

RESIDENTS FAQ DOCUMENT WARD 87 – April 2020

WWW.LOOKANDLOG.CO.ZA - WWW.JOBURG.ORG.ZA

Escalation of complaints

Please only ask me to escalate issues when the “lookandlog” turnaround time (SLA) has not been met.

Always log your complaint first if you have an issue, I can't escalate without a reference number.

Please send me your info in this format email or sms / Whatsapp

(Please only email unless it's a real emergency):

- Name
- Address
- Contact details
- Account No.
- Reference No.
- Description of issue.

My contact details:

- Email address: Bridget.steer@gmail.com
- Mobile: 083 604 0404
- Facebook page: Ward 87 Johannesburg– Cllr Bridget Steer.

REGIONAL DIRECTOR – REGION B Mr Mohau Ntheli – mohaun@joburg.org.za

URBAN INSPECTOR – Mr Phillip Miya – phillipmi@joburg.org.za 0833059719

BILLING & REVENUE

SEE COJ WEBSITE FOR GENERAL ACCOUNT INFORMATION

<https://www.joburg.org.za/services/Pages/City%20Services/Accounts%20and%20payments/Accounts%20Home/Accounts.aspx>

Register to get your statement emailed to you

All you have to do is to register with the City's e-Services. Registration is free of charge. You will be asked to enter certain personal information and to choose a Username and Password. Remember to write down your username and password and keep it in a safe place.

To activate the process:

Logon with your username and password; Click on accounts by e-mail; Insert your account number and account pin (as printed on your original tax invoice) to continue with EAP; Select [Continue]; You can [Get Statements] or [Verify/Update your statement delivery details];

How do you access your statement?

• Schindlers Lawyers have put together a useful guide on how to use the site.

<https://bit.ly/2NS2ZJO>

METER READINGS – SHOULD BE SENT BETWEEN 20TH AND 27TH OF THE MONTH

REGION B ELECTRICITY READINGS – estimations@citypower.co.zca
spencermph@gmail.com – 0760167031 / 0710026543

WATER METER READINGS – meterreading@jwater.co.za / customer@jwater.co.za
Your Electricity or Water meter Readings are incorrect –

Take a photo of the meter (include reading, meter number and proof of date) and email COJ joburgconnect@joburg.org.za the following information:

Name
Address
Acc No
Meter No
Meter Reading
Date

PLEASE TAKE A PHOTO OF THE CURRENT METER READING WITH PROOF OF DATE INCLUDED AND EMAIL IT TO ME TOGETHER WITH YOUR LAST STATEMENT.

They will reply with a reference number. Please keep this so I can escalate any issues over 30 day (one billing cycle)

If you don't have email you can call the customer centre 0113755555 or visit the nearest customer centre (Randburg or Thuso House Braamfontein)

ESCALATION OF BILLING ISSUES

AFTER 30 DAYS – Please email me your previous correspondence together with the latest reading and a photo of the current meter reading.

COJ RATES REBATES

Various rebates are available from CoJ. Please visit this site to learn more. The application forms are also available on the site.

https://www.joburg.org.za/services_/Pages/City%20Services/Rebates/Rebates.aspx

RATE CLEARANCE REFUNDS

https://www.joburg.org.za/services_/Pages/City%20Services/Refunds/Property-Refunds.aspx

CITY POWER

Please log all faults (power outages, streetlights, meter not working issues, securing a substation etc.) via the call centre 0113755555, citypower.mobi /

https://za4.forcelink.net/forcelink/customportal/cp_mdt/customerportal.html#

Then SMS or Whatsapp me on 0836040404 the info in the following format in ONE message - no screen grabs please

Name
Address
Contact no
Ref no
Details of issue

| City Power | |
|--|---|
| Core Service | Service Level Standard |
| 1. Average repair time for logged electricity supply failures to Traffic Signal | <24 hours |
| 2. Average time taken to repair logged streetlight queries (Motorways and Main Arterials) | <6 Days |
| 3. Average time taken to repair logged streetlight queries (Secondary Roads and Area lighting) | <10 Days |
| 4. Repair work on damaged electricity meters | Within 72 hours of logged call |
| 5. Restoration of power supply after forced interruption | 30% within 1.5 hours |
| | 60% within 3.5 hours |
| | 90% within 7.5 hours |
| | 98% within 24 hours |
| 6. Restoration of power supply after planned interruption | 100% within 7 days |
| 7. Investigation of illegal connections | Within 8 hours |
| | Investigation of illegal connections reported for a single property concluded within 24 hours of logged call |
| 8. Read all meters as per CoJ download file ¹ and accurately read meters for billing by CoJ | Investigation of illegal connections reported for multiple properties concluded within 21 days of logged call |
| | 98% accurate automated meter reading for LPU's ² |
| 9. Prepaid meter conversion from Smart Meter | 95% accurate manual meter reading for domestic |
| | Within 3 days of receipt of complete application and payment |
| 10. Communication of service interruption | Planned: 7 days before interruption |
| | Unplanned: Immediately |
| 11. Response time for walk in queries | All queries acknowledged within 1 hour |

¹ City Power receives a file with meters to be read for billing purposes which is called a Download file. Upon receiving this file, City Power sends it to the meter reading contractors to physically read meters in the field for conventional meters. The readings for the automated meters are extracted from the Meter Data Management (MDM) system and sent to CoJ for billing purposes.
² Large Power User (commercial buildings, large hotels, factories etc.)

