



City Map Viewers (Internal & External) One Stop Shop Guide

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CITY OF CAPE TOWN
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Introduction

The City Map Viewer, both the internal and external versions, is a web-based map application which allows the user (GIS or non-GIS) to explore, analyse and extract information from the City of Cape Town's portal resources. This map application contains a variety of thematic layers representing information such as property information (boundaries, zoning etc.), transport infrastructure and municipal boundaries.

This manual provides guidance on the latest tool, the virtual One Stop Shop. There are full manuals on the Viewers available from [City Maps](#) and Development Management GIS.

The request came about from the "Doing Business" project and the aim is for attorneys and developers to be able to expedite or query their cases with the relevant department. The vision is that all departments involved in the property value chain should have contact details available for their areas, regions or districts.

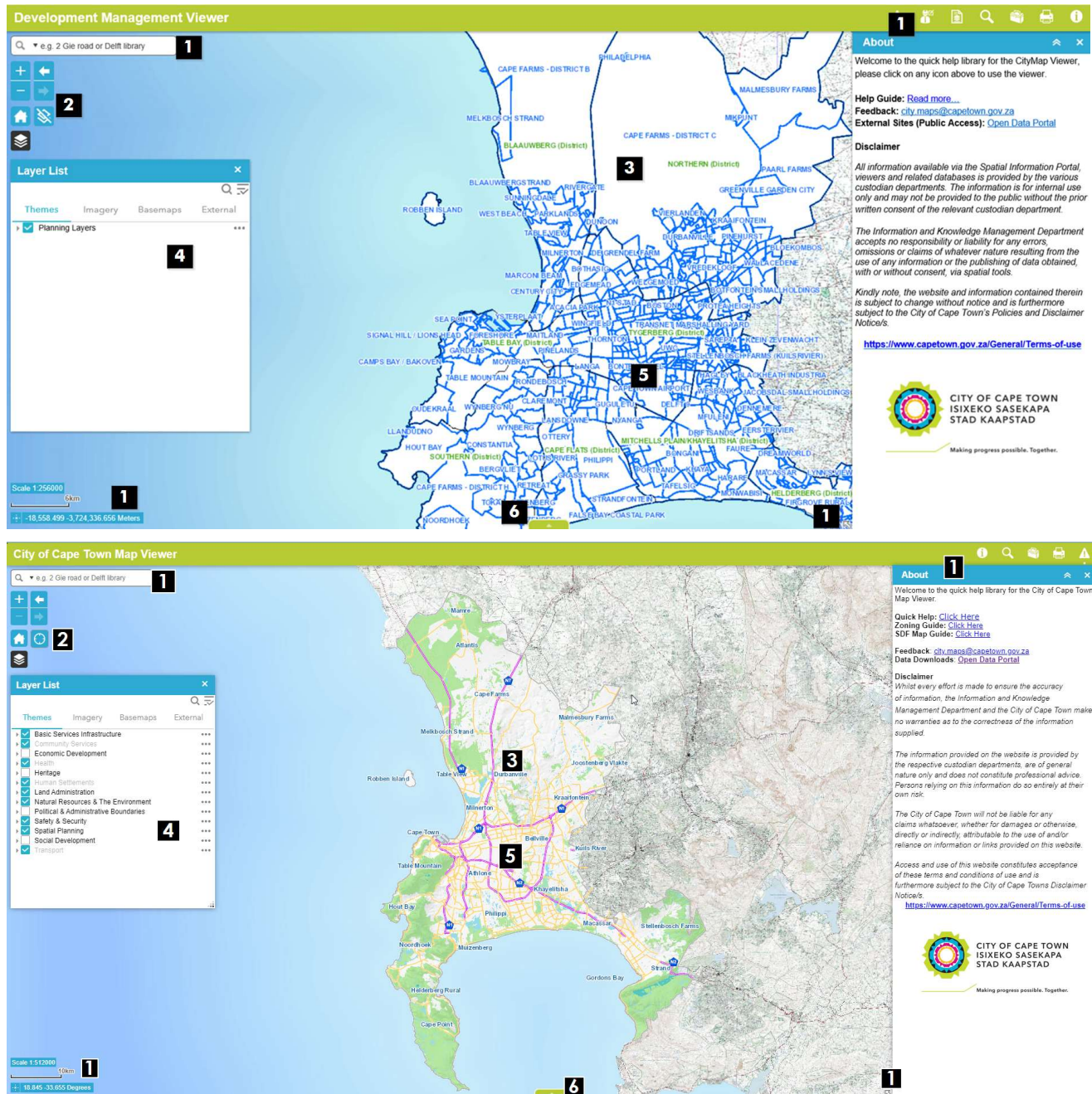
Please note: Currently, all information is manually populated and we are reliant on all service departments to keep us updated on any changes. Should you encounter any errors or inconsistencies, please advise us using the email address in Section 4.

