



CITY OF CAPE TOWN
ISIXEKO SASEKAPA
STAD KAAPSTAD

CITY NEWS

AREA CENTRAL EDITION

THE NEWSLETTER FOR THE RESIDENTS OF CAPE TOWN

October 2018 / ISSUE 46

2

The annual R270 million sewer blockage problem



2

New, reduced level-5 water tariffs are now in place



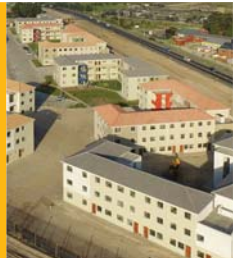
3

How to read and interpret your municipal invoice

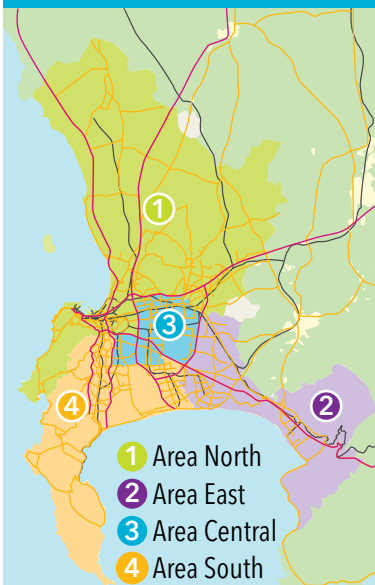


4

Belhar social housing project is a double winner



AREA CENTRAL



New drop-off in Kensington

The City has opened a waste drop-off facility at the corner of 13th Avenue and Dapper Road, Kensington.

The facility accepts up to three 1,5 ton loads of builder's rubble, clean garden waste and garage waste every day free of charge, and unlimited loads of clean recyclables such as glass, metal, paper, cardboard and plastics. Soiled containers are not suitable for recycling.

Operating hours:

- Mondays to Fridays from 08:00 to 18:00 during summer (1 September to 30 April)
- Mondays to Fridays from 08:00 to 17:45 during winter (1 May to 31 August)
- Saturdays and public holidays from 08:00 to 17:00 (all year round)
- Sundays 09:00 to 13:00 (all year round)

Drop-off facilities are key in the City's strategy to reduce the amount of waste being sent to landfills. This facility should also help reduce illegal dumping in the area.

Water restrictions eased

Good rains have left the City's dams in better shape than they have been in two years, and water restrictions are being relaxed. However, please carry on being water-wise.



A dam fine sight: Wemmershoek dam was almost full last week, and overall the dams that supply Cape Town were 76% full.

Dam levels peaked at 76,2% of storage capacity in the first week of October. Unless there is more rain, which is not forecast, dam levels will now decline over the summer.

Hotter weather leads to an increase in water consumption, and the average water consumption for the past week increased from 546 Mℓ (million litres) per day to 563 Mℓ per day.

Level-5 water restrictions and tariffs are in place and were lowered from level 6 as an interim measure to provide some relief to residents. For now, Cape Town must do its very best to remain in the lower 500 Mℓ per day usage band until another limit is imposed by the National Department of Water and Sanitation. This is likely to happen in December.

Level-5 restriction don'ts

- No watering/irrigation with municipal water is allowed. Nurseries or customers involved in agricultural activities, or those with gardens of historical significance, may apply for exemption.
- No topping up (manual or automatic) of swimming pools with municipal drinking water is allowed.
- No washing of vehicles, including cars, taxis, trailers, caravans or boats allowed with municipal drinking water.
- No washing or hosing down of hard surfaces with municipal water.
- The use of municipal drinking water for

ornamental fountains or water features is prohibited.

- All private swimming pools must be fitted with a cover.
- The use of any portable or temporary play pools is prohibited.
- Should borehole/well-point water be used for outdoor purposes, including garden use, topping up of swimming pools and hosing down of surfaces, it should only be done for a maximum of one hour on Tuesdays and Saturdays before 09:00 and after 18:00. However, the City discourages the use of this water for these purposes to prevent the over-abstraction of aquifers.
- No new landscaping or sports fields may be established, except if irrigated with non-drinking water only.

* See page 2 for level-5 tariffs.

THINKWATER
CARE A LITTLE. SAVE A LOT.

More rental units for Parow

Unused parking lots, run-down City-owned buildings and undeveloped City-owned sites in Parow, Tygerberg, Elsies River and Avondale have been identified for the proposed development of affordable housing.

The four sites cover 10,3 ha and could be developed to provide at least 6 000 social housing units.

The sites are all within walking distance of public transport, shopping centres, schools and public services. Several of these sites will have to be rezoned prior to any development being permitted.

These proposed developments will attract private-sector investment and help regeneration in Parow.

What is social housing?

Social housing consists of state-subsidised rental units that are developed and managed by social housing institutions (SHIs) – private, non-profit companies accredited by government. The units are subsidised, so SHIs can rent them at affordable prices to families who earn between R1 500 and R15 000 per month.

These developments are modern, and well-built. There is strict access control, and tenants must comply with the SHI's rules.

The City will meet with residents and ratepayers' associations, and host public information sessions about this project.



