



CITY OF CAPE TOWN
ISIXEKO SASEKAPA
STAD KAAPSTAD

CITY NEWS

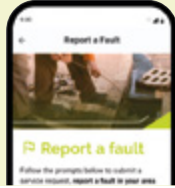
AREA EAST EDITION

THE NEWSLETTER FOR THE RESIDENTS OF CAPE TOWN

September 2023 / ISSUE 65

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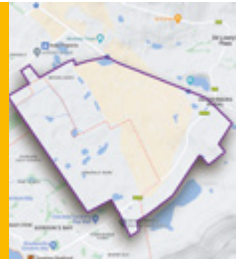
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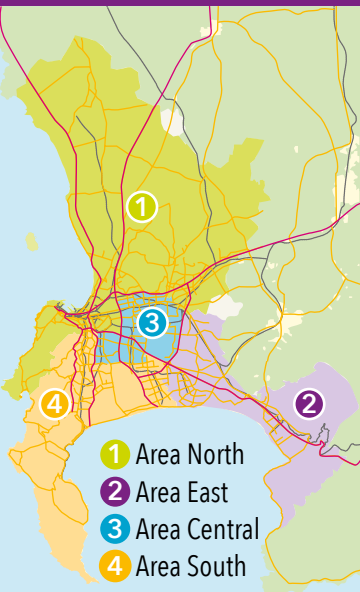


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Gordon's Bay,
let's make a
plan



AREA EAST



A turn for the better: The roadworks to widen the once precarious bend along Welcome Zenzile Street in Khayelitsha were completed in July. See page 3.



Don't fall for 'electricsters'

Residents in the Somerset West area are cautioned against tricksters who pretend to be City officials, asking residents to pay to have their electricity-related queries addressed. This is a scam. Scammers demand a fee ranging from R500, supposedly to keep residents connected to the grid and to attend to other power queries. The City's officials will never ask you for money to deal with any electricity-related matter in your area. Report any such behaviour to both the City on 0800 323 130 and the South African Police Service (SAPS). Municipal bills are to be paid directly to the City, either online or at our customer offices and walk-in centres.

Be vigilant: City workers and contractors who perform work in a neighbourhood must carry a work order number specific to the relevant home, as well as a City-issued identification card. Be vigilant and ask to see these before allowing anyone in. You can also verify whether workers or contractors are indeed City employed by phoning the call centre on 0860 103 089.

Vaccinate. Save jobs. Protect yourself and those you work with.

ENOUGH IS ENOUGH!

Help us catch criminals who demand protection money for your projects.

Phone 24/7:
021 480 7700

Anonymous tip-offs. Rewards offered!

LET'S ACT
LET'S STAND TOGETHER

Extortionists, this is where you exit City fights back against crime syndicates

Extortionists are waging a reign of terror in Cape Town, with major City housing projects being a key target. Usually, a local syndicate would threaten contractors with violence or damage unless they pay a 'protection fee', or the syndicate would demand a portion of the contract value for the local labour or security components. The projects are normally in vulnerable areas in dire need of housing, so those who can least afford it end up bearing the brunt of construction delays. This is why the City has embarked on its "Enough is enough" campaign, which includes a 24/7 anonymous tip-off line (see "See something, say something"), a new enforcement unit, and ongoing stakeholder consultations.

Nearly all projects affected
Extortion has reached the point where there is hardly a City project that is not delayed due to some form of threat to contractors or officials. Various checks have

been implemented to combat this, and operations across City departments are being adapted to reduce the risk and impact of extortion. The City is even considering closing bid adjudication committee meetings to prevent criminals from targeting the officials who make the decisions. Yet that would be a severe blow to transparency and good governance.

City's hitting back
In addition to its reporting hotline, the City has commissioned a new facility protection officers (FPO) law enforcement unit to protect City facilities from extortion, theft and vandalism. Moreover, the City, the South African Police Service (SAPS), Province and others are on a task team to coordinate activities. Unfortunately, protecting contractors is not a function the City is mandated to provide. Likewise, the power to arrest and charge extortionists currently rests with SAPS alone.

There are no quick solutions. Ultimately, international experience shows that the only effective way to deal with extortion is through effective policing, prosecution and punishment. The City is doing its best within the confines of its mandate. Extortion took time to creep into construction projects. It will take time to crush it.

See something, say something
Extortion, intimidation, corruption and fraud affect us all. Even if you're not a direct victim or target, any theft of public money undermines efforts to improve infrastructure, services and amenities. Please help by reporting any incident to the City's anonymous 24/7 tip-off line on 021 480 7700. Be specific by stating that the matter involves 'extortion', 'intimidation', 'blackmail' or 'protection money', among others.

