

NOTICE 17 of 2021 HERITAGE WESTERN CAPE UPDATE ON OPERATIONS AND COMMUNICATION

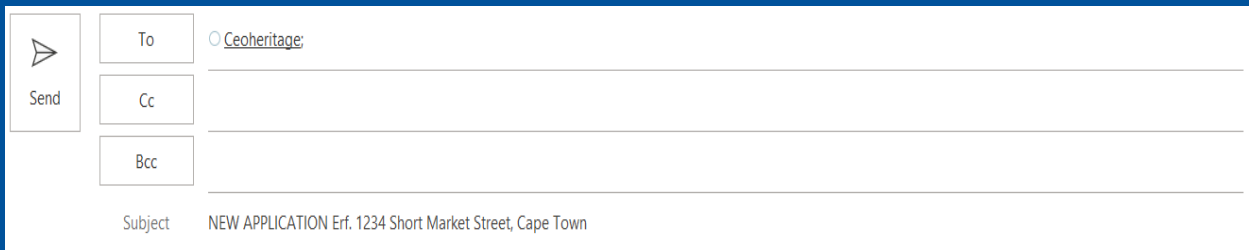
NEW NAMING CONVENTION FOR EMAILS SUBMITTED TO THE CEO MAILBOX

Please note that HWC has implemented a new naming convention for the CEO mailbox (ceoheritage@westerncape.gov.za).

To ensure that your email is correctly allocated thus ensuring a timeous response, please use the naming convention in the **SUBJECT LINE** of all emails sent to this mailbox as outlined below.

In addition, please refer to the **OTHER ENQUIRIES** and **IMPORTANT INFORMATION** tables below for other related queries.

NAMING CONVENTION FOR EMAIL SUBJECT LINE



The screenshot shows an email composition window with the following fields:

- To:** ceoheritage
- Cc:** (empty)
- Bcc:** (empty)
- Subject:** NEW APPLICATION Erf. 1234 Short Market Street, Cape Town

NAMING CONVENTION	DESCRIPTION	EXAMPLE SUBJECT LINE
CASE NUMBER	Request a case reference number	CASE NUMBER: for Erf. 1234 Short Market Street, Cape Town
NEW APPLICATION	Submitting new applications for consideration such as permits; HIA's or NID's for consideration by HWC	NEW APPLICATION: Erf. 1234 Short Market Street, Cape Town
EXISTING APPLICATION	Follow up on previously submitted applications	EXISTING APPLICATION: Erf. 1234 Short Market Street, Cape Town
LEGAL NOTICE	All legal matters such as Motions and notices etc.	LEGAL NOTICE: Motion to oppose development of Erf. 1234 Short Market Street, Cape Town
MEDIA QUERY	All media related queries to HWC	MEDIA QUERY: The importance of heritage in the Western Cape
REQUEST FOR COMMENT	All request for comments on pre-applications; basic assessment reports; scoping reports and	REQUEST FOR COMMENT: Comments on BAR for portion 2 of Farm 325 Malmesbury.

	environmental impact assessments	
ILLEGAL WORKS	Reporting of illegal works to HWC	ILLEGAL WORKS: Erf. 1234 Short Market Street, Cape Town
GENERAL	All other correspondence that do not fit into one of the above categories	GENERAL: Who is my case officer? etc.
C&C	Compliments and complaints	C&C: Thank you for the great service

OTHER ENQUIRIES

ENQUIRIES	DESCRIPTION	EMAIL ADDRESS
Appeals	Submission of all appeals related to the outcomes of applications	HWC.Appeals@westerncape.gov.za
Case number/ application fee enquiries	All requests for case reference numbers	HWC.HWC@westerncape.gov.za

IMPORTANT INFORMATION

INFORMATION	LINKS
Report a Heritage Crime	https://www.hwc.org.za/
Fee waiver application	https://www.hwc.org.za/node/3036
Application forms	https://www.hwc.org.za/making-an-application
Staff Contact details	https://www.hwc.org.za/node/1873
HWC Facebook page	https://www.facebook.com/HeritageWesternCape
Minutes	https://www.hwc.org.za/committees
HWC updates	https://www.hwc.org.za/
Emergency contact number	Office: 021 483 9598 or Cell: 074 997 6627

HERITAGE WESTERN CAPE'S BANK ACCOUNT DETAILS:

Bank details:	Nedbank
Account holder name:	Heritage Western Cape
Account number:	1452 048 924
Branch code:	145209

Michael Janse van Rensburg
Chief Executive Officer
10 September 2021
ceoheritage@westerncape.gov.za