

What to do if your wheelie bin is not being emptied 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 your bin is put out on the correct day

Who is this for?

You'll find information about collection days and obtaining a wheelie bin. If you have a wheelie bin and know you're putting it out on the correct day, move on to the next step

Key summary

-  The municipality is responsible for solid waste removal on a weekly basis
-  The municipality provides bins and bags for your rubbish to be removed

Resources to help you

Collection days

The day your rubbish is collected depends on where you live. The City of Cape Town has created a map of garbage collection times

(http://resource.capetown.gov.za/documentcentre/Documents/Maps%20and%20statistics/Waste_Collection_Days%20%281%29.pdf).

If you're not sure in which area your house falls we suggest asking your neighbours. If they are not sure either, contact the municipality at wastewise@capetown.gov.za (mailto:wastewise@capetown.gov.za) or 0860103089 (tel:0860103089).

Get a wheelie bin

If you don't have a wheelie bin you can get one from the city. Go to the City of Cape Town website for detailed information about how to apply for one (<http://www.capetown.gov.za/City-Connect/Apply/Municipal-services/Solid-waste/Apply-for-a-new-wheelie-bin-for-domestic-properties>).

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.

2 If you are putting your refuse out on the correct day and it is still not being collected, report the issue to the city

Who is this for?

If you are sure you're putting your bin out on the correct day but it's not being collected, you should report it to the city. You can do this online through a service request, by calling the city, or by emailing them.

Key summary

-  You should be able to report a fault to the City
-  You can also request garden refuse collection
-  Make a service request (<https://www.capetown.gov.za/servicerequests>) with the City of Cape Town
-  Email the city at wastewise.user@capetown.gov.za (<mailto:wastewise.user@capetown.gov.za>)
-  Phone them at 0860 103 089 (tel:0860103089)

Resources to help you

How to log a service request

1. Group: Refuse collection and removal
2. Service: Non-removal of refuse
3. Enter a description of the problem - "My waste should be collected on ... and hasn't been"
4. Enter your municipal account number (explain how to find this)
5. Complete the rest of the form and provide your contact details
6. You will receive a reference number - this is important to keep for any follow-up queries you may have

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)

If you have reported the fault and your refuse is still not being collected, enlist 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

Key summary

-  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/>)

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)

4 Still no luck after talking to your ward councillor? These organisations can assist





OpenUp

(<https://openup.org.za>)

OpenUp is a civic tech organisation that aims to empower citizens to improve their lives and communities

 openup.org.za (<https://openup.org.za>)

 021 671 6306 (tel:0216716306)


 info@openup.org.za (<mailto:info@openup.org.za>)





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