



DEVELOPMENT MANAGEMENT – HOW TO LOG A COMPLAINT FOR UNAUTHORIZED LAND USE AND BUILDING STRUCTURES

DAMS Overview:

The Development Application Management System or DAMS allows for the electronic submission, processing and tracking of building plans and land use applications. DAMS is fully integrated with the City's SAP enterprise environment and links the City's central property repository – which also fully integrates with our Geographic Information System (GIS) – with the City's digital financial system and the main electronic document/records management system.

The Development Management Department only accept building plans and land use applications submitted online via **e-Services**. Read or download our [DAMS Registration Booklet](#) for guidelines on how to register.

BDM Portal Applications at a Glance:

The Building Development Management Portal have been enhanced to differentiate between, various application types, based on standard process flow applications and stand alone process flow applications.

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Overview:

This user manual will simulate the process “**How to Log a Complaint**” via the platforms indicated.



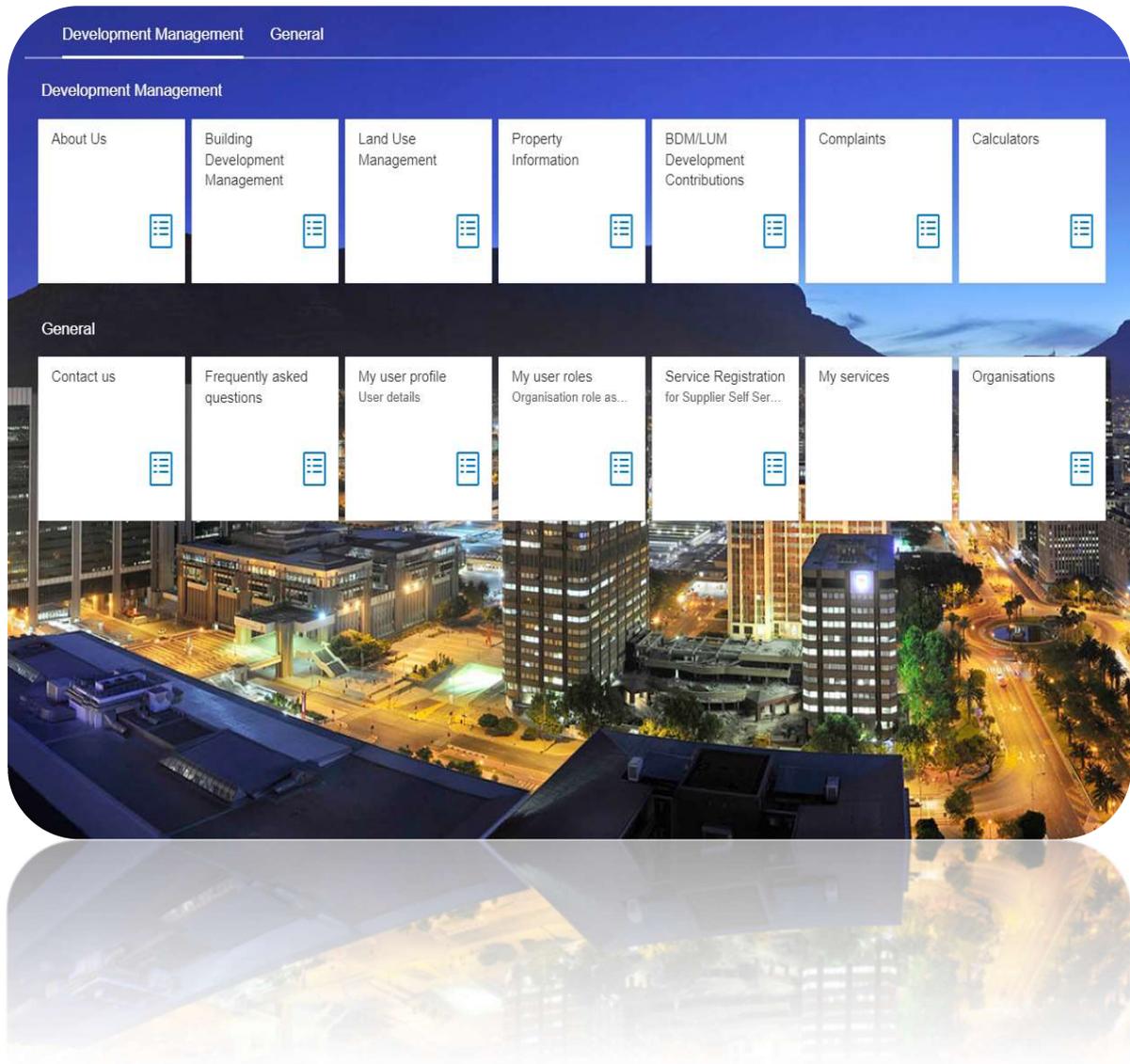
PLEASE NOTE:

- Complaints can be processed using DAMS when logged onto the [e-Services Portal](#).
- Complaints can be processed on the City of Cape Town Mobile App (Downloadable from your Mobile Play Store).
- Complaints can be processed from the [City of Cape Town](#) web page.

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DAMS Complaint Access and Process:

