



**CITY OF CAPE TOWN
ISIXEKO SASEKAPA
STAD KAAPSTAD**

ANNEXURE 18

SCHEDULE OF SERVICE DELIVERY STANDARDS

2026/27 BUDGET (JUNE 2026)

Standard	Description	Service Level
Building Plans Approval		
	How long does it take to approve a building plan (days)	30 days for structures of <500m2 60 days for structures of >500m2
Solid Waste Removal		
	Premise based removal (Residential Frequency)	Once per week
	Premise based removal (Residential Cluster Frequency)	One, three and five times per week
	Premise based removal (Business Frequency)	One, three and five times per week
	Removal Bags provided (Yes/No)	Yes; Informal Settlements
	Garden refuse removal Included (Yes/No)	No; alternative removal per arrangement/request at separate tariff.
	Street Cleaning Frequency in CBD	Daily
	Street Cleaning Frequency in areas excluding CBD	Adhoc service
	How soon are public areas cleaned after events (24hours/48hours/longer)	Within 24 hours
	Clearing of illegal dumping (24hours/48hours/longer)	Longer; dependant on the amount to be removed and subject to resource availability.
	Recycling or environmentally friendly practices (Yes/No)	Yes
	Licensed landfill site (Yes/No)	Yes
Water Service		
	Water Quality rating (Blue/Green/Brown/No drop)	Blue Drop (Excellent)
	Is free water available to all? (All/only to the indigent consumers)	Only indigent consumers
	Frequency of meter reading? (Per month, per year)	Per month
	Are estimated consumption calculated on actual consumption over (two month's/three month's/longer period)	Longer period
	On average for how long does the municipality use estimates before reverting back to actual readings? (months)	Latest standard procedure is not to exceed 12 months
	Duration (hours) before availability of water is restored in cases of service interruption:	
	* One service connection affected (number of hours)	Within 48 hours
	* Up to 5 service connections affected (number of hours)	Within 48 hours (If more than 24hours the City will endeavour to provide an alternative basic water supply as soon as reasonably possible - Water Bylaw Section 24)
	* Up to 20 service connections affected (number of hours)	Within 48 hours (If more than 24hours the City will endeavour to provide an alternative basic water supply as soon as reasonably possible - Water Bylaw Section 24)
	* Feeder pipe larger than 800mm (number of hours)	Within 48 – 72 hours (Timeframe is however situation dependent - use is made of alternative sources of supply during repairs on the Bulk Water supply system.)
	What is the average minimum water flow in your municipality?	Average annual water production of approximately 890 million litres per day with a minimum of approximately 825 million litres per day during winter months.
	Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No)	Yes. The Water and Sanitation Directorate protect the potable water supply by implementing the Water Bylaw. The prevention of pollution to the stormwater and river system through enforcing the Stormwater management Bylaw and the protection of the sewerage system by implementing the Wastewater and Industrial Effluent bylaw.
	How long does it take to replace faulty water meters? (days)	Within 48 hours; can however take up to 28 days depending on circumstances.
	Do you have a cathodic protection system in place that is operational at this stage?	Only very limited passive protection for short lengths of pipelines crossing railway lines.
Electricity Service		
	What is your electricity availability percentage on average per month?	97.10%
	Do your municipality have a ripple control in place that is operational? (Yes/No)	No

