



06 May 2022

To whom it may concern

**STREAMLINING OF WAYLEAVES APPLICATION PROCESS TO THE WATER AND SANITATION DEPARTMENT**

The Water and Sanitation Department has streamlined the manner in which responses for Wayleave Applications are being processed, in order to reduce the turn-around time for responding to Wayleave Applications and thereby improve service delivery. Wayleaves have, **as from 1 August 2016, been received at Reticulation Branch offices** in one of eight districts depending on the location of the subject area. The application will cover all services of the Department, including that of Bulk Water branch which was previously separately addressed and hence confusing to the applicant, as well as the relatively new infrastructure of Treated Effluent.

The City's [Transport Department](#) is the primary agent responsible for managing the road reserve and hence the issuer of wayleave approvals, to which this Department's requirements is one aspect.

The contact list below indicates how the Water and Sanitation Department's districts are divided, where the offices are, who the primary contact person is, as well as escalation contacts up to the District Manager, should the service not be provided timeously or comprehensively. This contact list is updated from time-to-time and is available here: [www.capetown.gov.za/water](http://www.capetown.gov.za/water).

The submission together with any accompanying hard-copy plans should be **delivered or posted to the relevant office**. The wayleave-specific e-mail address (*in the table below*) can be used for electronic communication with that person and unit. These administrators will receive the applications and distribute the work to the evaluators, who will obtain all necessary input, charge all necessary tariffs and complete the request.

| AREA                                                                                 | CONTACT/ADMINISTRATOR                                                                                                                                                        | EVALUATOR                             | CO-ORDINATOR<br>(1 <sup>st</sup> Escalation:<br>Service complaints /<br>compliments) | DISTRICT MANAGER<br>(2 <sup>nd</sup> Escalation: Service<br>complaints / compliments)            | LOCATION/POSTAL ADDRESS                                                                                   |
|--------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------|--------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------|
| RETICULATION (WATER AND SANITATION, DISTRICT-SPECIFIC, PRIMARY POINT OF APPLICATION) |                                                                                                                                                                              |                                       |                                                                                      |                                                                                                  |                                                                                                           |
| Parow<br>(District 2)                                                                | Vuluxolo Konzapi<br>Tel: 021 444 8951<br>John Patrick Smith<br>Tel: 021 444 8949<br><a href="mailto:wswayleaves.parow@capetown.gov.za">wswayleaves.parow@capetown.gov.za</a> | Sonwabile Mafuna<br>Tel: 021 444 8948 | Sonwabile Mafuna<br>Tel: 021 444 8948                                                | Randal Joseph (Sewer)<br>Tel: 021 400 6582<br>Roger Jowell Williams (Water)<br>Tel: 021 400 5571 | Parow Civic<br>2 <sup>nd</sup> Floor (Room 224/207) Voortrekker<br>Road & Tallent Street<br>Parow<br>7500 |

