A copy of the approved Site Development Plan is also needed, if this is required in terms of the zoning regulations that apply to the stand. A separate form also needs to be completed by a professional engineer or technologist registered with the Engineering Council of South Africa when structural work, such as reinforced concrete floor and roof slabs, and special reinforced foundations, are part of the proposed building. Different certificates or designs need to be submitted depending on the technical aspects of the plan. You should consult an architect or engineer in this regard. In the case of non-residential developments, a zoning certificate with a copy of the most recent Amendment Scheme must be supplied.

Contact us:

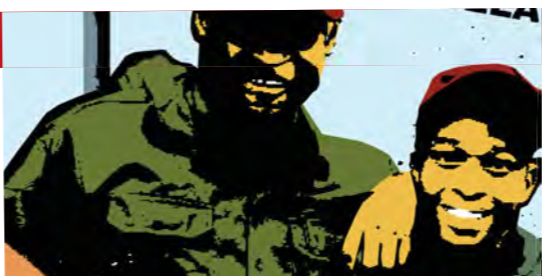
Joburg Connect - one number for all billing queries related to the City of Johannesburg

011 375 5555

- Fraud and Corruption Hotline ☎ 0800 002 587
- Emergency Connect – for life-threatening emergencies only ☎ 011 375 5911
- Fax proof of payment for reconnections to the Credit Management Unit ☎ 011 358 3408/9
- Tracking of building plan applications ☎ 011 407 6058 / 6217, or www.joburg.org.za, select the e-services option and follow the Building Plan Progress buttons
- Log on to receive your statement via email www.joburg.org.za, select the e-services option and click the Account By Email button
- Report change of postal address for statements ✉ statements@joburg.org.za or ☎ 011 381 9377
- Send proof of payment for account queries to ✉ cashcollections@joburg.org.za, ☎ 011 358 3044 / 3843 or deliver by hand to your nearest Customer Service Centre. ☎ 011 375 5555 to follow up after you've sent proof of payment
- For queries regarding the City's implementation of the National Credit Act, please ✉ nca@joburg.org.za

Contact details: City Buzz

Editor: Selma Lloyd, Revenue & Customer Relations Management Department. For queries contact us at ✉ citybuzz@joburg.org.za. To get your electronic copy of this and previous issues of City Buzz, log on to www.joburg.org.za, click on Residents, then City departments, then Revenue & Customer Relations Management, then Publications, and then Newsletters for customers.



a world class African city

CITY BUZZ



CUSTOMER NEWSLETTER FOR THE RESIDENTS OF THE CITY OF JOHANNESBURG

AUGUST / SEPTEMBER 2008

Contact us:

011 375 5555

or visit us at www.joburg.org.za



Questions you ask us most often

General Enquiries

What is eServices?

eServices is designed to make your life easier by providing online access to a range of services for both residents and businesses within the City, including

- access to your electricity and water statements online;
- receive your statement by e-mail;
- enter your meter readings online;
- log and query a problem online; and
- update your billing address online.

What's the difference between a street address and a stand number?

Street addresses are allocated sequentially along a street and are used for directions, deliveries, council services, etc. The street address includes the street number, the street name, the suburb, and a postal code. It'll also include unit numbers and complex names, where applicable. A stand number or an erf number is the legal property description as it appears on the title deed of a stand. These numbers are not necessarily in sequence, as new stand numbers are allocated to new subdivisions or consolidations. The legal property description includes the stand number and the township name.



Call Joburg Connect on 011 375 5555

My water/power has been cut off. How do I get reconnected?

Go to any Customer Service Centre to pay both the overdue account/s and the reconnection fee. Reconnection fees differ according to the type of disconnection.

Once you've paid, proof of payment must be faxed to **011 358 3192 / 3164**. It then takes up to 72 hours to be reconnected. You can follow the progress of your reconnection by calling Joburg Connect and choosing the option for Account and Billing enquiries, and quoting your payment reference number.

There are a large number of rats in my garden and I need to get rid of them. Who do I call?

You can call in a private pest extermination service, or you can ask the City to remove them for you, for which there is a charge. Call Joburg Connect and choose the option for all other City enquiries to book this service.

How do I request a copy of my tenant's statement?

Request a copy of the statement in writing and take it to your nearest Customer Service Centre to action.

Where's my nearest Customer Service Centre?

Either call Joburg Connect or go to www.joburg.org.za, click on Residents and then Map of regions to find out where your nearest Customer Service Centre is located.

There's a vacant area close to my home that people use to dump rubbish. How can I report this?

Dumping of waste in restricted areas is illegal and the City works hard to ensure these areas are cleaned and the dumping stopped. Please report illegal dumping to Joburg Connect and choose the option for all other City enquiries.

