



COVID-19 Facility Closures Notice

Useful information:

Visit our [Coronavirus](#) page for the latest updates and information about the virus. Alternatively, you can visit our [Media and news](#) section to view the latest media releases.

The following facilities and services are closed/suspended until further notice:

- Art centres
- [Beaches](#)
- [Cash offices and walk-in centres](#)
- [City sports fields](#)
- [Community halls and Recreational hubs](#) / [Civic centres](#) (including [City Hall](#))
- [Company's Garden](#)
- [Driving licence testing centres \(DLTC\)](#)
- [Drop-off facilities](#)
- [ECD centres](#)
- [Green Point Park](#)
- [Home Composting Programme](#)
- [Housing offices](#)
- [Libraries](#)
- [Motor vehicle registration centres](#)
- [MyEstate mobile housing services](#)
- Museums
- [Nature reserves](#)
- [Resorts](#), camping sites, braai and picnic spots
- [Spray parks](#)
- [Stadia](#)
- [Subcouncil offices](#)
- [Swimming pools](#)
- [Valuation Office Customer Service Desk](#)

The following facilities remain open for now:

The number of people entering these facilities at the same time will be reduced to ensure that we maintain social distancing. Increased hygiene practices and stronger precautionary measures will be in place at all facilities.

- [Cemeteries](#) (limited to 50 persons per burial)
- [Clinics](#)
- [Municipal courts](#)

The following services have been reduced, but essential services will continue:

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- **Informal settlement basic services:** Basic and essential services in informal settlements will continue with increased precautions for the safety of residents, staff and contractors.
- **Electricity services:**
 - Service delivery fixing faults and outages will continue.
 - Repairs:
 - Repairs that are vital from a safety perspective will be prioritised.
 - Repairs on streetlights will be done only if, after an assessment, the damage is seen as a potential safety risk for the community or electricity staff.
 - Streetlights that are faulty as a result of vandalism and theft will not be prioritised during this period unless there is a safety risk.
- **Meter reading**
 - No meter readings will be done during this period.
 - Billings will be based on estimations done over the lockdown period compared to the usage over the same period in 2019.
 - After the lockdown period, normal billing procedures will resume.

Online services

We encourage you to use our telephonic and online services to conduct your business, wherever possible. Avoiding social contact will help to reduce the spread of the virus.

Go to our [Contact us](#) page for all our departmental and service-related contact details.

The following can be done online via [e-Services](#):

- [e-Billing](#)
- [Careers](#)
- [Informal trader bay applications](#)
- [Land use and building plan applications \(DAMS\)](#)
- [Municipal account payments](#)
- [Pet registration](#)
- [Report a fault or submit a C3 service request](#)
- [Supplier self-service](#)
- Document uploads: Affidavits, bank statements, company registration documents, identity documents, tax clearance certificates.
- [Conveyancing](#)
- [Indigent applications](#)

See [all our online services](#) for more options.

COVID-19 Resources:

- The NICD Hotline on [0800 029 999](tel:0800029999) operates seven days a week, 24 hours a day.
- Contact the Western Cape Provincial Government Hotline on [021 928 4102](tel:0219284102).
- <https://www.who.int/emergencies/diseases/novel-coronavirus-2019>
- <https://www.westerncape.gov.za/dept/health>
- www.nicd.ac.za
- <https://sacoronavirus.co.za/>
- Department of Health WhatsApp: [0600 123 456](tel:0600123456)
- World Health Organisation WhatsApp: [022 501 7615](tel:0225017615)