



CITY OF CAPE TOWN
ISIXEKO SASEKAPA
STAD KAAPSTAD

CITY NEWS

AREA NORTH 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

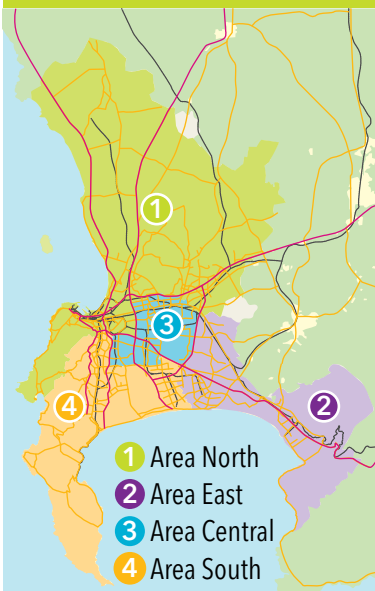


4

Housing, retrofits and reserves in Area North



AREA NORTH



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: Voëlvlei 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.

New Witzands Reserve centre

The City has opened a new R20 million multipurpose centre at Witzands Aquifer Nature Reserve.

The Atlantis dunes are popular for activities such as off-road vehicle trips, sandboarding and filming, which require permits, available from the cash office in Wesfleur, Atlantis.

The new facility has a hall and boardroom for hire. As the City encourages environmental education, tariffs will be waived when the hall or boardroom is used for nature conservation activities.

About Witzands

The 1 700 ha Witzands Aquifer Nature Reserve is near Atlantis on the West Coast road (R27). It protects the Atlantis aquifer, the main water supply for Atlantis, Mamre and Pella, as well as a rich biodiversity of plant species, some mammals, abundant birdlife, and a rich cultural heritage.

The reserve's beauty and unique features offer a range of environmental education opportunities, making it an ideal venue for both learners and educators for a unique "outdoor classroom" experience.



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 verslap. 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. Opblaas- of tydelike speelswembaddens is ook verbode.

Die Stad het 'n nuwe vullisaflaaifasiliteit 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.

Die Witzands-natuurreservaat naby Atlantis spog met 'n nuwe meerdoelige sentrum van R20 miljoen. Die onthaal- en raadsaal in die sentrum is te huur – en dis gratis indien dit vir natuurbewaringsaktiwiteite gebruik word.

KHAWUNDIBALISELE

Amadami abonelelela iSixeko ngamanzi akumthamo omalunga ne-75% ukugcwala, kwaye izithintelo kusetyenziso 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. ISixeko sivule isakhiwo esitsha sokulahla inkunku-

ma 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.

Kuvulwe iziko lemibandela eyahlukeneyo elixabisa i-R20 miliyoni kwindawo yolondolozo lwendalo eyi-1 700 yeehektare eWitzands Aquifer Nature Reserve kufutshane ne-Atlantis.

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 NORTH



Mayoral Committee member
Cllr Suzette Little
Tel: 021 400 1221

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.

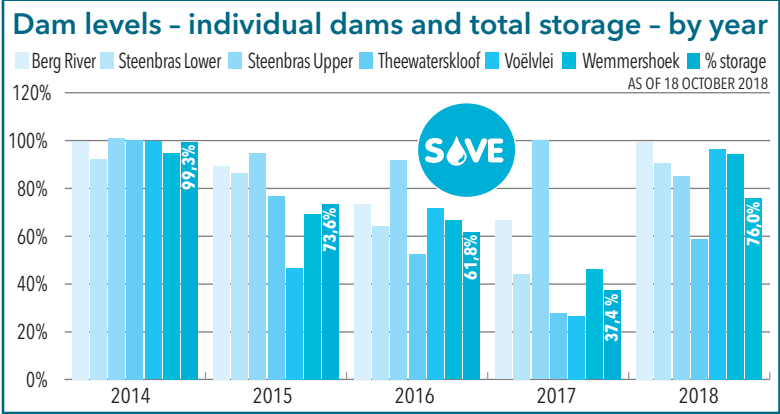
However, water sales revenue is variable. To offset this, the City has a fixed basic delivery charge, based on the diameter of the meter connection to the municipal supply. The charges (incl. VAT) for domestic properties are as follows:

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 sanitasietariere 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 (Oktoberha) 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-Services' 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.



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 ANY NAME 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

Due date 24/10/2018

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
		23 279.12
Total (a) + (b) above		23 279.12
Total liability	23 279.12	



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

Rounded down amount carried forward 0.02

Account details as at 30/07/2018

Account number 123456789



PROPERTY RATES (Period 01/09/2018 to 26/09/2018) 26 Days
At 2 ANYNAME ROAD, OBSERVATORY / Erf 123

Total value 713.44

From 01/09/2018 : R 1 400 000.00 @ 0.0071540 ÷ 365 x 26

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 240IBIN X 1 Removals) 126.26

126.26

Account details as at 30/09/2018

Account number 123456789



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

Meter details

ELECTRICITY 341127001

WATER CY2345

Meter details

PREPAID 5678

Previous reading

1 703.000 kWh (Actual)

2 860.000 kWh (Actual)

From period

01.SEP.2018

New reading

2 391.000 kWh (Actual)

2 864.000 kl (Actual

- 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.*



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.

