

Notification Age Analysis
Report_Created On Date

			Sub Council	Sub-Council 9	Sub-Council 9	Sub-Council 9	Sub-Council 9	Overall Result	Overall Result	Overall Result	Overall Result
			Notification Group	External	External	External	External				
Department	C3 Complaint	C3 Complaint Type	Ward	Less than 20 (Created on Date)	Between 20 to 50 Days	Between 50 to 90 days	Greater than 90	Less than 20 (Created on Date)	Between 20 to 50 Days	Between 50 to 90 days	Greater than 90
Asset Management & Maintenance	ROADS AND STORMWATER	Flooding-Road, Property, Informal areas	091			3				3	
Asset Management & Maintenance	ROADS AND STORMWATER	Flooding-Road, Property, Informal areas	116			2				2	
Asset Management & Maintenance	ROADS AND STORMWATER	Flooding-Road, Property, Informal areas	#	1				1			
Asset Management & Maintenance	ROADS AND STORMWATER	Flooding-Road, Property, Informal areas	Result	1		5		1		5	
Asset Management & Maintenance	ROADS AND STORMWATER	Gulley/Manhole Blockages (Stormwater)	091	1	1	2		1	1	2	
Asset Management & Maintenance	ROADS AND STORMWATER	Gulley/Manhole Blockages (Stormwater)	116	1	1	2		1	1	2	
Asset Management & Maintenance	ROADS AND STORMWATER	Gulley/Manhole Blockages (Stormwater)	#		1	2			1	2	
Asset Management & Maintenance	ROADS AND STORMWATER	Gulley/Manhole Blockages (Stormwater)	Result	2	3	6		2	3	6	
Asset Management & Maintenance	ROADS AND STORMWATER	Information/Advice requested (Describe)	#		1				1		
Asset Management & Maintenance	ROADS AND STORMWATER	Information/Advice requested (Describe)	Result		1				1		
Asset Management & Maintenance	ROADS AND STORMWATER	Kerbs/Channels/Canals (Describe)	116		1				1		
Asset Management & Maintenance	ROADS AND STORMWATER	Kerbs/Channels/Canals (Describe)	Result		1				1		
Asset Management & Maintenance	ROADS AND STORMWATER	Repair Pothole	018			1				1	
Asset Management & Maintenance	ROADS AND STORMWATER	Repair Pothole	089		1				1		
Asset Management & Maintenance	ROADS AND STORMWATER	Repair Pothole	#		4	1			4	1	
Asset Management & Maintenance	ROADS AND STORMWATER	Repair Pothole	Result		5	2			5	2	

Asset Management & Maintenance	ROADS AND STORMWATER	Repair Road/Footway	018			1				1	
Asset Management & Maintenance	ROADS AND STORMWATER	Repair Road/Footway	Result			1				1	
Asset Management & Maintenance	ROADS AND STORMWATER	Repair/Replace:Gulley Grid/Manhole cover	116			1				1	
Asset Management & Maintenance	ROADS AND STORMWATER	Repair/Replace:Gulley Grid/Manhole cover	#		1				1		
Asset Management & Maintenance	ROADS AND STORMWATER	Repair/Replace:Gulley Grid/Manhole cover	Result		1	1			1	1	
Asset Management & Maintenance	ROADS AND STORMWATER	Road Unsafe Specify Object eg oil, Sand	#		2				2		
Asset Management & Maintenance	ROADS AND STORMWATER	Road Unsafe Specify Object eg oil, Sand	Result		2				2		
Asset Management & Maintenance	WATER POLLUTION CONTROL	Storm Water Pollution	089		1				1		
Asset Management & Maintenance	WATER POLLUTION CONTROL	Storm Water Pollution	Result		1				1		
City Health	HEALTH	Water	#		1				1		
City Health	HEALTH	Water	Result		1				1		
Electricity Generation & Distribution	ELECTRICITY INTERNAL(REVENUE PROTECTION)	Suspect Tampering	116		1	13			1	13	
Electricity Generation & Distribution	ELECTRICITY INTERNAL(REVENUE PROTECTION)	Suspect Tampering	Result		1	13			1	13	
Electricity Generation & Distribution	ELECTRICITY INTERNAL(REVENUE PROTECTION)	Tampering	116		1				1		
Electricity Generation & Distribution	ELECTRICITY INTERNAL(REVENUE PROTECTION)	Tampering	Result		1				1		
Electricity Generation & Distribution	ELECTRICITY TECHNICAL COMPLAINTS	Kiosk Damaged	116	1				1			
Electricity Generation & Distribution	ELECTRICITY TECHNICAL COMPLAINTS	Kiosk Damaged	Result	1				1			
Electricity Generation & Distribution	ELECTRICITY TECHNICAL COMPLAINTS	No Power	116			2				2	

