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The Environmental Planning and Climate Protection Department (EPCPD), eThekweni Municipality, recently went through a process of interviews with a number of development consultants to better understand how the department could improve communication with this important target audience.

There was general consensus that more information needed to be provided on development guidelines, policy updates and related issues. In response to this, the department is in the process of initiating a number of interventions to communicate these issues in a more proactive manner.

These initiatives include an updated website, as well as a regular e-newsletter which will be targeted at a number of stakeholders. EPCPD will also be hosting a 'Developers Forum' meeting with the purpose of increasing understanding of the work of the department within the municipality.