In Phase 2 of this project, all information is to be automated and more contacts can be added. Should you have a requirement for contact details as part of Phase 2, please do send them on to us and we will ensure the project team is made aware of your request.

1. User interface

1.1 Map area, tools and navigation controls

When launching the viewer, a view similar to the image below appears. Below the image is a description of the basic functions and their usage.



1. **Tools (Clockwise from top Left)** - Free-text search (Solr search), Identify, Query Tools, Toolbox, Print, About (Help), Overview Map, Zoom-to-scale
2. **Navigation controls** - Zoom in, Zoom out (Alternatively, scroll the computer mouse wheel to zoom in/out on the map), Default/Full extent, Layer list, Previous extent, Next extent, Clear all results (Clearing all selections, search results, etc.)
3. **Moving the map** - Left click in the map area and, while holding down the mouse button, move the mouse in the direction the map should be moved (**pan**)

4. **Layer list** – Choose the required Grouping tab (Themes, Imagery, Basemaps or External) Click on the little arrow on the left side of a theme to expand/collapse layers and themes. Use the scroll bar to view all the layers.

To display a layer in the map area, click in the tick-box left of the layer name. To remove the layer from the map area, un-tick the tick-box left of the layer name.

Please note: The layers are linked to their themes hierarchically, i.e. If the layer is ticked on, but the theme is ticked off, the layer will not be displayed in the map area. Click on the ellipses (...) to the right of a layer to see a menu of available options.
5. **Map area** - The layers displayed in the map area depend on which layers and themes are ticked on in the layer list and the scale of the map. Some layers cannot be switched on/off and do not appear in the layer list. These layers form part of what is called the base map.

For example: At full extent, only some of the larger roads are visible like freeways and main roads. Zooming in to a suburb will now display all of the roads and the property boundaries.
6. **Attribute tab** - Click this arrow to open the attribute window that lists all the spatial datasets of the viewer. Click the arrow again to close the window.

1.2 Reminder on how to Search for a property

The search tool is grouped into SAP-related searches and GIS-related searches. The SAP searches allow searching for a specific property using property (erf) number or farm number, land parcel key, an address or by rate payer / owner name. The GIS searches allow searching for a suburb, a ward, a subcouncil, or by performing a spatial query.

Search
—

Click one of the following task items to execute the query.

SAP

Erf/Farm
>

Land Parcel Key
>

Address
>

Name
>

Advanced
>

GIS

Suburb
>

Ward
>

Subcouncil
>

Spatial Query
>

Search
—

Click one of the following task items to execute the query.

Property (Erf) /Farm
>

Address
>

Suburb
>

Ward
>

Subcouncil
>

Spatial Search
>

1.2.1 Search for a specific property using its erf / farm number

Click on “Erf/Farm” to execute the query. Click in the allotment dropdown box to specify the allotment that the property is located in. Type in the first few letters. As you type, only the allotment names that match the letters typed will display, eliminating all other names, making it easy to select the allotment.

