

CLEANSING SERVICES DEPARTMENT

WHAT WE DO General Cleansing Services

- Provision and servicing of street litter bins
- Boundary to boundary cleaning in specified areas
- Water tanker cleansing services;
- Beach cleaning
- Animal carcass removal from public land (domestic and marine mammals)

Residential street-sweeping services outside of designated leafy/sandy areas and the festive season programme are cleaned on an ad-hoc basis.

Reacting to emergency call-outs

- for fire debris, flooding, large accidents, cleaning
- after service delivery protest actions, etc.

Illegal dumping removal;

- Removal of illegal dumping
- Installation of 'No Dumping' signage in public open spaces
- Clearance and disposal/incineration of illegally dumped medical, hazardous and toxic waste

Community-based refuse collection and area cleaning in informal settlements

The standard service level for informal settlements is a once-a-week, bagged door-to-door waste collection service, provided by external service providers contracted by the Cleansing Branch. Each informal household is provided with blue refuse bags each week. In addition to the refuse bag collection service, the Cleansing Branch provides communal bins/skips and "shipping containers" in informal areas as part of an integrated area cleaning and refuse collection service. General area cleansing is also done on an ongoing basis.



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Assistance with community-based clean-ups

The Cleansing department supports community-led clean-up initiatives by providing blue bags, and by removing any waste the community collects and taking it to landfill. If you would like to organize assistance for a clean-up event please send a request to wastewise@capetown.gov.za.

Top-up services

The Cleansing Branch has a number of programmes targeting areas with special needs:

- The Winter Preparedness Programme, a top-up cleaning service in leafy and sandy areas to minimise stormwater blockages and flooding from May to September.
- The Festive Season Programme, an increased top-up service for beaches, scenic routes and business areas from October to the end of April of the following year.

WHAT WE DON'T DO | WE ARE NOT RESPONSIBLE FOR

- cleaning community parks
- providing litter bins in community parks or Table Mountain National Park areas
- cleaning nature reserves
- cleaning inside stormwater drains
- cleaning inside the rivers/canals, (Cleansing is only responsible for cleaning the river/canal banks.
- removing large amounts of windblown sand on the road or verge

Useful contacts:

Email:
Wastewise@capetown.gov.za

Call: 0860 103 089
(all service Requests)
Report Illegal dumping

Call: 021 444 6231 / 6224 / 3

Email:
SolidWaste.bylaw@capetown.gov.za



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