



CITY OF CAPE TOWN  
ISIXEKO SASEKAPA  
STAD KAAPSTAD

# SERVICE REQUEST TOOL

## Fault Reporting Guide

Last updated: 20 November 2020

## BEFORE YOU START:

- Use this document to find out which group your service request falls into when reporting on our [Service Request Tool](#).
- Make sure that you provide enough detail when you are asked to describe the request.
- Provide your current contact details: We may need to contact you about the status of your request.

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GROUPS	SERVICES
<b>Animal carcass removal</b>	<ul style="list-style-type: none"> <li>• Dead animal remains (Cat; cow; horse or donkey; seal; sheep; whale etc.)</li> </ul>
<b>Building works complaint</b>	<ul style="list-style-type: none"> <li>• Abandoned buildings;</li> <li>• building material on pavement;</li> <li>• building rubble on pavement;</li> <li>• building rubble on site;</li> <li>• building works after hours/weekends</li> <li>• building work caused damage to neighbours;</li> <li>• dilapidated buildings;</li> <li>• illegal carport;</li> <li>• illegal subdivisions of building;</li> <li>• illegal Wendy House;</li> <li>• neighbours boundary wall; garage or structure;</li> <li>• no/little progress of building work;</li> <li>• no toilet facilities for building site workers;</li> <li>• objections to building work;</li> <li>• other complaints;</li> <li>• problem buildings;</li> <li>• rainwater runoff of neighbour a problem;</li> <li>• sand/dust from building site a nuisance;</li> <li>• unauthorised or illegal building work;</li> <li>• unkempt buildings</li> </ul>
<b>City Health</b>	<ul style="list-style-type: none"> <li>• Air pollution;</li> <li>• All clinic-related issues;</li> <li>• Business licenses: Entertainment (Cinemas; night clubs; gaming);</li> <li>• Business licenses: Food (Sale or supply of meals);</li> <li>• Business licenses: Health (Massage premises and masseurs);</li> <li>• Food safety;</li> <li>• Noise pollution;</li> <li>• Overgrown plots;</li> <li>• Pest control;</li> <li>• Smoking in public places and the workplace;</li> <li>• Water pollution;</li> </ul>
<b>City Parks (Enquiries)</b>	<ul style="list-style-type: none"> <li>• Enquires: Cemeteries;</li> <li>• Enquires: Parks;</li> <li>• illegal vagrants/squatting on parks;</li> <li>• insurance claims</li> </ul>
<b>City Parks (Maintenance)</b>	<ul style="list-style-type: none"> <li>• Bin cleaning in parks/POS;</li> <li>• branch removal (fallen/broken);</li> <li>• bush clearing/weed control;</li> <li>• cleaning of ablution facilities;</li> <li>• dumping on parks;</li> <li>• general maintenance of parks/cemeteries;</li> <li>• mowing;</li> <li>• pest control (rats; cockroaches etc.);</li> <li>• repair city parks infrastructure;</li> <li>• repair irrigation;</li> <li>• repair play equipment;</li> </ul>

GROUPS	SERVICES
	<ul style="list-style-type: none"> <li>• root trimming/pruning;</li> <li>• tree planting;</li> <li>• tree removal;</li> <li>• tree trimming/pruning</li> </ul>
<b>Electricity (Domestic and commercial supply)</b>	<ul style="list-style-type: none"> <li>• No power supply;</li> <li>• suspect credit meter tampering;</li> <li>• suspect prepaid meter tampering</li> </ul>
<b>Electricity (Equipment damage and exposure)</b>	<ul style="list-style-type: none"> <li>• Equipment damaged;</li> <li>• exposed cable;</li> <li>• kiosk damaged;</li> <li>• pole knocked down in vehicle accident;</li> <li>• sparks on electricity pole</li> </ul>
<b>Electricity (Issues resulting from motor vehicle accidents)</b>	<ul style="list-style-type: none"> <li>• Pole knocked down by vehicle</li> </ul>
<b>Electricity (Meter reading)</b>	<ul style="list-style-type: none"> <li>• Report incorrect reading; request an actual reading</li> </ul>
<b>Electricity (Pre-paid meter issues)</b>	<ul style="list-style-type: none"> <li>• Burning/burning smell;</li> <li>• unable to purchase;</li> <li>• display blank;</li> <li>• faulty (Enter detailed description);</li> <li>• Faulty mode;</li> <li>• keypad faulty;</li> <li>• no sequence numbers;</li> <li>• rejecting code;</li> <li>• tripping</li> </ul>
<b>Electricity (Street lighting)</b>	<ul style="list-style-type: none"> <li>• All street lights are out;</li> <li>• flickering lights;</li> <li>• individual street lights are out;</li> <li>• street lights are on during the day</li> </ul>
<b>Electricity (Wires)</b>	<ul style="list-style-type: none"> <li>• Wires are down</li> </ul>
<b>Environmental Management</b>	<ul style="list-style-type: none"> <li>• Rivers and canals</li> </ul>
<b>Firefighting services</b>	<ul style="list-style-type: none"> <li>• Delayed or lack of response to an incident;</li> <li>• faulty hydrants;</li> <li>• potential fire hazards;</li> <li>• staff behaviour complaints</li> </ul>
<b>Law Enforcement</b>	<ul style="list-style-type: none"> <li>• Backyard repairs;</li> <li>• graffiti;</li> <li>• illegal dumping;</li> <li>• liquor outlets/licences;</li> <li>• noise nuisance;</li> <li>• poaching of marine life</li> </ul>
<b>Litter bins (Public)</b>	<ul style="list-style-type: none"> <li>• Litter bins are not being emptied/serviced;</li> <li>• new or additional litter bins required</li> </ul>

