CITY OF CAPE TOWN
ISIXEKO SASEKAPA
STAD KAAPSTAD

REPORT TO SUBCOUNCIL 14

---

1. ITEM NUMBER:

2. SUBJECT

REPORT ON SERVICE REQUESTS IN SUBCOUNCIL 14 FOR AUGUST 2019

ONDERWERP
VERSLAG OOR DIENSVERSOEKE IN SUBRAAD 14 VIR AUGUST 2019

ISIHLOKO
INGXELO EMALUNGA NEZICELO ZENKONZO KWIBHUNGANA-14 YANGEYETHUPHA 2019

L1155

3. PURPOSE

The purpose of the report is to enable Councillors to monitor service delivery in Subcouncil 14.

4. FOR DECISION BY

For Decision by Subcouncil

Delegation 24 (1): General

(1) To assess the performance of service delivery generally within their area of jurisdiction (outcomes monitoring).

Council 23 August 2018 C24A/08/18

---

5. EXECUTIVE SUMMARY

A total of 1873 notifications were created during August 2019 in the Subcouncil 14 area. Of these 1817 notification were completed.

Subcouncil 14 Analysis is provided in Annexure A
Detailed breakdowns of incomplete and outstanding notifications are provided in Annexures B – G.

6. RECOMMENDATIONS

That the contents of the report on service requests in Subcouncil 14, for August 2019 **BE NOTED.**

AANBEVELINGS
Dat daar van die inhoud van die verslag oor diensversoeke in Subraad 14 vir Augustus 2019 **KENNIS GENEEM WORD**.

IZINDULULO
Ukuba MAKUQWALASELWE iziqulato zengxelo emalunga nezicelo zenkonzo kwiBhungana-14, yowe-14 kweyeThupha 2019.

7. DISCUSSION/CONTENTS

See Executive Summary.

7.1. Constitutional and Policy Implications

None

7.2. Sustainability implications

Does the activity in this report have any sustainability implications for the City?	No ☒	Yes ☐

7.3. Legal Implications

None

7.4. Staff Implications

Does your report impact on staff resources or result in any additional staffing resources being required?

No ☒

Yes ☐

7.5. Other Services Consulted

None

ANNEXURES

Annexure A: Subcouncil overview analysis of notifications created in August 2019
Annexure B: Ward 37 Service Requests Outstanding and in Process
Annexure C: Ward 39 Service Requests Outstanding and in Process
Annexure D: Ward 38 Service Requests Outstanding and in Process
Annexure E: Ward 41 Service Requests Outstanding and in Process
Annexure F: Ward 42 Service Requests Outstanding and in Process
Annexure G: Ward 45 Service Requests Outstanding and in Process

FOR FURTHER DETAILS CONTACT:

NAME	Anthony Daniels
CONTACT NUMBERS	021 444 5395 | 067 799 9937
E-MAIL ADDRESS	anthony.daniels@capetown.gov.za
DIRECTORATE	Urban Management
FILE REF NO	

SUBCOUNCIL MANAGER: SUBCOUNCIL 14

AREA CENTRAL (3)

NAME ANTHONY DANIELS

SIGNATURE

DATE 15/10/2019

Annexure A: Subcouncil 14 Overview Analysis of Notifications created during August 2019

WARD 37	
Status	**Number**
Notification completed	**316**
COCT Complaint	17
Electricity - Wynberg	124
Reds	12
Solid Waste - Hillstar Mech Wo	7
Water Services - Reticulation PI	156
Notification in process	**4**
COCT Complaint	1
Electricity - Wynberg	1
Reds	2
Outstanding notification	**3**
COCT Complaint	3
Grand Total	**323**

WARD 38	
Status	**Number**
Notification completed	**247**
CityParks & Biodiversity mang.	1
COCT Complaints	26
Electricity	73
Reds	5
Solid Waste - Hillstar Mech Wo	14
Water Services - Reticulation PI	128
Notification in process	**5**
Housing - Building Maintenance	1
Water Services - Reticulation PI	1
COCT Complaints	3
Outstanding notification	**6**
COCT Complaints	6
Grand Total	**258**

WARD 39	
Status	**Number**
Notification completed	**229**
COCT Complaints	11
Electricity	7
Electricity - Wynberg	121
Reds	2
Water Services - Reticulation PI	79
Solid Waste - Hillstar Mech Wo	9
Notification in process	**0**
-	-
Outstanding notification	**5**
COCT Complaints	1
Electricity	4
Grand Total	**234**

WARD 41	
Status	**Number**
Notification completed	**379**
COCT complaints	60
Electricity - Ndabeni	2
Electricity - Wynberg	121
Reds	13
Solid Waste - Hillstar Mech Wo	17
Water Services - Reticulation PI	166
Notification in process	**3**
Reds	2
Water Services - Reticulation PI	1
Outstanding notification	**11**
Water Services - Reticulation PI	1
COCT complaints	9
Housing - Building Maintenance	1
Grand Total	**393**