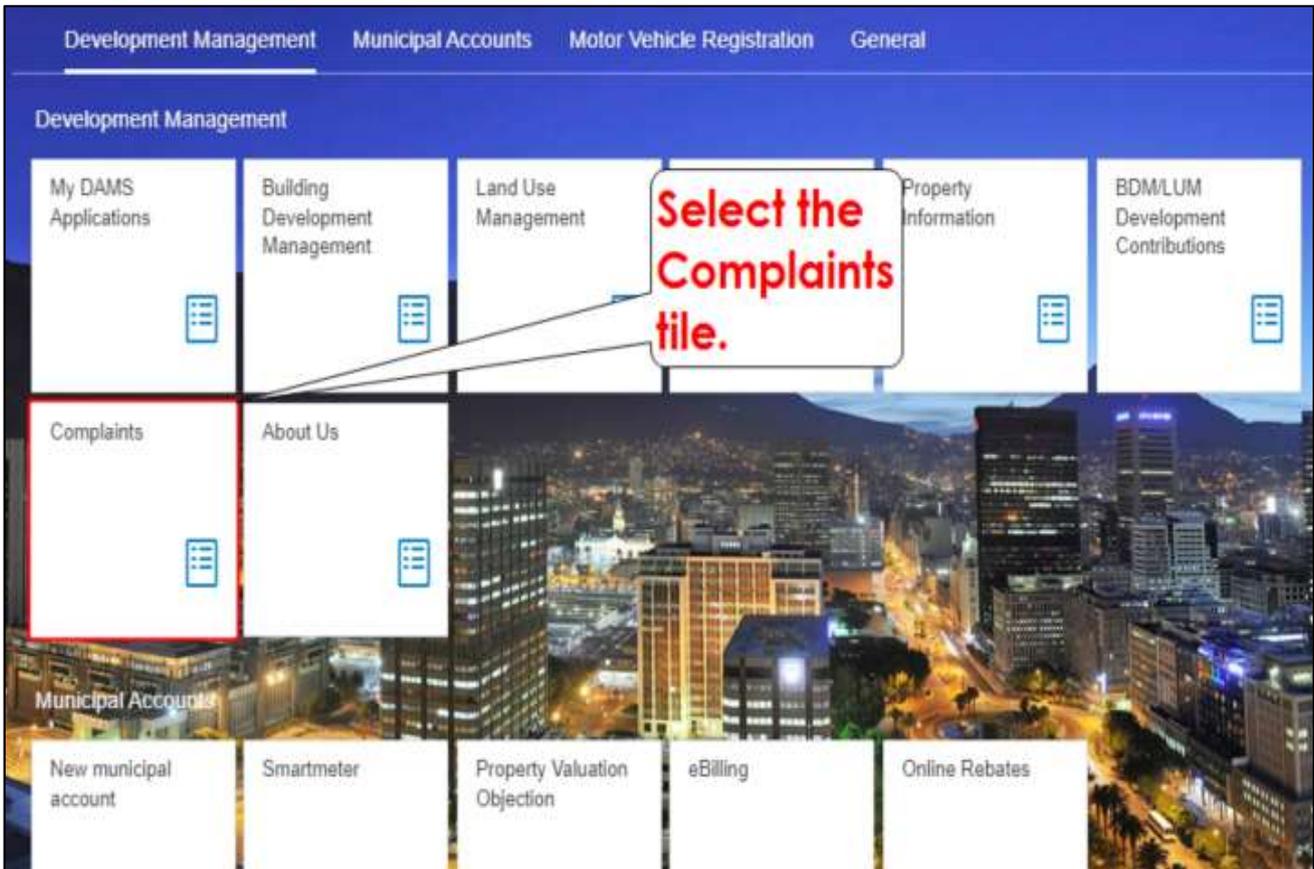
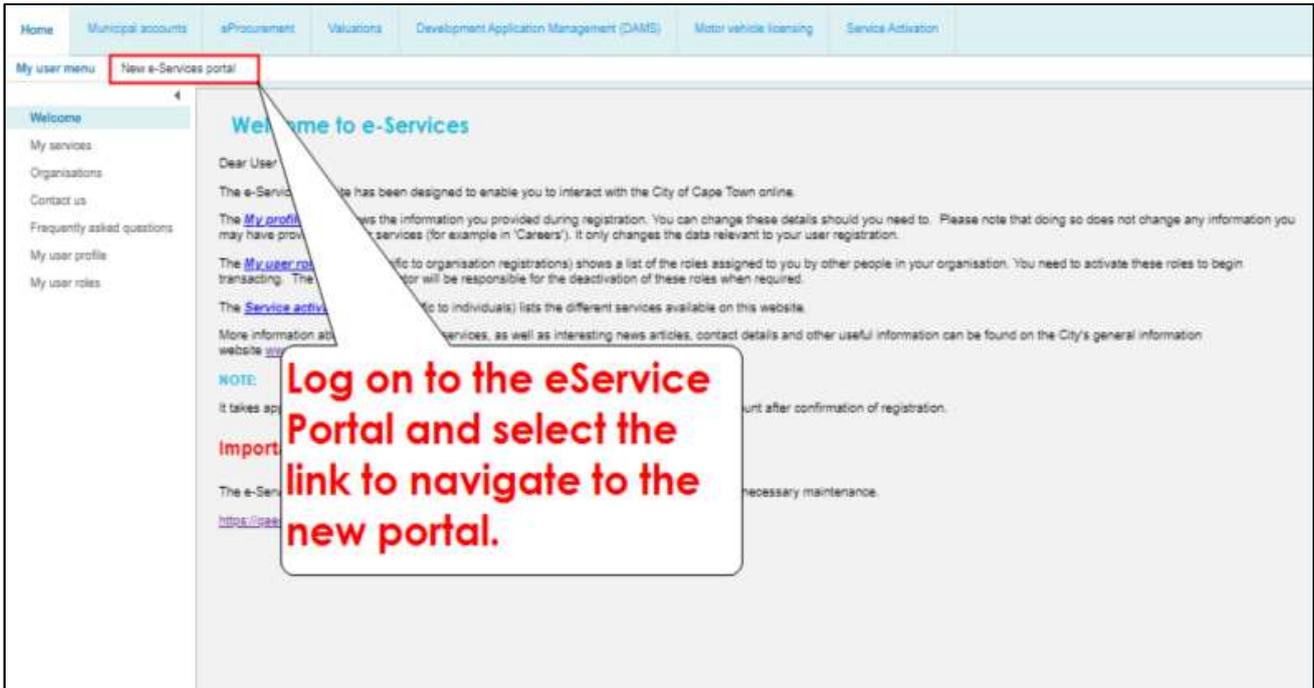
Development Management **e-Services** home page:



