

Uxela phi:

Sebenzisa iminxeba engahlawulelwayo ukuxela iingxaki, ukubhalisa izikhalazo nokubuza imibuzo ngaphandle kwentlawulo. Le minxeba yokufowuna ngaphandle kwentlawulo ifumaneka kwii-ofisi zezindlu, ii-ofisi zentlawulo, kumathala eencwadi nakwiiholo zoluntu.

Ukungeniswa kwengxelo ukususela ngoMvulo ukuya ngoLwesihlanu ngamaxesha omsebenzi (08:00 ukuya kweyi-16:00)

1. Tyelela okanye utsalele i-ofisi yezindlu ekufuphi kuwe.
2. Tsalela iziko lesixeko loqhagamshelwano ngawo onke amaxesha kwa- **0860 103 089**.
3. Cela igama nenombolo yomnxeba yegosa.
4. Khumbula umhla, ixesha nenkcazelo yesikhalazo sakho.
5. Cela inombolo yesalathisi.
6. Ukuba awufumani mpendulo kwisithuba seeyure ezingama-24, qhagamshelana ne-ofisi yakho yezindlu uze ucaphule inombolo yakho yesalathisi.
7. Ukuba awufumani mpendulo kwiintsuku ezintathu ezilandelayo, qhagamshelana noceba wewadi yakho uze ucaphule inombolo yakho yesalathisi

Ukufaka ingxelo emva kwamaxesha omsebenzi, ngeempela-veki nangeeholide zikawonke-wonke

1. Qhagamshelana neziko lesixeko lokutsalela uncedo kwa- **0860 103 089**.
2. Cela igama nenombolo yomnxeba yegosa.
3. Khumbula umhla, ixesha nenkcazelo yesikhalazo sakho.
4. Cela inombolo yesalathisi.
5. Ukuba awufumani mpendulo kwisithuba seeyure ezingama-24, qhagamshelana ne-ofisi yakho yezindlu uze ucaphule inombolo yakho yesalathisi.
6. Ukuba awufumani mpendulo kwiintsuku ezintathu ezilandelayo, qhagamshelana noceba wewadi yakho uze ucaphule inombolo yakho yesalathisi

Tsalela iziko lesixeko lokufowunela uncedo ngayo yonke imibuzo ngee-akhawunti nemibuzo jikelele (imibuzo efana neyamanzi, umbane, inkunkuma, uqingqo-maxabiso, ii-akhawunti, amatyala amatikiti ezendlela, ukubhaliswa kwezithuthi) kwa- 0860 103 089. Ungaya nakwi-ofisi yezindlu ekufuphi kuwe.

I-ofisi yezindlu	Idilesi	Inombolo yomnxeba
Adriaanse	Kwikona ye-Adriaanse Avenue and Seboa Street, Adriaanse	021 936 8863 okanye 021 936 8864
Athlone	Dr Abdurahman Avenue, Kewtown, Athlone	021 637 9120
Belhar	Kwikona ye-Huguenot Way ne- Alabama Avenue, Belhar	021 952 6100
Bishop Lavis	Kwikona ye-Kasteelberg Road ne-Lavis Drive, Bishop Lavis	021 934 6020
Bonteheuwel	Kiaat Way, Bonteheuwel	021 444 0139
Grassy Park	Kwikona yeendlela i- Linda ne- Olga, Grassy Park	021 706 1833
Gugulethu	Kwikona ye-NY 1 ne- Lansdowne Road, Gugulethu	021 630 1638
Hanover Park	Civic Road, Hanover Park	021 691 9365
Heideveld	167 Heideveld Avenue, Heideveld	021 637 1230
Khayelitsha	Isakhiwo sakwa-Stocks & Stocks, Ntlakohlaza Street, Khayelitsha	021 360 1243
Langa	Kwikona yeendlela i- Washington ne-Lerotoli, Langa	021 694 1720
Leonsdale	12th Avenue, Leonsdale, Elsie's River	021 936 8862
Macassar	Bind Avenue, Macassar	021 857 7010
Manenberg	Kwikona ye-Vygieskraal Road ne-Wye Street, Manenberg	021 417 4880
Melton Rose	Kwikona yezitalato i-Kool ne-Ganna, Melton Rose	021 444 0757 okanye 021 444 0758
Mitchells Plain	42 Chrysler Crescent, Beacon Valley, Mitchells Plain	021 376 1313
Nyanga	Kwikona yeendlela i-New Eisleben ne-Old Klipfontein, Nyanga	021 386 1214
Ocean View	Carina Road, Ocean View	021 783 1795
Parkwood	39 Walmer Road, Parkwood	021 705 0100
Ravensmead	1 Edgar Bullock Street, Ravensmead	021 928 4664
Retreat	78 Concert Boulevard, Retreat	021 701 1294
Rusthof okanye Strand	Kwikona yeendlela i- Webb ne-Lower Gordon's Bay, Strand	021 850 4210
Scottsdene	Eoan Avenue, Scottsdene	021 444 7801
Valhalla Park	94 Angela Street, Valhalla Park	021 934 1054
Wesfleur	Wesfleur Circle, Atlantis	021 573 7000

Management, maintenance and services complaints in and around your city rental unit



Ulawulo, ulondolozo nezikhalazo zeenkono kwiinyunithi eziqeshisayo zesixeko nakwiindawo ezikufuphi



**CITY OF CAPE TOWN
ISIXEKO SASEKAPA
STAD KAAPSTAD**

What to do when you need to report:

- Repairs and maintenance to the City's rental units
- Cleaning of refuse huts and courtyards, refuse removal and dumping
- Blocked drains and sewage leaks
- Electricity problems
- Water problems
- Anti-social behaviour
- Unlawful occupation
- Land Invasion or erection of illegal backyard structures

What to report:

Quote your address, business partner number and electricity meter number if you use prepaid electricity when you make a report.

