



CITY OF CAPE TOWN
ISIXEKO SASEKAPA
STAD KAAPSTAD

CAPE TOWN HOUSEHOLD SURVEY

Frequently Asked Questions

Last updated: 27 August 2025

We are conducting a large-scale socio-economic household survey across Cape Town every two to three years to understand our residents and communities better.

1. What is the purpose of this survey, and who will be interviewed?

The City of Cape Town will conduct this survey every two to three years in order to obtain accurate, reliable, frequent and up-to-date data on households across the city. We will interview approximately 10 000 households for each round of the survey.

All information collected is only used for research and planning purposes to inform the delivery of municipal services. We need the survey information to understand the social and economic challenges facing households across Cape Town, as well as the specific needs of communities. This will help us to improve on how the City plans and delivers municipal services and programmes going forward.

2. When will the survey be conducted?

The first survey took place between February and September 2024 and covered all suburbs of Cape Town. The next survey will take place in 2027.

3. How are households selected?

Households are selected randomly, providing a representative sample for each suburb of Cape Town. A certain number of households are selected in each area of the suburb based on the number of households and types of dwellings in each area.

4. Is my suburb included?

Almost certainly. The City has been divided into more than 1 000 sub-places based on boundaries set by Statistics South Africa (Stats SA).

These sub-places have been combined to make up over 200 suburbs. Interviews are conducted in each of these sub-places to provide an accurate and representative view of Cape Town.

Households in formal and informal settlements, as well as additional dwelling units, are surveyed. Interviews are also conducted with households in gated estates and apartment blocks.

5. Is it my choice whether or not to participate in this survey?

Your participation is voluntary and there are no consequences if you do not consent to participate or share your personal information.

If you do participate, you have the right of access to and the right to rectify or request the removal of the information collected.

Please see questions below for more details about how to have your information removed or to lodge an official complaint.

6. Why should I participate?

By participating in this survey, you help us gather the information we need to deliver better services and plan for improvements that will benefit everyone in your community.

We want to be sure that we have information that closely represents Cape Town's households.

The City won't be able to help address the needs of households like yours properly unless they are included.

7. Doesn't the national Census do the same thing?

While the Census is very valuable, it only takes place every 10 years, which means there are long gaps in data and insight availability between surveys. The City will be conducting this large-scale household survey every two to three years to enable better data-driven decision making and planning.

This includes data on standard socio-economic topics, but also more specific service delivery insights, and more information on key urban dynamics and challenges (e.g. resilience, mobility and safety).

Although there are some Stats SA sample surveys done between Census years, as well as other ad-hoc surveys, these do not provide the City with a sufficient understanding of the social and economic trends and challenges facing communities to inform long term planning.

8. Who will conduct the interviews?

In 2024, we contracted an independent survey company, Kantar, to collect data on our behalf. Visit Kantar's [website](#) and read their privacy policy for more information about the company. Kantar partnered with [Ask Afrika](#) to conduct interviews in some parts of the city.

No service provider has been appointed for the 2027 survey yet.

9. How can I check if the person at my house is a legitimate interviewer for this survey?

All interviewers are clearly identified with an ID badge, a bib with City logo on it and also have an informational pamphlet and QR code to where you can access all the details of the survey on our website.

If you need further confirmation about the interviewer's identity, you can call their field manager (you'll find the details on their ID badge), or you can reach out to your ward councillor.

No interviewer for this survey will ever request or require access to your property or home, and all interviews are conducted at the property boundary. Never give your ID number or banking details to anyone who claims to be involved in this survey.

There is currently no fieldwork taking place. The next survey will only take place in 2027 with dates to be announced.

10. Why is my personal information collected?

Personal information means an individual can be identified in a big dataset using that information (e.g. name, phone number, location). Although Kantar collected personal information such as names and contact details, only location, date of birth and the last four digits of phone numbers were shared with the City.

Telephonic contact information is only used for quality control or if the survey company needs to contact you for any follow-ups. Once the quality control and follow-up period is finished, all names and contact information will be deleted by the survey company.

11. What information is collected?

We gather socio-economic information, including:

- Household size
- Details about household members' ages, gender, education, health, employment and mobility
- Household income and expenditure
- Ownership or rental status
- Migration – including movements of household members and reasons for moving
- Access to basic services and use of community or social amenities
- Challenges faced by the household or household members including crime and severe weather events

We will not ask for your ID number or banking details. You can decline to provide information to any question and may end the interview at any time.

You can read the [City of Cape Town's privacy policy](#) on our website.

12. What is my information be used for?

All information collected is only used for research and planning purposes to inform the delivery of municipal services. We need the survey information to understand the social and economic challenges facing households across Cape Town, as well as the specific needs of communities.

This will help us to improve on how the City plans and delivers municipal services and programmes going forward.