Grass has grown very high on a vacant stand in my street and is a potential hiding spot for criminals. Who can I call to have the grass cut?

This is the responsibility of City Parks. Please call Joburg Connect and choose the option for City Parks to report it.

My neighbours are too noisy. Who can I report this to?

You can contact your local police station, or call the Joburg Connect and choose the option for all other City enquiries.



City Parks

A tree on my pavement needs to be pruned / trimmed / cut / removed. What do I do?

Residents aren't allowed to prune, trim, cut or remove these trees. City Parks prunes trees on request from the lawful owner of the property, in terms of the brief from the City: trees will be cut away from your property line, pruned away from the street, low hanging branches feathered up, branches obstructing traffic signals and signs pruned, branches cut away from street lights, and branches pruned away from overhead electric cables. City Parks will only cut down trees that are dead, dying or have a disease. Trees in the way of building alterations will be removed at a cost to the owner of the property.

To request pruning or removal of a tree in front of your property, please call Joburg Connect and choose the option for all other City enquiries.

I want to book one of City Parks' facilities for an organised event/function. Can this be done?

Yes, City Parks hires out their facilities for public and private events or functions. To make a booking and apply for permission to use these facilities, please contact City Parks' Events Hiring division on **011 716 6600**.

I want to buy/lease an undeveloped or developed park on a permanent basis. Who is responsible for arranging this?

Properties belonging to the City, including developed and undeveloped parks, are administered by the City's property management company. Please contact the Johannesburg Property Company on **011 339 2700**.

How do I arrange for the long grass on my pavement to be cut?

City Parks maintains unconstructed (not paved or tarred) sidewalks of main arterial roads in the City, but it isn't responsible for cutting grass along provincial or national roads. To request grass cutting on sidewalks of main arterial roads or intersections where long grass poses a danger to vehicle traffic, please call Joburg Connect and choose the option for all other City enquiries.

An open space in my area needs to be cleaned / grass needs to be cut. How do I arrange this?

City Parks is responsible for maintaining and cutting grass in public open spaces (developed or undeveloped parks). Vacant stands and other municipal land are maintained by the various Regional Environmental Health Departments. To log a call for grass cutting of public open spaces, please call Joburg Connect and choose the option for all other City enquiries.

A park in my suburb needs to be upgraded / maintained. Who do I talk to about this?

City Parks is responsible for maintaining developed parks in the City – grass cutting, cleaning, repairing of fences, playground equipment, etc. Requests for upgrading of parks, e.g. fencing of a park, is dependent on the availability of budget. City Parks welcomes partnerships with communities and businesses to fund such projects. To request maintenance of a park, please call Joburg Connect and choose the option for all other City enquiries. For requests to upgrade a park, please contact City Parks' Head Office on **011 712 6600**.

A tree fell onto my car/house/boundary wall. The tree was removed by City Parks but I want to claim for damages.

City Parks is covered by insurance to deal with damage caused by public trees. As is the case with all insurance claims, there's a process to be followed that includes incident reports, investigation by assessors, etc. To lodge a claim, please contact City Parks' Assurance Services Department on **011 712 6600**. They will explain the process and supply the necessary documentation.

The process is the same for car damage due to City Parks activities.

I want to develop/upgrade a park in partnership with City Parks. What is the process for this?

City Parks welcomes partnerships with individuals, communities or businesses. Please contact City Parks' New Business Development Division on **011 712 6600** to discuss it further.

Call Joburg Connect on 011 375 5555

My bin was stolen! Can you replace it for me?

To organise for a stolen bin to be replaced, please call Joburg Connect with your municipal account number and an Affidavit or case number from the police, reporting the theft. Thereafter please fax all these details to **011 712 5322**.

I need permanent rubbish containers to be placed at my business; who do I call to organise this?

Call Joburg Connect to log a request, and a sales consultant will contact you and verify the type of container needed. You'll then sign a contract and the depot will deliver your container.

I need a new / additional rubbish bin. How do I apply for this?

For a new / additional 240 litre bin to be delivered to your property, please call Joburg Connect with your municipal account number. All requests for such bins will be escalated to the relevant depot for your specific area. Once the depot receives the instruction, your bin will be delivered.

The cost of your new bin will be added to your next refuse account.



Pikitup

My rubbish bin has been damaged and needs to be replaced; how do I organise this?

For damaged bins to be replaced, please call Joburg Connect. However, a damaged bin will only be replaced free of charge if it was damaged during collection of refuse. If it was damaged in any other way, such as by hot ash, it'll be your responsibility to pay for the replacement.

