



Bin theft

Frequently Asked Questions

How do I apply for a replacement bin if my bin has been stolen?

To apply for a replacement bin, you will need to report the theft of the bin to SAPS. You will receive a SAPS case number or a copy of the affidavit.

What should I do with the case number/affidavit?

You must then contact the City's Call Centre on [0860 103 089](tel:0860103089) or e-mail: Wastewise.User@capetown.gov.za and provide the following information:

- Municipal account number
- Address
- Contact name and number

The Call Centre will create a system notification.

When should I expect to receive my replacement bin?

You will be issued with a reference number and your new bin should be delivered within ten working days. The City will ensure that your waste is collected during the waiting period.

Note: Refuse containers should be kept on your property until the scheduled refuse collection day. On the day of refuse collection, the refuse bin should be placed out on the pavement by 06:00.

There is a tariff which can be charged to recover the cost of replacement (damaged / stolen) bins. This tariff is only applied where 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.