



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

ANNEXURE 24

SCHEDULE OF SERVICE DELIVERY STANDARDS

2025/26 BUDGET (JUNE 2025)

Description	Service Level
Standard Building Plans Approval How long does it take to approve a building plan (days) Solid Waste Removal Premise based removal (Residential Frequency) Premise based removal (Residential Cluster Frequency) Premise based removal (Business Frequency) Removal Bags provided (Yes/No) Garden refuse removal Included (Yes/No) Street Cleaning Frequency in CBD Street Cleaning Frequency in areas excluding CBD How soon are public areas cleaned after events (24hours/48hours/longer) Clearing of illegal dumping (24hours/48hours/longer) Recycling or environmentally friendly practices (Yes/No) Licenced landfill site (Yes/No) Water Service Water Quality rating (Blue/Green/Brown/No drop) Is free water available to all? (All/only to the indigent consumers) Frequency of meter reading? (Per month, per year) Are estimated consumption calculated on actual consumption over (two month's/three month's/longer period) On average for how long does the municipality use estimates before reverting back to actual readings? (months) Duration (hours) before availability of water is restored in cases of service interruption: * One service connection affected (number of hours) * Up to 5 service connections affected (number of hours) * Up to 20 service connections affected (number of hours) * Feeder pipe larger than 800mm (number of hours) What is the average minimum water flow in your municipality? Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No) How long does it take to replace faulty water meters? (days) Do you have a cathodic protection system in place that is operational at this stage? Electricity Service What is your electricity availability percentage on average per month? Do your municipality have a ripple control in place that is operational? (Yes/No) What is the frequency of meters being read? (per month, per year) Are estimated consumption calculated at consumption over (two month's/three month's/longer period) On average for how long does the municipality use estimates before reverting back to actual readings? (months) Duration before availability of electricity is restored in cases of breakages (immediately/one day/two days/longer) Are accounts normally calculated on actual readings? (Yes/no) How long does it take to replace faulty meters? (days) Do you have a plan to prevent illegal connections and prevention of electricity theft? (Yes/No)	30 days for structures of <500m2 60 days for structures of >500m2 Once per week One, three and five times per week One, three and five times per week Yes; Informal Settlements No; alternative removal per arrangement/request at separate tariff. Daily Adhoc service Within 24 hours Longer; dependant on the amount to be removed and subject to resource availability Yes Yes Blue Drop (Excellent) Only indigent consumers Per month Longer period Latest standard procedure is not to exceed 12 months Within 48 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) 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) 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.) Average annual water production of approximately 890 million litres per day with a minimum of approximately 825 million litres per day during winter months. 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. Within 48 hours; can however take up to 28 days depending on circumstances Only very limited passive protection for short lengths of pipelines crossing railway lines. 94.70% No Per month Previous 12 month period Always attempt to use actual readings Immediately Yes 1 day Yes

Description	Service Level
Standard How effective is the action plan in curbing line losses? (Good/Bad) How soon does the municipality provide a quotation to a customer upon a written request? (days) How long does the municipality takes to provide electricity service where existing infrastructure can be used? (working days) How long does the municipality takes to provide electricity service for low voltage users where network extension is not required? (working days) How long does the municipality takes to provide electricity service for high voltage users where network extension is not required? (working days)	Average Dependent on circumstances 3 months 3 months 3 months
Sewerage Service Are your purification system effective enough to put water back in to the system after purification? To what extent do you subsidise your indigent consumers? How long does it take to restore sewerage breakages on average: * Severe overflow? (Hours) * Sewer blocked pipes: Large pipes? (Hours) * Sewer blocked pipes: Small pipes? (Hours) * Spillage clean-up? (Hours) * Replacement of manhole covers? (Hours)	Wastewater is treated before discharge to the receiving water body. Each Works is issued a Water Use Licence by the Regulator, which stipulates quality of effluent to be discharged. There are challenges in meeting the most recent license standards, and the City is engaging with the Regulator in this regard. Overall compliance to license standards has been decreasing over time, however extensive capital program underway to improve treated effluent quality. Treated effluent used onsite for process and irrigation water does comply, as does the treated effluent that is distributed to external users for process water, irrigation, etc. 0-42kl free + additional 6.3kl fully subsidised for indigent customers, thereafter subject to restriction as part of Excessive User process. Within 24 to 72 hrs (Dependent on the cause – “stubborn” blockages can take much more time to address) 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) Within 24 to 72 hours Within 24 to 72 hours Within 24 hours
Road Infrastructure Services Time taken to make safe Potholes on minor roads after the Department has been informed of the report thereof. 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). Time taken to make safe Potholes on major roads after the department has been informed of the report thereof. 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). Time taken to repair walkways after the Department has been informed of the report thereof? (Make safe) Final repair of walkways (dependent on extent of the work required) - Work will be programmed. From 1 week to 3 months.	 Within 48 hours Within 30 days Within 48 hours Within 30 days Within 15 days 6 months
Property valuations Time period from the registration of a property status change to issuing of a valuation notice. Do you have any special rating properties? (Yes/No) Levy rates on property in its area.	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. Yes. 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.

