



CITY OF CAPE TOWN
ISIXEKO SASEKAPA
STAD KAAPSTAD

SOLID WASTE MANAGEMENT ACCREDITATION APPLICATION

User guide: **External site**

Applying for waste service provider
accreditation and waste generator
approval with the City of Cape Town



Making progress possible. Together.

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01

Definitions

1.1. Glossary of terms

Term	Description
*	The red asterisk on the application page indicates that the information is required to complete a desired action
Accreditation or Accredited	When a waste service provider application is submitted by a business and approved by the City of Cape Town
Accredited service provider	A person accredited by the City, in terms of the Integrated Waste Management By-law 2009, as amended 2016, who provides a waste management service in the city and may include waste managers, large and small businesses, community co-operatives and venture learnerships
Certification or Approval	When a Waste Generator application is submitted by a business and approved by the City of Cape Town
SWMA	Solid Waste Management Accreditation System

02

How to access the SWM Accreditation System



You may want to



Apply for Waste Generator or
Waste Service Provider accreditation



03

What is SWM Accreditation all about?

The City of Cape Town has a constitutional obligation to ensure a safe, healthy and sustainable environment for all its residents and that the rights of individuals are protected. The City's Integrated Waste Management By-law 2009, as amended 2016, gives it the power to regulate, control and monitor the generation, management and disposal of solid waste within its jurisdiction, which encompasses the cleaning, separation, storage, collection, processing, treatment, recycling, reuse, and disposal of waste, as well as the prevention of littering and illegal dumping.

The ultimate goal of the by-law is the minimisation and avoidance of waste, and the reduction and prevention of waste going to landfill. In order to effectively monitor, manage and control the waste being generated and disposed of, the City must be able to plan years ahead. To do this, detailed information on the types and volumes of waste that are being, and will be, generated in future is vital.



A waste generator, as defined in the by-law, means a property owner, household, organisation or business entity, occupants or employees who generate waste. This includes waste sorters such as recycling or waste minimisation groups, scrap dealers and buy-back centres. In terms of section 10 of the City of Cape Town's Integrated Waste Management By-law 2009, as amended 2016, waste generators must have an integrated waste management plan (IWMP) approved by the Director: Solid Waste Management.



3.1. What an IWMP must contain

IWMPs are a relatively new phenomenon in South Africa. Waste generators must be thoroughly familiar with the requirements of the by-law before drawing up an IWMP. Please consult the City of Cape Town's **Integrated Waste Management By-law 2009, as amended 2016**, for the content of an IWMP:

Go to <http://www.capetown.gov.za/bylaws/> to view the By-law and amendments

Section 10 of the by-law details who must be registered.

3.2. Who must become accredited?

In terms of section 1 of the Integrated Waste Management By-law 2009, as amended 2016, the definition of an accredited service provider includes waste managers, large and small businesses, community co-operatives, and venture learnerships who provide waste management services in the City of Cape Town. This implies that anyone who is involved in waste management activities or services must register to become accredited.

3.3. How long does the accreditation process take?

The correct management of solid waste is critical as it will have a lasting effect on the health of our environment and the sustainability of our welfare and economy. Because of this, each step in the accreditation process must be followed; the process from start to finish can take three to four months.



To avoid unnecessary delays, please consult the list on the next page showing the supporting documentation that must accompany your application. Ensure that everything is current and accurate.

Approval process: Once your application form and supporting documents have been submitted, the following steps will be taken:

Step	Business process	Time period ¹
1	Receipt and notification. Application received and captured on the system	7 working days
2	Scrutiny and validation	5 working days
3	Application processed by a delegated waste management officer and recommendations made	60 working days
4	Communication of decision to applicant in writing	2 working days

¹ Time periods given are guidelines only and will vary if additional information is required or changes need to be made.