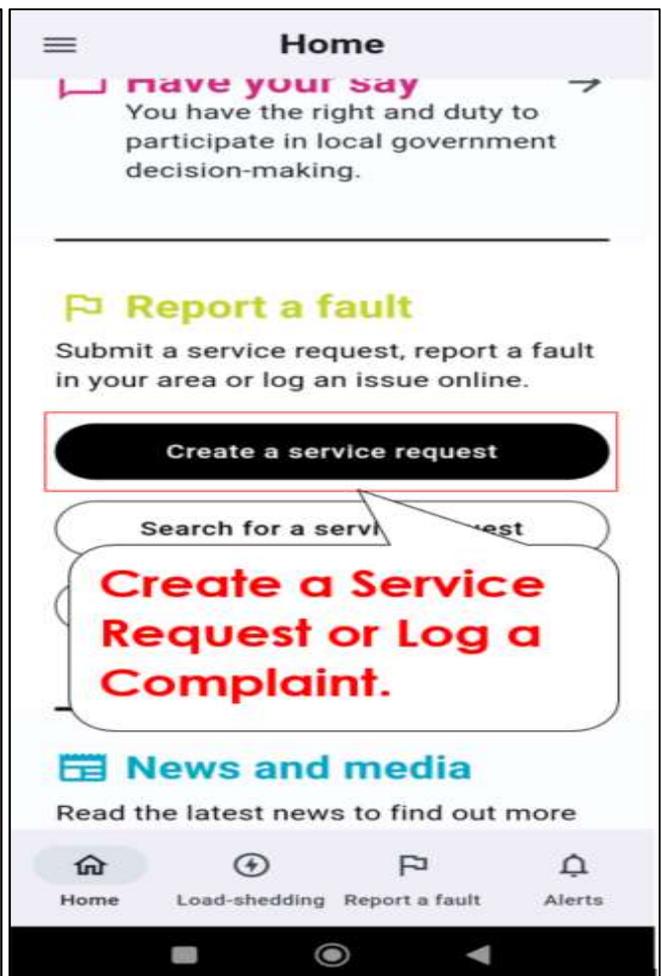
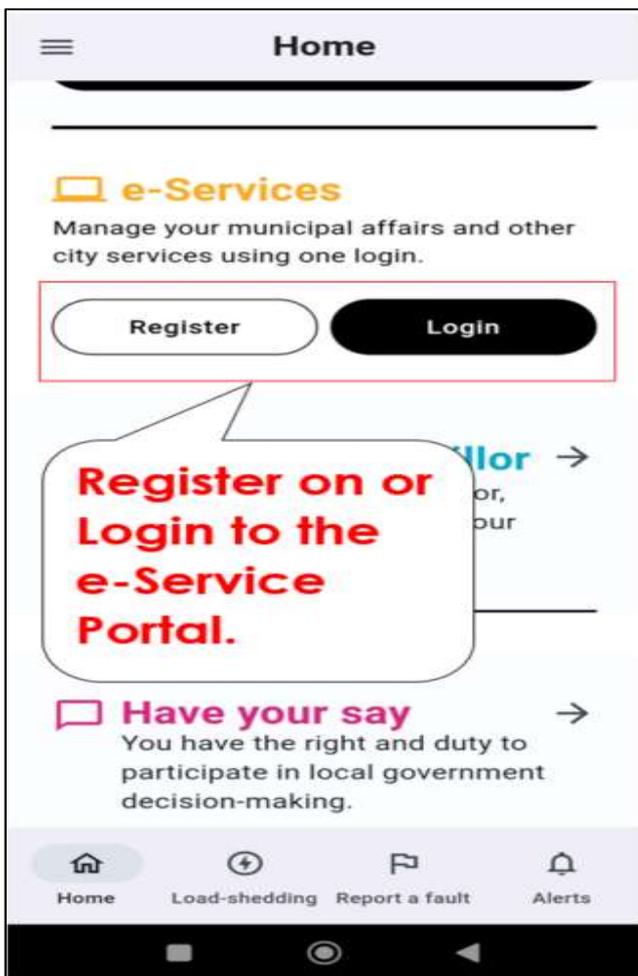
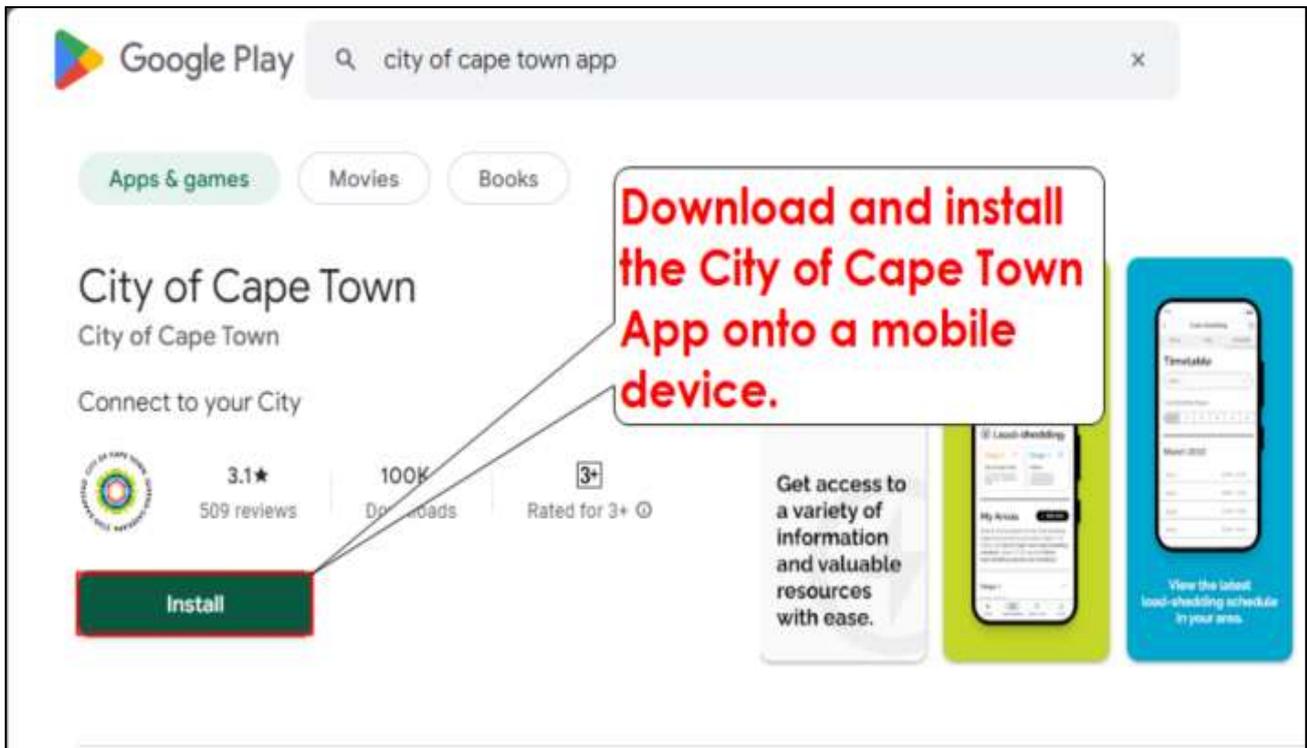
Using Various Platform Options to Log a Complaint or Service Request

