



CITY OF CAPE TOWN
ISIXEKO SASEKAPA
STAD KAAPSTAD

COMMUNITY SERVICES AND HEALTH
CITY HEALTH
ENVIRONMENTAL HEALTH SERVICE

Frequently asked questions related to Certificates of Acceptability:

1. What is a Certificate of Acceptability (CoA)?

This certificate is a legal document indicating that a food-handling establishment complies with the hygiene and food safety standards as outlined in the Regulation governing the general hygiene requirements for food premises, the transport of food and related matters, R638 of 22 June 2018.

As defined in Regulations R638 "Food Premises" means a building, structure, stall or other similar structure and includes a caravan, vehicle, stand or place used for or in connection with handling food".

2. Who needs to apply for a CoA?

- Any business or a person in charge involved in the handling, preparation, storage, distribution, or transportation of food intended for human consumption must apply.

Please note:

You will still need to apply for a business license if you prepare meals. This is a separate application process. Please click on link for more information:

<https://www.capetown.gov.za/City-Connect/Apply/Licences-and-permits/Business-and-trade/Apply-for-a-business-licence>

3. How can I apply for a CoA issued by the City of Cape Town?

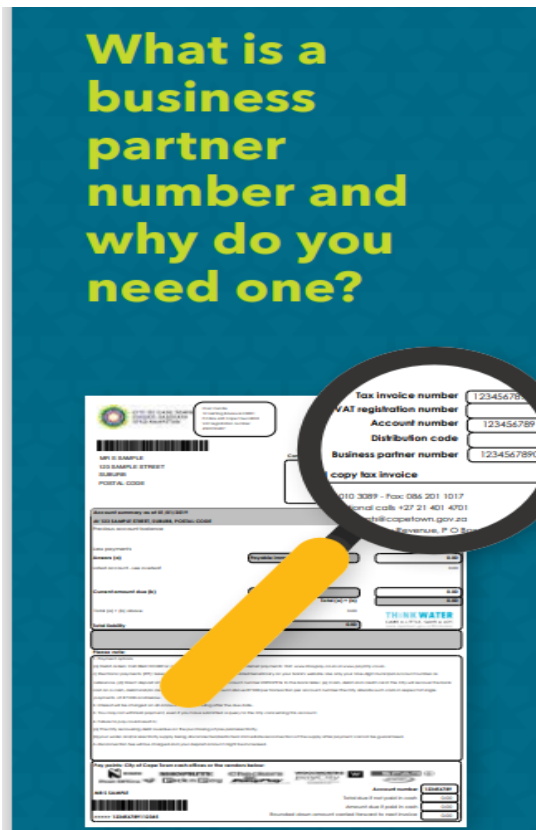
In order to apply for a CoA you need to register as a Business Partner.

What is a Business Partner number ?

A business partner (BP) number is a 10 digit number that is used by the City of Cape Town to identify an individual or an organisation.

A property owner within the City receiving a rates account will have a BP number allocated to their profile as a rate payer.

The number is located in the top right corner of a City rates account, under the tax invoice and account numbers.



Applicants can create their own BP Number online via e-services, this can be in their personal capacity or for an Organisation.

Please click link below:

[capetown.gov.za/City-Connect/
Register/eservices-and-municipal-
accounts/Register-for-a-
municipal-account](https://capetown.gov.za/City-Connect/Register/eservices-and-municipal-accounts/Register-for-a-municipal-account)

For all queries relating to Business Partner (BP) number and e-Billing services kindly email Revenue.Eservices@capetown.gov.za

If you have not yet registered for e-Services in the City you will need to do so via link: <https://www.capetown.gov.za/City-Connect/Register/eservices-and-municipal-accounts/Register-for-a-municipal-account>

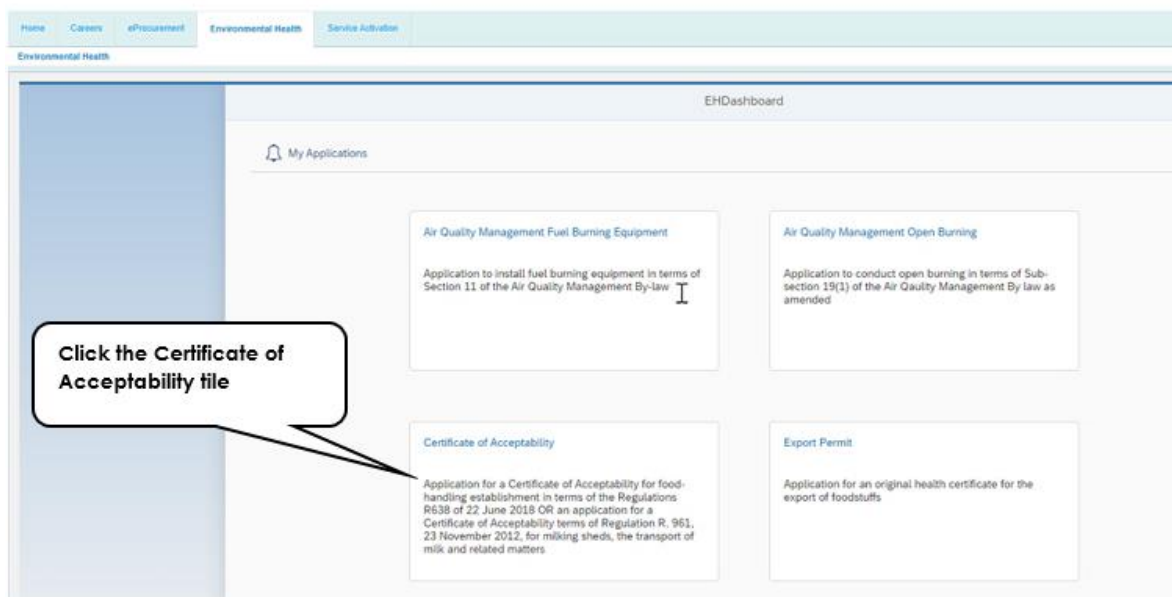
Once you have registered you need to select Service Activation – Environmental Health Services e-Services portal.