Electricity Generation & Distribution	ELECTRICITY TECHNICAL COMPLAINTS	No Power	Result			2				2	
Electricity Generation & Distribution	ELECTRICITY TECHNICAL COMPLAINTS	Other (Enter detailed Fault description)	116			2				2	
Electricity Generation & Distribution	ELECTRICITY TECHNICAL COMPLAINTS	Other (Enter detailed Fault description)	Result			2				2	
Electricity Generation & Distribution	ELECTRICITY TECHNICAL COMPLAINTS	PPM Display Blank	116			1				1	
Electricity Generation & Distribution	ELECTRICITY TECHNICAL COMPLAINTS	PPM Display Blank	Result			1				1	
Electricity Generation & Distribution	ELECTRICITY TECHNICAL COMPLAINTS	PPM Tripping	116		1				1		
Electricity Generation & Distribution	ELECTRICITY TECHNICAL COMPLAINTS	PPM Tripping	Result		1				1		
Electricity Generation & Distribution	ELECTRICITY TECHNICAL COMPLAINTS	Pole Knocked: Motor Vehicle Accident	116	1		1		1		1	
Electricity Generation & Distribution	ELECTRICITY TECHNICAL COMPLAINTS	Pole Knocked: Motor Vehicle Accident	Result	1		1		1		1	
Electricity Generation & Distribution	ELECTRICITY TECHNICAL COMPLAINTS	Street Lights - All Lights Out	116		2				2		
Electricity Generation & Distribution	ELECTRICITY TECHNICAL COMPLAINTS	Street Lights - All Lights Out	#	1	1			1	1		
Electricity Generation & Distribution	ELECTRICITY TECHNICAL COMPLAINTS	Street Lights - All Lights Out	Result	1	3			1	3		
Electricity Generation & Distribution	ELECTRICITY TECHNICAL COMPLAINTS	Street Lights - Single Light Out	116		1	1			1	1	
Electricity Generation & Distribution	ELECTRICITY TECHNICAL COMPLAINTS	Street Lights - Single Light Out	#		2				2		

