



**APPLICATION FOR THE SUPPLY OF SERVICES - SOLID WASTE**

Please complete form using block capitals and mark appropriate boxes.

**1. PROPERTY OWNER OR BUSINESS PARTNER INFORMATION** Municipal account number

Title  First name

Surname

Identity number / passport number

Company / Trust name  Company registration no.

VAT no.  In the case of a company or trust, is a copy of your proxy attached?

**2. ADDRESS WHERE SERVICES ARE REQUIRED**

Please complete and mark with an X the preferred method of formal written communication

Street address  Erf no.

Suburb  Postal code  Tel.

Email  Cell

Provide your postal address if it is different from your street address

Name and surname of the person who will take delivery at this address

Their cellphone number  or contact number

**3. SERVICE DETAILS FOR REFUSE REMOVAL**

Type of refuse to be removed  Residential  Non-residential

From which date is services required

Tick the container or bin type requested. **Please note:** Some bin types are only available in certain areas

240 ℓ wheelie bin How many 240 ℓ wheelie bins do you have on your property?

140 ℓ recycling bin (identified areas only) Additional 240 ℓ wheelie bins required?

Lockable 240 ℓ wheelie bin (identified areas only) Number of 240 ℓ wheelie bins to be returned?

Refuse collection frequency per week  One (residential/non-residential)  Three (flats, clusters, trade)  Five (non-residential)

Change of the frequency per week  One (residential/non-residential)  Three (flats, clusters, trade)  Five (non-residential)

**4. TERMINATION OF REFUSE REMOVAL SERVICES FOR NON-RESIDENTIAL CLIENTS**

Attach a copy of your accredited service provider's contract with the City to enable us to terminate your services.

Number of container or bins to be returned?  Date of termination

**5. DECLARATION**

I/We hereby request a supply for service at the specified tariff rate. I/We acknowledge and further agree to comply with the provisions of the relevant by-laws of the City of Cape Town and the terms and conditions of supply/service as set out on the attached 'Conditions of Supply/Service'. I/We confirm that a copy of the following documentation is attached:

Municipal account  Identity document or passport  Proxy from the company or trust

Property managing agent on behalf of the owner

Signatory's name and surname  Signature

Date

# TERMS AND CONDITIONS FOR REFUSE REMOVAL SERVICE

## 1. For a City-supplied refuse removal service:

- a. The City will provide or will ensure that a scheduled refuse removal service ("the service") is supplied to an applicant according to need for domestic and trade (non-industrial) waste, unless otherwise permitted and agreed to in writing or publicly advertised notice.
- b. The service's tariffs and rates are advertised and amended by the City annually, but may be amended in the interim by a resolution of full Council at a special Council meeting;
- c. A minimum of one 240 ℓ plastic wheeled container will be supplied by the City to the property of an applicant where applicable, but containers remain the property of the City;
- d. Each container is marked with a unique code and must be kept inside the applicant's property boundary and may only be used for the purpose intended;
- e. All waste must be placed in the container and kept on the property, except on the scheduled collection day. Service schedules and guidelines are available at customer care offices;
- f. On the scheduled collection day, the container filled with refuse bags must be placed on the kerbside outside the applicant's property at 06:00. The lid must be able to close;
- g. Waste not placed in the containers will not be removed;
- h. Containers must be retrieved and stored safely inside the property boundary as soon as possible after refuse collection;
- i. Cleaning and safekeeping of the container is the applicant's responsibility. If it is stolen, an affidavit from SAPS must be handed in or sent to the City and reported in person at a customer care office, or via the call centre (tel. 0860 103 089) or [wastewise@capetown.gov.za](mailto:wastewise@capetown.gov.za), or via eServices website <https://eservices.capetown.gov.za/irj/portal>;
- j. Although every endeavour will be made to effect the scheduled service, the City will not be liable in the event of an omission of any kind.

## 2. Requests to amend, change or terminate the service:

- a. Apply for increased frequency of service (businesses only), or additional containers if waste volumes increase, at the customer care office, or via the call centre (tel. 0860 103 089) or [wastewise@capetown.gov.za](mailto:wastewise@capetown.gov.za), or via eServices website <https://eservices.capetown.gov.za/irj/portal>;
- b. An elected body corporate representative, or the developer/property owner, or the property owner's managing agent of a sectional title or cluster development, secured complex, flat complex, shopping mall/centre or office complex may apply for a contract based on a lesser amount of containers than the number of units occupied by tenants or lessees;
- c. The adjusted service will only be supplied after consideration according to the City's tariff policy.

## 3. Billing and service enquiries:

- a. Accounts will be rendered monthly and are due owing and payable by the account's specified due date;
- b. The customer care office must be informed at least 30 (thirty) days prior to any change in, or termination of service;
- c. The customer care office must be informed timeously of a change of address in respect of either the service address or where accounts are rendered;
- d. Enquiries regarding billing or the service must be directed in person at one of the customer care office,, or via the call centre (tel. 0860 103 089) or [wastewise@capetown.gov.za](mailto:wastewise@capetown.gov.za), or via eServices website <https://eservices.capetown.gov.za/irj/portal>;
- e. The existing number of containers will be confirmed by Solid Waste inspectors and the contract agreement will be adjusted accordingly should a discrepancy arise.

## 4. Validity of contracts:

- a. A copy of the approved application (and/or amendments) will be provided to the applicant as confirmation of a valid agreement between the City and the applicant;
- b. The City reserves the right to alter schedules, and amend or terminate services should the director of Solid Waste Management deem it necessary;
- c. The terms and conditions for a refuse removal service provided or ensured by the City, or for private sector refuse removal services are subject to changes in the City's applicable policies;
- d. All existing arrangements with the City will remain in force until changed by means of a new completed agreement.

## 5. Refuse collection services that are not provided by the City:

- a. The services of a private waste management company must be engaged for the collection, removal and disposal of industrial waste (non-hazardous, hazardous and dangerous), health-care waste, building and construction rubble, bulk garden refuse and sand;
- b. All businesses and organisations (non-residential entities) registering with the City as a business partner must complete a waste assessment form to assist the City with future service and infrastructure planning, and supply the City with a contract of the service provider.