

CITY OF CAPE TOWN ISIXEKO SASEKAPA STAD KAAPSTAD

SPATIAL PLANNING AND ENVIRONMENT

USER MANUAL: Development Application Management Portal (DAMS)

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 <u>DAMS</u> <u>Registration Booklet</u> for guidelines on how to register.

BDM Portal Applications at a Glance:

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

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

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 <u>City of Cape Town</u> web page.

DAMS Complaint Access and Process:

Development Management e-Services home page:



Using Various Platform Options to Log a Complaint or Service Request

Complaint Process Index: Page No. Option 1 – Log a Complaint using the DAMS Portal: PG 4 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 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 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 PG 8 2. Select the Service Requestor Complaint Type 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 PG 18 9. Complaint Service Request Created





OPTION 2: Accessing Complaints via the City of Cape Town Mobile App Google Play Q city of cape town app × Apps & games Movies Books Download and install the City of Cape Town City of Cape Town App onto a mobile City of Cape Town device. Connect to your City 3.1* 100K 3+ Get access to Rated for 3+ @ a variety of 509 reviews oads Tio. information and valuable resources Install with ease. Home Home = = mave your say You have the right and duty to participate in local government decision-making. e-Services Manage your municipal affairs and other city services using one login. P Report a fault Register Login Submit a service request, report a fault in your area or log an issue online. Create a service request $lor \rightarrow$ **Register** on or or, Login to the bur Search for a servi est e-Service Create a Service Portal. **Request or Log a** Complaint.] Have your say \rightarrow You have the right and duty to Rews and media participate in local government decision-making. Read the latest news to find out more È P 俞 (7) P D 命 (7) Home Load-shedding Report a fault Alerts Load-shedding Report a fault Alerts Home 0 122 0



CITY OF CAPE TOWN ISIXEKO SASEKAPA STAD KAAPSTAD		
Home		
	REGISTER	<u>×</u>
City map viewer to	APPLY	>
e-Services ta Film permits ta Jobs search ta	REPORT Select the	*
Open Data Portal Lt Procurement portal Lt	Service	x
Service Requests/Report a Fault (C3) =	CLAIM OR DIS Requests/	>
Collaboration platform is	FIND A JOB O	>
All City online services and	TENDER'S RFQ	,
appecations	FIND GRANTS AND FUNDING	×
	HAVE YOUR SAY	×
	ACTIVITIES AND PROGRAMMES	20
	GET INVOLVED	×
	воож	20
	ALL CITY ONLINE SERVICES	

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

	CITY OF CAPE TOWN ISINENO SASEKAPA STAD KAAPSTAD		
Create Servic Request You can log a new Request here.	e Service You can search for a Service Request here.	Dispute Service Request You can dispute an already Closed/Completed Service Request here	
	Select C Service Request.	reate	
Copyright 202	4 City of Cape Town. All rights reserved.		HELP COOKIES PRIVACY

Page 7 of 18

		🔘 New Serv	ice Request			
Category Search	Description		Address	Ø	Attachment	
Category Search						
Try our quick se	arch functionality					
¥ Enter a search term	S	elect the				ß
	E	uilding an	d			
r select an icon to get sta	rted	lanning til	e.			
Building and Planning		ity Parks and ecreation acilities	Elect	ricity	Health	
Safety and Security	S S	ocial evelopment	Storm Flood	nwater and ling	Subways	
Transport, Trai	ffic n W	aste Services (efuse)	Wate Sanit	r and		
	-		<u> </u>			

STEP 3: Completing the Category Search Criteria Process

	V	New Service Request		
Category Search	E= Description	(1) Address	Ø Attachment	
Enter a search term				C
Please proceed to complete cat	egory level 2 and 3	Note: Cate automatic as per serv for request	gory Level 1 will ally be complete vice type selecte	ed ed
*Category Level 1 Building and Planning				~
*Category Level 2	Select Level 2	the Category drop-down		~
*Category Level 3	arrow.			
				~

