COVID-19 Alert Level 3
Operations and Service Notifications

Last updated: 10 June 2020

This document is a summary of the latest service delivery updates found online at www.capetown.gov.za/coronavirus

The information in this document is subject to change.

Follow us on Twitter @CityofCTAlerts to stay informed.
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COVID-19 Alert Level 3 Operations and Service Notifications

City facilities (Open | Closed)

Non-essential facilities are closed until further notice. Our essential service facilities continue to operate, but access may be restricted in the interest of public safety.

We are opening our service facilities with a phased approach in line with national government health and safety regulations.

Recreational facilities

<table>
<thead>
<tr>
<th>Facility</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Art centres</td>
<td>Closed</td>
</tr>
<tr>
<td>Beaches</td>
<td>Closed</td>
</tr>
<tr>
<td>City sports fields</td>
<td>Closed</td>
</tr>
<tr>
<td>Community halls and Recreational hubs / Civic centres (including City Hall)</td>
<td>Closed</td>
</tr>
<tr>
<td>Company’s Garden</td>
<td>Closed</td>
</tr>
<tr>
<td>ECD centres</td>
<td>Closed</td>
</tr>
<tr>
<td>Green Point Park</td>
<td>Closed</td>
</tr>
<tr>
<td>Museums</td>
<td>Closed</td>
</tr>
<tr>
<td>Nature Reserves</td>
<td>Closed</td>
</tr>
<tr>
<td>Resorts, camping sites, braai and picnic spots</td>
<td>Closed</td>
</tr>
<tr>
<td>Spray parks</td>
<td>Closed</td>
</tr>
<tr>
<td>Stadia</td>
<td>Closed</td>
</tr>
<tr>
<td>Swimming pools</td>
<td>Closed</td>
</tr>
</tbody>
</table>

Service facilities

<table>
<thead>
<tr>
<th>Facility</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Area Economic Development offices (Informal trading)</td>
<td>Some open</td>
</tr>
<tr>
<td>Cash offices and walk-in centres</td>
<td>Some open</td>
</tr>
<tr>
<td>Clinics and healthcare facilities</td>
<td>Some closed</td>
</tr>
<tr>
<td>Driving licence testing centres (DLTCs)</td>
<td>Some open</td>
</tr>
<tr>
<td>Drop-off facilities</td>
<td>Some open</td>
</tr>
<tr>
<td>Film Permit Office</td>
<td>Online applications only</td>
</tr>
<tr>
<td>Home Composting Programme</td>
<td>Closed</td>
</tr>
<tr>
<td>Housing offices</td>
<td>Closed</td>
</tr>
<tr>
<td>Libraries</td>
<td>Closed</td>
</tr>
<tr>
<td>Motor vehicle registration centres (MVRs)</td>
<td>Some open</td>
</tr>
<tr>
<td>MyEstate mobile housing services</td>
<td>Closed</td>
</tr>
<tr>
<td>Refuse Collection Depots</td>
<td>Open</td>
</tr>
<tr>
<td>Subcouncil offices</td>
<td>Closed</td>
</tr>
<tr>
<td>Tender Office</td>
<td>Open</td>
</tr>
<tr>
<td>Transfer Station</td>
<td>Some open</td>
</tr>
<tr>
<td>Valuation Office Customer Service Desk</td>
<td>Closed</td>
</tr>
</tbody>
</table>
COVID-19 Alert Level 3 Operations and Service Notifications

Area Economic Development Offices
Operating hours: Monday to Friday from 09:00 - 15:00
Call the call centre for more information on 021 400 3131 (Option 6).

| Area East | | | |
|-----------|---|---|
| Khayelitsha Municipal Office/Training Centre. | Open | |
| Kuils River Subcouncil office | Open | |
| Somerset West municipal office | Open | |
| Strand Subcouncil office | Open | |

| Area South | | | |
|-----------|---|---|
| Mitchells Plain (Lentegeur Administrative Building) will open tomorrow | Closed | |
| Plumstead Administration Building will open tomorrow | Closed | |

| Area Central | | | |
|-------------|---|---|
| Athlone Minor Hall, corner of Protea and Klipfontein Roads, Athlone | Closed | |
| Bellville Civic Centre and Municipal Offices, Voortrekker Road, Bellville | Closed | |
| Fezeka Building, c/o NY1 and Lansdowne Road, Gugulethu | Closed | |
| Goodwood Municipal Offices, corner of Voortrekker Road, Goodwood | Open | |

| Area North | | | |
|------------|---|---|
| Kraaifontein Municipal offices, Kraaifontein | Closed | |
| Milnerton Municipal Administration Offices, Milnerton | Closed | |
| Wale Street, Cape Town CBD | Closed | |

Cash Offices/Walk-in Centres
The facilities below are open and offering the following services only:
- Indigent applications
- Municipal account payments
- Payment arrangements
- Rates rebates applications