See: www.capetown.gov.za/thinkwater

Follow your City on:



www.capetown.gov.za



www.facebook.com/CityofCT



www.twitter.com/CityofCT



www.youtube.com/cctecomm

KORTLIKS

Die damme wat die Stad van water voorsien, is sowat 75% vol, en waterbeperkings is van vlak 6b tot vlak 5 verslaap. Ondanks warmer weer, wat gewoonlik met hoër waterverbruik gepaardgaan, moet inwoners steeds alles moontlik doen om algehele waterverbruik tot minder as 550 Mℓ per dag, en hoogstens 70 ℓ per persoon per dag, te beperk.

Geen munisipale water mag gebruik word om tuine nat te lei of te besproei, voertuie te was of harde oppervlakke af te spuit nie.

Die Stad het 'n nuwe vullisafhaalafasiteit op die

hoek van 13de Laan en Dapperweg in Kensington geopen. Die fasiliteit aanvaar tot 4,5 ton bourommel, skoon tuinvullis en motorhuisafval per persoon per dag, geheel en al gratis, sowel as onbeperkte hoeveelhede skoon herwinbare materiaal.

Stadspersele in Parow, Tygerberg, Elsiesrivier en Avondale sal gebruik word vir die ontwikkeling van sowat 6 000 geleenthede vir bekostigbare behuising. Die eenhede word gesubsidieer, en is bedoel vir gesinne wat tussen R1 500 en R15 000 per maand verdien.

KHAWUNDIBALISELE

Amadami abonelelela iSixeko ngamanzi akumthamo omalunga ne-75% ukugcwala, kwaye izithintelo kuse-tyenziso lwamanzi zehlile kwiNqanaba 6b zaya kuma kwiNqanaba 5. Nangona imozulu ithande ukuba shushu, nto leyo ebangela ukuba konyuke ukusetyenziswa kwamanzi, uluntu kufuneka luzame kangangoko ukugcina umlinganiselo wokusetyenziswa kwamanzi ungaphantsi kwe-550 Mℓ ngosuku, kwaye kufuneka kungasetyenziswa ngaphezulu kwe-70 ℓ yamanzi ngumntu ngamnye ngosuku ngalunye. Imirhumo emitsha ezezantsi yamanzi iyasebenza.

ISixeko sivule isakhiwo esitsha sokulahla inkunkuma kwikona ye-13th Avenue neDapper Road, eKensington. Kwamkeleke ubugoxo benkunkuma yokwakha, iinkunkuma yasegadini ecocekileyo kunye nobugoxo benkunkuma yasegaraji engadlulanga kumlinganiselo oyi-4,5 yeetoni kumntu ngamnye ngosuku ngalunye ngaphandle kwentlawulo, kwakunye nenkunkuma ecocekileyo enokurisayiklshwa.

Iziza eziphantsi kweSixeko ezise-Parow, Tygerberg, Elsies River nase-Avondale ziza kusetyenziselwa uphuhliso lwezindlu ezifikelekayo ezingama-6 000.

Making progress possible. **Together.**

Rates rebates up by R203 million

The total package for rates assistance has increased by R203 million to approximately R1,4 billion in the 2017/18 financial year.

This is due to more residents registering for indigent benefits, rates rebates for senior citizens and disabled persons, and the introduction of an additional R50 rates rebate for properties valued between R400 001 and R750 000.

Total municipal property rates rebates are broken down as follows:

- Exemptions for religious organisations: R153 538 669
- Rebates on the first R200 000 of a property's value: R911 456 042
- Rebates for senior citizens and disabled persons: R108 110 259
- Agricultural rebates: R83 124 913
- Rebates to public-benefit and non-profit organisations: R78 380 976
- Rebates to land reform beneficiaries: R2 003 898
- Indigent rebates: R7 046 367
- Additional R50 rebate for properties valued between R400 001 and R750 000: R87 374 300

Residents who are eligible for municipal property rates rebates can apply at any of the City's walk-in centres, or download the relevant forms from www.capetown.gov.za.

Electricity meter replacements

The City of Cape Town continues to upgrade old credit meters to prepaid electricity meters, free of charge.

Prepaid electricity costs the same, and a prepaid meter helps customers manage their usage.

In the current financial year, the City has budgeted R34 million for the replacement of 13 000 old credit meters. Since 2015, more than 22 700 meters have been replaced.

A schedule showing when the programme will reach each area is available on the City's website.

Residents signed up for e-Services (see page 3 for how to do this) may pre-register for when the programme reaches their area.

The new prepaid meter is located outside on the street, with a display inside the customer's property.

Installation of a prepaid meter is a prerequisite for access to the City's subsidised lifeline tariff and could allow residents access to this financial assistance and free units should they meet the other qualifying criteria.

HEAD: AREA CENTRAL



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Siyabulela Mamkeli
Tel: 021 400 1290
021 400 1348
Fax: 086 588 6156

CITYNEWS is distributed as an insert to a number of community papers and is also available at City libraries.
E-mail: citynews@capetown.gov.za
Fax: 021 400 1260
Postal: PO Box 298, Cape Town 8000



Reporting back to residents on progress made, together

In September and October, I hosted four mass community meetings called Accountability Roadshows to report back to residents on the work the City of Cape Town has promised to deliver.

