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# Best Town Planners in Johannesburg

## How to Choose the Right One

What to check, what to ask and what to avoid before appointing a town planner in Johannesburg, with the law and the City's own procedures as the yardstick.



# Contents

## Understanding

|    |                                      |   |
|----|--------------------------------------|---|
| 01 | What a town planner does .....       | 3 |
| 02 | When you need one .....              | 4 |
| 03 | Johannesburg's planning system ..... | 5 |

## Choosing

|    |                            |    |
|----|----------------------------|----|
| 04 | How to choose.....         | 6  |
| 05 | Questions to ask.....      | 8  |
| 06 | Warning signs.....         | 9  |
| 07 | Costs and timeframes ..... | 10 |

## Working together

|    |                                  |    |
|----|----------------------------------|----|
| 08 | How an engagement works .....    | 11 |
| 09 | How Glensburg measures up.....   | 12 |
| 10 | Frequently asked questions ..... | 13 |

### About this guide

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**Town planners, in one paragraph**

A **town planner** obtains, protects and advises on the legal rights to use and develop land. In Johannesburg that means preparing applications under the City's Municipal Planning By-law and Land Use Scheme, answering objections, and representing owners before the Municipal Planning Tribunal. A poorly prepared application can cost months.

The search for the best town planners in Johannesburg usually starts with a deadline: a sale that hinges on a zoning certificate, a contravention notice, or a development that needs more rights than the property has. This guide sets out what to check, what to ask and what to avoid, using the law and the City's own procedures as the yardstick. It is published by Glensburg Town Planners. We explain openly how we measure up against the same criteria, and we do not name, rank or compare other practitioners.

**Key takeaways**

- ✓ Check the person, not the firm. SACPLAN registers individual planners, and you can verify a registration certificate online.
- ✓ Insist on a written appointment covering scope, fees, payment stages and termination. SACPLAN's Code of Conduct requires one.
- ✓ No planner can guarantee approval. The decision belongs to the City's authorised official or its Municipal Planning Tribunal.
- ✓ Timeframes are shaped by fixed statutory windows, such as the 28-day objection period, and by City processing times that vary.
- ✓ A good planner tells you when an application is unlikely to succeed, before you spend money on it.

**01****What does a town planner do in Johannesburg?**

A town planner works out what a property may lawfully be used for and built to, and what it would take to change that. They then prepare, lodge and steer the application through the City of Johannesburg's process, including public notice, objections and, where an application is opposed, a hearing before the Municipal Planning Tribunal.<sup>1</sup>

In practice the work falls into four roles:

- **Advice and due diligence:** reading the zoning certificate, title deed conditions and approved building plans before you buy, build or lend.

- **Applications:** preparing the motivation memorandum, plans and forms, and managing the statutory advertising.
- **Objections and hearings:** answering objections and presenting the case at the Tribunal.
- **Appeals and enforcement:** appeals against decisions, and responses to contravention notices.

### The applications a town planner handles

- |                                     |                                            |
|-------------------------------------|--------------------------------------------|
| ■ Rezoning                          | ■ Departures and permissions               |
| ■ Subdivision and consolidation     | ■ Building line relaxation                 |
| ■ Township establishment            | ■ Removal of restrictive title conditions  |
| ■ Agricultural land subdivision     | ■ Contravention notices and regularisation |
| ■ Excision of agricultural holdings | ■ Tribunal representation and appeals      |
| ■ Consent use                       | ■ Planning due diligence                   |

For how each application is prepared and lodged, see our page on [town planning applications in Johannesburg](#).

## 02

### When do you need a town planner?

You need a town planner when the use you want, the building you plan or the property you are buying does not match the rights recorded for that erf. You also need one when someone else's application or a municipal notice affects you. Early advice is usually cheaper than fixing a problem after money has been committed.

- **Buyers and investors:** before signing, when the intended use, such as offices, student accommodation, a guest house or a crèche, differs from the zoning, or when additions do not appear on the approved plans.
- **Owners:** adding units, subdividing, running a business from home, building over a building line, or facing a title deed condition that blocks your plans.
- **Developers:** densifying well-located land, establishing a township, or coordinating engineering services contributions.
- **Body corporates:** converting an existing building to sectional title, changing the use of common property, or responding to a neighbouring application.
- **Neighbours:** an application notice has gone up next door. Objections must be lodged, with reasons, within 28 days.<sup>2</sup>
- **Conveyancers:** zoning or contravention questions that are holding up a transfer.

