



CITY OF CAPE TOWN
ISIXEKO SASEKAPA
STAD KAAPSTAD

EYESILIMELA 2022



IZINTO EZENZIWAYO
NEZINGENZIWAYO
NGABORHWEBO
LWASESITALATWENI EKAPA

Senza inkqubela yenzeke. Sisonke.

Molweni

Esi sikhokelo sesabarhwebi basesitalatweni abanikwe iimvume zokurhweba kwimimandla yorhwebo esitalatweni kwiSixeko saseKapa.

Urhwebo lwasesitalatweni eKapa lulawulwa nguMthetho kaMasipala woRhwebo lwaseSitalatweni, 2009, njengoko ulungiswe nguMthetho kaMasipala weSilungiso soRhwebo lwaseSitalatweni, 2013.

ESI SIKHOKELO SIZA KUKUNCEDA UKUBA:

- ★ Uqonde ukuba yeyiphi imiqathango (imithetho) yorhwebo
- ★ Wazi ukuba yintoni omawuyenze ukuze uyisebenzise kakuhle imvume yakho yorhwebo
- ★ Wazi ukuba yintoni omawuyenze ukuze ungophuli mithetho
- ★ Uqonde ukuba ayintoni amagunya eSixeko kunye nokuba sinokuwasebenzisa nini iSixeko
- ★ Uqonde ukuba ngawaphi amalungelo onawo ukuba iSixeko sikuthathela amanyathelo
- ★ Ufumanise ukuba ungalwenza njani kwaye luyokuma phi utshintsho kwimvume yakho

Izinto abanokuzenza nezo banokungazenzi abarhwebi basesitalatweni

Imvume yakho yokurhweba

ONGAKWENZA

- ✓ Rhweba kwindawo yorhwebo lwasesitalatweni kuphela xa unemvume esemthethweni ekhutshwe siSixeko saseKapa.
- ✓ Thatha indawo owabelwe yona kuphela eboniswe kwimvume yakho.
- ✓ Gcina imvume yakho yokurhweba kuwe maxa onke ngexa leeyure zorhwebo.
- ✓ Yibonise igosa leSixeko kunye/okanye nawuphi na ummeli ogunyaziswe siSixeko saseKapa ofuna ukuyibona imvume yakho.

Qhagamshelana nomququzeleli wakho wommandla ukuba ngaba zitshintshile iimeko zakho zobuqu, umzekelo, ukuba ngaba ufumene umsebenzi omtsha okanye uqalise ishishini elitsha, ukuze iSixeko siyirhoxise imvume yakho yorhwebo.

IZINTO OMAWUNGAZENZI

- ✗ Yiqeshise okanye uyithengise komnye umntu indawo yakho yorhwebo.
- ✗ Nika omnye umntu imvume yakho ukuze arhwebe kwindawo yakho, ngaphandle kokuba ke unayo imvume evela kwiSixeko.
- ✗ Yenza ukuba kusebenze omnye umntu kwindawo yakho ukuba uyagula okanye kufuneka uhambe, kodwa ke ukuba lowo umbhalise njengomncedisi wakho kwimvume yakho.

Iiyure zorhwebo

ONGAKWENZA

- ✓ Qiniseka ukuba uyahlangabezana neeyure zorhwebo kwindawo orhweba kuyo njengoko zibekiwe kwimvume yakho yorhwebo.

Ukuhlawulela imvume yakho yorhwebo

ONGAKWENZA

- ✓ Yihlawule kwangaphambili imali yakho ehlawulelwa imvume.
- ✓ Umzekelo, kufuneka uyenze ekupheleni kukaJanyuwari intlawulo kaFebruwari.
- ✓ Sazise ngokubhaliweyo iSixeko xa ungakwazi ukuhlawula imali ehlawulelwa imvume. Nceda unike isizathu kunye nobungqina kwisicelo sakho.
- ✓ Yazi ukuba kukho iziphumo xa ungayihlawuli imali ehlawulelwa imvume yakho.

IZIPHUMO ZOKUNGAYIHLAWULI IMALI EHLAWULELWA IMVUME

INYANGA E-1: KUTHUNYELWA ISIKHUMBUZI	IINYANGA EZI-2: IMVUME IRHOX- ISWA INEMIOA- THANGO ENGEPHI	IINYANGA EZI-6: IMVUME IYATHATHWA
Uza kufumana i-SMS ekukhumbuzwa ukuba hlawula iakhawunti yakho	Kuza kufuneka ukuba uqhagamshelane nomququzeleli wommandla xa ufuna ibuyiselwe imvume yakho	Uza kuphulukana nemvume yakho kwaye ungavunyelwa ukuba urhwebe kwindawo zeSixeko

Abantu abasebenza kwindawo yakho

ONGAKWENZA

- ✓ Qiniseka ukuba wena, njengomini mvume, usebenza buqu kwindawo kunye nokuba ukhona ngexa leeyure zorhwebo.
- ✓ Qhagamshelana nomququzeleli wommandla xa ufuna ukubhalisa umncedisi kwimvume yakho ukuba ufuna uncedo.

