

Waar om iets aan te meld:

- Maak gebruik van die gratis oproeplyne om kosteloos foute aan te meld, klagtes te registreer en navrae te doen. Hierdie gratis oproeplyne is by behuisingskantore, betaalkantore, biblioteke en gemeenskapsale beskikbaar.

Om iets van Maandag tot Vrydag gedurende werktyd (08:00 tot 16:00) aan te meld

1. Besoek of bel jou naaste behuisingskantoor.
2. Bel die Stad se inbelsentrum enige tyd by **0860 103 089**.
3. Vra die amptenaar se naam en telefoonnommer.
4. Onthou die datum, tyd en beskrywing van jou klagte.
5. Vra vir 'n verwysingsnommer.
6. As jy nie 'n antwoord binne 24 uur kry nie, kontak jou behuisingskantoor en meld jou verwysingsnommer.
7. As jy nie 'n antwoord binne die volgende drie dae kry nie, kontak jou plaaslike wyksraadslid en meld jou verwysingsnommer.

Om iets na-ure, naweke en op openbare vakansiedae aan te meld

1. Bel die Stad se inbelsentrum by **0860 103 089**. Vra die amptenaar se naam en telefoonnommer.
2. Onthou die datum, tyd en beskrywing van jou klagte.
3. Vra vir 'n verwysingsnommer.
4. As jy nie 'n antwoord binne 24 uur kry nie, kontak jou behuisingskantoor en meld jou verwysingsnommer.
5. As jy nie 'n antwoord binne die volgende drie dae kry nie, kontak jou plaaslike wyksraadslid en meld jou verwysingsnommer.

Bel die Stad se inbelsentrum vir enige rekeningnavrae en algemene navrae (byvoorbeeld navrae oor water, elektrisiteit, vaste afval, waardasies, krediteure se rekeninge, verkeersboetes, motorvoertuigregistrasie) by 0860 103 089.

Bel die teengrondbesettingseenheid by 0800 225 669 om die oprigting van onwettige strukture in die agterplase van huureiendomme en in padreserwes aan te meld. Jy kan ook na jou naaste behuisingskantoor gaan.

Behuisings-kantoor	Adres	Tel
Adriaanse	Hoek van Adriaanselaan en Seboastraat, Adriaanse	021 936 8863 of 021 936 8864
Athlone	Dr Abdurahmanlaan, Kewtown, Athlone	021 637 9120
Belhar	Hoek van Huguenotweg en Alabamalaan, Belhar	021 952 6100
Bishop Lavis	Hoek van Kasteelbergweg en Lavisrylaan, Bishop Lavis	021 934 6020
Bonteheuwel	Kiaatweg, Bonteheuwel	021 444 0139
Grassy Park	Hoek van Linda- en Olgaweg, Grassy Park	021 706 1833
Gugulethu	Hoek van NY1 en Lansdowneweg, Gugulethu	021 630 1638
Hanoverpark	Civicweg, Hanoverpark	021 691 9365
Heideveld	Heideveldlaan 167, Heideveld	021 637 1230
Khayelitsha	Stocks & Stocks-gebou, Ntlakohlazastraat, Khayelitsha	021 360 1243
Langa	Hoek van Washington- en Lerotoliweg, Langa	021 694 1720
Leonsdale	Twaalfde Laan, Leonsdale, Elsiesrivier	021 936 8862
Macassar	Bindlaan, Macassar	021 857 7010
Manenberg	Hoek van Vygieskraalweg en Wyestraat, Manenberg	021 417 4880
Melton Rose	Hoek van Kool- en Gannastraat, Melton Rose	021 444 0757 of 021 444 0758
Mitchells Plain	Chryslersingel 42, Beaconvallei, Mitchells Plain	021 376 1313
Nyanga	Hoek van Nuwe Eisleben- en Ou Klipfonteinweg, Nyanga	021 386 1214
Ocean View	Carinaweg, Ocean View	021 783 1795
Parkwood	Walmerweg 39, Parkwood	021 705 0100
Ravensmead	Edgar Bullockstraat 1, Ravensmead	021 928 4664
Retreat	Concert-boulevard 78, Retreat	021 701 1294
Rusthof of Strand	Hoek van Webb- en Onder-Gordonsbaaiweg, Strand	021 850 4210
Scottsdene	Eoanlaan, Scottsdene	021 444 7801
Valhallapark	Angelastraat 94, Valhallapark	021 934 1054
Wesfleur	Wesfleursirkel, Atlantis	021 573 7000

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



Klagtes oor die bestuur, instandhouding en dienste in en om jou huureenheid wat aan die stad behoort



**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	Joan Avenue, Scottsdene	021 444 7801
Valhalla Park	94 Angela Street, Valhalla Park	021 934 1054
Wesfleur	Wesfleur Circle, Atlantis	021 573 7000

Wat om te doen wanneer jy een van die volgende wil aanmeld:

- Herstelwerk aan en instandhouding van die Stad se huureenhede
- Skoonmaak van vulliskamers en binnehowe, vullisverwydering en storting
- Verstopte dreine en riooltekkasies
- Elektriesiteitsprobleme
- Waterprobleme
- Antisosiale gedrag
- Onwettige besetting
- Grondbesetting of die oprigting van onwettige agterplaasstrukture

Wat om aan te meld:

Wanneer jy iets aanmeld, verskaf jou adres, sakevennootnommer en die nommer van jou elektriesiteitsmeter as jy voorafbetaalde elektrisiteit gebruik.

- Maak dit duidelik waar die probleem is en watter soort diens vereis word sodat die regte instandhoudingspan uitgestuur kan word.
- Dui aan
 - of die probleem in 'n huureenheid of op die terrein van die huureiendom is
 - of die probleem buite die terrein van die huureiendom op die Stad se padreserwes of op ander eiendom is.