Follow your City on:



www.capetown.gov.za



www.facebook.com/CityofCT



www.twitter.com/CityofCT



www.youtube.com/cctecomm

KORTLIKS

Die Stad het die draai in Welcome Zenzilestraat, Khayelitsha, verbreed nadat die gemeenskap hulle kommer oor padveiligheid uitgespreek het. Inwoners in die omgewing van Somerset-Wes word gewaarsku teen swendelaars wat hulleself as Stadsamptenare voordoen en op betaling aandring om na inwoners se elektrisiteitsverwante navrae om te sien. Dit is 'n skelmstreek.

Afpersing het al 'n aantal projekte van miljoene rande in Kaapstad vertraag. Die Stad se veldtog "Genoeg is genoeg" leer personeel, projekspanne en inwoners hoe hulle afpersingsvoorvalle veilig kan aanmeld sodat ons 'n beter kans staan om hierdie misdadigers aan die pen te laat ry.

KHAWUNDIBALISELE

ISixeko siye salwenza banzi igophe kwiSitalato iWelcome Zenzile, eKhayelitsha, ngeenjongo zokukhawulelana neenkxalabo zoluntu ezingokhuseleko ezindleleni. Abahlali bommandla waseSomerset West balunyukiswe ngootsotsi abazenza amagosa eSixeko, becela abahlali ukuba bahlawule ukuze kuphendulwe imibuzo yabo enxulumene nombane. Bubuhophololo obu.

Ubuqhetseba bulibazise iqela leeprojekthi ezizizigidi zeerandi kwiKapa liphela. Ngephulo laso elithi "Kwanele", iSixeko sifundisa abasebenzi, amaqela eeprojekthi kunye nabahlali malunga nendlela ekhuselekileyo yokuchaza ubuqhetseba ukuze kwandiswe amathuba okuba bagwetywe aba baphulimthetho.

Making progress possible. Together.



Sjoe, not the sewer!

City teams clear over 300 sewer blockages and overflows a day. Among the items causing these problems are tyres, rags, clothing, feminine hygiene products, builder's rubble, litter, fats and oils, car parts and even electronics.

Everything but the kitchen sink Recently, buckets full of spoons and forks were removed from a sewer in Mfuleni. And over in Lavender Hill, it took four hours of labour and specialised equipment to extract a mattress from a manhole.

In the past financial year, the City spent R417 million to tackle blockages in Cape Town's sewer system. Spending included both proactive measures such as the winter preparedness programme and jet cleaning of sewer pipes, and citywide reactive clearing of sewer blockages due to illegal dumping.

Get your mind INTO the gutter Be careful with what you put into the sewer system:

- Don't flush anything other than human waste and toilet paper. Anything else will block the pipes.
- Use the City's solid waste services and drop-off facilities to get rid of solid waste; not the drains.
- Use the resources on the City's website to raise awareness about this issue in your area.

Report sewer blockages, missing manhole covers and other water and sanitation issues:

- SMS: 31373 (maximum 160 characters, standard rates)
- WhatsApp: 060 018 1505
- Call: 0860 103 089
- Visit a walk-in centre: www.capetown.gov.za/facilities
- Email: water@capetown.gov.za
- Online: www.capetown.gov.za/servicerequests

Show your pride in Cape Town

While Cape Town's weather still seems to be deciding whether spring has arrived or not, we're certainly not going to wait around for that before we get into the spirit of spring. On Friday the 1st of September, we launched our annual Spring Clean campaign with a clean-up event in Langa, where we rolled up our sleeves along with enthusiastic members of the community to help get our city in ship-shape condition ahead of the summer season.

A big part of our vision for Cape Town relies on the buy-in of Capetonians to help us build a city of hope. If residents have pride in their city, they become partners and ambassadors in creating a better Cape Town. That's why city clean-up operations that involve communities are so important, because that is how you build a sense of ownership and a shared responsibility for not only keeping the city litter-free, but indeed for making every aspect of the city work.

As part of our Spring Clean campaign, we have scaled up our cleaning operations in litter hotspots around



A MESSAGE FROM THE EXECUTIVE MAYOR

the city, and we encourage residents to organise their own clean-ups in their areas, whether this is to pick up litter in a street, a public space like a park, or even a local beach.

