



CITY OF CAPE TOWN
ISIXEKO SASEKAPA
STAD KAAPSTAD

CITY NEWS

AREA EAST EDITION

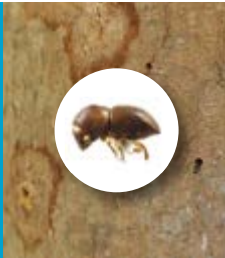
THE NEWSLETTER FOR THE RESIDENTS OF CAPE TOWN

December 2023 / ISSUE 66

2
Biodiversity
protection you
can bank on



3
Ongoing battle
with spreading
borer beetle



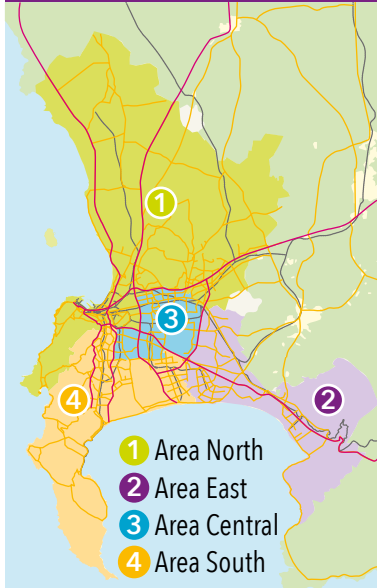
4
Somerset West
interchange
getting there



4
City Ombud
in Kuils River
moves office

Office of the City
MBUDSMAN

AREA EAST



Criminality cut short: A recently established specialised City unit helped protect Cape Town's electrical infrastructure by eliminating illegal connections in the Philippi area. See page 3.

Cape Town's got its glow on

The Mother City's festive lights were switched on at a Grand Parade event attended by over 80 000 Capetonians on 26 November. The annual switch-on has been marking the beginning of the festive season for over 50 years and is worth seeing.



Eight of our beaches boast 2023/24 Blue Flag status

Bikini Beach, Camps Bay, Clifton 4th, Fish Hoek, Llandudno, Melkbosstrand, Muizenberg and Silwerstroom beaches will fly the sought-after Wildlife and Environment Society of South Africa (WESSA) Blue Flag this summer. Pilot Blue Flag status has also been awarded to Mnandi and Strandfontein beaches.

To decide whether or not to grant Blue Flag recognition, WESSA uses 33 criteria across the four categories of environmental education and awareness, water quality, environmental management, and safety services. Universal access, waste management, the availability of interpretive signage and the control of dogs on beaches are also assessed.

The Blue Flag season will run from 1 December 2023 to 31 January 2024 at our accredited beaches, except Camps Bay and Muizenberg, where it will only end in March 2024.



Extra dash of Blue: Bikini Beach is among the eight Cape Town beaches that have secured 2023/24 Blue Flag status from the Wildlife and Environment Society of South Africa (WESSA). This guarantees a safe, accessible and environmentally friendly experience for beachgoers.

Stay safe this festive season

For life- and property-threatening emergencies only, contact the City's 107 response centre on 107 from a landline, 112 (toll-free) from a cellphone, or 021 480 7700.

ENOUGH IS ENOUGH!

Help us catch criminals who demand protection money for your projects.

Phone 24/7:
021 480 7700

Anonymous
tip-offs.
Rewards
offered!

LET'S ACT
LET'S STAND TOGETHER

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KORTLIKS

'n Gespesialiseerde Stadseenheid wat onlangs tot stand gebring is, help beskerm Kaapstad se elektriese infrastruktuur. Hulle het die afgelope tyd op die verwydering van onwettige aansluitings in die Philippi-omgewing gekonsentreer.

Die Natuurlewe- en Omgewingsvereniging van Suid-Afrika (WESSA) se prestigeryke blou vlag sal dié somer op Bikini-, Kampsbaai-, Clifton se Vierde, Vishoek, Llandudno-, Melkbos-, Muizenberg- en Silwerstroomstrand wapper.

Die Moederstad se feesliggies is op 26 November by 'n geleentheid op die Parade aangeskakel. Meer as 80 000 Kapenaars was daar.

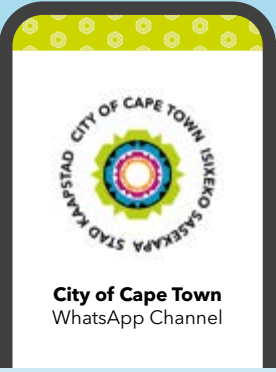
KHAWUNDIBALISELE

Ibutho leSixeko elisandul' ukusekwa lisandul' ukunceda ekukhuseleni iziseko zophuhliso zombane zaseKapa ngokuphelisa uxokomezelo olungekho mthethweni kummandla wasePhilippi.