<u>Complaint Process Index:</u>	Page No.
Option 1 – Log a Complaint using the DAMS Portal:	PG 4
<ul style="list-style-type: none">• Log onto Eservice• Navigate to New e-Service Portal Home Page• Select the Complaint tile to begin	
Option 2 – Log a Complaint using the City of Cape Town Mobile Application:	PG 5
<ul style="list-style-type: none">• Download and Install the City of Cape Town Application from your Mobile Play Store• Select the Create a Service Request to begin	
Option 3 – Log a Complaint directly on the City of Cape Town website:	PG 6-7
<ul style="list-style-type: none">• Enter and search the City of Cape Town website on your device or computer browser• Select the City Connect Link• Select the Service Request/ Report a Fault(C3) link	
Create, Request a Service Request or Log a Complaint Process:	
1. Create the Service Request	PG 7
2. Select the Service Requestor Complaint Type	PG 8
3. Complete the Search Criteria	PG 8-10
4. Complete the Complaint or Service Description	PG 11
5. Search and Add Complaint Property Location	PG 12-13
6. Document Selection and Upload Process	PG 13-14
7. Provide Contact Information	PG 14-17
8. Complaint Review Confirmation and Submit	PG 17
9. Complaint Service Request Created	PG 18

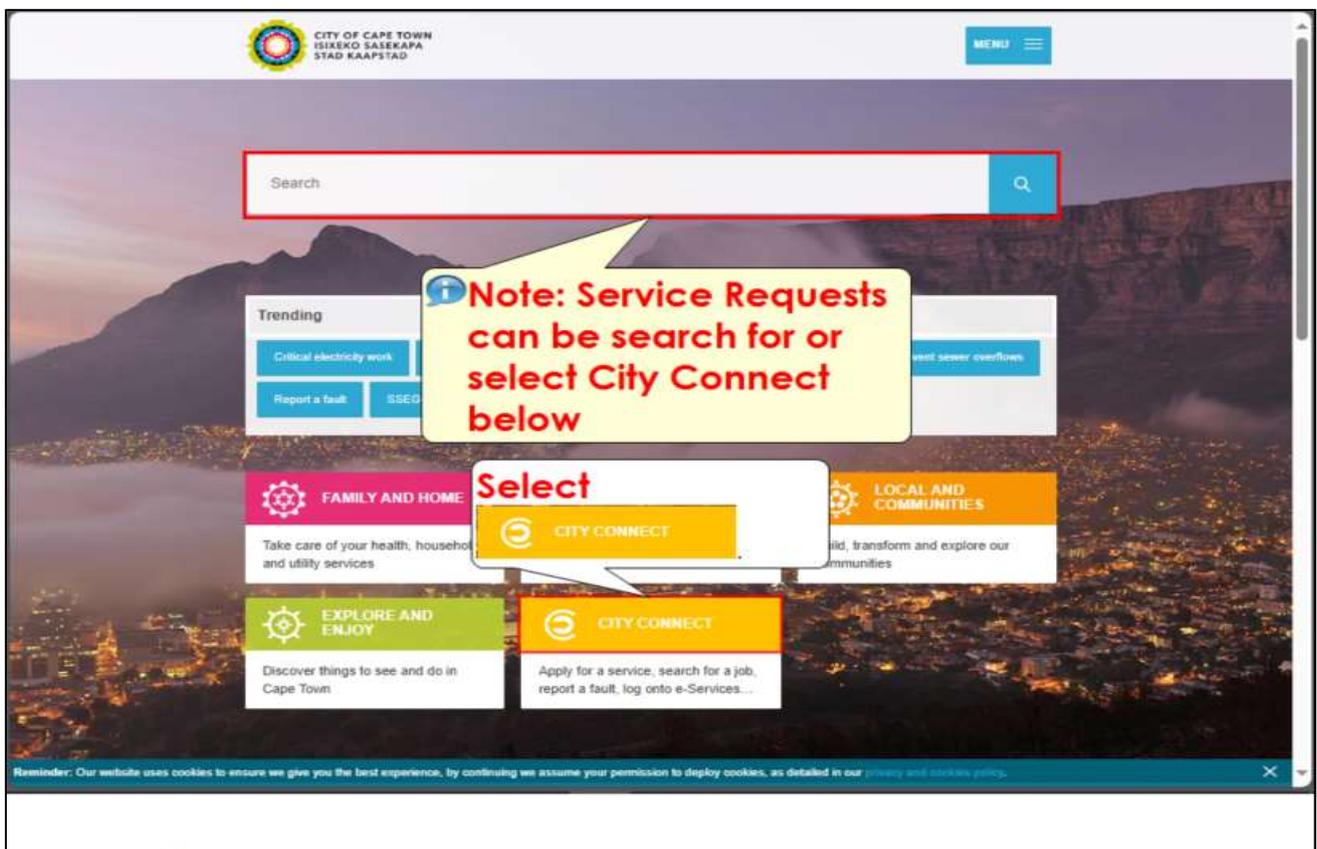
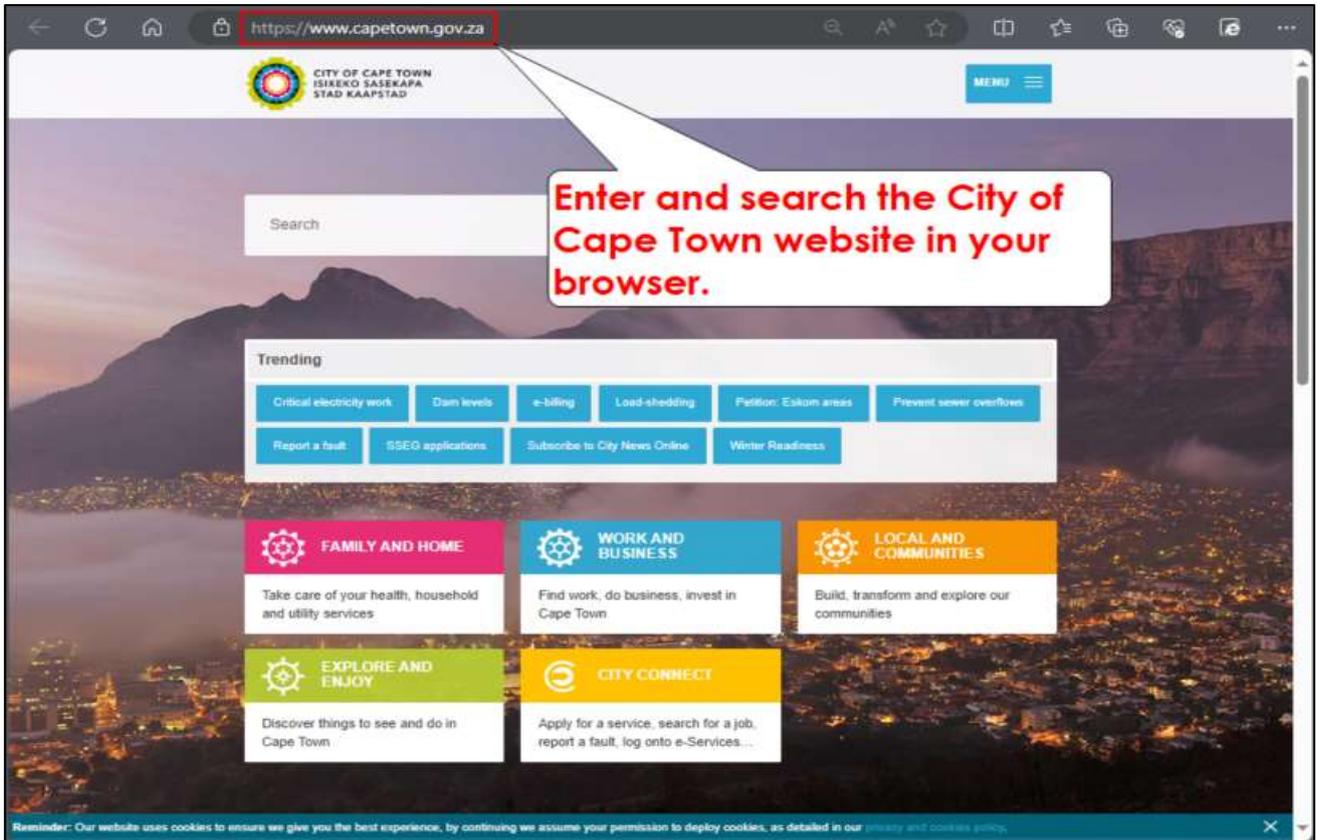
OPTION 1: Accessing Complaints on DAMS via eService Portal