It won't be long before our airport, our Waterfront, our city pubs and restaurants and our winelands are buzzing with summer season tourists, and we want to put our best foot forward by welcoming them to not only the most vibrant and

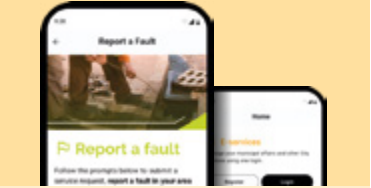
beautiful city in the world, but also one of the cleanest. And this is something every single Capetonian can contribute towards.

We're also on a mission to instil this sense of pride in a clean Cape Town among our youngest residents so that this becomes a mindset for life; so we're sending our new litter mascot, Bingo, out into communities and on school visits to spread the word. Bingo, a cheerful green litter bin character, will play an important part in keeping our litter-free message top of mind with a call to always Bin it in the Bingo Bin.

As part of the Spring Clean campaign, we've made a 24-hour toll-free number (0800 110 077) available for residents to report illegal dumping in exchange for a reward where such a tip-off leads to arrests.

If you're planning a clean-up of your own, we'd love to know about it. So be sure to share your clean-up effort on social media and then tag your post with #SpringCleanCT to show your pride in our beautiful mother city!

- Geordin Hill-Lewis



Get the City on your cell

After many months of hard work, the City's mobile app has gone live, bringing the municipality and its services even closer to residents and businesses.

A feast of functions The app's many useful functions include alerts and service notifications about outages and traffic disruptions. Users will soon be able to localise these notifications for their specific areas. The functionality of the City's standalone load-shedding app has also been included.

Residents have immediate access to emergency services through a 'floating' red button, which connects to the City's Public Emergency Communication Centre (PECC). The facilities for reporting electricity failures, pipe bursts, traffic light outages, sewer blockages, illegal dumping and potholes have even been incorporated.

In addition, you may use the app to upload meter readings, check account balances, find and contact your ward councillors, and have your say in public participation processes.

Future features Over time, the app will be refined to include other sophisticated features, such as geolocation and emergency response tools, even adding artificial intelligence to the mix.

The City app is available for both Android and Apple on your favourite app store, at no cost.



Brazen brass meter thieves cost taxpayers dearly



Replacing some 2 255 stolen water meters between July 2022 and May 2023 cost the City R3,9 million. This is money that would have come in very handy in other service delivery areas.

In addition to the unnecessary expense, stolen meters also cause major inconvenience for the affected households, who are left without water supply until the meter is replaced.

Since the older brass meters (pictured right) have scrap value, the City is proactively replacing them with plastic ones (pictured left). Residents can also help tackle theft and vandalism of water and sanitation infrastructure by reporting incidents for investigation. A reward of up to R5 000 is offered for information that leads to the arrest of a suspected thief or the recovery of City property. To provide information on the whereabouts of stolen property or a suspected offender, dial 0800 110 077.



Report stolen water meters or manhole covers:

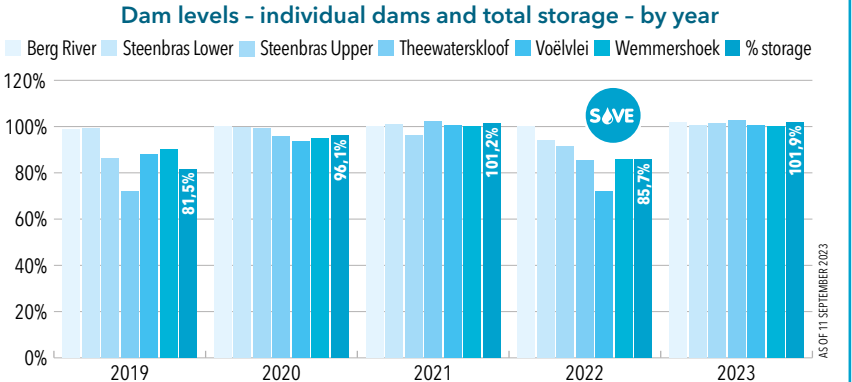
- SMS: 31373 (maximum 160 characters, standard rates)
- WhatsApp: 060 018 1505
- Call: 0860 103 089
- Visit a walk-in centre: www.capetown.gov.za/facilities
- Email: water@capetown.gov.za
- Online: www.capetown.gov.za/servicerequests

Dam storage levels up in the Western Cape

Due to heavy winter rains, the dam levels for Cape Town have increased to 101,9%. The City is aiming for an overall usage target of 650 million litres per day, which means Capetonians should try to use less than 105 litres per person per day. Protect our water resources by following water-wise guidelines. Residents and businesses are reminded that the permanent regula-

tions contained in the City's Water By-law still apply across Cape Town, regardless of the restriction level. Municipal water may be used in gardens only before 09:00 or after 18:00, but never to hose down paved areas.