Electricity meter issues – wrong meter on account (meter exchanges not captured on the bill)

Please email Mboniseni Nevondo mnevondo@citypower.co.za and Joburgconnect@joburg.org.za details as follows:

- Name
- Address
- Contact no
- Account number
- Old meter number (and closing reading if you have it)
- New meter number and actual reading

PLEASE TAKE A PHOTO OF THE CURRENT METER READING WITH PROOF OF DATE INCLUDED AND EMAIL IT TO ME TOGETHER WITH YOUR LAST STATEMENT.

Pre-paid meter conversion

You can only convert to prepaid if you have a smart meter and your CoJ account is current. Please go the Randburg Walk in centre - Jan Smuts corner Bram Fischer.

This is a COJ process NOT a City Power process.

Most NB is to pay the fee AND get a notification number.

Keep the receipt safe in case you need me to escalate

To escalate prepaid meter conversions over 30 days (once your have made and paid for your application and have a 700 ref number) please email Dumo Zondi - dzondi@citypower.co.za

JOBURG WATER – Customer@jwater.co.za

Please log all water and sewer related issues (this includes leaks, bursts, missing water and sewer manhole covers) via the Call centre 0113755555 or email customer@jwater.co.za.

If it's an emergency please SMS or Whatsapp me on 0836040404 the info in the following format in ONE message - no screen grabs please

- Name
- Address

Contact no
Ref no
Details of issue

| Johannesburg Water | |
|---|---|
| Core Service | Service Level Standard |
| 1. Planned water supply interruptions | 95% of water supply interruptions concluded within 12 hours |
| 2. Repair of fire hydrants | 95% of fire hydrants repaired within 48 hours of notification |
| 3. Replace stolen meters | 95% of stolen meters replaced within 24 hours of notification |
| 4. Repair defective water meters | 95% of defective meters repaired within 3 days of notification |
| 5. Repair water pipe bursts | 95% of water pipe bursts repaired within 48 hours of notification |
| 6. Repair leaking valves on main lines | 95% of leaking valves on main lines repaired within 48 hours of notification |
| 7. Sewerage blockages cleared | 95% of sewer blockages cleared within 24 hours of notification |
| 8. Replacement of missing manhole covers | 95% of missing manhole covers replaced within 24 hours of notification |
| 9. Water Meter readings | 95% of accounts billed on actual readings monthly |
| 10. New Water connections | 95% of new water connection completed within 15 days of receiving request from customer |
| 11. Communication of service interruption | 95% of planned service interruption communiqués sent within 7 days |
| | 95% of unplanned interruption communiqués sent immediately |

Water meter issues – wrong meter on account (meter exchanges not captured)

Please email customer@jwater.co.za and joburgconnect@joburg.org.za the following details:

Name

Address

Contact no

Account number

Old meter number (and closing reading if you have it)

New meter number and actual reading

PLEASE TAKE A PHOTO OF THE CURRENT METER READING WITH PROOF OF DATE INCLUDED AND EMAIL IT TO ME TOGETHER WITH YOUR LAST STATEMENT.

Checking for water leaks

If you suspect you may have a water leak, I suggest you close off all your taps and then see if the meter moves. If it does you need to call your plumber ASAP.

JOBURG ROADS AGENCY – hotline@jra.org.za

Please log all potholes, storm water, bridge, missing manhole covers in the road, skoffeling (weed / vegetation removal from traffic islands and pavements), road markings, traffic signs, and traffic light issues with Joburg Road Agency. Please always include very specific location details to assist the department.

Road resurfacing – Unfortunately there is limited budget for road resurfacing, so the focus is on main arterial roads at the moment. If you notice that your road is crumbling / cracking please log it to try and get it patched to prevent any further deterioration.

PIKITUP

Street cleaning / Illegal dumping

For the removal of illegal dumping call Joburg Connect on 0860 562 874 or 0860-JOBURG to log a call. Pikitup only attends to illegal dumping on pavements, streets and council-owned land; illegal dumping in parks is the responsibility of City Parks.