As the outgoing mayor, I told residents from Area Central, East, North and South of the progress we had made so far in implementing the Integrated Development Plan (IDP).

The IDP is a strategic tool that guides all the activities of local government in consultation with residents and stakeholders. Its focus is on



A message from the Executive Mayor, Patricia de Lille

development in the broader sense. It is a structured plan that informs budget priorities, decision-making and the allocation of resources.

The City is steadfast in our IDP commitment to build a caring, inclusive, opportu-

nity, well-run and safe city.

I had meetings in Elsies River, Westbank, Pelican Park and Cape Town CBD. I told residents that the City and all its councillors realise a lot still needs to be done to bring greater parity of service. This is why the City established the area-based service delivery model to make sure the services of all ten City departments are implemented effectively in each area across town.

Over the past seven years, the City has attracted more investment and supported catalyst industries by encouraging entre-

preneurship and skills training, so that more residents can be employed.

We championed programmes such as Women for Change and Women at Work, and implemented a pro-poor budget that benefits all Capetonians.

It is important that our leaders account regularly to residents and share information on the IDP, budget and projects in specific areas.

Together, we are making progress possible.

- Executive Mayor Patricia de Lille



Dirty work: Clearing sewerage blockages caused by dumping costs R270 million a year.

Battling a draining issue

Residents hold the key to helping the City beat sewer system misuse. Operations to remove inappropriate materials from the sewer system, which cause blockages and overflows, costs R270 million a year.

The number of reported blockages and overflows has steadily risen over the past two years, from an average of 293 per day in 2015/16 to an average of 330 per day in 2017/18.

There is a perception that sewer overflows are due to faulty pipes or the lack of sewer maintenance, but this is hardly ever the case. While the drought and water restrictions have led to blockages, having reduced the amount of water that flows through the system, the primary cause remains abuse of the system.

Believe it or not ...

Objects removed from sewers have included ovens, sheep's heads, garden chairs, tyres, cloth, car engines, lawnmowers, nappies and rope, among others.

The sewer reticulation system is only geared to accept toilet waste (urine, faeces and toilet paper) and basin/bath waste (water, washing liquid and soap).

Common causes of blockages include

rags, nappies, tampons and sanitary pads, wet wipes, condoms, building materials, cooking fat or oil, or general litter.

When cooking oil or fats are poured or flushed down your sink or drain, they harden and build up inside sewer pipes, where they act like glue, attracting rags, hair, paper and other debris. These blockages are very difficult to clean out.

Residents should rather let grease cool and harden in the pan, then scrape it into some newspaper or paper towel, and dispose of this in the kitchen bin.

Sewer overflows can also be caused by stormwater entering the sewerage system, either due to illegal connections or missing manhole covers. Stormwater flow can sometimes exceed the capacity of the pipes and lead to sewerage overflows.

Missing or stolen manhole covers can also increase the chances of blockages and overflows, as they tend to invite illegal dumping and litter.

* Please report overflows and blockages, illegal dumping or stolen manhole covers to the call centre on 0860 103 089, by SMS to 31373 (max 160 characters), via WhatsApp to 063 407 3699, or by e-mail to water@capetown.gov.za.

About the level-5 water tariffs

With the relaxation of water restrictions from level 6b to level 5, water and sanitation tariffs have been reduced as of 1 October 2018.

The new tariff reflects the fact that it costs the same to provide water to a property, regardless of the amount used. So, the cost of water per kilolitre increases as usage goes down. The first two steps of the tariff have always been heavily subsidised, and the price of water at those tariff steps has been far below what it actually costs.

Residents who are registered as indigent with the City will continue to receive 10 500 l of free water and 7 350 l of free sanitation per month.

The City does not profit from the sale of water. Consider that the cost of one litre of municipal water is 3,4 cents, while bottled water costs R12.

The Water and Sanitation Department seeks to be revenue-neutral – income from the water sales covers the cost of storing, purifying and delivering it. All revenue raised from water sales is spent on water services.

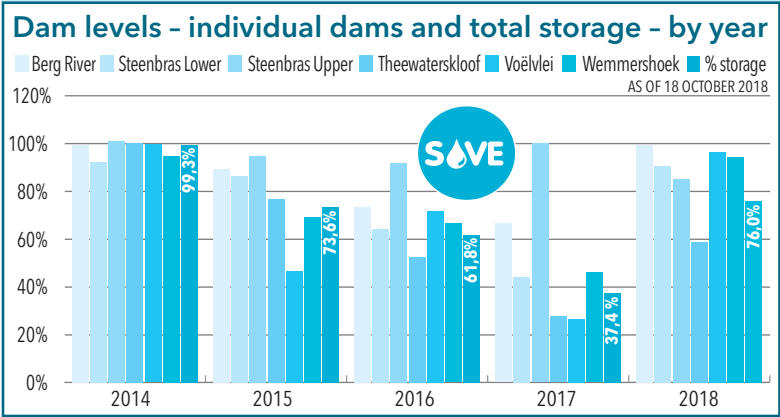
However, water sales revenue is variable. To offset this, the City has a fixed basic delivery charge, based on the diameter of the meter connection to the municipal supply. The charges (incl. VAT) for domestic properties are as follows:

15 mm	64,40	20 mm	115,00
25 mm ..	179,40	40 mm	460,00

Most residential properties have a 15 mm (56% of installed meters) or 20 mm (38,7%) connection.