- Visit www.capetown.gov.za/thinkwater or www.capetown.gov.za/waterregulations to access the regulations.



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KORTLIKS

As deel van ons lenteskoonmaak-veldtog, het ons ons reinigingsbewerkings opgehef in hoë besoedelde areas rondom die stad. Ons moedig inwoners aan om hul eie opruimings in hul areas te reël. Die Stad se spanne hanteer meer as 300 rioolverstopings en -oorstromings per dag. Items wat die probleme veroorsaak sluit in motorbande, lappe, klere, sanitêre produkte, bourommel, vet en olie, motoronderdele en selfs elektronika. Die vervanging van sowat 2 255 gesteelde watermeters tussen Julie 2022 en Mei 2023 het die Stad R3,9 miljoen gekos. Benewens die onnodige uitgawe, veroorsaak gesteelde meters ook

heelwat ongerief vir die betrokke huishoudings, wat sonder water sit totdat die meter vervang word. Na maande se harde werk is die Stad se mobiele toep nou in werking. Dit bied vele nuttige funksies soos waarskuwings en kennisgewings oor diensonderbrekings en verkeersontwrigtings. Inwoners het ook kitstoegang tot nooddienste en kan kragonderbrekings, gebarste pype, stukkende verkeersligte, rioolverstopings, onwettige vuilisstorting en slaggate in 'n japtrap aanmeld.

KHAWUNDIBALISELE

Njengxenalenye yephulo lethu lokucoca, siye sayandisa imisebenzi yethu yokucoca kwiindawo ezinenkunkuma ezingqonge isixeko, kwaye sikhuthaza abahlali ukuba balungiselele ukucoca kwiindawo zabo. Amaqela eSixeko acoca ngaphezulu kwama300 emibhobho yamanzi amdaka evalekileyo kunye nokuphuphuma ngosuku. Phakathi kwezinto ezibangela ezi ngxaki ngamatayara, amalaphu, iimpahla, iimveliso zococeko lwabasetyhini, inkunkuma yabakhi, inkunkuma, amafutha neeoyle, iintsimbi zemoto nezinto zombane. Ukufakela iimitha zamanzi ezibiweyo ezingama2 255 kweyKhala 2022 naku-Canzibe 2023 kudle iSixeko izigidi eziR3,9. Ukongeza kwiindleko ezingeyemfuneko,

iimitha ezibiweyo zikwadala inkxamleko enkulu kumakhaya achaphazelekayo, athi ashiywe engenamanzi de kufakelwe imitha yamanzi. Emva kweenyanga ezininzi zomsebenzi onzima iapp yeselula yeSixeko iye yase-tyenziswa kwaye inezinto ezininzi eziluncedo njengezilumkiso kunye nezaziso zenkonzo malunga nokungabikho kunye nokuphazimiseka kwezithuthi. Abahlali bakwanofikelelo olukhawulezileyo kwiinkonzo ezingxamisekileyo kwaye banokuxela ukusilela kombane, ukugqabhuka kwemibhobho, ukucima kweerobhothi, imibhobho yamanzi amdaka evalekileyo, ukulahlwa kwenkunkuma ngokungekho mthethweni kunye nemingxuma ezindleleni.



Don't let your backup blow up

Amid ongoing Eskom load-shedding, the City is experiencing an enormous spike in solar photovoltaic (PV) applications as residents and businesses resort to backup systems to keep the lights on. Over 5 700 grid-tied and off-grid systems have been authorised to date.

Is your inverter vetted?

Incorrectly wired solar PV inverters and batteries on the grid, including faulty meters, are a leading cause of extended power outages in neighbourhoods when power is restored after load-shedding. Unsafe systems also increase the chance of fire or electrocution for those working on the electrical grid.

To ensure that you choose a safe and legal system, the City has loaded a list of approved inverters on its website. Go to "Documents and policies" and type in "inverter" in the search box. The "Approved photovoltaic inverter list" will be among the search results.

Grid-tied? Hope you've applied

From October 2023, all small-scale embedded generation (SSEG) systems need to include a City-approved inverter and professional sign-off. This only applies to solar PV and battery systems connected to the wiring of a building. Smaller inverters that plug into wall sockets are regarded as electrical appliances and are not included.

The City will prioritise less cumbersome grid-tied installations and is also working on an online application process to further streamline the customer experience.

For a handy checklist on safe and legal solar PV installations, search for the "Rooftop PV safe and legal installations guidelines pamphlet" under "Documents and policies" on the City's website.