GROUPS	SERVICES
<b>Planning by-law complaint</b>	<ul style="list-style-type: none"> <li>• Other complaints;</li> <li>• unauthorised church;</li> <li>• unauthorised crèche;</li> <li>• unauthorised estate agents;</li> <li>• unauthorised guest house/B&amp;B;</li> <li>• unauthorised hair salon/beauty parlour/barber shop;</li> <li>• unauthorised mechanical workshop;</li> <li>• unauthorised house shop/tuckshop;</li> <li>• unauthorised panel beating/spray painting;</li> <li>• unauthorised shebeen;</li> <li>• unauthorised storing of chemicals/hazardous;</li> <li>• unauthorised tyre sale and fitment;</li> </ul>
<b>Refuse (Collection and removal)</b>	<ul style="list-style-type: none"> <li>• Non-collection of recycling;</li> <li>• non-removal of refuse;</li> <li>• request to remove garden refuse</li> </ul>
<b>Roads and stormwater (Dumping)</b>	<ul style="list-style-type: none"> <li>• Dumping on stormwater infrastructure</li> </ul>
<b>Roads and stormwater (Enquiries)</b>	<ul style="list-style-type: none"> <li>• All enquires (Information; advice; etc.)</li> </ul>
<b>Roads and stormwater (Flooding)</b>	<ul style="list-style-type: none"> <li>• Flooding of informal settlements;</li> <li>• flooding of property;</li> <li>• flooding of road;</li> <li>• request for sandbags</li> </ul>
<b>Roads and stormwater (Illegal advertising)</b>	<ul style="list-style-type: none"> <li>• Unauthorised signs or advertising in roadway</li> </ul>
<b>Roads and stormwater (Maintenance required)</b>	<ul style="list-style-type: none"> <li>• Paint or repaint road markings; lines; etc.;</li> <li>• repair a pothole;</li> <li>• repair or replace street name signs;</li> <li>• repair road or footway;</li> <li>• spray weeds;</li> <li>• steps and staircases repair;</li> <li>• traffic and road signs require attention</li> </ul>
<b>Roads and stormwater (Missing covers and grids)</b>	<ul style="list-style-type: none"> <li>• Repair or replace manhole cover or grid</li> </ul>
<b>Roads and stormwater (Pests)</b>	<ul style="list-style-type: none"> <li>• Spray for cockroaches</li> </ul>
<b>Roads and stormwater (Unsafe surface)</b>	<ul style="list-style-type: none"> <li>• Road surface compromised by oil, sand, etc.</li> </ul>
<b>Safety and security (Drugs; drinking; behaviour)</b>	<ul style="list-style-type: none"> <li>• Drinking in public;</li> <li>• illegal shebeen;</li> <li>• metal theft;</li> <li>• sexual acts in public places;</li> <li>• substance abuse;</li> <li>• urinating or defecating in public</li> </ul>

