CITY OF CAPE TOWN
ISIXEKO SASEKAPA
STAD KAAPSTAD

DEVELOPMENT APPLICATION MANAGEMENT SYSTEM (DAMS)

GUIDELINES

Development Management Department

August 2019

Making progress possible. Together.

Contents

REGISTER FOR E-SERVICES

From 1 July 2019, land use and building plan applications submitted to Development Management may only be submitted via the City's e-Services portal.

How do I Register?

- Log onto the CCT Website: www.capetown.gov.za.
- Go to City Connect
- Go to e-Services – then click on 'Register here'
- Complete all required information, including:
  - ID/ passport number
  - Your unique email address
- Create your username.

What happens now?
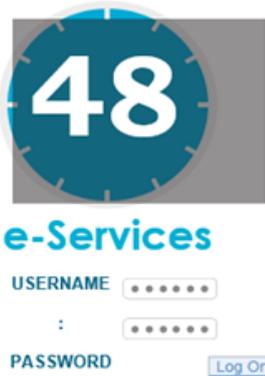
- An email, including a temporary password, will be sent to you within 48 hours.
- Log in with the username you created and the temporary password provided.
- Change the temporary password to one of your choice.
- Complete the questionnaire and upload your ID documentation.
- Confirmation of registration will be sent to you by email

Almost done!

- Activate "Development Management"
- Within ±5 hours your profile will be activated and you will be able to submit Building Plans and Land Use Management Applications via e-Services
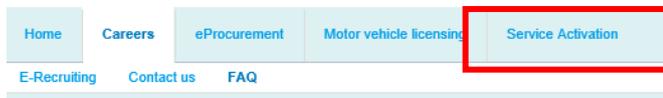
No access to a computer?

Facilities will be made available at each district office for use and officials will be available to assist where necessary.

www.capetown.gov.za/eservices

IMPORTANT TIPS TO REMEMBER

Register now for e-Services

- To submit a building plan or land use application you must be registered with e-Services and the Development Management option must be activated.

- Use the latest versions of Internet Explorer (11 or later), Chrome (version 49 or later), Firefox (49 or later) or Safari (9 or later).

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E-Recruiting	Contact us	FAQ		

- Once you have logged into e-Services, click on Service Activation to activate the Development Management option and fill in all the necessary details.

✱ Mandatory information

- Fields marked with a * are mandatory.

SAVE YOUR

- Remember to save your application as a draft at any time during submission.

- Document uploads must not exceed 50mb.

- For both application types where additional details are required, the person whose details were provided in Step 5 of the process is the only person who will be eligible to apply for a refund, if necessary.

- Be patient when clicking to submit your application, it can take anything from 30 seconds to 2 minutes to upload your documentation. Double-clicking may cause an error.

- No access to a computer? Remember facilities are available at each district office

www.capetown.gov.za/eservices

REGISTRATION AS AN ORGANISATION

- A company should register for a company business partner number and each member who will transact, registers as a separate business partner.
- Complete the organisations online registration form.
- Create a profile using;
  - a valid business email address
  - a letter of authorisation giving you permission to create an e-Services profile for your organisation
  - your business partner number
  - Your South African ID, or passport if you are a foreign national.

Scan here for more information and access to the forms required below.

Depending on the organisation type, you will need to provide;

- A registration certificate for Section 21 (non-profit) companies, Public companies, Incorporation (professionals), Co-operative, State-Owned companies, or External companies.
- A founding statement or amended founding statement for a Close Corporation
- A Trust as Trustee for all Members form for a company that is a Trust
- An identifying document of the person acting on behalf of the group for Sectional Titles of Body Corporates.
- A partnership form if the company is a Partnership.

REGISTRATION AS AN INDIVIDUAL

- A business partner number is your reference or identification number with the City of Cape Town. As a property owner you will find your business partner number on your municipal account statement.
  - Create a profile using:
  - your South African ID number and
  - contact information
  - (an email address unique to you).
  - Activate the service required, in this case:
  - Development Management

Register and benefit

By registering on e-Services you can also;

- Activate municipal services to access your municipal invoice and statement history online
- purchase prepaid electricity
- renew your motor vehicle license
- object to your property valuation; and more.

HOW TO SUBMIT A BUILDING PLAN THROUGH E-SERVICES

Step 1: Basic details

- Select Application Type (Building Plan Application/Permit)
- Select Category (Residential/Other)

Step 2: Applicant details

- Check pre-populated details as provided during registration
- Provide an email address and mobile number

Step 3: Property selection

- Identify property using either the Erf number, street address or parcel number (a parcel number is a unique property identifier)
- Click to add property (only one property can be selected, additional properties

Step 4: Owner selection

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

Step 5: Professional person search

- Capture professional person by searching either professional number, Business partner number, ID number or name and surname

Step 6: Additional details

- Complete additional details (as per the application form such as; who is responsible for payment, work area in m sq., etc.)