Search Tools

Search

QUERIES

Options

APPLY

Specify parameters for this task:

Allotment

BANTRY BAY

BANTRY BAY

Erf

Enter the property number in the “Erf” textbox and click on “Apply” to search for the property.

Search Tools

Search

QUERIES

Options

APPLY

Specify parameters for this task:

Allotment

BANTRY BAY

Example: BELLVILLE

Erf

527

Example: 2325

Portion

Example: 2

Split

Example: 4

RE (Remainder)

☐

Example: ticked = Yes

☐ Use spatial filter to limit features

☐ Add result as operational layer

With this option checked, results will be kept on the map until the "Clear Results" button is clicked.

A new window will display the results, as can be seen below. Click on the wanted result to zoom to the property. (The results are ordered by suburb name)

BANTRY BAY

SG26 Code: C016000100000527000000

Official Suburb Name: BANTRY BAY

Subcouncil Name: Subcouncil 16

Ward Name: 54

ISIS Key: 114533

Addr No: 266

Address No Suffix:

Street Name: OCEAN VIEW

Street Name Type: Drive

Vested Type: No Vesting

Status: Official

Allotment Name: BANTRY BAY

Legal Status SG: Registered

Property Number: 527

Zoning Description: Single Residential 1 : Conventional Housing

SUB_CNCL_NMBR: 16

Extent (Sq m): 700.91

Zoom to

Search Tools

Search

OPTIONS

Results

Number of features found: 1

Open Export View

BANTRY BAY

SG26 Code: C016000100000527000000000

Official Suburb Name: BANTRY BAY

Subcouncil Name: Subcouncil 16

Ward Name: 54

ISIS Key: 114533

Addr No: 266

Address No Suffix:

Street Name: OCEAN VIEW

Street Name Type: Drive

Vested Type: No Vesting

Status: Official

Allotment Name: BANTRY BAY

Legal Status SG: Registered

Property Number: 527

Zoning Description: Single Residential 1 : Conventional Housing

SUB_CNCL_NMBR: 16

Extent (Sq m): 700.91

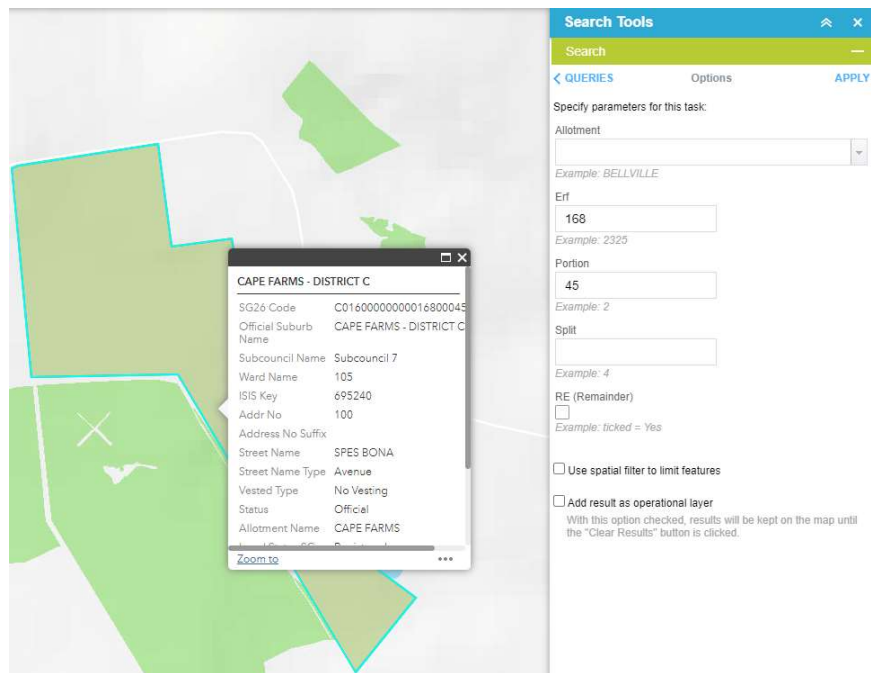
6 | Page



NOTE: If the search returned no results, check the property number specified.