Checklist for accreditation: Information and documents required:

- City of Cape Town rates account number or lease agreement
- City of Cape Town business partner number
- Company name
- Company registration number
- Physical address
- Postal address
- Business telephone number
- Business fax number
- ID number of company representative
- Email address of company representative
- Integrated waste management plan
- Licences for waste management activities or facilities
- Licences for waste transport facilities
- Zoning certificate
- Scrap metal dealer registration certificate
- Two years' summarised waste statistics



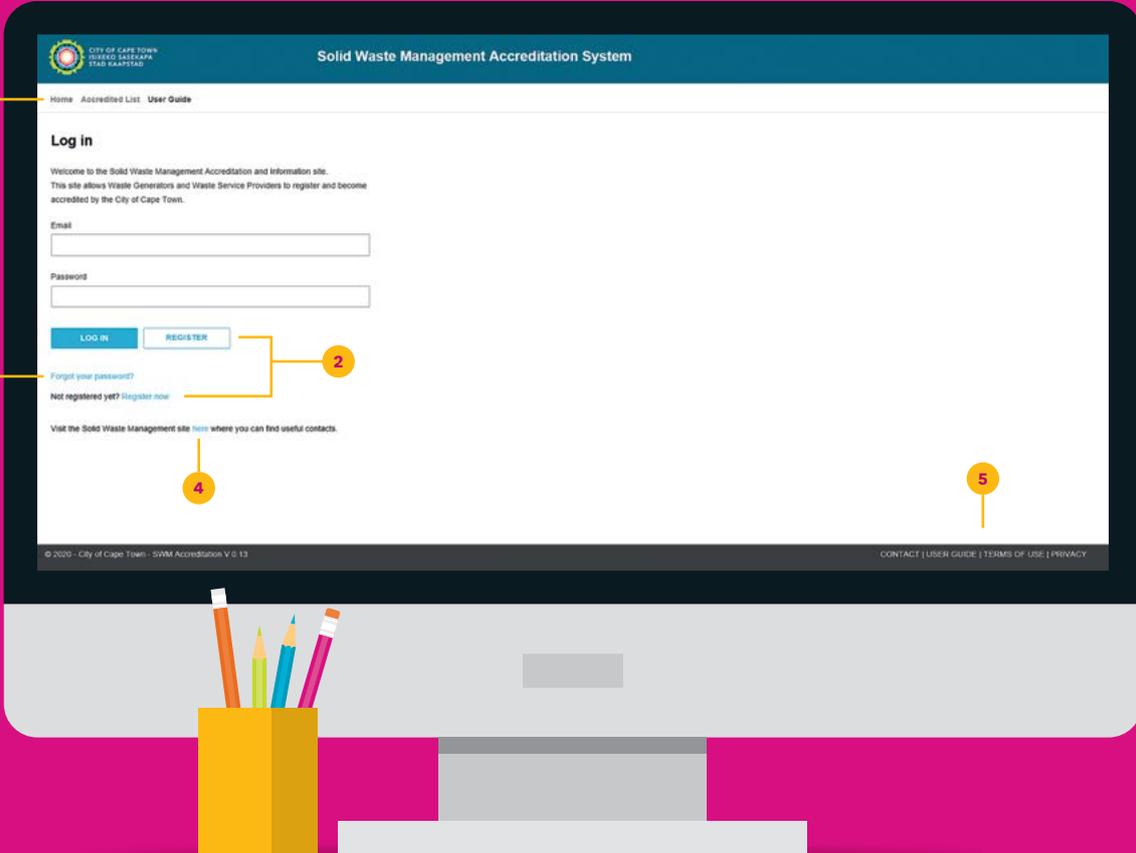
Benefits of being accredited and compliant: Accreditation is necessary for everyone providing a waste management service and certain waste generators within the City. Apart from the need to be legally compliant, there are numerous other benefits:

- Being registered on the City's accreditation database, which is shared with the public who might be requiring waste management services, also means free marketing.
- It provides opportunities like meeting tender specifications and work opportunities with government and large businesses since accreditation is specified as a supply chain requirement for waste management in the public sector and large businesses with ISO accreditation.
- It provides an opportunity to build relationships with other industry stakeholders and therefore makes your business more sustainable.
- Accreditation is required for building demolition applications which cannot be approved without an accredited service provider and building integrated waste management plan.
- It creates an enabling environment where small, medium and micro enterprises (SMMEs) can thrive.
- It assists persons in maintaining legal compliance and developing a professional waste management service, and provides training opportunities for small business.
- It contributes to diverting waste from landfill and protecting our environment for future generations.