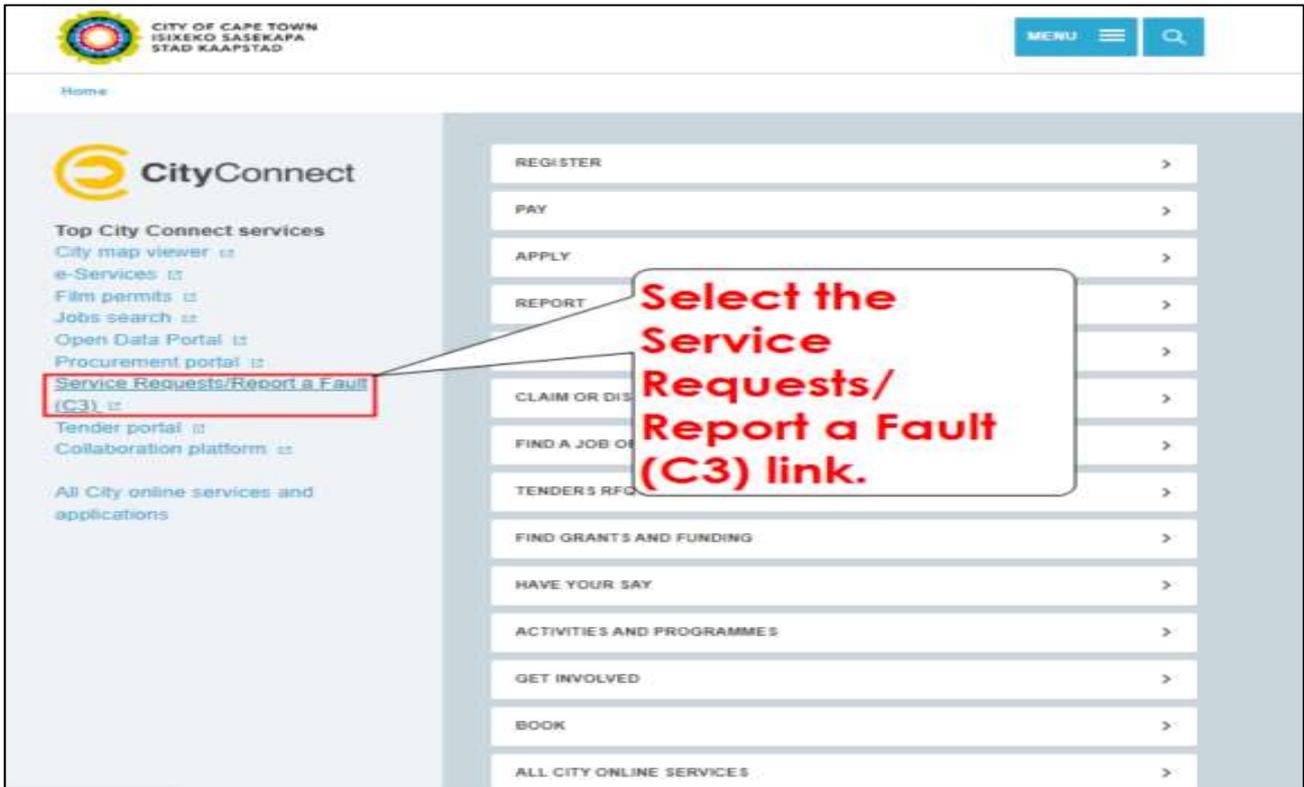
OPTION 2: Accessing Complaints via the City of Cape Town Mobile App



