



Dispute your property valuation online via e-Services

Disputes submitted via e-Services are processed and updated on the Valuations database immediately, and sent directly to the valuer for finalising. This makes e-Services the most efficient way to submit your dispute.

Note: The dispute forms are only available on the e-Services platform during the prescribed dispute period applicable to your property.

Register to dispute

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

Go to www.capetown.gov.za/en/eservices to register.

The registration process requires the following information:

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

All personal information is confidential.

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

Your personal information will be vetted before access to the e-Services portal is activated. The vetting process takes 24 hours.

Successful registration on e-Services

Once you have successfully registered for e-Services, you will receive an email with a temporary user name and password. Use this information to log in to your e-Services account.

After logging in, you need to create your own unique password – which you will use to access your account in future.

Click on the **Valuations** tab to locate the dispute form for your property.

The screenshot shows the City of Cape Town e-Services portal. The top navigation bar includes the City of Cape Town logo and the text 'CITY OF CAPE TOWN ISIXEKO SASEKAPA STAD KAAPSTAD'. The main navigation bar has tabs for Home, Municipal accounts, Careers, eProcurement, **Valuations** (highlighted with a red box), Motor vehicle licensing, and Service Activation. The Valuations tab is selected, and the 'Property Valuation Objection' form is displayed. The form has a table with the following columns: Property Type, Legal description, Property Address, Valuation Object, Status, and Submission Date. The 'Valuation Object' column has a dropdown menu with 'Object' selected (highlighted with a red box). The 'Status' column shows 'Open objection'. Below the table, there is a note: 'Note: To show the latest status of the above data please press the refresh button after returning from other screens. For the status of your submitted objection please email: Valuationsobjection@capetown.gov.za'.