## 03

## How does Johannesburg's planning system work?

National law sets the principles, the City's by-law sets the procedures, and the Land Use Scheme sets each property's rights. Unopposed applications are generally decided by an authorised official, and opposed ones by the Municipal Planning Tribunal. The City's Spatial Development Framework shows where it wants growth, which shapes how an application should be argued.

- **SPLUMA (Act 16 of 2013).** Section 7 sets five development principles that apply to every planning decision: spatial justice, spatial sustainability, efficiency, spatial resilience and good administration.<sup>3</sup>
- **Municipal Planning By-law, 2016, as amended in 2023.** Published as Local Authority Notice 447 of 2024 in the Gauteng Provincial Gazette of 3 April 2024, it sets application procedures, notice, objections, decision-makers, appeals and enforcement.<sup>1</sup>
- **City of Johannesburg Land Use Scheme, 2018.** It sets each erf's zoning, permitted uses and development controls such as height, coverage and density.
- **Decision-makers.** The Municipal Planning Tribunal decides opposed applications. Its members are City officials and, where the City appoints them, outside experts; councillors may not serve on it.<sup>4</sup>
- **Policy.** The Spatial Development Framework 2040 (2024 review) incorporates the Nodal Review Policy, which identifies the zones where the City supports higher-density, mixed-use development.<sup>5</sup>
- **Administration.** Applications are handled by the City's Department of Development Planning.

### How do I get a zoning certificate in Johannesburg?

Request one per erf from the City's Corporate Geo-Informatics (CGIS) e-Property Information Services, using a valid erf number or street address.<sup>6</sup> The fee is small and is reviewed every 1 July. The certificate summarises the zoning and development controls. Before you buy, compare it with the approved building plans.

### The statutory windows behind every timeline

The by-law allows 28 days for objections after notice, 28 days to ask for the reasons for a decision, with the reasons due within 14 days, and 28 days to lodge an appeal.<sup>7</sup> City processing times sit around these fixed periods and vary with workload.

### Contraventions

Using land or buildings in conflict with the scheme is an offence. The City may serve a contravention notice setting a period within which to comply, and failing to comply is a further offence. Lodging an application does not, by itself, allow an unlawful use to continue.<sup>8</sup>

**Table 1. Where Johannesburg's suburbs fall: all within the City of Johannesburg**

| Area                                      | Administrative region |
|-------------------------------------------|-----------------------|
| Midrand, Fourways, Sunninghill, Diepsloot | Region A              |
| Randburg, Rosebank, Northcliff            | Region B              |
| Roodepoort, Florida                       | Region C              |
| Soweto                                    | Region D              |
| Sandton, Alexandra                        | Region E              |
| Inner City                                | Region F              |
| Ennerdale, Orange Farm, Lenasia           | Region G              |

Regional and ward boundaries change. Confirm your erf's position on the City's [current map of regions](#).

Source: City of Johannesburg, Map of Regions.

## 04

# How do you choose the best town planners in Johannesburg?

The best town planners in Johannesburg earn that description with evidence you can check: individual registration, Johannesburg-specific knowledge, how they build an argument, how they handle objections and hearings, and whether they put scope and fees in writing.<sup>9,10</sup> A planner worth appointing will also tell you plainly when an application is unlikely to succeed.

## Six checks before you appoint a town planner in Johannesburg

Evidence you can verify, not promises

### 01 Registration

The lead planner is registered with SACPLAN. Verify the certificate online.

### 02 Local knowledge

Fluent in Johannesburg's by-law, Land Use Scheme and Spatial Development Framework.

### 03 The argument

Motivations argue the SPLUMA section 7 principles and City policy.

### 04 Objections and hearings

Likely objections answered in advance, and Tribunal representation offered.

### 05 Written terms

Scope, fees, payment stages and termination agreed in writing.

### 06 Candour

Tells you plainly when an application is unlikely to succeed.

Sources: SACPLAN Code of Conduct; City of Johannesburg Municipal Planning By-law. Glensburg Town Planners

**Figure 1.** Six checks to make before you appoint a town planner. The table below sets out what good looks like and how to check each one.

