

FAQ DOC FOR COUNCIL ISSUES

WARD 87 JULY 2023 - Cllr Bridget Steer

CoJ Website - WWW.JOBURG.ORG.ZA

Ward Councillor contact info – Email: Bridget.steer@gmail.com Mobile: 083 604 0404

Escalation Power / Water outages – Whatsapp / SMS me for emergencies

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

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

- Name
- Address
- Contact details
- Reference No. and SMS link
- Description of issue.

CITY POWER Please follow @CityPowerJhb on Twitter for outage updates.

To Log faults (power outages, streetlights, meter not working issues, securing a substation etc.) COJ call centre 0113755555, City Power call centre (office hours) 0114907484 or citypower.mobi/
https://za4.forcelink.net/forcelink/customportal/cp_mdt/customerportal.html#

Escalation over 24 hours Hursthill Depot SDC_Hursthill@citypower.co.za Area Manager Lucas Maluleka-
lmaluleka@citypower.co.za , General manager Malcolm De Lange mdelange@citypower.co.za and Depot manager Sphiwe Maphumulo – smaphumulo@citypower.co.za

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
	100% within 7 days
6. Restoration of power supply after planned interruption	Within 8 hours
7. Investigation of illegal connections	Investigation of illegal connections reported for a single property concluded within 24 hours of logged call
	Investigation of illegal connections reported for multiple properties concluded within 21 days of logged call
8. Read all meters as per CoJ download file ¹ and accurately read meters for billing by CoJ	98% accurate automated meter reading for LPU ²
	95% accurate manual meter reading for domestic
9. Prepaid meter conversion from Smart Meter	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

JOBURG WATER – EMAIL Customer@jwater.co.za / SMS 0763335052

Please log all water and sewer related issues (this includes leaks, bursts, missing water and sewer manhole covers)

Escalation over 48 hours – Stakeholder relations - Sindi sindisiwe.buthelezi@jwater.co.za Acting Regional Manager – Takalani takalani.mulaudzi@jwater.co.za

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

BILLING QUERIES – all billing queries must be logged at a customer service centre (*Randburg or Thuso House Braamfontein*) or via email to regionBvenue@joburg.org.za – **make sure you get a ref no.**

What to do if your Electricity or Water Meter Readings are incorrect or the wrong meter is on the account – **Take a photo of the meter include reading, meter number and proof of date (newspaper or something printed)** and email COJ regionBvenue@joburg.org.za the following information

Name

Address

Acc No

Meter No

Meter Reading

Date

If meter has changed include details of old meter and date it was changed

Please make sure photos are less than 2mb

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

Checking for water leaks

If you suspect you may have a water leak, or have received a high water bill - 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.

<https://www.schindlers.co.za/2020/unusually-large-water-bill-v2/>

ESCALATION OF BILLING ISSUES AFTER 30 DAYS – Please **EMAIL Nozuko** NozukoS@joburg.org.za your **REFERENCE NUMBER**, previous correspondence together with the latest statement and a photo of the current meter reading if the meter no or reading is incorrect

Query escalation process

Customers have the right to escalate their billing query if:

- It is older than 30 days;
- Has a reference number older than 30 days;
- Escalate query to the operations manager who has 15 days to resolve query;
- If still no response after the query has been escalated to operations manager, escalate to Assistant Director who has 15 days to resolve;
- If not resolved, escalate to Deputy director who has 15 days to resolve;
- If not resolved, next step is billing director who has 15 days to resolve;
- If a customer is still unhappy with the resolution they received from the City, they can contact the City's Ombudsman. Complaints must be in writing and signed by the complainant. A complaint form can be downloaded from www.joburgombudsman.org.za.