Electricity Generation & Distribution	ELECTRICITY TECHNICAL COMPLAINTS	Street Lights - Single Light Out	Result		3	1			3	1	
Home Ownshp Tfr,Tenancy Mngt & Staff Hsg	HOUSING - EXISTING	Plumbing	116		1	1			1	1	
Home Ownshp Tfr,Tenancy Mngt & Staff Hsg	HOUSING - EXISTING	Plumbing	Result		1	1			1	1	
Recreation & Parks	CITY PARKS	Bush Clearing/Weed Control	018		1				1		
Recreation & Parks	CITY PARKS	Bush Clearing/Weed Control	Result		1				1		
Recreation & Parks	CITY PARKS	Mowing	116			1				1	
Recreation & Parks	CITY PARKS	Mowing	Result			1				1	
Recreation & Parks	CITY PARKS	Tree Trimming / Pruning	116		1	1			1	1	
Recreation & Parks	CITY PARKS	Tree Trimming / Pruning	Result		1	1			1	1	
Solid Waste Management	SOLID WASTE	Bin Count	091		1				1		
Solid Waste Management	SOLID WASTE	Bin Count	Result		1				1		
Solid Waste Management	SOLID WASTE	Illegal Dumping	#		1				1		
Solid Waste Management	SOLID WASTE	Illegal Dumping	Result		1				1		
Solid Waste Management	SOLID WASTE	Informal Settlements-No Refuse Collect	#		1				1		
Solid Waste Management	SOLID WASTE	Informal Settlements-No Refuse Collect	Result		1				1		
Solid Waste Management	SOLID WASTE	Stolen Bins - 240L	091		1				1		
Solid Waste Management	SOLID WASTE	Stolen Bins - 240L	Result		1				1		
Solid Waste Management	SOLID WASTE	Street Sweeping	116		1				1		
Solid Waste Management	SOLID WASTE	Street Sweeping	Result		1				1		
Water & Sanitation Services	SEWER	Sewer: Blocked/Overflow	018	3	12	14		3	12	14	
Water & Sanitation Services	SEWER	Sewer: Blocked/Overflow	087	3	3	17		3	3	17	
Water & Sanitation Services	SEWER	Sewer: Blocked/Overflow	089	4	4			4	4		
Water & Sanitation Services	SEWER	Sewer: Blocked/Overflow	090		4	3			4	3	
Water & Sanitation Services	SEWER	Sewer: Blocked/Overflow	091	1	7	9		1	7	9	
Water & Sanitation Services	SEWER	Sewer: Blocked/Overflow	116		1	4			1	4	
Water & Sanitation Services	SEWER	Sewer: Blocked/Overflow	Result	11	31	47		11	31	47	
Water & Sanitation Services	SEWER	Sewer: Foul Smell	091		1				1		

Water & Sanitation Services	SEWER	Sewer: Foul Smell	Result		1				1		
Water & Sanitation Services	SEWER	Sewer: Manhole Cover: Damaged	018	1				1			
Water & Sanitation Services	SEWER	Sewer: Manhole Cover: Damaged	Result	1				1			
Water & Sanitation Services	SEWER	Sewer: Manhole Cover: Stolen/Missing	018			2				2	
Water & Sanitation Services	SEWER	Sewer: Manhole Cover: Stolen/Missing	091	1				1			
Water & Sanitation Services	SEWER	Sewer: Manhole Cover: Stolen/Missing	Result	1		2		1		2	
Water & Sanitation Services	SEWER	Sewer: Pipe Broken	018		1				1		
Water & Sanitation Services	SEWER	Sewer: Pipe Broken	091		1				1		
Water & Sanitation Services	SEWER	Sewer: Pipe Broken	Result		2				2		
Water & Sanitation Services	SEWER - INFORMAL SETTLEMENTS	Cistern Defective	089			1				1	
Water & Sanitation Services	SEWER - INFORMAL SETTLEMENTS	Cistern Defective	091			1				1	
Water & Sanitation Services	SEWER - INFORMAL SETTLEMENTS	Cistern Defective	Result			2				2	
Water & Sanitation Services	SEWER - INFORMAL SETTLEMENTS	Gulley Blocked	091			1				1	
Water & Sanitation Services	SEWER - INFORMAL SETTLEMENTS	Gulley Blocked	Result			1				1	
Water & Sanitation Services	SEWER - INFORMAL SETTLEMENTS	Toilet Blocked	089			1				1	
Water & Sanitation Services	SEWER - INFORMAL SETTLEMENTS	Toilet Blocked	Result			1				1	
Water & Sanitation Services	SEWER - INFORMAL SETTLEMENTS	Toilet Top Structure Damaged	089			1				1	
Water & Sanitation Services	SEWER - INFORMAL SETTLEMENTS	Toilet Top Structure Damaged	Result			1				1	
Water & Sanitation Services	WATER	Broken Leading	087		1				1		
Water & Sanitation Services	WATER	Broken Leading	089			3				3	
Water & Sanitation Services	WATER	Broken Leading	090		1				1		
Water & Sanitation Services	WATER	Broken Leading	091	1				1			
Water & Sanitation Services	WATER	Broken Leading	116	1	2	1		1	2	1	
Water & Sanitation Services	WATER	Broken Leading	Result	2	4	4		2	4	4	

