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 JANUARY 2020

ONDERWERP

VERSLAG OOR DIENSVERSOEKE IN SUBRAAD 14 VIR JANURIE 2020

ISIHLOKO

INGXELO NEZICELO ZENKONZO KWIKHOMPYUTHA KWIBHUNGANA -14 YANGEYOMQUNGU 2020

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 1386 notifications were created during January 2020 in the Subcouncil 14 area. Of these 1294 notification were completed.

Analysis is provided in Annexure A.
Detailed breakdown 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 January 2020 **BE NOTED.**

Dat daar van die inhoud van die verslag oor diensversoeke in subraad 14 vir Januarie 2020 **KENNIS GENEEM WORD.**

IZINDULULO

Ukuba **MAKUQWALASELWE** iziqulatho zengxelo engezicelo zenkonzo kwikhompyutha kwiBhungana -14 yangeyoMqungu 2020.

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: Analysis of notifications
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:

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DIRECTORATE	Urban Management
FILE REF NO	

Comment:

SUBCOUNCIL MANAGER: SUBCOUNCIL 14

AREA CENTRAL (3)

NAME ANTHONY DANIELS

SIGNATURE

DATE 06/03/2020

Annexure A: Analysis of Notification created during January 2020.

Notification Completed	37	38	39	41	42	45
COCT Complaints	11	23	12	34	22	41
Electricity - Wynberg	68	47	76	86	83	0
Reds	4	5	6	6	6	5
Solid Waste - Hillstar Mech Wo	12	16	12	22	15	15
Water Services-Reticulation Pl	75	87	108	133	49	99
Electricity - Ndabeni	0	0	0	0	35	73
CityParks & Biodiversity mang.	0	0	0	0	0	1
Housing - Building Maintenance	0	2	0	0	3	1
Electricity - Bloemhof	0	0	0	0	1	0
Total	**170**	**180**	**214**	**281**	**214**	**235**

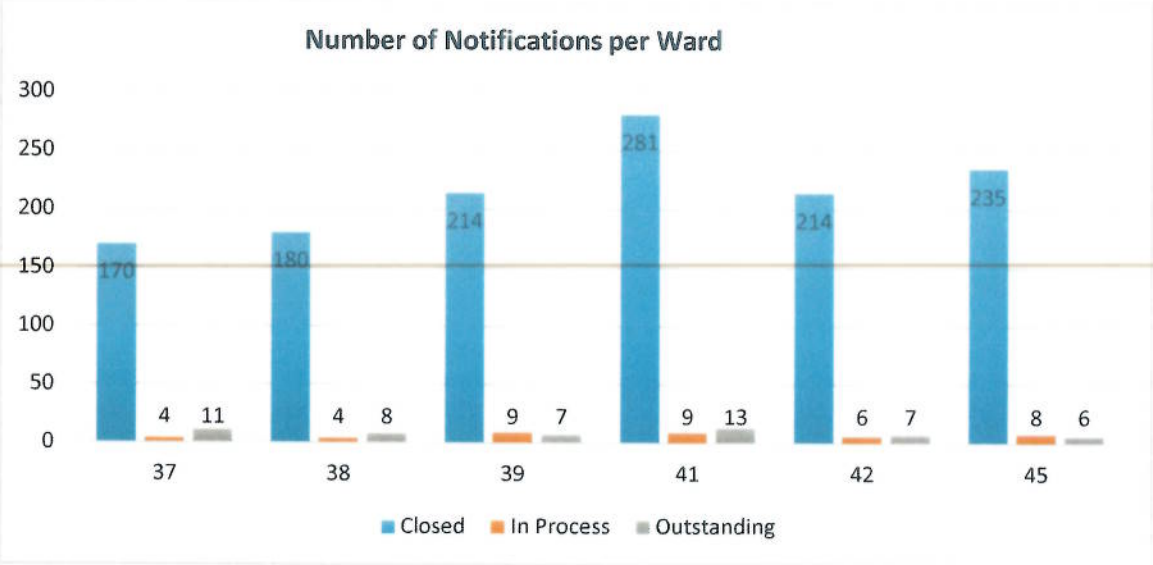
Notification in Process	37	38	39	41	42	45
COCT Complaints	0	1	0	0	0	1
Electricity - Wynberg	0	0	0	0	0	0
Reds	3	1	7	4	0	1
Solid Waste - Hillstar Mech Wo	0	0	0	0	0	0
Water Services-Reticulation Pl	1	2	1	5	2	4
Electricity	0	0	1	0	0	0
CityParks & Biodiversity mang.	0	0	0	0	0	0
Electricity - Ndabeni	0	0	0	0	3	2
Housing - Building Maintenance	0	0	0	0	1	0
Total	**4**	**4**	**9**	**9**	**6**	**8**

