



CITY OF CAPE TOWN
ISIXEKO SASEKAPA
STAD KAAPSTAD

JUNE 2022



INFORMAL TRADING: FREQUENTLY ASKED QUESTIONS

Making progress possible. Together.

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INFORMAL TRADING PERMITS AND BAYS

01 WHEN DO I NEED AN INFORMAL TRADING PERMIT?

There are several areas in the City of Cape Town (CCT) that have an informal trading plan. Trading in these informal trading areas is restricted to marked out trading bays for which traders have to carry a permit.

More info:

Informal trading in Cape Town at

 <http://bit.do/ezNw6>

02 DO I QUALIFY FOR AN INFORMAL TRADING PERMIT?

Unemployed persons can apply for an informal trading permit, subject to the provisions of the Informal Trading By-law. You will need to provide the following:

- ✓ Certified copy of your ID
- ✓ Proof of address
- ✓ Affidavit to confirm your unemployment status
- ✓ A photo of yourself (ID sized)


Note: If you are a foreign national, you will need to provide certified proof of your legal status to live and work in South Africa.

The City only issues one permit per household.

Applications are subject to the provisions of the Informal Trading By-law. Contact Area Economic Development (see question 04 for contact details).

03 HOW CAN I APPLY FOR AN INFORMAL TRADING PERMIT?

You can only apply for an informal trading permit by completing the online application on the City's e-Services website.

Available trading bays are ONLY advertised on the City's e-Services website at  <http://bit.do/ezNAK>

You can do it by following these steps:

- ✓ **REGISTER** for City of Cape Town's e-Services.
- ✓ **ACTIVATE** the informal trading service on e-Services.
- ✓ **CHOOSE** the advertised bay you want to apply for.
- ✓ **COMPLETE** the short questionnaire and upload the documents requested.
- ✓ If you are successful, you will **MEET** the area co-ordinator from the Area Economic Development Branch who will check your information and documentation.
- ✓ If all is right, management will consider your application for **APPROVAL** to issue the permit.

More info:

Informal trading in Cape Town:

 <http://bit.do/ezNw6>

Registering for e-Services:

 <http://bit.do/ezNAK>

Applying for an informal trading permit:

 <http://bit.do/ezNCU>


For help, visit your nearest Area Economic Development office.

04 WHERE CAN I GET HELP?

Permits are issued by the City of Cape Town's Area Economic Development Branch. Contact the Area Economic Development district offices for help with your application.

Area Economic Development offices are in:

Goodwood:

 Goodwood Administrative Building,
Corner of Voortrekker and De Villiers Roads

 **021 417 4043**

Khayelitsha:

 Block C, Stocks & Stocks

 **021 400 1345**

Cape Town:

 44 Wale Street

 **021 400 5379**

Plumstead:

 Plumstead Municipal Office,
Corner of Victoria and Main Roads

 **021 400 2808 / 021 444 9501**

Email them:  informal.trading@capetown.gov.za

05 HOW LONG DOES IT TAKE TO GET A PERMIT?

A permit takes up to 30 days to be issued from the day you applied. If you are not already registered for e-Services, it will take at least an extra five days to register and activate the informal trading service.

06 HOW MUCH DOES A PERMIT COST?

Permits have monthly tariffs ranging from R80 to R1 500, depending on the location of a trading bay. The cost of permits is adjusted every year in July.

07 HOW BIG ARE TRADING BAYS?

The size of trading bays is included in the informal trading plan. Bay sizes depend on what the area can allow.

08 AM I ALLOWED TO PUT UP A STRUCTURE ON MY BAY?

You may put up a trading structure on your bay, but it cannot be bigger than the size of your bay and it must comply with the area's informal trading plan. You must also remove it at the end of the day's trading. It is advisable to contact your area co-ordinator before you place your structure.

09 WILL I HAVE STORAGE FACILITIES AND ACCESS TO TOILETS?

The City generally does not provide storage facilities. Where there is no City storage, you will need to arrange your own.