Getting traders to market

Local vendors to get exciting business and skills opportunities

The City is implementing a schedule of informal-trading infrastructure initiatives across town. This financial year, these will include the refurbishment of existing sites in Athlone, Blue Downs and Philippi, and the development of new opportunities in Somerset West, Masiphumelele and Pelican Park. The overall project budget is R56 million.

The development or redesign of trading spaces is informed by thorough site visits and engagements with traders, communities and relevant organisations. The development of new sites such as Thembokwezi market in Khayelitsha and a container trading market in Wallacedene will offer fresh opportunities for local traders.

Apart from the physical infrastructure, the City also provides skills development to traders and emerging entrepreneurs. Training covers how to do business with the City, product development, and digital marketing. This is in addition to the City's Business Hub training offering, which reached 3 285 entrepreneurs in the past financial year with workshops on smart procurement and construction



Ready, steady, sell: Top left: Ald James Vos, Mayco member for Economic Growth, with a vendor in Blackheath. Top right: Construction under way at a market site in Kuils River.



management, among others.

The informal economy offers many Capetonians a livelihood, a stepping stone into the formal economy, and access to goods and services on their doorstep.

* For information on trader workshops, visit <https://www.investcapetown.com/news-events/business-events/> or email informal.trading@capetown.gov.za.

PrEP better than cure

Since the launch of pre-exposure prophylaxis (PrEP) at a number of City clinics in February 2022, over 6 000 clients have accessed this new HIV-prevention strategy.

PrEP is a daily antiretroviral (ARV) tablet that prevents an HIV-negative person from contracting the virus when at risk of exposure through sexual activity. It works by blocking the replication of the virus in human cells, thereby stopping infection. South Africa is the first African country to have approved and launched PrEP.

Yet PrEP prevents HIV only – no other sexually transmitted infection (STI). It also does not prevent pregnancy. Therefore, condoms remain important to prevent other STIs and

unplanned pregnancy.

A number of other HIV prevention strategies continue to be used, including voluntary medical male circumcision, HIV testing, and risk-reduction counselling. An added tool to encourage testing is HIV self-screening, which allows individuals to do their own HIV test, either with or without a healthcare worker present. Individuals whose self-test is positive are advised to undergo a normal HIV rapid test at a healthcare facility.

For a list of City facilities offering PrEP, go to <https://bit.ly/3ktjUGX>. To learn more about STI prevention, enter "Get wise to STIs" in the search box on the City's website.



City's steady and stable, says Moody's

Moody's Investors Service has maintained the City's stable outlook and affirmed the municipality's positive baseline credit assessment (Ba3) and long-term and short-term issuer and debt ratings. "Moody's notes a track record of improved management policies and practices, which should help the City to maintain sound financial

metrics despite upcoming infrastructure spending over the medium term," the ratings agency said.

Good ratings are crucial for financial planning. They hold the potential of lower interest, which means it costs less to service debt, freeing up precious public resources to meet other urgent needs.



A much better bend

The City has widened the bend in Welcome Zenzile Street, Khayelitsha, to address the community's road-safety concerns. The old bend proved dangerous to both pedestrian and vehicular traffic. The project also created temporary job opportunities for eight local residents.

The team replaced the existing kerb, channels and edging along the affected portion of the road, widened the bend, and relocated the sidewalk. The road was also resurfaced, and concrete bollards and road signs were installed. Welcome Zenzile Street links two communities in Kuyasa who were previously separated by a stormwater channel.

Shocking spike in electricity service requests

In June, the City attended to a whopping 50 000 electricity service requests due to damage caused by severe weather, vandalism, load-shedding and secondary tripping. Teams in the East, North and South areas handled almost 10 000 streetlight service requests alone. Here's how you can help lighten our teams' load:

Tame the trip: Nuisance tripping typically occurs when the electricity does not come back on or switches off shortly after supply has been restored to an area. Reduce the risk of tripping by switching off major and non-essential appliances prior to your scheduled blackout.

Don't double up: When reporting electricity faults, use only one reporting channel, and do not log the same request multiple times. This will delay the response.

Understand our limits: Some areas are supplied directly by Eskom, and others by the City. This is not determined by the City, but by the National Electricity Regulation Act. While we value service delivery to residents, there are limits to what the City and its representatives can achieve, as Eskom is a national entity.



To request services or report damaged electrical infrastructure:

- **SMS:** 31220 (maximum 160 characters, standard rates)
- **Call:** 0860 103 089
- **Email:** power@capetown.gov.za
- **Online:** www.capetown.gov.za/servicerequests

* For anonymous tip-offs about vandalism to infrastructure, dial 0800 110 077. A reward of R5 000 is available for tip-offs that lead to arrests.