<table>
<thead>
<tr>
<th>Office</th>
<th>Operating hours</th>
</tr>
</thead>
</table>
| Kuils River Municipal Office | Weekdays: 08:00 - 15:30  
Weekends: 08:00 - 11:00 |
| Lentegeur Municipal Office | Weekdays: 08:30 - 15:30  
Weekends: 08:00 - 11:30 |
| Liberty Promenade Mall | Weekdays: 08:30 - 15:30  
Weekends: 09:00 - 12:00 |
| Parow Municipal Office | Weekdays: 08:00 - 15:30  
Weekends: Closed |
| Plumstead Municipal Office | Weekdays: 08:00 - 15:30  
Saturdays: 08:00 - 11:00 |
| Strand Municipal Office | Weekdays: 08:00 - 15:00 |
| Table Bay Mall | Weekdays: 08:30 - 15:30  
Weekends: 09:00 - 12:00 |
Clinics and healthcare facilities

We have had to close some of our healthcare facilities due to staff testing positive for COVID-19. The clinics will reopen once the facility has been decontaminated.

<table>
<thead>
<tr>
<th>Facility</th>
<th>Closed</th>
<th>Reopening</th>
<th>Alternative facility</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chestnut Satellite Clinic</td>
<td>25 May</td>
<td>TBC</td>
<td>St Vincent CDC</td>
</tr>
<tr>
<td>Delft South Clinic</td>
<td>29 May</td>
<td>TBC</td>
<td>Delft South CHC</td>
</tr>
<tr>
<td>Elsies River Clinic</td>
<td>28 May</td>
<td>10 June (TBC)</td>
<td>Adriaanse Clinic</td>
</tr>
<tr>
<td>Hazendal Satellite Clinic</td>
<td>5 June</td>
<td>17 June</td>
<td>Heideveld Clinic</td>
</tr>
<tr>
<td>Leonsdale Satellite Clinic</td>
<td>2 June</td>
<td>TBC</td>
<td>Adriaanse Clinic</td>
</tr>
<tr>
<td>Masincedane Clinic</td>
<td>5 June</td>
<td>17 June</td>
<td>Gugulethu CHC</td>
</tr>
<tr>
<td>Netreg Clinic</td>
<td>8 June</td>
<td>TBC</td>
<td>Bishop Lavis CHC</td>
</tr>
<tr>
<td>Nolungile Clinic</td>
<td>9 June</td>
<td>15 June (TBC)</td>
<td>Site B Clinic</td>
</tr>
<tr>
<td>Valhalla Park Clinic</td>
<td>2 June</td>
<td>11 June (TBC)</td>
<td>Bishop Lavis CHC</td>
</tr>
<tr>
<td>Vuyani Clinic</td>
<td>8 June</td>
<td>TBC</td>
<td>Gugulethu Clinic</td>
</tr>
<tr>
<td>Westridge Clinic</td>
<td>8 June</td>
<td>TBC</td>
<td>Lentegeur Clinic</td>
</tr>
</tbody>
</table>

Environmental Health (EH) Offices

<table>
<thead>
<tr>
<th>Facility</th>
<th>Date closed</th>
<th>Date reopening</th>
<th>Alternative facility</th>
</tr>
</thead>
<tbody>
<tr>
<td>Milnerton EH Office</td>
<td>2 June</td>
<td>TBC</td>
<td>Maitland EH office</td>
</tr>
</tbody>
</table>

See a list of all Environmental Health Offices

Driving License Testing Centres (DLTCs)

We will reopen the following Driving License Testing Centres on Tuesday, 9 June 2020.

All other DLTCs are slated for reopening on 15 June 2020, but confirmation of the date will be communicated in the coming days.

<table>
<thead>
<tr>
<th>Facility</th>
<th>Available services</th>
<th>Unavailable services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Atlantis</td>
<td>• Renewal of documentation (licenses, permits, etc.).</td>
<td>• New applications for learner license tests, including applications for duplicate learner's licence, and new bookings for driving licences until the backlog is cleared.</td>
</tr>
<tr>
<td>Bellrail (Bellville)</td>
<td>• We will prioritise essential services staff who need to renew documentation.</td>
<td>• All other DLTC services, including foreign conversions of driving licences in terms of section 23 of the National Road Traffic Act</td>
</tr>
<tr>
<td>Brackenfell</td>
<td>• Learner license and driving license tests that were scheduled during level 5 or 4</td>
<td></td>
</tr>
<tr>
<td>Fish Hoek</td>
<td>• Renewal of professional driving permits (PrDPs)</td>
<td></td>
</tr>
<tr>
<td>Gallows Hill</td>
<td>• Collection of new driving license cards</td>
<td></td>
</tr>
<tr>
<td>Gordon's Bay</td>
<td>• Traffic fine payments</td>
<td></td>
</tr>
<tr>
<td>Joe Gqabi</td>
<td>• Pay your traffic fine online if possible, you can do so via <a href="http://www.paycity.co.za">www.paycity.co.za</a> or</td>
<td></td>
</tr>
<tr>
<td>Kuils River</td>
<td><a href="http://www.paymyfines.co.za">www.paymyfines.co.za</a>, or via EFT at most ATMs or at Spar till points.</td>
<td></td>
</tr>
<tr>
<td>Milnerton</td>
<td></td>
<td></td>
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<tr>
<td>New Ottery</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Parow</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
## Motor Vehicle Registration (MVR) offices