* For information regarding water tariffs, restrictions and saving tips, visit www.capetown.gov.za/thinkwater.

	Tariffs, R/kℓ (inc. VAT)		
	Level 6b	Level 5	% change
WATER			
Step 1 (0 ≤ 6 kℓ)	33,24	24,37	-26,68%
Step 2 (>6 ≤ 10,5 kℓ)	52,90	39,59	-25,16%
Step 3 (>10,5 ≤ 35 kℓ)	138,31	60,25	-56,44%
Step 4 (>35 kℓ)	1 150,00	345,00	-70,00%
SANITATION			
Step 1 (0 ≤ 4,2 kℓ)	28,43	19,47	-31,52%
Step 2 (>4,2 ≤ 7,35 kℓ)	44,85	34,79	-22,43%
Step 3 (>7,35 ≤ 24,5 kℓ)	124,28	51,92	-58,22%
Step 4 (>24,5 ≤ 35 kℓ)	124,28	124,30	0,02%



KORTLIKS

Inwoners word versoek om asseblief niks anders as toilet-, bad-, stort- en wasbakafval by die rioolstelsel in te laat nie. Meld ook enigeen aan wat hierdie versoek verontagsaam.

Vreemde voorwerpe en stowwe in die rioolstelsel veroorsaak verstoppings en oorstromings, en die verwydering daarvan jaag inwoners R270 miljoen per jaar uit die sak.

Noudat die waterbeperkings van vlak 6b tot vlak 5 verslap is, is water- en sanitasietariëwe met ingang van 1 Oktober 2018 verlaag. Inwoners wat water verstandig gebruik, sal 'n

vermindering van 25% in hulle rekening opmerk.

Belastingverligting is in die boekjaar 2017/18 met R203 miljoen tot ongeveer R1,4 miljard verhoog.

Inwoners wat vir kortings op munisipale eiendomsbelasting in aanmerking kom, kan by enige van die Stad se instapsentrums aansoek doen.

Die Stad gaan ook voort om ou kredietmeters gratis met koopkragmeters te vervang. Inwoners wat vir e-dienste geregistreer is kan vooraf aansoek doen vir wanneer die program hulle omgewing bereik.

KHAWUNDIBALISELE

Musa ukufaka nayiphina into ngaphandle kwamanzi amdaka ethoyilethi, ebhafu, eshawara kunye nawesitya sokuhlambela kwimibhobho yogutyulo, kwaye mxele umntu owenza oko. Ukususa izinto ezin-gafanelekanga kwimibhobho yogutyulo, ezibangela ukubhloka kunye nokugqabhuka kwemibhobho, kudla uluntu i-R270 miliyoni ngonyaka.

Ngenxa yokuba kucuthwe izithintelo kusetyenziso lwamanzi ukususela kwiNqanaba 6b ukuya kwiNqanaba 5, imirhumo yamanzi kunye nogutyulo yehlile, ukususela ngowo-1 kweyeDwarha (Okto-bha) 2018. Uluntu olusebenzisa amanzi

ngokuhlakanipha luzakubona ukuba ityala labo lehle nge-25%.

Uncedo kwiintlawulo zobuhlali lunyuke nge-R203 miliyoni laya kuma kwi-R1,4 bhiliyoni kunyaka-mali ka-2017/18. Abantu abanelungelo kwizaphulelo zemirhumo yepropati kamasipala bangafaka isicelo kuwo nawaphi na amaziko anika uncdo kaMasipala.

ISixeko siyaqhuba nokuhlaziya simahla iimitha ezindala zombane wetyala ibezimitha zombane wepripheyidi (pre-paid). Abantu ababhaliswe kwi-'e-Ser-vices' bangabhalisa ngaphambi kokuba le nkqubo ifike kwimimandla yabo.

Your invoice contains detailed information about your property's rateable value, tariffs and rebates, your utilities consumption and meter readings, arrears, and amounts due.



All Council meetings are open to the public, and residents have the right to attend. Council meeting dates are advertised in daily and community newspapers a week in advance. All meeting dates are also given on the Council calendar on the City's website. Applying to attend a Council meeting is simple. Check details on the online calendar and send your request to nadine.damon@capetown.gov.za. The public gallery seats 160 guests,

and tickets are allocated on a first come, first served basis. If your seat has been confirmed, your ticket can be collected on the day of the meeting at the entrance to the Podium Block at Cape Town Civic Centre. Visitors are required to produce their identity document when collecting tickets.

Residents' attendance at any meeting of Council and its structures, or a Mayoral Committee meeting, is in an observer capacity only.

In a city with a population of over four million people and more than 11 000 km of water pipeline and roads, it is near impossible for Council to know about every pothole, leak, act of vandalism, stolen manhole cover, illegal electricity connection or cable theft. It is for this reason that the City's partnership with residents is so important.

Please report potholes and missing manhole covers, vandalism of City infrastructure, including to electrical substations, overhead cables, illegal electrical and water connections, and damage to outdoor playpark furniture. Residents are also urged to report any water leaks or pipe bursts immediately to minimise water losses. Also report trees in public areas that could be unsafe or need trimming.

