

Penalty Property Rates tariff: Unauthorised usage



If as a member of the public you notice any by-law violations listed below, you can anonymously lodge a complaint with the City:

- Operating a full-time panel-beating business in a residential area
- Constructing back rooms without City approval
- Running spaza shops without City approval
- Building without City approval
- Operating a liquor establishment without City approval
- Running a church on residential property

Contact the Planning Law Enforcement Department via phone, or download and complete the complaint form on the City's website on www.joburg.org.za

Upon receiving a complaint, the City will conduct a preliminary investigation and issue a notice to the **offender**, giving them 30 days to comply:

- An official warning, will be sent to the offender to request to stop the unauthorise use. The usual period given for compliance is 30 days.

Disclaimer: "the period of the notice is determined by the nature of the contravention, if the contravention is detrimental to the area, the notice period could even be 7 days or 14 days"

- After the notice period ends, a law enforcement officer will revisit the site. If the unauthorised use has stopped, the case will be closed.
- If the unauthorised use continues, an assessment will be conducted to determine if there is a prima facie case. If so, the matter will be referred to the Council's attorney for further action.

For more details, you can contact Planning Law Enforcement regionally:

| Region | Name & surname | Cell number | Email address |
|--------|-------------------------|--------------|--|
| A | Mr Matsoku, Simon Matji | 067 003 2177 | MatsokuM@joburg.org.za |
| B | Mr Joseph Geduld | 082 824 0671 | JosephG@joburg.org.za |
| C | Mrs Keabetswe Jacobs | 065 885 2991 | KeabetsweD@joburg.org.za |
| D | Mrs Lesego Mogase | 082 318 2321 | LesegoM@joburg.org.za |
| E | Mr James Rammala | 082 824 0697 | JamesRam@joburg.org.za |
| F | Mr Owen Mda | 082 824 0693 | OwenM@joburg.org.za |
| G | Mr Mack Ndevu | 082 559 3740 | MackN@joburg.org.za |

The City enforces a penalty tariff for unauthorised property use once the matter is referred to the Council's attorney for legal action. This tariff applies to properties used in ways not permitted by the town planning scheme, without local authority approval, and in violation of the National Building Regulations and Standards Act 103 of 1977.

Starting from 1 July 2024, the penalty tariff ratio increased from 1:6 to 1:12, making it twelve times higher than the residential tariff. This increase aims to discourage unauthorised property use.