The City strives to ensure that all trading areas are close to public toilets.

TRADING ON BEACHES AND AT MARKETS

10 HOW DO I APPLY FOR A BEACH TRADING PERMIT?

Beach trading permits are issued by the Recreation and Parks Department. To qualify, you need to hold a South African ID or have legal status to live and work in South Africa.

Permits are issued for up to three years. As a beach trading permit holder, you will need to work at least six days a week.

You can apply for a beach trading permit by completing an application form that you can download from the document download section at

 <https://bit.ly/30Ec8Nd>

For more information, contact Nadia Oppelt:

 **021 400 2013**

 nadia.oppelt@capetown.gov.za

11 HOW DO I APPLY TO TRADE AT WEEKEND OR NIGHT MARKETS?

Each market issues its own permits. You will need to contact the manager of a market directly to apply. For City-owned markets, the details are always advertised closer to the time.

More info:

Contact your nearest Area Economic Development Branch for upcoming markets (see question 04).

PREPARING AND SELLING FOOD

12 WHAT DO I NEED TO PREPARE AND SELL FOOD?

Food safety is very important for public health. You will need a business licence and a Certificate of Acceptability to prepare and sell food. Both are issued by the Environmental Health Branch.

More info:

 <http://bit.do/ezNYr>

Contact:

Colleen Heldsinger:

 0860 103 089

 colleen.heldsinger@capetown.gov.za

Environmental Health offices:

 <http://bit.do/ezN2K>

13 WHAT DO I NEED TO SELL FISH AND RAW MEAT?

You will need a Certificate of Acceptability to sell raw fish and meat. A business licence will only be required if the fish or meat are being cooked. Both are issued by the Environmental Health Branch.

Food safety is very important for public health. Fish trading should meet health regulations around smells and refuse.

More info:

 <http://bit.do/ezNYr>

Contact:

Colleen Heldsinger:

 0860 103 089

 colleen.heldsinger@capetown.gov.za

Environmental Health offices:

 <http://bit.do/ezN2K>

14 WHAT DO I NEED TO SELL FOOD FROM A FOOD TRUCK/TRAILER?

If you want to start a food truck/trailer business in Cape Town, you must first find out if food trucks are allowed where you want to trade. It is better to do this before you buy a truck and equipment. Regardless of where you operate from, you will always need a business licence and a Certificate of Acceptability allowing you to prepare and sell food. See question 12.

Note: The policy on food trucks is still being developed.

Contact:

Nadia Oppelt:

 021 400 2013

 nadia.oppelt@capetown.gov.za

SUPPORT FOR INFORMAL TRADERS

15 DO I NEED TO BELONG TO A TRADERS' ASSOCIATION?

No, but it helps to be part of an association that can negotiate on your behalf.

16 HOW DO I MAKE A COMPLAINT ABOUT INFORMAL TRADING?

Depending on the nature of the complaint, we will refer you to the appropriate person/department.

Contact Law Enforcement to lay a complaint against an informal trader.

Contact the Ombudsman to lay a complaint against the City.

More info:

 <https://bit.ly/2SmRVqK>

 021 480 7700

 lawenforcement@capetown.gov.za

OTHER INFORMAL BUSINESSES

17 DO I NEED A PERMIT TO RUN A BUSINESS FROM HOME?

To run a business from home, your property must have the right zoning and land-use permissions. Visit your local District Planning office for help and advice.

More info:

 <https://bit.ly/3itEqA8>

District Planning Offices:

 <https://bit.ly/3ir51Ot>

Depending on the type of business you run from home, you may also need other licences. For example, you will need a business licence and Certificate of Acceptability if you are preparing and selling food from your home.

Environmental Health offices:

 <http://bit.do/ezN2K>

18 WHAT DO I NEED TO RUN A SPAZA SHOP?

Spaza shops have to meet health regulations around noise, smells, fumes, household refuse, sewage and wastewater. The City's Environmental Health Branch can give you more information on what you need to run a spaza shop.