Water & Sanitation Services	WATER	Burst Pipe	018			1				1	
Water & Sanitation Services	WATER	Burst Pipe	089			1				1	
Water & Sanitation Services	WATER	Burst Pipe	116		1	1			1	1	
Water & Sanitation Services	WATER	Burst Pipe	Result		1	3			1	3	
Water & Sanitation Services	WATER	Leak In Road/ Pavement/ Underground	091			1				1	
Water & Sanitation Services	WATER	Leak In Road/ Pavement/ Underground	116		1	1			1	1	
Water & Sanitation Services	WATER	Leak In Road/ Pavement/ Underground	Result		1	2			1	2	
Water & Sanitation Services	WATER	Leak at Water Meter / Stopcock	090		2				2		
Water & Sanitation Services	WATER	Leak at Water Meter / Stopcock	091		3	1			3	1	
Water & Sanitation Services	WATER	Leak at Water Meter / Stopcock	116		3	2			3	2	
Water & Sanitation Services	WATER	Leak at Water Meter / Stopcock	Result		8	3			8	3	
Water & Sanitation Services	WATER	Low Water Pressure	089		1				1		
Water & Sanitation Services	WATER	Low Water Pressure	Result		1				1		
Water & Sanitation Services	WATER	Meter: Damaged / Faulty	018		1				1		
Water & Sanitation Services	WATER	Meter: Damaged / Faulty	116		1				1		
Water & Sanitation Services	WATER	Meter: Damaged / Faulty	Result		2				2		
Water & Sanitation Services	WATER	Meter: Missing Cover	116		1	3			1	3	
Water & Sanitation Services	WATER	Meter: Missing Cover	Result		1	3			1	3	
Water & Sanitation Services	WATER	Meter: Move/Lowering	090		1				1		
Water & Sanitation Services	WATER	Meter: Move/Lowering	091	1				1			
Water & Sanitation Services	WATER	Meter: Move/Lowering	116	1				1			
Water & Sanitation Services	WATER	Meter: Move/Lowering	Result	2	1			2	1		
Water & Sanitation Services	WATER	Stopcock: Defective	116			1				1	
Water & Sanitation Services	WATER	Stopcock: Defective	Result			1				1	
Water & Sanitation Services	WATER	Water Meter : Locate	089		2				2		
Water & Sanitation Services	WATER	Water Meter : Locate	091		3	1			3	1	
Water & Sanitation Services	WATER	Water Meter : Locate	Result		5	1			5	1	