GROUPS	SERVICES
<b>Safety and security (Problem buildings)</b>	<ul style="list-style-type: none"> <li>• Unkempt/ abandoned buildings</li> </ul>
<b>Safety and security (Squatters)</b>	<ul style="list-style-type: none"> <li>• Illegal structures and/or squatters</li> </ul>
<b>Sewer</b>	<ul style="list-style-type: none"> <li>• Cockroach spraying;</li> <li>• empty septic tank;</li> <li>• re-instatement after sewer incident;</li> <li>• sewer: blocked/overflow;</li> <li>• sewer: Foul smell;</li> <li>• sewer: manhole cover: damaged;</li> <li>• sewer: manhole cover: stolen/missing</li> </ul>
<b>Social Development and Early Childhood Development</b>	<ul style="list-style-type: none"> <li>• Early childhood development;</li> <li>• poverty alleviation (food gardens);</li> <li>• street people;</li> <li>• substance abuse (Alcohol and drugs);</li> <li>• vulnerable groups (Elderly, disabilities, women and gender);</li> <li>• youth development</li> </ul>
<b>Solid Waste (Dumping; beaches and street sweeping)</b>	<ul style="list-style-type: none"> <li>• Beach cleaning;</li> <li>• illegal dumping;</li> <li>• street sweeping</li> </ul>
<b>Solid Waste (Staff behaviour/driving)</b>	<ul style="list-style-type: none"> <li>• Bribery and corruption;</li> <li>• Christmas box complaints;</li> <li>• general staff complaints;</li> <li>• reckless driving</li> </ul>
<b>Sports and recreation facilities</b>	<ul style="list-style-type: none"> <li>• Anti-social behaviour;</li> <li>• facilities are dirty/unhygienic or otherwise unacceptable;</li> <li>• health and safety issues;</li> <li>• maintenance of facilities: lights/water/ablution;</li> <li>• substance abuse at facilities;</li> <li>• traffic; parking; grounds and surrounds issues;</li> <li>• vandalism/theft at facilities</li> </ul>
<b>Stormwater (Blockages)</b>	<ul style="list-style-type: none"> <li>• Stormwater gulley or manhole blocked</li> </ul>
<b>Street people</b>	<ul style="list-style-type: none"> <li>• Anti-social behaviour;</li> <li>• breaking the law;</li> <li>• social development matter;</li> <li>• social welfare matter</li> </ul>
<b>Traffic (Speeding; parking; etc.)</b>	<ul style="list-style-type: none"> <li>• Abandoned vehicles;</li> <li>• commercial vehicle lost its load;</li> <li>• parking enforcement;</li> <li>• speeding</li> </ul>
<b>Traffic signals</b>	<ul style="list-style-type: none"> <li>• All traffic lights are out;</li> <li>• congested traffic at intersections;</li> <li>• faulty arrows at intersections;</li> <li>• pedestrian lights are out;</li> </ul>

GROUPS	SERVICES
	<ul style="list-style-type: none"> <li>• request for traffic signals;</li> <li>• robot down;</li> <li>• traffic lights are flashing;</li> <li>• traffic lights are stuck</li> </ul>
<b>Transport (Buses and Taxis)</b>	<ul style="list-style-type: none"> <li>• Golden arrow bus service complaints;</li> <li>• taxi problems</li> </ul>
<b>Transport (Speed bumps and signage)</b>	<ul style="list-style-type: none"> <li>• Speed bumps (traffic calming);</li> <li>• traffic signage damaged;</li> <li>• traffic signage required</li> </ul>
<b>Water</b>	<ul style="list-style-type: none"> <li>• Bees in water meter/fire hydrant;</li> <li>• burst pipe;</li> <li>• customer: Meter reading/consumption;</li> <li>• customer: Phone in readings;</li> <li>• fire hydrant: Missing cover;</li> <li>• leak in road/pavement/underground;</li> <li>• leak at fire hydrant;</li> <li>• leak at valve;</li> <li>• leak at WMD meter;</li> <li>• leak at water meter/stopcock;</li> <li>• low water pressure;</li> <li>• meter: damaged faulty;</li> <li>• meter: Missing cover;</li> <li>• water quality: discolouration;</li> <li>• water quality: smell;</li> <li>• water quality: taste;</li> <li>• water restrictions: complaints;</li> <li>• water run to waste;</li> <li>• water shut off requested</li> </ul>
<b>Water restrictions</b>	<ul style="list-style-type: none"> <li>• Water restrictions quota increase</li> </ul>
<b>Wheelie bins (Damaged; stolen; repairs; etc.)</b>	<ul style="list-style-type: none"> <li>• Damaged recycling bin – large (240L);</li> <li>• Damaged recycling bin – small (130L)</li> <li>• Damaged refuse bin – large (240L);</li> <li>• Reduce number of bins;</li> <li>• Repair recycling bin – large (240L);</li> <li>• Repair recycling bin – small (130L)</li> <li>• Repair refuse bin – large (240L);</li> <li>• Stolen recycling bin – large (240L);</li> <li>• Stolen recycling bin – small (130L)</li> <li>• Stolen refuse bin – large (240L);</li> </ul>