P.S. Click on "<OPTIONS" to return to the "Property Search using Property (erf) Number" tool and "<QUERIES" to return to the "Spatial Search Tool" window. Click "Clear Results" to clear values.


The search tool can be used to locate a specific farm by using its erf number and portion (if applicable) as the search criteria, as can be seen in the figure below.

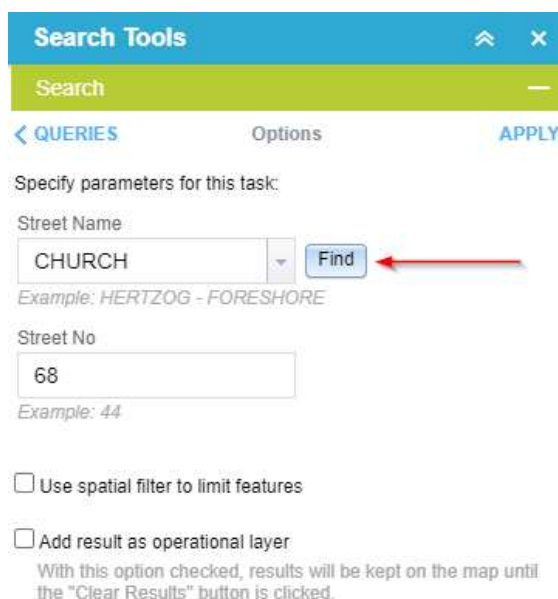


NOTE: If the search returned no results, check the farm number specified.

P.S. Click on "<OPTIONS" to return to the "Property Search using Farm Number" tool and "<QUERIES" to return to the "Spatial Search Tool" window. Click "Clear Results" to clear values.

1.2.2 Search for a specific property using its address

In the search tool window, click on "Address". In the new window, enter the street name in the "Street Name" textbox, and click on the "Find" button () to select the correct suburb in which the street falls. Enter the street number in the "Street No" textbox and click on "Apply" to search for the property at the specified address.





Search Tools

Search

< **QUERIES** Options **APPLY**

Specify parameters for this task:

Street Name
CHURCH  **Find** 

Example: HERTZOG - FORESHORE

Street No
68

Example: 44

☐ Use spatial filter to limit features

☐ Add result as operational layer

With this option checked, results will be kept on the map until the "Clear Results" button is clicked.

A new window will display the results on the right-hand side. Click on the wanted result to zoom to the property. (The results are ordered by suburb name) If the search returned no results, check the spelling of the street name or try the "locate all properties that share a given street name" below.



Search Tools

Search

< **OPTIONS** Results

Number of features found: 1

Open Export View

WYNBERG

SG26 Code: C016000700066558000000000

Official Suburb Name: WYNBERG

Subcouncil Name: Subcouncil 20

Ward Name: 62

ISIS Key: 46515

Addr No: 68

Address No Suffix:

Street Name: CHURCH

Street Name Type: Street

Vested Type: No Vesting

Status: Official

Allotment Name: CAPE TOWN

Legal Status SG: Registered

Property Number: 66558

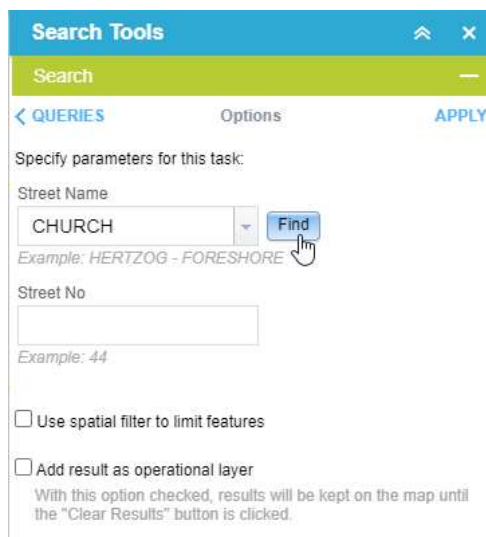
Zoning Description: General Business 1

SUB_CNCL_NMBR: 20

Extent (Sq m): 900.58

P.S. Click on "<OPTIONS" to return to the "Property Search using Address" tool and "<QUERIES" to return to the "Spatial Search Tool" window. Click "Clear Results" to clear values.