Category Search — (Description	Address	Ø Att	tachment		8=
Enter a search term					C	
Please proceed to complete catego	ory level 2 and 3					
Show Icons						
*Category Level 1	Select	the relevant				
Building and Planning	Contra	vention/			~)
*Category Level 2	Comple	aint type.			~	
Building Work Contravention	V					
Zoning Contravention						,
					~	
					C	ancel
Category Search (Enter a search term	Description	O Address	@ At	ttachment	c	ance
Category Search (Enter a search term Please proceed to complete category Show Icons	Description	Address	Ø At	ttachment	C C?	
Category Search (Enter a search term Please proceed to complete categor Show Icons *Category Level 1 Building and Planning	Description ory level 2 and 3 Select Level 3	Address Address the Category a drop-down	At	ttachment	C	ance!
Category Search Enter a search term Please proceed to complete catego Show Icons *Category Level 1 Building and Planning *Category Level 2	Description Description Dry level 2 and 3 Select Level 3 arrow.	Address Address the Category 3 drop-down		tachment	C C C C C C C	ance
Category Search Enter a search term Please proceed to complete catego Show Icons *Category Level 1 Building and Planning *Category Level 2 Zoning Contravention	Description Description Dry level 2 and 3 Select Level 3 arrow.	Address Address the Category 3 drop-down		ttachment		ancel
Category Search Enter a search term Please proceed to complete catego Show Icons *Category Level 1 Building and Planning *Category Level 2 Zoning Contravention *Category Level 3	Description Description Dry level 2 and 3 Select Level 3 arrow	Address Address the Category adrop-down .		ttachment		ancel
Category Search Enter a search term Please proceed to complete categor Show Icons Category Level 1 Building and Planning Category Level 2 Zoning Contravention Category Level 3	Description Description Dry level 2 and 3 Select Level 3 arrow.	Address Address the Category 3 drop-down		ttachment		ancel
Category Search Enter a search term Please proceed to complete catego Show Icons Category Level 1 Building and Planning Category Level 2 Zoning Contravention Category Level 3	Description Description Dry level 2 and 3 Select Level 3 arrow.	Address Address the Category 3 drop-down		ttachment		ancel



STEP 4: Complete	the Complaint o	r Service Descriptio	on	
Category Search —	Description	Address	Attachment	E
2. Description				
	All fields mark	ed with an asterisk (*) are required	1	
[E1	Describe you	ur service request, issue or complai	nt.	
*Describe Request				
Enter description of request Select the field and c complaint	Describe Requ describe your / contravention	n. (§) Address	Attachment	Cancel
2. Description				
	All fields mark	ed with an asterisk (*) are required		
2+ -	Describe you	ar service request, issue of complain	nt.	
*Describe Request Creche popped up over nigi Next Step	ht at the neighbour accross the roa	ect Next Step continue.		
			Next Step	Cancel

STEP 5: Search and Add Complaint Property Location





Q - ET Description	Address	Attachment	Contact D	etails
4. Attachment				
Ø	Service	e request attachment		
Select file to attach				
TEST DOC_1.pdf				Browse
		8		
	You Select Next Step to continue.	cument to describe your request fu file size is 10MB.	urther.	
Next Step				
			Next 5	tep Cancel

STEP 7: Provide Contact Information

	All fields marked with an asterisk (*) are required	
<u>2</u> -	Contact Details	
First name		
Own Name	2	
Surname		
Own Surname	Select and enter your	
Email	name as per your	
Name.Surname@email.com	definity document.	
Mobile (Enter 10 digit number)		
See 1		
Preferred feedback method		
Preferred feedback method		

