



BUSINESS PARTNER DETAILS AND ACCESSING PORTAL FOR SUBMISSION

Are you experiencing issues accessing the new portal?

It is critically important that your business partner details as captured on the City's records are correct and complete.

This applies to both the appointed applicant and the registered property owner on whose behalf they act. In the new DAMS system, both the appointed applicant and the registered property owner (through their property details) will receive correspondence related to their respective applications.

Since August last year, owners and applicants have been urged to update contact information relating to their Business Partner details.

Benefit to registered property owners – as a property owner, the department can keep you informed on the progress of your application. Additionally, property owners with up-to-date contact information will be able to receive courtesy notifications when the department receives an application that requires comment from affected parties in their neighbourhood and surrounds.

Benefit to applicants – direct communication with the property owner means that they are kept up to date with their application and can quickly provide additional input or documentation, if necessary.

If you are experiencing problems making a submission, please check and update your contact details as provided on your business partner registration by contacting **0860 103 089** or send an email to accounts@capetown.gov.za