



REPORT TO SUBCOUNCIL 4

1. ITEM NUMBER:

2. SUBJECT

SERVICE REQUESTS FOR DECEMBER 2020

ONDERWERP

DIENSVERSOEKE VIR DESEMBER 2020

ISIHLOKO

ISICELO SEENKONZO eyo-MNGA 2020

3. PURPOSE

The purpose of the report is to enable Councillors to monitor service delivery within Subcouncil 4.

4. FOR DECISION BY

Subcouncil 4 to note the content of the report.

Delegation: Part 24 1(1): To assess the performance of service delivery within their area of jurisdiction (outcomes monitoring).

5. EXECUTIVE SUMMARY

The Service Request (C3) report is a standing report submitted to the Subcouncil on a monthly basis. The outlined attachments for each ward (25, 26, 27, 28, 30) contains information in respect of city complaints that were created; are in-process and outstanding for the month of December 2020. A total number of 3 020 Service Requests were generated for Subcouncil 4 by the Call Centre of which 153 is in process, 238 is outstanding and 2 629 is closed. (See Annexure A)

6. RECOMMENDATION

- a) That the Service Requests report for Subcouncil 4 for the period of December 2020 **BE NOTED.**
- b) That the list of outstanding service requests per Directorate for the five Wards (25, 26, 27, 28 and 30) **BE NOTED.**
- c) That the extract of outstanding C3 notifications for 30, 60 and 90 days for Subcouncil 4 **BE NOTED.**

AANBEVELING

- a) Dat daar **KENNIS GENEEM WORD** van die verslag oor Subraad 4 se diensversoeke vir Oktober 2020.
- b) Dat daar **KENNIS GENEEM WORD** van die lys uitstaande diensversoeke per direktoraat vir die vyf Wyke (25, 26, 27, 28 en 30).
- c) Dat daar **KENNIS GENEEM WORD** van die uittreksel van uitstaande diensversoeke vir 30, 60 en 90 dae binne Subraad 4.

ISINDULULO

- a) Ukuba **MAKUQWALASELWE** ingxelo engezicelo zeenkonzo ejoliswe kwiBhungana 4 yesithuba eyo-Mnga 2020.
- b) **MAKUQWALASELWE** uluhlu lwezicelo zeenkonzo ezingekaqukunjelwa kwiCandelo ngalinye ngokujoliswe kwiiWadi ezintlanu (25, 26, 27, 28 no-30).
- c) Ukuba **MAKUQWALASELWE** ucaphulo lomhlathi ongekagqitywa ongezaziso kwikhompyutha engu-C3 olulungiselelwe iBhungana-4, ngokujoliswe kwiintsuku ezingama 30, 60 nama-90. M2311

7. DISCUSSION/CONTENTS

See executive summary.

7.1. Constitutional and Policy Implications

N/A

7.2. Sustainability Implications

Does the activity in this report have any sustainability implications for the City?

No ☒

Yes ☐

7.3. Legal Implications

N/A

7.4. Staff Implications

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

No ☒

7.5. Other Services Consulted

N/A

ANNEXURE

ANNEXURE A: Service Requests created by System for Subcouncil 4 for the month of December 2020

FOR FURTHER DETAILS, CONTACT:

Name	Magsoedah Jacobs
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E-mail Address	Magsoedah.Jacobs@capetown.gov.za
Directorate	Urban Management
DEPARTMENT	Area Central

Comment:

SUBCOUNCIL MANAGER
ARDELA VAN NIEKERK

Date 6 JANUARY 2021

SUBCOUNCIL CHAIRPERSON
ALDERMAN CHRIS JORDAAN

Date

13/01/2021

Comment:

WILFRED SCHREVIAN EVAN
SOLOMON-JOHANNES
DIRECTOR: URBAN MANAGEMENT:
AREA CENTRAL

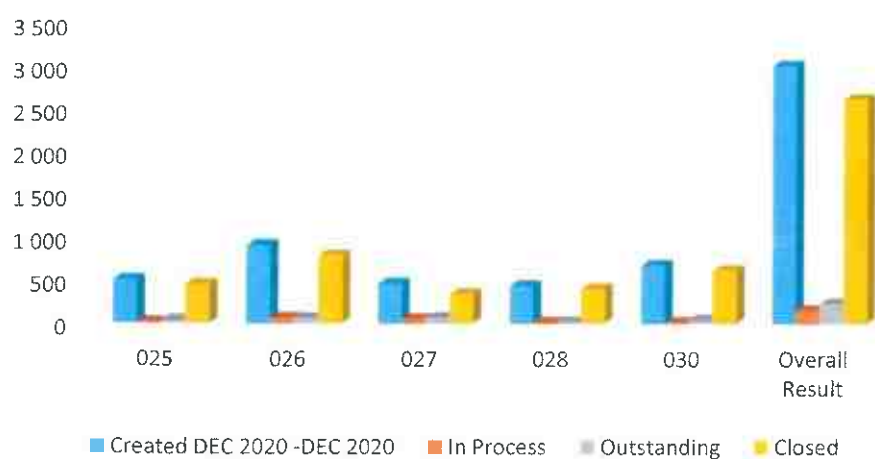
Date

13.01.2021

Comment:

C3 Notifications for All Wards				
Dec-20				
C3 Ward	Created DEC 2020 -DEC 2020	In Process	Outstanding	Closed
025	506	10	38	458
026	919	63	60	796
027	469	50	72	347
028	442	13	22	407
030	684	17	46	621
Overall Result	3 020	153	238	2 629

Created Notifications for December 2020



C3 Notifications for December 2020				
Ward 25				
C3 Complaint	Created DEC 2020 - DEC 2020	In Proces	Outstanding	Closed
CITY PARKS	10		8	2
CORPORATE SERVICES CONTACT CENTRE	9			9
ELECTRICITY FINANCIAL AND METER READING	8			8
ELECTRICITY INTERNAL (GENERAL)	1	1		
ELECTRICITY TECHNICAL COMPLAINTS	55	1	11	43
HEALTH	3			3
HOUSING - EXISTING	3	1	2	0
REVENUE	15			15
ROADS AND STORMWATER	3		3	0
SEWER	170	3	4	163
SOLID WASTE	28			28
SPORT AND RECREATION	1		1	
WATER	52	2	2	48
WATER - ALTERNATIVE SYSTEM APPLICATION	1		1	
WATER AND SANITATION OR METER QUERIES	79	2	6	71
WATER MANAGEMENT DEVICE	67			67
WATER RESTRICTIONS	1			1
Overall Result	506	10	38	458

C3 Notifications for December 2020				
Ward 26				
C3 Complaint	Created DEC 2020 - DEC 2020	In Process	Outstanding	Closed
CITY PARKS	12		10	2
CORPORATE SERVICES CONTACT CENTRE	31			31
ELECTRICITY FINANCIAL AND METER READING	15			15
ELECTRICITY INTERNAL (GENERAL)	1		1	
ELECTRICITY INTERNAL(REVENUE PROTECTION)	56	31	16	9
ELECTRICITY TECHNICAL COMPLAINTS	146	7	11	128
HEALTH	3		1	2
HOUSING - EXISTING	1			1
OTHER	3	2	1	0
REVENUE	42			42
ROADS AND STORMWATER	8		6	2
SERVICE REQUESTS FROM EPIC	1			1
SEWER	192	8	4	180
SEWER - INFORMAL SETTLEMENTS	1			1
SOLID WASTE	86	1	4	81
VALUATIONS	4			4
WATER	128		1	127
WATER - ALTERNATIVE SYSTEM APPLICATION	1	1		0
WATER AND SANITATION OR METER QUERIES	97	9	4	84
WATER MANAGEMENT DEVICE	87	3		84
WATER RESTRICTIONS	4	1	1	2
Overall Result	919	63	60	796

C3 Notifications for December 2020				
Ward 27				
C3 Complaint	Created DEC 2020 - DEC 2020	In Process	Outstandin g	Closed
CITY PARKS	27		25	2
CORPORATE SERVICES CONTACT CENTRE	33			33
ELECTRICITY FINANCIAL AND METER READING	16		4	12
ELECTRICITY INTERNAL (GENERAL)	3	1	2	
ELECTRICITY INTERNAL(REVENUE PROTECTION)	64	32	19	13
ELECTRICITY TECHNICAL COMPLAINTS	94	5	10	79
HEALTH	3			3
REVENUE	26			26
ROADS AND STORMWATER	2		2	0
SERVICE REQUESTS FROM EPIC	1			1
SEWER	48	5	3	40
SOLID WASTE	27	3	3	21
SPORT AND RECREATION	1		1	
WATER	48	1	2	45
WATER AND SANITATION OR METER QUERIES	48	3	1	44
WATER MANAGEMENT DEVICE	28			28
Overall Result	469	50	72	347

C3 Notifications for December 2020

Ward 28

C3 Complaint	Created DEC 2020 -DEC 2020	In Process	Outstanding	Closed
CITY PARKS	4		3	1
CORPORATE SERVICES CONTACT CENTRE	14			14
ELECTRICITY TECHNICAL COMPLAINTS	21	2	8	11
HOUSING - EXISTING	1		1	
REVENUE	19			19
ROADS AND STORMWATER	1		1	0
SEWER	137		1	136
SOLID WASTE	31	1	1	29
WATER	53	2	1	50
WATER AND SANITATION OR METER QUERIES	91	6	6	79
WATER MANAGEMENT DEVICE	69	2		67
WATER POLLUTION CONTROL	1			1
Overall Result	442	13	22	407

C3 Notifications for December 2020

Ward 30

C3 Complaint	Created DEC 2020 -DEC 2020	In Process	Outstanding	Closed
CITY PARKS	5	1	4	0
CORPORATE SERVICES CONTACT CENTRE	32			32
ELECTRICITY FINANCIAL AND METER READING	2		2	
ELECTRICITY INTERNAL (GENERAL)	1			1
ELECTRICITY TECHNICAL COMPLAINTS	61	2	16	43
HOUSING - EXISTING	4		4	0
PROPERTY MANAGEMENT	1			1
REVENUE	19			19
SEWER	317	5	5	307
SOLID WASTE	43	3	1	39
VALUATIONS	1			1
WATER	61	3	2	56
WATER AND SANITATION OR METER QUERIES	64	2	3	59
WATER MANAGEMENT DEVICE	64	1	1	62
WATER RESTRICTIONS	9		8	1
Overall Result	684	17	46	621