OPTION 3: Accessing Complaints via the City of Cape Town Web Page:
<https://www.capetown.gov.za>



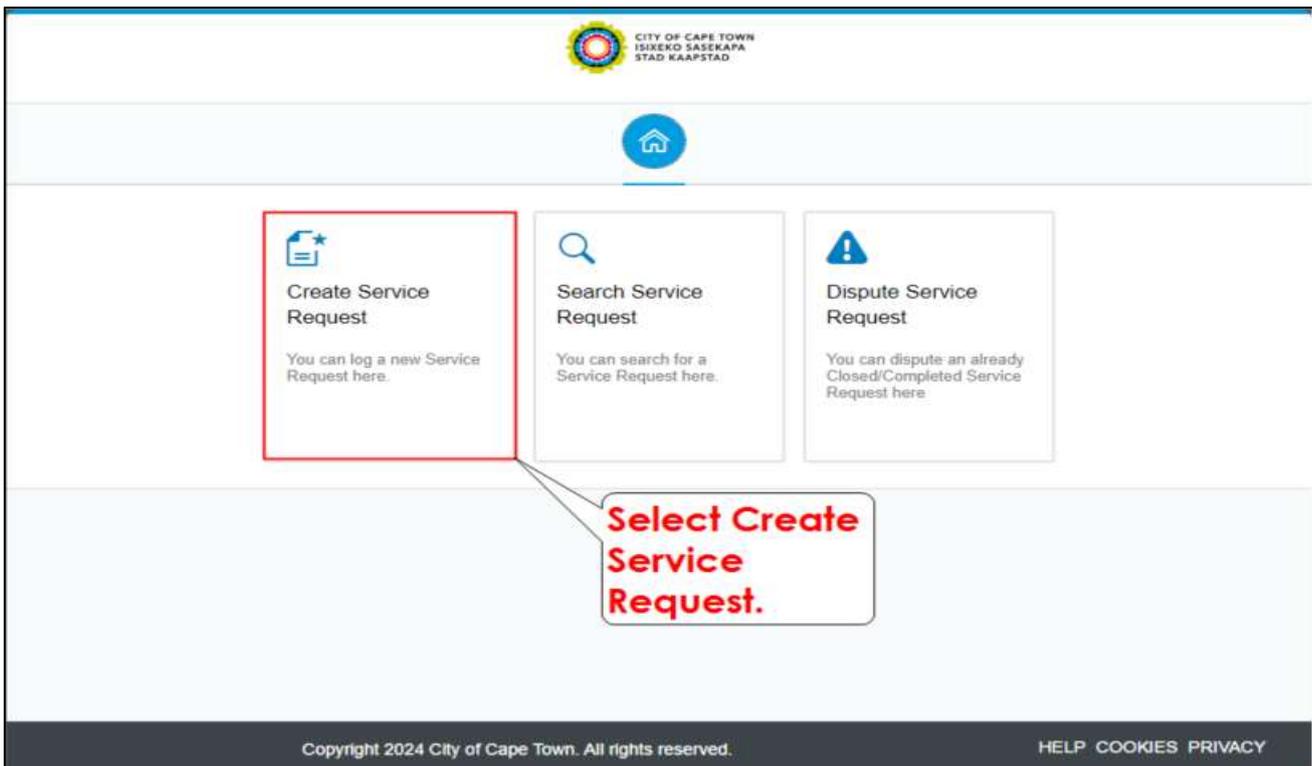
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Request a Service or Log a Complaint Process:

STEP 1: Creating the Service Request:

The “Log a Complaint” process is the same process across all available platforms indicated in this training material



STEP 2: Selecting the Service Request/ Complaint Type

New Service Request

Category Search | Description | Address | Attachment

1. Category Search

Try our quick search functionality

Enter a search term

or select an icon to get started

Building and Planning	City Parks and Recreation Facilities	Electricity	Health
Safety and Security	Social Development	Stormwater and Flooding	Subways
Transport, Traffic and Roads	Waste Services (Refuse)	Water and Sanitation	

*Category Level 1

STEP 3: Completing the Category Search Criteria Process

New Service Request

Category Search | Description | Address | Attachment

Enter a search term

Please proceed to complete category level 2 and 3

Show Icons

*Category Level 1

Building and Planning

*Category Level 2

*Category Level 3

Cancel

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Category Search | Description | Address | Attachment

Enter a search term

Please proceed to complete category level 2 and 3

Show Icons

*Category Level 1
Building and Planning

*Category Level 2
Building Work Contravention
Zoning Contravention

Cancel

Category Search | Description | Address | Attachment

Enter a search term

Please proceed to complete category level 2 and 3

Show Icons

*Category Level 1
Building and Planning

*Category Level 2
Zoning Contravention

*Category Level 3

Cancel

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Category Search Description Address Attachment

- Other Complaints
- Unauthorised Church
- Unauthorised Crèche
- Unauthorised Estate Agents
- Unauthorised Guest House / B&B
- Unauthorised Hair Salon / Beauty Parlour / Barber Shop
- Unauthorised House Shop / Tuck Shop
- Unauthorised Mechanical Workshop
- Unauthorised Panel Beating / Spray-painting
- Unauthorised Shebeen
- Unauthorised Storing of Chemicals / Hazardous
- Unauthorised Tyre Sale & Fitment

Select the relevant Contravention/ Complaint type.

Cancel

Category Search Description Address Attachment

Please proceed to complete category level 2 and 3

Show Icons

*Category Level 1

Building and Planning

*Category Level 2

Zoning Contravention

*Category Level 3

Unauthorised Crèche

Select Next Step to continue.

Next Step

Next Step Cancel

STEP 4: Complete the Complaint or Service Description

Category Search | **Description** | Address | Attachment

2. Description

All fields marked with an asterisk (*) are required

Describe your service request, issue or complaint.

***Describe Request**

Enter description of request

Select the Describe Request field and describe your complaint/ contravention.