<table>
<thead>
<tr>
<th>Opening date</th>
<th>Area</th>
<th>Operating hours</th>
<th>Available services</th>
</tr>
</thead>
</table>
| 9 June 2020  | Cape Town Civic Centre Municipal and MVRL Office | Weekdays: 08:00 - 15:30 Saturday: Closed | • Vehicle registration and licencing  
• Municipal account payments  
• Payment arrangements  
• Indigent applications  
• Rates rebates applications |
| 9 June 2020  | Parow Municipal and MVRL Office | Weekdays: 08:00 - 15:30 Saturday: Closed | • Vehicle registration and licencing  
• Municipal account payments  
• Payment arrangements  
• Indigent applications  
• Rates rebates applications |
| 9 June 2020  | Kuils River Municipal and MVRL Office | Weekdays: 08:00 - 15:30 Saturday: (first and last of the month): 08:00 - 11:30 | • Vehicle registration and licencing  
• Municipal account payments  
• Payment arrangements  
• Indigent applications  
• Rates rebates applications |
| 9 June 2020  | Brackenfell Municipal and MVRL Office | Weekdays: 08:00 - 15:30 Saturdays: 08:00 - 11:30 | • Vehicle registration and licencing  
• Municipal account  
• Payments  
• Payment arrangements  
• Indigent applications  
• Rates rebates applications |
| 9 June 2020  | Municipal and MVRL Office in Liberty Promenade Mall, Mitchells Plain | Weekdays: 08:30 - 16:00 Weekends: 09:00 - 12:30 | • Vehicle registration and licencing  
• Municipal account payments  
• Payment arrangements  
• Indigent applications  
• Rates rebates applications |
| 9 June 2020  | Municipal and MVRL Office in the Table Bay Mall | Weekdays: 08:30 - 16:00 Weekends: 09:00 - 12:30 | • Vehicle registration and licencing  
• Municipal account payments  
• Payment arrangements  
• Indigent applications  
• Rates rebates applications |
| 9 June 2020  | Plumstead Municipal and MVRL Office | Weekdays: 08:00 - 15:30 Saturdays: 08:00 - 11:30 | • Vehicle registration and licencing  
• Municipal account payments  
• Payment arrangements  
• Indigent applications  
• Rates rebates applications |
| 9 June 2020  | Wesfleur Municipal Office | Weekdays: 08:00 - 15:30 Saturday: (First and last of the month): 08:00 - 11:30 | • Municipal account payments  
• Payment arrangements  
• Indigent applications  
• Rates rebates applications |
| 9 June 2020  | Strand Municipal and MVRL Office | Weekdays: 08:00 - 15:30 Saturdays: 08:00 - 11:30 (MVRL only) | • Vehicle registration and licencing  
• Municipal account payments  
• Payment arrangements  
• Indigent applications  
• Rates rebate applications |
| 10 June 2020 | Atlantis MVRL Office, Avondale | Monday, Wednesday and Friday: 08:00 - 15:30 Saturday: closed | • Vehicle registration and licencing |
Drop-off facilities
The following drop-off sites are now open, and accepting the following waste materials free of charge:
View the Conditions of Use for Drop-off facilities.

<table>
<thead>
<tr>
<th>Operating times</th>
<th>Facility</th>
<th>Waste Types accepted (indicated with a tick)</th>
<th>Operating times</th>
<th>Facility</th>
<th>Waste Types accepted (indicated with a tick)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday to Saturday: 09:30 – 15:30</td>
<td>Atlantis, Dassenberg Road (Limited capacity available)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sundays and Public Holidays: Closed</td>
<td></td>
<td>Garage waste</td>
<td>Clean builder's rubble</td>
<td>Clean garden waste</td>
<td>Recyclables</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Open to residents only</td>
<td>Open to all users</td>
<td>Open to residents and garden services</td>
<td>Open to all users</td>
</tr>
<tr>
<td></td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td></td>
<td>De Grendel, Corner 5th Avenue and Bertie Genade Street, Parow (Limited capacity available)</td>
<td></td>
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<tr>
<td></td>
<td>Faure, Old Faure Road, Eerste River</td>
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<tr>
<td></td>
<td>Gordons Bay, Sir Lowry's Pass Road</td>
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<td></td>
<td>Hout Bay, Main Road, near Mandela Road</td>
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<td></td>
<td>Kensington, Dapper Road (Limited capacity available)</td>
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<tr>
<td></td>
<td>Kommetjie, Kommetjie Road</td>
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<td></td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td></td>
<td>Kraaifontein Integrated Waste Management Facility, Corner Maroela and Sandringham Roads</td>
<td></td>
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<tr>
<td></td>
<td>Mitchell’s Plain, Spine Road</td>
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<tr>
<td></td>
<td>Ravensmead, Industrial Ring Road</td>
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<td>✓</td>
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<tr>
<td></td>
<td>Schaapkraal, Old Schaapkraal Road</td>
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<td></td>
<td>Seapoint, Tramway Road</td>
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<tr>
<td></td>
<td>Simon’s Town, Blue Waters Close</td>
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<td>✓</td>
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<tr>
<td></td>
<td>Tygerdal, Orange Street</td>
<td></td>
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<td></td>
<td></td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td></td>
<td>Vissershok Landfill Site, Frankdale Road, off N7, Table View</td>
<td></td>
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<td></td>
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<td>✓</td>
<td>✓</td>
<td>✓</td>
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<tr>
<td></td>
<td>Woodstock, Beach Road</td>
<td></td>
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<td>✓</td>
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<tr>
<td></td>
<td>Wynberg, Rosmead Avenue</td>
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<td>✓</td>
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</tbody>
</table>
Transfer Station: Household hazardous waste

