

A guide on what to do if your black wheelie bin is not being collected on a regular basis

📞 To get this guide on WhatsApp, message "Wheelie bins" to **064 721 0958 (tel:0647210958)**

🔗 Know your rights

- 🔗 According to the National Sanitation Policy, 2016 (http://www.dwa.gov.za/Documents/sanitation/17005SC_POLICY_Nat) everyone in South Africa has the right to access to basic sanitation (including refuse / solid waste removal).
- 🔗 Your municipality is responsible for ensuring adequate services are delivered to all residents
- 🗑️ In Cape Town, the Department of Solid Waste (<http://www.capetown.gov.za/Departments/Solid%20Waste%20Manag>) is responsible for the collection and disposal of waste, area cleaning, preventing waste and pollution, and minimising waste.
- ☎️ You can phone the department at 0860 103 089 (tel:0860103089)
- ✉️ Emailing them is also possible at wastewise.user@capetown.gov.za (<mailto:wastewise.user@capetown.gov.za>)

1 Ensure your bin is put out on the correct day

👤 Who is this for?

You'll find information about collection days and obtaining a wheelie bin. If you have a wheelie bin and know you're putting it out on the correct day, move on to the next step

🔗 What you need to know

- 🔗 The municipality is responsible for solid waste removal on a weekly basis
- 🗑️ The municipality provides bins and bags for your waste to be removed
- 🗑️ The day your rubbish is collected depends on where you live. The City of Cape Town has created a map of waste collection times (<http://bit.ly/waste-collection-schedule>). If you're not sure in which area your house falls we suggest asking your neighbours. If they are not sure either, contact the municipality at wastewise@capetown.gov.za (<mailto:wastewise@capetown.gov.za>) or 0860103089 (tel:0860103089)
- 🗑️ If your wheelie bin has been stolen or is missing you can get one from the city. Go to the City of Cape Town website for detailed information about how to apply for one (<http://bit.ly/request-wheelie-bin>)

2 If you are putting your refuse out on the correct day and it is still not being collected, report the issue to the city

👤 Who is this for?

If you are sure you're putting your bin out on the correct day but it's not being emptied, you should report it to the city. You can do this online through a service request, by calling the city, or by emailing them.

🔗 What you need to know

- 🔗 You can report a fault to to the City via their service desk
- 🔗 You can also request garden refuse collection
- 📄 Make a service request (<https://www.capetown.gov.za/servicerequests>) with the City of Cape Town
- ✉️ Email the city at wastewise.user@capetown.gov.za (<mailto:wastewise.user@capetown.gov.za>)
- ☎️ Phone them at 0860 103 089 (tel:0860103089)
- 🖨️ How to log a service request
 1. Group: Refuse collection and removal
 2. Service: Non-removal of refuse
 3. Enter a description of the problem - "My waste should be collected on ... and hasn't been"
 4. Enter your municipal account number - you can find this on your utility bill
 5. Complete the rest of the form and provide your contact details
 6. You will receive a reference number - this is important to keep for any follow-up queries you may have

3 If you have reported the fault and your refuse is still not being collected, enlist the assistance of your ward councillor

👤 Who is this for?

If you haven't reported the fault with the city yet, go back a step and do that. If you have yet the issue remains, you can ask your ward councillor for assistance

🔗 What you need to know

- 🔗 Your ward councillor is responsible for ensuring that municipal services are delivered
- 🔍 Find your ward councillor using this search tool (<https://nearby.code4sa.org/councillor/>)