**Table 2. What to look for in a town planner**

| Criterion                              | What good looks like                                                                                                  | How to check                                                                            |
|----------------------------------------|-----------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------|
| <b>Registration</b>                    | The lead planner is a registered Professional Planner (Pr. Pln) or Technical Planner (Tch. Pln), working within scope | Use SACPLAN's Verify Registration Certificate page with the certificate's unique number |
| <b>City of Johannesburg experience</b> | Works fluently with the by-law, the 2018 Land Use Scheme and the Spatial Development Framework                        | Ask which region your erf falls in and which policy zone applies                        |
| <b>Approach to motivations</b>         | Argues the SPLUMA section 7 principles and City policy, not only compliance with the by-law                           | Ask to see a redacted motivation or published writing                                   |
| <b>Objection strategy</b>              | Identifies likely objections, such as traffic, parking, character and services, and answers them in the motivation    | Ask what objections they expect on your site                                            |
| <b>Tribunal representation</b>         | Presents at Municipal Planning Tribunal hearings and supports appeals                                                 | Ask who will appear at a hearing and how it is priced                                   |
| <b>Timeframes and fees</b>             | Gives ranges, explains the statutory windows, and itemises fees and disbursements                                     | Compare the quote with the cost components set out below                                |
| <b>Written appointment</b>             | A letter setting out scope, responsibilities, fee, payment stages, termination and dispute resolution                 | Required by clause 3(4)(a) of SACPLAN's Code of Conduct                                 |
| <b>Coordination</b>                    | Briefs engineers, traffic and heritage specialists, land surveyors and conveyancers                                   | Ask who does what, and who appoints them                                                |
| <b>Communication</b>                   | Stated response times and a named point of contact                                                                    | Ask for both in writing                                                                 |
| <b>Candour</b>                         | Will advise against an application that is unlikely to succeed                                                        | Ask: "What would make you advise me not to apply?"                                      |

Source: Planning Profession Act 36 of 2002; SACPLAN Rules and Code of Conduct (General Notice 1230 of 2013).

## 05

# What should you ask a town planner before appointing them?

Ask questions that test registration, method and accountability rather than salesmanship. The answers should be specific to your erf and consistent with the by-law's procedures. A planner who answers vaguely, or promises an outcome, has already told you something important.

1. Who will lead and sign my application, and what is their SACPLAN registration category?
2. What does the zoning certificate allow on my erf, and what exactly needs to change?
3. Which zone of the City's Spatial Development Framework applies, and does it support my proposal?
4. What objections do you expect, and how will the motivation deal with them?
5. If the application is opposed, who represents me at the Tribunal, and at what cost?
6. What will the City, the advertising and any specialist studies cost on top of your fee?
7. What range of timeframes do you expect, and which parts are outside your control?

8. Will you give me a written appointment covering scope, fees, payment stages and termination?
9. Do you hold professional indemnity insurance, and will you confirm it in writing?
10. Is there any reason I should not apply at all?

Want to put these questions to us? [Speak to a Planner](#). The first consultation is free and carries no obligation.

## 06

### What are the warning signs when hiring a town planner?

Be cautious of certainty, shortcuts and vagueness. No private planner decides applications, so “guaranteed” or “fast-tracked” approvals cannot honestly be offered.<sup>11</sup> Unregistered practitioners, fees with no defined scope, missing written appointments and offers to “sort things out” with officials all point to risk rather than service.<sup>12</sup>

**Table 3. Warning signs, and why they matter**

| Warning sign                                   | Why it matters                                                                                                     |
|------------------------------------------------|--------------------------------------------------------------------------------------------------------------------|
| “Guaranteed approval”                          | The City decides. The Consumer Protection Act prohibits false or misleading representations about a material fact. |
| “Fast-track” promises                          | The by-law fixes notice and objection periods, and the City’s workload is outside any consultant’s control.        |
| Approval-rate statistics with no stated method | The claim cannot be checked, and advertising rules require objective claims to be substantiated.                   |
| A firm but no named, registered planner        | Registration is personal. Verify the individual who will lead and sign your application.                           |
| A fee with no scope                            | The Code requires the fee, how it is calculated and when it is paid to be stated in writing.                       |
| No written appointment                         | The Code requires written terms before work begins.                                                                |
| “No win, no fee” on disputed matters           | The Code treats contingency fees on disputed or litigated matters as improper conduct.                             |
| Undisclosed referral commissions               | The Code requires commissions to be disclosed to the client in writing.                                            |
| Offers to “sort things out” with officials     | This breaches the Code’s integrity duties and exposes you, as the owner, to serious legal risk.                    |

Source: Consumer Protection Act 68 of 2008, s 41; SACPLAN Code of Conduct.

