

# Submitting a service request (C3)

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The primary goal of service requests is to ensure effective service delivery throughout Cape Town. If you would like to submit a service request, report a fault in your area or log an issue, you can do so via our Customer Call Centre at [0860 103 089](tel:0860103089) or online at [www.capetown.gov.za/servicerequests](http://www.capetown.gov.za/servicerequests).

The City of Cape Town's service request application ensures that you are able to report issues or send requests to the correct line department, such as:

- animal carcass removal
- blocked stormwater drains;
- electricity outage/ unscheduled outages;
- graffiti and stolen or vandalised City property;
- uncollected refuse or waste;
- tree removal and cutting;
- tree root, trimming, pruning;
- illegal dumping;
- leaking water pipes;
- maintenance of open spaces, parks and public spaces
- mowing of vegetation;
- noise nuisances;
- problem buildings (abandoned and derelict buildings);
- public toilets/ ablution facilities unhygienic;
- speeding and traffic offences;
- traffic calming (speed bumps)
- unruly or inappropriate behaviour;
- unscheduled water supply disruptions
- vagrants and illegal squatting

## Requests for tree removal

**We will not remove a healthy tree on request.** If a tree is causing damage to your property, you must provide a quote for damages to prove this before the request is considered. If the tree is causing health issues, you will have to provide a doctor's report when you request the removal.

## How to submit a report

Go to the [service requests web application](#) and select the service request you would like to make using the drop-down menu.

You can use our [Fault Reporting Guide](#) to find out if your request falls into any of the predefined groups.

**Please note:** If your service request does not fall under any of the categories provided, you can contact the **relevant department** using the information on the relevant contact pages.

Once you have made your selection, describe the request as thoroughly and accurately as possible by including as much detail as you can, as well as statements or comments from any third parties also involved.

Provide your current contact details. It is important that all of these details are correct, as the City may need to contact you about the status of your request. Once you have submitted your service request, you will be issued with a reference number.

### Reference numbers

Please ensure that you ***do not lose your reference number***, as you will need to give it to the City if you want to follow up on the status of your service request.

### How to escalate an unresolved service request

The City makes every effort to attend to any service requests submitted by a resident. If, after following up on progress, you feel that your request is urgent and has not been given proper attention then you can escalate it to the Subcouncil office for resolution.

Service requests must in the first instance be logged with the City via one of the following channels:

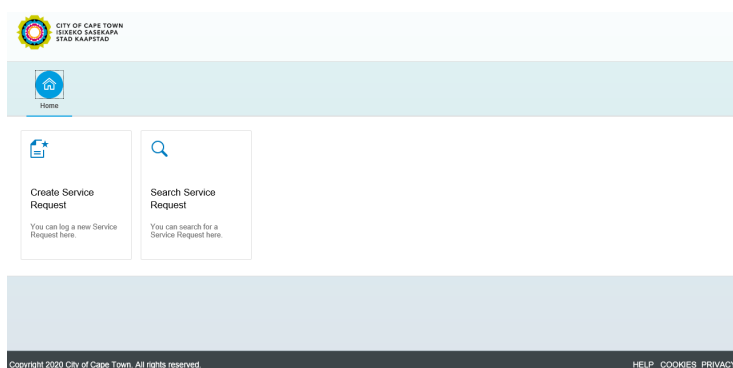
- Call Centre on [0860 103 089](tel:0860103089) (All service requests)
- SMS to 31220 (electricity faults)
- SMS to 31373 (water faults)
- Email to [contact.us@capetown.gov.za](mailto:contact.us@capetown.gov.za)
- [Walk-in Centres](#)
- [Subcouncil offices](#)

Please ensure that you receive a reference number for your service request. This number needs to be quoted when following up on the progress of your query.

If your request remains unresolved, please contact the Call Centre to check on progress. A senior Call Centre agent will escalate the matter and provide feedback on when it will be resolved. If your request remains unresolved after following up, you can refer the matter to the Office of the City Ombudsman for investigation. Alternatively, if the matter is urgent and warrants direct intervention, it can be referred to the Executive Mayor.

### Step-by-step guide

1. Go to the [service requests web application](#) – click on “Create Service Request”



2. State the nature of your request (service needed) – select a group from the drop down menu.

New Service Request

Service Description

1. Service

All fields marked with an asterisk (\*) are required.

What is the nature of your request?

\*Group:

- Animal carcass removal
- Building Work Complaint
- City Health
- City parks (Enquiries)
- City parks (Maintenance)
- Electricity (Domestic and commercial supply)
- Electricity (Equipment damage and exposure)
- Electricity (Issues resulting from motor vehicle accidents)

\*Service:

Submit Cancel

3. Select a service from the drop down

New Service Request

Service Description

1. Service

All fields marked with an asterisk (\*) are required.

What is the nature of your request?

\*Group: Electricity (Street lighting)

\*Service:

- All street lights are out
- Flickering lights
- Individual street lights are out
- Street lights are ON

Click on step 1

New Service Request

Service Description

1. Service

All fields marked with an asterisk (\*) are required.

What is the nature of your request?

\*Group: Electricity (Street lighting)

\*Service: Individual street lights are out

Step 2

Submit Cancel

Click on step 2

Once you have made your selection, describe the request as thoroughly and accurately as possible by including as much detail as you can, as well as statements or comments from any third parties also involved.

On this screen, give the location where the fault is / service is needed.

### Provide your current contact details

It is important that all of these details are correct, as the City may need to contact you about the status of your request. If the location is an open field then provide a street address closest to where the issue is and add this to your description in step 2.

New Service Request

1 Service
2 Description
3 Address
4 Attachment
5 Contact Details

5 Contact Details

\*First Name:

\*Surname:

\*Mobile (Enter 10 digit number):

Email:

\*Preferred feedback method: ☐ Email ☒ Mobile

[Review](#) [Submit](#) [Cancel](#)

On this screen upload an attachment / photograph

New Service Request

Service Description Address **Attachment** Contact Details

4. Attachment

Service Request Attachment

Select File to attach:   

You may optionally add a picture or document to further describe your request.  
The maximum file size is 5MB.

**Step 5**

Check if all the information entered is correct before submitting

New Service Request

Summary

Service

Group: Electricity (Street lighting)  
Service: Individual street lights are out [Edit](#)

Description

Description of Request: Single street light out in front of 39 Main Road, Fish Hoek. Please action. [Edit](#)

Attachment

Attachments: None [Edit](#)

Address

Street Number: 39  
Street: Main Road  
Suburb: Fish Hoek [Edit](#)

Contact Details

Once you have submitted your service request, you will be issued with a reference number. You can use this reference number as an input using the option Search Service Request on the Main screen to follow up on your reported matter.

 CITY OF CAPE TOWN  
SIBINDO SAKSAMA  
STAD KAAPSTAD

 Home

 **Create Service Request**  
You can log a new Service Request here.

 **Search Service Request**  
You can search for a Service Request here.

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