Amanxweme iBikini Beach, iCamps Bay, Clifton 4th, Fish Hoek, Llandudno, Melkbosstrand, Muizenberg neSilwerstroom kweli hlobo aza kuphephezelisa iFlegi eLuhlaza okweSibhakabhaka yeWildlife and Environment Society of South Africa (WESSA) efunwa ngumntu wonke.

Umsitho wokukhanyiswa kwezibane zeeholide zokuphela konyaka eSixekweni kuye kwaqhubeka eGrand Parade yaye loo msitho ubuzinyaswe ngabantu baseKapa abangaphezu kwe80 000 nge26 kweyeNkanga.

Making progress possible. **Together.**



City of Cape Town
WhatsApp Channel

Check 'WhatsApp' in the City

Want to keep updated on the City's news and information?

Follow the City's channel on WhatsApp by visiting <https://www.capetown.gov.za/WhatsApp>.

E-customers have it e-easier

The City encourages residents to switch from posted paper accounts to receiving their monthly municipal accounts via email. Making the switch is a no-mess, no-fuss process: Simply send an email with your contact details to Revenue.Eservices@capetown.gov.za, or an SMS to 31223, and you will be added as an e-customer. Once registered as such, you can use the e-Services platform to renew vehicle licences, submit water/electricity readings, view account balances and history, and log service requests.

Yet another nifty way to pay

You can now pay your municipal account via your smartphone, using a QR code. The new feature is secure and allows payment through EasyPay. The QR code includes the customer's EasyPay number as well as the balance owing, so there is no need to enter payment details. Simply scan the code and follow the steps to confirm payment. You will be directed to your bank's secure payment portal to complete the transaction.

You could also pay your account:

- online at www.easypay.co.za or www.powertime.co.za;
- via EFT by selecting the City as a bank-listed beneficiary and using your nine-digit municipal account number as reference;
- at Checkers, Pick n Pay, Shoprite, Spar or Woolworths; or
- at an ATM by contacting your bank to add the City as an ATM beneficiary.

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We have a plan to keep visitors to our city and our beaches safe

Cape Town is gearing up for a record-breaking festive season, and already, the number of flights, passengers and accommodation bookings point to our best summer yet. As more and more travellers – both international and local – choose to tick Cape Town off their bucket list, we have a duty to ensure that their time here lives up to our global reputation as a must-visit destination.

An important part of that duty is making sure our city – and particularly our beaches, nature reserves and hiking trails – are clean, accessible and safe to use. That is why, in the past month, we launched both our broader festive season safety campaign and our beach readiness and safety campaign.

Over 4 000 uniformed enforcement and emergency personnel will work in shifts as part of our largest ever festive season safety deployment. This includes a special deployment of 80 dedicated personnel for the patrolling of popular tourism routes at Signal Hill, Lion's Head, Devil's Peak, Table Mountain trails, the Bo-Kaap, Waterfront and the central city.

We're also making use of the largest roll-out of safety technology in the country, which includes dashcams, drones, automatic number plate recognition, and what is now Africa's most extensive surveillance network of over 3 000 cameras. All of this is controlled from a central Joint Operational Centre (JOC) at the Traffic Management Centre in Goodwood, coordinating with four area JOCs in different parts of the City, integrated beach JOCs, and the SAPS command centre.

No trip to the Mother City is complete without paying a visit to our pristine beaches, but we also know that beach safety and drowning prevention is a critical part of our responsibility to our visitors.



A MESSAGE FROM THE EXECUTIVE MAYOR

Up until April 2024, we will deploy 340 beach lifeguards and 343 swimming pool lifeguards at City facilities to ensure that bathers can enjoy themselves with peace of mind. Our beach lifeguards are on duty between 10:00 and 18:00 daily.

But I must also reiterate that beach safety is a shared responsibility. Last year, all the fatal drownings along our coast occurred either outside of designated bathing areas or outside of the times when lifeguards are on duty. I urge all beachgoers to be water-wise and alert. Make sure you stay between the red and yellow flags indicating the safe swimming area, and always listen to the instructions of the lifeguards, even if you consider yourself a strong swimmer.

We will do all we can to ensure the safety of visitors and Capetonians on our beaches, hiking trails and in other public spaces, but I ask that you please apply caution and common sense yourself. Be aware of your surroundings, be aware of the time of day, and always follow the advice and instructions of those whose job it is to help keep you safe.

And then just a final word on another important aspect of preparing our city for the festive season, and that is our special effort to keep Cape Town clean and beautiful. As part of our festive season cleansing programme, which will run until the end of April 2024, we will deploy an additional 726 cleansing workers across the metro, specifically targeting beaches, scenic routes and central business districts. Along with this programme, we will also be sending out our new anti-litter mascot, Bingo, to spread the word to help keep Cape Town clean and tidy for everyone to enjoy.

We know how important every visitor to Cape Town is to our local economy and to the thousands of families who rely on jobs created through tourism. This year, we expect more visitors than ever before, and we are doing more than ever before to ensure that their experience here is not just unforgettable, but also safe.