WARD 42	
Status	**Number**
Notification completed	**304**
COCT Complaints	44
Electricity - Ndabeni	18
Electricity - Wynberg	113
Housing - Building Maintenance	1
Reds	9
Solid Waste - Hillstar Mech Wo	15
Water services - Reticulation PI	104
Notification in process	**4**
Water services - Reticulation PI	1
Reds	2
Electricity - Wynberg	1
Outstanding notification	**4**
Housing - Building Maintenance	2
Water services - Reticulation PI	1
COCT Complaints	1
Grand Total	**312**

WARD 45	
Status	**Number**
Notification completed	**342**
COCT Complaints	69
Electricity - Ndabeni	93
Electricity - Wynberg	1
Housing - Building Maintenance	3
Reds	5
Solid Waste - Hillstar Mech Wo	10
Water Services - Reticulation	161
Notification in process	**5**
Water Services - Reticulation	3
Housing - Building Maintenance	1
COCT Complaints	1
Outstanding notification	**6**
Housing - Building Maintenance	2
COCT Complaints	3
Reds	1
Grand Total	**253**

Subcouncil 14	
Status	**Number**
Notification completed	**1817**
CityParks & Biodiversity Mang.	1
COCT Complaints	227
Electricity	80
Electricity - Ndabeni	113
Electricity - Wynberg	480
Housing - Building Maintenance	4
Reds	46
Solid Waste - Hillstar Mech Wo	72
Water Services - Reticulation PI	794
Notification in process	**21**
COCT Complaints	5
Electricity - Wynberg	2
Water Services - Reticulation PI	6
Reds	6
Housing - Building Maintenance	2
Outstanding notification	**35**
Housing - Building Maintenance	5
Water Services - Reticulation PI	2
COCT Complaints	23
Reds	1
Electricity	4
Grand Total	**1873**

Number of Notifications per Category				
Ward	**Created**	**Closed**	**In Process**	**Outstanding**
37	323	319	4	3
38	258	247	5	6
39	234	229	0	5
41	393	379	3	11
42	312	304	4	4
45	253	342	5	6
Subcouncil 14 Total	**1873**	**1817**	**21**	**35**

Analysis of Notifications				
Ward	**Created**	**Closed**	**In Process**	**Outstanding**
37	17.25%	17.56%	19.05%	8.57%
38	13.77%	13.59%	23.81%	17.14%
39	12.49%	12.60%	0.00%	14.29%
41	20.98%	20.86%	14.29%	31.43%
42	16.66%	16.73%	19.05%	11.43%
45	13.51%	18.82%	23.81%	17.14%
Subcouncil 14 Total	**100.00%**	**100.00%**	**100.00%**	**100.00%**

Annexure B: Ward 37 Service Requests Outstanding and In Process August 2019

Ward	Plant	City	Notification	Description	Reference Number	System Status
37	Electricity - Wynberg	Nyanga	1014972598	Street Lights - High Mast / M1	9107438761	Notification in process
37	COCT Complaints	LOWERCROSS ROAD	1014994931	Street Lights - High Mast / M1	#	Notification in process
37	Reds	NYANGA	1015027914	2nd tamper S/O for R10818.00 4.09.2019	#	Notification in process
37	Reds	NYANGA	1015046185	found physical bypass on Meter,	#	Notification in process
37	COCT Complaints	NYANGA	1015043687	WMD: Meter Exceeding Indigent Setting	#	Outstanding notification
37	COCT Complaints	NYANGA	1015043953	WMD: Meter Exceeding Indigent Setting	#	Outstanding notification
37	COCT Complaints	NYANGA	1015043824	WMD: Meter Exceeding Indigent Setting	#	Outstanding notification

Annexure C: Ward 38 Service Requests Outstanding and In Process

Ward	Plant	City	Notification	Description	Reference Number	System Status
38	Housing - Building Maintenance	GUGULETU	1014991500	Sewer: Blocked/Overflow	9107465675	Notification in process
38	Water Services - Reticulation PI	NYANGA	1014998527	Water Run to Waste	9107476135	Notification in process
38	COCT Complaints	NYANGA	1015009855	Customer : Meter Reading/Consumption	#	Notification in process
38	COCT Complaints	GUGULETU	1015026698	Stolen Cable: Case 445/08/2019	#	Notification in process
38	COCT Complaints	GUGULETU	1015047209	Leak at Water Meter / Stopcock	#	Notification in process
38	COCT Complaints	GUGULETU	1014999470	Incorrect Reading/Request Actual Reading	#	Outstanding notification
38	COCT Complaints	GUGULETU	1015003418	WMD: Meter Exceeding Indigent Setting	#	Outstanding notification
38	COCT Complaints	GUGULETU	1015003172	WMD: Meter Exceeding Indigent Setting	#	Outstanding notification
38	COCT Complaints	GUGULETU	1015003512	WMD: Meter Exceeding Indigent Setting	#	Outstanding notification
38	COCT Complaints	GUGULETU	1015003447	WMD: Meter Exceeding Indigent Setting	#	Outstanding notification
38	COCT Complaints	GUGULETU	1015032431	Consumption Complaint / Estimations	#	Outstanding notification