04

SWM Accreditation landing page

- 1 **Home** - landing page, also referred to as the home page
Accredited List - links to a list of all the accredited companies
User Guide - links to this user guide
- 2 These two links can be used to access the SWM Accreditation site **registration** page
- 3 Links to the **forgot password** page. If you have forgotten your password, you can use this feature to reset your password
- 4 Links to the SWM Department page
- 5 **Contact** - links to the SWM Department contact list
User Guide - links to this user guide
Terms of Use - links to the City's terms of use
Privacy - links to the City's privacy statement



1

Home Accredited List User Guide

Log in

Welcome to the Solid Waste Management Accreditation and Information site.
This site allows Waste Generators and Waste Service Providers to register and become accredited by the City of Cape Town.

Email

Password

[LOG IN](#)

[REGISTER](#)

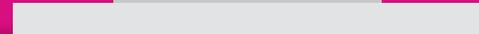
[Forgot your password?](#)

Not registered yet? [Register now](#)

Visit the Solid Waste Management site [here](#) where you can find useful contacts.

© 2020 - City of Cape Town - SWM Accreditation V 0.13

[CONTACT](#) | [USER GUIDE](#) | [TERMS OF USE](#) | [PRIVACY](#)



05

How to register to use the SWM Accreditation System

Before you can interact with the system and submit a waste generator or waste service provider application to the Solid Waste Management Department, you must be registered as a user on the Solid Waste Management Accreditation System.

If you have registered on any one of the City's applications before, you can use the same information to log in to the system. If you do not remember your password, kindly use the forgot password feature to reset it. If this is your first time registering on a City application, please follow the instructions on the next page.



5.1. How to register

STEP 1

Click on the **Register** tab
or **Register now** link

Log in

Welcome to the Solid Waste Management Accreditation and Information site.
This site allows Waste Generators and Waste Service Providers to register and become accredited by the City of Cape Town.

Email

Password

LOG IN

REGISTER



[Forgot your password?](#)

STEP 2

Type in your email address and
enter the Captcha code

User Profile: Register

If you are a first time Solid Waste Management application User,
please complete the online registration form below.

Email

Please retype the random generated security code without spaces.
If you have difficulty deciphering the captcha, click on the image to
generate a new code.

Captcha code



Enter code without spaces:

REGISTER

STEP 3

Click on **Register**

If your username (email address) has previously been registered on any other City of Cape Town application(s), follow the instructions on the screen to complete your registration. You will complete your profile registration once you have logged onto the system.

STEP 4

Complete all required information, including:

- ID or passport number and upload a copy of your ID or passport
- First name and surname
- Password
- Mobile number/ fax number/ telephone number
- Captcha code

STEP 5

Register and create your profile

STEP 6

Confirm account creation via email

STEP 7

Log in with the username and password created

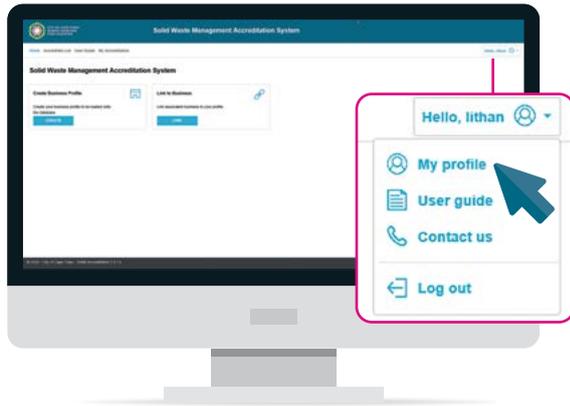
At first login, there are two options available, i.e. **Create Business Profile** or **Link to Business**.

Solid Waste Management Accreditation System

<p>Create Business Profile </p> <p>Create your business profile to be loaded onto the database.</p> <p>CREATE</p>	<p>Link to Business </p> <p>Link associated business to your profile.</p> <p>LINK</p>
---	---

5.2. User profile

UPDATING USER INFORMATION



Once logged in, by clicking on **My profile** (on the far right corner of the page), you can update your user information that was given at registration, including:

- First name
- Surname
- Mobile number/fax number/telephone number
- ID or passport number
- Upload or remove a copy of your ID or passport

To update the information on this page, click on **Edit** at the bottom of the page. Click on **Update** after completing the changes.

06

Business Profile

6.1. Creating a business profile

STEP 1

Once logged in, go to the home page and click on **Create** on the **Create Business Profile** block.

Create Business Profile



Create your business profile to be loaded onto the database.

