



CITY OF CAPE TOWN
ISIXEKO SASEKAPA
STAD KAAPSTAD

SERVICE REQUEST TOOL

Fault Reporting Guide

Last updated: 29 November 2024

Making progress possible. Together.

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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Building and planning

CATEGORY LEVEL 2	CATEGORY LEVEL 3		
Building work contravention	<ul style="list-style-type: none"> Abandoned buildings building material on pavement building rubble on pavement building rubble on site building works after hours/weekends building work caused damage to neighbours dilapidated buildings 	<ul style="list-style-type: none"> neighbours boundary wall; garage or structure no/little progress of building work no toilet facilities for building site workers objections to building work other complaints problem buildings rainwater runoff of neighbour a problem 	<ul style="list-style-type: none"> sand/dust from building site a nuisance unauthorised or illegal building work unauthorised carport unauthorised subdivisions of building unauthorised Wendy House unkempt buildings
Zoning Contravention	<ul style="list-style-type: none"> Other complaints Unauthorised Church Unauthorised Crèche Unauthorised Estate Agents 	<ul style="list-style-type: none"> Unauthorised Guest House/B&B Unauthorised Hair Salon/Beauty Parlour/Barber Shop Unauthorised Mechanical Workshop Unauthorised Panel Beating/Spray-painting 	<ul style="list-style-type: none"> Unauthorised Shebeen Unauthorised storing of chemicals/hazardous Unauthorised Tyre Sale and fitment

City Parks and Recreation Facilities

CATEGORY LEVEL 2	CATEGORY LEVEL 3		
Park maintenance	<ul style="list-style-type: none"> Bin cleaning at the park Bush clearing Dumping on parks Fallen Branch Fallen tree Irrigation Mowing – Cemeteries Mowing – Parks 	<ul style="list-style-type: none"> Mowing – Passage ways Mowing – Road reserves Park cleaning Pest control Repair bins at park Repair equipment at park Repair fencing at park Repair irrigation 	<ul style="list-style-type: none"> Repair pathways in park Repair signage at Park Root pruning Tree planting Tree removal Tree trimming Weed control
Sports and recreation facilities	<ul style="list-style-type: none"> Broken/faulty equipment Facility locked to public/Lessee Facility: Lights not working at facility Facility: Painting of building Facility: repair ceiling 	<ul style="list-style-type: none"> Gen.Maint: Public toilets Gen.Maint: Resorts Gen.Maint: Sport field Gen.Maint: Swimming pools Litter picking at facility 	<ul style="list-style-type: none"> Parking: Loading zones Repaint parking lines Repair signage at rec facilities Resurfacing of parking

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CATEGORY LEVEL 2	CATEGORY LEVEL 3		
	<ul style="list-style-type: none"> • Facility: Roof leaking • Facility: Broken windows/doors • General maintenance (Gen.Maint): Halls 	<ul style="list-style-type: none"> • Mowing - Recreation facilities • Parking: potholes in parking area • Parking: Designated for disabled 	<ul style="list-style-type: none"> • Signage erected on beaches-dog signs • Tree trimming @Recreation facilities • Water wastage • Water wastage at facilities

Council Rental Units

CATEGORY LEVEL 2	CATEGORY LEVEL 3		
Council Rental Units Maintenance	<ul style="list-style-type: none"> • Blocked drain • Broken window • Connect geyser • Faulty plugs • Faulty stopcock • Flushpipe damaged • Fumigation required • Geyser overflow • Inside/Outside taps leaking • Leaking or damaged roof • Light switches faulty 	<ul style="list-style-type: none"> • Mains box burning • Mains box faulty • Meter room vandalism • Meter room: Padlocks missing • No hot water (geyser faulty) • Passage lights out • Repair/replace external door or door frame • Repair/replace basin • Repair/replace bath • Repair/replace toilet (cistern) 	<ul style="list-style-type: none"> • Repair staircase landings • Repair/replace kitchen sink • Replace external locks • Replace globe fitting • Stairway lights out • Staircase repairs • Stairwell lights out • Stove plug faulty • Toilet pot damaged • Wires exposed

Electricity

CATEGORY LEVEL 2	CATEGORY LEVEL 3	
Damage caused by vehicle accident	<ul style="list-style-type: none"> • Pole knocked down in vehicle accident 	
Domestic and commercial supply	<ul style="list-style-type: none"> • No power – Entire street affected • No power – Single property affected 	<ul style="list-style-type: none"> • Suspect credit meter tampering • Suspect prepaid meter tampering
Equipment damage and exposure	<ul style="list-style-type: none"> • Equipment damaged • Exposed cable • Kiosk damaged 	<ul style="list-style-type: none"> • Pole knocked down in vehicle accident • Sparks on electricity pole
Meter readings	<ul style="list-style-type: none"> • Report incorrect reading 	<ul style="list-style-type: none"> • Request an actual reading