How to make contact

- **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.

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 alge- hele en daaglikse verbruik verstrek. Rioler- ingstariewe word bereken as 'n persentasie van waterververbruik, 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 aange- moedig om diensleweringfoute soos slag- gate en waterlekkasies, vandalisme en dief- stal van Stads eiendom aan te meld sodra hulle daarvan bewus word. Daar is verskil- lende maniere om dit te doen, waaronder die Stad se e-diensteportaal.

ini-ivoyisi zakho eziphuma kwiSixeko ziqulathe iinkcukacha ezithe vetshe malunga nenkonzo nganye iSixeko ekuhlawulisa yona. Kubonakaliswa uqingqo-maxabiso eepropati, irhafu ngokwerandi kunye nezophulelo kwimirhumo.

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

Ukuba ipropati yakho ikwisithili sophuculo kwisixeko okanye kummandla ongeerhafu ezizodwa, ezi ntlawulo zidwelisiwe.

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

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

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

New housing in Morningstar

The City has completed 166 Breaking New Ground (BNG) state-subsidised houses in the Morningstar housing project. Of these houses, 152 are double-storey and 14 single-storey.

The 1,6 ha new development, 2 km from central Durbanville and 10 km from the Bellville business district, will be home to more than 650 residents.

A new taxi and bus embayment is also being completed. The development cost approximately R34,2 million.

These state-subsidised houses are allocated to beneficiaries who earn less than R3 500 per month.



Visit the terrific Table Bay reserve

This remarkable reserve is home to various plants and animals, and offers many recreational opportunities.

Table Bay Nature Reserve is one of 16 nature reserves owned by the City. It protects 880 ha of a variety of permanent and seasonal wetlands, and Cape Flats dune strandveld and sand fynbos vegetation.

It is home to about 412 plant species, 31 mammals, 196 birds, 33 reptiles, nine amphibians and 14 fish species.

Besides watersport activities, the reserve offers opportunities for wildlife photography, birdwatching, environmental education programmes, fishing, picnicking and braaing at designated areas.

Generally, the Rietvlei recreational water area is open to the public daily from 07:30 to 16:00, and is accessible from Sandpiper Crescent, Table View. Additional fees are payable for fishing and watersports.

Valid freshwater angling permits are required, while skipper's licences and certificates of fitness are required for powerboats over 15 horsepower (powerboats may not exceed 5,45 m in length).



A green gem: Table Bay Nature Reserve, incorporating Rietvlei, is well worth a visit.

Rietvlei will be closed to the public during the following events hosted by the Milnerton Aquatic Club:

- 27 Oct: 12-hour sailing challenge and radio-controlled sailing
- 1-2 Dec: Windsurfing competition
- 8 Dec: Junior sailing and radio-controlled sailing

During these events, visitors must pay conservation fees (R16 per adult, R9 per child/student or senior citizen, and R24 per vehicle) at the Rietvlei gate. Free access applies to participants, and club members with valid membership cards.

* Contact 021 444 0315 or [tablebay.naturereserve@capetown.gov.za](mailto:naturereserve@capetown.gov.za).

Retrofitting the Foreshore

The City recently completed two street lighting refurbishment projects in the Foreshore area.

The City replaced 340 existing HPSV (high-pressure sodium vapour) luminaires with 161 LED (light-emitting diode) fittings.

The project cost R1,09 million, but will reduce electricity consumption by more than 41 kW a year.

Installing LED lighting is not just about energy savings. It also allows for better control of the light output, with almost no spill light. This results in roads being lit more effectively and efficiently, and reduces light pollution.

Another benefit of using LED lighting is reduced maintenance. The light output of an HPSV lamp reduces as it ages, and requires a lamp replacement every four years.

The LED light output does not reduce at the same rate and has an expected lifespan of 15 to 25 years.

The refurbishment programme will be rolled out over the entire metro over the next 15 to 20 years.

New Atlantis substation

The City's new R114 million industrial substation in Atlantis provides additional electricity and reliable services for the area.

The substation, which was constructed over four years, more than doubles the capacity in Atlantis from 80 to 170 MVA (megavolt-amps). This is roughly equivalent to lighting up more than 10 million light bulbs.

The substation also provides a grid connection for future independent power producers, in line with the City's drive to diversify its energy mix to include renewable energy.

Blaauwberg's Green Coast flag an SA first

Blaauwberg Nature Reserve recently became the first in South Africa to earn Green Coast status in recognition of its work in preserving the unique flora and fauna along the reserve's 7 km coastline. The 2 000 ha reserve offers a pristine coastal landscape and houses critically endangered vegetation.

WESSA (Wildlife and Environment Society of South Africa), as the national implementer for the Green Coast programme, presented the first official Green Coast status flag to the City and its implementing partner, the Friends

of Blaauwberg Conservation Area.

