



REPORT TO SUBCOUNCIL 4

1. ITEM NUMBER: 04SUB 09/2020

2. SUBJECT

SERVICE REQUESTS FOR AUGUST 2020

ONDERWERP

DIENSVERSOEKE VIR AUGUSTUS 2020

ISIHLOKO

ISICELO SEENKONZO eye-THUPHA 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 August 2020. A total number of 3 193 Service Requests were generated for Subcouncil 4 by the Call Centre, which 103 is in progress, 216 outstanding and 2 874 is closed. (See Annexure A)

Attached is a list of service requests that were created for the respective five wards (Wards 25, 26, 27, 28 and 30). (Annexure B)

6. RECOMMENDATION

- a) That the Service Requests report for Subcouncil 4 for the period of August 2020 **BE NOTED.**
- b) That the list of service requests reported for Wards 25, 26, 28 and 30 **BE NOTED.**

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 X | Yes <input type="checkbox"/> |
|---|------|------------------------------|

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 X

Yes ☐

7.5. Other Services Consulted

N/A

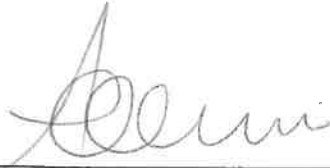
ANNEXURES

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

ANNEXURE B: Ward 25, 26, 27, 28 and 30

FOR FURTHER DETAILS, CONTACT:

| | |
|------------------------|----------------------------------|
| NAME | Magsoedah Jacobs |
| CONTACT NUMBERS | 021 444 7089 |
| E-MAIL ADDRESS | Magsoedah.jacobs@capetown.gov.za |
| DIRECTORATE | Urban Management – Subcouncil 4 |
| FILE REF NO | |



Comment:

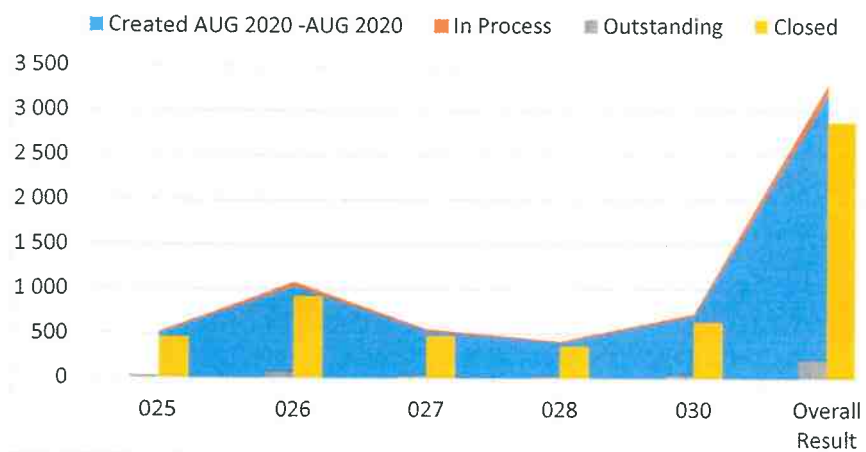
SUBCOUNCIL MANAGER:
SUBCOUNCIL 4

NAME ARDELA VAN NIEKERK

DATE 09 September 2020

| C3 Notifications All Wards | | | | |
|----------------------------|-----------------------------|------------|-------------|--------------|
| Aug-20 | | | | |
| C3 Ward | Created AUG 2020 - AUG 2020 | In Process | Outstanding | Closed |
| 025 | 510 | 11 | 33 | 466 |
| 026 | 1 038 | 42 | 74 | 922 |
| 027 | 534 | 19 | 34 | 481 |
| 028 | 405 | 10 | 28 | 367 |
| 030 | 706 | 21 | 47 | 638 |
| Overall Result | 3 193 | 103 | 216 | 2 874 |