More info:

 <http://bit.do/ezNMd>

Environmental Health offices:

 <http://bit.do/ezN2K>

 021 400 6513 / 6489

19 DO I NEED A PERMIT TO RUN A MASSAGE SERVICE?

Yes, you will need a business licence from the City's Environmental Health Branch.

More info:

 <http://bit.do/ezNYr>

Contact:

Colleen Heldsinger:

 0860 103 089

 colleen.heldsinger@capetown.gov.za

Environmental Health offices:

 <http://bit.do/ezN2K>

20 HOW DO I APPLY FOR A PUBLIC BUSKING OR ART PERMIT?

Contact the Arts and Culture Department to apply for a busking or public art permit.

A guide to public art and busking in Cape Town:

 <http://bit.do/ezNXV>

Contact:

 021 444 7695

 Artsand.Culture@capetown.gov.za

21 HOW DO I APPLY FOR A LIQUOR LICENCE?

The sale of alcohol is strictly controlled. Licences are issued by the Western Cape Government Liquor Authority. You can apply for a liquor licence by yourself or you can hire a lawyer to help you.

The City's Liquor Enforcement and Compliance Unit ensures that sellers of alcohol comply with rules and regulations.

More info:

 <http://bit.do/ezNZ8>

Contact:

 021 596 1999

 lawenforcement@capetown.gov.za

If you have an entertainment venue, you will also need an entertainment licence from the Environmental Health Branch and a SAPS Clearance Certificate.

More info:

 <http://bit.do/ezNYr>

Contact:

Colleen Heldsinger:

 0860 103 089

 colleen.heldsinger@capetown.gov.za

Environmental Health offices:

 <http://bit.do/ezN2K>

GROWING YOUR BUSINESS

22 HOW DO I LEASE OR BUY CITY LAND?

The City deals with immovable property through its Property Management Department. It may lease or sell viable property through a competitive process.

More info:

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

Contact:

 021 400 3900

23 WHERE CAN I GET BUSINESS ADVICE?

If you are a small, medium or micro enterprise (SMME), or an entrepreneur planning to start or grow a business, you can contact the City's Business Hub for assistance. The Business Hub service provides information on starting and growing a business.

It helps by:

- ★ **CONNECTING** you with business partners, funders, support organisations or City departments.
- ★ **OFFERING** enterprise development programmes.
- ★ **PROVIDING** information and guidance on City business processes.
- ★ **OFFERING** supplier development programmes for City vendors.

You can visit the walk-in centre at 34A Adderley Street, Strand Concourse, Cape Town, or contact the help desk through the City call centre.

🌐 <https://bit.ly/2GFm8i3>

Business-related enquiries:

📞 021 417 4043

✉️ business.support@capetown.gov.za

24 WILL THE CITY GIVE ME FUNDING FOR MY SMALL BUSINESS?

The City does not fund small businesses, but the Business Hub can give you information about financing options.

More info:

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

Contact:

 021 417 4043

 business.support@capetown.gov.za

Visit:

34a Adderly Street, Strand Concourse,
The Business Hub, Cape Town

25 HOW DO I DO BUSINESS WITH THE CITY?

To do business with the City, you will first need to register with the City as a vendor. You can register online at the City's e-Services website. The City offers assistance and training to people who want to register as vendors with the CCT. There is a manual to help you do so.

More info:

 <https://bit.ly/2Go4aB3>

Training: Every Wednesday at Media City,
1 Heerengracht Street (BMW Foreshore)

Manual:

 <https://bit.ly/2GphTHF>

More info:

 supplier.management@capetown.gov.za

The City advertises all tenders and requests for quotations (RFQ) online on its tender and procurement portals. Each tender and RFQ has a contact person who can respond to enquiries you may have.

Contact:

Emmanuel Vumase:

 021 400 1111

Tenders:

 <http://web1.capetown.gov.za/web1/TenderPortal>

RFQs:

 <http://web1.capetown.gov.za/web1/ProcurementPortal>



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