☐ **Activate “Environmental Health”**

Note you will need to upload a copy of the identity document of the person in charge of the premises.

- ☐ Within ±5 hours your profile will be activated and you will be able to apply for a Certificate of Acceptability via e-Services.

User manuals have been developed to guide you through the online application and will be accessible after the service has been activated. You must click the **Certificate of Acceptability** tile to access the online application form.



4. What documents do I need to provide with my application after I have registered for e-Services and activated the Environmental Health service option?

For an application relating to a food premises:

Where food is prepared or sold from a brick and mortar structure applicants will need to submit the following documents during their application process:

- A simple hand drawn layout plan or a copy of the approved building plan of the premises, drawn to 1: 50 scale (mandatory requirement for all formal food premises). Please indicate the designation of various areas and position of all equipment.

5. Is there a fee for the application?

The City of Cape Town does not charge an application fee for a CoA.

6. How long does the application process take to obtain a CoA?

The standard processing time is ten working days provided that all required documentation has been provided to the City.

7. What happens after an application is made?

Your application will be assessed to see if special zoning permission is required, if so, your application will be refused and you will be required to present the proof of zoning when you next apply. If your zoning is in order an Environmental Health Practitioner will visit the premises to assess factors such as structural design and construction of the premises, food safety practices, waste disposal / pest control management and overall hygiene as specified in the regulations. At the time of assessment please request the official to present his/her official City authority card whereby authority has been granted to enforce the relevant Health legislation.

8. What happens if there are areas of non – compliance identified during the inspection?

You will be provided with an official list of non-compliant issues to correct by a specified deadline.

9. How will I receive my CoA?

Your certificate will be emailed to you and original certificates can be collected. Collection of certification is by appointment with the case processor that handled your application.

10. What if my application is denied?

You can reapply when you have corrected all non-compliances.

11. How often does the Certificate need to be renewed?

Certificates generally only need to be renewed when there is a change of "person in charge", the business has moved to new premises, addition of a new process or building alterations and/or change in legislation occurs. In certain instances a period of validity may be specified and linked to the date of duration of a working permit issued by the Department of Home Affairs if applicable.

12. Can my CoA be revoked?

In order to protect public health the regulations make provision for a local authority to prohibit handling; preparation, selling or processing foodstuffs in the event that serious violations of health regulations are found.

13. What are the consequences of operating without a CoA?

Operating without a valid certificate may result in legal action being instituted against you by means of notices, fines or even closure of the business until compliance is achieved.

14. Can I make structural changes to my premises after obtaining a CoA?

Significant alterations will require a new application.

15. Whom can I contact for help with the application process?

Contact your [local Environmental Health Office](#).

You can also send an email requesting assistance to Health.Applications@capetown.gov.za.

16. What is the difference between a CoA and other food safety certifications?

A CoA is a legal requirement in South Africa, whereas other certifications (like HACCP, or FSA 22000) are voluntary food safety management systems (unless legally required for your type of product) that may be implemented to enhance food safety, or are specified as a pre-requisite by clients purchasing your product.

The City has developed an electronic online application and record system whereby applications for a Certificate of Acceptability are enabled and stored.

If you are already registered on the City e-Services portal you can click here: <https://eservices.capetown.gov.za/irj/portal> to submit an application.

If you are not registered, follow the below guide to register.

How do I register for City e-Services?

- Go to the CCT Website: www.capetown.gov.za.
- Go to City Connect
- Go to [Register for e-Services](#) and follow the instructions
- Complete all required information, including:
 - ID/ passport number
 - Your unique email address
- Create your username.

What happens now?

- An email, including a temporary password, will be sent to you within 48 hours.

- Log in with the username you created and the temporary password provided.
- Change the temporary password to one of your choice.
- Complete the questionnaire and upload your ID documentation.
- Confirmation of registration will be sent to you by email

On the City's e-Services home page:

- Activate "**Environmental Health**"
- Within ±5 hours your profile will be activated and you will be able to apply for a **Certificate of Acceptability** via [e-Services](#).

Submitting applications via the online portal has many benefits for you as an applicant:

- submissions can be made 24/7 therefore there are no restrictive office hours;
- submissions can be made from anywhere even from your local library if you do not have access to a computer from home
- there is no need to commute or drive to a district office to submit an application by hand;
- there is no queuing;
- it is paperless and therefore helps save our planet;

View the contact details for [Environmental Health services](#).

Update your Business Partner details:

It is **critically important that business partner information is captured correctly on the City's database**. Omissions and incorrect information may result in unnecessary delays. In some cases it may even prevent submission.

Important information includes:

- Contact numbers of applicants
- Valid email address of applicants
- Identification documents or passport if a foreign national

Completing all required form fields:

Omissions and incorrect information may result in unnecessary delays or prevent submission.

Being in possession of a CoA DOES NOT EXEMPT THE APPLICANT FROM COMPLIANCE WITH ANY OTHER LEGISLATION, BYLAWS OR REGULATIONS THAT MAY BE APPLICABLE. Please note that this certificate is NOT a consent use, permission, permit or license to conduct a business or trade; NOR does it imply compliance with any requirements relevant to any building, land use, fire prevention, general trading, hawking or any other applicable legislation OR that you are exempted from said compliance therewith.