We have opened Athlone Refuse Transfer Station to the public during Alert Level 3 for the Household Hazardous Waste facility.

View our Hazardous Waste Types and Disposal Guides.

The following Household Hazardous Waste can be disposed of at Athlone Refuse Transfer Station:

<table>
<thead>
<tr>
<th>Accepted as household hazardous waste</th>
<th>Not accepted</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Asbestos waste: limited to plant containers, gutters or old cement heaters</td>
<td>• Any product contaminated by infectious bodily fluids</td>
</tr>
<tr>
<td>• CFL (compact fluorescent lamps); other discharge lamps</td>
<td>• Bulk household hazardous waste (from home, business, school)</td>
</tr>
<tr>
<td>• Chemical waste products: air fresheners etc.</td>
<td>• Explosive, compressed waste: e.g. gas cylinders</td>
</tr>
<tr>
<td>• Electronic waste: cellphones, appliances etc.</td>
<td>• Medical waste: used bandages, expired medicine</td>
</tr>
<tr>
<td>• Old paint and brushes</td>
<td>• Sanitary waste: Soiled disposable nappies and adult diapers</td>
</tr>
<tr>
<td>• Pesticide waste</td>
<td></td>
</tr>
<tr>
<td>• Swimming pool chemicals</td>
<td></td>
</tr>
<tr>
<td>• Used batteries</td>
<td></td>
</tr>
<tr>
<td>• Used oils</td>
<td></td>
</tr>
<tr>
<td>• Any product contaminated by infectious bodily fluids</td>
<td></td>
</tr>
<tr>
<td>• Bulk household hazardous waste (from home, business, school)</td>
<td></td>
</tr>
<tr>
<td>• Explosive, compressed waste: e.g. gas cylinders</td>
<td></td>
</tr>
<tr>
<td>• Medical waste: used bandages, expired medicine</td>
<td></td>
</tr>
<tr>
<td>• Sanitary waste: Soiled disposable nappies and adult diapers</td>
<td></td>
</tr>
</tbody>
</table>

Service notifications

Business operations and support

Operations:

Film Permit Office

- We are only accepting online applications for film permits, in-person applications are still suspended.

Informal Trading

Trading permits that were obtained under Level 4 and 5 are still valid under Level 3.

Registered traders do not need to apply for a COVID-19 permit if they already have a valid trading permit issued by the City.

View the Informal Trading Conditions under Alert Level 3.

Our Area Economic Development offices are open Monday to Friday: 09:00 - 15:00.

Call the City's Urban Management Directorate call centre for more information on 021 400 3131 (Option 6).

Tenders/RFQ and Supply

Our Tender Office is open for in-person collection and submission of tender / RFQ documents. Visit our Supply Chain Management Department page for more details.

Waste Management

- Alert Level 3 Waste Disposal Arrangements Notice
- See our Solid Waste Management's COVID-19 Disposal Arrangements Notice.

Support options:

Business support options for guest houses and B&Bs
Go to Business support options for guest houses and B&Bs to find out how to apply.

**Invest Cape Town**

Support and advice for business and industry

**COVID-19 news and resources:**

The Department of Enterprise and Investment has set up a very useful information portal on the Invest Cape Town website to assist business and industry. You can find all the latest news, press releases, research and downloadable resources for business from the provincial and national government too. It is also linked to Wesgro, Cape Town Tourism and other useful sites. Go to [www.investcapetown.com](http://www.investcapetown.com) to find credible and vital information and feel free to share it.

**Relief options for commercial property owners**

If your account is getting into arrears because of a reduction in income but you do not normally qualify for rates rebates or indigent benefits.

Apply for a payment arrangement at no interest via email: COVID19.Relief@capetown.gov.za or SMS to 48043

**Rental relief options for City’s business lessees**

To soften the impact of the COVID-19 crisis on those businesses leasing property from the City that were forced to close temporarily or permanently, the following two-phased consumer journey has been adopted:

**Phase 1:** Rental reduction based on an application made to our Property Management Department and evaluated in terms of a proven business case by the applicant.