- State clearly where the problem is and what kind of service is required in order for the correct maintenance team to be sent out.
- Indicate
 - if the problem is in a rental unit or on the rental stock property or
 - if the problem is outside rental stock property in the City's street reserves or other properties.

Where to report:

Use the free-call lines to report faults, register complaints and make enquiries at no cost. The free-call lines are available at housing offices, cash offices, libraries and community halls.

Lodging a report from Monday to Friday during working hours (08:00 to 16:00)

1. Visit or call your nearest housing office.
2. Call the City's contact centre at all hours on **0860 103 089**.
3. Request the name and telephone number of the official.
4. Remember the date, time and the description of your complaint.
5. Request a reference number.
6. If you do not get a response within 24 hours, contact your housing office and quote your reference number.
7. If you do not get a response within the next three days, contact your local ward councillor and quote your reference number.

Lodging a report after hours, on weekends and on public holidays

1. Contact the City's call centre on **0860 103 089**.
2. Request the name and telephone number of the official.
3. Remember the date, time and the description of your complaint.
4. Request a reference number.
5. If you do not get a response within 24 hours, contact your housing office and quote your reference number.
6. If you do not get a response within the next three days, contact your local ward councillor and quote your reference number.

Contact the City's call centre for all account enquiries and general enquiries (such as enquiries about water, electricity, solid waste, valuations, creditors' accounts, traffic fines, motor vehicle registration) on 0860 103 089. Call the anti-land invasion unit for the building of illegal structures in the backyards of rental stock and in street reserves on 0800 225 669. You can also go to your nearest housing office.

Housing office	Address	Tel
Adriaanse	Corner of Adriaanse Avenue and Seboa Street, Adriaanse	021 936 8863 or 021 936 8864
Athlone	Dr Abdurahman Avenue, Kewtown, Athlone	021 637 9120
Belhar	Corner of Huguenot Way and Alabama Avenue, Belhar	021 952 6100
Bishop Lavis	Corner of Kasteelberg Road and Lavis Drive, Bishop Lavis	021 934 6020
Bonteheuwel	Kiaat Way, Bonteheuwel	021 444 0139
Grassy Park	Corner of Linda and Olga roads, Grassy Park	021 706 1833
Gugulethu	Corner of NY 1 and Lansdowne Road, Gugulethu	021 630 1638
Hanover Park	Civic Road, Hanover Park	021 691 9365
Heideveld	167 Heideveld Avenue, Heideveld	021 637 1230
Khayelitsha	Stocks & Stocks Building, Ntlakohlaza Street, Khayelitsha	021 360 1243
Langa	Corner of Washington and Lerotoli roads, Langa	021 694 1720
Leonsdale	12th Avenue, Leonsdale, Elsies River	021 936 8862
Macassar	Bind Avenue, Macassar	021 857 7010
Manenberg	Corner of Vygieskraal Road and Wye Street, Manenberg	021 417 4880
Melton Rose	Corner of Kool and Ganna streets, Melton Rose	021 444 0757 or 021 444 0758
Mitchells Plain	42 Chrysler Crescent, Beacon Valley, Mitchells Plain	021 376 1313

Housing office	Address	Tel
Nyanga	Corner of New Eisleben and Old Klipfontein roads, Nyanga	021 386 1214
Ocean View	Carina Road, Ocean View	021 783 1795
Parkwood	39 Walmer Road, Parkwood	021 705 0100
Ravensmead	1 Edgar Bullock Street, Ravensmead	021 928 4664
Retreat	78 Concert Boulevard, Retreat	021 701 1294
Rusthof or Strand	Corner of Webb and Lower Gordon's Bay roads, Strand	021 850 4210
Scottsdene	Hoan Avenue, Scottsdene	021 444 7801
Valhalla Park	94 Angela Street, Valhalla Park	021 934 1054
Wesfleur	Wesfleur Circle, Atlantis	021 573 7000

Wenza ntoni xa ufuna ukuxela:

- Izilungiso nolondolozo kwiiyunithi zeSixeko eziqeshisayo
- Ukucocwa kweendawo zenkunkuma neeyadi, ukuthuthwa nokusasazwa kwenkunkuma
- Iidreyini ezibhlokileyo kwakunye nokuvuza kwemijelo ehambisa manzi amdaka edolophu
- Iingxaki zombane
- Iingxaki zamanzi
- Ukuziphatha ngendlela enxamnye noluntu
- Ukuhlala ngokungekho mthethweni

Zintoni emazixelwe:

Caphula idilesi yakho, inombolo yobuhlakani boshishino nenombolo yemitha yombane ukuba usebenzisa umbane ohlawulelwa ngaphambi kokusetyenziswa xa unikezela ingxelo.

- Chaza ngokucacileyo ukuba ingxaki iphi na kwakunye nohlobo lwenkonzo efunekayo ukwenzela kuthunyelwe iqela lolondolozo elichanekileyo.
- Bonakalisa
 - ukuba ingxaki ikwiyunithi eqeshisayo okanye kwipropati ekwistoko esiqeshisayo okanye
 - Ukuba ingxaki ingaphandle kwepropati yestoko eqeshisayo Kwimihlaba ebekelwe izitalato zeSixeko okanye kwezinye iipropati.