Standard	Description	Service Level
	What is the frequency of meters being read? (per month, per year)	Per month
	Are estimated consumption calculated at consumption over (two month's/three month's/longer period)	Previous 12 month period
	On average for how long does the municipality use estimates before reverting back to actual readings? (months)	Always attempt to use actual readings
	Duration before availability of electricity is restored in cases of breakages (immediately/one day/two days/longer)	Immediately
	Are accounts normally calculated on actual readings? (Yes/no)	Yes
	How long does it take to replace faulty meters? (days)	1 day
	Do you have a plan to prevent illegal connections and prevention of electricity theft? (Yes/No)	Yes
	How effective is the action plan in curbing line losses? (Good/Bad)	Above average
	How soon does the municipality provide a quotation to a customer upon a written request? (days)	Within 10 working days where existing infrastructure can be used, within 1 month where network extensions are required and if new networks have to be installed or if supply is required for industrial and commercial customers, the period for providing a quotation shall be negotiated between the customer and the licensee. Standard to be met in terms of NRS 047.
	How long does the municipality takes to provide electricity service where existing infrastructure can be used? (working days)	30 working days
	How long does the municipality takes to provide electricity service for low voltage users where network extension is not required? (working days)	30 working days
	How long does the municipality takes to provide electricity service for high voltage users where network extension is not required? (working days)	The period for providing the supply shall be negotiated or determined by mutual agreement between the customer and the licensee.
Sewerage Service		
	Are your purification system effective enough to put water back in to the system after purification?	All wastewater received at the respective treatment works is treated before the treated effluent is discharged to the receiving water bodies. Each Works is issued a Water Use Licence / Coastal Water Discharge Permit by the National DWS / DFFE, which stipulates quality of effluent to be discharged. Overall compliance has been decreasing over time, and there are challenges in meeting the most recent license standards. The City is engaging with the respective Regulators in this regard. An extensive capital program is underway to upgrade treatment processes, refurbish existing infrastructure and to provide additional capacity where required. Further, a program to target certain treatment works with smaller projects and interventions to improve treated effluent compliance has recently been launched, and together with the capital program treated effluent quality is expected to improve steadily over the next decade and beyond.
	To what extent do you subsidise your indigent consumers?	0-42kl free + additional 6.3kl fully subsidised for indigent customers, thereafter subject to restriction as part of Excessive User process.
	How long does it take to restore sewerage breakages on average: * Severe overflow? (Hours)	Within 24 to 72 hrs (Dependent on the cause – “stubborn” blockages can take much more time to address)
	* Sewer blocked pipes: Large pipes? (Hours)	Within 24 to 72 hrs (situation dependent and complexity; over-pumping will be put in place to alleviate sewer overflows/ensure continuity of wastewater conveyance while repairs are underway)
	* Sewer blocked pipes: Small pipes? (Hours)	Within 24 to 72 hours
	* Spillage clean-up? (Hours)	Within 24 to 72 hours
	* Replacement of manhole covers? (Hours)	Within 24 hours

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Road Infrastructure Services		
	Time taken to make safe Potholes on minor roads after the Department has been informed of the report thereof.	Within 48 hours
	Time taken to repair a single pothole on a major road after the Department have been informed of the report thereof? Final repair (weather permitting and materials availability).	Within 30 days
	Time taken to make safe Potholes on major roads after the department has been informed of the report thereof.	Within 48 hours
	Time taken to repair a single pothole on a minor road after the Department has been informed of the report thereof? Final repair (weather permitting and materials availability).	Within 30 days
	Time taken to repair walkways after the Department has been informed of the report thereof? (Make safe)	Within 15 days
	Final repair of walkways (dependent on extent of the work required) - Work will be programmed. From 1 week to 3 months.	6 months
Property valuations		
	Time period from the registration of a property status change to issuing of a valuation notice.	Within five months, including the following processes:
		Registering the reason for the property status change, eg building works, subdivision, consolidation, change of use, followed by various data collection and survey processes which could include, physical or remote inspection, measurement against the computer assisted mass appraisal (CAMA) model, manual value review and finalisation - including the amendment or confirmation of the CAMA produced value and ultimately transfer of data to the Revenue Department for billing and the issuing of the valuation notice to fit within a scheduled supplementary valuation batch or daily real-time transaction.
	Do you have any special rating properties? (Yes/No)	Yes.
	Levy rates on property in its area.	The City annually adopts a Rates Policy on the levying of property rates on property in the City following a community participation process for a period of at least 30 days.
	Draw up and maintain a register in respect of properties located in the city.	A register of properties, which includes the property valuation, and information about exemptions, rebates, exclusions and phase-in per property is displayed on the City's website and is updated at least monthly.
	A general valuation be made of rateable properties in the city.	The valuation roll determined and certified by the municipal valuer at least every four financial years.
	Implement supplementary valuations.	At least two batches of supplementary valuations concluded per financial year.
	Implement real-time valuations.	Conduct daily real-time supplementary valuations, as well as daily processing of dispute decision values and the interfacing of these values to the Revenue Department for billing.
	Provide opportunities for the public to object against contents or omissions from the valuation roll.	Objection opportunities are implemented during legally prescribed objection period of at least 30 days for general and supplementary valuations at demarcated venues or electronically via e-services or email.
	Right of appeal to the independent Valuation Appeal Board (VAB) against the property valuation objection decision by the municipal valuer.	Valuation Appeal Board Chairpersons are notified of the appeals received within 14 days after the close of the appeal period for further action.
	Providing a secure system to manage all valuation transactions.	Third party electronic Government Revenue Management system in place until 30 June 2031 for the management and recording of all property valuations and transactions, ensuring the accuracy and integrity of the valuation software and hardware.
Revenue Department		
	How long does it take on average from completion to the first account being issued? (one month/three months or longer)	1 to 2 months depending on the daily billing cycle for the specific property.
	Do you have any special rating properties? (Yes/No)	Yes