**Phase 2:** Payment arrangements based on an application made to the Revenue Department and evaluated in terms of a proven business case and aligned to existing lease terms and conditions. This will assist lessees to pay off their rental arrears over an agreed number of months. No interest will be charged, nor debt management actions taken for the duration of the arrangement, provided the agreement is honoured.

Email realestate.service@capetown.gov.za for details on how to apply.

**National government and external business relief options**

**The Tourism Relief Fund:**

Applications closed at midnight on 31 May 2020.

If you are contacted by the National Tourism Department to submit supporting documents, you must do so within seven working days.

Email inquiries about applications to callcentre@tourism.gov.za or covidrelief@tourism.gov.za.

Alternatively contact their call centre on 0860 868 747 weekdays from 08:00 – 16:00.

**UIF Subsidy:**

Employers that are unable to pay their worker’s full salaries are encouraged to apply for this benefit by sending an email to covid19ters@labour.gov.za.

**The South African Future Trust:**

This fund, set up by Nicky and Jonathan Oppenheimer, aims to make funding available to businesses affected by the crisis. Business owners can apply for interest-free loans to be used as relief payments to employees, and can apply via their own banks.

More information can be found here: [https://opp-gen.com/saft/](https://opp-gen.com/saft/).
Council

Subcouncil offices

Subcouncil offices are closed until further notice. Refer urgent matters to the relevant area director. See the councillor directory to get in touch with a Councillor.

Subcouncil and Ward Committee meetings

Remote meetings resume from Monday, 25 May 2020. Check the meeting calendar.

Donating

Donate essential items

How can you help?
Donate essential items: food parcels, vanity packs (soap, toothpaste, toothbrushes, facecloths, sanitary towels), toilet paper, adult diapers, mattresses, blankets, personal protective equipment

For more information, contact our Disaster Risk Management Centre:
Telephone: 021 597 6004
Email: disaster.donations@capetown.gov.za

Health services

Our Health Department is working closely with its provincial health partners to implement the revised COVID-19 strategy in the metropole.

With the virus caseload rising, the emphasis has shifted to a risk stratified case management approach, including:
1. identifying where the COVID-19 hotspots are, and
2. identifying individuals in those areas who are high risk.

The Western Cape Health Department announced that testing for COVID-19 will be limited to high risk individuals going forward.

You will be considered high risk if:
• You are a health care worker with coronavirus symptoms
• You are already in hospital and have coronavirus symptoms
• You are over 55, have other illnesses such as diabetes, hypertension etc. and have coronavirus symptoms
• You are under 55, with underlying conditions and have coronavirus symptoms
• You live in a care facility or old age home and have coronavirus symptoms

Six hotspot sub-districts have been identified in Cape Town, including:

<table>
<thead>
<tr>
<th>Sub-district</th>
<th>Areas most severely affected</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tygerberg</td>
<td>Bellville, Elsies River, Goodwood</td>
</tr>
<tr>
<td>Khayelitsha</td>
<td>Du Noon</td>
</tr>
<tr>
<td>Western</td>
<td>Delft, Delft South, Gugulethu, Nyanga, Manenberg</td>
</tr>
<tr>
<td>Southern</td>
<td>Imizamo Yethu, Philippi</td>
</tr>
<tr>
<td>Eastern</td>
<td>Mfuleni</td>
</tr>
</tbody>
</table>

Library services

• In line with National Regulations, we will not be opening our libraries on 1 June 2020.
• You will not be fined for late returns while libraries remain closed.
• The due date to return all library material on loan has been extended to 1 July 2020.
Refuse collection delays
When staff at our Refuse Collection Depots test positive for COVID-19, the facility is temporarily closed to allow for deep cleaning and disinfecting.

Read the following useful guides:
- Refuse Collection Delays: Bin Care and Waste Disposal Guidelines
- Guidelines for Domestic Waste Disposal During the COVID-19 Pandemic

Safety and security
Neighbourhood Watches (NHW)
Restrictions placed on NHWs have been lifted under alert level 3.
All members must comply with the national health and safety regulations and directives made by the Department of Health.

The guidelines provided for NHWs are as follows:
- NHW members must be in possession of a valid permit at all times;
- A valid permit must be issued by the convener [Department of Community Safety] or any person authorized by him/her; and
- Form 2: Permit to Perform an Essential or Permitted Service of the regulations must be used by the NHW member as a valid permit.

SAPS do not issue permits to NHW members and should under no circumstances do so. The Department of Community Safety will only issue permits to members of accredited NHW structures.

Communication has been issued to the Chairpersons of all accredited NHW structures outlining the protocols that they must adhere to.

Within the targeted COVID-19 hotspot areas, NHWs will be deployed to assist with:
- Promoting adherence to regulations in terms of social distancing at places of gathering and queueing;
- Sharing communications as prescribed by DoCS, acting as a nodal point of information for DoCS; and
- Patrol in their community.

The Department of Community Safety will ensure that measures are in place to prevent the spread of COVID-19 among NHW members, including:
- Providing cloth masks and hand sanitisers during operations;
- Defining the number of people permitted to operate and encouraging social distancing between volunteers; and
- Ensuring that those who show symptoms or who have been in contact with someone with COVID-19 are not allowed to operate; that they quarantine at home for 14 days, and that they are guided by advice from our dedicated COVID-19 Provincial Hotline.