– Geordin Hill-Lewis

Dam storage levels still looking good in Western Cape

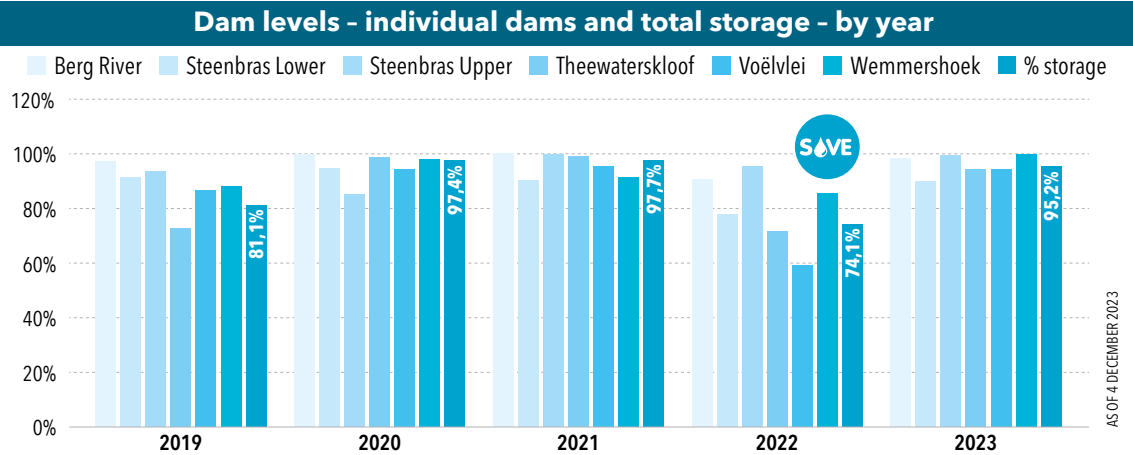
The dam levels for Cape Town have dropped slightly to 95,2%, and the City still aims for an overall usage target of 650 million litres per day – which means Capetonians should still try to use less than 105 litres per person per day.

Protect our water resources by following water-wise guidelines. Residents and businesses are reminded that the permanent regulations contained in the City's Water By-law still apply across Cape Town, regardless of the restriction level.

Municipal water may be used in gardens only before 09:00 or after 18:00, but never to hose down paved areas.

- Visit www.capetown.gov.za/thinkwater or www.capetown.gov.za/waterregulations to access the regulations.

Dam levels - individual dams and total storage - by year



Year	Berg River	Steenbras Lower	Steenbras Upper	Theewaterskloof	Voëlvlei	Wemmershoek	% storage
2019	~95%	~95%	~95%	~95%	~95%	~95%	81,1%
2020	~95%	~95%	~95%	~95%	~95%	~95%	97,4%
2021	~95%	~95%	~95%	~95%	~95%	~95%	97,7%
2022	~95%	~95%	~95%	~95%	~95%	~95%	74,1%
2023	~95%	~95%	~95%	~95%	~95%	~95%	95,2%

AS OF 4 DECEMBER 2023

Banking more biodiversity-rich land

The formal proclamation process of six new City-managed nature reserves across town and the extension of various existing reserves will soon commence. The proposed new reserves are Ariesfontein, Haasendal, Soetwater, Symphony Way, Van Schoorsdrift and Westlake, while extensions are proposed to the existing Blaauwberg, False Bay, Harmony Flats, Steenbras, Table Bay, Tygerberg, Witzands aquifer, Wolfgat and Zandvlei reserves.

Through proactive land banking of conservation-worthy areas, the City secures biodiversity offsets to compensate for much-needed development elsewhere. The additions to Witzands are a prime example, as they will be instrumental in implementing the Atlantis Generic Environmental Management Programme (EMPr) in the Atlantis urban area. The EMPr, which has been gazetted by the minister of Forestry, Fisheries and the Environment, will facilitate development by eliminating various environmental authorisation triggers, including those relating to indigenous vegetation.

The proclamation process will be conducted in collaboration with CapeNature and will include public participation.



(P)reserving nature: Ariesfontein (above) and Soetwater (below) are among the six new City-managed nature reserves proposed for proclamation, along with significant extensions to a number of existing reserves. By banking tracts of valuable biodiversity, the City compensates for development in other areas.



KORTLIKS

Wil jy op hoogte bly van die Stad se nuus en inligting? Volg die Stad se WhatsApp-kanaal: <https://www.capetown.gov.za/WhatsApp>.

Vir groter doeltreffendheid en om papier te spaar, moedig die Stad inwoners aan om voortaan hulle maandelikse munisipale rekeninge per e-pos eerder as deur gewone pos te ontvang. Om oor te skakel is maklik: Stuur net 'n e-pos na Revenue.Eservices@capetown.gov.za of 'n SMS na 31223.