C3 Chart



WARD 25

| C3 Notifications for Ward 25 | | | | |
|--|---------|------------|-------------|--------|
| Aug-20 | | | | |
| C3 Complaint Type | Created | In Process | Outstanding | Closed |
| Account Enquiries - Contact Centres only | 2 | | | 2 |
| Approved WDM Increases / Decreases | 2 | | | 2 |
| Billing & Invoicing Errors | 2 | | | 2 |
| Bin Repairs - 240L | 2 | | | 2 |
| Broken Leading | 12 | 0 | | 12 |
| Burst Pipe | 22 | | | 22 |
| Customer : Account Adjustment Queries | 1 | | | 1 |
| Customer : Disconnection/Recon Queries | 1 | | | 1 |
| Customer : Master Data Updates/Queries | 8 | | 1 | 7 |
| Customer : Meter Reading/Consumption | 8 | 2 | | 6 |
| Customer : Phone in Readings | 4 | | | 4 |
| Customer : Rebate Requests | 5 | | | 5 |
| Customer : Reconnection Request | 6 | | | 6 |
| Damaged Bin - 240L | 1 | 1 | | |
| Debit Order - Changes / Terminations | 2 | | | 2 |
| Debtors Account Correspondence | 4 | | | 4 |
| Doubtful / Bad Debt | 1 | | | 1 |
| Dumping on Parks/Public Open Spaces | 1 | | 1 | |
| Dunning Investigations / Final Accounts | 1 | | | 1 |
| E - Billing Invoices | 3 | | | 3 |
| E - Services | 1 | | | 1 |
| Equipment Maintenance | 1 | | | 1 |
| Escalated Query - Level 1 | 13 | | | 13 |
| Flooding-Road, Property, Informal areas | 5 | | | 5 |
| Flooding: Request for Sand / Bags | 1 | | | 1 |

| | | | | |
|---|----|--|---|----|
| Gulley/Manhole Blockages (Stormwater) | 1 | | | 1 |
| Illegal Dumping | 4 | | 4 | 0 |
| Incorrect Reading/Request Actual Reading | 3 | | 2 | 1 |
| Incorrect Valuations | 1 | | | 1 |
| Indigent Application | 2 | | | 2 |
| Indigent Write-off Queries | 1 | | | 1 |
| Information/Advice requested (Describe) | 1 | | | 1 |
| Internal : Billing / Adjustment Queries | 1 | | | 1 |
| Internal : Master Data Update Requests | 1 | | | 1 |
| Internal : Meter Related Queries | 1 | | | 1 |
| Kiosk Damaged | 1 | | | 1 |
| Leak In Road/ Pavement/ Underground | 4 | | | 4 |
| Leak at Fire Hydrant | 1 | | | 1 |
| Leak at WMD Meter | 15 | | | 15 |
| Leak at Water Meter / Stopcock | 10 | | | 10 |
| Low Voltage and/or Shocks | 1 | | | 1 |
| Low Water Pressure | 5 | | | 5 |
| Maintenance of Property Technical MD | 2 | | | 2 |
| Meter: Damaged / Faulty | 3 | | | 3 |
| Meter: Stolen | 4 | | | 4 |
| Meter: Move/Lowering | 1 | | | 1 |
| Mowing | 1 | | 1 | |
| No Power | 28 | | 1 | 27 |
| No Water Supply | 11 | | | 11 |
| No Water WMD | 48 | | | 48 |
| Non-Collection of 240L Bin | 4 | | | 4 |
| OSL - Sewerage | 4 | | | 4 |
| OSL - Water | 3 | | | 3 |

| | | | | |
|--|-----|---|---|-----|
| Other (Enter detailed Fault description) | 1 | | | 1 |
| PPM Customer Unable to Purchase | 1 | | | 1 |
| PPM Display Blank | 3 | | | 3 |
| PPM Faulty (Enter detailed description) | 6 | | | 6 |
| PPM Faulty Mode | 2 | | | 2 |
| PPM Keypad Faulty | 2 | | | 2 |
| PPM Rejecting Code | 2 | | 1 | 1 |
| PPM Tripping | 1 | | | 1 |
| Plumbing | 3 | 1 | 2 | |
| Re-Instatement after Water Incident | 3 | | 1 | 2 |
| Reading Supplied by Customer | 1 | | | 1 |
| Reduce No of Bins | 1 | | | 1 |
| Repair Pothole | 4 | | | 4 |
| Repair/Replace:Gulley Grid/Manhole cover | 2 | | | 2 |
| Road Markings Paint/Repaint Lines & Sign | 14 | | | 14 |
| Root Trimming / Pruning | 1 | | 1 | 0 |
| Senior Citizens & D/P Rates Rebates | 1 | | | 1 |
| Sewer: Blocked/Overflow | 136 | 5 | 5 | 126 |
| Sewer: Manhole Cover: Damaged | 1 | 1 | | |
| Sewer: Manhole Cover: Stolen/Missing | 2 | | | 2 |
| Sparks on Pole | 1 | | | 1 |
| Stolen Bins - 240L | 11 | | 1 | 10 |
| Stopcock: Defective | 2 | | | 2 |
| Street Lights - All Lights Out | 10 | | 5 | 5 |
| Street Lights - Single Light Out | 7 | 1 | 3 | 3 |
| Tree Trimming / Pruning | 5 | | 4 | 1 |
| Unblocking of Invoices | 1 | | | 1 |
| WMD: Meter: Aqualoc Fault | 2 | | | 2 |

| | | | | |
|--------------------------|------------|-----------|-----------|------------|
| WMD: Meter: Damaged | 9 | | | 9 |
| Water Run to Waste | 3 | | | 3 |
| Water Shut-Off Requested | 1 | | | 1 |
| Overall Result | 510 | 11 | 33 | 466 |