For more information and general enquiries, contact:
Department of Community Safety’s NHW
Email: neighbourhood.watch@westerncape.gov.za

Transport, fines and vehicle licensing

<table>
<thead>
<tr>
<th>Facilities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Driving License Testing Centres and Motor Vehicle Licensing offices will begin to open from 9 June 2020 subject to national and provincial processes and health and safety regulations.</td>
</tr>
<tr>
<td>Go to <a href="http://www.capetown.gov.za/coronavirus">www.capetown.gov.za/coronavirus</a> or follow us on Twitter @CityofCTAlerts for the latest service updates.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Public transport</th>
</tr>
</thead>
<tbody>
<tr>
<td>MyCiTi: Check the website for active bus routes.</td>
</tr>
<tr>
<td>For travel permit information, go to <a href="https://sacoronavirus.co.za/guidelines-and-relief/">https://sacoronavirus.co.za/guidelines-and-relief/</a> and consult the regulations.</td>
</tr>
</tbody>
</table>
Traffic fines and warrants

Cases for outstanding warrants are currently being postponed for a period of three months at a time, until court proceedings are able to resume.

Pay your traffic fine online, go to www.paycity.co.za or www.paymyfines.co.za.

Vehicle registration and licencing

Online services

Online vehicle licencing and registration is available. Register for e-Services to renew your vehicle licence online.

If you applied online to renew your vehicle licence from 26 March 2020 onwards, you will need to re-apply online. All of the online applications received from 26 March have either expired or could not be processed due to the COVID-19 lockdown, the impact on the national traffic information system and the closure of the South African Post Office.

Remember, you still have a 90-day grace period to renew expired driving licenses, learner licenses, PrDPs, vehicle registration and discs from 1 June 2020.

The grace period applies to:
- driving licence applications and renewal
- learner’s licences
- professional driving permits (PrDPs)
- roadworthy certificates
- temporary permits
- the registering and licensing of a motor vehicle, as well as annual licence renewals

In addition, the validity period for the renewal of a motor trade number licence is extended for a further six months from 1 June 2020.

Online and telephonic 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.

- Our call centre is still operating 24/7, but only for essential service queries.
- Contact the City via our reduced channels.

Building plan, land use and development applications

The construction industry, residents, government departments and professionals can continue to submit building plans, development and land use applications via our e-Services platform.

- Register for e-Services
- Submit an application using our Development Application Management System (DAMS)

Financial relief options

Indigent relief

We have adjusted the processes of our indigent, disabled and pensioner rebate applications, which will help those affected by the COVID-19 crisis to qualify faster for rebates.

- Send an email to indigent.relief@capetown.gov.za or visit www.capetown.gov.za/indigentbenefits
- View other financial relief options for property owners during the COVID-19 crisis.

Invoices and account payments

The South African Post office is closed; we will not be able to post your municipal accounts to you.
- Request an invoice via email to copy.invoice@capetown.gov.za.
- Billings will be based on estimations compared to the usage over the same period in 2019.
- Register for e-Services to view all your account details online.

Account payments:
- ATM: contact your bank to add the City as an ATM beneficiary
- EFTs: Select the City as a beneficiary. Use your nine-digit municipal account number as a reference
- Online: www.Easypay.co.za or www.payCity.co.za and the e-Services Portal
- Retailers: Checkers, Pick 'n Pay, Shoprite, Spar and Woolworths

Meter reading:
- No meter readings will be done during this period.

**Register for e-Services**

Our e-Services platform allows you to:
- Receive accounts via email, pay accounts, view current account and account history
- log service requests
- submit water/electricity readings

**Reporting**

**Electricity faults**

For faults and emergencies:
- send an SMS to 31220 or,
- email power@capetown.gov.za or faultreport.centre@capetown.gov.za.

Visit the City's website to apply for a prepaid electricity meter in the future.

Alternatively, you can:
- register for e-Services and manually submit your meter readings, or
- send a photo of the meter reading by email to electricity.meterreading@capetown.gov.za, or
- phone 021 444 6286/8432/8478/1554 or 0860 103 089.

**Water faults**

Submit water-related service requests, including: burst mains, no water at a property, stolen meters and sewer blockages/overflows, using the following channels:
- Call 0860 103 089 (choose option 1 for Solid Waste and option 2 for water-related matters)
- Email water@capetown.gov.za or SMS 31373 (max of 160 characters)
- Online: http://www.capetown.gov.za/servicerequests/

**Other**

View our Fault Reporting Guide for a list of the type of faults you can report using the following channels:
1. Call 0860 103 089
2. Submit a service request (C3) online

Always remember to take note of the reference number provided. You will need your reference number to follow up on any service requests that you have submitted.