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Financial Management		
	Is there any change in the situation of unauthorised and wasteful expenditure over time? (Decrease/Increase)	Fluctuates from year to year
	Are the financial statements outsourced? (Yes/No)	No
	Are there Council adopted business processes instructing the flow and management of documentation feeding to Trial Balance?	Yes; standard SAP business processes
	How long does it take for a Tax/Invoice to be paid from the date it has been received?	It takes approximately 4.9 days on average to pay an invoice from date of receipt, taking into account all verifications and approval processes performed by involved line departments.
	Is there advance planning from SCM unit linking all departmental plans quarterly and annually including for the next two to three years procurement plans?	There is a system for demand management that is incorporated into the Tender Tracking System (TTS), which includes advance planning for term tenders. The system is maintained for the MTREF period subject to the necessary data being provided in a timely and accurate manner by line departments. The Demand Management unit integrates with the Project Management (CPM) information to link capital projects to either existing contracts or items created in the demand plan where applicable.
Administration (Corporate Call Centre)		
	Reaction time on enquiries and requests?	This varies from day to day and also depends on the medium used. Calls are answered within 1 to 2 minutes. This changes when there are spikes in call volumes.
	Time to respond to a verbal customer enquiry or request? (working days)	Immediately during the call; depending the nature of the request.
	Time to respond to a written customer enquiry or request? (working days)	Acknowledged immediately via auto response and responded to as soon as possible. This varies from queue to queue. Our aim is to acknowledge immediately and respond within 7 days.
	Time to resolve a customer enquiry or request? (working days)	Approximately 60% are resolved immediately at first point of contact 40% resolved by back office according to their service standards.
	What percentage of calls are not answered? (5%,10% or more)	It differs from queue to queue and the time of day, week, month, year and extenuating circumstances. Percentage of calls not answered ranges from 5% to 15%.
	How long does it take to respond to voice mails? (hours)	We do not use voice mail.
	Does the municipality have control over logged enquiries? (Yes/No)	Yes; the City uses the SAP system, which gives us an overview of all customer complaints and service requests reported via the Call Centre.
	Is there a reduction in the number of complaints or not? (Yes/No)	The number of complaints and customer requests has remained consistent with the previous year. Throughout the year, the City experiences periodic spikes in specific request and complaint categories, typically linked to seasonal factors (such as winter storms), targeted campaigns, and other environmental influences. It is also important to note that a reduction in complaints should not automatically be interpreted as a positive indicator. The City actively encourages residents to engage and provide feedback. A decline in complaints may, in some instances, reflect reduced public confidence or willingness to engage with the organisation rather than an improvement in service delivery.
	How long does it take to open an account for a new customer? (1 day/2 days/a week or longer)	There is a difference in the time to open a new account for a new property, which is dependent on the registration process from the conveyancer to the deeds office. This takes between 6 and 8 weeks.
	How many times does SCM Unit, CFO's Unit and Technical unit sit to review and resolve SCM process delays other than normal monthly management meetings?	Process delays are tracked by SCM Management and engagements with respective line departments take place on a weekly basis.
Community safety and licensing services		
	How long does it take to register a vehicle? (minutes)	15 min
	How long does it take to renew a vehicle licence? (minutes)	5 min