In the search tool window, click on "Address". In the new window, leave the "Address No" textbox empty, enter the street name in the "Street Name" textbox, click on "Find" to determine the suburb and click on "Apply" to search for all properties that share the specified street name.



Search Tools

Search

< QUERIES Options APPLY

Specify parameters for this task:

Street Name

CHURCH Find

Example: HERTZOG - FORESHORE

Street No

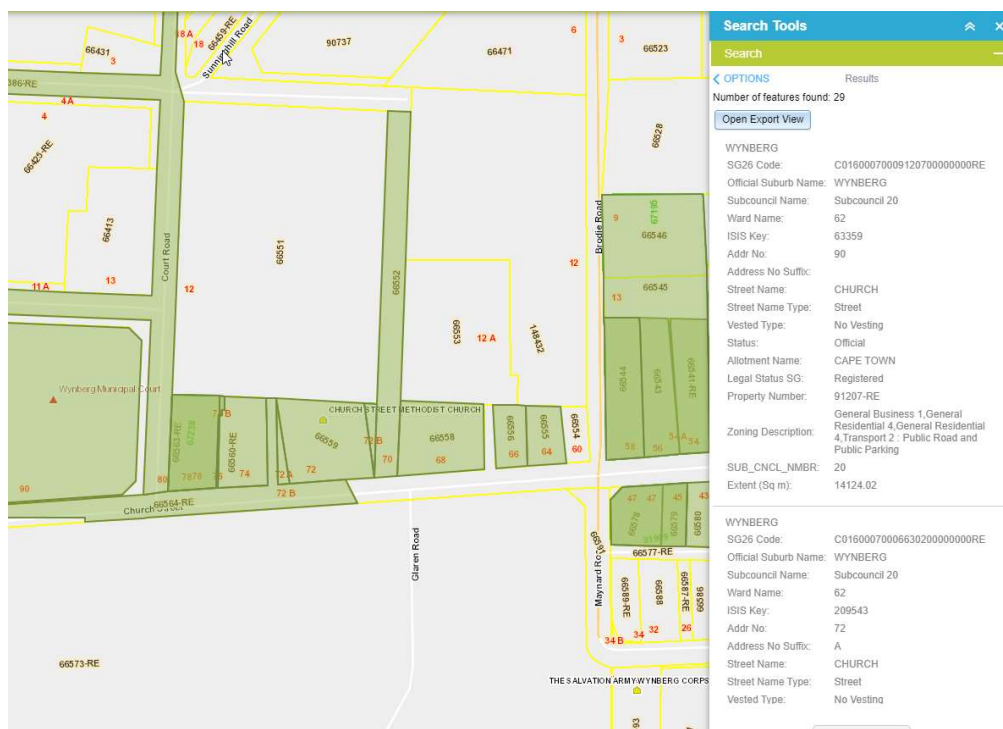
Example: 44

☐ Use spatial filter to limit features

☐ Add result as operational layer

With this option checked, results will be kept on the map until the "Clear Results" button is clicked.

A new window will display the results below. Click on the wanted result to zoom to the property. (The results are ordered by suburb name) If the search returned no results, check the spelling of the street name.