For refuse collection delays, stolen bins etc., email: wastewiser.user@capetown.gov.za
Guidelines

**Guidelines for Domestic Waste Disposal During the COVID-19 Pandemic**

Follow our guidelines for the disposal of your domestic waste to help prevent the spread of COVID-19. These guidelines are aligned to national and provincial guidelines and exist to curb the spread of the coronavirus to the refuse collection staff and others.

1. All waste items that have been in contact with someone who has COVID-19 or who you suspect may have been infected, must be disposed of in a separate container (e.g. used tissues, wipes, masks etc.)
2. Double-bag this waste.
3. Keep this waste on the property for at least five days before placing it out for collection in the bin.
4. Other household waste can be disposed of as normal.
5. Practise social distancing when interacting with Solid Waste staff.
6. Wash your hands before and after handling the bin and sanitise the lid, if possible, to prevent your bin from possibly becoming a site of transmission for the disease.

**Guide for Waste Service Providers**

Our Integrated Waste Management By-law, 2009, gives us the power to regulate, control and monitor the generation, management and disposal of solid waste in Cape Town.

Registration of unaccredited waste service providers

We have decided to allow the disposal of business waste at our facilities. This provision is only for vehicles with a maximum carrying capacity of 1.5 tons, and accreditation that aligns with our Policy for the Accreditation of Service Providers of Waste Management Services is required.

All unaccredited waste service providers must submit the following information to gain access to waste disposal facilities and allow for accreditation later on:

- A copy of your ID card or green ID book
- A copy of your permit from your waste generator.
- An official letter from your company on an official letterhead stating that you are aware of the waste tariff policy and agree to adhere to the stipulated conditions.
- Vehicle registration number.

Tariffs for business waste disposal applies. It is illegal to operate without a permit or accreditation. You are required to apply for accreditation and obtain the necessary permit. Once approved, you will be issued with a permit letter.

To obtain your permit letter, contact:

Alfonzo Noble

Telephone: 074 446 3682

Thembelani Mandindi

Telephone: 082 339 6297

**Health and safety rules for public transport**

Follow these basic health and safety rules to limit the spread of COVID-19 when using public transport:

Staying at home is still the safest option, but if you must travel, only do so for work purposes, or for essential goods and services.

**Note:** You will not be allowed to access any public transport without a mask or scarf.

If you have to use public transport:

- a mask or scarf covering your nose and mouth must be worn at all times;
Health and safety rules for public transport

- avoid physical contact with others by standing and sitting at least 1.5 m apart;
- avoid touching common surfaces;
- avoid touching your face;
- stay at home if you are feeling sick;
- use hand sanitiser if it is available; and
- wash your hands with soap and water before and after the trip.

Informal Trading Conditions under Alert Level 3

Trading Conditions
ALL traders must adhere to strict health and safety protocols as stipulated in the COVID-19 Regulations, including the following:

1. Markets/stalls must be set up from 06:00 and traders should be off site by 18:00
2. Traders must use Personal Protective Equipment (PPE) at all times (masks, sanitiser, and gloves)
3. Soap and water must be available for washing of hands and surfaces etc.
4. Maintain a distance of 2 m between trading stalls
5. Customers must stay 1.5 m apart at all times - traders are responsible for ensuring social distancing
6. Traders must have a City trading permit and/or COVID-19 informal trading permit available for inspection at all times.

In addition to the above:
All markets must have a COVID-19 Operating Plan, outlining how market management/trading associations/trader leadership aim to ensure that all traders adhere to the above-mentioned conditions.
Operating plans should also include measures to sanitise and disinfect all surfaces at the market.
Market management must take responsibility, in terms of the COVID-19 Health and Safety Regulations, for all traders and visitors to the market, ensuring that risk of infection is limited.

Email your Operating Plan to richard.holdstock@capetown.gov.za, include the name of the market, contact person, contact details and the anticipated date the market will open in your email.

Contact us
For more information and general enquiries, contact:

Urban Management Informal Trading Call Centre:
Telephone: 021 400 3131 (select option 6)
Email: richard.holdstock@capetown.gov.za

Refuse Collection Delays: Bin Care and Waste Disposal Guidelines

Bin care
1. Freeze any meat products (i.e. chicken, red meat, off-cuts, etc.) until collection day. Placing it into your bin frozen will prevent the breeding of flies.
2. Remember to wash your hands thoroughly after handling your bin and your waste.
3. Store your bin in a cool place and avoid direct sunlight – this will reduce/prevent flies breeding in your bin. It also helps to spray your bin with insecticide.
4. Wash and disinfect your wheelie bin regularly, especially when placing it outside and bringing it back inside
Refuse Collection Delays: Bin Care and Waste Disposal Guidelines

Dos and Don’ts
- Do not resort to illegal dumping. Excess refuse can be bagged and will be collected on the next removal day.
- Keep your bin on your property until the next scheduled removal day.
- Practise social distancing and do not approach staff members as they go about their duties.

Make space in your bin
- Stockpile your clean, dry recyclables. Recyclables take up valuable space in your bins, and the added volumes place pressure on refuse collection services.
- If you have no more space to stockpile your recyclables and garden greens, consider contacting a private accredited waste service provider. You can use our waste recyclers app to find one near you.
- Where possible, practise home composting - this will free up more space in your bin.