Annexure D: Ward 39 Service Requests Outstanding and In Process

Ward	Plants	City	Notification	Description	Reference Number	System Status
39	Electricity	CROSSROADS	1014959779	K_T_C C3 NOTIFICATIONS 2018/2019	#	Outstanding notification
39	Electricity	GUGULETU	1014985399	REPLACE BURNT METER - INFORMAL BURNT	#	Outstanding notification
39	Electricity	NYANGA	1014998784	HOUSE - NO POWER	#	Outstanding notification
39	Electricity	GUGULETHU	1014999030	REPLACE BURNT METER	#	Outstanding notification
39	COCT Complaints	NYANGA	1015017117	Customer : Meter Reading/Consumption	#	Outstanding notification

Annexure E: Ward 41 Service Requests Outstanding and In Process

Ward	Plant	City	Notification	Description	Reference Number	System Status
41	Reds	GUGULETU	1015004539	CN created 05/09/19 = check 04/10/2019	#	Notification in process
41	Reds	GUGULETU	1015042063	CN created 04/09/19 = check 03/10/2019	#	Notification in process
41	Water Services-Reticulation PI	GUGULETU	1015053032	Sewer: Blocked/Overflow	#	Notification in process
41	Water Services-Reticulation PI	GUGULETU	1014973951	high consumption investigation	#	Outstanding notification
41	COCT Complaints	GUGULETU	1014975848	Internal : Meter Related Queries	9107443747	Outstanding notification
41	COCT Complaints	GUGULETU	1015007715	4B: Investigation	9107490728	Outstanding notification
41	COCT Complaints	GUGULETU	1015011683	WMD: Meter Exceeding Indigent Setting	#	Outstanding notification
41	COCT Complaints	GUGULETU	1015012674	WMD: Meter Exceeding Indigent Setting	#	Outstanding notification
41	COCT Complaints	GUGULETU	1015011369	WMD: Meter Exceeding Indigent Setting	#	Outstanding notification
41	COCT Complaints	GUGULETU	1015012263	WMD: Meter Exceeding Indigent Setting	#	Outstanding notification
41	COCT Complaints	GUGULETU	1015012673	WMD: Meter Exceeding Indigent Setting	#	Outstanding notification
41	Housing - Building Maintenance	GUGULETU	1015019062	SINK PIPE LEAKING	#	Outstanding notification
41	COCT Complaints	GUGULETU	1015055217	Consumption Complaint / Estimations	9107569498	Outstanding notification
41	COCT Complaints	GUGULETU	1015023961	Restrictions: Investigation	#	Outstanding notification

Annexure F: Ward 42 Service Requests Outstanding and Im Process August 2019

Ward	Plant	City	Notification	Description	Reference Number	System Status
42	Water Services-Reticulation Pl	SHERWOOD PARK	1014978400	Leak at Valve	#	Notification in process
42	Reds	GUGULETU	1015010059	C/N Issued 03.09.2019	#	Notification in process
42	Reds	GUGULETU	1015027918	2nd tamper-S/O for R10818.00	#	Notification in process
42	Electricity - Wynberg	GUGULETU	1015040831	Blue phase missing on main bundling / M1	#	Notification in process
42	Housing - Building Maintenance	GUGULETHU	1014977524	Back door broken	#	Outstanding notification
42	Housing - Building Maintenance	MANENBERG	1014982698	CARPENTRY - repair water leakage	#	Outstanding notification
42	Water Services-Reticulation Pl	MANENBERG	1015011714	INSTALL WDM DEVICE.	#	Outstanding notification
42	COCT Complaints	GUGULETU	1015017118	Customer : Meter Reading/Consumption	#	Outstanding notification

Annexure G: Ward 45 Service Requests Outstanding and In Process August 2019

Ward	Plant	City	Notification	Description	Reference Number	System Status
45	Water Services-Reticulation Pl	5 storm river Mannerberg	1015002421	Meter: Stolen	9107482110	Notification in process
45	Water Services-Reticulation Pl	MANENBERG	1015021768	Meter: Damaged / Faulty	#	Notification in process
45	Water Services-Reticulation Pl	MANENBERG	1015021799	Meter: Damaged / Faulty	#	Notification in process
45	Housing - Building Maintenance	MANENBERG	1015033156	CARPENTRY - Secure railings&steps	#	Notification in process
45	COCT Complaints	MANENBERG	1015054460	Internal : Meter Related Queries	#	Notification in process
45	Housing - Building Maintenance	MANENBERG	1014962759	CARPENTRY - Roof leaks&c/boards in l/r	#	Outstanding notification
45	Housing - Building Maintenance	MANENBERG	1014962811	CARPENTRY - Renew back door&lock	#	Outstanding notification
45	COCT Complaints	MANENBERG	1014981415	Customer : Technical Meter Queries	#	Outstanding notification
45	Reds	MANENBERG	1015001417	DOM. Meter 260164 - LDC	#	Outstanding notification
45	COCT Complaints	MANENBERG	1015045895	Internal : Meter Related Queries	9107552576	Outstanding notification
45	COCT Complaints	MANENBERG	1015050171	Consumption Complaint / Estimations	#	Outstanding notification