Kaapstad skud sy vere reg vir 'n feesseisoen duisend. Die getal vlugte, passasiers en verblyfbesprekings dui reeds daarop dat hierdie somer alle vorige rekords sal laat spat.

Die formele uitvaardigingsproses vir ses nuwe Stadsbestuurde natuurreserve deur die hele metropool en die uitbreiding van verskeie bestaande reserve begin binnekort.

Jy kan nou jou munisipale rekening betaal deur 'n QR-kode met jou slimfoon te skandeer. Die nuwe funksie is veilig en maak voorsiening vir betaling deur EasyPay.

KHAWUNDIBALISELE

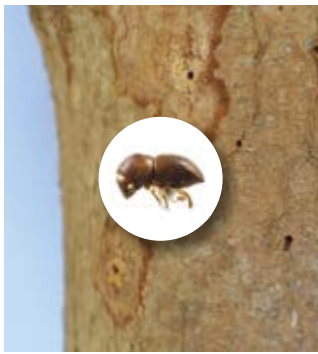
Ngaba ungathanda ukuhlala usemsini ngeendaba nenkazelo engeSixeko? Landelaiqonga likaWhatsApp leSixeko: <https://www.capetown.gov.za/WhatsApp>.

ISixeko sikhuthaza abahlali ukuba basuke kwii-akhawunti ezithunyelwa ngephepha batshitshela kwii-akhawunti zikamasipala zenyanga ezithunyelwa ngeimeyili. Olu tshintsho alunaburhix-irhixi yaye alusokolisi: Ngokulula nje uthumela i-meeyili kuRevenue.Eservices@capetown.gov.za, okanye uthumele iSMS ku31223.

IKapa lilungiselela iiholide zokuphela konyaka ezaphula irekhodi, yaye amanani abantu ababhukisha iinqwelo moya, abakhweli neendawo zokuhlala abonisa ukuba eli hlobo liqhuba kakuhle.

Inkqubo esesikweni yokubhengezwa kweendawo zolondolozo lwendalo ezintandathu ezintsha ezilawulwa siSixeko kuyo yonke idolophu nokwandiswa kweendawo zolondolozo ezisele zikho kuza kuqala kungekudala.

Ngoku ungahlawula iakhawunti yakho kamasipala ngesmartphone sakho usebenzisa i-QR khowudi. Le fitsha intsha ikhuselekile yaye iyakuvumela ukuba uhlawule nge-EasyPay.



Beetle still bugging our trees

The polyphagous shot-hole borer continues to pose a serious threat to Cape Town's urban forest and biodiversity. Since the first beetle sightings were confirmed in April 2019 in the Somerset West area, the pest has spread to Newlands, Rondebosch, Mowbray, Claremont, Kenilworth, Observatory along the Liesbeek River, and Wynberg.

Treat beetles to a 'tan'
The City has opened a solarisation site at the Chukker Road sports complex in Kenilworth where residents can take infected wood material (chipped, in properly closed bags) to be treated. Solarisation (using UV rays to kill the beetle) is the recommended method for dealing with the pest. Infested material must be solarised at least six weeks in summer, and at least six months in colder months.

- Indications of tree infestations**
- **Branch dieback:** branch cracks, discoloured leaves, dry and leafless branches, branch break-off revealing webs of galleries filled with black fungus
 - **Gumming:** blobs of goo coming out of the bark, oozing of liquid and gum from the beetle holes
 - **Beetle holes:** holes the size of a sesame seed (2 mm), typically surrounded by shotgun-like scars
 - Brown or dark **stains** on the bark

Report beetle sightings to the City's Invasive Species Unit at www.capetown.gov.za/InvasiveSpecies, 021 444 2357 (weekdays, 07:30–16:00) or invasive.species@capetown.gov.za.

For a list of trees that the pest seems to prefer, see www.fabinet.up.ac.za/index.php/research-groups/pshb-new/background-info/host-trees.

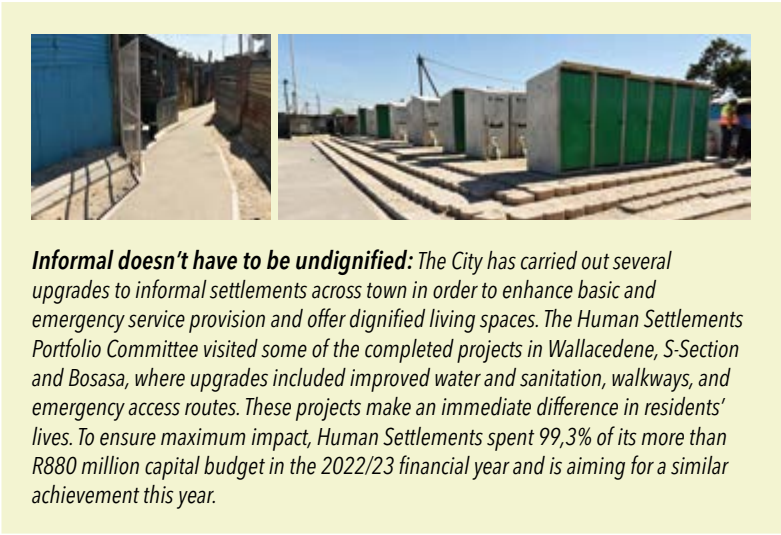
Illegal connections in Philippi cut

Tampering, theft, vandalism and theft costs an estimated R56 million

The City continues to act on illegal electricity connections across the metro. A specialised unit set up to help protect electrical infrastructure from tampering, vandalism, theft and illegal connections recently conducted operations in the Philippi area.