Outstanding notification	37	38	39	41	42	45
COCT Complaints	0	1	4	8	3	4
Electricity - Wynberg	2	1	0	1	1	0
Reds	0	3	0	0	1	0
Solid Waste - Hillstar Mech Wo	1	0	0	0	0	0
Water Services-Reticulation Pl	4	2	0	3	2	1
Electricity - Ndabeni	0	0	0	0	0	0
CityParks & Biodiversity mang.	0	0	0	0	0	0
Electricity	4	0	3	0	0	0
Eletricity - Vanguard	0	0	0	0	0	0
Housing - Building Maintenance	0	1	0	1	0	1
Total	**11**	**8**	**7**	**13**	**7**	**6**

Grand Total	185	192	230	303	227	249

Subcouncil 14	
Status	**Number**
Notification Completed	**1294**
COCT Complaints	143
Electricity - Wynberg	360
Reds	32
Solid Waste - Hillstar Mech Wo	92
Water Services-Reticulation Pl	551
Electricity - Ndabeni	108
CityParks & Biodiversity mang.	1
Electricity - Bloemhof	1
Housing - Building Maintenance	6
Notification in process	**40**
COCT Complaints	2
Electricity - Wynberg	0
Reds	16
Solid Waste - Hillstar Mech Wo	0
Water Services-Reticulation Pl	15
Electricity	1
Electricity - Ndabeni	5
CityParks & Biodiversity mang.	0
Housing - Building Maintenance	1
Outstanding notification	**52**
COCT Complaints	20
Electricity - Wynberg	5
Reds	4
Solid Waste - Hillstar Mech Wo	1
Water Services-Reticulation Pl	12
Electricity - Ndabeni	0
CityParks & Biodiversity mang.	0
Electricity	7
Eletricity - Vanguard	0
Housing - Building Maintenance	3
Grand Total	**1386**

Number of Notifications per Category				
Ward	Created	Closed	In Process	Outstanding
37	185	170	4	11
38	192	180	4	8
39	230	214	9	7
41	303	281	9	13
42	227	214	6	7
45	249	235	8	6
Subcouncil 14 Total	**1386**	**1294**	**40**	**52**



Analysis of Notification				
Ward	Created	Closed	In Process	Outstanding
37	13.35%	13.14%	10.00%	21.15%
38	13.85%	13.91%	10%	15%
39	16.60%	16.54%	22.50%	13.46%
41	21.86%	21.72%	22.50%	25.00%
42	16%	16.54%	15.00%	13.46%
45	17.97%	17.97%	20%	11.54%
Subcouncil 14 Total	**100.00%**	**100.00%**	**100.00%**	**100.00%**

Annexure B: Ward 37 Service Requests Outstanding and in Process January 2020.

