

# 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 .

## 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 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**

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**Your garbage collector's contact details**

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### 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.

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**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?**

**???**

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**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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 If you are putting your refuse out on the correct day and it is still not being collected or if you have a question about plastic bag refuse collection, get in touch with the City

## 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 City by sending an SMS to 32772
-  Report this to the City's call centre on 0860 103 089
-  Contact the Solid Waste Management senior foreman or inform the workers of the contractor
-  The CoCT project manager should inspect the service standard level provided by the contractor on a daily basis
-  You can also request garden refuse collection

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## Resources to help you

### Getting in touch with the City

SMS to 32772 or call 0860 103 089

### Contact the Solid Waste Management senior forman or inform the workers of the contractor

How can people find out who the foreman is? What are his contact details?

How can people know who the workers are and how to find them?

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### Follow up with the City to ensure it takes action

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### Contact the City of Cape Town project manager

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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))