- **Water and sewerage:** Call 0860 103 089, send an SMS to 31373, or a WhatsApp to 063 407 3699.
- **Electricity:** Call 0860 103 089, or send an SMS to 31220.
- **Potholes:** Call the Transport Information Centre on 0800 65 64 63 (available 24/7).
- **Online:** Report a fault or log a service request at www.capetown.gov.za/servicerequests. You will receive a reference number for tracking.

Important tips

- Giving the exact location of what is being reported, e.g. street name and closest corner, helps speed up repair.
- Ask for a reference number to track progress.

e-Services is the City portal for managing your municipal account and other online services such as renewing vehicle licences, buying prepaid electricity, etc.

Before you can use these services, you must register on the portal. You will need a scanned copy of your identity document or passport (if you're a foreign national) to upload. Create your e-Services profile as follows:

- Go to the e-Services portal at www.capetown.gov.za/eservices. Click on the "Register here" link and create a profile.
- Once your registration is approved, you will receive a confirmation e-mail with your username and password.
- Once you have applied to activate your first service, we will take a few days to verify your information before granting you access. Thereafter, you can activate the other services you require.



CITY OF CAPE TOWN
ISIXEKO SASEKAPA
STAD KAAPSTAD

Tax invoice number 212345678912

Customer VAT registration number _____

Account number 123456789

Distribution code _____

Business partner number 100123456789

Civic Centre
12 Hertzog Boulevard 8001
PO Box 655 Cape Town 8000
VAT registration number 4500193497



MR A N OTHER
2 ANYNAME ROAD
OBSERVATORY
7925

Computer generated copy tax invoice

Tel: 086 010 3089 - Fax: 086 010 3090
Tel: International calls +27 21 401 4701
E-mail : accounts@capetown.gov.za
Correspondence: Director : Revenue, P O Box 655,
Cape Town 8000
Web address: www.capetown.gov.za

Account summary as at 30/09/2018

Previous account balance 5 000.00

Less payments 1 000.00-

Arrears (a) Payable immediately 4 000.00

Latest account - see overleaf 19 279.12

Current amount due (b) Payable by 24/10/2018 19 279.12

Total (a) + (b) above 23 279.12

Total liability 23 279.12

Due date 24/10/2018

1 000.00-

19 279.12

19 279.12

23 279.12



THINK WATER
CARE A LITTLE. SAVE A LOT.

Please note

Pay points: City of Cape Town cash offices or the vendors below:







MR A N OTHER **Account number** 123456789

Total due if not paid in cash 23 279.12

Amount due if paid in cash 23 279.10

23 279.10

0.02

Account details as at 30/07/2018

 **PROPERTY RATES** (Period 01/09/2018 to 26/09/2018) 26 Days
At 2 ANYNAME ROAD, OBSERVATORY / Erf 123
Total value
From 01/09/2018 : R 1 400 000.00 @ 0.0071540 ÷ 365 x 26 713.44
Statutory rebate credit
From 01/09/2018 : R 15 000.00 @ 0.0071540 ÷ 365 x 26 7.64-
Additional rebate credit
From 01/09/2018 : R 185 000.00 @ 0.0071540 ÷ 365 x 26 94.28-
611.52

 **ELECTRICITY** (Period 01/09/2018 to 25/09/2018 - 25 Days) (Actual reading)
At 2 ANYNAME ROAD, OBSERVATORY / Erf 123
Meter no: 5678 / Consumption 688.000 kWh / Daily average 27.520 kWh
Consumption charge: domestic
& (1) 123.2880 kWh @ R 1.6115 (2) 164.3840 kWh @ R 1.6115 1 228.04
& (3) 205.4790 kWh @ R 1.6115 (4) 194.8490 kWh @ R 2.2239 130.44
& Home User Charge 1 358.48

 **WATER** (Period 01/09/2018 to 30/09/2018 -30 Days) (Actual reading)
At 2 ANYNAME ROAD, OBSERVATORY / Erf 123
Meter no: CY2345 / Consumption 43.000 kl / Daily average 1.433 kl
Consumption charge (domestic)
& (1) 5.9180 kl @ R 28.9000 (2) 4.4382 kl @ 46.0000 11 761.23
& (3) 24.1640 kl @ R 120.2700 (4) 8.4798 kl @ R 1000.0000 56.00
& Fixed Basic Charge (15MM - CY2345) 11 817.23

 **REFUSE** (Period 01/09/2018 to 26/09/2018) 26 Days
At 2 ANYNAME ROAD, OBSERVATORY / Erf 123
& Refuse charge (1 X 240L BIN X 1 Removals) 126.26
126.26

Account number 123456789

Account details as at 30/09/2018

 **SEWERAGE** (Period 01/09/2018 to 30/09/2018 - 30 Days) (Actual reading)
At 2 ANYNAME ROAD, OBSERVATORY / Erf 123
Disposal charge
& (1) 4.1420 kl @ R 24.7200 (2) 3.1073 kl @ R39.0000 2 693.0
& (3) 016.9150 kl @ R 108.0700 (4) 5.9357 @ R108.0700 2 693.05

