

YOUR GUIDE TO REPORTING A POTHOLE



CITY OF CAPE TOWN
ISIXEKO SASEKAPA
STAD KAAPSTAD

REPORT IT, WE FIX IT!

- Potholes
- Blocked stormwater drains
- Flooding
- Mud slides or rocks on the road
- Grass and weeds on sidewalks and traffic islands
- Faulty traffic signals
- Missing manhole covers
- Damaged public transport infrastructure and signs
- Damaged road barriers

GET IT FIXED

In wet weather, small cracks appear in the road surface, which fill with water and become wider and deeper. These soon become potholes that damage cars and tyres or cause accidents.

The City of Cape Town fixes potholes every day across the city. We cannot fix the one in your road unless you report it. The longer you wait, the worse it will get.

**THE LONGER
YOU WAIT,
THE WORSE
IT WILL GET.**



REPORT A POTHOLE

The City aims to assess and temporarily repair potholes as soon as possible after being reported. Sometimes, if the structure of the road is damaged, it may take longer.



HOW TO REPORT A POTHOLE:

OPTION 1: Download the City's service-related municipal app, available on the Apple App Store and Google Play Store.

Download the app now via:



<https://apple.co/3pZAkth>



<https://bit.ly/3pMGltv>

OPTION 2: Contact the City's customer call centre on tel: **0860 103 089** or email **contact.us@capetown.gov.za**. The service is available 24/7 with assistance in Afrikaans, English and isiXhosa.

OPTION 3: Log a service request on the City's self-help service website www.capetown.gov.za/servicerequests. Choose 'Transport, Traffic and Roads'.

OPTION 4: Scan the QR that will link to the self-help service.



- Provide your contact details, the street address and area where you spotted the pothole, as well as the nearest street corner, so that the repair team can find it fast.
- Make sure you keep your reference number.



DID YOU KNOW?

The City of Cape Town maintains more than **10 600 KM** of road as part of a safe and functional road network. The City needs your help to do this. Report any problem on the road network to the City's customer call centre.



REPORT POTHOLE:
0860 103 089

CALL 24/7

FOR MORE INFORMATION



Visit www.capetown.gov.za/urbanmobility
to access and download this leaflet and other
useful guides.

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