Step 7: Review application

- An application summary is prepared for the case file.
- No action is required, click next to proceed

Step 8: Documents

- To proceed to submission upload, all required documentation as determined per application type document size not to exceed 50mb

Step 9: Submission

- Application is now ready for submission
- Click to submit. Please be patient as your document uploads it may take a few minutes. Repeated clicking at this point may cause system errors.
- Indicate whether a pre-application consultation is required.
- The application will proceed for consultation or review depending on selection.

BUILDING PLAN SUBMISSION PORTAL STATUS DESCRIPTIONS

Know the status of your building plan application
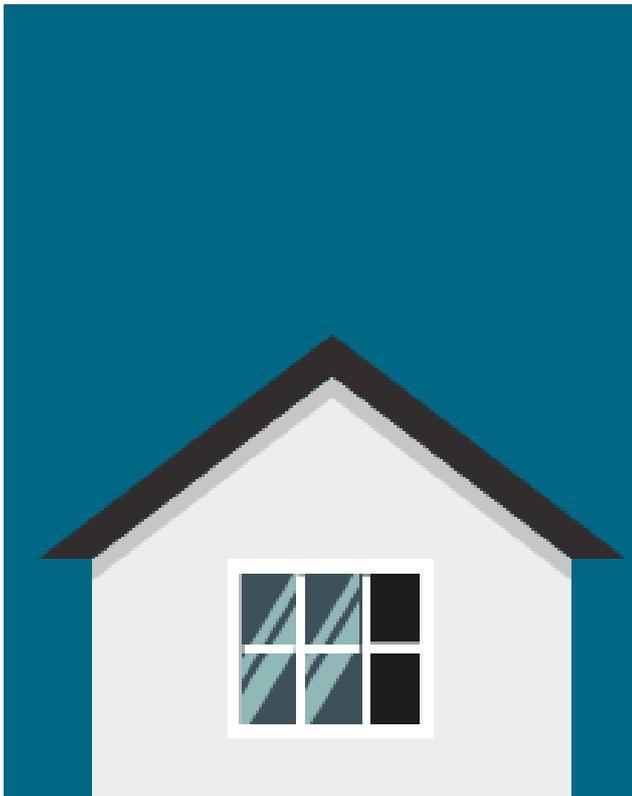
Draft Application
The application is in draft status- it has not yet officially been submitted to the department for review.

Proposed Submission
The application has officially been submitted and requires document verification to proceed to the next step.

Proposed submission incomplete
The application is incomplete or additional documents are required.

An incomplete submission letter will be generated for viewing on the portal.

You will be required to provide outstanding documentation to complete the application process.
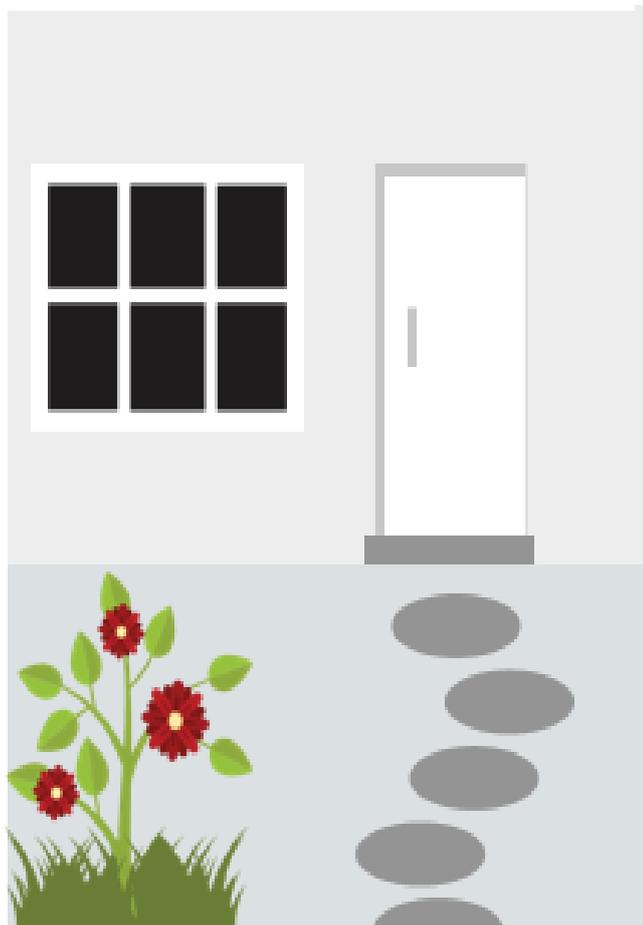
Departmental Clearance
The application has been referred to land use for clearance. To ensure any land use requirements are met.