Qhagamshelana nomququzeleli wommandla wakho xa ufuna ukucela imvume yokuba ube nabantu abangaphezulu kwababini abasebenza kwindawo yakho ngelinye ixesha.

IZINTO OMAWUNGAZENZI

- ✗ Ukuba nabantu abangaphezulu kwababini abasebenza kwindawo yakho ngelinye ixesha, ngaphandle kokuba unemvume evela kwiSixeko.

Indawo kunye nezixhobo zakho

ONGAKWENZA

- ✓ Yigcine icocekile indawo yakho yorhwebo.
- ✓ Gcina impahla kunye nezixhobo zakho kwindawo yakho yorhwebo.
- ✓ Ekupheleni kosuku lorhwebo, sisuse isakhiwo sakho, kunye nezixhobo zakho kunye nayo yonke impahla yakho.
- ✓ Sisuse isakhiwo sakho, izixhobo kunye nempahla yakho ukuba igosa leSixeko likucela ukuba wenze njalo, ukuze iSixeko sikwazi ukucoca okanye ukusebenza kummandla lowo.

IZINTO OMAWUNGAZENZI

- ✗ Ukwakha nasiphi isakhiwo esingaphandle kweso uyilo lorhwebo luthi unokusakha.
- ✗ Ukonakalisa indlela, ipavumente, izakhiwo okanye enye ipropati yoluntu usakha isakhiwo sakho okanye izixhobo.
- ✗ Ukubophelela iintambo kuzo naziphi iipali, emithini okanye kwenye ipropati yoluntu.
- ✗ Ukuthenga nokuthengisa izinto ezininzi ngokugqithisileyo.

Impahla yakho

ONGAKWENZA

- ✓ Thengisa impahla esemthethweni kuphela.

IZINTO OMAWUNGAZENZI

- ✗ Ukuthengisa impahla yenkohliso, umzkl. impahla kunye nee-CD zegama lebrendi lenkohliso, imidiza engayodwa namayeza.
- ✗ Ukusebenzisa indawo yakho yorhwebo njengendawo ekhupha impahla njengomthengisi okanye umthengisi wewoliseyile.
- ✗ Ukuthengisa impahla neenkonzo ezingavunyelwanga kwimvume yakho.
- ✗ Ukuthengisa utywala neziyobisi kwindawo yakho yorhwebo.

Qhagamshelana nomququzeleli wakho wommandla ukutshintsha okanye ukongeza impahla ofuna ukuyithengisa.

Ukuyigcina icocekile indawo yakho yorhwebo

ONGAKWENZA

- ✓ Gcina indawo yakho kunye nommandla ojikeleze indawo yakho ucocekile ngexa uthengisa.
- ✓ Yiqokelele inkunkuma yakho ekupheleni kosuku uze uyilahle kumgqomo wenkunkuma owenzelwe oko.

IZINTO OMAWUNGAZENZI

- ✗ Ukulahla inkunkuma yakho kwindawo yoluntu ejikelele indawo orhwebela kuyo.

Ukugcina uluntu lukhuselekile

ONGAKWENZA

- ✓ Ukufaka isicelo semvume yoshishino kunye neSitifiketi sokwaMkeleka kwiSebe leMpilo yokusiNgqongileyo ukuba wenza kwaye uthengise ukutya.
- ✓ Ukufaka isicelo seSitifiketi sokwaMkeleka ukuba uthengisa nakuphi ukutya osekupakishiwe.
- ✓ Ukugcina imigaqo ye-Covid-19 ngokogquma impumlo kunye nomlomo wakho ngemaski, uqelele nge-1,5 m, kwaye ubulale iintsholongwane ezandleni kunye nakwimiphandle yezinto rhoqo.

IZINTO OMAWUNGAZENZI

- ✗ Ukupheka kwimililo engogqunywanga ngaphandle kokuba unemvume evela kwiSixeko saseKapa yokuba wenze oko.
- ✗ Ukuqhuba ishishini ngendlela edala inkathazo, njengokudlala umculo ophezulu ukubiza abathengi.