WARD 26

| C3 Notifications for Ward 26 | | | | |
|--|---------|------------|-------------|--------|
| Aug-20 | | | | |
| C3 Complaint Type | Created | In Process | Outstanding | Closed |
| AWS: Existing Installation | 1 | | 1 | 0 |
| Abandoned Vehicles | 1 | | | 1 |
| Additional Bin Application - 240L | 1 | | | 1 |
| Air Pollution | 1 | | 1 | |
| Approved WDM Increases / Decreases | 2 | | | 2 |
| Bin Repairs - 240L | 1 | | | 1 |
| Bin Swallowed by Truck | 2 | 1 | | 1 |
| Branch Removal (Fallen/Broken) | 1 | | 1 | 0 |
| Broken Leading | 16 | | | 16 |
| Burst Pipe | 24 | | | 24 |
| Bush Clearing/Weed Control | 3 | | 3 | |
| Cable Exposed | 1 | | | 1 |
| Carpentry | 1 | | 1 | |
| Cockroach Spraying | 1 | 1 | | |
| Consolidation of Property | 1 | | | 1 |
| Consumption Complaint / Estimations | 4 | | 1 | 3 |
| Customer : Account Adjustment Queries | 5 | 1 | | 4 |
| Customer : Disconnection/Recon Queries | 4 | | | 4 |
| Customer : Master Data Updates/Queries | 2 | | | 2 |
| Customer : Meter Reading/Consumption | 11 | | 1 | 10 |
| Customer : Phone in Readings | 8 | | | 8 |
| Customer : Rebate Requests | 3 | 1 | | 2 |
| Customer : Reconnection Request | 8 | | | 8 |
| Customer : Tariff Related Queries | 1 | 1 | | |
| Customer Request - Change of Postal | 1 | | | 1 |

| | | | | |
|--|----|---|---|----|
| Damaged Bin - 240L | 11 | 1 | | 10 |
| Debit Order - Changes / Terminations | 5 | | | 5 |
| Debit Order- 7th,15th and Last day Month | 1 | | | 1 |
| Debtors Account Correspondence | 3 | | | 3 |
| Deeds, Final Accounts - SOUTH | 1 | | | 1 |
| Deeds, Final Accounts - NORTH | 1 | | | 1 |
| Dumping on Parks/Public Open Spaces | 1 | | 1 | |
| Dunning Investigations / Final Accounts | 1 | | | 1 |
| E - Billing Invoices | 5 | | | 5 |
| Empty Septic Tank | 2 | | | 2 |
| Enquiries: Parks | 1 | | 1 | |
| Equipment Damaged | 2 | | | 2 |
| Equipment Maintenance | 1 | | 1 | |
| Escalated Query - Level 1 | 14 | | | 14 |
| Escalated Query - Level 2 | 1 | | | 1 |
| Fire Hydrant: Missing Cover | 4 | | | 4 |
| Flooding-Road, Property, Informal areas | 14 | | | 14 |
| General maintenance of Parks /Cemeteries | 2 | | 2 | 0 |
| Gully/Manhole Blockages (Stormwater) | 4 | | | 4 |
| Handover / Legal Action | 2 | | | 2 |
| Illegal Dumping | 2 | | | 2 |
| Illegal Dumping | 4 | | 1 | 3 |
| Incorrect Reading/Request Actual Reading | 4 | 1 | 1 | 2 |
| Information/Advice requested (Describe) | 2 | | | 2 |
| Internal : Billing / Adjustment Queries | 3 | | | 3 |
| Internal : Meter Related Queries | 1 | | | 1 |
| Leak In Road/ Pavement/ Underground | 9 | | | 9 |
| Leak at Fire Hydrant | 5 | | | 5 |