| AREA                                                                                 | CONTACT/ADMINISTRATOR                                                                                                                              | EVALUATOR                                   | CO-ORDINATOR<br>(1 <sup>st</sup> Escalation:<br>Service complaints /<br>compliments)                                                                                                            | DISTRICT MANAGER<br>(2 <sup>nd</sup> Escalation:<br>Service complaints /<br>compliments)             | LOCATION/POSTAL ADDRESS                                                                                                   |
|--------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------|
| RETICULATION (WATER AND SANITATION, DISTRICT-SPECIFIC, PRIMARY POINT OF APPLICATION) |                                                                                                                                                    |                                             |                                                                                                                                                                                                 |                                                                                                      |                                                                                                                           |
| Helderberg South<br>(Somerset West)                                                  | Joanne Burgher<br>Tel: 021 850 4456<br><br><a href="mailto:wswayleaves.somerset@capetown.gov.za">wswayleaves.somerset@capetown.gov.za</a>          | Siphokuhle Mqoboza<br><br>Tel: 021 444 1227 | Tony Wallendorf<br>Tel: 021 850 4420                                                                                                                                                            | Graham Alexander<br>(Water)<br>Tel: 021 444 1228<br>Larry Cronje<br>(Sewer)<br>Tel : 021 360 1127    | Somerset West, Municipal Offices,<br>2 <sup>nd</sup> Floor,<br>Cnr. Victoria & Andries Pretorius<br>Road<br>Somerset West |
| Helderberg North<br>(Omniforum/Kuils River)                                          | Marlene Lockman<br>Tel: 021 444 4043<br><br><a href="mailto:wswayleaves.kuilsriver@capetown.gov.za">wswayleaves.kuilsriver@capetown.gov.za</a>     | Thembinkosi Lomboza<br>Tel: 021 444 1235    | Marcus Swart<br>Tel: 021 444 9037                                                                                                                                                               | Ndzululwazi Joni<br>(Water)<br>Tel: 021 444 1236<br>Larry Cronje<br>(Sewer)<br>Tel : 021 360 1127    | Omniforum Bld,<br>Van Riebeeck Street<br>Kuilsriver                                                                       |
| Northern<br>Panorama<br>(District 6A)                                                | Almado Johannes<br>Tel: 021 444 4927<br><br><a href="mailto:wswayleaves.kraaifontein@capetown.gov.za">wswayleaves.kraaifontein@capetown.gov.za</a> | Simbongile Faku<br>Tel: 021 444 219         | Mughamad Allie<br>Tel: 021 444 4923                                                                                                                                                             | Eduaan Albertyn<br>(Water)<br>Tel: 021 444 4915<br>Lorraine Cleophas<br>(Sewer)<br>Tel: 021 400 4552 | Kraaifontein Civic<br>1 <sup>st</sup> Floor<br>Brighton Road<br>Kraaifontein<br>7569                                      |
| Northern<br>Panorama<br>(District 6B)                                                | Alec Lewis<br>Tel: 021 444 6139<br><br><a href="mailto:wswayleaves.milnerton@capetown.gov.za">wswayleaves.milnerton@capetown.gov.za</a>            | Alec Lewis<br>Tel: 021 444 6139             | Dymiun Liedeman<br>Tel: (021) 4446141<br>Stephen Fourie<br>Tel: 021 444 4928<br><br>Simbongile Faku<br><br><a href="mailto:simbongile.faku@capetown.gov.za">simbongile.faku@capetown.gov.za</a> | Eduaan Albertyn<br>(Water)<br>Tel: 021 980 6198<br>Lorraine Cleophas<br>(Sewer)<br>Tel: 021 400 4552 | Royal Ascot,<br>Municipal Offices,<br>Bridle Way, Milnerton                                                               |
| Khayelitsha<br>(District 3)                                                          | Stephano Jansen<br>Tel: 021 360 1176<br><br><a href="mailto:wswayleaves.khayelitsha@capetown.gov.za">wswayleaves.khayelitsha@capetown.gov.za</a>   | Stephano Jansen<br>Tel: 021 360 1176        | Larry Cronje<br>Tel: 021 360 1127                                                                                                                                                               | Ndzululwazi Joni<br>(Water)<br>Tel: 021 444 1236<br>Larry Cronje<br>(Sewer)<br>Tel: 021 360 1127     | Khayelitsha Municipal Offices,<br>Stocks & Stocks Complex<br>Cnr. Ntlazane & Ntlakhlaza<br>Street<br>Khayelitsha          |