Ukukhusela imvume yakho

IZINTO OMAWUNGAZENZI

- ✗ Ukophula nayiphi imiqathango yemvume yakho.
- ✗ Ukusongela, ukulwa, ukuphazamisa okanye ukuthintela igosa lesixeko okanye umenzeli walo ogunyazisiweyo ekubeni enze umsebenzi wakhe wokunyanzelisa ukuthotyelwa kwemithetho kamasipala yeSixeko.
- ✗ Ukunika igosa leSixeko okanye umenzeli walo ogunyazisiweyo ulwazi olububuxoki.
- ✗ Ukungalawuleki okanye ukubonisa ukuziphatha okungadibaniyo nabantu kwindawo yakho ngexa leeyure zorhwebo.
- ✗ Xa usophula nayiphi kwimiqathango yorhwebo, impahla yakho inokuthinjwa, unokuphulukana nemvume yakho okanye wohlwaywe, okanye unokude usiwe nasejele.

Amagunya eSixeko

ISixeko sinokusebenzisa igunya laso ukugada urhwebo lwasesitalatweni ngeendlela ezilandelayo:

Izilumkiso ezibhaliweyo

Ukuba uyayophula imiqathango yemvume, uMthetho kaMasipala woRhwebo lwaseSitalatweni okanye nawuphi omnye umthetho kamasipala weSixeko, igosa elinyanzelisa ukuthotyelwa komthetho okanye nawuphi na umenzeli ogunyaziswe siSixeko saseKapa unokukunika isilumkiso esibhaliweyo.

Ukuthinjwa kwempahla

Ngokuxhomekeke kuhlobo lwetyala, iSixeko sisebenza ngenkqubo yokohlwaya xa wone kathathu - xa sele unikwe izilumkiso ezibini uze wophule imithetho kwakhona, imvume yakho iza kurhoxiswa kwaye impahla yapho inokuthathwa ngabo banyanzelisa ukuthotyelwa komthetho.

Ukuthinjwa kwempahla engekho mthethweni

Ukuba ngaba kukho isikrokro esifanelekileyo sokuba uthengisa okanye uthenga impahla engekho mthethweni, amagosa anyanzelisa ukuthotyelwa komthetho anokuyithimba ngoko nangoko impahla yakho.

Izohlwayo

Unokohlwaywa ukuya kuma kuma-R5 000 okanye uye ejele ukuya kuma kwiinyanga ezintathu ukuba:

- ❗ wophula imiqathango yemvume okanye wophula uMthetho kaMasipala woRhwebo lwaseSitalatweni
- ❗ unika igosa okanye umsebenzi weSixeko ulwazi olububuxoki
- ❗ ukusongela, ukwala, ukuphazamisa, okanye ukuthintela igosa okanye umsebenzi weSixeko xa esenza imisebenzi yakhe esemthethweni ngokoMthetho kaMasipala woRhwebo lwaseSitalatweni

Unqunyanyiso nokufuduswa

Kwimeko yokuba iSixeko sifune ukwenza umsebenzi kummandla, iSixeko, ngesaziso

esinikwe kwangaphambili kwithuba elifanelekileyo, sinokwenza oku:

1. Ukuyinqumamisa ixeshana imvume yakho;
2. Ukukufudusa; okanye
3. Sifune ukuba uyeke ukuthengisa.

Kwezi meko, iSixeko akufanelanga ukuba sikubuyekeze ngayo nayiphi na indlela.

Amalungelo akho

Ukuba ngaba iSixeko sikuthathele amanyathelo alichaphazela kakubi ishishini lakho, nali iqela lezinto ongazenza:

Beka imeko yakho

Hlela ixesha lokubona umququzeleli wakho wommandla uze umcacisele ukuba kuthena amanyathelo owathathelweyo engafanelekanga.

Yenza isibheni esibhaliweyo

Ukuba uyibekile imeko yakho kwaye iSixeko sisawagcinile amanyathelo esiwathathileyo, ungenza isibheni kuMphathi weSixeko ngokubhaliweyo

kwiintsuku ezingama-21. Ungangenisa isaziso sakho sokubhena ngezi ndlela:

I-imeyile: msa.appeals@capetown.gov.za

Ifeksi: 021 400 2503 or 021 400 3788

Izaziso ezibhaliweyo zinokuziswa ngesandla okanye zithunyelwe ngeposi kananjalo ziye ku:

The Legal Compliance Unit,
Office of the City Manager, City of Cape Town, 20th
Floor, 2 Bay Side, Tower Block,
Cape Town Civic Centre,
12 Hertzog Boulevard, Cape Town
The Legal Compliance Unit
Private Bag X9181
Cape Town 8000

Joyina umbutho wabarhwebi basesitalaweni

Imibutho yabarhwebi basesitalatweni imele abarhwebi basesitalatweni kwaye inokukuxhasa ekuzibandakanyeni kwakho neSixeko.