Cancel

Category Search | **Description** | Address | Attachment

2. Description

All fields marked with an asterisk (*) are required

Describe your service request, issue or complaint.

***Describe Request**

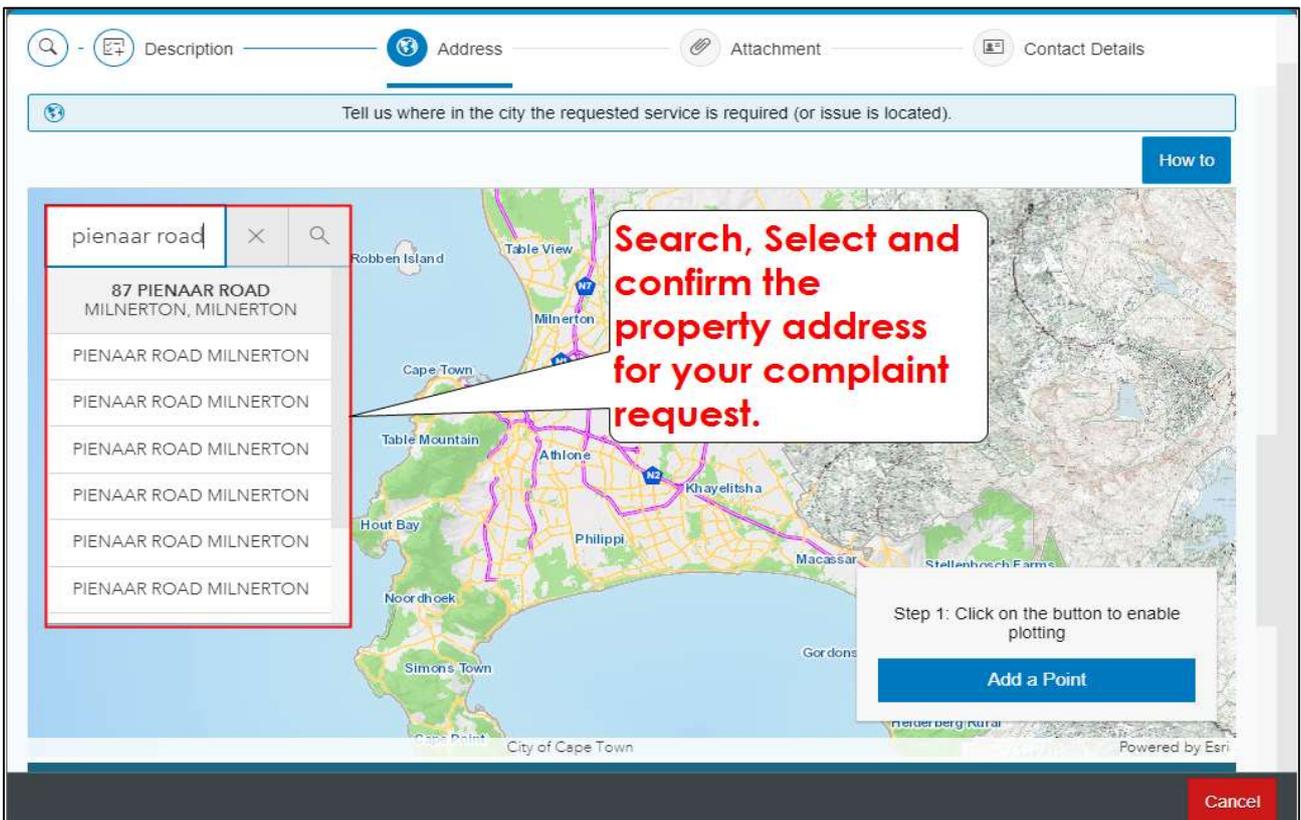
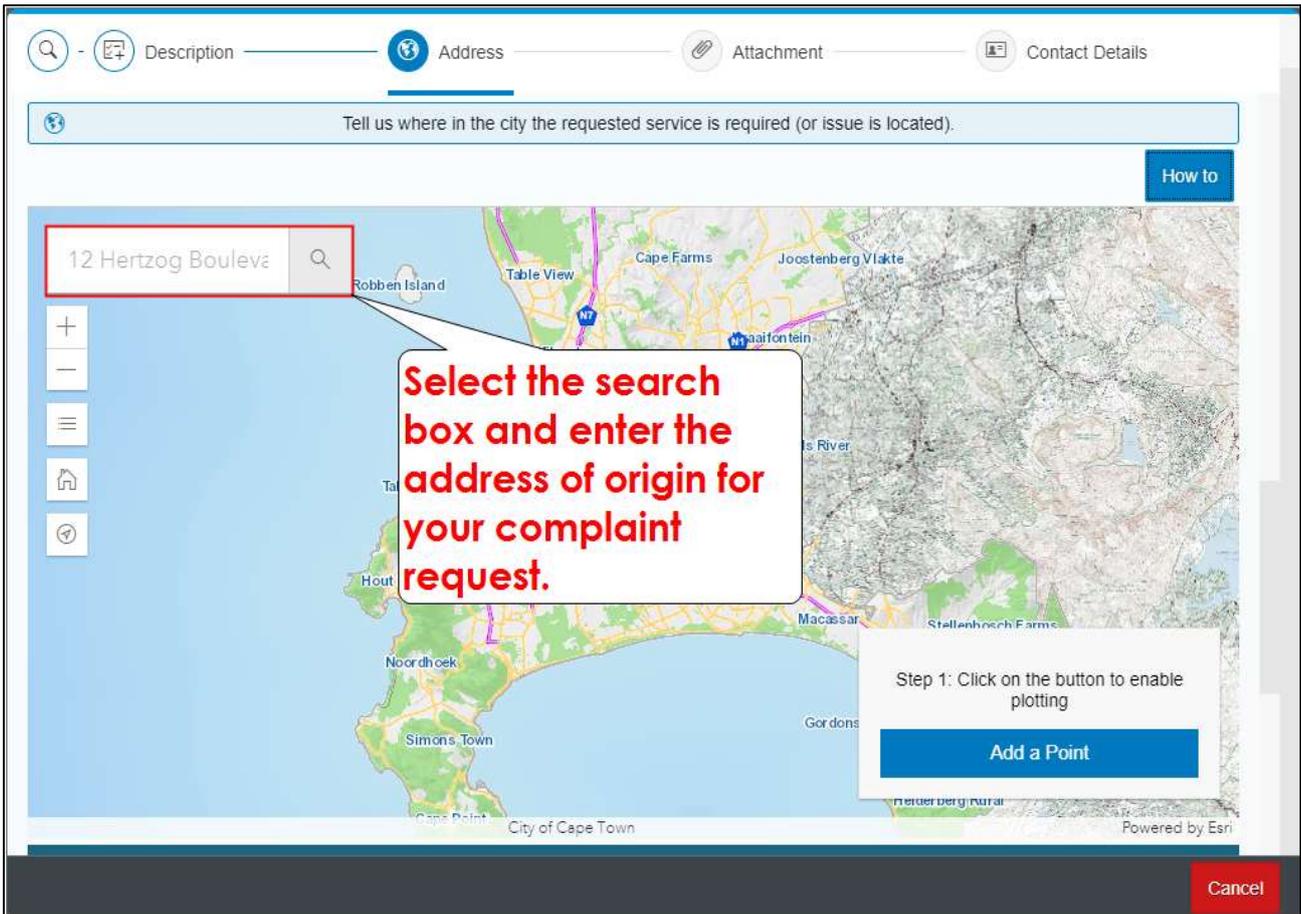
Creche popped up over night at the neighbour across the road