Standard	Service Level
Draw up and maintain a register in respect of properties located in the city. A general valuation be made of rateable properties in the city. Implement supplementary valuations. Implement real-time valuations. Provide opportunities for the public to object against contents or omissions from the valuation roll. Right of appeal to the independent Valuation Appeal Board (VAB) against the property valuation objection decision by the municipal valuer. Providing a secure system to manage all valuation transactions.	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. The valuation roll determined and certified by the municipal valuer at least every four financial years. At least three batches of supplementary valuations concluded per financial year. 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. 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. Valuation Appeal Board Chairpersons are notified of the appeals received within 14 days after the close of the appeal period for further action. Third party computer assisted mass appraisal (CAMA) 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) Do you have any special rating properties? (Yes/No)	1 to 2 months depending on the daily billing cycle for the specific property Yes
Financial Management Is there any change in the situation of unauthorised and wasteful expenditure over time? (Decrease/Increase) Are the financial statements outsourced? (Yes/No) Are there Council adopted business processes instructing the flow and management of documentation feeding to Trial Balance? How long does it take for an Tax/Invoice to be paid from the date it has been received? Is there advance planning from SCM unit linking all departmental plans quarterly and annually including for the next two to three years procurement plans?	Fluctuates from year to year No Yes; standard SAP business processes 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. 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 (CPPM) 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? Time to respond to a verbal customer enquiry or request? (working days) Time to respond to a written customer enquiry or request? (working days) Time to resolve a customer enquiry or request? (working days) What percentage of calls are not answered? (5%,10% or more) How long does it take to respond to voice mails? (hours) Does the municipality have control over logged enquiries? (Yes/No) Is there a reduction in the number of complaints or not? (Yes/No)	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. Immediately during the call; depending the nature of the request. 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. Approximately 60% are resolved immediately at first point of contact. 40% resolved by back office according to their service standards. 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%. We do not use voice mail. Yes; the City uses the SAP system, which gives us an overview of all customer complaints and service requests reported via the Call Centre. Yes, there is a general reduction in the number of complaints received. There are spikes in different types of services e.g. City Parks service requests delayed due to service provider not being in place; higher stages of loadshedding which increases the number of requests for Energy as well as for Water and Sanitation (sewer overflows), often leading to delays in service delivery.

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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
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 - 120 minutes depending on complexity and facility dependant
What is the average reaction time of the fire service to an incident? (minutes)	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 = 29 Community Arts and Culture Development = 3
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; financial and non-financial incentives are available to new investment and expansion of existing investment in six spatially targeted areas subject to qualifying criteria. (Policy is currently been reviewed revised policy should be considered for approval towards July 2025).
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	
	Advertising and Application for trading bay	7 working days
	Internal screening and selection of the successful informal trader for the bay	2 working days
	Invitation sent to the successful informal trader to attend an in-person screening interview	2 working days
	Successful informal trader required to attend an in person screening interview within	7 working days
	Screening interview checklist report uploaded onto SAP ITPS and DAC initiate approval workflow	2 working days
	Final approval of successful informal trader by the responsible SPO and AED manager	4 working days
	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