Page **14** of **18**

오) - (한국) Description	- 🛞 Address 🥙 Attachment	Contact Details
	All fields marked with an asterisk (*) are required	
<u>1</u>	Contact Details	
First name		
Own Name		
Surname		
Own Surname		
Email		
Name.Surname@email.com	Select and enter your	
Mobile (Enter 10 digit number)	identity document	
Preferred feedback method		
Email		
0		
Mobile		
Mobile	- 🛞 Address	Cancel
Mobile Mobile Contraction Description	Address Address All fields marked with an asterisk (*) are required Contact Details	Cancel
Mobile Output Description	Address Address All fields marked with an asterisk (*) are required Contact Details	Cancel
Mobile Our Name	Address (*) are required Contact Details	Cancel
Mobile Own Name Mobile	Address (*) are required Contact Details	Contact Details
Mobile Our Name Surname Mobile	Address (*) are required Contact Details Select and enter a contactable email address to receive	Concel
Mobile Mobile Own Name Own Surname Own Surname	Address (*) are required Contact Details Select and enter a contactable email address to receive	Contact Details
Mobile Mobile Our Name Own Name Own Surname Email	Address Address All fields marked with an asterisk (*) are required Contact Details Select and enter a contactable email address to receive correspondence.	Contact Details
Mobile Mobile Mobile	Image: Select and enter a contactable email address to receive correspondence.	Contact Details
Mobile Mobile Mobile Mobile	Address Address All fields marked with an asterisk (*) are required Contact Details Select and enter a contactable email address to receive correspondence.	Cancel
Mobile Mobile Mobile Mobile Mobi	Image: Address in the second secon	Contact Details
Mobile Mobile Image: Surname Own Name Surname Own Surname Email Name.Surname@email.com Mobile (Enter 10 digit number)	Address (*) are required All fields marked with an asterisk (*) are required Contact Details Select and enter a contactable email address to receive correspondence.	Contact Details
Mobile Nobile Name Own Name Surname Own Surname Own Surname Email Name.Surname@email.com Mobile (Enter 10 digit number)	Address All fields marked with an asterisk (*) are required Contact Details Select and enter a contactable email address to receive correspondence.	Cancel
Mobile Nobile Name Own Name Own Surname Own Surname Email Name.Surname@email.com Mobile (Enter 10 digit number) Preferred feedback method	Image: Address Image: Address All fields marked with an asterisk (*) are required Contact Details Select and enter a contactable email address to receive correspondence. Correspondence.	Contact Details
Mobile Mobile Image: Surname Own Name Surname Own Surname Own Surname Email Name.Surname@email.com Mobile (Enter 10 digit number) Image: Surname Preferred feedback method Image: Surname	Image: Select and enter a contactable email address to receive correspondence.	
Mobile Mobile Image: Surname Own Name Surname Own Surname Image: Surname@email.com Mobile (Enter 10 digit number) Image: Surname@email.com	Image: Select and enter a contactable email address to receive correspondence.	

	All fields marked with an asterisk (*) are required	
<u>z=</u>	Contact Details	
First name		
Own Name		
Surname		
Own Surname	Select and enter a	
Franil	contactable mobile	
Email	number to receive	
Name.Sumame@email.com	correspondence.	
Mobile (Enter 10 digit number)		
Preferred feedback method		
Preferred feedback method		
0		
Email		
Email		
Email Mobile		Control
Email Mobile		Canc
Email Mobile		Canc
Email Mobile Mobile Mobile Description	- (*) Address - Contact Details	Cano
Email Mobile Control Description	- (*) Address - Contact Details	Canc
Email Mobile Control Contro	Address Contact Details Contact Details Contact Details	Canc
Email Mobile Covn Name	Address — @ Attachment _ Contact Details Contact Details Contact Details Note: The Complainant details are to be truthfully completed in the	Canc
Email Mobile Comparison First name Own Name	Address (Contact Details Contact Details Fields to receive	Canc
Email Mobile Comparison First name Own Name Surname	Address (in the contact Details Fields to receive correspondence	Canc
Email Mobile Mobile Comparison First name Own Name Surname Own Surname Own Surname Own Surname	Image: Second and the second and th	Canc
Email Mobile Comparison First name Own Name Surname Own Surname Own Surname Own Surname	Image: Solution of the system of the syst	Canc
Email Mobile Comparison First name Own Name Surname Own Surname Email	Image: Solution of the second seco	
Email Mobile Mobile Description First name Own Name Surname Own Surname Email Name.Surname@email.com	Image: Second control of the second	Canc
 Email Mobile Mobile Description First name Own Name Surname Own Surname Email Name Surname@email.com Mobile (Enter 10 digit number)	Image: Solution of the system of the syst	
Email Mobile Mobile Own Name Own Name Own Surname Own Surname Email Name.Surname@email.com Mobile (Enter 10 digit number) O611234567	Image: Second and the event where the Complainant is non responsive and non contactable, the Complaint Request Case will be closed! Contact Details	
Email Mobile First name Own Name Surname Own Surname Email Name.Surname@email.com Mobile (Enter 10 digit number) 0611234567	Image: Second control of the second	
Email Mobile Mobile Mobile Own Name Own Name Own Surname Own Surname Email Name.Surname@email.com Mobile (Enter 10 digit number) 0611234567 Preferred feedback method	Image: Select to indicate your	
Email Mobile First name Own Name Surname Own Surname Own Surname Email Name.Surname@email.com Mobile (Enter 10 digit number) 0611234567 Preferred feedback method Email	Image: Solution of the state of the sta	
Email Mobile First name Own Name Surname Own Surname Own Surname Email Name Surname@email.com Mobile (Enter 10 digit number) 0611234567 Preferred feedback method Email Mobile	Address Address Address Contact Details Address Contact Details 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	
Email Mobile First name Own Name Surname Own Surname Own Surname Email Name.Surname@email.com Mobile (Enter 10 digit number) 0611234567 Preferred feedback method Email Mobile	Image: Solution of the second state	