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CATEGORY LEVEL 2	CATEGORY LEVEL 3	
Pre-paid meters (PPM)	<ul style="list-style-type: none"> • PPM Burning/burning smell • PPM Customer unable to purchase • PPM Display blank • PPM faulty (Enter detailed description) 	<ul style="list-style-type: none"> • PPM Keypad faulty • PPM rejecting code • PPM tripping
Street lights	<ul style="list-style-type: none"> • All street lights are out • Single street light is out 	<ul style="list-style-type: none"> • Street lights are ON • Tree trimming/pruning around street lights
Wires/Cables	<ul style="list-style-type: none"> • Tree trimming/pruning around overhead wires 	<ul style="list-style-type: none"> • Wires are down

Health

CATEGORY LEVEL 2	CATEGORY LEVEL 3		
City Health	<ul style="list-style-type: none"> • Air pollution • All clinic-related challenges • Business licences: Entertainment (Cinemas, night clubs, gaming) • Business licences: Food (sale or supply of meal) 	<ul style="list-style-type: none"> • Business licences: Health (massage premises and masseurs) • Food safety • Noise pollution • Overgrown plots 	<ul style="list-style-type: none"> • Pest control • Smoking in public places and the workplace • Water pollution

Safety and Security

CATEGORY LEVEL 2	CATEGORY LEVEL 3	
Drugs, drinking and behaviour	<ul style="list-style-type: none"> • Drinking in public • Illegal shebeen • Metal theft 	<ul style="list-style-type: none"> • Sexual acts in public places • Substance abuse • Urinating or defecating in public
Firefighting	<ul style="list-style-type: none"> • Delayed or lack of response to an incident • Potential fire hazards 	<ul style="list-style-type: none"> • Staff behaviour complaints
Law Enforcement	<ul style="list-style-type: none"> • Backyard repairs • Breaking the law • Graffiti • Liquor outlets/licences 	<ul style="list-style-type: none"> • Noise nuisance • Poaching of marine life • Vagrant

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CATEGORY LEVEL 2	CATEGORY LEVEL 3
Problem buildings	<ul style="list-style-type: none"> • Unkempt/abandoned buildings
Squatters	<ul style="list-style-type: none"> • Illegal structures and/or squatters
Traffic (Speeding, parking, etc.)	<ul style="list-style-type: none"> • Abandoned vehicles • Commercial vehicle lost its load • Parking enforcement • Speeding

Social Development

CATEGORY LEVEL 2	CATEGORY LEVEL 3
Social Development and Early Childhood Development	<ul style="list-style-type: none"> • Early childhood development • Poverty alleviation (food gardens) • Street people • Substance abuse (Alcohol and drugs) • Vulnerable groups (Elderly, disabilities, women and gender) • Youth development
Street people	<ul style="list-style-type: none"> • Social development matter • Social welfare matter

Stormwater and Flooding

CATEGORY LEVEL 2	CATEGORY LEVEL 3
Flooding	<ul style="list-style-type: none"> • Flooding of informal settlements • Flooding of property • Flooding of road
Roads and stormwater (Inspection or advice)	<ul style="list-style-type: none"> • Inspection/Advice – Roads and stormwater
Stormwater (Blockages)	<ul style="list-style-type: none"> • Blocked pipe/chan/canal/drain/gully/manhole
Stormwater (Repairs or replace)	<ul style="list-style-type: none"> • Manhole cover/gully grid

Subways

CATEGORY LEVEL 2	CATEGORY LEVEL 3	
City parks and recreation facilities	<ul style="list-style-type: none"> Bush clearing 	<ul style="list-style-type: none"> Mowing
Refuse	<ul style="list-style-type: none"> Illegal dumping in/around subway Request for water tanker to spray 	<ul style="list-style-type: none"> Sweeping in/around subway required
Transport, traffic and roads	<ul style="list-style-type: none"> Drainage Flooding in subway Graffiti 	<ul style="list-style-type: none"> Repairs to stairs/handrails/surface Subway lights out Weed spraying

Transport, Traffic and Roads

CATEGORY LEVEL 2	CATEGORY LEVEL 3		
Illegal advertising	<ul style="list-style-type: none"> Unauthorised signs or advertising on roadway 		
Road or roadway (Enquiries)	<ul style="list-style-type: none"> Lowering of kerbs and pavements 		
Road signs and markings	<ul style="list-style-type: none"> New road signs and road markings 	<ul style="list-style-type: none"> Repair or replace traffic and roadway signs 	
Road/roadway - maintenance	<ul style="list-style-type: none"> Paint or repaint road-markings, lines etc. Re-instatement trenches/incomplete roadworks Repair a defect in the roadway, pavement, bicycle lane etc. 	<ul style="list-style-type: none"> Repair a pothole Repair or replace bollards, guards or handrails 	<ul style="list-style-type: none"> Spraying – Weed Steps and staircases concrete structures
Traffic lights	<ul style="list-style-type: none"> All traffic lights are out Faulty arrows at intersections Pedestrian lights are out 	<ul style="list-style-type: none"> Problems with signal timing, queuing and intersection delays Request for new traffic signals 	<ul style="list-style-type: none"> Traffic lights are flashing or stuck Traffic lights down
Transport	<ul style="list-style-type: none"> Traffic calming infrastructure (e.g. Speedhumps/pedestrian) 		
Transport (Buses and taxis)	<ul style="list-style-type: none"> Golden arrow bus service complaints Integrated Rapid Transport/MyCiTi problem 	<ul style="list-style-type: none"> Public Transport Interchange problem Taxi problems 	
Unsafe road surface	<ul style="list-style-type: none"> Road obstructed by trees, vehicles, containers Road surface compromised by oil, sand or other material 	<ul style="list-style-type: none"> Rockfall, mudslide or verge collapsing Unauthorised material excavations 	

