Contact us

The City of Cape Town aims to ensure fast, effective service and communication with our public. If you need to speak to someone on the phone, or don’t yet know who you should contact, please see our list of public City contacts below.

General Enquiries

City Of Cape Town Switchboard

*Telephone:*

021 400 1111

Customer Call Centre

*Telephone:*

0860 103 089

*General email:*

contact.us@capetown.gov.za (mailto:contact.us@capetown.gov.za)

*Accounts email:*

accounts@capetown.gov.za (mailto:accounts@capetown.gov.za)

*Fax:*

0860 103 090
Emergency Numbers And Hotlines

Any Emergency

Telephone from landline:
107

Telephone from mobile:
112 / 021 480 7700

Fires, Floods, Rockfalls And Other Environmental Emergencies

All hours emergency telephone:
0809 114 357

General telephone:
021 597 6000

Email:
disaster@capetown.gov.za (mailto:disaster@capetown.gov.za)

General fax:
0865 761 776

Information and advice fax:
0865 761 775

Fraud Hotline

Telephone:
0800 323 130

Illegal Occupancy / Land Invasion
24 hour hotline:
021 596 1999

Alcohol And Drugs

24 hour telephone hotline:
0800 435 748 (0800 HELP 4 U)

Law Enforcement

24 hour hotline:
0860 765 423

Reporting

Report online through our Service requests portal (http://www.capetown.gov.za/servicerequests)

Electricity Faults - City Of Cape Town

Telephone:
0860 103 089

SMS:
31220

Email:
power@capetown.gov.za (mailto:power@capetown.gov.za)

Electricity Faults - Eskom Supply Area

Electricity call centre:
0860 037 566
Email: western@eskom.co.za (mailto:western@eskom.co.za)

Cable Theft

Telephone: 0800 222 771

Fax: 021 400 5910

Land Invasion (Squatter Control)

Emergency telephone: 107

Direct telephone: 021 596 1999

Roads And Stormwater (Potholes / Flooding / Fallen Trees / Open Manholes / Chemical Spills)

Telephone: 0860 103 089

Email: watertoc@capetown.gov.za (mailto:watertoc@capetown.gov.za)

Traffic Signal Faults

24 hour telephone: 0860 001 948

Street People

Toll-free telephone: 0800 872 201
Services

Request a service online through our Service requests portal (http://www.capetown.gov.za/servicerequests)

Utility Services

Electricity Department: Emergencies, Accounts And General Enquiries

Telephone:
0860 103 089

Email:
electricity@capetown.gov.za (mailto:electricity@capetown.gov.za)

Electricity - Eskom Supply Areas

Telephone:
0860 037 566

SMS (all networks):
35328

Email:
western@eskom.co.za (mailto:western@eskom.co.za)

Water And Sanitation: Emergencies, Accounts And General Enquiries
Contact us

Telephone:
0860 103 089

Email:
watertoc@capetown.gov.za (mailto:watertoc@capetown.gov.za)

SMS:
31373

Fax:
021 957 4726

Solid Waste: Illegal Dumping, Wheelie Bins And General Cleaning

Telephone:
0860 103 089

Fax:
0860 103 090 021 400 4302

Email:
wastewise@capetown.gov.za (mailto:wastewise@capetown.gov.za)

Metro Police And Traffic Services

Telephone:
0860 765 423

Motor Vehicle Registration

Telephone:
0860 103 089

Fax:
021 419 1676
Email:
accounts@capetown.gov.za (mailto:accounts@capetown.gov.za)

Public Transport

General information:
0800 656 463

Dial-a-Ride:
0800 600 895

Traffic Fines

Telephone:
0860 103 089

Fax:
0862 012 154 / 0862 938 189

Events Applications And Permits

Telephone:
021 417 4034 / 021 417 4035 / 021 417 4036

Fax:
0865 761 933

Email:
events.permit@capetown.gov.za (mailto:events.permit@capetown.gov.za)

Film Shoots And Permits

Online film location booking system (https://web1.capetown.gov.za/web1/filmpermitsonline/)

General telephone:
021 417 4025
Stills / micro-shoots:
021 417 0599

Accounts:
021 417 4030

Email:
film.permit@capetown.gov.za (mailto:film.permit@capetown.gov.za)

Fax:
0865 761 933

Tenders

Online tender portal (https://web1.capetown.gov.za/web1/tenderportal/)

Online procurement portal (https://web1.capetown.gov.za/web1/procurementportal/)

Supplier self-service (https://eservices.capetown.gov.za/irj/portal)

Telephone:
021 400 2405 / 021 400 2505

Fax:
021 419 7659

Email:
tenders@capetown.gov.za (mailto:tenders@capetown.gov.za)

Investment And Trade Promotion

Telephone:
021 487 8600
Email:
info@wesgro.co.za (mailto:info@wesgro.co.za)

Our Facilities

We run world-class services and recreational facilities all around the metro. Find one near you that suits your needs.

See all our service facilities (http://www.capetown.gov.za/family%20and%20home/see-all-city-facilities/our-service-facilities)

Our Departments

Our departments are committed to offering and sustaining service excellence to the people of Cape Town, as well as to the corporate structures of the City of Cape Town. We are guided by the vision of our Executive Mayor and the City’s Integrated Development Plan (http://www.capetown.gov.za/family%20and%20home/meet-the-city/our-vision-for-the-city/cape-towns-integrated-development-plan).

See a list of all our public-serving departments (http://www.capetown.gov.za/departments).

The Media Office
Our Media Office is tasked with protecting and promoting the public reputation of the City administration through free communication channels. These include newspapers, radio stations, television channels and various online platforms.

Visit the Media Office page for more information (http://www.capetown.gov.za/departments/media%20office).

Legal

Ombudsman

Telephone:
021 400 5487

Fax:
021 400 5952

Appeals

Email:
msa.appeals@capetown.gov.za (mailto:msa.appeals@capetown.gov.za)

Fax:
021 400 58300862 029 981

Insurance Claims

Email:
charlene.harms@capetown.gov.za (mailto:charlene.harms@capetown.gov.za)

Fax:
0862 029 701
Access To Information

Fax:
021 400 5830 / 086 202 9982

Email:
access2info.act@capetown.gov.za (mailto:access2info.act@capetown.gov.za)


Open Data Portal

Access the City's

Find Your Councillor

See our lookup tool to access councillor information

Mayor's Office
Our Online Services: Service At Your Fingertips

We maintain a number of easy-to-use online services for you to use – from online reporting and service requests to plan submissions and supply chain management.

City Connect

Visit our full list of online services (https://www.capetown.gov.za/city-connect/all-city-online-services/all-our-online-services).

You May Also Be Interested In
Civic Honours
Learn more about our Civic Honours awarded to outstanding individuals, organisations and military units.
Section 57 Performance Agreements And Dashboards
See Section 57 performance agreements and dashboards listed according to year.
Community Food Garden Project

Participate in the City's Community Food Garden project and develop your gardening skills with your commu...