Q - P Description	— 🛞 Address ——	Attachment —	Contact Details	
<u>a</u> =		Contact Details		
First name				
Own Name				
Surname				
Own Surname				
Email				
Name.Surname@email.com				
Mobile (Enter 10 digit number)				
0611234567				
Preferred feedback method		Select Review to		
• Email		continue.	× .	
Mobile				
			Review	Cancel

STEP 8: Complaint Review Confirmation and Submit

street Number 87 street PIENAAR suburb MILNERTON Edit Select the "Edit" option available after each section. Contact Details Select the "Edit" option available after each section. First Name Own Name Surname Own Surname Telephone 0611234567 Email Name.Surname@email.com Preffered communication EMAIL	Address		Please review all information
street PIENAAR suburb MILNERTON Edit Contact Details First Name Own Name own Sumame OWn Sumame 0611234567 Email Name Sumame@email.com Preffered communication Edit	Street Number	87	and details captured, should
suburb MILNERTON select the "Edit" option available after each section. Edit Contact Details First Name Own Name surname Own Surname 0611234567 Email Name.Surname@email.com Preffered communication EMAIL	Street	PIENAAR	any changes be required,
Edit Contact Details First Name Own Name Surname Own Surname Own Surname Own Surname Telephone 0611234567 Email Name.Surname@email.com Preffered communication EMAIL	Suburb	MILNERTON	select the "Edit" option
Contact Details First Name Own Name Surname Own Surname Odil1234567 Select Submit to complete your Email Name.Surname@email.com Preffered communication EMAIL Edit Email	Edit		available after each section.
First NameOwn NameSelect submit to complete your Complaint Request.Surname0611234567Complete your Complaint Request.Preffered communicationEMAIL	Contact Details		
SurnameOwn Surnamecomplete yourTelephone0611234567ComplaintEmailName.Surname@email.comRequest.Preffered communicationEMAIL	First Name	Own Name	Select Submit to
Telephone 0611234567 Email Name.Surname@email.com Preffered communication EMAIL Edit	Surname	Own Surname	complete your
Email Name.Surname@email.com Preffered communication EMAIL Edit	Telephone	0611234567	Complaint
Preffered EMAIL communication Edit	Email	Name.Surname@email.com	Request.
Edit	Preffered communication	EMAIL	
	Edit		

Page **17** of **18**

STEP 9: Complaint Service Request Created Service Request Created i Service Request successfully created Service Request Reference Number The Complaint/ 9117419415 Service Request Category Level 1 has successfully Building and Planning been created. Category Level 2 Zoning Contravention Category Level 3 Unauthorised Crèche Note: Automated Description notification with the Creche popped up over night at the neighbour accross the road Complaint Number and Address details will be emailed or 87, PIENAAR, MILNERTON, Cape Town, South Africa sms'd to the complainant. Service Request Created i Service Request successfully created Service Request Reference Number 9117419415 Category Level 1 Building and Planning Category Level 2 Zoning Contravention Category Level 3 Select Close to Unauthorised Crèche exit and Description return to the Creche popped up over night at the neighbour accross the road main menu. Address 87, PIENAAR, MILNERTON, Cape Town, South Africa

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:

Clos

<u>Blaauwberg</u> <u>Northern</u> <u>Cape Flats</u> <u>Table Bay</u> <u>Helderberg</u> <u>Tygerberg</u> <u>Khayelitsha</u> <u>Southern</u>