KORTLIKS

Sedert die bekendstelling van voorblootstellings-profilakse (PrEP) by 'n aantal Stadsklinieke in Februarie 2022 het meer as 6 000 kliënte al van hierdie nuwe MIV-voorkomingstrategie gebruik gemaak.

Te midde van voortslepende Eskom-beurtekrag, beleef die Stad 'n drastiese toename in aansoeke om fotovoltaiiese sonkraginstallasies. Maak seker jy kies 'n veilige en wettige stelsel. Raadpleeg die lys goedgekeurde wisselrigters op die Stad se webtuiste. Gaan na "Documents and policies" en tik "inverter" in die soekkasie.

Die Stad implementeer tans 'n aantal inisiatiewe om informelehandelspersele te verbeter. Dié boekjaar sal bestaande terreine in Athlone, Blue Downs en Philippi opgeknop word en nuwe geleenthede in Somerset-Wes, Masiphumelele en Pelican Park

sal geskep word. Die algehele projekbegroting is R56 miljoen.

Die Stad het in Junie 'n allemintige 50 000 elektrisiteitsdiensversoeke hanteer. Skade aan kragtoerusting was weens swaar weer, vandalisme, beurtkrag en sekondêre kragonderbrekings. Byna 10 000 diensversoeke in die oostelike, noordelike en suidelike diensgebiede het met straatligte verband gehou.

Volgens graderingsagentskap Moody's is die Stad se finansiële vooruitsig steeds stabiel. Hulle het die munisipaliteit se positiewe basislynkredietassessering (Ba3) onderstreep, en bevestig dat die Stad op sowel lang as kort termyn sy skuldverpligtinge kan nakom.

Die Stad het die draai in Welcome Zenzile-straat, Khayelitsha, verbreed nadat die gemeenskap hulle kommer oor padveiligheid uitgespreek het.

KHAWUNDIBALISELE

Ukusukela oko kwaphelelelwa ipre-exposure prophylaxis (PrEP) kwiqela leekliniki zeSixeko ngeyoMdumba ka2022, bangaphezu kwama6 000 abathengi abathe bafikelela kwesi sicwangciso sitsha sothintelo lweHIV.

Ngexesha lokucinywa kombane kukaEskom, iSixeko sijamelene nokunyuka okukhulu kwezicelo zezishushubezi ezisebenza ngemitha yelanga / isolar photovoltaic (PV). Ukuqinisekisa ukuba ukhetha inkqubo ekhuselekileyo nesemthethweni, iSixeko sifake uludwe lweziguquli zombane ezivunyiweyo kwiwebhusayithi yaso. Yiya kwindawo ethi "Documents and policies" uze uchwetheze igama elithi "inverter" kwibhokisi yokukhangela.

iSixeko siphumeza isheyiduli yamalinge eziseko ezingundoqo zorhwebo olungekho sikweni kwidolophu iphela. Kulo nyakamali, oku kuya kuquka ukulungiswa kweziza esele zikho eAthlone, eBlue Downs nasePhilippi, nophuhliso lwamathuba amatsha

eSomerset West, eMasiphumelele nasePelican Park. Uhlahlo lwabiwomali lweprojekthi lulonke luzizigidi ezingamaR56.

Ngenyanga yeSilimela, iSixeko sihohe izicelo zenkonzo yombane ezingama50 000 ngenxa yomonakalo obangelwe yimozulu embi, ukonakaliswa kwempahla, ukucinywa kombane kunye nokuwa kombane. Amaqela aseMpuma, eMntla naseMazantsi aye ajongana nezicelo zenkonzo yokukhanyisa ezitalatweni eziphantse zibe ngama10 000 kuphela.

INkonzo yabaTyalimali iMoody's iye yalondoloza imo ezinzileyo yeSixeko yaza yaqinisekisa uhlolo olusisiseko lwalo masipala (Ba3) nokukhutshwa kweengxelo zexesha elide nezexesha elifutshane.

iSixeko siye sawenza banzi umjikelo kwiSitalo iWelcome Zenzile, eKhayelitsha, ngeenjongo zokukhawulelana neenkxalabo zoluntu ezingokhusel-eko ezindleleni. Igompe elidala libonakalise ukuba yin-gozi kubahambi ngeenyawo nakwitrifikhi yezithuthi.

Ombud now open in Khayelitsha

In August, the City Ombud launched a new office at the Stocks & Stocks building in Ntlakohlaza Road, Khayelitsha. The office is open on Tuesdays, 09:00–14:00.

