

### What is illegal dumping?

Illegal dumping is when residents or businesses dispose of their waste in an improper way, causing environmental damage and harm to the community, it is called illegal dumping. For example, dumping waste in open fields, along roads, down sewer systems. Illegal dumping is a big problem, causing massive environmental damage.

### COMPLIANCE ENFORCEMENT

#### What does the law say?

Section 15(1) Littering and Dumping in the Bylaw for the City of Cape Town says that

No person may drop, throw, deposit, spill, dump, store or in any other way discard, any litter or waste into or onto any public place, municipal drain, land, vacant erf, stream, water course, street, road, wetland, coastline or on any place to which the public has access, or otherwise dispose of it nor may they allow a person under their control to do so.

### THIS IS HOW YOU DO IT

#### Lodging your Complaint:

- Submit a picture taken of the Offender engaged in illegal dumping activity
- Name and contact information of Complainant
- The Complainant can report anonymously
- **Submit a statement (written affidavit) from Complainant with the following information:**
  - Time (when offence was witnessed)
  - Location (where dumping took place)
  - Resident or neighbour dumping from wheelie bin - Supply address or culprit information or;
  - Dumping from a vehicle - Supply a picture of car registration number

## CONTACT DETAILS

#### Report illegal dumping in your community:

Telephone: 021 444 6231/ 021 444 6233/ 021 444 6223/4

Email: Solidwaste.bylaw@capetown.gov.za

#### Reporting times:

The reporting of illegal dumping made between Office hours: 07:30 - 16:00

Afterhours contact 021 957 4700 or 021 480 7700 from a cellphone or

107 from a landline

#### Informal Settlement Waste:

SMS: 32772

#### Other Waste Related Queries:

Call: 0860 103 089 Email: Wastewise@capetown.gov.za



CITY OF CAPE TOWN  
ISIXEKO SASEKAPA  
STAD KAAPSTAD

## SOLID WASTE

### 1. STOP ILLEGAL DUMPING

#### What is illegal dumping?

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### 2. HOW TO MANAGE YOUR REFUSE BIN

The wheelie bin is designed to make household waste and refuse disposal easy and efficient.

#### Place your sealed waste in the bin

- NOT next to it.

#### Do not overfill or overload

- The lid must be closed completely.

#### Wash and disinfect the bin regularly

- Store bin in a cool place out of the sun.

#### Keep safe and secure at all times

- If stolen or damaged, the bin will be replaced without cost, except in the case of negligence.
- Report theft to the police and retain case number.

**Place the bin on the pavement from 06:00 on the day of the weekly collection, including public holidays.**

**DO NOT** put builder's rubble, stones, rocks, sand, oil, metal e.g. engine parts or medical or hazardous waste and liquids in the bin.

Sorted and separated excess garden refuse or builder's rubble, or refuse not suitable for bin removal, can be taken to a municipal refuse drop-off facility nearest to you for free disposal.

#### THESE ITEMS DAMAGE THE WORKING PARTS OF THE REFUSE COLLECTION COMPACTING SYSTEM

Bins remain the property of the City of Cape Town and are allocated to residential properties for their entire life span as refuse containers. Bins are not for sale by individuals.



**Reduce. Re-use.  
Recycle. Stop littering.**

### 3. SOLID WASTE INFORMAL SETTLEMENT SERVICES

The City of Cape Town provides a weekly door to door waste collection Service and a litter picking / illegal dumping removal service in informal areas Throughout the city. Once every week the contractor gives each household a minimum of two Bags and the contractor collects the household's full bags at the same time.

**Know what waste service  
Is offered in your area.**

#### WHAT TYPE OF SERVICE IS OFFERED TO ME?

You have a door to door waste collection service.

A contractor gives each household two bags per week and also collects the household's full bags.

Please note that these bags are only intended for normal household waste.

#### WHAT HAPPENS TO THE BAGS?

Every week the contractor gives you two

bags and collects your full bags on the collection day.

The contractor takes your full bags to the shipping container or waste storage area for removal.



#### WHAT HAPPENS IF I MISS THE CONTRACTOR'S COLLECTION DAY?

We appeal to residents not to dump their waste in canals or open areas. Dumped waste is unsightly, caused health hazards and is expensive to remove.

#### WHAT SHOULD I DO THEN?

Take your full refuse bag to the shipping container or the waste storage area, the collection point for the contractor.

**SMS to 32772 for informal settlement  
cleansing services (R1 per sms)**

### 4. REPLACING A STOLEN OR DAMAGED BIN

#### HOW ARE BINS STOLEN?

Bins are mostly wheeled away from properties when they are left outside on pavements for too long or on a day when refuse is not scheduled for collection.

#### WHAT MUST I DO SHOULD MY BIN BE STOLEN?

Contact the City's call centre on 0860 103 089 or email [wastewise@capetown.gov.za](mailto:wastewise@capetown.gov.za) or log a service request on the City of Cape Town website [www.capetown.gov.za](http://www.capetown.gov.za) to apply for a replacement bin, with the following details:

- Municipal account number
- Address
- Contact name and number

The call centre will create a system notification and provide you with a reference number. Your bin should be delivered within 10 working days.

The procedure for damaged bins is exactly the same.

#### IS THERE A COST INVOLVED IN REPLACING A BIN?

There is a tariff which can be charged to recover the cost of replacing a stolen bin. This tariff is only applied when the customer has been found to be negligent, e.g. if the bin was stolen from the pavement on a day other than the scheduled refuse collection day.

**The current replacement cost is available in the tariff book on the City's website.**

### 5. SOLID WASTE MANAGEMENT BYLAW ENFORCEMENT FROM NON-COMPLIANCE TO ENFORCEMENT

#### OUR SERVICES

**We offer Compliance monitoring services:**

- Solid waste awareness
- Mobile patrols
- Active surveillance monitoring
- Business surveys checking for waste management plans
- Issuing of compliance notices

**Non-compliance by conducting:**

- Complaints investigation
- Fines for littering
- Fines for illegal dumping
- Impoundment (holding place) of vehicles

Help us Prevent & Control illegal dumping:  
It's Your Right, Your Duty and Your Environment

