



CITY OF CAPE TOWN  
ISIXEKO SASEKAPA  
STAD KAAPSTAD

# SERVICE REQUEST TOOL

## Fault Reporting Guide

Last updated: 24 December 2019

## 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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GROUPS	SERVICES
Animal carcass removal	Dead animal remains (Cat; dog; cow; horse or donkey; seal; sheep; whale etc.)
Building works complaint	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; illegal carport; illegal subdivisions of building; illegal Wendy House; 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; sand/dust from building site a nuisance; unauthorised or illegal building work; unkept buildings
City Health	Air pollution; All clinic-related issues; Business licenses: Entertainment (Cinemas; night clubs; gaming); Business licenses: Food (Sale or supply of meals); Business licenses: Health (Massage premises and masseurs); Food safety; Noise pollution; Overgrown plots; Pest control; Smoking in public places and the workplace; Water pollution;
City Parks (Enquiries)	Enquires: Cemeteries; Enquires: Parks; illegal vagrants/squatting on parks; insurance claims

GROUPS	SERVICES
City Parks (Maintenance)	Bin cleaning in parks/POS; branch removal (fallen/broken); bush clearing/weed control; cleaning of ablution facilities; dumping on parks; general maintenance of parks/cemeteries; mowing; pest control (rats; cockroaches etc.); repair city parks infrastructure; repair irrigation; repair play equipment; root trimming/pruning; tree planting; tree removal; tree trimming/pruning
Electricity (Domestic and commercial supply)	No power supply; suspect credit meter tampering; suspect prepaid meter tampering
Electricity (Equipment damage and exposure)	Equipment damaged; exposed cable; kiosk damaged; pole knocked down in vehicle accident; sparks on electricity pole
Electricity (Issues resulting from motor vehicle accidents)	Pole knocked down by vehicle
Electricity (Meter reading)	Report incorrect reading; request an actual reading
Electricity (Pre-paid meter issues)	Burning/burning smell; unable to purchase; display blank; faulty (Enter detailed description); Faulty mode; keypad faulty; no sequence numbers; rejecting code; tripping

GROUPS	SERVICES
Electricity (Street lighting)	All street lights are out; flickering lights; individual street lights are out; street lights are on during the day
Electricity (Wires)	Wires are down
Environmental Management	Rivers and canals
Firefighting services	Delayed or lack of response to an incident; faulty hydrants; potential fire hazards; staff behaviour complaints
Law Enforcement	Backyard repairs; graffiti; illegal dumping; liquor outlets/licences; noise nuisance; poaching of marine life
Litter bins (Public)	Litter bins are not being emptied/serviced; new or additional litter bins required
Planning by-law complaint	Other complaints; unauthorised church; unauthorised crèche; unauthorised estate agents; unauthorised guest house/B&B; unauthorised hair salon/beauty parlour/barber shop; unauthorised mechanical workshop; unauthorised house shop/tuckshop; unauthorised panel beating/spray painting; unauthorised shebeen; unauthorised storing of chemicals/hazardous; unauthorised tyre sale and fitment;
Refuse (Collection and removal)	Non-collection of recycling; non-removal of refuse; request to remove garden refuse

GROUPS	SERVICES
Roads and stormwater (Dumping)	Dumping on stormwater infrastructure
Roads and stormwater (Enquiries)	All enquires (Information; advice; etc.)
Roads and stormwater (Flooding)	Flooding of informal settlements; flooding of property; flooding of road; request for sandbags
Roads and stormwater (Illegal advertising)	Unauthorised signs or advertising in roadway
Roads and stormwater (Maintenance required)	Paint or repaint road markings; lines; etc.; repair a pothole; repair or replace street name signs; repair road or footway; spray weeds; steps and staircases repair; traffic and road signs require attention
Roads and stormwater (Missing covers and grids)	Repair or replace manhole cover or grid
Roads and stormwater (Pests)	Spray for cockroaches
Roads and stormwater (Unsafe surface)	Road surface compromised by oil, sand, etc.
Safety and security (Drugs; drinking; behaviour)	Drinking in public; illegal shebeen; metal theft; sexual acts in public places; substance abuse; urinating or defecating in public

GROUPS	SERVICES
Safety and security (Problem buildings)	Unkempt/ abandoned buildings
Safety and security (Squatters)	Illegal structures and/or squatters
Sewer	Cockroach spraying; empty septic tank; re-instatement after sewer incident; sewer: blocked/overflow; sewer: Foul smell; sewer: manhole cover: damaged; sewer: manhole cover: stolen/missing
Social Development and Early Childhood Development	Early childhood development; poverty alleviation (food gardens); street people; substance abuse (Alcohol and drugs); vulnerable groups (Elderly, disabilities, women and gender); youth development
Solid Waste (Dumping; beaches and street sweeping)	Beach cleaning; illegal dumping; street sweeping
Solid Waste (Staff behaviour/driving)	Bribery and corruption; Christmas box complaints; general staff complaints; reckless driving
Sports and recreation facilities	Anti-social behaviour; facilities are dirty/unhygienic or otherwise unacceptable; health and safety issues; maintenance of facilities: lights/water/ablution; substance abuse at facilities; traffic; parking; grounds and surrounds issues; vandalism/theft at facilities
Stormwater (Blockages)	Stormwater gulley or manhole blocked



GROUPS	SERVICES
Street people	Anti-social behaviour; breaking the law; social development matter; social welfare matter
Traffic (Speeding; parking; etc.)	Abandoned vehicles; commercial vehicle lost its load; parking enforcement; speeding
Traffic signals	All traffic lights are out; congested traffic at intersections; faulty arrows at intersections; pedestrian lights are out; request for traffic signals; robot down; traffic lights are flashing; traffic lights are stuck
Transport (Buses and Taxis)	Golden arrow bus service complaints; taxi problems
Transport (Speed bumps and signage)	Speed bumps (traffic calming); traffic signage damaged; traffic signage required
Water	Bees in water meter/fire hydrant; burst pipe; customer: Meter reading/consumption; customer: Phone in readings; fire hydrant: Missing cover; leak in road/pavement/underground; leak at fire hydrant; leak at valve; leak at WMD meter; leak at water meter/stopcock; low water pressure; meter: damaged faulty; meter: Missing cover; water quality: discolouration; water quality: smell; water quality: taste; water restrictions: complaints; water run to waste; water shut off requested
Water restrictions	Water restrictions quota increase

GROUPS	SERVICES
Wheelie bins (Damaged; stolen; repairs; etc.)	Damaged recycling bin – large (240L); Damaged recycling bin – small (130L) Damaged refuse bin – large (240L); Reduce number of bins; Repair recycling bin – large (240L); Repair recycling bin – small (130L) Repair refuse bin – large (240L); Stolen recycling bin – large (240L); Stolen recycling bin – small (130L) Stolen refuse bin – large (240L);