## What does a town planner cost in Johannesburg, and how long does it take?

Costs have two parts: the planner's professional fee, and third-party costs such as the municipal application fee, advertising and specialist studies. Fees vary with complexity and with the likelihood of objections. SACPLAN publishes guideline fees but states that they are not a prescribed tariff,<sup>13</sup> so always ask for an itemised written quote.

Timeframes depend on the application type, on whether objections are lodged, and on the City's workload. The ranges below come from our own matters. The statutory windows, including the 28-day objection and appeal periods, sit within them, and an appeal can add substantial time.

**Table 4. How town planning fees are commonly structured**

| Structure                 | How it works                                                        | Suits                                                 |
|---------------------------|---------------------------------------------------------------------|-------------------------------------------------------|
| Fixed fee per application | One agreed price for a defined scope                                | Standard applications with a predictable scope        |
| Staged or milestone fee   | Payments tied to stages such as lodgement, advertising and decision | Longer matters, and spreading cash flow               |
| Time-based                | Hourly rates; SACPLAN's guideline sets rates by staff category      | Hearings, appeals, and advice with an uncertain scope |

Source: SACPLAN, Guideline Professional Fees.

**Table 5. Cost components to budget for**

| Component                          | Notes                                                                                                            |
|------------------------------------|------------------------------------------------------------------------------------------------------------------|
| Professional fee                   | As agreed in writing                                                                                             |
| Municipal application fee          | Set by the City's annual tariff, reviewed each 1 July. Dated example: the 2026/27 rezoning fee is R9 500 per erf |
| Advertising                        | The notices the by-law requires                                                                                  |
| Specialist studies                 | Traffic, engineering services, heritage or environmental work, where the proposal needs it                       |
| Land surveyor                      | Survey diagrams, subdivisions and sectional plans                                                                |
| Conveyancer                        | Registration at the Deeds Office, for example after the removal of a restrictive condition                       |
| Engineering services contributions | May be imposed as a condition of approval                                                                        |
| Tribunal and appeal work           | Usually quoted separately if the application is opposed                                                          |

Source: City of Johannesburg, Land Use Management Fees Schedule 2026/2027.

**Table 6. Typical timeframes in Glensburg's practice**

| Application                         | Observed range |
|-------------------------------------|----------------|
| Rezoning, unopposed                 | 6–9 months     |
| Rezoning, opposed                   | 6–12 months    |
| Consent use                         | 4–6 months     |
| Building line relaxation, supported | 2–3 months     |

These are typical ranges from our own matters, not statutory periods or promises.

Source: Glensburg Town Planners, observed ranges.

## 08

# How does an engagement with a town planner work?

A sound engagement runs from diagnosis to decision in clear stages. It starts by checking the property's existing rights and whether the proposal is viable, and only then moves to a written appointment and an application.

The 28-day objection and appeal periods are set by the City of Johannesburg Municipal Planning By-law.<sup>2</sup>

## 01

### Diagnosis

#### First consultation

Your goal, the property and the constraints.

## 02

### Due diligence

The zoning certificate, title deed conditions, approved building plans and the relevant policy zone.

## 03

### Advice on viability

Including a recommendation not to proceed where that is warranted.

## 04

### Application

#### Written appointment

Scope, fee, payment stages, responsibilities and termination, agreed in writing.

## 05

### Preparation

The motivation memorandum, plans, specialist inputs and forms.

## 06

### Lodgement and advertising

Notice is given and the 28-day objection period runs.

## 07

### Decision

#### Objections and hearing

Responding to objections, and Tribunal representation if the application is opposed.

## 08 Decision and conditions

Complying with conditions and paying any engineering services contributions, or appealing within 28 days where that is justified.

## 09

## How does Glensburg measure up against these criteria?

**Disclosure:** this guide is published by Glensburg Town Planners. The criteria above apply to any practitioner, including us. What follows is our own evidence, stated so that you can check it. It is not a ranking.