The City Ombud is an independent and impartial institution where members of the public can lodge last-resort municipal-related complaints. All available City channels must first be followed to resolve an issue before the Ombud is approached. At that point, the complainant must provide proof of all relevant interaction with the City, including documents, evidence and reference numbers, along with their ID.

What the Ombud does NOT do

The Ombud does not investigate the following matters, as these are dealt with through other channels:

- Legislative or executive decisions by Council or its committees or subcouncils
- Allegations of fraud, corruption or corporate crime
- Disputes that fall under labour law
- Allegations of financial irregularities
- Alleged irregular conduct by a councillor
- Vexatious or frivolous matters
- Tender-related matters
- Administrative appeals

Don't want to walk in?

The Ombud can also be contacted via SMS to 44781 (standard rates apply), on landline number 021 400 5487/1944, fax number 021 400 5952, email ombudsdirect@capetown.gov.za, or online at <http://www.capetown.gov.za/ombudscomplaints>.

Planning ahead in Gordon's Bay

Balance between housing and heritage to be outlined

The City is preparing a local spatial development framework (LSDF), or neighbourhood plan, for the Gordon's Bay development area. At a workshop in August, interested residents and other parties were invited to provide input into the development vision for the area, which is one of the largest parcels of vacant, underdeveloped land within Cape Town's borders.

The development area is situated to the north of Gordon's Bay, just east of Sir Lowry's Pass Road. It has immense development potential and includes Vlakteplaas, where the City will develop housing, as well as Firlands. The LSDF will serve as a guide for decision making about development and land uses in the area. Ultimately, this will determine what the neighbourhood looks and feels like a few years down the line. The plan must also take into account the upgrade to the Sir Lowry's Pass river corridor, as well as government's intention to realign the section of the N2 that borders the area.

The LSDF will support the spatial development guidelines set out in the



Planning in partnership: The City is collaborating with residents and interested and affected parties in drafting a local neighbourhood plan to guide development in the Gordon's Bay development area, just east of Sir Lowry's Pass Road.

Helderberg district spatial development framework, which informs development in the greater Helderberg area.

The City wants to achieve a balance between the need for development because of population growth, and the preservation of the natural environment

and unique area features. Collaboration and consultation with residents and affected parties will continue throughout the process of finalising the draft LSDF, after which the plan will be advertised for comment and undergo further refinements.



Urban Waste gets new wheels

The City recently took delivery of 219 Urban Waste Management vehicles to replace some of the older vehicles in the fleet. The new additions are 24 standard compactors for collections, and five smaller ones for cleansing, 46 cleansing trucks, seven earthmoving vehicles for clearing illegal dumping and City disposal sites, and 137 light vehicles.



Sir Lowry's residents receive keys

In July, the keys to new Breaking New Ground homes were handed over to beneficiaries of the City's R101 million Sir Lowry's Pass Village housing project. On completion, the project will provide homes to 307 residents.

EPWP continues to empower

The Expanded Public Works Programme (EPWP) continues to offer short-term work and skills development to job seekers who have been unable to find formal employment.

To be considered, register on the City's job seekers database at your subcouncil office. You will need your CV, ID and a valid South African work permit.

Registration is free. The City will never ask you to pay for a work opportunity or to be able to apply for one.

For more information, contact the EPWP help desk on 021 400 9406 or epwp.help@capetown.gov.za.

Improving lives in-deed

Since 2013, the City has transferred over 12 000 properties in historic housing developments and issued title deeds to beneficiaries across the metro.

Beneficiaries are identified in line with the City's Housing Allocation Policy and housing database. This prevents queue jumping and ensures that housing opportunities are allocated fairly and equitably to those who qualify.

The title deeds roadshow has been making its way through Area East recently.



Good deeds: Ald James Vos (Mayco member for Economic Growth) on the left and ward councillor Carl Punt on the right celebrate with Lourensia Park beneficiary and City staffers in Somerset West during a special title deeds handover ceremony. This project has provided 150 housing opportunities.



How can we help? City officials assisted a number of Victoria Mxenge residents with the title deeds to their homes. The City prioritises security of tenure and will continue to issue title deeds to empower as many qualifying residents as possible.

- Report housing-related crime and by-law offences anonymously, 24/7, to 0800 110 077.
- To find out more about City housing, visit your nearest City housing office or contact the Human Settlements call centre on 021 444 0333.
- To update your details on the housing database, go to www.capetown.gov.za/housingdb.