My rubbish hasn't been collected; how can I report this?

Please call Joburg Connect to log a complaint. The complaint will then be transferred to the relevant depot for the refuse to be collected.

What do I do if my power goes off?

It's important to establish if the power has gone off because of a loss of supply from City Power's network, or the tripping of your own circuit breaker(s) within your premises. If the entire building or house has lost power, check your own distribution board to see if any circuit breakers have tripped. If no circuit breakers are in the off (down) position, check to see if any of your neighbours still have power. If the power seems to be the loss of supply from City Power, call Joburg Connect and report the interruption. Remember, if it's established that the power loss is due to a fault on your side, a call-out charge will be levied.

Can I receive my statement electronically?

Yes, if you receive your statement from City Power simply go to www.citypower.co.za and register to receive your statement online. Click Electronic Bill View Accounts Online and follow the prompts to register. If you receive your statement from the City of Johannesburg, go to www.joburg.org.za and click on Account by email and follow the prompts to register. You'll receive your electronic statement a few days earlier than your posted statement.



There is a City Power vehicle which parks in the street near my house – who can I contact to confirm its purpose?

Please call the security hotline number on **0800 003 251** or e-mail them at citypower@tip-off.com

City Power

My electricity bill was the same for months, and then it suddenly went up. Why would this happen?

Each month a Council meter reader will visit your house to read the meter. The meter should be positioned in a place easily accessible to the meter reader. If no one is home and the meter reader can't gain access, he'll give you an "estimate" based on the average previous usage. When the Council does get to read your meter, one of two things will happen: you'll have used more electricity than estimated, and you'll receive a higher bill than before, covering what was owed in the previous months; or you'll have used less electricity than estimated, and the Council will "credit" your next account.

How do I find out when my meter is due to be read?

Go to City Power's website at www.citypower.co.za and under Customer Service Information click on Meter Reading Schedule. Schedules are then downloadable by region. Simply click on your region and look for your suburb within the listing.

Does City Power have a separate load shedding schedule from Eskom?

Yes, City Power's own schedule is posted on their website at www.citypower.co.za. Click on the Notice Board under View City Power Load Shedding Schedule, then Load Shedding Plan, and then click on the letter corresponding to the first letter of the name of your suburb.

Joburg Water

How do you calculate the charge for my monthly water consumption?

Businesses are charged a flat rate applied to the number of kiloliters consumed. Residential properties are subject to a sliding scale applied to the volume of water consumed, which determines the amount due.

If I'm unable to settle the outstanding balance on my water account, can I make an arrangement to settle it over time?

For all accounts starting with 44, you can make an arrangement to settle the arrears amount over a mutually agreed period by visiting Joburg Water at 17 Harrison Street, Marshalltown, Johannesburg. For all water accounts not starting with 44, go to the City's Customer Service Centre at Thuso House, 61 Jorissen Street, Braamfontein, to make an arrangement.

Can I have a prepaid water meter installed?

Only residents of Soweto, Cosmo City and Lehae can currently apply for a prepaid water meter. If you're in any of these areas, a door-to-door campaign will be conducted in which a representative from Joburg Water will request that the household account holder sign a level of service agreement. You'll need to provide a copy of your ID and account statement for the agreement. If no one has visited you yet, please go to Johannesburg Water at 1 Caledula Drive, Klipspruit West to schedule a time for the representative to meet with you.



Who qualifies for free water each month?

Only customers registered on the Municipal Services Subsidy (MSS) can qualify to receive the 10 000 free litres of water and sanitation per month. To register, please go to your nearest Customer Service Centre and request an application form. All other customers who have prepaid water meters will receive an additional 4 000 litres of emergency water per annum.

I'm moving house and want to finalise my water account - how do I do this?

To close your water account and request your deposit be refunded, you must complete a Cancellation of Consumer Agreement form, with either the City or Joburg Water, depending on whom your account is with. If you're a Joburg Water customer (accounts starting with 44), you can go to Joburg Water at 17 Harrison Street, Marshalltown, Johannesburg, or any Customer Service Centre. If you're a City of Johannesburg customer (account not starting with 44), you can go to the Customer Service Centre at Thuso House, 61 Jorissen Street, Braamfontein, or any Customer Service Centre.

I've just bought a property. Must I have my own water account with Joburg Water, or can I inherit the previous owner's account?

Each customer must have their own water account. You can't inherit an existing water account from a previous owner or tenant of a property. To create a new water account, go to Joburg Water at 17 Harrison Street, Marshalltown, Johannesburg. Alternatively, go to the City's Customer Service Centre at Thuso House, 61 Jorissen Street, Braamfontein and ask to open a new account.