In the past financial year, the estimated cost of repairs to vandalised infrastructure, including damage caused by illegal connections, came to a 'shocking' R56 million. This not only puts strain on City resources, but also inconveniences residents by leaving neighbourhoods without power.

Handsome reward for your help
SAPS remains the lead authority on crime prevention. Yet you can help the City bring an end to infrastructure vandalism and illegal connections by leaving an anonymous tip-off. The City offers a reward of up to R5 000 to anyone who provides information that leads to the confiscation or handing in of stolen or illegal goods. The reward also applies to information leading to the arrest of those vandalising, damaging or stealing electricity infrastructure or installing illegal connections. Send an SMS to 31220, email power@capetown.gov.za, or call the 24/7 number 0800 1100 77.



Informal doesn't have to be undignified: The City has carried out several upgrades to informal settlements across town in order to enhance basic and emergency service provision and offer dignified living spaces. The Human Settlements Portfolio Committee visited some of the completed projects in Wallacedene, S-Section and Bosasa, where upgrades included improved water and sanitation, walkways, and emergency access routes. These projects make an immediate difference in residents' lives. To ensure maximum impact, Human Settlements spent 99,3% of its more than R880 million capital budget in the 2022/23 financial year and is aiming for a similar achievement this year.



Official homeowners: Nwabisa Baartman and Marthe Maria (second and third from left) were presented with the title deeds to their homes by Mayoral Committee member for Human Settlements Cllr Carl Pophaim (fourth from left), subcouncil chair Cllr Chantal Cerfontein (left) and Cllr Unathi Lasiti (right). The City's ongoing title deed handovers provide dignity and enable redress to residents across the metro. Eligible residents are invited to come forward and claim their title deeds from the City by visiting the customer service centre on the 2nd floor of the Cape Town Civic Centre, 12 Hertzog Boulevard, Foreshore, Cape Town, or phone 021 400 2008.



Easy driving in the East

The City continues to upgrade roads across Area East as part of its ongoing maintenance programme to offer a more pleasant driving experience and prolong the lifespan of the road network.

Recent roadworks included the resurfacing of Bobs Way, Spurwing Drive, Mirage, Horison and Mountain avenues and Dune Road in **Eerste River**, Hawke Road in **Penhill**, Heath Circle in **Blackheath**, as well as Cactus and Gousblom roads in **Rustdal**.

In the **Retreat** area, work was carried out along Vega and Spectra roads, Hutchinson Avenue, as well as Corona, Pegasus, Lyra, Auriga and Zwaans roads. Roads were resurfaced and re-marked, manhole covers were made flush with the road, new kerbs and channels were installed, trees along the road verge were trimmed, and mole barriers were installed.

Similar roadworks were also completed in **Kraaifontein** along Brighton Road between Okavango and Lunar roads.

Faithful old Steenbras to get proper refurb

Council has approved a R107 million injection for the provision of professional services to refurbish the Steenbras pumped-storage scheme over the next few years. This will ensure proper maintenance of this faithful old plant so that it can continue protecting City customers from the worst impact of load-shedding, and carry on supporting Cape Town's electricity network. All regulatory and legislative requirements will be adhered to. The 108-month contract period is set to start on 15 February 2024 and end on 30 June 2032.

Steenbras sets us apart
Cape Town is the only South African city to own and operate a large pumped-hydroelectric scheme. The 180 MW Steenbras pump station has four turbines that generate electricity. During peak demand, water is channelled from the upper to the lower dams through the turbine generator to create electricity. When electricity usage is low, usually between 23:00 and 07:00, the turbines pump the water back up to be reused the next day. In essence, therefore, the station operates like a massive battery.

Steenbras hiking trail still closed
The Steenbras River Gorge and Crystal Pools hiking trail will remain closed to the public until April 2024 due to severe storm damage. Regrettably, therefore, no bookings can be accepted for the summer season.



Safeguarding the Cape's commuters: The City has partnered with Province to deploy a public transport facilities safety team to curb criminal activities, enforce by-law compliance and address informal trading matters at public transport interchanges in Bellville, Philippi (Joe Gqabi), and on the Cape Town station deck in the central city. According to City data, nearly one in every three commuters use either minibus taxis or bus services such as Golden Arrow, MyCiTi and Sibanye to get around. The focused safety team will keep a watchful eye at transport interchanges and implement additional safety and security interventions.