CREATE



STEP 2

Complete all required information, including:

Create new business profile

- Waste Generator
- Waste Service Provider

Name Of Company *	Company Registration Number
<input type="text"/>	<input type="text"/>
Business Email Address *	Business Telephone No **
<input type="text"/>	<input type="text"/>
Business Fax No:	
<input type="text"/>	

Upload business documents (20 size limit)

[ADD FILES](#)

- Toggle to enter address

Address details

Street:	Suburb:	
<input type="text"/>	<input type="text"/>	
Property Key:	X Co-ordinate:	Y Co-ordinate:
<input type="text"/>	<input type="text"/>	<input type="text"/>

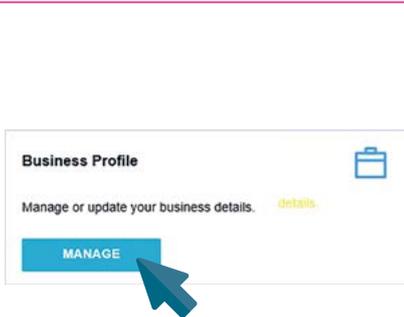
[Go to next](#)

- Business type, i.e. waste generator or waste service provider (or select both)
- Name of the company
- Company registration number (optional)
- Business email address
- Business telephone number or fax number
- Copy of business documents (if registered company)
- Business address (type and select from responsive map)

6.2. Managing a business profile

STEP 1

To update or manage a business profile, go to the home page and click on the **Manage** button on the **Business Profile** block.



In the event that your business details have changed, for example contact details or business address, or you need to upload more or remove existing business document(s), you will have the ability to update these details on **Manage Business Profile**, and it will reflect applications that you have not yet submitted.

However, once an application has been submitted under this business and it is in the approval phase with the City, you will no longer be able to edit your business details.

If details of the business have changed after this point, you will have to create a new business profile to submit future applications. Only authorised representatives of a business have the ability to update business details.

6.3. Linking to an existing business profile

STEP 1

If you want to be linked to another business profile that is registered on the SWMA System, go to the home page and click on **Link** on the **Link to Business** block.

Link to Business

Link associated business to your profile.

LINK



Then simply do the following:

- Type the business name in the text or search field
- Submit request to link to the business
- Wait for an authorised representative in that business to grant you permission

Business Name:

SUBMIT REQUEST



Authorised representative(s) of that business will receive an email notification to add you to the business.

They can either grant you read rights (Active) or contribute rights (Authorised representative) to the business.

If you are granted contribute rights, you will be able to submit applications on behalf of the business.

When users request to be linked to your business, you will be notified via email. A link to verify the user will be available in the email and clicking on the link will take you to the User Management page.



6.4. User management

STEP 1

To manage users, go to the home page and click on the **Manage** button on the **User Management** block.



Here, you will have the ability to edit people's permission levels in your business or businesses at any time. You can only have this ability on the business profile that you created and on other businesses where you are an authorised representative. If you have read rights, you will be able to view permissions without the ability of editing them.

You cannot edit your own permissions; they can only be edited by another authorised representative of the business.

STEP 2

Select the business that you want to edit user permissions for, and click on **Update** when complete.

User management

Select a business

 
Show entries | Search:

Full name	ID Number	Passport Number	Email	Telephone	Authorised Rep	Active
lithan mandindi	91000100000		lithamandindi25@gmail.com		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Showing 1 to 1 of 1 entries