The award recognises rural coastal sites that are managed according to standardised criteria and are able to maintain consistent improvement. Green Coast sites aim to protect at least one of three main coastal themes: sensitive habitats, sensitive species and cultural heritage.

The Green Coast status complements the international Blue Flag programme as it allows municipalities to sustainably manage coastal sites outside of traditionally developed swimming beaches. WESSA will review the status annually.

The Green Coast zone will initially focus on conservation, sustainable tourism and environmental education. Thereafter, it will be extended to include the dunefield along the R27, which already has a 4 km hiking trail.

Blaauwberg Hill at the nature reserve is one of the few viewpoints in the world from where you can see two world heritage sites, namely Table Mountain and Robben Island.

* Contact 021 444 0454 (administrative complex) or 021 444 7321 (Eerste Steen Resort) for enquiries.

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

Tafelbaai-natuurreservaat is beslis 'n besoek werd. Die reservaat bevat 880 ha permanente en seisoensvleilande sowel as Kaapse Vlakte-duinstrandveld- en sandfynbosspesies. Dit bied ook watersportaktiwiteite, geleentheid vir natuurfotografie, voëlkyk, omgewingsopvoeding en hengel, en piekniek- en braaigeriewe.

Blaauwberg-natuurreservaat het onlangs die eerste in Suid-Afrika geword om Green Coast-status te ontvang ter erkenning van sy werk om die unieke diere en plante langs die reservaat se 7 km lange kuslyn te bewaar. Die toekenning is deur die natuur- en omgewingsvereniging van Suid-Afrika (WESSA) gedoen.

Die Stad het 166 staatsgesubsidieerde huise in die Morningstar-behuisingsprojek naby Durbanville en Bellville voorsien.

'n Nuwe industriële substasie van R114 miljoen in Atlantis het die elektrisiteitslewering vermoë in die omgewing meer as verdubbel. Hierdie substasie sal ook netwerkaansluitings vir toekomstige onafhanklike kragprodusente voorsien.

Die Stad het 340 natriumdampstraatligte in die Voorstrandgebied met 161 ligemissiediode- (LED-)lampe vervang.

Na 'n opknapping van nege maande en R48 miljoen het die 113 jaar oue Stadsaal op 27 September heropen.

KHAWUNDIBALISELE

Kubalulekile kakhulu ukundwendwela iNdawo yoLondolozi lweNdalo yaseTable Bay, enemigxobhozo esisigxina kunye neyexeshana eyi-880 yeehektare ubukhulu kunye nohlobo lotyani lwakwi-Cape Flats olukhulu kunxweme nebhosi ekhula kwinqumba zesanti. Le ndawo yolondolozi inikezela ngemidlalo yasemanzini kunye namathuba okufota izilwanyana nezityalo, ukubukela iintaka, iinkqubo zokufundisa ngokusiqongileyo, ukuloba, iipiknikhi kunye neendawo zokoya.

INdawo yoLondolozi lweNdalo yase-Blaauwberg kutsha nje iye yayeyokuqala eMzantsi Afrika ukufumana indawo kuluhlu lwaManxweme oLondolozi lweNdalo ngeenjongo zokuhlulisa umsebenzi wayo wokulondoloza iintlobo zesityala kunye nezilwanyana ezin-

gaqhelekanga kungqameko lonxweme oluyi-7km kwindawo yolondolozi lwendalo. Imbasa yaye yanikezelwa ngabe-Wildlife and Environment Society of South Africa.

ISixeko siqumbebe izindlu eziyi-166 ezibonelelwa nguRhulumente kwiprojekthi engezindlu yaseMorningstar, kufutshane eDurbanville naseBellville.

Isikhululwana sombane esixabisa i-R114 miliyoni sase-Atlantis sibonelela ngamandla ombane aphindaphindiweyo e-Atlantis.

ISixeko sitshintsha izibane zasezitalatweni ezingama-340 ezisebenzisa isodiyam safakela izibane eziyi-161 ze-LED (light-emitting diode) kummandla wase-Foreshore. Iprojekthi ixabisa i-R1,09 miliyoni, kwaye izakucutha ukusetyenziswa kombane ngaphezulu kwe-41 kW ngonyaka.

CITY OF CAPE TOWN AND AREA NORTH 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 021 400 1221

Cape Town Civic Centre, 12 Hertzog Boulevard, Cape Town

Subcouncil 1
Tel 021 444 6037



Cnr Grosvenor and Hermes Avenue, Saxonsea, Atlantis

Subcouncil 2
Tel 021 444 7521/0675

Municipal offices, Brighton Way, Kraaifontein

Subcouncil 3
Tel 021 444 4862



Municipal offices, Royal Ascot, Bridle Way, Milnerton

Subcouncil 7
Tel 021 444 0689

Municipal offices, Oxford Street, Durbanville

Subcouncil 15
Tel 021 444 9797

Pinelands Training Centre, St Stephens Road, Central Square, Pinelands

Subcouncil 16
Tel 021 487 2055

11th floor, 44 Wale Street, Cape Town