 **IMPROVEMENT DISTRICT** (Period 01/09/2018 to 26/09/2018) 26 Days
At 2 ANYNAME ROAD, OBSERVATORY / Erf 123
Total value
& From 01/09/2018 : 1400000.00 @ 0.00107400 ÷ 365 x 26 107.11
107.11

 **SUNDRIES**
& Electricity Home User Charge - 09.2018 (PREPAID 5678) 130.44
130.44

Add interest on outstanding balance 0.12
Add 15% VAT on amounts marked with & above 2 434.91
0% VAT on amounts marked with # above

Current account: Total due 19 279.12

Account number 123456789

Meter details

ELECTRICITY 341127001 1 703.000 kWh (Actual) 2 391.000 kWh (Actual) 688.000 kWh
WATER CY2345 2 860.000 kl (Actual) 2 864.000 kl (Actual) 4.000 kl

Meter details

PREPAID 5678 From period 01.SEP.2018 To period 30.SEP.2018 Units purchased 27.000 Units

Units used

Units purchased

- A** Summary of customer account details
- Unique tax invoice number
 - Customer's VAT registration number (if registered for VAT)
 - Nine-digit municipal account number
 - Group referral number (when necessary)
- B** Customer's name and address, and City's contact details
- C** Date account is invoiced, with due date 25 days thereafter
- D** Account summary with balance, arrears, payments and latest account
- E** Message insert block for debit order deduction and other information
- F** Important notice section
- G** Payment slip section with paypoints and payment details, including Easy-Pay barcode for scanning at paypoints
- H** Property rates reflect valuation, period and tariff, and rebates
- I** Electricity service reflects periods, meter numbers, overall consumption and average consumption per day. Tariffs are reflected in steps as per the tariff structure. The fixed monthly user charge for domestic credit meters is also shown here.
- J** Water service reflects periods, meter numbers, overall consumption and average consumption per day. Tariffs are reflected in steps as per the tariff structure. A fixed basic charge is billed monthly as per the size of the water meter.
- K** Refuse/solid waste service is billed as a monthly fee as per the tariff structure.
- L** Sewerage service reflects periods. Tariffs are reflected in steps as per the tariff structure. Domestic: 70% of water consumption. Sectional title: 90% of water consumption. Commercial/industrial and other: 95% of water consumption
- M** Improvement district or special rating areas charges. Charged in areas where established and approved by legislation. Based on property valuation.
- N** Sundries reflect sundry charges, as well as the electricity home users charge for prepaid meters as from July 2018.
- O** Interest charges on arrears and VAT amounts.
- P** Total due for payment – also reflected on front page of invoice
- Q** Water and electricity credit meter/prepaid meter details with readings, periods as well as units purchased for prepaid meters. The prepaid meter details are for information only and do not form part of invoice totals due.
- * The invoice pictured is not an exact copy. It has been adapted for use here.*

Jou rekening van die Stad bevat uitvoerige inligting oor elke diens waarvoor die Stad 'n tarief hef. Die eiendomswaardasie, die sent-in-die-rand-bedrag eiendomsbelasting en kortings word onder meer aangedui.

Vir nutsdienste – elektrisiteit, water, rioler-
ing en vasteafvalverwydering – word die meterleesdatums en -tydperk sowel as algehele en daaglikse verbruik verstrek. Rioler-
ingstariewe word bereken as 'n persentasie van waterverbruik, terwyl vasteafvalverwyder-
ingstariewe 'n vaste maandelikse bedrag is.

Indien jou eiendom in 'n stadsverbeter-
ingsdistrik of spesiale-aanslaggebied geleë is
verskyn daardie heffings ook op die rekening.

Saldo's, agterstallige bedrae, enige rente, verskuldigde bedrae en betaaldatums word aangedui, en daar's 'n betaalstrokiegedeelte met besonderhede van betaalpunte.

Inwoners kan gerus Raadsvergaderings bywoon, waarvan besonderhede in koerante en op die Stad se webtuiste gepubliseer word.

Daarbenewens word inwoners aangemoedig om diensleweringfoute soos slag-gate en waterlekkasies, vandalisme en diefstal van Stadseigendom aan te meld sodra hulle daarvan bewus word. Daar is verskil-lende maniere om dit te doen, waaronder die Stad se e-dienstepoortaal.

Ili-invoyisi zakho eziphuma kwiSixeko ziqulathe
 iinkcukacha ezithe vetshe malunga nenkonzo nganye
 iSixeko ekuhlawulisa yona. Kubonakaliswa uqingqo-max-
 abiso eepropati, irhafu ngokwerandi kunye nezophulelo
 kwimirhumo.

Kunikezelwa ngeenkcukacha zeenkonzo zoncedo-
 umbane, amanzi, ugutyulo kunye nokuthuthwa
 kwenkunkuma- imihla yokufundwa kweemitha zamanzi,
 amaxesha, amanzi asetyenzisiweyo ewonke kunye
 namanzi asetyenziswa ngosuku. Amatyalahlawuliswa
 ngokuthi kulandelwe izigaba ezifanelekileyo zemirhumo
 Imirhumo yogutyulo ibalwa ngokwepesenti yamanzi ase-
 tyenzisiweyo, ngelixa imirhumo yokuthuthwa kwen-
 kunkuma iyintlawulo esisigxina yarhoqo ngenyanga.