Ward	Plant	City	Notification	Description	Reference number	System status
37	Water Services-Reticulation Pl	NYANGA	1015471270	Refer to Hillstar	9108202354	Notification in process
37	Reds	NYANGA	1015503205	CN created 22.01.20/ check 19.02.20	#	Notification in process
37	Reds	NYANGA	1015524287	CN created 22.01.20/ check 19.02.20	#	Notification in process
37	Reds	NYANGA	1015532107	CN created 24.01.20/ check 25.02.20	#	Notification in process
37	Electricity - Wynberg	NYANGA	1015474847	Street Lights - All Lights Out	9108206734	Outstanding notification
37	Water Services-Reticulation Pl	NYANGA	1015476038	kindly verify which meter feeds this pro	#	Outstanding notification
37	Solid Waste - Hillstar Mech Wo	NYANGA	1015490903	Illegal Dumping	9108233465	Outstanding notification
37	Electricity	NYANGA	1015506250	INFORMAL BURNT BUTTERSQUARE 06012020	#	Outstanding notification
37	Electricity	NYANGA	1015506121	INFORMAL BURNT BUTTERSQUARE 06012020	#	Outstanding notification
37	Electricity	NYANGA	1015506246	INFORMAL BURNT BUTTERSQUARE 06012020	#	Outstanding notification
37	Electricity	NYANGA	1015506305	INFORMAL BURNT BUTTERSQUARE 06012020	#	Outstanding notification
37	Electricity - Wynberg	NYANGA	1015524619	Red phase down in area / M1	9108284013	Outstanding notification
37	Water Services-Reticulation Pl	NYANGA	1015551359	Leak at Water Meter / Stopcock	9108325694	Outstanding notification
37	Water Services-Reticulation Pl	NYANGA	1015558758	No Water Supply	9108338369	Outstanding notification
37	Water Services-Reticulation Pl	NYANGA	1015565251	Meter: Damaged / Faulty	9108351558	Outstanding notification

Annexure C: Ward 38 Service Requests Outstanding and in Process January 2020.

Ward	Plant	City	Notification	Description	Reference number	System status
38	Water Services-Reticulation Pl	NYANGA	1015503010	Refer to Hillstar	9108253127	Notification in process
38	COCT Complaints	GUGULETU	1015529812	No power / See details below / M1	9108292335	Notification in process
38	Water Services-Reticulation Pl	GUGULETU	1015536555	Leak at Water Meter / Stopcock	#	Notification in process
38	Reds	NYANGA	1015547523	CN created 04/02/2020 = check 05/03/2020	#	Notification in process
38	Water Services-Reticulation Pl	GUGULETU	1015467270	No Water Supply	9108196360	Outstanding notification
38	Reds	NYANGA	1015490548	DANGEROUS AREA	#	Outstanding notification
38	Reds	GUGULETU	1015498311	Credit meter replacement	#	Outstanding notification
38	Housing - Building Maintenance	GUGULETU	1015509614	LEAKING BATHROOM ROOF	#	Outstanding notification
38	Electricity - Wynberg	GUGULETU	1015514574	Street Lights - Single Light Out	9108271653	Outstanding notification
38	Water Services-Reticulation Pl	NYANGA	1015540817	meter missing cover	#	Outstanding notification
38	Reds	GUGULETU	1015546333	Update OVS and SAP	#	Outstanding notification
38	COCT Complaints	GUGULETU	1015561602	Street Lights - All Lights Out	#	Outstanding notification

Annexure D: Ward 39 Service Requests Outstanding and in Process January 2020.