| | | | | |
|--|-----|---|---|-----|
| Leak at Valve | 2 | | | 2 |
| Leak at WMD Meter | 8 | | | 8 |
| Leak at Water Meter / Stopcock | 22 | | | 22 |
| Litter Bins Required | 1 | | 1 | |
| Low Voltage and/or Shocks | 4 | | | 4 |
| Low Water Pressure | 9 | 1 | | 8 |
| Maintenance of Property Technical MD | 4 | | | 4 |
| Meter: Damaged / Faulty | 5 | 1 | | 4 |
| Meter: Missing Cover | 1 | | | 1 |
| Meter: Stolen | 6 | | | 6 |
| Meter: Move/Lowering | 5 | 1 | | 4 |
| Mowing | 3 | | 3 | 0 |
| No Power | 112 | | 1 | 111 |
| No Water Supply | 14 | | | 14 |
| No Water WMD | 31 | | | 31 |
| Noise Nuisance | 5 | | | 5 |
| Non-Collection of 240L Bin | 44 | | | 44 |
| Non-Residential Bin Application - 240L | 1 | | | 1 |
| OSL - Escalation Level 1 | 2 | | | 2 |
| OSL - Masta Data | 1 | | | 1 |
| OSL - Non Revenue Related | 1 | | | 1 |
| OSL - Refuse | 1 | | | 1 |
| OSL - Sewerage | 1 | | | 1 |
| OSL - Water | 4 | | | 4 |
| Other (Enter Detailed Fault Description) | 1 | | 1 | 0 |
| Other (Enter detailed Fault description) | 2 | | 2 | 0 |
| Other (Enter detailed Fault description) | 4 | | 1 | 3 |
| Overgrown Erven | 1 | | | 1 |

| | | | | |
|--|----|---|---|----|
| PPM Arrears Query | 1 | | | 1 |
| PPM Burning/Burning Smell | 1 | | | 1 |
| PPM Customer Unable to Purchase | 3 | | | 3 |
| PPM Display Blank | 9 | 1 | | 8 |
| PPM Faulty (Enter detailed description) | 7 | | | 7 |
| PPM Faulty Mode | 8 | 1 | | 7 |
| PPM Keypad Faulty | 2 | | | 2 |
| PPM Rejecting Code | 5 | | | 5 |
| PPM Service Charge Query | 3 | | | 3 |
| PPM Tariff Query / Change | 2 | | | 2 |
| PPM Tripping | 1 | | | 1 |
| Payment Methods | 1 | | | 1 |
| Phase Missing | 3 | | | 3 |
| Plumbing | 4 | 1 | 3 | |
| Pole Knocked: Motor Vehicle Accident | 2 | 1 | | 1 |
| Rates, Rebates and Valuation Reductions | 1 | | | 1 |
| Re-Instatement after Sewer Incident | 1 | 1 | | |
| Re-Instatement after Water Incident | 17 | | 1 | 16 |
| Reading Supplied by Customer | 5 | | | 5 |
| Reconnect (Non - Payment) | 1 | | | 1 |
| Repair City Parks Infrastructure | 1 | | 1 | |
| Repair Pothole | 46 | | | 46 |
| Repair Road/Footway | 14 | | | 14 |
| Repair/Replace:Gulley Grid/Manhole cover | 12 | 1 | | 11 |
| Restrictions: Quota Increase: Domestic | 2 | | | 2 |
| Road Markings Paint/Repaint Lines & Sign | 2 | | | 2 |
| Road Unsafe Specify Object eg oil, Sand | 2 | | | 2 |
| Robot Down | 2 | | | 2 |

| | | | | |
|--------------------------------------|-----|---|----|-----|
| Sectional Title Final Accounts | 1 | | | 1 |
| Senior Citizens & D/P Rates Rebates | 3 | | | 3 |
| Sewer: Blocked/Overflow | 201 | 9 | 4 | 188 |
| Sewer: Foul Smell | 1 | | | 1 |
| Sewer: Manhole Cover: Damaged | 2 | 2 | | |
| Sewer: Manhole Cover: Stolen/Missing | 2 | 2 | | 0 |
| Sewer: Pipe Broken | 6 | 1 | | 5 |
| Sparks on Pole | 1 | | | 1 |
| Stolen Bins - 240L | 11 | 1 | | 10 |
| Stopcock: Defective | 6 | | | 6 |
| Stopcock: Stolen | 1 | | | 1 |
| Street Lights - All Lights Out | 25 | | 10 | 15 |
| Street Lights - Single Light Out | 46 | 1 | 6 | 39 |
| Street People | 4 | | 4 | |
| Street Sweeping | 6 | | 2 | 4 |
| Suspect Prepaid Meter Tampering | 9 | 6 | 2 | 1 |
| Suspect Tampering | 5 | 4 | | 1 |
| Traffic & Road Signs Maintenance | 1 | | | 1 |
| Traffic Calming (Speedbumps) | 2 | | | 2 |
| Tree Removal | 8 | | 8 | 0 |
| Tree Trimming / Pruning | 7 | | 7 | 0 |
| Unacceptable State-Dirty, Unhygienic | 1 | | 1 | |
| WMD: Meter: Aqualoc Fault | 2 | | | 2 |
| WMD: Meter: Damaged | 8 | | | 8 |
| WMD: Replacement of Device | 1 | | | 1 |
| Water Meter : Locate | 1 | | | 1 |
| Water Quality: Smell | 1 | | | 1 |
| Water Run to Waste | 2 | | | 2 |

| | | | | |
|--------------------------|--------------|-----------|-----------|------------|
| Water Shut-Off Requested | 3 | | | 3 |
| Wires Down | 8 | | | 8 |
| Overall Result | 1 039 | 42 | 74 | 922 |