**Table 7. Glensburg against this guide's criteria**

| Criterion                          | Our evidence                                                                                                                                                                                                                                                                                                                                     |
|------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Registration</b>                | Our planning work is led by a professional planner registered with SACPLAN, and our architects are registered with SACAP as Professional Architects (Pr.Arch).                                                                                                                                                                                   |
| <b>Johannesburg experience</b>     | Our only office is at 35 Fricker Road, Illovo, Johannesburg, and the Gauteng City-Region is our primary footprint.                                                                                                                                                                                                                               |
| <b>Approach to motivations</b>     | We argue applications on the SPLUMA section 7 development principles, not only the municipal by-law.                                                                                                                                                                                                                                             |
| <b>Objection strategy</b>          | We address predictable objections in advance, inside the motivation memorandum.                                                                                                                                                                                                                                                                  |
| <b>Tribunal representation</b>     | We represent applicants at the Municipal Planning Tribunal and support appeals.                                                                                                                                                                                                                                                                  |
| <b>Timeframes and fees</b>         | We publish observed timeframe ranges rather than promises, and the first consultation is free and carries no obligation.                                                                                                                                                                                                                         |
| <b>Coordination</b>                | Town planning and architecture in one practice, alongside property development and planning due diligence services.                                                                                                                                                                                                                              |
| <b>Communication</b>               | We answer enquiries within one working day.                                                                                                                                                                                                                                                                                                      |
| <b>Research and published work</b> | Our research unit, the Glensburg Cities Institute, publishes under Glensburg Press, formerly African Urban Institute Press, which published <i>Dystopia: How the Tyranny of Specialists Fragment African Cities</i> (2019) by our Director, Archimedes Muzenda. Our practice guides include <i>Rezoning in South Africa: A Practical Guide</i> . |
| <b>Candour</b>                     | Our planning due diligence tests whether a proposal is viable before application fees are committed.                                                                                                                                                                                                                                             |

Source: Glensburg Town Planners.

### When we may not be the right fit

- If you need sectional plans drawn, you need a land surveyor. We take on sectional title conversions of existing buildings but do not prepare sectional plans.

- If your property lies outside the Gauteng City-Region, the Western Cape, KwaZulu-Natal or North West, a locally based planner will serve you better.
- If your matter has become court litigation, you need an attorney.
- If you want a guaranteed outcome, no honest planner can offer one.

Glensburg was established in June 2020, following the restructuring of the African Urban Institute.

10

## Frequently asked questions about town planners in Johannesburg

### How do I check if a town planner is registered in South Africa?

Ask for the planner's name and SACPLAN registration category, then use SACPLAN's online tools: the Registered Planners page, and the Verify Registration Certificate page, which checks the unique number printed on a current certificate. SACPLAN registers individuals, not firms, so verify the person who will lead and sign your application, not only the company name.

### What is the difference between a Professional Planner and a Technical Planner?

Both are registration categories under the Planning Profession Act 36 of 2002, alongside Candidate Planner. Professional Planners (Pr. Pln) and Technical Planners (Tch. Pln) must hold an accredited qualification and complete at least 24 months of supervised practical training, while candidates work under supervision. For complex or opposed applications, ask for a Professional Planner to lead and sign the work.

### How long does a rezoning take in Johannesburg?

In Glensburg's practice, unopposed rezonings have typically taken six to nine months and opposed ones six to twelve. These are observed ranges, not promises. The by-law fixes some windows, such as the 28-day objection period, but City processing times vary. Treat any planner who guarantees a decision date with caution.

### How much does a town planner cost in Johannesburg?

Professional fees depend on the application type, the complexity of the site, the specialist studies required and the likelihood of objections. SACPLAN publishes guideline fees but states that they are not a prescribed tariff. Municipal application fees are separate and reset each July; for 2026/27 the City's rezoning fee is R9 500 per erf. Ask for a written, itemised quote.

### What happens if my neighbours object to my application?

Objections lodged within the 28-day period must be considered, and the City sends them to the applicant, who can respond in writing before a decision is made. An opposed application is decided by the Municipal Planning Tribunal rather than an authorised official. A well-prepared motivation answers predictable concerns, such as traffic, parking and neighbourhood character, in advance.

**Can I appeal a planning decision in Johannesburg?**

Yes. The owner, an objector or another party whose rights are affected may appeal within 28 days of being notified of the decision. Appeals are decided by the City's appeal authority, usually on written submissions, and can take many months. Build that time into any purchase, finance or construction programme that depends on the outcome.

**Do I need a town planner or a land surveyor?**

Often both. A town planner obtains land use rights, such as a rezoning, subdivision or consent use. A land surveyor prepares survey diagrams and sectional plans. In a sectional title conversion, the planner deals with zoning and land use compliance while the land surveyor draws the sectional plans, and a conveyancer handles registration at the Deeds Office.

**What should I do if I receive a contravention notice?**

Do not ignore it. Note the period the notice sets for compliance, stop any use it requires you to stop, and get planning advice promptly. The by-law makes non-compliance an offence, and lodging an application does not by itself make an unlawful use lawful. A planner can advise whether the rights can be obtained or whether the use must end.