Ukuba ipropati yakho ikwisithili sophuculo kwisixeko

okanye kummandla ongeerhafu ezizodwa, ezi ntlawulo zidwelisiwe.

Amatjala, imali ezisileleyo kunye nenzala (ukuba zikhona), imali ekufuneka zihlawulwe nemihla ukufuneka zihlawulwe ngayo zidwelisiwe, kunye nesliphu sentlawulo esineenkukacha zeendawo zokwenza intlawulo.

Uluntu lwamkelekile ukuba luzimase iintlanganiso zeBhunga, iinkcukacha zoko ziye zibhengezwe kumaphepha-ndaba nakwiwebhusayithi yeBhunga.

Uluntu luyabongozwa ukuba luxele iinxaki kunikezelo lweenkonzo ezifana nemingxunya ezindleleni kunye nokuphila kwamanzi, ukonakaliswa kunye nokubiwa kweempahla zeSixeko kwamsinya ka luthe lwazi ngazo. Zininzi iindlela ongakwenza ngako oku, kuquka nokusebenzisa ipotali yeSixeko eyi-'e-Services' ku-intanethi.



Take that! Librarian Christelle Connor and patron Jolene Collins.

Bellville Library now serves takeaways

In 2014, Bellville Library started a book takeaway service as a solution to patrons' complaints about the lack of parking near the library.

The service includes a same-day takeaway option and a drop box for returns. Patrons simply call the library with their requests. A librarian locates the items, which are then easily collected from the information desk at the entrance.

The drop box, on the inside of the library doors, is like a post box, and items can be dropped through a slot in the door at any time.

Patrons can order takeaways by calling 021 444 0300 or e-mailing bellville.library@capetown.gov.za.

Belhar housing "best" again

The City has won the provincial award for the best social housing programme, for the second year in a row.

For the second year in a row, the City's Belhar Gardens rental estate project received the Western Cape Department of Human Settlements' prestigious Govan Mbeki award for the best social housing programme.

The Belhar Gardens housing project is situated at the corner of Carmen End and Symphony Way, Belhar. Thirty percent of the project's 630 units are reserved for people earning below R3 500.

The estate is situated between two train stations, two universities and a college. It is 15 minutes away from two malls, and close to three industrial areas. There are 16 primary and secondary schools in the area, as well as three sport complexes and a public swimming pool.

Belhar Gardens is also the first affordable housing project in South Africa to be recognised for its water and energy-saving design by the Green Building Council of South Africa (GBCSA).

The estate is located in the Belhar restructuring zone – an area designated



Two-time winner: The Belhar Gardens housing project offers 630 affordable units.

by the national human settlements minister where a national subsidy can be used to build social housing.

The City was also named both first and second runner-up in the category for best People's Housing Process (PHP) programme, for the Sisonke and The Downs

housing projects respectively.

The Govan Mbeki awards, first presented in 2007, aim to promote a culture of excellence in the delivery of sustainable housing opportunities. They also serve as recognition for the hard work and dedication of human settlements staff.

Heideveld gets a new ECD centre

Construction of the Heideveld early childhood development (ECD) centre in Heideveld Road, opposite the Heideveld library, started in September.

The R13 million centre will accommodate 150 pre-schoolers from the Heideveld, Welcome Estate and Vanguard communities.

This facility was designed to be water and energy-efficient, with natural ventilation, sustainable lighting and solar energy to reduce electricity demand by at least 50%.

The site once housed the old Heideveld Midwife Obstetric Unit, and is a historical building.

Support for parents and tots

The City's ECD centres support working families, offer learning opportunities to children from an early age, and provide a stimulating environment during the little ones' formative years.

There are 32 City-run ECD centres. Of the approximately 3 000 ECDs in Cape Town, fewer than half are registered as required.

A crime-control box

Kosovo Neighbourhood Watch (NW) took delivery of a 12 m shipping container in early October. The container, a donation from the City, will serve as a base for the Kosovo NW members.

The container has a kitchen, toilet and plug points, and is insulated with wood. In Mitchells Plain, Westgate NW took delivery of a similar container in August.

Kosovo NW also received jackets, torches and radios as part of the City's neighbourhood watch support programme.

A decade of free substance abuse treatment

For the past decade, the City has been using the Matrix model at its community-based alcohol and drug treatment sites. The treatment, which is offered free of charge, is based on methods developed by the Matrix Institute in the United States to minimise the harm caused by substance abuse.

The goal of the 16-week Matrix programme is to enable adults battling with substance dependence to stop using illicit substances, stay in treatment, and learn about addiction and relapse. They also receive ongoing sup-

port from a trained therapist, take part in self-help programmes, and are monitored.

The City's six Matrix sites are in Tafelsig (the first certified Matrix site outside the United States), Albow Gardens, Delft South, Khayelitsha Town 2, Parkwood and Manenberg.

In recent years, these sites have seen more patients than any other treatment centres in the Western Cape. In 2017/18 alone, Matrix site staff performed 2 066 screenings, 1 109 assessments, and recorded a clean drug-test rate of 83% for substance abuse patients. Over the same

period, 32 patients who completed the programme also secured employment.