WARD 27

| C3 Notifications for Ward 27 | | | | |
|--|---------|------------|-------------|--------|
| Aug-20 | | | | |
| C3 Complaint Type | Created | In Process | Outstanding | Closed |
| Additional +A4:E44Bin Application - 240L | 1 | | | 1 |
| Approved WDM Increases / Decreases | 3 | | | 3 |
| Billing & Invoicing Errors | 1 | | | 1 |
| Billing Discrepancy | 1 | | | 1 |
| Bin Cleaning in Parks/POS | 1 | | 1 | |
| Bin Count | 3 | | | 3 |
| Bin Repairs - 240L | 2 | | | 2 |
| Bin Swallowed by Truck | 3 | | | 3 |
| Branch Removal (Fallen/Broken) | 4 | | 4 | |
| Broken Leading | 4 | | | 4 |
| Burst Pipe | 5 | | | 5 |
| Cable Fault | 1 | | | 1 |
| Cockroach Spraying | 2 | 1 | | 1 |
| Consumption Complaint / Estimations | 2 | | | 2 |
| Customer : Master Data Updates/Queries | 1 | | | 1 |
| Customer : Meter Reading/Consumption | 11 | 2 | | 9 |
| Customer : Phone in Readings | 3 | | | 3 |
| Customer : Rebate Requests | 1 | 1 | | |
| Customer : Reconnection Request | 2 | | | 2 |
| Customer : Technical Meter Queries | 1 | | | 1 |
| Damaged Bin - 240L | 21 | | 2 | 19 |
| Debit Order - Changes / Terminations | 1 | | | 1 |
| Debtors Account Correspondence | 7 | | | 7 |
| Deeds, Final Accounts - NORTH | 2 | | | 2 |
| Dumping on Parks/Public Open Spaces | 1 | | 1 | |

| | | | | |
|--|-----|---|---|----|
| Dunning Investigations / Final Accounts | 4 | | | 4 |
| E - Billing Invoices | 8 | | | 8 |
| E - Services | 2 | | | 2 |
| Electricity Correspondence | 1 | | | 1 |
| Equipment Damaged | 1 | | | 1 |
| Escalated Query - Level 1 | 6 | | | 6 |
| Financial Adjustment/Transfer of Payment | 2 | | | 2 |
| Fire Call | 1 | | | 1 |
| Fire Hydrant: Missing Cover | 3 | | | 3 |
| Flooding-Road, Property, Informal areas | 4 | | | 4 |
| Flooding-Roads & Property | 1 | | | 1 |
| Gulley/Manhole Blockages (Stormwater) | 1 | | | 1 |
| Illegal Dumping | 4 | | | 4 |
| Indigent Application | 1 | | | 1 |
| Information/Advice requested (Describe) | 1 | | | 1 |
| Internal : Master Data Update Requests | 1 | | | 1 |
| Leak In Road/ Pavement/ Underground | 4 | | | 4 |
| Leak at Fire Hydrant | 1 | | | 1 |
| Leak at Valve | 1 | | | 1 |
| Leak at WMD Meter | 4 | | | 4 |
| Leak at Water Meter / Stopcock | 5 | | | 5 |
| Low Voltage and/or Shocks | 1 | | | 1 |
| Low Water Pressure | 5 | | | 5 |
| Meter: Damaged / Faulty | 3 | | | 3 |
| Meter: Missing Cover | 1 | | | 1 |
| Meter: Move/Lowering | 1 | | | 1 |
| Mowing | 3 | | 3 | 0 |
| No Power | 100 | 3 | 1 | 96 |