**Are Sandton, Midrand and Soweto in the City of Johannesburg?**

Yes. Sandton, Randburg, Rosebank, Midrand, Roodepoort and Soweto all fall within the City of Johannesburg Metropolitan Municipality, across its administrative regions A to G, so the City's Municipal Planning By-law, Land Use Scheme and Municipal Planning Tribunal apply. Nearby areas such as Kempton Park and Centurion fall under other municipalities, with different by-laws.

**What is a zoning certificate and where do I get one in Johannesburg?**

A zoning certificate summarises a property's zoning, permitted uses and development controls under the Land Use Scheme. In Johannesburg you request one per erf from the City's Corporate Geo-Informatics e-Property Information Services, using a valid erf number or street address. The fee is small and reviewed each 1 July. Before buying, compare the certificate with the approved building plans.

**Start with the facts about your erf**

Whether you are weighing up a purchase, an application or a notice, the first step is to establish what your property's rights allow today. Our office is in Illovo, between Sandton and Rosebank, and the Gauteng City-Region is our primary footprint.

The first consultation is free and carries no obligation, and we answer every enquiry within one working day.

Office  
35 Fricker Road, Illovo, Johannesburg

WhatsApp  
+27 79 375 2704

Telephone  
+27 10 442 5522

Email  
planning@glensburg.co.za

**About the author****Glensburg Town Planners**

Glensburg Town Planners is a planning, architecture and development practice based in Illovo, Johannesburg, acting across eight municipalities in four provinces. Our insights are written by the planners and architects who prepare and argue the applications they describe, and each is checked against the by-law and land use scheme in force before publication. Our planning work is led by a professional planner registered with SACPLAN.

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**Notes**

1. City of Johannesburg Municipal Planning By-law, 2016, as amended in 2023 (Local Authority Notice 447 of 2024, Gauteng Provincial Gazette 117, 3 April 2024); City of Johannesburg Land Use Scheme, 2018. [PDF](#).
2. Johannesburg Municipal Planning By-law, s 21(2).
3. Spatial Planning and Land Use Management Act 16 of 2013, s 7.
4. Johannesburg Municipal Planning By-law, s 14.
5. City of Johannesburg, Spatial Development Framework 2040 (2024) [PDF](#); Nodal Review Policy, approved February 2020 [PDF](#).
6. City of Johannesburg, CGIS e-Property Information Services. [eservices.joburg.org.za](https://eservices.joburg.org.za).
7. Johannesburg Municipal Planning By-law, ss 15(3) and 49.
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9. SACPLAN, Verify Registration Certificate. [sacplan.org.za](https://sacplan.org.za).
10. SACPLAN Rules and Code of Conduct, General Notice 1230 of 23 December 2013, clause 3(4)(a). [PDF](#).
11. Consumer Protection Act 68 of 2008, s 41. [PDF](#).
12. SACPLAN Code of Conduct, clauses 3 and 5.
13. SACPLAN, Guideline Professional Fees. [PDF](#).

**How this guide is maintained**

We cite primary sources: the Act, the by-law, the Council's rules and the City's own documents. We do not publish approval rates or promise timelines. This guide was last reviewed on 23 September 2026. It is reviewed every six months and after each 1 July tariff change, with the next review due in March 2027. If you spot something out of date, email [planning@glensburg.co.za](mailto:planning@glensburg.co.za).

**Sources**

1. Planning Profession Act 36 of 2002.

2. SACPLAN Rules and Code of Conduct, General Notice 1230 of 23 December 2013. [PDF](#)
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12. City of Johannesburg, CGIS e-Property Information Services. [eservices.joburg.org.za](http://eservices.joburg.org.za)
13. City of Johannesburg, Development Planning (Land Use Management) Fees Schedule 2026/2027. [PDF](#)
14. Consumer Protection Act 68 of 2008, s 41. [PDF](#)

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This guide is general information, current at 23 September 2026. It is not legal advice about any particular property. By-laws, schemes and tariffs change, so take professional advice before acting.

# Speak to a Planner

Whether you are buying, developing or responding to a notice, start with the facts about your property. The first consultation is free and carries no obligation, and we answer every enquiry within one working day.

35 Fricker Road, Illovo, Johannesburg

+27 10 442 5522

WhatsApp +27 79 375 2704

[planning@glensburg.co.za](mailto:planning@glensburg.co.za)

[glensburg.co.za/contact-us](https://glensburg.co.za/contact-us)



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