



ILifa leMveli leNtshona Koloni  
Erfenis Wes-Kaap  
Heritage Western Cape

## NOTICE 5 of 2023 HERITAGE WESTERN CAPE

### OPERATIONS UPDATE: GUIDELINE FOR APPLICATION SUBMISSIONS

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Heritage Western Cape implemented a pre-scrutiny process in August 2022 as part of its efforts to improve efficiency in the processing of applications. Since then, HWC has received feedback from stakeholders towards further improvement. HWC is thankful for all the feedback received and reviewed the application process accordingly.

Taking stakeholder feedback into consideration, and towards increasing efficiency in the processing of applications the following processes will be implemented as from **1 June 2023**:

1. Reference numbers may be requested prior to submission via email to [hwc.hwc@westerncape.gov.za](mailto:hwc.hwc@westerncape.gov.za). The reference number and banking details will be provided within 48 hours (excluding weekends and public holidays).
2. All completed applications are to be submitted to [hwc.hwc@westerncape.gov.za](mailto:hwc.hwc@westerncape.gov.za). A response will be provided within 72 hours of receipt (excluding weekends and public holidays).
3. Please note that only the latest applications forms, as implemented from 1 April 2023, will be processed.
4. The prescribed time limit for processing of applications will only be calculated from the date that a completed application is received.

Thank you for assisting HWC in ensuring that all applications are processed efficiently.

Michael Janse van Rensburg  
Chief Executive Officer  
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[ceoheritage@westerncape.gov.za](mailto:ceoheritage@westerncape.gov.za) / 021 483 9729