



How to dispute your property valuation online

Register for e-Services

You may submit your dispute online via the City's [e-Services portal](#). This is the most efficient way to submit your dispute.

Disputes submitted online are instantly processed and updated on the Valuations database, and are available to the valuer for finalising immediately.

Dispute forms are **ONLY** available on the e-Services platform **during the prescribed dispute period applicable to your property**.

REGISTER TO SUBMIT ONLINE DISPUTES

You must [register for e-Services](#) to lodge your dispute online.

You will need to provide the following information to register:

- Contact details
- Address information
- Business partner number (this is found on your municipal account)
- ID number

To enable the online dispute capabilities, **activate the MUNICIPAL ACCOUNT services** as part of your registration process.

The information you enter on your registration form is confidential, and the City will vet the information before activating your access to e-Services. The vetting process takes 24 hours.

SUCCESSFUL REGISTRATION

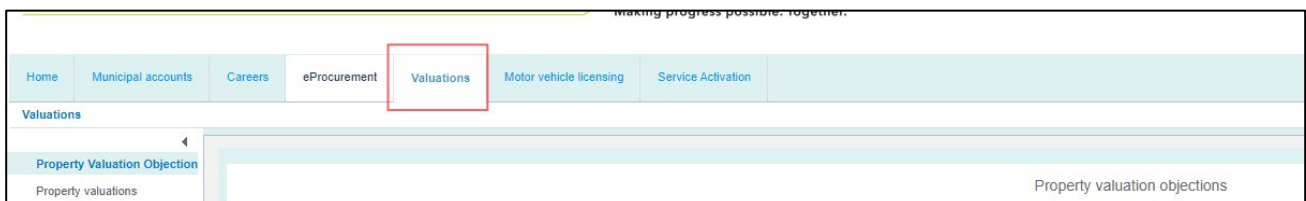
If your registration is successful, you will receive an email providing you with a temporary user name and password. Use this information to log in to e-Services.

Once logged in, you will need to create your own unique password, which you will use to access your account in future.

Access the objection forms

Option 1: e-Services

After successfully logging into your [e-Services account](#), click on the **VALUATIONS** tab to locate the dispute form for your property.



Dispute forms are **ONLY** available on the e-Services platform during the prescribed dispute period applicable to your property.

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Option 2: GV Roll

You can download the dispute forms by visiting the GV Roll for which the objection period is open

- Search for your property on the relevant GV Roll ([GV2022](#) | [GV2025](#)) using one of the search options

Please select one

[Property Reference](#)

[Erf](#)

[Sectional Title](#)

[Site Address](#)

[Farm](#)

Search on Property Reference Numbers

Reference:

Image 1: GV Roll search options on homepage

- Click on your "Property Reference"

PROPERTY REGISTER FOR THE CITY OF CAPE TOWN (in terms of section 23 of the Local Government: Municipal Property Rates Act, no 6 of 2004)											
PART A GENERAL AND SUPPLEMENTARY VALUATION ROLL										PART B LEVYING AND LIMITATIONS ON LEVYING OF RATES	
Property Reference	Registered or other Description of the Property	Rating Category of the Property	Physical address of the Property	Extent of the Property (m ²)	Market value of the Property as at 1 July 2022.	Valuation Reason	Valuation Reason Description	Valuation Type	Effective Date	Dispute Expiry Date	Rebates, Reductions, Exemptions, Phase-in (Section 15,17,21)
BLW001025600000	3619 MELKBOSCH STRAND	PUBLIC SERVICE INFRASTRUCTURE	21 SAMUEL CRES MELKBOSCH STRAND	10450.0000	R 11500000.00			GV2022	2023/07/01 - 9999/12/31	2023-04-30 12:00:00 AM	Reduction

Image 2: Illustration of the Valuations Landing Page

- The following menu appears. Click on "DISPUTE FORMS"

Previous Search Close

Attribute data and multi-purpose use

The City Valuation Office holds and maintains valuation attribute data of all residential, commercial, agricultural and sectional title properties in the City of Cape Town.

Valuation attribute data is used for the assessment of property value. These assessments are undertaken by professional property valuers or by statistical computer models used as part of the City's Computer Aided Mass Appraisal (CAMA) system.

The City of Cape Town has embarked on a project to make selected valuation attribute data of all properties available for inspection by the public.

Please ensure you have **Adobe Acrobat Reader** installed in order to view PDFs. [Click here](#) to download.

PROPERTY DETAILS	
Property Reference	BLW001025600000
Erf/Farm Number	3619
Physical Address	21 SAMUEL CRES MELKBOSCH STRAND
Legal Description	3619 MELKBOSCH STRAND
Total Extent	10450.0000
Existing Use	TELEPHONE EXCHANGE

For Rates and Valuation Enquiries Tel.: 086 010 3089 Email: valuations@capetown.gov.za

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Image 2: Illustration of the Attribute Data page, and menu of further actions

- The following screen appears. Select your LANGUAGE preference and click "OK"

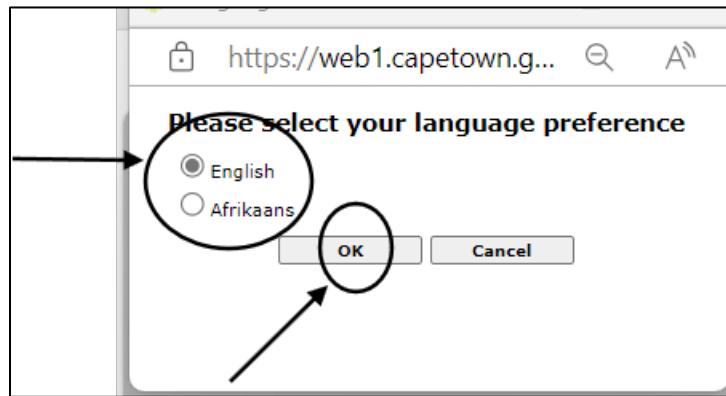


Image 3: Illustration of the Language Selection page

- Click print or download
- If the display message reads 'This property is not eligible to submit a dispute at this time' this means that your property was not valued in the current active roll, and you are therefore unable to download an objection form for your property.

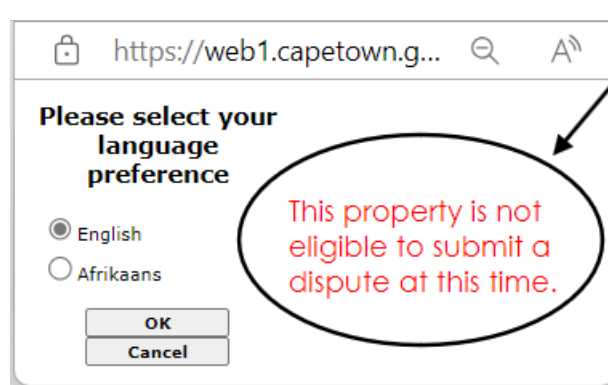


Image 4: Illustration of the displayed for properties not eligible to submit objections

PLEASE NOTE

Objections may only be lodged during the prescribed objection period, and may only be lodged against the roll for which the objection period is open. You will therefore not be able to download an objection form if your property is not valued on the valuation roll for which the objection period is open.