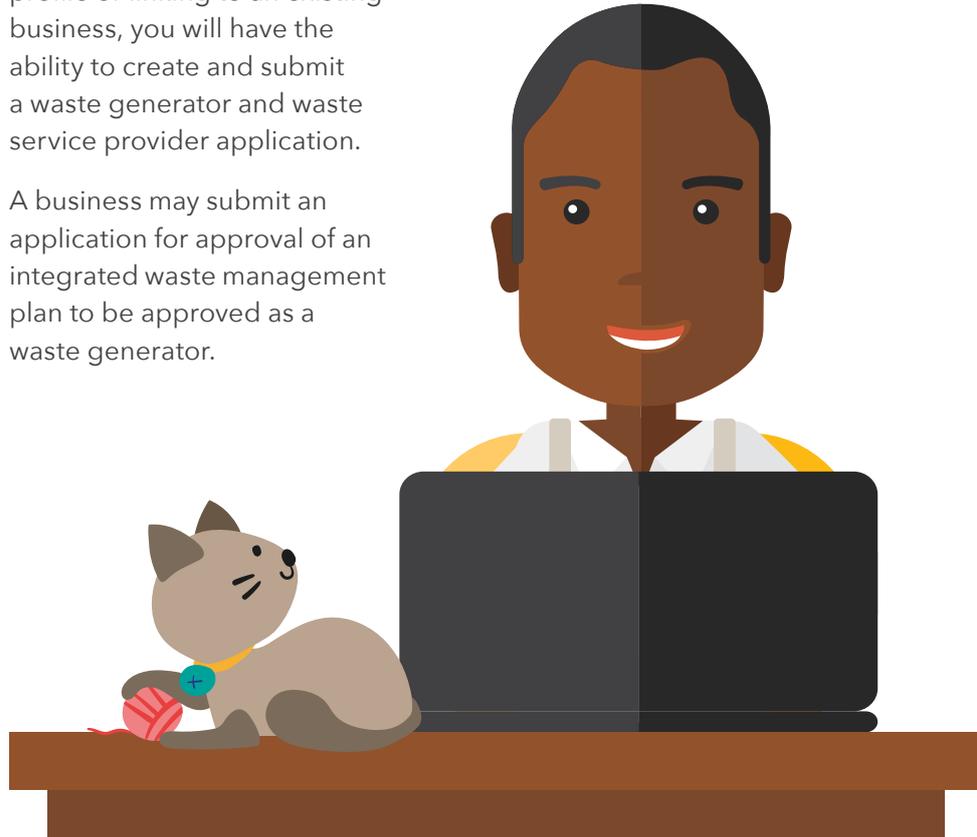
UPDATE

07

How to submit a waste generator and waste service provider application

After creating a business profile or linking to an existing business, you will have the ability to create and submit a waste generator and waste service provider application.

A business may submit an application for approval of an integrated waste management plan to be approved as a waste generator.



7.1. Submit a waste generator application

STEP 1

To create and submit a waste generator application, go to the home page and then do the following:

Waste Generator Application



Apply to be a Waste Generator

Waste Generator means any person whose actions, production process or activities, including waste management activities, result in the generation of waste.

APPLY

- Click on **Apply** on the **Waste Generator** block
- Select a business that you want to apply for
- Click on **New Application** (At any stage of the application, you have the ability to save a draft of the application. A reference number will be generated and assigned to the application upon saving. You can return to complete your application any time thereafter.)

The application form and the following tabs will show: **Business Information, Authorised Representative, Waste Management Plan, Location Address, and Finalize Application.**

a) Business Information

Application for waste generator

litha construction Ref:00000

Business Information Authorised Representative Waste Management Plan Location Address Finalize Application

Business information

litha construction

123456578

40 WELGELEE Road CONSTANTIA

WELGELEE Road CONSTANTIA

021 400 4349

lithamandind25@gmail.com

Company Documents

erf 178595 plan.pdf

VIEW

This contains the business details including location address, contact numbers, email address, company registration number and company documents. This is only for viewing to verify details on the tab without the ability to edit.

Should you wish to update any of these details, go to the **Manage Business Profile** block. Once you have updated the changes, they will reflect on this page.

c) Waste Management Plan

Application for waste generator

litha construction Ref:00000

Business Information Authorised Representative **Waste Management Plan** Location Address Finalize Application

Waste management

Integrated Waste Management plan and other related documentation can be UPLOADED here (file size limit 50MB).

[ADD FILES](#)

[SAVE DRAFT](#) [CANCEL](#)

The IWMP and other related documentation can be uploaded or deleted. Multiple documents can be uploaded. To upload document(s), click on the **Add files** button.

For your application to be reviewed accordingly, it is imperative that you upload your business's IWMP.

d) Location Address

Business Information Authorised Representative Waste Management Plan **Location Address** Finalize Application

Location address
Please add address for this application

Toggle to enter address

Address

Property/Key Erf

Here, you have to add the location address of the premises that you are applying for. This could differ from your main company or business address, unless you are applying for your main company premises.

To add the location address, you must do the following:

- Toggle the case for the map to show
- Select any of these options: Formal Addresses, Informal Settlements, Informal Settlements Clusters, Rental Stock Flats, Complex or Estate, Sectional Titles, Erf, Property Key
- Type the location address in the search address box
- Select correct address from results list
- The property will be highlighted in the map and the relevant address details will populate in the greyed-out address area below.