KORTLIKS

Die Stad tree voortdurend op om onwettige elektrisiteitsaansluitings in die metro af te sny. 'n Gespesialiseerde eenheid is op die been gebring om elektriese infrastruktuur teen 'n gepeuter, vandalisme en diefstal te beskerm. Hulle het onlangs op onwettige aansluitings in die Philippi-omgewing gekonsentreer.

Die Raad het goedkeuring verleen vir die besteding van R107 miljoen aan professionele dienste om die Steenbras-pomp-opgaarskema oor die volgende paar jaar op te knap.

Die Stad het opknappings aangebring in verskeie informele nedersettings om basiese en nooddienslewering te verbeter en menswaardige leefruimtes te voorsien. Die deurlopende oorhandiging van titelaktes bied boonop waardigheid en herstel aan inwoners deur die

hele metro.

Padwerk in Area Oos duur voort as deel van die Stad se instandhoudingsprogram om padgebruikers 'n aangename ervaring te bied en die gebruiksdur van die padnetwerk te verleng.

Weens ernstige stormskade sal die Steenbrasrivierkloof- en Crystal Pools-staproete tot en met April 2024 gesluit bly vir die publiek.

Danksy 'n vennootskap tussen die Stad en die Provinsie is 'n spesiale span ontplooi om veiligheid by openbare vervoerfasiliteite te verbeter. Spanlede sal misdaad bekamp, verordeninge toepas en informele handelaars se kwessies hanteer by openbare vervoerwisselaars in Bellville, Philippi (Joe Gqabi) en op die Kaapstad-stasiedek in die middestad.

KHAWUNDIBALISELE

Uqongqothwane otya imithi eyahlukeneyo siyaqhubeka sibeka emngciphekweni ihlathi elikwidolophu yaseKapa nezilwanyana nezityalo ezahlukeneyo. Ukususela ekuqinisekiseni kokubonwa okokuqala kwalo qongqothwane ngoAprili 2019 kummandla waseSomerset West, esi sinambuzane siye sanwenwela kumahlomela dolophu asemazantsi awahlukeneyo.

ISixeko siyaqhubeka sisilwa noxokemezelolo olungekho mthethweni kuye wonke umasipala ombaxa. Ibutho elikhethilekileyo elisekelwe ukuncedisa ekukhuseleni iziseko zophuhliso zombane ukuze zingaphazanyiswa, zingonakaliswa, zingabiwa, kuze kungaxokonyezelwa ngokungekho mthethweni lisandula ukuqhuba ugqogqo kummandla wasePhilippi.

IBhunga liye lagunyazisa ukufakwa kweR107 yezigidi yokunikelwa kweenkonzo ezisemgangathweni zokulungisa inkqubo yocino empontswayo eSteenbras kule minyaka imbalwa izayo.

ISixeko siye saqhuba amaphulo okuphucula aliqela kumatyotyombe awahlukeneyo angasedolophini ukuze siphuc-

ule ukunikelwa kweenkonzo ezisisiseko nezongxamiseko size sinike abantu iindawo zokuhlala ezinesidima.

Ukunikezela okuqhubekayo kweSixeko iitayitile kunika abantu isidima kuze kuphucule abahlali abakuye wonke umasipala ombaxa.

ISixeko siyaqhubeka nokuphucula iindlela kuwo wonke uMmandla oseMazantsi njengenxalenye yenkqubo yaso eqhubekayo yokulungisa ukuze abantu baqhube kamnandi nokwandisa ubomi beendlela zalapha.

Iindawo zokunyuka intaba iSteenbras River Gorge neCrystal Pools ziya kuqhubeka zivaliwe kungangeni mntu de ibenguTshaziimpuzi 2024 ngenxa yokonakaliswa kwazo ngamandla sisichotho.

ISixeko sidibene nePhondo siye sanikezela ngeqela lokhuseleko kwindawo yezithuthi zikawonkewonke ukulwa nolwaphulo mthetho, ukunyanzelisa ukuthotyelwa komthetho kamasipala nokulungisa imiba yabarhwebi basesitratweni kwiindawo zezithuthi zikawonkewonke eBellville, ePhilippi (eJoe Gqabi), nakwisitishi saseKapa.

City wants to help. Just ask.

With an increased social support package of R4,3 billion for rates and services relief in 2023/24, the City has ample help available for indigent residents, pensioners and social grant recipients.

Households with a monthly income of R7 500 or less can benefit from a once-off debt write-off, access to free basic services, and a 100% discount on their property rates. To find out more, search under "Apply for indigent support" on the City's website, www.capetown.gov.za. Alternatively, visit a City customer office or email indigent.relief@capetown.gov.za.

