



## 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 asterisk ( \* ) are required

Describe your requested service, issue or complaint.

\*Describe Request

Type the description of your request in detail.

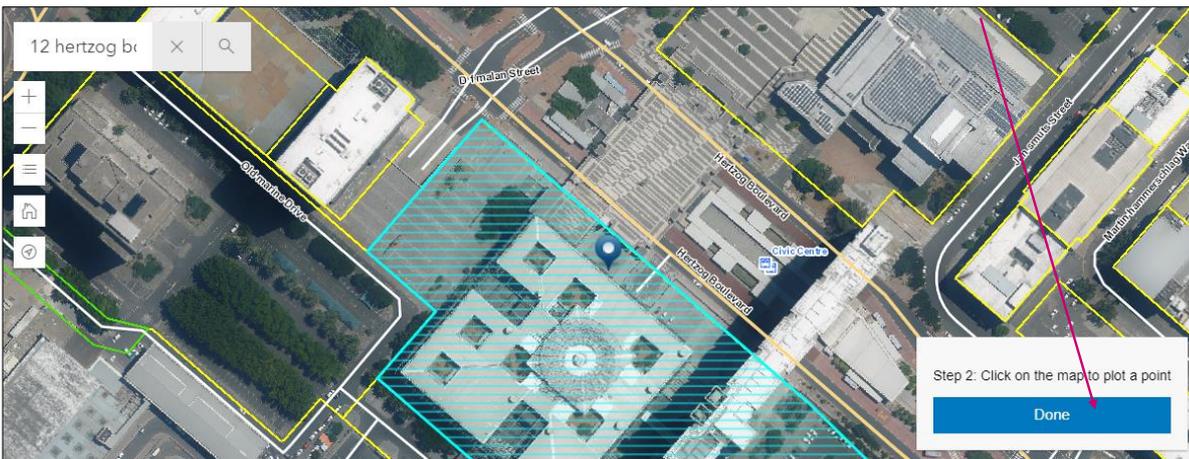
### STEP 3

- 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.



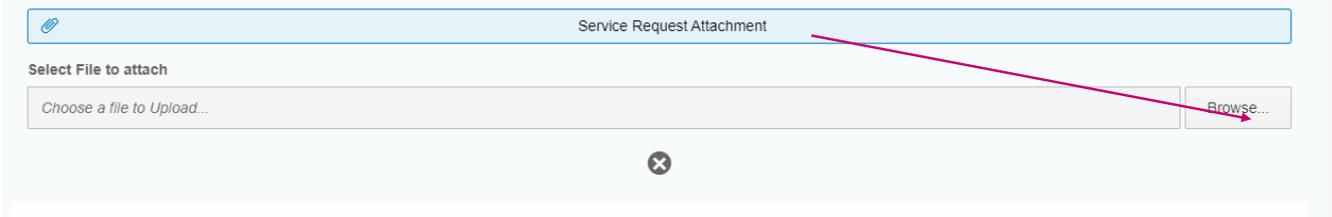
Check that the details below the map are correct.

Street Number:	12	Street Name:	Hertzog Boulevard
Suburb Name:	Foreshore		
Ward Name:	115	Subcouncil Name:	Subcouncil 16
X Coordinate:	2051517.934485667	Y Coordinate:	-4018213.901749675
Latitude:	-33.92110972090586	Longitude:	18.429099161937856

