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Follow this guide discover what to do if your black wheelie bin is not being collected on a regular basis. **Click on a step for support and resources to help you take action.**

## 1 Ensure that you receive your two blue bags from the service contracted by the City

### Who is this for?

You'll find information about how to make sure you receive two blue waste bags per week. If you are getting these blue bags but they're not collected, move on to the next step

### What you need to know








-  The municipality is responsible for solid waste removal on a weekly basis
-  The City contracts outside service providers to manage solid waste removal in informal settlements
-  The municipality provides waste bags for you to store your waste in
-  These bags are stored in a container or skip, to be emptied weekly
-  It is your responsibility to ensure you collect all your waste and store it in the waste bags provided
-  Request your waste bags from the waste collector workers who live in the area.
-  Alternatively you can SMS your request to 32772

## 2 Ensure that you put your rubbish bags out on the correct day for collection by the contractor and collect your two blue bags for the following week's waste collection

### Who is this for?

Keep reading if you are not sure what day your waste should be collected.

### What you need to know

-  Contractors have specified collection days
-  The municipality is responsible to ensure that residents of an area are aware of who the contractor is and what the collection days are
-  Contractors and the City's project manager will introduce themselves to residents
-  Contractors are introduced to the local sub-council and ward councillors prior to commencement of work
-  If you haven't been introduced to the contractor in your area, try asking your neighbours if they know and can introduce you
-  If none of your neighbours know, try finding some of the waste collection workers - they should live in the same area, they might even be your neighbour!
-  If you are still unable to find your contractor, enlist the help of your ward councillor






3

If you miss the contractor's collection day, take your bag to the shipping container or the waste storage area (the contractor's collection point)

### Who is this for?

If you know what day your waste should be collected but missed it, you can find out here where you should take your bags

### What you need to know

-  The contractor will empty the waste container on the allocated day. In the meantime, leave your waste bag in the waste container
  -  When the contractor is introduced to the community, placement of the waste storage container will be discussed
  -  If you are unsure where yours is, ask a neighbour if they can assist
  -  If your neighbour is not sure where it is, ask your street committee
  -  The City must have internal controls in place to ensure an adequate level of service is provided before payment is made to the contractors
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4.1

If you are putting your refuse out on the correct day and it is still not being collected, contact the senior foreman

### Who is this for?

Keep reading if you have bags and are putting them out on the right day, but they're not being collected

### What you need to know

-  Contact the Solid Waste Management senior supervisor
  -  The supervisor is responsible for ensuring that the desired service level is maintained
  -  The supervisor is introduced to the community, if you are unsure, ask a neighbour if they know
  -  If your neighbour does not know, ask your street committee
- 



4.2

If you can't get hold of the senior foreman or you have but the problem still isn't resolved, inform the workers of the contractor

### Who is this for?

If your waste isn't collected, try to contact the senior supervisor first. If that wasn't successful, read here how to inform the workers of the contractor

### What you need to know

-  The solid waste workers of the contractor are the ones physically picking up your waste bags
  -  The workers all live in the areas they work in - see if you can speak to one the next time you see them
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4.3

If you couldn't contact the foreman and the workers or if they were of no help, phone the City's call centre

### Who is this for?

If you have tried and failed to get the supervisor or the workers to resolve the issue

## What you need to know



-  You can reach the City's call centre at 0860 103 089
  -  In order to solve your problem, the City will need to know the area you live in
  -  You can also SMS to 32772
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## If you have reported the fault and your refuse is still not being collected ask for the assistance of your ward councillor

### Who is this for?

If you haven't reported the fault with the city yet, go back a step and do that. If you have but it has made no difference, you can ask your ward councillor for help

## What you need to know

-  Your ward councillor is responsible for ensuring that municipal services are delivered
  -  Find your ward councillor using this search tool (<https://nearby.code4sa.org/councillor/>)
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## Know something we don't?

Have you solved an issue in your area and it's not listed on this website? We would love others to learn from your experience, so why not send through [a form](#) a description of the issue you experienced and the steps you took to resolve it.

## Help translate guides

Are you interested in helping us translate existing guides? We aim to make this information accessible to as many people as possible and your help would be greatly appreciated. Get in touch [via email](#) if you want to help us.