

## How to report a fault or log a service request

### STEP 1

Visit: [www.capetown.gov.za/servicerequests](http://www.capetown.gov.za/servicerequests)

To report a fault or log a service request, you can do one of the following:

- Type the issue that you wish to report into the search bar or
- Select one of the categories below by clicking on the relevant icon or
- Use the drop-down menus to select the relevant issue.

[View the guide for all the categories](#)

Use the search bar to report an issue

#### 1. Enter search value or select a category

Enter Search Value

Note that your search term does not need to be an exact match. If you use the search bar to find and select your issue, the relevant category fields will populate automatically.

Alternatively, you can click on a category icon. After you select your category, the next level of categories will be populated and you can then make the next selection in category levels 2 and 3.

  
Refuse(Solid Waste)

  
City Parks and  
Recreation Facilities

  
Electricity

  
Safety and Security

  
Water and Sanitation

  
Transport, Traffic and  
Roads

  
Social Development

  
Building and Planning

  
Health

  
Main Category Test

Use the drop-down menus to find your issue and check that the category description matches your issue

\*Category Level 1  
Electricity

\*Category Level 2  
Domestic and commercial supply

\*Category Level 3  
No Power – Entire Street Affected

Category Description

MORE THAN ONE HOUSE IN YOUR STREET, YOUR ENTIRE STREET OR YOUR ENTIRE AREA / NEIGHBOURHOOD IS WITHOUT ELECTRICITY. PLEASE PROVIDE US WITH THE CORRECT PROPERTY ADDRESS TO ALLOW OUR TEAMS TO VERIFY WHETHER THE OUTAGE YOU ARE EXPERIENCING IS RELATED TO AN EXISTING AREA OUTAGE OR NOT. THIS WILL ENSURE A FASTER RESPONSE

Once you have selected a complaint category, a category description will appear which will provide some more information about the selected complaint category.

**STEP 2**

Type the details of your request.

2. Description

All fields marked with an asterix ( \* ) are required

Describe your requested service, issue or complaint.

\*Describe Request

Type the description of your request in detail.

**STEP 3**

- Type the location of your issue in the address bar and/or click on **add a point** to plot your location on the map.
- It does not need to be the exact address.
- You can search by landmark, street name or suburb name.

NOTE: You can zoom in and out of the map by scrolling your mouse or clicking the zoom buttons.



Once you have selected your location, click done.



Check that the details below the map are correct.

<p><b>Street Number:</b></p> <input type="text" value="12"/>	<p><b>Street Name:</b></p> <input type="text" value="Hertzog Boulevard"/>
<p><b>Suburb Name:</b></p> <input type="text" value="Foreshore"/>	<p><b>Subcouncil Name:</b></p> <input type="text" value="Subcouncil 15"/>
<p><b>Ward Name:</b></p> <input type="text" value="115"/>	<p><b>Y Coordinate:</b></p> <input type="text" value="-4018213.901749675"/>
<p><b>X Coordinate:</b></p> <input type="text" value="2051517.934465567"/>	<p><b>Longitude:</b></p> <input type="text" value="18.429099161937856"/>
<p><b>Latitude:</b></p> <input type="text" value="-33.92110972090588"/>	

## STEP 4

Upload an image or a photograph to help us identify the issue faster. Note, this step is optional.

### 4. Attachment

Service Request Attachment

Select File to attach

Choose a file to Upload ... Browse...

✕

## STEP 5

Add your contact details and choose how you want to receive feedback on your request

First Name:  
AN

Surname:  
Other

Email:  
another@email.com

Mobile (Enter 10 digit number):  
0211234567

Preferred feedback method:

Email

Mobile

Review

Once you are satisfied that all the details of your request are correct, click submit.

Preferred feedback method:

Email

Mobile

Review

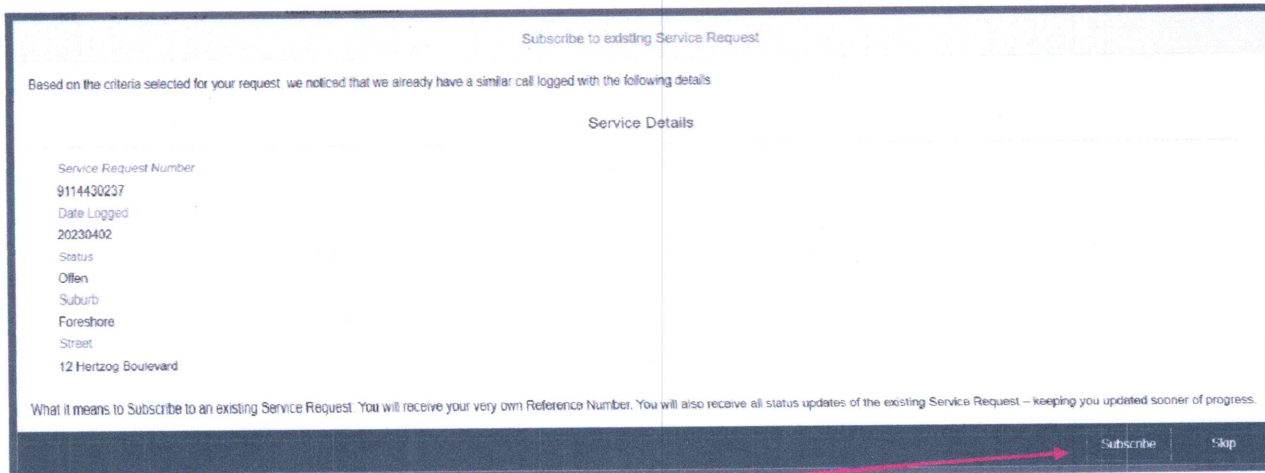
Submit

Cancel

## Subscribing to an existing request

We have added an option allowing you to subscribe to an existing incident and receive status updates on the progress with the incident. This is particularly useful for faults which may have been reported by multiple people already, e.g. a pothole, power outage or burst pipe.

If you log a request for the same complaint category and in the same street where a similar request has previously been logged, the following pop-up message will appear, giving you the option to "subscribe" to the existing issue.



You can select "subscribe" to receive your own reference number as well as all status updates for this issue, as the team deals with the original request.

You can also choose to "skip" to create a new service request. If the new service request you've created does relate to an existing incident, there is a chance that it will be closed as a duplicate of the existing incident, in which case you will lose visibility of progress with the existing incident.