Search Tools

Search

< OPTIONS Results

Number of features found: 29

Open Export View

WYNBERG

SG26 Code: C01600070009120700000000RE

Official Suburb Name: WYNBERG

Subcouncil Name: Subcouncil 20

Ward Name: 62

ISIS Key: 63359

Addr No: 90

Address No Suffix:

Street Name: CHURCH

Street Name Type: Street

Vested Type: No Vesting

Status: Official

Allotment Name: CAPE TOWN

Legal Status SG: Registered

Property Number: 91207-RE

Zoning Description: General Business 1, General Residential 4, General Residential 4, Transport 2 - Public Road and Public Parking

SUB_CNCL_NMBR: 20

Extent (Sq m): 14124.02

WYNBERG

SG26 Code: C0160007000630200000000RE

Official Suburb Name: WYNBERG

Subcouncil Name: Subcouncil 20

Ward Name: 62

ISIS Key: 209543

Addr No: 72

Address No Suffix: A

Street Name: CHURCH

Street Name Type: Street

Vested Type: No Vesting



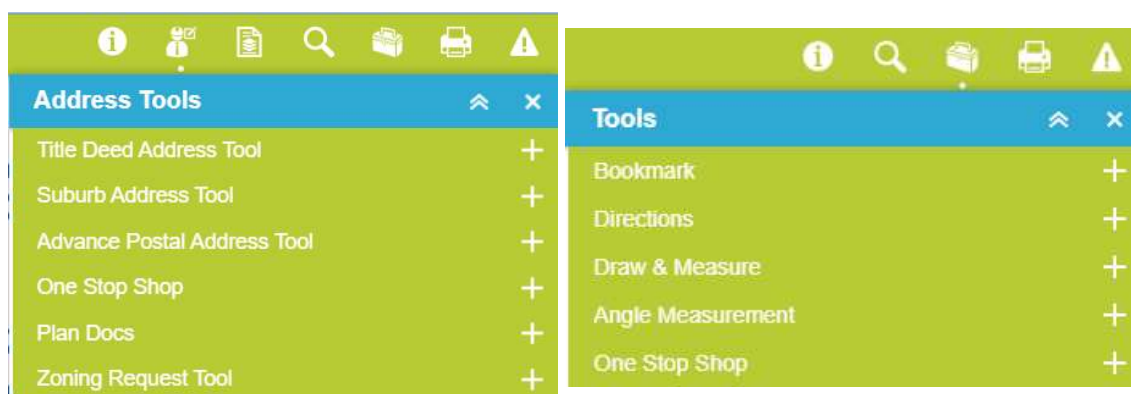
NOTE: If the search returned no results, check the street name specified.

P.S. Click on "<OPTIONS" to return to the "Property Search using Address" tool and "<QUERIES" to return to the "Spatial Search Tool" window. Click "Clear Results" to clear values.

2. Address Tools



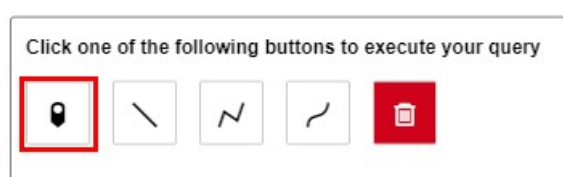
& Tools



2.1 One Stop Shop

The One Stop Shop provides contact details for Land Use Management (LUM) and Building Development Management (BDM) applicants to utilise in cases when follow-up on possible delays or issues in section 137 or section 118 clearances are required.

In order to find the One Stop Shop details related to the specific erf / erven you searched, choose one of the selection options below.



To use the point spatial query, select the point tool from the query window, and click on the map where features are to be queried.



To use the line spatial query, select the line tool from query window, press down on the map to start and let go to finish.



To use the polyline spatial query, select the polyline tool from the query window, click on the map to start drawing, click to continue drawing and double click to end drawing.



To use the freehand polyline spatial query, select the freehand polyline tool from the query window, press down to start and let go to finish.

