



KNOW YOUR CITY

URBAN MANAGEMENT

ATTENTION ALL RESIDENTS

*ARE YOU AWARE OF THE BASKET
OF SERVICES OFFERED BY THE
CITY OF CAPE TOWN?*

DID YOU KNOW THAT YOU CAN SUBMIT A SERVICE REQUEST, REPORT A FAULT OR LOG A COMPLAINT FOR ANY OF THE FOLLOWING?

- illegal dumping
- noise nuisances
- problem buildings
- leaking water pipes
- tree removal and cutting
- blocked stormwater drains
- uncollected refuse or waste
- speeding and traffic offences
- unruly or inappropriate behaviour
- electricity faults and unscheduled outages
- graffiti, and stolen or vandalised City property

You can do so in one of the following ways:

- Phone the City's **call centre** on 0860 103 089.
- For **water-related queries**, send an SMS to 31373, or an email to water@capetown.gov.za.
- For **electricity-related queries**, send an SMS to 31220.
- Use the **self-service option** online at www.capetown.gov.za/servicerequests.
- Register for **e-services** on the City's website www.capetown.gov.za/eservices to view accounts, log meter readings, etc.
- For **account-related queries**, send an email to accounts@capetown.gov.za.

You can also use any of the 141 FreeCall lines in municipal buildings, housing offices, cash offices, libraries and community facilities across the city.

REGISTER ON THE HOUSING DATABASE

Residents who qualify for housing opportunities, can register on the City's housing database, either at the nearest City housing offices, or online at www.capetown.gov.za/housingdb.

To qualify for a housing opportunity, you need to be:

- 18 years and older;
- married or co-habiting, and not the owner of a property;
- single with financial dependents who are able to prove their dependency (not applicable if you have a disability or are over the age of 60 years);
- a South African citizen, or in possession of a permanent residency permit;
- legally competent to sign a contract;
- an individual who has not been a beneficiary of a government housing subsidy;
- earning a gross monthly income (with your spouse/partner) of not more than R3 500 per month.

With your application, you need to submit **certified copies of:**

- your identity document (ID)
- your spouse's ID (if applicable)
- your children's birth certificates (if applicable)
- marriage or divorce certificates (where applicable)

Don't be scammed!

Registering on the City's housing data base is free of charge.

CHECK YOUR STATUS ON THE HOUSING DATABASE

To check your status on the housing database, SMS your ID number, followed by a space and your surname to 44108, or visit www.capetown.gov.za/housingdb.

If your contact number has changed since you registered on the system, you need to go to the nearest City housing office and update your details in person (you will not be able to check your status on the database until you do so).

Remember to take along your ID or a certified copy thereof.



CITY OF CAPE TOWN
ISIXEKO SASEKAPA
STAD KAAPSTAD

REGISTER ON THE JOBSEEKER'S DATABASE

You can register on the subcouncil jobseekers database and apply for temporary jobs through the Expanded Public Works Programme (EPWP). Contact your nearest subcouncil offices with a copy of your ID and curriculum vitae (CV).

For more information, visit:
www.capetown.gov.za/epwp.

Don't be scammed!

Job applications to the City are free. Ignore criminals who urge jobseekers to deposit money into a bank account in exchange for City application forms.

REGISTER AS A COMMUNITY-BASED VENDOR

Small and new businesses can register at their local subcouncil offices for contracts with the City of Cape Town to the value of less than R30 000.

For more information, email:
informal.economy@capetown.gov.za
or phone 021 444 0004.

Visit www.capetown.gov.za/subcouncils for a list of subcouncil offices and contact information.

Don't be scammed!

Registering as a vendor with the City, is free of charge.

APPLYING FOR AN INFORMAL TRADING PERMIT

To apply for an informal trading permit, you first need to register via e-services on the City's website. Once done, you will be able to access a variety of City services including applying for an Informal trading permit. **Registration is free.** You however need to pay for the trading permit and the tariffs which are different per area, depending on the demand for the area.

USEFUL CONTACTS

SERVICE REQUESTS AND GENERAL ENQUIRIES

Call centre: 0860 103 089
Email: contact.us@capetown.gov.za

ELECTRICITY SERVICE FAULTS

SMS: 31220
Email: power@capetown.gov.za

WATER - ENQUIRIES AND SEWER FAULTS

Call centre: 0860 103 089
SMS: 31373
Email: water@capetown.gov.za

ALCOHOL AND DRUG ABUSE 24/7 HELPLINE

0800 4357 48 (0800 HELP 4 U)

MATRIX CLINICS

matrix@capetown.gov.za

PUBLIC TRANSPORT AND MYCiTi

0800 65 64 63 (toll-free)

DIAL-A-RIDE (FOR PERSONS WITH DISABILITIES)

0800 60 08 95 (toll-free)

FRAUD HOTLINE

0800 32 31 30 (toll-free)

DROP-OFF SITES FOR WASTE AND UNWANTED MATERIAL

Enquiries: 021 442 8136
Call centre: 0860 103 089

ACCOUNTS, SERVICE REQUESTS AND GENERAL ENQUIRIES

- Phone 0860 103 089 (choose option 1) or email accounts@capetown.gov.za.
- The accounts and general enquiries queue is available seven days a week: Mondays to Fridays 07:00 to 21:00, Saturdays 08:00 to 14:00, Sundays and public holidays 09:00 to 13:00.

MOTOR VEHICLE REGISTRATION, TRAFFIC FINES AND DRIVING LICENCE TESTING

- Phone 0860 103 089 (choose option 4).
- The traffic and motor vehicle enquiries queue is available Mondays to Fridays 07:30 to 17:00.

THE CITY'S INDIGENT BENEFITS

Residents qualifying for the City's indigent benefits (e.g. pensioners, people in receipt of social grants for their livelihood, low-income households, sports clubs, and non-profit organisations), will continue to receive their relevant basic City services such as water and refuse collection free of charge.

For more information on the City's indigent benefits, visit www.capetown.gov.za/indigentbenefits.

Championed by
Urban Management



CITY OF CAPE TOWN
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STAD KAAPSTAD

Making progress possible. Together.