

## **TOWN PLANNING: STANDARD OPERATING PROCEDURE DURING COVID 19**

The declaration of a National State of Disaster on 15 March 2020, the Nation-wide lockdown period stretching from 27 March 2020 to 30 April 2020, and the amended Regulations issued on 29 April 2020 as well as subsequent regulations issued for Level 3 refers.

As per abovementioned regulations and to minimize the risk of exposure, it was decided that the officials will return to work, but on a rotational basis.

### **METHODS OF COMMUNICATION:**

- No public or consultants will be allowed in the offices.
- All communication must be via email or telephonically.
- Pre – application meetings (if requested) must preferably be via email or alternatively electronic platforms (Microsoft Teams or Zoom).

### **ENQUIRIES:**

- For **General Enquiries** please email [planning@bvm.gov.za](mailto:planning@bvm.gov.za)
- For **pre – application meetings** please email Pieter Hartzenberg [Pieter2@bvm.gov.za](mailto:Pieter2@bvm.gov.za) and
- For enquiries regarding the **submission of new applications** please email Carisa Pieters [cpieters@bvm.gov.za](mailto:cpieters@bvm.gov.za)
- For **applications currently in process** please email Lolo Gayiya [ngayiya@bvm.gov.za](mailto:ngayiya@bvm.gov.za) (urban applications) or Karen Fouche [kfouche@bvm.gov.za](mailto:kfouche@bvm.gov.za) (Rural applications).
- For **zoning certificates** please email Carisa Pieters [cpieters@bvm.gov.za](mailto:cpieters@bvm.gov.za)
- For enquiries regarding **appeal applications** please email Pieter Hartzenberg [pieter2@bvm.gov.za](mailto:pieter2@bvm.gov.za)
- For all GIS enquiries please contact Adam Steer [asteer@bvm.gov.za](mailto:asteer@bvm.gov.za) or Sinekhaya Maliwa [smaliwa@bvm.gov.za](mailto:smaliwa@bvm.gov.za)

### **SUBMISSION OF APPLICATIONS**

- A Planning application box will be available at the Main Entrance to the Municipal Building for submission of applications. Security must sign for receipt of the application.
- Applications can also be submitted electronically and in a format as required by the Municipality. Two hard copies of the application must be sent via courier to our offices. For attention: Senior Manager: Municipal Planning and Building Control, Mr. P Hartzenberg, Private Bag X3046, Worcester 6849.
- Application fees must preferably be paid via EFT or a planner will contact the applicant to arrange payment. Please note that the application will only be processed once proof of payment is received.

### **PROCESSING OF APPLICATIONS**

- All applications will be processed as normal as per the BVM Land use Planning By-law.
- The applicant will be notified via email/ sms that the application is complete and in process.
- The application will be circulated via email to all relevant provincial / municipal departments as well as other interested and affected parties.



- Where required, extension will be given for public comment if the commenting period ended within the lockdown period. Applicants will be notified of extension.
- For new applications, alternative methods for public participation will be used during this period i.e. email, notices to be hand delivered by the applicant to the neighbouring owners, municipal website, site notice.
- The applicant will be responsible to provide the municipality with the contact details of the direct neighbouring owners and will receive and instruction for the public participation process to follow.
- Advertisements will still be placed in the Worcester Standard.

### **TRIBUNALS AND APPEAL MEETINGS**

- Tribunal and Appeal meetings will operate as normal but meetings will be held via electronic platforms.

### **DECISION LETTERS**

- Since decision letters cannot be sent via registered mail, it will be sent via email.
- The Appeal period is calculated from date of the letter.

