SEBCID

Do you need to report a City Issue? Here's how!

Dear SEBCID Residents,

Spotted a pothole? A broken street light? Or an unruly verge? It only takes a few minutes to report it. The City of Cape Town's C3 Service Request System is an easy and effective way to log everyday issues and keep our suburb looking good and running smoothly.

🛠️ **Steps to Log a Service Request:**

1.Go to City's Service Request Portal:
   Go to www.capetown.gov.za/servicerequests

2.Find the Issue Type:
   - Use the search function to describe the problem (e.g., "pothole", , "water leak","streetlight not working").
   - Or browse through the categories to find the correct one.

3.Add the Details:
   - Provide a short description of the issue and enter the address or pinpoint the location using the map tool.

4.Optional – Add a Photo:
   - Uploading a photo can help the City in assessing the situation.

5.Add your Contact Info:
- Input your contact details to receive progress updates.

6.Submit & Track your Request:
- Review the information and click "Submit".
- You'll be given a reference number to track the progress.

💡 **Helpful Tips:**
- If someone has already reported the issue, the system will notify you, and you can choose to subscribe for updates instead of creating a duplicate request.

- The City also has a mobile app you can download via the App Store or Google Play for easy reporting on the go.

Let's keep SEBCID safe, tidy and efficient - one report at a time!

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