

REPLACING A STOLEN OR DAMAGED BIN

How are bins stolen?

Bins are mostly wheeled away from properties when they are left outside on pavements for too long or on a day when refuse is not scheduled for collection.

What must I do should my bin be stolen?

Contact the City's call centre on **0860 103 089** or email **wastewise@capetown.gov.za** or log a service request on the City of Cape Town website **www.capetown.gov.za** to apply for a replacement bin, with the following details:

- **Municipal account number**
- **Address**
- **Contact name and number**

The call centre will create a system notification and provide you with a reference number. Your bin should be delivered within 10 working days.

The procedure for damaged bins is exactly the same.

Is there a cost involved in replacing a bin?

There is a tariff which can be charged to recover the cost of replacing a stolen bin. This tariff is only applied when the customer has been found to be negligent, e.g. if the bin was stolen from the pavement on a day other than the scheduled refuse collection day.

The current replacement cost is available in the tariff book on the City's website.



CITY OF CAPE TOWN
ISIXEKO SASEKAPA
STAD KAAPSTAD

UKUNIKEZELWA KOMGQOMO OMTSHA NGENXA YOKUBA UYE WABIWA OMNYE OKANYE OTHE WONAKALA

Ubiwa njani umgqomo?

Imigqomo ubukhulu becala iye ithathwe kwiipropati xa ithe yashiywa ngaphandle kweepropati kwipavumente ixesha elide okanye kangangosuku xa inkunkuma ingacwangciselwanga ukuba iqokelelwe/ithuthwe.

Kufuneka ndenze ntoni xa umgqomo wam uye wabiwa?

Qhagamshelana neziko lokufowunela iSixeko kwa **0860 103 089** okanye uimeyilele kwa **wastewise@capetown.gov.za** okanye ungenise/uloge isicelo senkonzo kwiwebhusayithi yeSixeko saseKapa engu **www.capetown.gov.za** Ukuba ufake isicelo sokunikezelwa umgqomo omtsha, ukuza ezi nkcukacha zilandelayo:

- **Inombolo yeakhawunti kamasipala**
- **Idilesi**
- **Igama lawowo emakuqhagamshelwane naye nenombolo yomnxeba**

Iziko lokufowunela liyakuthi livelise inkqubo engokwazisa ezenzekelayo kwaye iyakuthi ikunikezele ngenombolo yealathiso. Umgqomo wakho uyakuthi unikezelwe kuwe kwiintsuku zokusebenza elizilishumi.

Umgqo omawulandelwe ngokujoliswe kwimigqomo eyonakeleyo, uyafana nalo sowukhankanywe ngentla apha.

Ingaba kukho iindleko ezibandakanyekayo xa unikezelwa umgqomo omtsha?

Kukho umrhumo apho ungahlawuliswa ukukhawulelana nendleko zokubuyiselwa komgqomo obiweyo. Lo mrhumo uthi uhlawuliswe xa kuye kwafumaniseka ukuba umxumi l owo waye akakhathala, umzekelo xa umgqomo uye wabiwo ngolunye usuku hayi olu suku belucwangciselwe ukuqokelelwa kwenkunkuma.

Indleko zokunikezelwa umgqomo omtsha xa lowo wakho uye wabiwa (wonakala), ziyafumaneka kwincwadi engamaxabiso kwiwebhusayithi yeSixeko.



CITY OF CAPE TOWN
ISIXEKO SASEKAPA
STAD KAAPSTAD

VERVANGING VAN 'N GESTEELDE OF BESKADIGDE ROLDROM

Hoe word roldromme gesteel?

Roldromme word meestal van eiendomme weggestoot wanneer dit te lank op sygaardjies gelos word of wanneer dit uitgeplaas word op 'n dag waarop vullis nie verwyder word nie.

Wat moet ek doen as my roldrom gesteel word?

Kontak die Stad se oproepsentrum by **0860 103 089** of stuur 'n e-pos aan **wastewise@capetown.gov.za** of stuur 'n diensversoek via die Stad Kaapstad se webwerf **www.capetown.gov.za** om aansoek te doen vir die vervanging van 'n roldrom, met die volgende besonderhede:

- **Munisipalerekeningnommer**
- **Adres**
- **Kontaknaam en -nommer**

Die Die oproepsentrum sal 'n stelselaanmelding skep en vir jou 'n verwysingsnommer gee. Die roldrom behoort binne tien werksdae afgelewer te word.

Die prosedure vir beskadigde dromme is presies dieselfde.

Is daar enige onkoste verbonde aan die vervanging van 'n roldrom?

Daar is 'n tarief wat gehef kan word om die koste verbonde aan die vervanging van 'n gesteelde drom te verhaal. Hierdie tarief word slegs gehef wanneer daar bepaal word dat die kliënt nalatig was, bv. as die drom vanaf die sygaardjie gesteel is op 'n dag waarop die geskeduleerde vullisverwydering nie plaas sou vind nie.

Die huidige vervangingskoste is beskikbaar in die tariefboek op die Stad se webwerf.



CITY OF CAPE TOWN
ISIXEKO SASEKAPA
STAD KAAPSTAD