Ward	Plant	City	Notification	Description	Reference number	System status
39	Electricity	GUGULETU	1015466267	INFORMAL BURNT VUKUZENZELE 27122019	#	Notification in process
39	Reds	NYANGA	1015511583	repetitive tampering	#	Notification in process
39	Reds	CROSSROADS	1015523400	Tampering	#	Notification in process
39	Reds	NYANGA	1015532690	CN created 27/01/2020 = check 26/02/2020	#	Notification in process
39	Reds	NYANGA	1015537106	CN created 27/01/2020 = check 26/02/2020	#	Notification in process
39	Reds	CROSSROADS	1015538836	CN created 04/02/2020 = check 05/03/2020	#	Notification in process
39	Reds	NYANGA	1015539981	CN created 27/01/2020 = check 26/02/2020	#	Notification in process
39	Water Services-Reticulation Pl	CROSSROADS	1015557329	Leak at Water Meter / Stopcock	9108335624	Notification in process
39	Reds	NYANGA	1015563861	CN created 03.02.20/ check 28.02.20	#	Notification in process
39	Electricity	GUGULETU	1015468275	INFORMAL BURNT VUKUZENZELE 27122019	#	Outstanding notification
39	Electricity	GUGULETU	1015468277	INFORMAL BURNT VUKUZENZELE 27122019	#	Outstanding notification
39	Electricity	GUGULETU	1015468278	INFORMAL BURNT VUKUZENZELE 27122019	#	Outstanding notification
39	COCT Complaints	CROSSROADS	1015476762	Customer : Meter Reading/Consumption	9108209887	Outstanding notification
39	COCT Complaints	NYANGA	1015527473	Internal : Meter Related Queries	9108288712	Outstanding notification
39	COCT Complaints	CROSSROADS	1015529548	Internal : Meter Related Queries	9108291948	Outstanding notification
39	COCT Complaints	CROSSROADS	1015529594	Internal : Meter Related Queries	9108291945	Outstanding notification

Annexure E: Ward 41 Service Requests Outstanding and in Process January 2020.

Ward	Plant	City	Notification	Description	Reference number	System status
41	Water Services-Reticulation Pl	GUGULETU	1015474280	refer to Hillstar	#	Notification in process
41	Water Services-Reticulation Pl	GUGULETU	1015485135	Sewer: Pipe Broken	9108224387	Notification in process
41	Reds	GUGULETU	1015509857	CN created 21.01.20/ check 18.02.20	9108264459	Notification in process
41	Reds	GUGULETU	1015509447	CN created 22.01.20/ check 19.02.20	#	Notification in process
41	Water Services-Reticulation Pl	GUGULETU	1015508158	REFER TO HILLSTAR	9108261275	Notification in process
41	Reds	GUGULETU	1015525936	INSPECTION DONE	#	Notification in process
41	Reds	GUGULETU	1015528977	ADJUSTMENT REQUIRED	#	Notification in process
41	Water Services-Reticulation Pl	GUGULETU	1015554455	Leak at Water Meter / Stopcock.	9108330604	Notification in process
41	Water Services-Reticulation Pl	GUGULETU	1015559884	Water Meter : Locate	9108341174	Notification in process
41	COCT Complaints	GUGULETU	1015477106	Customer : Meter Reading/Consumption	9108210504	Outstanding notification
41	COCT Complaints	GUGULETU	1015490388	INVESTIGATION	#	Outstanding notification
41	COCT Complaints	GUGULETU	1015499139	Street Lights - All Lights Out	9108247020	Outstanding notification
41	Water Services-Reticulation Pl	GUGULETU	1015498366	Broken Leading	9108245667	Outstanding notification
41	COCT Complaints	GUGULETU	1015508969	Street Lights - All Lights Out	9108262687	Outstanding notification
41	Water Services-Reticulation Pl	GUGULETU	1015515738	Meter: Damaged / Faulty	9108273423	Outstanding notification
41	Electricity - Wynberg	GUGULETU	1015519714	Street Lights - All Lights Out	#	Outstanding notification
41	Housing - Building Maintenance	GUGULETU	1015520877	Electricity box burnt	#	Outstanding notification
41	COCT Complaints	GUGULETU	1015536281	S/ Lights - Pole Knocked: MV Accidents	9108303264	Outstanding notification
41	COCT Complaints	GUGULETU	1015548955	Street Lights - Single Light Out	9108322262	Outstanding notification
41	Water Services-Reticulation Pl	GUGULETU	1015547587	Leak In Road/ Pavement/ Underground*	9108319874	Outstanding notification
41	COCT Complaints	GUGULETU	1015557069	Street Lights - All Lights Out	#	Outstanding notification
41	COCT Complaints	GUGULETU	1015555905	Customer : Technical Meter Queries	#	Outstanding notification

Annexure E: Ward 42 Service Requests Outstanding and in Process January 2020.