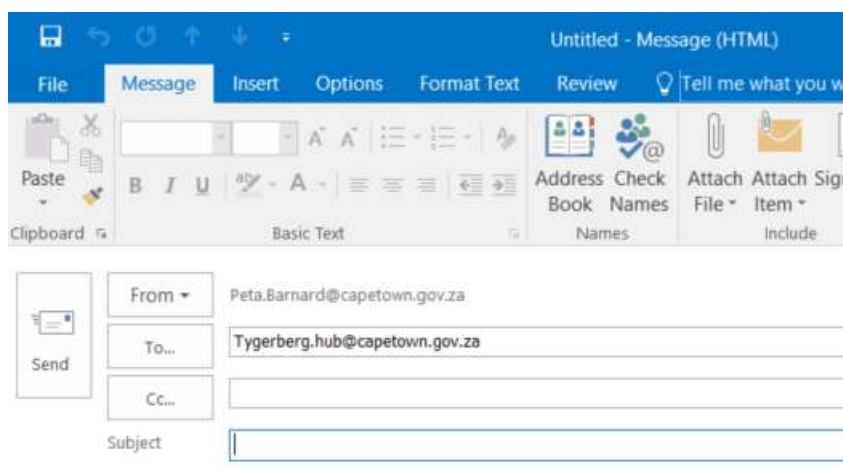
Once the erf / erven have been selected, click on the "View Results" button on the One Stop Shop tab.




This will open the attribute table with a list of all the regions / districts that cover the specific erf / erven selected.

Region Name	Region Code	Department	Section	Region	Circulation Reason	Generic Email Address	Generic Telephone Number	Additional or Escalating Email Address	Additional Telephone Number
TYGERBERG	LUM03	Development Management	Building Development Management	Tygerberg	BDM Application Enquiries	Tygerberg.hub@capetown.gov.za	27214447843	DEWALDT.SMIT@CAPETOWN.GOV.ZA	27214447840
CENTRAL DISTRICT	CPA01	CPA City Parks	City Parks	Central	Recreation & Parks Planning Applications or enquiries	rp.enquiries@capetown.gov.za		Phila.Nkosinkulu@capetown.gov.za	27214440905
NORTH		ELS Electrical Services	Electrical Services	Area North	LUM and BDM cases	Leona.Liebenberg@capetown.gov.za	27214448362	Shiraz.Swartland@capetown.gov.za	27214442177
Central	HEN03	ENV Environmental Management (EHM)	Environmental Management	Central	Environment related queries applicable to Development Management applications and Rates Clearances	maurieta.stewart@capetown.gov.za	27214872117	Dimitri.Georgeades@capetown.gov.za	27214006518

The email addresses are hyperlinked in the table, so when you click the link under "Email Address", an email will open automatically.



 **NOTE:** You can export the Attribute table to a CSV file, which you can save as an excel spreadsheet however; you will lose the hyperlink option.

P.S.  Click on down arrow on "OPTIONS" in the attribute table and select "Export to CSV"

3. Reminder on shortcuts, tips and tricks



3.1 Full screen keyboard shortcut

On a desktop F11 allows you to toggle the viewer to full screen and back.
On a laptop use "ctrl" F11 to do the same.

3.2 Alternative zoom options

Zoom in: "shift" and draw a square using your mouse and keeping the left button depressed.
Zoom out: "ctrl", "shift" and draw a square using your mouse keeping the left button depressed.

3.3 Navigation controls

These are found at the top left of the Viewer Screen and can be used as follows:



Zoom in and out



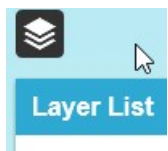
Zoom to full extent (the view you see when you open the Viewer for the first time)



Zoom to and from your previous extents



Clear all graphics and selections



Toggles the Layer List on and off

4. About, contact information and disclaimer

Feedback: DMGIS.DataImprovement@capetown.gov.za

Spatial datasets on internal portal: [Spatial Information Portal](#)

External sites (public access): [Open Data Portal](#)

Disclaimer

All information available via the Spatial Information Portal, viewers and related databases is provided by the various custodian departments. The information is for internal use only and may not be provided to the public without the prior written consent of the relevant custodian department.

The Development Management Department accepts no responsibility or liability for any errors, omissions or claims of whatever nature resulting from the use of any information or the publishing of data obtained, with or without consent, via spatial tools.

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