



## **Solid Waste Services FAQs**

### **How will I know if the waste collection services are changing in my area?**

The City will alter existing waste removal or cleansing services only after completing a process of public notification, participation and comment. Amendments must be practical, cost-effective and intended to prevent, minimise or reduce waste.

### **What does the Integrated Waste Management By-law say about the storage and transportation of waste?**

The waste generator and the holder of waste must both ensure that waste is transported to the nearest licensed disposal facility that has capacity to deal with the waste.

If the waste is not in a container provided by the City, the storage containers used for the storage or transportation of waste must be intact and not corroded or in any way unfit for use.

Ensure that the waste cannot be blown away.

Prevent all nuisances such as odour, visual impacts and breeding of vectors.

Pollution and harm to health must be prevented.

Any waste items or substances must be safe for handling, collection or disposal. Not harmful, even if accessed by unauthorised persons or members of the public.

Hazardous waste must be sealed in an impervious container and suitable measures put in place to prevent tampering.

Suitable measures must be in place to prevent accidental spillage or leakage.

The penalties are fines or imprisonment, as the court sees fit. The court may also order the removal of the waste and the payment of the expenses incurred and any other costs or damages.

### **Who or what is a "Holder of waste"?**

Anyone who imports, generates, stores, accumulates, transports, processes, treats, exports or disposes of waste. This includes recyclers and scrap dealers.

### **How does the waste remover get access to my property when I am not there?**

It is the resident's responsibility to ensure that the relevant personnel are not impeded from handling or collecting refuse. If this problem is due to the layout of the premises and poses a danger to the City employees, the owner must make the necessary alterations at his/her own cost.

### **Who will have access to my private property?**

The owner must, on request, allow a peace officer or any other duly authorised employee of the City access to their property for the purpose of inspecting the property and investigating any contravention of the [Integrated Waste Management By-law](#) and to ensure compliance therewith. The authorised employee must, on request, identify him or herself by producing written proof of such authority.

The authorised employee may be accompanied by another to inspect or conduct an investigation. He or she must be identified as such by the authorised employee.

### **My bin has been stolen. How do I get it replaced?**

To apply for a replacement bin, the resident needs to report the theft of the bin to SAPS. They will receive an SAPS case number or a copy of the affidavit. The resident must then contact the City's Call Centre on 0860 103 089 or e-mail [Wastewise.User@capetown.gov.za](mailto:Wastewise.User@capetown.gov.za) and provide the following information:

Municipal account number

Address

Contact name and number

SAPS case number and/or copy of affidavit

The Call Centre will create a system notification and provide the resident with a reference number and the bin should be delivered within ten working days.

Refuse containers should be kept on the resident's 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.

Keep in mind that the City's [Solid Waste Management Department's](#) Collection Section is a tariff-funded service. There is a tariff which can be charged to recover the cost of replacement (damaged/stolen) bins. Currently, 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.