| | | | | |
|---|----|---|--|----|
| No Water Supply | 4 | | | 4 |
| No Water WMD | 9 | | | 9 |
| Noise Nuisance | 6 | | | 6 |
| Non-Collection of 240L Bin | 2 | | | 2 |
| OSL - Cash Management | 1 | | | 1 |
| Other (Enter detailed Fault description) | 3 | | | 3 |
| Other (Enter detailed Fault description) | 9 | | | 9 |
| Other Road/Footway Repairs - Telkom/Depts | 1 | | | 1 |
| Overgrown Erven | 1 | | | 1 |
| PPM Burning/Burning Smell | 1 | | | 1 |
| PPM Display Blank | 1 | | | 1 |
| PPM Faulty (Enter detailed description) | 3 | | | 3 |
| PPM Faulty Mode | 4 | | | 4 |
| PPM Rejecting Code | 1 | | | 1 |
| PPM Service Charge Query | 1 | | | 1 |
| PPM Tariff Query / Change | 1 | | | 1 |
| Parking Enforcement | 1 | 1 | | |
| Phase Missing | 1 | | | 1 |
| Re-Instatement after Water Incident | 1 | | | 1 |
| Reading Supplied by Customer | 3 | | | 3 |
| Refund / Overpayment | 1 | | | 1 |
| Remove Meter | 1 | | | 1 |
| Repair Pothole | 40 | | | 40 |
| Repair Road/Footway | 2 | | | 2 |
| Repair/Replace: Bollard/Guard/Handrails | 2 | | | 2 |
| Repair/Replace:Gulley Grid/Manhole cover | 5 | | | 5 |
| Residential Bin Application - 240L | 1 | | | 1 |
| Restrictions: Quota Increase: Domestic | 1 | | | 1 |

| | | | | |
|--|------------|-----------|-----------|------------|
| Road Markings Paint/Repaint Lines & Sign | 1 | | | 1 |
| Road Unsafe Specify Object eg oil, Sand | 4 | | | 4 |
| Root Trimming / Pruning | 2 | | 2 | |
| Senior Citizens & D/P Rates Rebates | 1 | | | 1 |
| Sewer Pump Station: Overflow | 1 | | | 1 |
| Sewer: Blocked/Overflow | 70 | 1 | 1 | 68 |
| Sewer: Manhole Cover: Damaged | 1 | | | 1 |
| Sparks on Pole | 3 | | | 3 |
| Stolen Bins - 240L | 8 | | | 8 |
| Street Lights - All Lights Out | 22 | | 3 | 19 |
| Street Lights - ON | 1 | | | 1 |
| Street Lights - Single Light Out | 27 | 3 | 2 | 22 |
| Street People | 4 | | 4 | |
| Street Sweeping | 3 | 1 | 1 | 1 |
| Sundry Accounts - NORTH | 1 | | | 1 |
| Suspect Prepaid Meter Tampering | 2 | 1 | 1 | 0 |
| Suspect Tampering | 8 | 5 | | 3 |
| Taxi Problems | 1 | | | 1 |
| Tree Removal | 3 | 0 | 3 | 0 |
| Tree Trimming / Pruning | 5 | | 5 | 0 |
| Unblocking of Invoices | 1 | | | 1 |
| Water Run to Waste | 1 | | | 1 |
| Water Shut-Off Requested | 1 | | | 1 |
| Wires Down | 2 | | | 2 |
| Overall Result | 534 | 19 | 34 | 481 |

WARD 28

| C3 Notifications for Ward 28 | | | | |
|---|---------|------------|-------------|--------|
| Aug-20 | | | | |
| C3 Complaint Type | Created | In Process | Outstanding | Closed |
| Animal Carcass Removal - Dog - Large | 1 | | | 1 |
| Approved WDM Increases / Decreases | 2 | | | 2 |
| Broken Leading | 8 | | | 8 |
| Burst Pipe | 2 | | | 2 |
| Customer : Account Adjustment Queries | 1 | | | 1 |
| Customer : Disconnection/Recon Queries | 2 | | | 2 |
| Customer : Master Data Updates/Queries | 11 | | | 11 |
| Customer : Meter Reading/Consumption | 3 | | | 3 |
| Customer : Phone in Readings | 6 | | | 6 |
| Customer : Rebate Requests | 5 | 1 | | 4 |
| Customer : Reconnection Request | 5 | | | 5 |
| Customer : Technical Meter Queries | 1 | | | 1 |
| Damaged Bin - 240L | 4 | | | 4 |
| Deeds, Final Accounts - NORTH | 2 | | | 2 |
| Doubtful / Bad Debt | 1 | | | 1 |
| Dunning Investigations / Final Accounts | 1 | | | 1 |
| Electricity Correspondence | 1 | | | 1 |
| Equipment Damaged | 1 | | | 1 |
| Escalated Query - Level 1 | 11 | | | 11 |
| Flooding-Road, Property, Informal areas | 7 | | | 7 |
| Flooding-Roads & Property | 1 | | | 1 |
| Housing Tenant Transfers | 1 | | | 1 |
| Illegal Dumping | 11 | | 7 | 4 |
| Indigent Application | 1 | | | 1 |
| Information/Advice requested (Describe) | 1 | | | 1 |

