

## **Notice: Lodging Complaints, Concerns & Queries**

Dear professionals, owners & competent persons

### **1. Service Requests**

The Building Control Department receives many telephone calls, visits and emails from members of the public who wish to log a complaint or concern with regard to building works. To this end, the Municipality makes use of a centralised system to log a Service Request.

Once a service request is logged, it can be allocated to the correct department/person for action, and feedback will be sent via SMS, email or telephonically.

Please send emails to:     admin@mosselbay.gov.za  
Telephone:                 044 606 5000  
or SMS:                     44802

### **2. Action & follow up**

Once a service request has been allocated, the relevant responsible person will consider the matter: A site inspection may be conducted, records checked, owner(s) contacted, etc. Please note that every issue is unique and must be evaluated on its specific merits, and where relevant other departments may be contacted, which does affect the response time.

*As such, some requests may take longer to resolve than others, though you can be assured that action will be taken accordingly.*

Where the complaint is found valid & in violation of the National Building Regulations, a Notice can be issued by the Building Inspectorate, and a follow-up date set, as per legal guidelines. Only after this time-period has lapsed, can further action be taken. If the activity has ceased or corrective measures has been taken, the issue will be considered finalised and feedback provided to the initiator. If, however, the activity/issue persists, the matter will be logged and handed over to our Legal Department.

### **3. Legal Action**

Where someone makes themselves guilty of an offence, fines can be issued and the Legal Department may take the issue to the Municipal Court. In more serious cases it may also be referred to the Magistrates Court.

### **4. Delegated tasks & responsibilities**

Complaints/concerns that can be marked for the attention of Building Control:

- Illegal building work
- Buildings for which there are no approved plans
- Structures that exceed erf boundaries

- Buildings being used for another purpose than what it was intended
- Not building according to the approved plan
- Illegal demolition of structures
- The absence of pool safety
- Unsafe site conditions/structures
- Building rubble (on private property)
- No sanitary facility available on site
- Construction work ceased for longer than 3 months
- Illegal occupation of a building

Complaints/concerns that can be marked for the attention Town Planning:

- Height restrictions
- Building lines
- Land use
- Coverage
- Zoning information

Complaints/concerns that can be marked for the attention Environmental Department:

- Works or damage to dunes/sensitive areas
- Greenbelts
- Removal of or damage to protected species

## 5. Queries

For general queries relating to building plan applications, please contact the Plans Examiners:

Annette Matthee:	044 606 5249	<a href="mailto:amatthee@mosselbay.gov.za">amatthee@mosselbay.gov.za</a>
Bertie Supra :	044 606 5248	<a href="mailto:bsupra@mosselbay.gov.za">bsupra@mosselbay.gov.za</a>
or supervisor, Hans Viljoen:	044 606 5230	<a href="mailto:jviljoen@mosselbay.gov.za">jviljoen@mosselbay.gov.za</a>

### Frequently asked questions:

1. Pools, Wendy houses (up to 10m<sup>2</sup>), car/shade ports (up to 40m<sup>2</sup>) and boundary walls (up to 1,8m in height), etc. require a Minor works application:
  - ✓ Site plan on A3 indicating proposed structure in red with dimensions & position
  - ✓ In the case of a boundary wall, please ask for a copy of the generic template to be completed
2. No structure may exceed the building line without an approved relaxation – including minor works
3. No structure or any part thereof may exceed the erf boundary under any circumstances

## Conclusion

Please note that the National Building Regulations are applicable to all areas and to all building works and will be implemented as such.

Though Building Control does everything in their power to prevent illegal building work, we ask for the co-operation of the public in reporting illegal works or concerns. Together we can achieve greater efficiency.