The City has also extended its assistance for pensioners and social grant recipients, having raised the qualifying limit to a monthly income of R22 000. These residents may qualify for a rates rebate of 10–100%. For more, search under "Apply for pensioner or social grant support" on the City's website, email rates.rebate@capetown.gov.za or ask at a City customer care office.



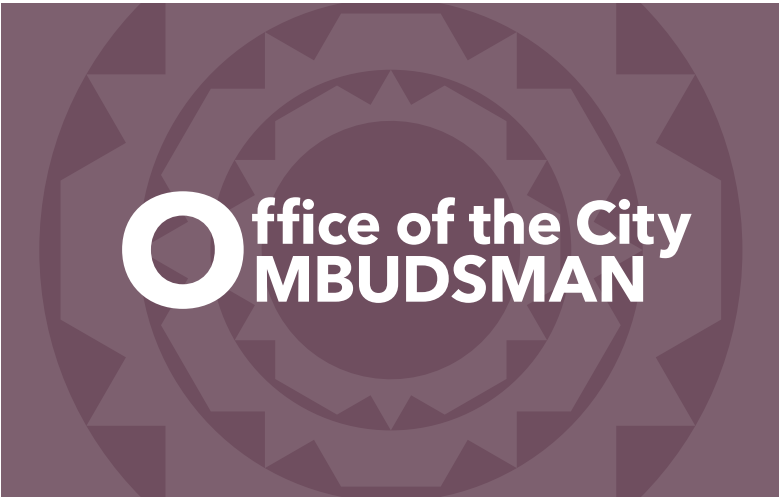
No phantoms at this opera; just fun: In September, the City's Social Development and Early Childhood Development Department and Cape Town Opera collaborated to host the fourth Opera Blocks event at Artscape. Opera Blocks is an exciting theatre experience for parents and caregivers to bring their young children up to the age of five to sing, dance, play and have fun, while experiencing the benefits of classical music in their early developmental stages.

New Kuils River offices for Ombud
Public welcome to lodge last-resort municipal claims at new premises

The office of the City Ombud in Kuils River has moved to the Kuils River municipal complex in Van Riebeeck Road. Operating hours have remained unchanged, though, and members of the public are still welcome to approach the office on Tuesdays (excluding public holidays) from 09:00 to 14:00.

The Ombud assists the public with all last-resort municipal-related complaints, once all internal City service channels have been exhausted. Typical complaints include insufficient or no responses received to service delivery enquiries or complaints. Matters may be submitted to the Ombud telephonically on 021 400 5487/1944, via SMS to 44781 (standard rates apply), by fax to 021 400 5952, at ombudsdirect@capetown.gov.za, or online at <http://www.capetown.gov.za/ombudscomplaints>.

What the Ombud will require
Visitors should have their municipal account details and a copy of their



ID ready, along with all previous correspondence on the matter. Describe the complaint in detail, including the name(s) of the official(s) involved, all relevant dates and times, and any relevant documents or evidence. The office will assess the complaint to determine whether they can assist or whether the

complainant should be referred to the appropriate department or institution.

What the Ombud will not handle
For a list of complaints the Ombud does not investigate, search under "Ombudsman lodge a complaint" on the City's website.

Phase 2 of Strand seawall in progress

The City has met with interested and affected residents to discuss the final plans and construction timeline of phase 2 of the Strand seawall upgrade and refurbishment. This phase will start at the Strand Pavilion building and end at Greenways. The work scope will be similar to that of phase 1 completed between Da Gama Street and the Strand Pavilion, namely the construction of an upgraded seawall, promenade, beach access points and associated infrastructure.

The procurement process for phase 2 is under way, and construction is scheduled to take place from October 2024 until October 2026.

Cape Town continues to top the travel charts
For the third consecutive year, our city has been named the continent's leading city destination in the World Travel Awards Africa. In addition, the Port of Cape Town was voted Africa's leading cruise port, and Cape Town International Airport Africa's leading airport.

This follows the Mother of all cities being voted the world's fourth-best large city in *Condé Nast Traveler's* 2023 Readers' Choice Awards in October. And in July, readers of *The Telegraph* in the United Kingdom also nominated Cape Town as the best city in the world.

The tourism industry continues to enhance our regional economy, and global recognition increases the numbers of tourists wanting to visit our city.



CFM, your PTI is coming! Construction of the public transport interchange (PTI) in Somerset West is on schedule and will be complete by May 2024. The PTI is located on the corner of Andries Pretorius and Victoria streets and will serve an estimated 1 000 commuters and 300 minibus taxis every weekday. Destinations served will include Lwandle, Macassar, Firgrove, Strand, Nomzamo, Sir Lowry's Pass Village, Zola, Khayelitsha, Stellenbosch, Somerset West and Grabouw.

Water safety this summer

With the warmer weather, the City expects an increase of visitors to beaches and other public recreational facilities.