KORTLIKS

Die Stad werk saam met inwoners en belangstellende en geaffekteerde partye om 'n plaaslike buurtplan op te stel as ontwikkelingsriglyn vir die Gordonsbaai-ontwikkelingsarea, wat net oos van Sir Lowryspasweg geleë is.

Die Stadsombud het in Augustus 'n nuwe kantoor in die Stocks & Stocks-gebou in Ntlakohlazaweg, Khayelitsha, geopen. Die kantoor is Dinsdae van 09:00 tot 14:00 oop.

Die Stad het sedert 2013 meer as 12 000 eiendomme in historiese behuisingsontwikkelings deur die hele metro oorhandig en titelaktes aan begunstigdes uitgereik. Begunstigdes word ooreenkomstig die Stad se behuisingsdoelbeleid en die behuisingsdatabasis geïdentifiseer.

Begunstigdes van die Stad se Sir Lowry's Pass Village-behuisingsprojek van R101 miljoen het in Julie die sleutels vir hulle nuwe Breaking New Ground-huise ontvang.

Die Stad het onlangs 219 nuwe afvalbestuursvoertuie in ontvangs geneem om van die ouer voertuie in die vloot te vervang.

Die program vir uitgebreide openbare werke (EPWP) gaan voort om korttermynwerkseleenthede en vaardigheidsontwikkeling te voorsien aan werksoekers wat sukkel om formele werk te kry.

KHAWUNDIBALISELE

ISixeko sisebenzisana nabahlali kunye namaqela anomdla nachaphazelekayo ekuyileni isicwangciso sobumelwane sasekhaya ukukhokela uphuhliso kummandla wophuhliso iGordon's Bay, kwimpuma nje yeSir Lowry's Pass Road.

NgeyeThupha, icandelo likaNozikhalazo zoLuntu weSixeko liye laphehlelela iofisi entsha kwiSakhiwo seStocks & Stocks eNtlakohlaza Road, eKhayelitsha. Iofisi ivulwa ngoLweziBini, 09:00–14:00.

Ukusukela ngo2013, iSixeko sidlulisele iipropati ezingaphezu kwe12 000 ezikulwakhwiwo lwezindlu oluyimbali kwaye sanikezela ngeetayitile kubaxhamli kuwo wonke umasipala ombaxa. Abaxhamli bachongwa ngokuhambelana noMgaqonkqubo woLwabiwo lweZindlu weSixeko kunye nogcinolwazi lwezindlu.

NgeyeKhala, izitshixo zezindlu ezitsha zeBreaking New Ground zanikezelwa kubaxhamli beprojekthi yezindlu yeSixeko yaseSir Lowry's Pass Village exabisa iR101 lezigidi.

Kutshanje iSixeko sithathe izithuthi ezingama219 zoLawulo lweNkunkuma yaseziDolophini ukuze zithathe iindawo yezinye izithuthi ezindala.

Inkqubo eYongeziweyo yemiSebenzi kaWonkewonke (EPWP) iyaqhubeka nokukhupha umsebenzi wesingxungxo nophuhliso lwezakhono kwabo bakhangelwa imisebenzi nabangekakwazi ukufumana umsebenzi osisigxina.

CITY OF CAPE TOWN AND AREA EAST CONTACT DETAILS

Accounts and general enquiries Tel 0860 103 089 (option 1) Fax 0860 103 090 Email accounts@capetown.gov.za contact.us@capetown.gov.za	Drought and water www.capetown.gov.za/thinkwater Report and track faults www.capetown.gov.za/servicerequests e-Services www.capetown.gov.za/eServices Contact the City www.capetown.gov.za/contacts Budget www.capetown.gov.za/budget Tariffs www.capetown.gov.za/tariffs Policies and by-laws www.capetown.gov.za/policies Council matters www.capetown.gov.za/council	AREA EAST CONTACT DETAILS Tel 021 400 2358 Cape Town Civic Centre, 12 Hertzog Boulevard, Cape Town Subcouncil 8 Tel 021 850 4150 Municipal offices, cnr Fagan Street and Main Road, Strand Subcouncil 9 Tel 021 400 5538 Site B Khayelitsha Shopping Centre, Khayelitsha	Subcouncil 10 Tel 021 444 7315 Khayelitsha Training Centre, cnr Lwandle Road and Phendula Crescent, Khayelitsha Subcouncil 21 Tel 021 400 2354 Municipal offices, cnr Van Riebeeck Road and Carinus Street, Kuils River
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FOR EMERGENCIES CALL
021 480 7700
FROM ANY PHONE OR
107 FROM A LANDLINE



Find a programme, apply for a service, access online applications and more at CityConnect at www.capetown.gov.za.