

# What to do if your blue garbage bags are not 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 .

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## 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 garbage bags per week. If you are getting these blue bags but they're not collected, move on to the next step

### 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
- The municipality provides bins and bags for your rubbish to be removed

### Resources to help you

**Mechanism to request garbage bags**

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**The garbage collector in your area**

???

**Your garbage collector's contact details**

???

### 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


**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 garbage should be collected.

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### **Key summary**

-  Contractors are introduced to the local sub-council and ward councillors prior to commencement of work
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### **Resources to help you**

**The garbage collector in your area**

**???**

**Collection days**

**???**

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### **What does the law say?**

**???**

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 garbage should be collected but missed it, you can find out here where you should take your bags

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## Key summary

-  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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## Resources to help you

The garbage collector in your area

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The nearest collection point to your home

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## What does the law say?

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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

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## Key summary

 Contact the Solid Waste Management senior foreman

 The foreman is responsible for ... ?

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## Resources to help you

Find out who your senior foreman is

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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)

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

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## Key summary

 The workers of the contractor are the ones physically picking up your garbage

 You can reach them by ... ?

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## Resources to help you

Getting in touch with the workers of the contractor

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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)

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 foreman or the workers to do anything, get in touch with the City

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### 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 ... ???

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### Resources to help you

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

**???**

**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)

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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

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## **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/>)
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## **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/>)

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## **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](https://www.acts.co.za/municipal-systems-/schedule_1_code_of_conduct_for_councillors))