Standard	Service Level
How long does it take to issue a duplicate vehicle registration certificate? (minutes)	15 min
How long does it take to de-register a vehicle? (minutes)	10 min
How long does it take to renew a drivers license? (minutes)	20 - 150 minutes depending on complexity and facility dependant
What is the average response time (in minutes) of the fire service to an emergency incident?	14 minutes
What is the average reaction time of the ambulance service to an incident in the urban area? (minutes)	N/A - Provincial Competency
What is the average reaction time of the ambulance service to an incident in the rural area? (minutes)	N/A - Provincial Competency
Economic development	
Did your municipality participate in the Sub-National Doing Business Survey, and have the results been analysed to design interventions to promote the ease of doing business in your municipality? (Yes/No)	Yes
How many job opportunities have been created through the municipality's EPWP and/or Community Work Programme in the last financial year?	40 600 job opportunities
How many projects does the municipality drive to support small business growth and entrepreneurship?	Enterprise & Investment = 27 Community Arts and Culture Development = 1
Does the municipality have an active partnership with academic institutions in the region in order to grow the local skills base? (Yes/No)	Yes
Does the municipality have an internship and/or apprenticeship programme to support skills development? (Yes/No)	Yes - Internship and apprenticeship programs
Does the municipality have active programmes to promote its business sectors and attract investments? (Yes/No)	Yes
Does the municipality have any incentive plans in place to create a conducive environment for economic development? (Yes/No)	Yes, the current Investment Incentives Policy has been reviewed and replaced with the Draft Manufacturing Support Policy (MSP) to be submitted for approval to Council at the end of April 2026.
Does the municipality have a consolidated spatial view of its key business districts and the interventions required to unlock or promote economic growth in these areas, and is this information taken into account in the City's infrastructure planning – including the Built Environment Performance Plan? (Yes/No)	The City has an approved spatial vision and long term spatial development framework i.e. the MSDF and 8 District SDFs as approved by Council on 26 January 2023. These are reviewed every 5 years and include detailed guidance on development in all areas. These long term plans are informed by the Land Use Model, that details future needs based on trends and forecasts. The Land Use Model is used by the engineering services to inform infrastructure master planning. The MSDF also includes a Monitoring and Review Framework to track and report on the implementation of the MSDF and District Spatial Development Frameworks (DSDF) with an annual Spatial Trends report that is produced to report on specific development trends. In addition, the City developed and tracks various economic and industrial nodes and have develop a profile for each node within the city monitoring various indicators. Several existing mechanisms are included in the new DSDF and are outlined below: 1. NDA (New Development Areas): land with opportunity for new residential and non-residential (mainly economic) development; 2. DFA (Development Focus Areas): spatially targeted areas with significant development and redevelopment potential that require prioritised for public investment. These have been identified using the following criteria: a) Targeted areas for urban restructuring that have the highest potential spatial transformative impact i.e. addressing issues of spatial fragmentation, economic opportunity, inefficient urban form and segregation by integrating communities and increasing opportunities to a greater number of people in highly connected areas;

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		b) Areas linked to projects with a multi-sectoral focus where there is funding available (be it operational and/or capital), or funding to be applied for, for planning that will give rise to implementation i.e. LASDFs, Precinct Plans etc.(Planning work should at least commence within the lifespan of the DSDf); c) Priority Areas of Opportunity as identified in CLDP and Integration Zones that would serve as catalysts to unlock the potential for integrated development with cross-cutting benefits e.g. Bellville PTI, Philippi East; d) Areas with highest levels of accessibility (i.e. within nodes and along development corridors); e) Potential to attract private sector investment; f) Business precincts with high locational potential that require infrastructure or public investment to catalyse said potential (mainly Transition and Opportunity Areas from ECAMP); and g) These areas inform spatial prioritisation for investment. This methodology has also been incorporated in the annual prioritisation of the proposed capital budget and projects to ensure alignment.
	Other Service delivery and communication	
	Is an information package handed to the new customer? (Yes/No)	No
	Does the municipality have training or information sessions to inform the community? (Yes/No)	Yes
	Are customers treated in a professional and humanly manner? (Yes/No)	Yes
	EPWP & CWP	
	Randomisation of names for 10 -20 jobseekers	3 working days
	Randomisation of names for 20 or more jobseekers	5 working days
	Processing of Project Initiation Documents (PIDs)	5 working days
	Liquor License Applications	
	Public Participation to be conducted -	
	Section 36 Applications (new applications)	Within 35 days from date on which Liquor Authority places the advert
	Section 48 (1) Applications (temporary liquor licence applications)	Within 8 days on which the application is received
	Section 48 (4) Applications (event liquor licence applications)	Within 8 days on which the application is received
	Area Economic Development	
	Weekly advertisement of approved trading bays and submission of online applications with mandatory supporting documents via e-Services.	7 calendar days
	Automated SAP Informal Trading Permitting System (ITPS) scoring and identification of the highest-ranked applicant.	1 calendar day
	District Area Co-ordinator (DAC) verification and screening of uploaded supporting documents against compliance requirements (ID, proof of address, unemployment affidavit, legal status).	1 calendar day
	SMS notification to successful applicant and scheduling of in-person screening interview.	2 calendar days
	Conduct of screening interview using approved checklist, verification of originals, upload of checklist, and DAC decision captured on ITPS.	7 calendar days
	Supervisor recommendation and formal approval or rejection by the AED Manager.	4 calendar days
	Pre-permit induction, explanation of trading conditions, and signing of declaration of understanding.	1 calendar day
	Contract activation on ITPS and initiation of permit issuance process.	1 calendar day
	Community Services and Health	
	Provision of a response on an application for health clearance as it relates to foodstuffs to be exported from Cape Town	5 working days
	Provision of a response in terms of health requirements for an application for a Certificate of Acceptability	10 working days
	Issue of a fuel burning equipment certificate	Within 21 days after receipt of a fully completed application and submission of all required supporting documents
	Issue of an open burning permit	Within 21 days after receipt of a fully completed application and submission of all required supporting documents