SEE COJ WEBSITE FOR GENERAL ACCOUNT INFORMATION, THE LATEST RATES AND TARIFFS, VALUATIONS INFO, DEPOSITS, REFUNDS ETC

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

Register to get your statement emailed to you, submit meter readings and pay online - <https://www.e-joburg.org.za/>

All you must 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];

METER READINGS

https://www.joburg.org.za/services_/Pages/Meter-reading-messages.aspx

Pre-paid Electricity meter conversion

<https://www.citypower.co.za/customers/Service%20Connection%20Documents/Guideline%20to%20convert%20to%20prepaid.pdf>

Application form -

<https://www.citypower.co.za/customers/Service%20Connection%20Documents/Application%20form.pdf>

The fully completed and signed application form as well as the supporting documents mentioned in the guideline can be submitted to Customer Services via email (in PDF format). Should the supporting documents not be submitted, it will result in a delay in processing the application. Please use the email address for the Region in which the property requiring the service connection is situated. **Region B - regionBvenue@joburg.org.za**

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 you have made and paid for your application and have a 700 ref number) please email Dumo Zondi - dzondi@citypower.co.za

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

PENSIONER REBATES - https://www.joburg.org.za/services_/Pages/City%20Services/Rebates/Pensioner-rebates.aspx

RATE CLEARANCE REFUNDS

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

GENERAL VALUATION ROLL 2023 – <https://objections.joburg.org.za/>

Search for your property here – only enter suburb and stand number (note some suburbs are two words West Cliff, Park View) You can check for spelling and stand number on your CoJ bill top right hand side. Omit all the zeros on the stand number. <https://objections.joburg.org.za/Objection/PropertyIndex>

Objection forms are available here if you aren't able to submit online -

https://www.joburg.org.za/services_/Pages/General-Valuation-Roll-2023/Objection-Forms.aspx

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 so it's easy to find

Pothole Patrol App can also be used - <https://apps.apple.com/za/app/pothole-patrol/id1588705099> or android - https://play.google.com/store/apps/details?id=com.potholes.mobileapps&hl=en_ZA&gl=US

THE DIFFERENCE BETWEEN A POTHOLE AND A REINSTATEMENT



POTHOLE

A depression in a road surface, usually asphalt, where traffic has removed broken pieces of the asphalt. It is usually the result of an aged asphalt surface / water in the underlying soil structure.



REINSTATEMENT

Restoration of an asphalt surface, paving, curbing as a result of a burst water pipe, sewer line, replacement of an electricity cable etc.



CROCODILE CRACKING OF ROAD SURFACE

Crocodile cracking, also called fatigue cracking, is a common type of distress in asphalt pavement. It is often a sign of sub-base failure, poor drainage, or repeated over-loadings. It is important to prevent fatigue cracking, and repair as soon as possible, as advanced cases can be very costly to repair and can lead to formation of potholes or premature pavement failure.



DISLODGED / BROKEN KERB INLET (KI) on Storm water drains

JRA ESCALATIONS - If any issue is not resolved after 30 days please email the following:
Andrew Bodibe abodibe@jra.org.za William Mabotja – wmabotja@jra.org.za Cordelia Mabena cmabena@jra.org.za

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 via the hotline email address to try and get it patched to prevent any further deterioration.

DAMAGES TO VEHICLES – CLAIM FORM https://www.jra.org.za/documents/policies/REVISED_CLAIM.pdf

WAYLEAVE INFO <https://www.jra.org.za/customer-service/wayleaves>

TRAFFIC CALMING <https://jra.org.za/traffic-calming-requests/>

PIKITUP – 0100555990 • info@pikitup.co.za The call centre operates Monday to Friday 8am to 4pm.

Please use this number to request replacement bins, collection of illegal dumping, street cleaning, etc. You can also request special collections for large items such as old mattresses, furniture etc.

Street cleaning / Illegal dumping / Street Bins

Pikitup only attends to illegal dumping on pavements, streets and council-owned land; illegal dumping in parks is the responsibility of City Parks.