| | | | | |
|---|-----|---|---|-----|
| Internal : Billing / Adjustment Queries | 1 | | | 1 |
| Leak In Road/ Pavement/ Underground | 3 | | | 3 |
| Leak at Fire Hydrant | 1 | | | 1 |
| Leak at WMD Meter | 8 | | | 8 |
| Leak at Water Meter / Stopcock | 11 | | | 11 |
| Litter Bins Not Serviced | 1 | | | 1 |
| Litter Bins Required | 1 | | | 1 |
| Low Water Pressure | 1 | | | 1 |
| Maintenance of Property Technical MD | 1 | | | 1 |
| Meter: Damaged / Faulty | 1 | | | 1 |
| Meter: Stolen | 1 | | | 1 |
| No Power | 3 | | | 3 |
| No Water Supply | 7 | | | 7 |
| No Water WMD | 28 | | | 28 |
| Non-Collection of 240L Bin | 1 | | | 1 |
| OSL - Water | 1 | | | 1 |
| Other | 1 | | 1 | |
| PPM Customer Unable to Purchase | 1 | | | 1 |
| Plumbing | 7 | 2 | 5 | |
| Re-Instatement after Water Incident | 3 | | | 3 |
| Repair Irrigation | 1 | 1 | | |
| Repair Pothole | 25 | | | 25 |
| Request for "No Dumping" Signboard | 1 | | 1 | |
| Restrictions: Investigation | 1 | | | 1 |
| Restrictions: Quota Increase: Domestic | 1 | | | 1 |
| Road Markings Paint/Repaint Lines & Sign | 1 | | | 1 |
| Road Unsafe Specify Object eg oil, Sand | 1 | | | 1 |
| Sewer: Blocked/Overflow | 149 | 4 | 3 | 142 |

| | | | | |
|---|------------|-----------|-----------|------------|
| Sewer: Manhole Cover: Stolen/Missing | 3 | 1 | | 2 |
| Stolen Bins - 240L | 8 | | 1 | 7 |
| Stopcock: Defective | 3 | | | 3 |
| Stopcock: Locate | 1 | | | 1 |
| Stopcock: Stolen | 2 | | | 2 |
| Street Lights - All Lights Out | 16 | | 6 | 10 |
| Street Lights - High Mast | 1 | | 1 | |
| Street Lights - Single Light Out | 7 | | 2 | 5 |
| Suspect Tampering | 1 | 1 | | |
| Taxi Problems | 1 | | | 1 |
| Vector Control | 1 | | 1 | 0 |
| WMD: Meter: Aqualoc Fault | 1 | | | 1 |
| WMD: Meter: Damaged | 4 | | | 4 |
| Water Run to Waste | 3 | | | 3 |
| Water Shut-Off Requested | 1 | | | 1 |
| Overall Result | 405 | 10 | 28 | 367 |

WARD 30

C3 Notifications for Ward 30

Aug-20

| C3 Complaint Type | Created | In Process | Outstanding | Closed |
|---|---------|------------|-------------|--------|
| All Lights Out | 1 | | | 1 |
| Approved WDM Increases / Decreases | 4 | | | 4 |
| Bin Swallowed by Truck | 1 | | | 1 |
| Broken Leading | 17 | | | 17 |
| Burst Pipe | 4 | | | 4 |
| Cable Fault | 1 | | | 1 |
| Carpentry | 2 | | 2 | |
| Consumption Complaint / Estimations | 1 | | 1 | |
| Customer : Account Adjustment Queries | 3 | | | 3 |
| Customer : Disconnection/Recon Queries | 2 | | | 2 |
| Customer : Master Data Updates/Queries | 2 | | | 2 |
| Customer : Meter Reading/Consumption | 6 | | | 6 |
| Customer : Phone in Readings | 1 | | | 1 |
| Customer : Rebate Requests | 4 | | | 4 |
| Customer : Reconnection Request | 4 | | | 4 |
| Damaged Bin - 240L | 3 | 1 | | 2 |
| Debtors Account Correspondence | 4 | | | 4 |
| Dumping on Parks/Public Open Spaces | 1 | | 1 | 0 |
| Dunning Investigations / Final Accounts | 1 | | | 1 |
| E - Billing Invoices | 6 | | | 6 |
| Electrical | 3 | 1 | 2 | |
| Empty Septic Tank | 1 | | 1 | |
| Equipment Damaged | 2 | 1 | | 1 |
| Escalated Query - Level 1 | 21 | | | 21 |
| Financial Adjustment | 2 | | 2 | |