Residents are reminded of the golden rules for water safety: Do not swim under the influence of alcohol; do not leave children unsupervised in or around water; be aware of rip currents; and swim only when and where lifeguards are present.

Lifeguards will be deployed between 10:00 and 18:00 at Big Bay, Bikini Beach, Blue Waters, Camps Bay, Clifton 4th Beach, Danger Beach, Fish Hoek, Gordon's Bay, Harmony Park, Hout Bay, Llandudno, Macassar, Maiden's Cove, Melkbosstrand, Milnerton Main Beach, Mnandi, Monwabisi, Muizenberg, Silwerstroom (weekends only), St James Tidal Pool, Strand and Strandfontein.

KORTLIKS

Die Stad het 'n stewige steunpakket van R4,3 miljard opsygesit vir belasting- en diensgeldverligting in 2023/24. Daar is dus ruim voorsiening gemaak om deernisgevalle, pensioenarisse en ontvangers van maatskaplike toelaes by te staan.

Die kantoor van die Stadsombud in Kuilsrivier het na die munisipale kompleks in Van Riebeeckweg verskuif. Bedryfsure bly egter onveranderd.

Die Stad het met belangstellende en geaffekteerde inwoners ontmoet om die finale planne en konstruksietydlyn vir fase 2 van die opknapping van die Strand-seemuur te bespreek.

Inwoners word herinner aan die goue reëls vir waterveiligheid: Moenie swem as jy alkohol ingeneem het nie; moenie kinders in of naby water sonder toesig laat nie; wees bedag op sleurstrome, en swem slegs wanneer en waar daar lewensredders aan diens is.

Bouwerk aan die openbare vervoerwisselaar in Somerset-Wes verloop volgens plan en sal teen Mei 2024 klaar wees.

KHAWUNDIBALISELE

Ngepakheji ethe chatha yeR4,3 bhiliyoni yokunika isiqabu kwintlawulo yeenkonzo ka2023/24, iSixeko sinenkxaso eyaneleyo yokunceda abantu abangathathi ntweni, abo badla umhlalaphantsi nabo baxhamla kwisibonelelo sikarhulumente.

Iofisi kaNozikhalazo weSixeko eKuils River ifudukele kwikompleksi kamasipala eKuils River eseVan Riebeeck Road. Iiyure zokusebenza azitshintshanga.

ISixeko siye sadibana nabahlali abanomdla nabachaphazelekayo ukuze ancokole ngezicwangciso zokugqibela nexesha lolwakhiwo nophuculo lwebakala 2 lodonga oluselwandle eStrand.

Abahlali bakhunjuzwa ngemigaqo ephambili yokhuseleko emanzini: Musa ukuqubha usele utywala; musa ukushiya abantwana bengagadwanga emanzini okanye kufutshane namanzi; walumkele amaza andlongondlongo, yaye qubha kuphela ngexesha nakwindawo enabahlanguli baselwandle.

Ukwakhiwa kwerenki yezithuthi zikawonkewonke (PTI) eSomerset West sele icwangcisiwe yaye iza kube igqityiwe kuCanzibe 2024.

CITY OF CAPE TOWN AND AREA EAST CONTACT DETAILS

Accounts and general enquiries
Tel 0860 103 089 (option 1)
Fax 0860 103 090
Email accounts@capetown.gov.za
..... contact.us@capetown.gov.za

Alcohol and drug helpline (24/7)
Tel 0800 HELP 4 U (0800 435 748)

Anti-corruption and fraud hotline
Tel (anonymous, toll-free) . . 0800 323 130

Cable theft
All-hours tel 0800 222 771

Public transport (toll-free)
Information centre. 0800 656 463
Dial-a-Ride 0800 600 895

Drought and water
www.capetown.gov.za/thinkwater

Report and track faults
www.capetown.gov.za/servicerequests

e-Services
www.capetown.gov.za/eServices

Contact the City
www.capetown.gov.za/contacts

Budget
www.capetown.gov.za/budget

Tariffs
www.capetown.gov.za/tariffs

Policies and by-laws
www.capetown.gov.za/policies

Council matters
www.capetown.gov.za/council

AREA EAST CONTACT DETAILS
Tel 021 400 2358
Cape Town Civic Centre, 12 Hertzog Boulevard, Cape Town

Subcouncil 8
Tel 021 850 4150
Municipal offices, cnr Fagan Street and Main Road, Strand

Subcouncil 9
Tel 021 400 5538
Site B Khayelitsha Shopping Centre, Khayelitsha

Subcouncil 10
Tel 021 444 7315
Khayelitsha Training Centre, cnr Lwandle Road and Phendula Crescent, Khayelitsha

Subcouncil 21
Tel 021 400 2354
Municipal offices, cnr Van Riebeeck Road and Carinus Street, Kuils River

FOR EMERGENCIES CALL
021 480 7700
FROM ANY PHONE OR
107 FROM A LANDLINE

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