Address details can be changed or altered if the application has not been submitted yet.

e) Finalize Application

The screenshot shows a web interface for finalizing an application. At the top, there is a horizontal navigation bar with five tabs: 'Business Information', 'Authorised Representative', 'Waste Management Plan', 'Location Address', and 'Finalize Application'. The 'Finalize Application' tab is highlighted in dark blue. Below the navigation bar, the section is titled 'Confirmation by company representative'. The text reads: 'Before you can submit your application you need to read and accept these [Terms and Conditions](#)'. Below this text is a checkbox with the label 'I accept the above Terms and Conditions.' The checkbox is currently unchecked. At the bottom of the form, there are two buttons: 'SAVE DRAFT' (a solid blue button) and 'CANCEL' (a white button with a blue border).

When you have completed and are satisfied with all the information on your application, you must read the hyperlinked **Terms and Conditions** and accept them in order to submit the application.

When you accept the **Terms and Conditions**, the option to submit the application button becomes available. After submitting the application, the status will be set to **Submitted**.

7.2. Submit a waste service provider application

STEP 1

To create and submit a waste service provider application, go to the home page and then do the following:

Waste Service Provider Application



Apply to be a Waste Service Provider

Waste Service Provider means a person accredited by the City who provides a waste management service in the City and may include Waste Managers, large and small business, community cooperatives and venture learnerships.

APPLY

- Click on **Apply** on the **Waste Service Provider** block
- Select a business that you want to apply for
- Click on **New application** (At any stage of the application, you have the ability to save a draft of the application. A reference number will be generated and assigned to the application upon saving. You can return to complete your application any time thereafter.)

The application form and the following tabs will show: **Business Information, Authorised Representative, Waste Management Plan, Location Address, and Finalize Application.**

a) Business Information

The screenshot shows a web interface for a business accreditation application. At the top, there is a navigation bar with six tabs: "Business Information" (selected), "Authorised Representative", "Nature of Business", "Waste Management Plan", "Location Address", and "Finalize Application". Below the navigation bar, the "Business Information" section is displayed. It features a blue header with the company name "lilyconstruction" and a search icon next to the ID number "1243564968". Below this, there are icons for a calendar, a phone, and an email, followed by the contact details: "021 400 4349" and "thembelani.mandindi4@mail.com". A "Company Documents" section is visible below, showing a document titled "erf 178595 plan.pdf" with a blue "VIEW" button. At the bottom of the form, there are two buttons: "SAVE DRAFT" and "CANCEL".

This contains the business details including location address, contact numbers, email address, company registration number and company documents. This is only for viewing to verify details on the tab without the ability to edit.

Should you wish to update any of these details, go to the **Manage Business Profile** block. Once you have updated the changes, they will reflect on this page.

b) Authorised Representative

Business Information **Authorized Representative** Nature of Business Waste Management Plan Location Address Finalize Application

Authorized representatives

Some text to go here...

lithan mandindi

9106251121089

078 624 7196

[VIEW ID](#)

[SAVE DRAFT](#) [CANCEL](#)

The authorised representative of the company is shown on this page. This is only for viewing to verify details on the tab without the ability to edit.

Should you wish to update any of these details, go to the **User Management** block. Once you have updated the changes, they will reflect on this page.

To update your ID or passport copy, go to **My User Profile** and upload or remove files.

c) Nature of Business

Business Information Authorised Representative **Nature of Business** Waste Management Plan Location Address Finalize Application

Nature of business
Select all the services you are applying for

Scrap Metal Storage Collections/Transport Recyclers

SAVE DRAFT CANCEL

You can select one or more of the six types of nature of business and relevant documentation can be uploaded under each nature of business:

- Scrap Metal
- Collections or Transport: Healthcare, Hazardous or General Waste
- Licences for Waste Treatment Activities or Facilities: Storage, Treatment, Recyclers, or Disposal

Multiple documents can be uploaded under each category. Ensure that the file name is no longer than 50 characters and that the document is not bigger than 15 MB, otherwise the system will give an error.

d) Waste Management Plan

The screenshot shows a web application interface for the 'Waste Management Plan' section. At the top, there is a navigation bar with six tabs: 'Business Information', 'Authorized Representative', 'Nature of Business', 'Waste Management Plan' (which is currently selected and highlighted in dark blue), 'Location Address', and 'Finalize Application'. Below the navigation bar, the heading 'Waste management' is displayed. Underneath, a message states: 'Integrated Waste Management Plan and other related documents should be attached here (file size limit 50MB)'. A light blue button labeled 'ADD FILES' is positioned below this message. At the bottom of the form area, there are two buttons: a dark blue 'SAVE DRAFT' button and a light blue 'CANCEL' button.