Treatment sessions involve individual, group and family therapy by a qualified social worker or registered counsellor. The most commonly abused substances are methamphetamine (tik), alcohol, dagga, heroin and mandrax. HIV/Aids testing is also carried out at all the Matrix sites.

For more information, visit www.capetown.gov.za and search for "Matrix clinics", or e-mail matrix@capetown.gov.za.

City Hall reopens

After a nine-month revamp, the City Hall reopened with an evening of music on 27 September.

This makeover is the first major refurbishment of the 113-year-old building since 1947. The City has spent R48 million on the upgrades.

The refurbishment work included replacing and upgrading the auditorium seating and stage, stabilising and restoring the floors, and installing new ventilation and fire suppression systems.

The City Hall is now compliant with national safety regulations.

KORTLIKS

Die Stad se Belhar Gardens-huurbehuising-sprojek het vir die tweede agtereenvolgende jaar die gesogte Govan Mbeki-prys vir die beste program vir maatskaplike behuising van die Wes-Kaapse departement van menslike nedersettings ontvang.

Belhar Gardens is ook die eerste projek vir bekostigbare behuising in Suid-Afrika waarvan die water- en energieslim ontwerp deur die Suid-Afrikaanse raad vir groenbou (GBCSA) erken word.

Bellville-biblioteek bied 'n "boekweg-neemdiens". Kliënte kan vooraf boeke bestel, dit by die inligtingstoonbank optel, en in 'n bus by die voordeur plaas as hulle klaar

gelees is.

Die Kosovo-buurtweg het 'n skeepshouer van 12 m van die Stad ontvang, wat as hoofkantoor vir sy lede kan dien.

Werk aan die Heideveld-vroeëkindontwikkelingsentrum oorkant Heideveld-biblioteek het in September 'n aanvang geneem. Die sentrum van R13 miljoen sal plek hê vir 150 voorskoolse kinders.

Die Stad het onlangs 10 jaar se sukses met die Matrix-program gevier. Die 16 weke lange program help middelafhanklike volwassenes hulle gebruik van dwelms soos tik en dagga staak. Dit word gratis by ses Stads-klinieke aangebied.

KHAWUNDIBALISELE

Iminyaka emibini ilandelelana, iprojekthi yeSixeko engezindlu ezirentisayo zaseBelhar Gardens ifumene imbasa yentlonipho iGovan Mbeki yeSebe lezokuHlaliswa koLuntu leNtshona Koloni njengeyona nkqubo igqwesileyo engezindlu zokuhlala uluntu.

IBelhar Gardens kananjalo yiprojekthi yokuqala yezindlu ezifikelelekayo eMzantsi Afrika ethe yahlonitshwa ngenxa yesicwangciso sayo sokonga amanzi nombane liBhunga elijongene neZakhiwo ezingenabungozi kokuSingqongileyo loMzantsi Afrika (i-GBCSA).

IThala leeNcwadi laseBellville linencwadi ebizwa ngokuba yi-'takeaway' apho abasebenzisi beli thala bakwaziyo ukuboleka iincwadi baze bazifumane kwidesika engengcaciso, kwaye bazifake kwibhokisi xa

bezibuyisa.

Amagosa ezoKhuseleko ekuHlaleneni eKosovo afumene ikhonteyina ebukhulu buyi-12 yeemitha kwiSixeko, ukulungiselela ukuba isetyenziswe njengesikhululo samalungu aso.

Umsebenzi weZiko loPhuhliso lwaBantwana laseHeideveld elixabisa i-R13 miliyoni elijongene nethala leencwadi laseHeideveld uqalisile ngeyoMsintsi (Septemba). Lizakuthatha abantwana abaselula abali-150.

ISixeko sibhiyozele iminyaka elishumi yokubenzisa inkqubo yeMatrix yeveki ezi-16 ubude ethe yanempumelelo, enceda abantu abadala abasebenzisa utywala ukuba bayeke ukusebenzisa iziyobisi ezifana netiki nentsangu. Le nkqubo isimahla iqhuba kwiklinikhi ezintandathu zeSixeko.

CITY OF CAPE TOWN AND AREA CENTRAL CONTACT NUMBERS

Accounts and general enquiries

Tel 0860 103 089 (option 1)
Fax 0860 103 090
E-mail 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 & 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 bylaws

www.capetown.gov.za/policies

Council matters

www.capetown.gov.za/council

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Tel 021 444 0196

Municipal offices, cnr Voortrekker and Tallent Road, Parow

Subcouncil 5

Tel 021 444 3717
Municipal offices, cnr Jakkalsvlei Avenue and Kiaat Road, Bonteheuwel

Subcouncil 6

Tel 021 444 3717

Municipal offices, Voortrekker Road, Bellville

Subcouncil 11

Tel 021 444 5387/5384
Fezeka building, cnr NY1 and Lansdowne Road, Gugulethu

Subcouncil 14

Tel 021 444 0196
Fezeka building, cnr NY1 and Lansdowne Road, Gugulethu

Subcouncil 17

Tel 021 444 8788
Athlone Civic Centre, cnr Protea and Klipfontein Road, Athlone



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