Faka isikhalazo malunga nonikezo lweenkonzo

Ukuba ngaba awonwabanga ngenqanaba lonikezo lweenkonzo kwaye ufuna ukufaka isikhalazo ngokuphathelele nesenzo eso sisolwayo solawulo

olugwenxa lwesebe, ungaqhagamshelana neOfisi yoMmeli weziKhalazo yeSixeko ngokutsalela ku-**021 400 2196** okanye ku-**021 400 2165** ngoncedo.

IOfisi yoMmeli weziKhalazo iza kukunceda ufake isikhalazo sakho ngeintanethi, okanye iza kukuthumelela ifom. Ungangenisa ifom yakho yesikhalazo ngeimeyile, ifeksi okanye ngeposi, okanye ungayizisa ngesandla kwiiofisi zoMmeli wezikhalazo.

Ukwenza utshintsho kwimvume yakho

Bhalisa umncedisi

Qhagamshelana nomququzeleli wakho wommandla xa ufuna ukubhalisa umncedisi wakho.

Kuza kufuneka unike:

1. Ingxelo efungelweyo yesimo sokungaphangeli komncedisi wakho;

2. Ikopi eqinisekisiweyo yoxwebhu lwe-ID; kunye
3. Nobungqina bakhe bedilesi, njengeakhawunti kamasipala okanye ingxelo efungelweyo.

Tshitsha impahla yakho (imveliso)

Qhagamshelana nomququzeleli wakho wommandla xa ufuna ukutshintsha impahla yakho. Ukuba sivunyiwe isicelo sakho, iza kutshintshwa impahla ekwimvume yakho.

Yidlulisele ixeshana imvume yakho

Ukuba ngaba awukwazi ukuthengisa ngenxa yezizathu zobuqu ezifana nokugula, ukukhulelwa, ingxaki yosapho okanye imicimbi yenkolo okanye yenkcubeko, ungafaka isicelo kwiSixeko ukuba siyidlulisele kulowo uxhomekeke kuwe okwexeshana imvume yakho ithuba leenyanga ezintandathu.

Qhagamshelana nomququzeleli wakho wommandla xa ungakwazi ukurhwdeba.

Kuza kufuneka ukuba:

1. Uxele ukuba kufuneka idluliselwe kubani imvume;
2. Unike isitifiketi sokugula esibonisa imihla leyo ongeke ukwazi ukusebenza ngayo; okanye

3. Unike ingxelo efungelweyo exela izizathu zokuba kutheni ungeke uthengise, ngokunjalo nomhla wokuqalisa nokuphela kwelo xesha uzakube ungekho ngalo.

Umququzeleli wommandla uza kusithathela ingqalelo isicelo sakho aze akwazise ngesiphumo.

Yidlulisele isigxina imvume yakho

Kwimeko yokusweleka, imvume inokudluliselwa isigxina kumxhomekeki walowo uswelekile okanye kumrhwebi oncedisayo ubude bexesha elo lekontraki.

Qhagamshelana nomququzeleli wakho wommandla ukuba ngaba ungumxhomekeki womnini mvume oswelekileyo.

Kuza kufuneka unike:

1. Isitifiketi sokusweleka somnini mvume; kunye
2. Ingxelo efungelweyo exela ubudlelwane phakathi kwakho kunye nomnini mvume oswelekileyo, kunye nokuba uxhomekeke kwingeniso evela kurhwebo lwasesitalatweni.

Qhagamshelana neeofisi zethu zemimandla

UMmandla oseMbindini

Goodwood:

Goodwood Administrative Building, ekoneni
yeendlela iVoortrekker neDe Villiers

 021 417 4043

UMmandla oseMpuma

Khayelitsha:

Block C, Stocks & Stocks

 021 400 1345

UMmandla okumNtla

Cape Town:

44 Wale Street

 021 400 5379

UMmandla okuMazantsi

Plumstead:

IOfisi laMasipala esePlumstead, Ekoneni yeeNdlela
iVictoria neMain

 021 400 2808 / 021 444 9501

Ulwazi oluthe vetshe

Tyelela iwebhusayithi yeSixeko ku- www.capetown.gov.za uze ukhangele “urhwebo lwasesitalatweni”.

Qhagamshelana noPhuhliso loQoqosho loMmandla ngqo nge:

I-imeyile 1: informal.trading@capetown.gov.za





CITY OF CAPE TOWN
ISIXEKO SASEKAPA
STAD KAAPSTAD

Senza inkqubela yenzeke. Sisonke.