Water & Sanitation Services	WATER	Water Restrictions: Complaints	#		1				1		
Water & Sanitation Services	WATER	Water Restrictions: Complaints	Result		1				1		
Water & Sanitation Services	WATER - INFORMAL SETTLEMENTS	Tap Missing	091	1				1			
Water & Sanitation Services	WATER - INFORMAL SETTLEMENTS	Tap Missing	Result	1				1			
Water & Sanitation Services	WATER AND SANITATION OR METER QUERIES	Customer : Master Data Updates/Queries	018			1				1	
Water & Sanitation Services	WATER AND SANITATION OR METER QUERIES	Customer : Master Data Updates/Queries	116		1				1		
Water & Sanitation Services	WATER AND SANITATION OR METER QUERIES	Customer : Master Data Updates/Queries	Result		1	1			1	1	
Water & Sanitation Services	WATER AND SANITATION OR METER QUERIES	Customer : Meter Reading/Consumption	018	1	2	1		1	2	1	
Water & Sanitation Services	WATER AND SANITATION OR METER QUERIES	Customer : Meter Reading/Consumption	089	2	3			2	3		
Water & Sanitation Services	WATER AND SANITATION OR METER QUERIES	Customer : Meter Reading/Consumption	090	3	1	5		3	1	5	
Water & Sanitation Services	WATER AND SANITATION OR METER QUERIES	Customer : Meter Reading/Consumption	091	3	6	8		3	6	8	
Water & Sanitation Services	WATER AND SANITATION OR METER QUERIES	Customer : Meter Reading/Consumption	116		12	4			12	4	
Water & Sanitation Services	WATER AND SANITATION OR METER QUERIES	Customer : Meter Reading/Consumption	Result	9	24	18		9	24	18	
Water & Sanitation Services	WATER AND SANITATION OR METER QUERIES	Customer : Rebate Requests	116		5	1			5	1	
Water & Sanitation Services	WATER AND SANITATION OR METER QUERIES	Customer : Rebate Requests	Result		5	1			5	1	

Water & Sanitation Services	WATER AND SANITATION OR METER QUERIES	Internal : Meter Related Queries	018		1			1		
Water & Sanitation Services	WATER AND SANITATION OR METER QUERIES	Internal : Meter Related Queries	087			1			1	
Water & Sanitation Services	WATER AND SANITATION OR METER QUERIES	Internal : Meter Related Queries	090		1			1		
Water & Sanitation Services	WATER AND SANITATION OR METER QUERIES	Internal : Meter Related Queries	Result		2	1		2	1	
Water & Sanitation Services	WATER MANAGEMENT DEVICE	Leak at WMD Meter	089	2				2		
Water & Sanitation Services	WATER MANAGEMENT DEVICE	Leak at WMD Meter	090		1			1		
Water & Sanitation Services	WATER MANAGEMENT DEVICE	Leak at WMD Meter	091		1			1		
Water & Sanitation Services	WATER MANAGEMENT DEVICE	Leak at WMD Meter	116		7	4		7	4	
Water & Sanitation Services	WATER MANAGEMENT DEVICE	Leak at WMD Meter	Result	2	9	4		2	9	4
Water & Sanitation Services	WATER MANAGEMENT DEVICE	No Water WMD	018		1			1		
Water & Sanitation Services	WATER MANAGEMENT DEVICE	No Water WMD	089		2			2		
Water & Sanitation Services	WATER MANAGEMENT DEVICE	No Water WMD	090		6			6		
Water & Sanitation Services	WATER MANAGEMENT DEVICE	No Water WMD	091		6			6		
Water & Sanitation Services	WATER MANAGEMENT DEVICE	No Water WMD	116		7			7		
Water & Sanitation Services	WATER MANAGEMENT DEVICE	No Water WMD	Result		22			22		
Water & Sanitation Services	WATER MANAGEMENT DEVICE	WMD: Meter: Damaged	116		1			1		
Water & Sanitation Services	WATER MANAGEMENT DEVICE	WMD: Meter: Damaged	Result		1			1		
Water & Sanitation Services	WATER MANAGEMENT DEVICE	WMD: Replacement of Device	089		2			2		
Water & Sanitation Services	WATER MANAGEMENT DEVICE	WMD: Replacement of Device	090			2			2	

Water & Sanitation Services	WATER MANAGEMENT DEVICE	WMD: Replacement of Device	091		2	6			2	6	
Water & Sanitation Services	WATER MANAGEMENT DEVICE	WMD: Replacement of Device	Result		4	8			4	8	
Water & Sanitation Services	WATER RESTRICTIONS	Sub-Metering: Investigation	116		3				3		
Water & Sanitation Services	WATER RESTRICTIONS	Sub-Metering: Investigation	Result		3				3		