Once you have a reference number from the call centre please email Debbie to escalate it - debbiedupreez@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 Pikitup call centre 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 – 011 712 6600 <https://www.jhbcityparksandzoo.com/>

Customer care: jcp@jhbcityparks.com

Tree Maintenance: trees@jhbcityparks.com

Alton Rankin Regional Manager arankin@jhbcityparks.com

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://docs.google.com/document/d/18TaQlomiUO9utVuq7V3Mk1Ym1Ht3dv/edit?usp=sharing&oid=116266774532774500084&rtpof=true&sd=true>

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

AND Moeketsi Phiri mphiri@jhbcityparks.com

Parks maintenance – All parks are on a maintenance schedule. Flagship parks are attended to weekly, other parks on a 4 week cycle, open spaces on a 8 week cycle. The weekly maintenance schedules are available here - <https://www.jhbcityparksandzoo.com/services-facilities/parks/maintenance-cycle>

Trees that have fallen into the road – please call 0113755555 selection option “0” for the emergency tree felling team and get a reference number, Whatsapp / SMS 0828030748 the full address, contact details and a photo



JMPD

Cluster Commander for Ward 87 is Supt Maluleke 0614843310

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.

CRIME related issues must be reported to SAPS and escalated through the CPF

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 – Whatsapp 0827791361 or email zezeim@joburg.org.za
If you witness illegal dumping please report to the hotline 0800120555 or whatsapp per above. 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)

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.

ENVIRONMENTAL HEALTH – Ops Manager Morne Swart – mornes@joburg.org.za

Any environmental health issues (over grown stands, overcrowded buildings, etc.) should be reported to Bernadette Getz bernadette@joburg.org.za (Greenside, Parkview, Westcliff, Forest Town, Parktown) and Lesiba Mothapo lesibamoth@joburg.org.za (Melville, Auckland Park, Richmond, Brixton)

NOISE NUISANCE - Ashendri Reddy - AshendriR@joburg.org.za

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

DEVELOPMENT PLANNING

Contact directory -

https://www.joburg.org.za/departments_/Pages/City%20directorates%20including%20departmental%20sub-directorates/development%20planning/Contact.aspx

SINGLE LAW ENFORCEMENT UNIT

Development Planning

Single Law Enforcement (SLE)

Residents are encouraged to report the following contraventions to the SLE Unit:

- Zoning
- Additions
- Alterations
- Illegal Land Use
- Building-signage
- Outdoor advertising
- Building developments

The SLE Unit has introduced regional points of contact for the public to report the above contraventions with a dedicated Operations Manager and Administrator assigned to these regional mailboxes:

REGION A: COMPLAINTSLEREGIONA@JOBURG.ORG.ZA
REGION B: COMPLAINTSLEREGIONB@JOBURG.ORG.ZA
REGION C: COMPLAINTSLEREGIONC@JOBURG.ORG.ZA
REGION D: COMPLAINTSLEREGIOND@JOBURG.ORG.ZA
REGION E: COMPLAINTSLEREGIONE@JOBURG.ORG.ZA
REGION F: COMPLAINTSLEREGIONF@JOBURG.ORG.ZA
REGION G: COMPLAINTSLEREGIONG@JOBURG.ORG.ZA

Joburg
www.joburg.org.za
@CityofJoburg
@CityofJoburg
CityofJoburg

ILLEGAL LAND USE

This department deals with businesses operating illegally.
If you have evidence of illegal land use, please report it to ComplaintsLERegionB@joburg.org.za
Joseph Geduld is the manager in region B 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 Erf / Stand number and zoning using this tool on your mobile phone – just zoom into the property in question – ags.joburg.org.za, or use the COJ website 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 – You will need the stand number to check if plans have been submitted (See GIS information under land use section above) -
<https://eservices.joburg.org.za/Pages/BuildingPlans.aspx>

Alternatively, please contact the Building Inspector for your area who can check for you and do a site inspection (if required)

Contact for Building inspectors –

Greenside, Melville, Auckland Park, Brixton, Richmond, Parkview and Westcliff –
Faried Watson fariedw@joburg.org.za

Forest Town and Parktown – Luch Spinelli Luchs@joburg.org.za

Manager Region B – Lebo Mdluli LeboMd@joburg.org.za

Historical/archived building plans will be available to the public, but only through appointment by email or telephone (Email address: KgolokoPatrickK@joburg.org.za and Tel: 011 407-6034/ 083 702 7689) and request a copy of a plan, then set an appointment for collection. The plan will then be collected at the Metro Link.