13. How is the City using the results of the survey?

The survey data is enhancing the City's evidence base for decision making by providing:

- Trend data on many core socio-economic indicators, including basic service access, and data at suburb level on how households are meeting their water, sanitation, energy and waste management needs
- Insights on household characteristics per suburb, including housing tenure, household assets, main travel modes and average travel times
- Insights to inform infrastructure planning to accommodate the unplanned densification of many suburbs through the development of informal additional dwellings (i.e. backyard structures), including small scale rental units
- Insights to inform City programme design and targeting in response to the most prevalent social and economic challenges per suburb
- Insights into the shocks and stresses faced by households across Cape Town, including stresses facing household budgets due to rising living costs and experiences of negative events such as crime, flooding and fires

14. Will the survey data be used for anything else?

Broad learnings and insights from this survey will be shared publicly, but this information will be at a high level and will not include any personally identifiable information. It will be similar to the level of detail released by Stats SA.

All data is held exclusively by the City's Research Analytics Unit and has been deleted by Kantar after fieldwork for 2024 was completed and the data handed over to the City.

Personal identifiable data related to you and your household will not be shared with any marketing or external companies. De-identified (anonymised) data may be shared with external researchers. A dataset will be made available on the City's [Open Data Portal](#). It will only include details related to the household such as access to basic services. It will not include any information that could be used to identify your household.

15. Who will have access to my data?

All personal information that has been collected is processed and saved temporarily by a select number of staff within the survey company. This data is securely stored on encrypted servers, with restricted access by the survey company for the duration of the study. It is used by the survey company strictly for quality control purposes.

Thereafter, the City holds the data securely with restricted access for statistical, research and planning purposes only. Personally identifiable data related to you and your household will not be shared with any marketing or external companies. De-identified data may be shared with external researchers. Data will not include any personally identifiable information and is similar to datasets released by Stats SA and other research organisations.

16. Why do you need to know about my household income?

We understand that this information is sensitive. However, household income is one of the best indicators of the economic wellbeing of households. We use this information, alongside others, to determine the level of vulnerability in different communities within the city.

It will be treated as anonymous and confidential, and will not be shared with banking institutions, SARS, SASSA, or any other government institution in an identifiable way. We will never ask for proof of income or banking details.

This question is in line with what was asked in the national Census.

17. Can I complete the survey online?

In 2024, we decided not to offer an online survey because it can lead to biased results. Online surveys make it hard to confirm who is participating and where they are from, which is crucial for accurate data, especially at sub-metro level. We hope to offer an online option for all randomly selected households in future rounds.

18. What if I am hesitant to open my door to strangers?

We understand that many people may feel uncomfortable inviting strangers into their homes for safety reasons. No interviewer for this survey will ever request or require access to your property or home.

All interviews associated with this survey are conducted at the property boundary by default. Interviewers are screened and have undergone criminal record checks. Never give your ID number or banking details to anyone who claims to be involved in this survey.

Going forward, we hope to offer an online survey option that you would be able to complete on your own. Details on this will be updated in 2027.

19. Is the study POPIA compliant?

This survey is POPIA compliant and any personal information is gathered under the legitimate interest of the City in performing its relevant functions as a public body. The information will not be used in any form in which the individual may be identified, and will only be used for historical, statistical or research purposes.

Please note, your participation is completely voluntary and there are no consequences if you do not consent to participate or share your personal information. You have the right of access to and the right to rectify or remove the information collected. You also have the right to object to the processing of personal information, and the right to lodge a complaint to the Information Regulator.

20. What is the unique code that I received over SMS?

This unique code is assigned to each household interviewed in the survey. It can be used to identify members of the household within the data set should you request access to your personal data from the City after the survey has been completed. This is required to identify your data as there are no names or phone numbers (beyond the last four digits) linked to the data. These may be used along with your birthdate to identify your data should you lose this unique code.

21. How can I request access to my personal data?

To request access to your personal information, email CapeTown.Survey@capetown.gov.za or call 0860 103 089.

Please have your unique code (shared with you via SMS at the time of your interview) ready. This code, along with your date of birth, can be used to identify your personal data in the dataset. Please be sure to have the last four digits of the phone number used to receive the SMS in the event you have lost the unique code. Without this information it may not be possible to locate your data as we have tried to keep the amount of personally identifiable data to an absolute minimum.

22. How do I request that my personal data is deleted from the dataset?

To opt out of data processing of your personal information, please email CapeTown.Survey@capetown.gov.za or call 0860 103 089. Please have your unique code and date of birth ready. We will need to request additional information to locate your personal data if you no longer have this unique code.

23. Will I be contacted after the survey for any reason?

You may be contacted for quality control purposes, to confirm that the interview took place or to confirm some details around the interview to verify its authenticity.

No contact will be made after the fieldwork period has ended, and your contact information will not be shared with any third parties. You will not be contacted for any marketing or sales purposes.

24. Can I request to fill out the survey? How can I participate?

Unfortunately, you cannot request to complete the survey. The participants and households included in the survey need to be randomly selected to ensure the sample is unbiased.

If you are not selected in the sampling process, you will not be able to participate in the survey.

If you would like to contribute to the survey's success, you can encourage people and groups in your community to participate if they are selected.

25. Are there any job opportunities?

All interviewers will be employed directly by the fieldwork company. The City has no influence in hiring decisions.

26. Who can I contact if I have feedback or questions about the survey, its contents or processes?

If you have any feedback you would like to share regarding the survey questions, how it is administered or anything else about the process, please email

CapeTown.Survey@capetown.gov.za.