The IWMP and other related documentation can be uploaded or deleted. Multiple documents can be uploaded. To upload document(s), click on the **Add files** button. Ensure that the file name is no longer than 50 characters and that the document is not bigger than 1 MB, otherwise the system will give an error.

For your application to be reviewed accordingly, it is imperative that you upload your business's IWMP.

e) Location Address

The screenshot shows a web application interface for entering location address information. At the top, there are navigation tabs: 'Business Information', 'Authorised Representative', 'Nature of Business', and 'Waste Management Plan'. The current section is 'Location address'. Below the title, there is a prompt: 'Please add address for this application'. A toggle switch is present with the label 'Toggle to enter address'. Underneath, there are three input fields: a large 'Address' field, a 'PropertyKey' field, and an 'Erf' field. At the bottom of the form are two buttons: 'SAVE DRAFT' and 'CANCEL'.

Here, you have to add the location address of the premises that you are applying for. This could differ from your main company or business address, unless you are applying for your main company premises.

To add the location address, you must do the following:

- Toggle the case for the map to show
- Select any of these options: Formal Addresses, Informal Settlements, Informal Settlements Clusters, Rental Stock Flats, Complex or Estate, Sectional Titles, Erf, Property Key
- Type the location address in the search address box
- Select correct address from results list
- The property will be highlighted in the map and the relevant address details will populate in the greyed-out address area below.

Address details can be changed or altered if the application has not been submitted yet.

f) Finalize Application

Business Information Authorised Representative Nature of Business Waste Management Plan Location Address Finalize Application

CONFIRMATION BY COMPANY REPRESENTATIVE

Before you can submit your application you need to read and accept these [Terms and Conditions](#)

I accept the above Terms and Conditions.

SAVE DRAFT CANCEL

When you have completed and are satisfied with all the information on your application, you must read the hyperlinked **Terms and Conditions** and accept them in order to submit the application.

When you accept the **Terms and Conditions**, the option to submit the application button becomes available. After submitting the application, the status will be set to **Submitted**.

08

Track your application

You can track the progress or outcome of your application on the system by going to the home page and doing the following:

- Click on **Apply** on the **Waste Generator/Waste Service Provider** blocks
- Select the business with the application you want to track
- Search, filter or scroll to find your application on the list
- Check the application progress under the Status column

The following are the statuses of the applications:

- Draft
- Submitted
- Cancelled
- Revoked
- Accredited (found in **My Accredited List** tab – refer to 9.2)
- Expired



Solid Waste Management Accreditation System

Home Accredited List User Guide My Accreditation

Hello, Ithan

Application for waste generator

Select a business

Wha construction

NEW APPLICATION

Show 10 entries Search:

Reference	Application Date	Application Type	Status	Applicant	
000015	22 June 2020	Waste Generator	Submitted	Ithan mandidi	VIEW
000017	22 June 2020	Waste Generator	Draft	Ithan mandidi	VIEW DELETE
000018	22 June 2020	Waste Generator	Cancelled	Ithan mandidi	

Showing 1 to 3 of 3 entries



DRAFT

000017

22 June 2020

Waste Generator

Draft

lithan mandindi

VIEW

DELETE

This means that the application process was initiated and saved, and has not been submitted yet.

Once you have finalised and submitted your waste generator and waste service provider application to the City of Cape Town, the status of your application will change from **Draft** to **Submitted**.

If you save as draft at any point, a reference number will be assigned to the application. The application can still be edited or deleted if the status is in draft.

SUBMITTED

000015

22 June 2020

Waste Generator

Submitted

lithan mandindi

VIEW

When you have accepted the terms and conditions and clicked on the **Submit** button, the status changes to **Submitted** and a reference number is assigned to the application, if it was not yet saved at any stage.