Ward	Plant	City	Notification	Description	Reference number	System status
42	Water Services-Reticulation Pl	MANENBERG	1015521965	Leak at Water Meter / Stopcock	#	Notification in process
42	Electricity - Ndabeni	MANENBERG	1015529111	830A MCCB TRIPPED DUE TO FAULT	#	Notification in process
42	Electricity - Ndabeni	MANENBERG	1015543105	Street Lights -needs to be tested	9108313117	Notification in process
42	Housing - Building Maintenance	MANENBERG	1015551660	ELECTRICAL:FAULTY DB BOARD NO EL SUPPLY	#	Notification in process
42	Electricity - Ndabeni	MANENBERG	1015554685	REQ FITTING FAULTY	9108330896	Notification in process
42	Water Services-Reticulation Pl	MANENBERG	1015559316	Water Run to Waste	9108339613	Notification in process
42	COCT Complaints	GUGULETU	1015477212	Customer : Meter Reading/Consumption	9108210691	Outstanding notification
42	Reds	GUGULETU	1015474392	SUSPECT TAMPERING	#	Outstanding notification
42	COCT Complaints	GUGULETU	1015499356	ALL LIGHTS OUT	#	Outstanding notification
42	COCT Complaints	MANENBERG	1015506156	Internal : Billing / Adjustment Queries	#	Outstanding notification
42	Water Services-Reticulation Pl	MANENBERG	1015521712	leakage from the fire hydrant	#	Outstanding notification
42	Water Services-Reticulation Pl	MANENBERG	1015539320	WMD: Meter Exceeding Indigent Setting	#	Outstanding notification
42	Electricity - Wynberg	GUGULETU	1015559033	Suspects her meter box is faulty	#	Outstanding notification

Annexure E: Ward 45 Service Requests Outstanding and in Process January 2020.

Ward	Plant	City	Notification	Description	Reference number	System status
45	Reds	MANENBERG	1015481641	FIRST TAMPER (R7627.00)	9108218096	Notification in process
45	Water Services-Reticulation PI	MANENBERG	1015488405	Refer to Hillstar	9108229644	Notification in process
45	Water Services-Reticulation PI	MANENBERG	1015502051	Leak at Water Meter / Stopcock	9108251515	Notification in process
45	Water Services-Reticulation PI	MANENBERG	1015508937	Leak at Water Meter / Stopcock	#	Notification in process
45	Electricity - Ndabeni	MANENBERG	1015518223	REQUIRE SEPARATORS	1000661834	Notification in process
45	COCT Complaints	MANENBERG	1015523993	Street Lights - Single Light Out=NORTH	#	Notification in process
45	Electricity - Ndabeni	MANENBERG	1015533145	PPM Faulty (Enter detailed description)	9108298159	Notification in process
45	Water Services-Reticulation PI	MANENBERG	1015557943	refer to hillstar - brass meter	9108336299	Notification in process
45	COCT Complaints	MANENBERG	1015490208	Customer : Meter Reading/Consumption	9108232217	Outstanding notification
45	COCT Complaints	MANENBERG	1015490302	Customer : Technical Meter Queries	9108232327	Outstanding notification
45	COCT Complaints	MANENBERG	1015501140	Meter Readings	#	Outstanding notification
45	COCT Complaints	MANENBERG	1015510779	Meter: Move/Lowering	#	Outstanding notification
45	Water Services-Reticulation PI	MANENBERG	1015527037	High Consumption	#	Outstanding notification
45	Housing - Building Maintenance	MANENBERG	1015553665	BROKEN CASEMENT HANDLES	#	Outstanding notification