| AREA                                                                                                                                                                               | CONTACT/ADMINISTRATOR                                                                                                                          | EVALUATOR                                                                                                                                                   | CO-ORDINATOR<br>(1 <sup>st</sup> Escalation:<br>Service complaints /<br>compliments) | DISTRICT MANAGER<br>(2 <sup>nd</sup> Escalation: Service<br>complaints /<br>compliments)               | LOCATION/POSTAL ADDRESS                                                                            |
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| <b>RETICULATION (WATER AND SANITATION, DISTRICT-SPECIFIC, PRIMARY POINT OF APPLICATION)</b>                                                                                        |                                                                                                                                                |                                                                                                                                                             |                                                                                      |                                                                                                        |                                                                                                    |
| Mitchells Plain,<br>Cape Town Central &<br>Hillstar/Klipfontein<br>(District 5, 7 & 8)                                                                                             | Mandy -Claire van der<br>Schyff<br>Tel: 021 400 6579<br><a href="mailto:wswayleaves.city@capetown.gov.za">wswayleaves.city@capetown.gov.za</a> | David De Klerk<br>Tel: 021 400 6584                                                                                                                         | Jerome Brophy<br>Tel: 021 400 6594                                                   | Randal Joseph<br>(Sewer)<br>Tel: 021 400 6582<br>Roger Jowell Williams<br>(Water)<br>Tel: 021 400 5571 | Media City<br>3 <sup>rd</sup> Floor,<br>Cnr. Heerengracht & Vasco Da Gama Boulevard,<br>Cape Town  |
| Southern<br>(District 1)                                                                                                                                                           | Gadieja Esau<br>Tel: 02 444 3386<br><a href="mailto:wswayleaves.plumstead@capetown.gov.za">wswayleaves.plumstead@capetown.gov.za</a>           | Lugmaan January<br>Tel: 021 444 3383<br>Andrew Taylor<br>Tel: 021 444 3397<br>Ebrahim Eksteen<br>Tel: 021 400 9546<br>Moegamat Ishmail<br>Tel: 021 444 3394 | Andrew Taylor<br>Tel: 021 444 3397<br>Moegamat Ishmail<br>Tel: 021 444 3394          | Clyde Koen<br>Tel: 021 444 5043<br>Yusuf Ebrahim<br>Tel: 021 444 3393                                  | South Peninsula Offices<br>2 <sup>nd</sup> Floor,<br>3 Victoria Road & Cnr Main Road,<br>Plumstead |
| <b>BULK WATER SERVICES – FOR INTERNAL REFERENCE ONLY AND NOT A PRIMARY POINT OF APPLICATION</b>                                                                                    |                                                                                                                                                |                                                                                                                                                             |                                                                                      |                                                                                                        |                                                                                                    |
| City-wide                                                                                                                                                                          | Lutendo Phampha<br>Tel: 021 400 6642<br><a href="mailto:bulkwater.info@capetown.gov.za">bulkwater.info@capetown.gov.za</a>                     | Mvuyisi Mzozoyana<br>Tel: 021 400 6633                                                                                                                      | Sameeg Hendricks<br>Tel: 021 400 6633                                                | Kevin Balfour<br>Tel: 021 400 6368                                                                     | Water and Sanitation HQ<br>8 Voortrekker Road,<br>2 <sup>nd</sup> Floor, Bellville,<br>7535        |
| <b>TREATED EFFLUENT (CITY-WIDE) – FOR INTERNAL REFERENCE ONLY W.R.T. PLANNING AND IMPLEMENTATION OF NEW TREATED EFFLUENT INFRASTRUCTURE AND NOT A PRIMARY POINT OF APPLICATION</b> |                                                                                                                                                |                                                                                                                                                             |                                                                                      |                                                                                                        |                                                                                                    |
| City-wide                                                                                                                                                                          | Ivy Masinga<br>Tel: 021 400 4964<br><a href="mailto:ivy.masinga@capetown.gov.za">ivy.masinga@capetown.gov.za</a>                               | Ivy Masinga<br>Tel: 021 400 4964                                                                                                                            | Ivy Masinga<br>Tel: 021 400 4964                                                     | Collin Mubadiro Tel:<br>021 400 4879                                                                   | Water and Sanitation HQ<br>8 Voortrekker Road,<br>4 <sup>th</sup> Floor,<br>Bellville,<br>7535     |