Standard Operating Procedure (SOP) for Filming in Cape Town

We will require a risk assessment and a COVID-19 mitigation plan for every location being used before a film permit is issued. Our law enforcement agencies will monitor compliance and will be there to advise production companies on the implementation of the COVID-19 mitigation and safety measures.

All those in the film industry, and those going out to film locations, must adhere to the protocols as well as all applicable regulations in terms of hygiene on set and social distancing to ensure the safety of everyone.

Production companies will be required to comply with the following actions, among others:
- All staff, cast and crew must be screened daily at the start of each shift/shoot. A record of each person’s daily temperature should also be kept.
- Cloth masks or face shields must be provided for cast and crew
- COVID-19 awareness information, including workplace protocols, must be displayed in common areas and copies provided to all staff
- Ensure that 70% alcohol-based hand sanitiser is made available for all cast, crew and service providers on sets and workspaces
- Only necessary permitted people should be allowed on set
- Sets/workspaces must be disinfected regularly before and after filming
- The number of people on set must not exceed 50 people as per the Arts and Culture Ministry directions
- Workplace equipment and props must be disinfected before they are returned to storage or service providers

Tips to manage mild COVID-19 cases in the home

As the caseload grows, more and more households are likely to be affected by COVID-19 in the home. See our practical tips for both patients and caregivers below:

Most people can recover from the virus at home. At least 80% of those infected will present with mild to moderate symptoms.

If you do not fall within the high risk categories mentioned above, only get tested if you suspect you have COVID-19, and recover at home.

Homecare for patients with COVID-19 presenting with mild symptoms:
You should remain isolated from the rest of your household for at least 14 days, if you:
- are waiting for test results,
- have a confirmed or suspected COVID-19 diagnosis with mild symptoms, or
- have been identified as a close contact with someone with COVID-19
Tips to manage mild COVID-19 cases in the home

While at home, monitor your symptoms and temperature twice daily.

If your symptoms begin to worsen you might require more advanced care – particularly if you:

- develop problems breathing,
- experience persistent pain or pressure in the chest area, and/or
- struggle to wake up.

Call your healthcare provider or the provincial COVID-19 health line if your symptoms persist beyond seven days.

Generally, after 14 days you will be considered free of the virus if you are no longer showing symptoms. If in doubt, check in with your healthcare provider or local clinic just to be sure.

You should only recover at home if:

- you are able to isolate yourself from other household members.
- a healthy person is available to take care of you, and
- you have easy access to your healthcare provider, if need be.

Some practical tips for taking care of someone with COVID-19 include:

- Avoid exposure to contaminated items from the patient’s immediate environment (e.g. do not share toothbrushes, cigarettes, eating utensils, dishes, drinks, towels, washcloths, or bed linen).
- Clean and disinfect bathroom and toilet surfaces at least once daily or after use if you share the bathroom.
- Clean and disinfect surfaces daily, especially those that are frequently touched in the room where the patient is being cared for, e.g. bedside tables, bedframes, and other bedroom furniture. Regular household soap or detergent should be used for cleaning.
- Clean the patient’s clothes, bed linen, bath and hand towels. You can use regular laundry soap and water or machine wash at 60–90 °C (if possible) with common household detergent, and dry thoroughly. Place contaminated linen into a laundry bag. Do not shake soiled laundry and avoid contaminated materials coming into contact with skin and clothes.
- ‘Double bag’ waste such as tissues or disposable masks used by the sick person and store for five days before putting out for collection.
- If possible, place the patient in a well-ventilated single room (i.e. with open windows and an open door). Household members should stay in a different room or, if that is not possible, maintain a distance of at least one metre from the sick person (e.g. sleep in a separate bed).
- Limit the movement of the patient in the house and minimise shared space.
- Limit the number of caregivers. Ideally, assign one person who is in good health and has no underlying chronic or immune-compromising conditions to look after the patient.
- Use dedicated linen and eating utensils for the patient. Clean these items with soap and water after use and re-use instead of discarding.
- Visitors should not be allowed until the patient has completely recovered and has no signs or symptoms of COVID-19. Wash your hands after any type of contact with the patient or their immediate environment.
- When washing hands with soap and water, it is preferable to use disposable paper towels to dry hands. If these are not available, use clean cloth towels and replace them frequently.

What to do if you cannot self-isolate at home:

1. Contact your nearest health facility, or
2. call the provincial hotline on 021 928 4102 to secure access to a quarantine or isolation facility.

Look after yourself to look after others:

All household members should take necessary precautions to ensure that they do not become infected.

Follow the guidelines below:

- If you feel ill – stay at home!
- Practise responsible respiratory hygiene (cover your coughs and sneezes)
- Social distancing is everyone’s responsibility – implement it strictly
- Wash your hands regularly with soap and water for at least 20 seconds
- Wear a cloth mask at all times when in public (do not touch your face)
- Wipe down all surfaces that you may come into contact with