Select Next Step to continue.

Next Step

Next Step | Cancel

STEP 5: Search and Add Complaint Property Location



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Search: pienaar road

Tell us where in the city the requested service is required (or issue is located).

How to

Select Done to complete the adding of the complaint location.

Step 2: Click on the map to plot a point

Change Point

Done

Next Step Cancel

STEP 6: Document Selection and Upload Process

4. Attachment

Service request attachment

Select file to attach

Choose a file to upload...

Browse...

Select Browse... to upload the complaint form document and photograph of the contravention/complaint.

Next Step Cancel

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Search - Description - Address - Attachment - Contact Details

4. Attachment

Service request attachment

Select file to attach

TEST DOC_1.pdf

You **Select to continue.** document to describe your request further.
file size is 10MB.

STEP 7: Provide Contact Information

Search - Description - Address - Attachment - Contact Details

All fields marked with an asterisk (*) are required

Contact Details

First name

Surname

Email

Mobile (Enter 10 digit number)

Preferred feedback method

Email

Mobile

Select and enter your name as per your identity document.

DEVELOPMENT MANAGEMENT – HOW TO LOG A COMPLAINT FOR UNAUTHORIZED LAND USE AND BUILDING STRUCTURES

Search - Description - Address - Attachment - **Contact Details**

All fields marked with an asterisk (*) are required

Contact Details

First name
Own Name

Surname
Own Surname

Email
Name.Surname@email.com

Mobile (Enter 10 digit number)

Preferred feedback method

Email

Mobile

Select and enter your surname as per your identity document.

Cancel

Search - Description - Address - Attachment - **Contact Details**

All fields marked with an asterisk (*) are required

Contact Details

First name
Own Name

Surname
Own Surname

Email
Name.Surname@email.com

Mobile (Enter 10 digit number)

Preferred feedback method

Email

Mobile

Select and enter a contactable email address to receive correspondence.

Cancel

DEVELOPMENT MANAGEMENT – HOW TO LOG A COMPLAINT FOR UNAUTHORIZED LAND USE AND BUILDING STRUCTURES

Search - Description - Address - Attachment - Contact Details

All fields marked with an asterisk (*) are required

Contact Details

First name
Own Name

Surname
Own Surname

Email
Name.Surname@email.com

Mobile (Enter 10 digit number)

Preferred feedback method

Email

Mobile

Cancel

Select and enter a contactable mobile number to receive correspondence.

Search - Description - Address - Attachment - Contact Details

Contact Details

First name
Own Name

Surname
Own Surname

Email
Name.Surname@email.com

Mobile (Enter 10 digit number)
0611234567

Preferred feedback method

Email

Mobile

Review Cancel

Note: The Complainant details are to be truthfully completed in the Contact Details Fields to receive correspondence.

In the event where the Complainant is non responsive and non contactable, the Complaint Request Case will be closed!

Select to indicate your preferred method to receive correspondence regarding your Complaint Request.

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Search - Description - Address - Attachment - Contact Details

Contact Details

First name
Own Name

Surname
Own Surname

Email
Name.Surname@email.com

Mobile (Enter 10 digit number)
0611234567

Preferred feedback method
 Email
 Mobile

Select **Review** to continue.

Review Cancel

STEP 8: Complaint Review Confirmation and Submit

Summary

Address

Street Number	87
Street	PIENAAR
Suburb	MILNERTON

Edit

Contact Details

First Name	Own Name
Surname	Own Surname
Telephone	0611234567
Email	Name.Surname@email.com
Preferred communication	EMAIL

Edit

Please review all information and details captured, should any changes be required, select the "Edit" option available after each section.

Select **Submit** to complete your Complaint Request.

Submit Cancel

STEP 9: Complaint Service Request Created

Service Request Created

Service Request successfully created

The Complaint/ Service Request has successfully been created.

Note: Automated notification with the Complaint Number and details will be emailed or sms'd to the complainant.

Service Request Reference Number
9117419415

Category Level 1
Building and Planning

Category Level 2
Zoning Contravention

Category Level 3
Unauthorised Crèche

Description
Creche popped up over night at the neighbour across the road

Address
87 , PIENAAR , MILNERTON , Cape Town, South Africa

Close

Service Request Created

Service Request successfully created

Select Close to exit and return to the main menu.

Service Request Reference Number
9117419415

Category Level 1
Building and Planning

Category Level 2
Zoning Contravention

Category Level 3
Unauthorised Crèche

Description
Creche popped up over night at the neighbour across the road

Address
87 , PIENAAR , MILNERTON , Cape Town, South Africa

Close

Congratulations! You have successfully made your submission/enquiry.

Click here to view other available user manuals.

For online services and enquiries, contact us through our District Information Hubs:

[Blaauwberg](#) [Northern](#) [Cape Flats](#) [Table Bay](#)
[Helderberg](#) [Tygerberg](#) [Khayelitsha](#) [Southern](#)