Waste Services (Refuse)

CATEGORY LEVEL 2	CATEGORY LEVEL 3		
Animal carcass removal	<ul style="list-style-type: none"> • Cat • Cow • Dog – large • Dog- small • Horse or donkey 	<ul style="list-style-type: none"> • Seal – large • Seal – small • Sheep • Whale 	
Collection and removal	<ul style="list-style-type: none"> • Non collection of recycling • Non-removal of refuse 	<ul style="list-style-type: none"> • Request to remove garden refuse 	
Dumping, beaches and street sweeping	<ul style="list-style-type: none"> • Beach cleaning • Illegal dumping 	<ul style="list-style-type: none"> • Street sweeping 	
Litter bins (Public)	<ul style="list-style-type: none"> • Litter bins are not being emptied/serviced 	<ul style="list-style-type: none"> • New or additional litter bins required 	
Staff behaviour/driving	<ul style="list-style-type: none"> • Bribery and corruption • Christmas box complaints 	<ul style="list-style-type: none"> • General staff complaints • Reckless driving 	
Wheelie bins	<ul style="list-style-type: none"> • Damaged recycling bin – large (240L) • Damaged recycling bin – small (130L) • Damaged refuse bin – large (240L) • Reduce number of bins 	<ul style="list-style-type: none"> • Repair recycling bin – large (240L) • Repair recycling bin – small (130L) • Repair refuse bin – large (240L) 	<ul style="list-style-type: none"> • Stolen recycling bin – large (240L) • Stolen recycling bin – small (130L) • Stolen refuse bin – large (240L)

Water and Sanitation

CATEGORY LEVEL 2	CATEGORY LEVEL 3		
Informal settlements - sewers	<ul style="list-style-type: none"> • Blocked chemical toilet • Blocked container toilet • Blocked full flush toilet • Damaged/leaking conservancy tank 	<ul style="list-style-type: none"> • Damaged chemical toilet • Damaged container toilet • Damaged full flush toilet • Damaged portable flush toilet 	<ul style="list-style-type: none"> • JoJo tank damaged • New toilet request • Toilet door damaged/faulty • Toilet not emptied/serviced
Informal settlements - water	<ul style="list-style-type: none"> • Standpipe damaged/leaking 	<ul style="list-style-type: none"> • Tap damaged/faulty 	
Sewer	<ul style="list-style-type: none"> • Cockroach spraying • Empty septic tank • Re-instatement after sewer incident 	<ul style="list-style-type: none"> • Sewer: Blocked/overflow • Sewer: Foul smell 	<ul style="list-style-type: none"> • Sewer: Manhole cover: Damaged • Sewer: Manhole cover: Stolen/missing

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CATEGORY LEVEL 2	CATEGORY LEVEL 3		
Treated effluent infrastructure	<ul style="list-style-type: none"> • Burst pipe • Damaged pump • Damaged chamber • Damaged filters • Damaged meter • Damaged pipe (orange) • Damage signage • Damaged strainer 	<ul style="list-style-type: none"> • Damaged valve • High account • Leak on meter • Leak on valve • Low pressure • Meter details to be updated • No account 	<ul style="list-style-type: none"> • No meter linked • No supply • Poor quality • Stolen chamber cover • Stolen meter • Stolen strainer • Stolen valve
Water	<ul style="list-style-type: none"> • Bees in water meter/fire hydrant • Burst pipe • Customer: Meter reading/consumption • Customer: Phone in readings • Fire hydrant: Missing cover • Leak at fire hydrant • Leak at valve • Leak at water meter/stopcock • Leak in road/pavement/underground 	<ul style="list-style-type: none"> • Low water pressure • Meter: Missing cover • Meter: stolen • Meter: damaged • Meter: locate • Move meter to outside a property (to avoid estimations) • No water supply – Neighbourhood affected • No water supply – Single property affected • Reinstatement after water incident 	<ul style="list-style-type: none"> • Stopcock: Defective • Stopcock: Locate • Valve: Missing cover • Water quality: Discoloration • Water quality: smell • Water quality: taste • Water restrictions: complaints • Water run to waste • Water shut-off requested
Water restrictions			