At this stage, the application cannot be edited or deleted anymore and only the **View** button is available.

CANCELLED

000018

22 June 2020

Waste Generator

Cancelled

lithan mandindi

A submitted application can be cancelled by the City of Cape Town due to a number of reasons. The City will send email communication to all authorised company representatives prior to cancelling the application, and if the requests or instructions in the communication are not adhered to, the City reserves the right to cancel a submitted application.

When the application is cancelled, all authorised representatives will receive an email notification indicating that the application has been cancelled.

REVOKED

After an application has been accredited or approved by the City, it can be revoked for serious offences caused by the business. Businesses with revoked accreditations will be taken off the Accredited List immediately. When the business accreditation is revoked, all authorised representatives will receive an email notification indicating that the accreditation has been revoked.

EXPIRED

Accreditation can be valid for between six and 60 months. Once the accreditation of a business has expired, the business will be taken off the Accreditation List.

09

Accreditations

9.1. Accreditation list

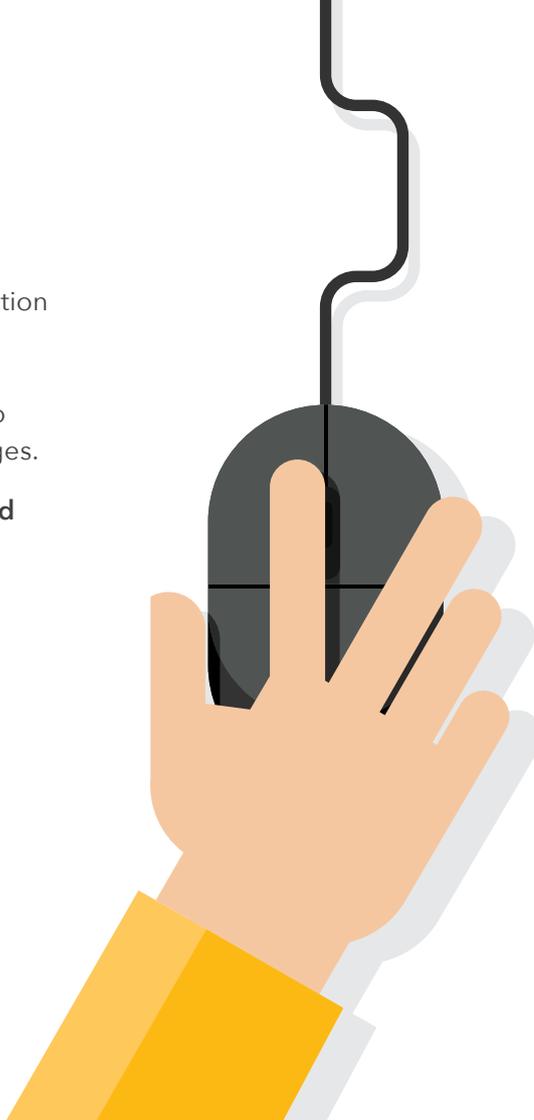
To view a list of all the accredited companies, click on **Accreditation List** from the main menu tab. A list of all accredited companies will show and indicate if the company is a waste service provider, waste generator or both. The company details will also be shown on this page.

9.2. My accredited list

Once a waste service provider application is accredited or a waste generator application is approved, it will appear under the **My Accredited List** tab. It no longer appears on the application pages.

To access it, click on the **My Accredited List** tab and then select the relevant business from the dropdown menu.

A list of accredited applications will show on the page.



10

Expiry and renewal

The expiry date of any application is on the Certificate of Approval or Accreditation.

Authorised representatives of the business will receive reminder notifications two months and one month prior to the expiry date.

Please ensure that you send a new application to ensure timeous processing and certification before your certification expires.

A day after your certification has expired, you will receive a notification of expiration. Your company will be taken off the list of accredited companies, unless another application was submitted and approved before the expiration date.

When the accreditation has expired, the status will show on the application blocks.



For any queries, you can reach the City through any one of these channels:

- **Online:** www.capetown.gov.za
- **Email:** wastewise@capetown.gov.za
- **Call:** 0860 103 089
- **Postal address:**
Director: Solid Waste Department
PO Box 298
Cape Town
8000

Stick to one of these channels for a faster response, and always get a reference number.



CITY OF CAPE TOWN
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