## 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

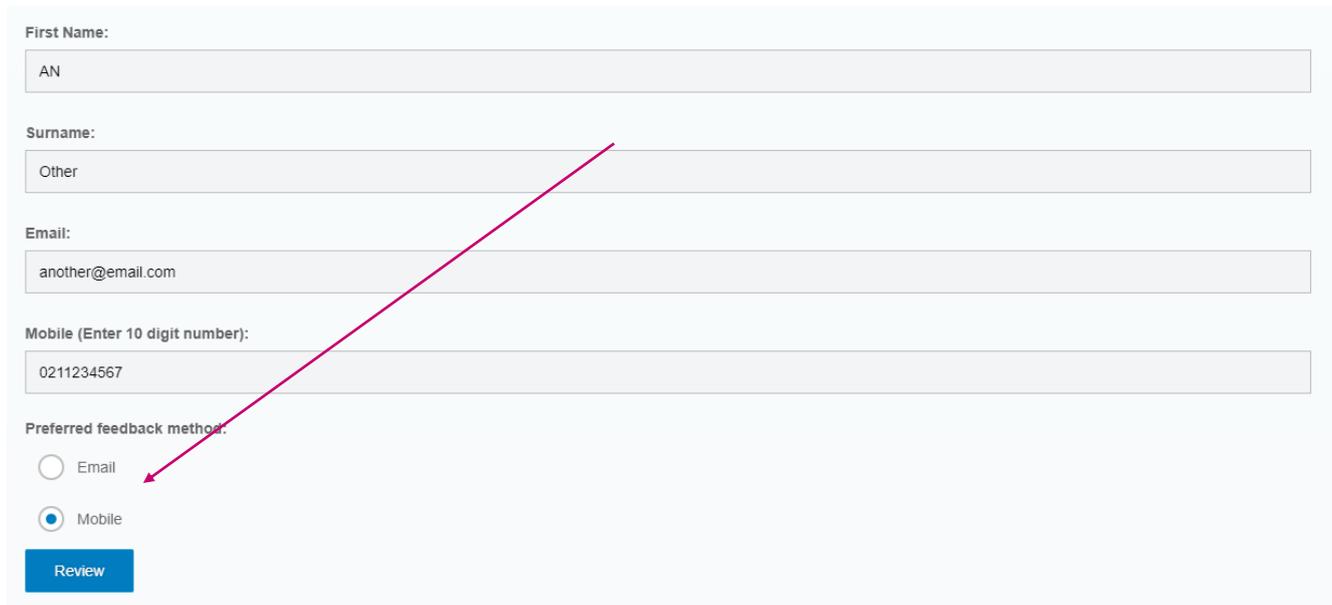
Select File to attach

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

X

## 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

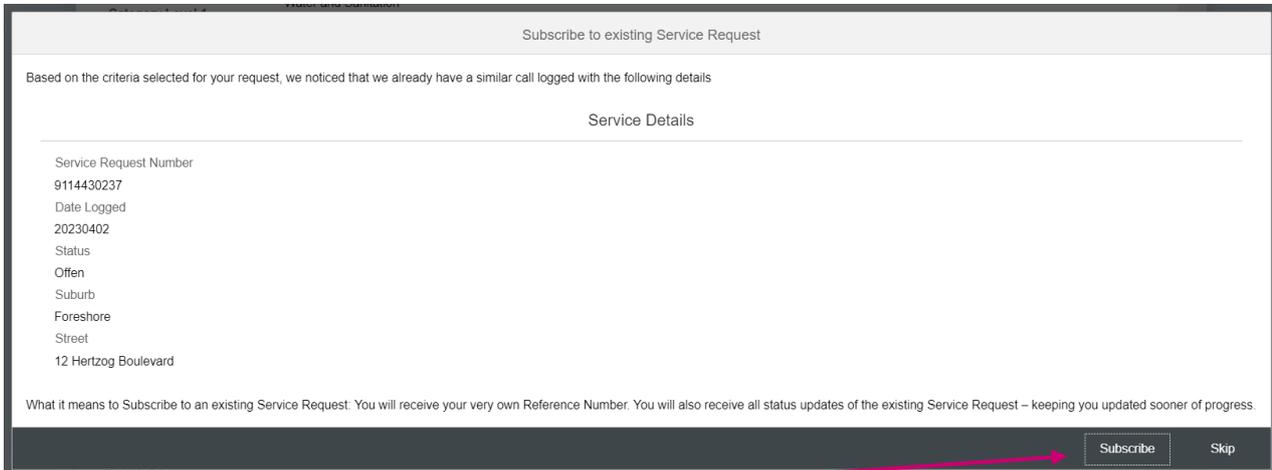
Review

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.



Subscribe to existing Service Request

Based on the criteria selected for your request, we noticed that we already have a similar call logged with the following details

Service Details

Service Request Number
9114430237
Date Logged
20230402
Status
Open
Suburb
Foreshore
Street
12 Hertzog Boulevard

What it means to Subscribe to an existing Service Request: You will receive your very own Reference Number. You will also receive all status updates of the existing Service Request – keeping you updated sooner of progress.

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.