To report illegal dumping to Pikitup, call 011 688 1500 or email illegaldumping@pikitup.co.za. Once you have a reference number please email Melvin to escalate it - melvinj@pikitup.co.za

Replacement Bins

There are four categories of bin replacements:

- 1) If you have no bin at your house - i.e. it is a new house or you have purchased one and there was no bin. You apply to Pikitup and the bin is free.
- 2) If you want a second or more bins, you contact Pikitup and pay R385 plus VAT per bin.
- 3) If your bin has been stolen or gone missing. You can get ONE free bin replacement every 8 years starting from 1 July 2017. After that you pay per bin.
- 4) If your bin is broken or damaged, then you will get a free bin, proving that you return the old bin.

The Process to Obtain a Bin

In each of the above options, you need to call the COJ call centre on 011-3755555 and obtain a reference number. You will need your account number when you do this.

If it has been stolen, then you should first visit your nearest police station and report it. You will need to provide the case number when calling the COJ call centre.

If you need to pay for the bin(s), then you need to go to your Regional Walk In Centre (for Ward 87 it is Randburg, corner Jan Smuts Ave and Braam Fischer Drive) with the reference number, a copy of your municipal bill and cash to the value of R385 plus VAT per bin.

In theory, Pikitup will then alert the depot that services your suburb and deliver a bin within a week or so depending on stock availability. If you haven't received your bin after a month please email Ronel Doria - ronelld@pikitup.co.za

- Name
- Cell / contact number
- Address
- Ref number
- Attach a copy of the receipt if you have paid for a bin.

CITY PARKS

TREE TRIMMING OR REMOVAL – It is illegal for any resident to trim or remove a tree on city property. If you need a tree trimmed or removed, please report it to CoJ and get a reference number, then fill in this form (<https://drive.google.com/file/d/18TaQlomiJoUO9utVuq7V3Mk1Ym1Ht3dv/view?usp=sharing>)

And email it to Alton Rankin – arankin@jhbcityparks.com

Parks maintenance – please also email Alton

Trees that have fallen into the road – please call 0113755555 selection option “0” for the emergency tree felling team and get a reference number,

JMPD

0113755911 for bylaw enforcement

Hotline for traffic related issues 0808723342

Hotline for illegal dumping 0800120555 OR 0827791361

JMPD are responsible for Bylaw enforcement in COJ.
Public nuisance, public drinking, noise, reckless driving etc.

Illegal structures / shacks being erected in open spaces – Please call JMPD 0113755911 and get a reference number. Please then email Region B JMPD Chief Mike Smith mikesm@joburg.org.za and cc the Regional Director Mohau Ntheli mohaun@joburg.org.za with the location and reference number.

Illegal dumping – If you witness illegal dumping please report to the hotline 0800120555. Try to take photos and get details of the vehicle registration so the culprits can be tracked. (Or whatsapp or email me the same info)

DEVELOPMENT PLANNING

ILLEGAL LAND USE

This department deals with businesses operating illegally.
If you suspect that this is happening please report it to Joseph Geduld via email to josephg@joburg.org.za.

Please give address and as much detail as possible. Examples of illegal land use are communes, churches, and businesses operating from residential stands. You can check the zoning using this tool on your mobile phone – just zoom into the property in question – ags.joburg.org.za, or use the COJ GIS system to check <https://eservices.joburg.org.za/new-maps>

BUILDING PLANS / PERMISSION

Any new building and any alteration that adds on to or changes the structure of an existing building must go to the City's (Planning) Development Management Department for approval. You can check if plans have been submitted by using this portal - <https://eservices.joburg.org.za/Pages/BuildingPlans.aspx>

Alternatively please contact our Building Inspector – Faried Watson fariedw@joburg.org.za

ENVIRONMENTAL HEALTH

Any environmental health issues (over grown stands, overcrowded buildings, etc.) should be reported to Bernadette Getz bernadette@joburg.org.za

NOISE NUISANCE

Please follow the procedures on the document to report noise nuisances.
<https://drive.google.com/file/d/1hCWKq-hbYeh-HXzBL6r8BUfAdWiryBW2/view?usp=sharing>

Ashendri Reddy - AshendriR@joburg.org.za

SOCIAL WORKER –

Jennifer Qupe 0671272211 jenniferq@joburg.org.za

DISPLACED / HOMELESS PERSONS –

Kebonye Senna 0822549500 kebonyes@joburg.org.za

For the moment displaced persons can seek the City's help at:
3 Kotze overnight shelter (linked to Governors House)
Governors House assessment Centre 28 Kotze Street and Queens Road, Hillbrow
Windsor West assessment Centre 23 Knights Street, Windsor West
Dan Street assessment Centre 1 Dan Street, Florida and the gate is on 4th Avenue

If anyone knows of a displaced person who would willingly go to one of these locations for shelter, please contact 083 702 6806 or 083 702 6807, and the relevant people will be sent to relocate them. Residents can also contact the City's Displaced Persons Unit on 011 407 7274.