



FREQUENTLY ASKED QUESTIONS

HOME COMPOSTING CONTAINER ROLL-OUT

1. Are the composting containers free?

Yes

2. Is this a pilot project?

No

3. Can any residential property owner apply?

Yes, the [Home Composting Programme](#) is open to all single residential property owners, however, if you previously applied, you cannot apply again.

4. What happens if I need to replace a stolen or damaged bin?

The registered property owner or property managing agent must download and complete the Supply of Services Application Form from the document downloads section below. Ensure that you fill in all the sections related to refuse removal. If you are renting, you will need to submit a letter of authority from the property owner or managing agent with your application form.

Submit your application with a copy of your ID at your nearest Walk-in Centre, email it to wastewise@capetown.gov.za, use e-services platform or use the SMS line 32772.

For the replacement of a damaged or stolen bin, the customer or tenant must provide the municipal account number, contact details and address in order to log a request.

5. How will I know when the rollout is happening?

Subcouncils will market and communicate about the rollout via social media, neighbourhood WhatsApp groups, at City libraries and on community notice boards etc.

6. How will I know when and where to collect a bin?

Visit the [Home Composting Programme](#) page to view the rollout schedule and find a collection point near you. Collection is limited to 300 bins per day for those collection points that are distributing bins over two days.

7. Do I need to complete and sign a form when I collect a bin?

Yes. You will need to complete a form when you collect your bin. The forms will only be available at the collection points on the specified collection day and time on the schedule. Make sure you bring a municipal account (not older than 3 months) as proof of property ownership, as well as your ID.

8. How many compost bins are available at each collection point?

Each collection point will have 600 containers available. We will issue the bins on a first-come-first-served basis, while stock last, so that all residents have a fair chance to receive a bin.

9. How will the City ensure that people do not collect and sell the bins?

Just like your wheelie bin, composting containers are moveable assets, and safeguarding of the bin is your responsibility as the registered property owner. We follow all audit requirements to complete the application form; we verify property ownership with a municipal account and ID; and record the container on our system.

10. Who will be able to use the compost?

You should use the compost in your garden. The containers will help you to become self-sustainable.

11. How long should the compost decay before it is collected?

Our refuse collection team does not collect compost. You should use the compost you make to enrich the soil in your garden and planter pots.

12. How will you prevent street people from digging in composting bins for old food?

You should keep your composting bin in a secure area inside your property. Read our [Start composting at home](#) page to find out what you should compost in your container.

13. Who is responsible for the maintenance of composting bins to ensure that soil does not overflow and produce rotten smells or attract rodents?

The safeguarding of the container is your responsibility. Containers are for organic waste only, you should not place meat and other food scraps in your container. For more tips, visit our [Start composting at home](#) page.

14. Does the Home Composting Programme Rollout happen every year?

We roll out bins that we have in stock, as well as the containers allocated for the financial year. As long as budget is available, the programme will continue annually.