| | | | | |
|--|----|---|---|----|
| Flooding-Road, Property, Informal areas | 10 | | | 10 |
| Garden Refuse - Ad Hoc | 1 | 1 | | 0 |
| General Revenue Related Issues | 1 | | | 1 |
| Gulley/Manhole Blockages (Stormwater) | 4 | | | 4 |
| Handover / Legal Action | 2 | | | 2 |
| Housing Tenant Transfers | 1 | | | 1 |
| Illegal Dumping | 12 | | 8 | 4 |
| Incorrect Reading/Request Actual Reading | 6 | | | 6 |
| Indigent Application | 4 | | | 4 |
| Information/Advice requested (Describe) | 1 | | | 1 |
| Internal : Billing / Adjustment Queries | 1 | | | 1 |
| Kiosk Damaged | 1 | | | 1 |
| Leak In Road/ Pavement/ Underground | 11 | | | 11 |
| Leak at Valve | 1 | | | 1 |
| Leak at WMD Meter | 8 | | | 8 |
| Leak at Water Meter / Stopcock | 7 | | | 7 |
| Low Water Pressure | 1 | | | 1 |
| Masonry | 1 | | 1 | |
| Meter Replacement Project | 2 | | 2 | |
| Meter: Damaged / Faulty | 6 | | | 6 |
| Meter: Stolen | 3 | | | 3 |
| Mowing | 6 | | 6 | |
| No Power | 20 | | | 20 |
| No Water Supply | 7 | | | 7 |
| No Water WMD | 59 | | | 59 |
| Noise Nuisance | 4 | | 1 | 3 |
| Non-Collection of 240L Bin | 3 | | | 3 |
| OSL - Water | 5 | | | 5 |

| | | | | |
|--|----|---|---|----|
| Other (Enter detailed Fault description) | 1 | | | 1 |
| Other (Enter detailed Fault description) | 1 | | | 1 |
| Ownership Details | 1 | | | 1 |
| PPM Arrears Query | 1 | | | 1 |
| PPM Burning/Burning Smell | 3 | | | 3 |
| PPM Display Blank | 4 | | | 4 |
| PPM Faulty (Enter detailed description) | 2 | | | 2 |
| PPM Faulty Mode | 3 | | | 3 |
| PPM Keypad Faulty | 4 | | | 4 |
| PPM Rejecting Code | 1 | | | 1 |
| PPM Service Charge Query | 1 | | | 1 |
| PPM Tariff Query / Change | 1 | | | 1 |
| PPM Tripping | 1 | | | 1 |
| Payment Methods | 1 | | | 1 |
| Plumbing | 6 | 5 | 1 | |
| Rates, Rebates and Valuation Reductions | 1 | | | 1 |
| Re-Instatement after Sewer Incident | 1 | | | 1 |
| Re-Instatement after Water Incident | 2 | | | 2 |
| Reduce No of Bins | 1 | 1 | | |
| Rentals | 1 | | | 1 |
| Repair Pothole | 26 | | | 26 |
| Repair Road/Footway | 6 | | | 6 |
| Repair/Replace: Bollard/Guard/Handrails | 1 | | | 1 |
| Repair/Replace:Gulley Grid/Manhole cover | 1 | | | 1 |
| Repair/Replacement of Street Name Plates | 1 | | | 1 |
| Restrictions: Quota Increase: Domestic | 1 | | | 1 |
| Road Markings Paint/Repaint Lines & Sign | 1 | | | 1 |
| Senior Citizens & D/P Rates Rebates | 2 | | | 2 |

| | | | | |
|---|------------|-----------|-----------|------------|
| Sewer: Blocked/Overflow | 275 | 5 | 2 | 268 |
| Sewer: Manhole Cover: Stolen/Missing | 4 | | 1 | 3 |
| Sparks on Pole | 1 | | | 1 |
| Speeding | 1 | | | 1 |
| Stolen Bins - 240L | 7 | 1 | | 6 |
| Street Lights - All Lights Out | 18 | 2 | 7 | 9 |
| Street Lights - High Mast | 1 | | 1 | |
| Street Lights - Single Light Out | 16 | 2 | 6 | 8 |
| Street Sweeping | 1 | | | 1 |
| Sundry Accounts - NORTH | 1 | | | 1 |
| Suspect Tampering | 1 | 1 | | 0 |
| Traffic Calming (Speedbumps) | 1 | | | 1 |
| Tree Removal | 1 | | 1 | |
| Tree Trimming / Pruning | 1 | | 1 | |
| WMD: Meter: Aqualoc Fault | 1 | | | 1 |
| WMD: Meter: Damaged | 8 | | | 8 |
| WMD: Replacement of Device | 1 | | | 1 |
| Water Run to Waste | 4 | | | 4 |
| Water Shut-Off Requested | 2 | | | 2 |
| Overall Result | 706 | 21 | 47 | 638 |