What to do if your blue garbage bags are not Takers collected regularly



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

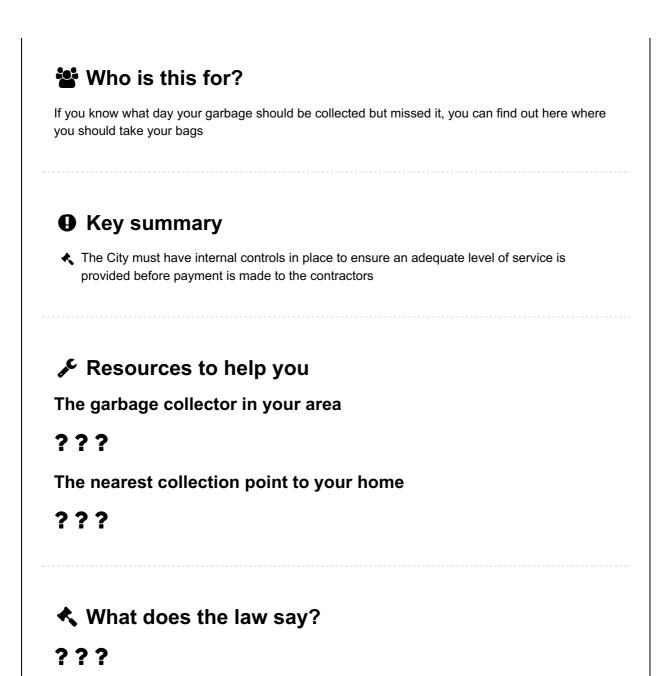
1)	Ensure that you receive your two blue bags from the service contracted by the City
	Who is this for?
	Il find information about how to make sure you receive two blue garbage bags per week. If you getting these blue bags but they're not collected, move on to the next step
0	Key summary
*	The municipality is responsible for solid waste removal on a weekly basis
#	The City contracts outside service providers to manage solid waste removal in informal settlements
⑩	The municipality provides bins and bags for your rubbish to be removed
øc	Resources to help you
Ме	chanism to request garbage bags
? '	??
	e garbage collector in your area
The	
	??
? '	

What does the law say?

According to the Local Government Municipal Systems Act, 32 of 2000 (MSA), the municipal government is legally bound to monitor and ensure that such services are implemented adequately.

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 **W** Who is this for? Keep reading if you are not sure what day your garbage should be collected. • Key summary ♠ Contractors are introduced to the local sub-council and ward councillors prior to commencement of work Resources to help you The garbage collector in your area ??? **Collection days** ??? **♦** What does the law say? ??? 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)



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?

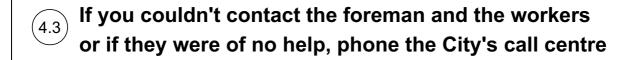
Keep reading if you have bags and are putting them out on the right day, but they're not being collected

• Key summary

-	olid Waste Management senior foreman is responsible for ?
, Resour	ces to help you
Find our who	your senior foreman is
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≮ What de	oes the law say?
•	n - allowing for residents / citizens to give input to local government to ensure in accordance with adequate level. Municipal Systems Act, 2000 (Act No. 32 of
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What does the law say?

Public participation - allowing for residents / citizens to give input to local government to ensure services delivered in accordance with adequate level. Municipal Systems Act, 2000 (Act No. 32 of 2000)



Who is this for?

If you have tried and failed to get the foreman or the workers to do anything, get in touch with the City

• Key summary

- You can reach the City's call centre at 0860 103 089
- In order to solve your problem, the City will need the following information ... ???

Resources to help you

Options if you don't have access to / money for a phone call

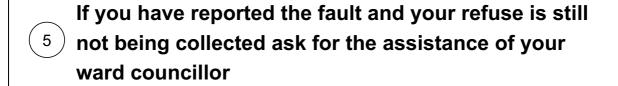
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How to follow up with the City after reporting your problem

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★ What does the law say?

Public participation - allowing for residents / citizens to give input to local government to ensure services delivered in accordance with adequate level. Municipal Systems Act, 2000 (Act No. 32 of 2000)



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

• Key summary

- ★ Your ward councillor is responsible for ensuring that municipal services are delivered
- Q Find your ward councillor using this search tool (https://nearby.code4sa.org/councillor/)

Resources to help you

Find your ward councillor

You can find your ward councillor and contact details using this handy search tool (https://nearby.code4sa.org/councillor/)

♦ What does the law say?

According to Municipal Systems Act, 2000 (Act No. 32 of 2000)Schedule 1 : Code of Conduct for Councillors (https://www.acts.co.za/municipal-systems-/schedule_1_code_of_conduct_for_councillors)