

Ward 23 City of Johannesburg



a world class African city








The City of Johannesburg relies on its residents to log service delivery failures so that it may have the opportunity to attend to them. If issues are not logged on the City's service delivery systems, the entities are likely unaware of the breakdowns and until you report such, the breakdowns may remain unresolved.

As active citizens that live, work and play in the City of Johannesburg you need to get involved and become **ACTIVE CITIZENS**.

The Councillors in the City of Johannesburg serve as the interface between the citizens they represent and the municipal officials who design and implement development policies. The councillor's job is not just to serve as the voice of the people, for the expression of their community needs, but also to act as a watchdog and ensure the municipality implements policies to address the needs of citizens.

It is therefore important that should issues you log not be adequately addressed, such be brought to the attention of your local Ward with all details including reference numbers and dates logged.

City Service	Type of Issue	Service Level Agreement Turn Around Time	1st Option to have issue logged	2nd Option to have issue logged
Joburg Water 	Unplanned Water Supply Interruptions	12 hours	During Office hours & Weekends 8am to 4pm: Email: customer@jwater.co.za If your email is sent after hours it will be logged the next business morning or call 011 688 1400 Sms Line: 082 653 2143 Tip offs Anonymous: 080 000 2587	Call 0860JOBURG or 011375 5555 - Option 3
	Planned Water Supply Interruptions	12 hours		
	Sewer Vacuum Tanks Emptied	24 hours		
	Fire Hydrant	Average 24 hours		
	Stolen Water Meter	Average 24 hours		
	Defective Water Meter	Average 3 days		
	Minor Leaking Valves	Average 48 hours		
	Replace Missing Manhole Covers	Average 24 hours		
	Bursts Water Pipe Mains	Average 48 hours		
	Leaking Valves on Main Line	Average 96 hours		
	Sewer Spills and Blockages	Average 24 hours		
	New Sewer Connections	Within 15 Days of CoJ instruction		
	New Meter Installations	Within 15 Days of CoJ instruction		
City Power 	No Power to area/property	4 hours	Log using your computer or mobile device: https://za4.forcelink.net or https://citypower.mobi	Call 0860JOBURG or 011375 5555 - Option 2
	Illegal Connection	24 hours		
	Dangerous Situation	Immediate		
	Street Light not working	2 working days		
	Meter Conversions	5 working days		
	Faulty Meter	7 working days		

Joburg Roads Agency   	Potholes	3 working days	Send an email to hotline@jra.org.za or if urgent Call 0860JOBURG - Option 5	Call 0860JOBURG - Option 5
	Manhole Cover missing	3 days	Download JRA Find&Fix App Windows Store App Store Google Play	
	Blocked Kerb Inlet	3 days		
	Road trenches	3 days		
	Road Collapse/ Dangerous Situation	Immediate to Make road safe		
	Stop/ traffic signs damaged / missing	7 days		
	Traffic Signals All Out	24 hours		
	Traffic Signal Flashing	24 hours		
City Parks 	Grass cutting in open spaces	Up to 30 days	Call 0860JOBURG – Option 0 and then if possible send email to jcp@jhbcityparks.com with details of request	Call 0860JOBURG - Option 0
	Grass cutting of parks	Dependent on status of park		
	Grass cutting in cemeteries	7 days		
	Fallen Tree/branches	24 hours		
	Pruning of Tree	30 days		
JMPD Joburg 	Traffic Violations	Dependent on incident and resources available	Call EMS/JMPD call centre on 011 375 5911 / 5918	
	Noise			
	Dumping			
	Motor Vehicle Accident			
	Vagrants			
Pikitup 	New/additional bin request	7 days	Send an email to illegaldumping@pikitup.co.za or info@pikitup.co.za or Register on www.pikitup.co.za	Call 0860JOBURG - Option 4
	Animal Carcass removal	24 hours		
	Cleaning of an Illegal Dumping	7 days		
	Household Refuse Removal	Weekly as per Schedule		
Revenue 	<i>Change of Ownership</i>	<i>Up to 6 Weeks</i>	<i>Automatically by back office</i>	
	Finalisation of Rates	Within 5 Working Days	Automatically by back office	
	New meter installation for water/electricity	Installed within 25 working days After payment	Visit nearest Walk in Centre	
	Final readings on move out	Owner to provide City with 7 Working days notice	Visit nearest Walk in Centre	

All other City of Joburg queries Call 0113755555 or 0860JOBURG (562874) or visit www.joburg.org.za

0860JOBURG = 0860 56 28 74

Correct as at 04/01/2017 E&OE

This document is not an official publication of the City of Joburg – it is an adapted easy log guide for residents of the City