Not cleared
The application does not meet land use requirements or additional information is required.

The applicant must provide or meet the land use requirements and refer back to land use for clearance.

Application Verification complete
Land use clearance is provided, the relevant fees are calculated and a proforma invoice issued for payment.

Once payment is received the application is circulated for processing.

HOW TO SUBMIT A LAND USE APPLICATION THROUGH E-SERVICES

Step 1: Basic details

- Select Application Type (rezoning, subdivision, consolidation of land, etc.)
- Multiple selections allowed for a multiple application types

Step 2: Applicant details

- " Application on behalf of" to be completed (as a person in private practice/myself as owner)
- Complete email address, mobile number and preferred communication method

Step 3: Property selection

- Identify property using either the address or Erf details
- Click add to select the property

Step 4: Owner selection

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

Step 5: Additional details

- Complete additional details (as per the application form such as; administrative
- penalties, title deed number, approximate age of existing buildings, etc.)

Step 6: Review application

- An application summary is prepared for the case file.
- No action is required, click next to proceed to Step 7

Step 7: Documents

- To proceed to submission, upload all required documentation as determined by application type
- document size not to exceed 50mb

Step 8: Submission

- Application is now ready for submission
- Click to submit. Please be patient as your document uploads it may take a few minutes. Repeated clicking at this point may cause system errors. Indicate whether a pre-application consultation is required.
- The application will proceed for consultation or review depending on selection.

LAND USE SUBMISSION PORTAL STATUS DESCRIPTIONS

Know the status of your land use application
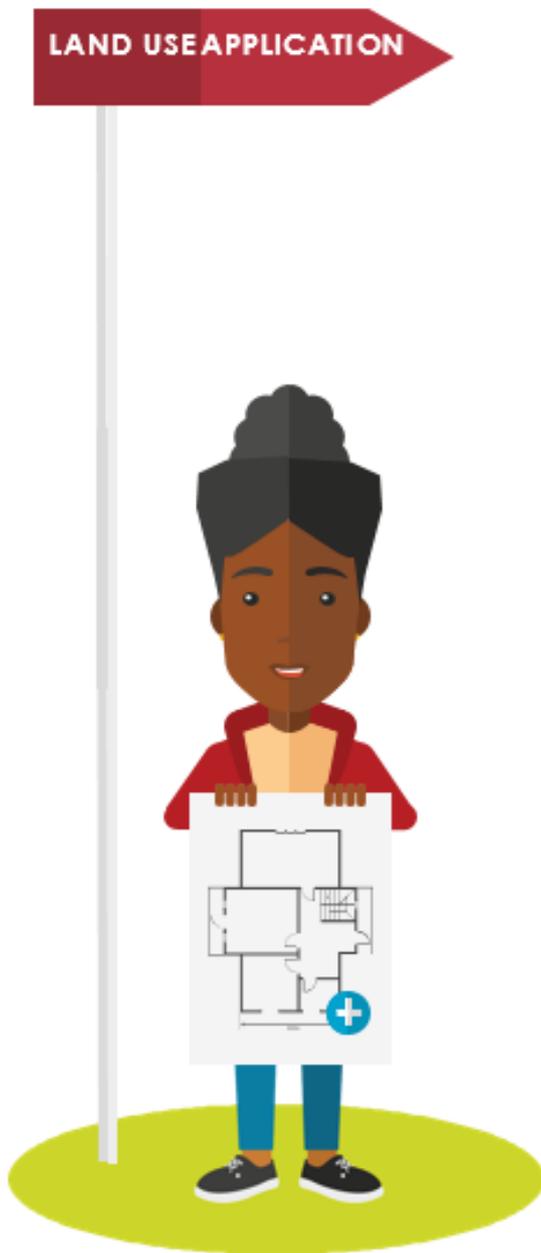
Draft Application
The application is in draft status – it has not yet officially been submitted to the department for review.

Proposed Submission
The application has officially been submitted and requires document verification to proceed to the next step.

Proposed submission incomplete
The application is incomplete or additional documents are required.

- An incomplete submission letter will be generated for viewing on the portal.

- You will be required to provide outstanding documentation.

Document Verification Complete
All supporting documents have been submitted and application is ready for further processing.

Awaiting Payment
An invoice has been generated for payment. Please note, EFT payment reflects within 24 hours.

Payment Received
Payment is verified and the application is allocated to a case officer for further processing.

Once payment is received the application is circulated for processing.