Refuse Collection Guidance

In view of recent complaints and confusion regarding the issue of refuse collection, the SRA has interviewed senior Council officials and the new refuse collection contractor. This note is issued to assist residents better understand what, when and how refuse is/will be collected and contact details for any queries or complaints.

**A new contractor**, Just Breeze, will be responsible for refuse collection from 3 October. Although a few teething problems will no doubt be experienced, they should quickly be fully operational. However, all queries and complaints should be directed to the City Council.

**Complaints and Queries:** Complaints and queries should be logged via the City’s call center number 0860103089 or by e-mail to Wastewise.User@capetown.gov.za

**What and where will refuse be collected?**

Streets: Only refuse contained in Council authorized/supplied wheelie bins that bear the Council logo and placed on kerb sides. Council bins are obtainable on application at the Fish Hoek Civic Centre and are supplied free of charge. A monthly tariff for collection is charged. They remain Council property and the Council will replace any that are damaged or stolen free of charge, provided that stolen bins must be reported to SAPS and a case number and affidavit must be provided.

St James steps: black bags at the top or bottom of these steps and also the collection point at the junction of Jacobs Ladder and Capri Roads. A map showing the collection points for black bags in St James is attached.

Any available space in the wheelie bin may be topped up with garden refuse provided it is bagged in green or clear bags and is grass or plant cuttings and is not bulky tree cuttings. In case of St James steps, one green or clear bag per household placed for collection on Monday will be collected.

**What will not be collected?**

* Any refuse not contained in wheelie bins or bags as above
* Sand, builders rubble, paint and oil tins that are not empty
* Garden refuse in excess of amounts described above

**When will refuse be collected?**

Every Monday any time between 6am and 6pm. The SRA has explained that it is in the interests of both residents and the contractor to collect early rather than later, particularly in the busy summer months, and the contractor understands this.

The Council points out that some residents put out refuse on days other than a Monday. They are requested not to do so.

**What about garden refuse?**

Any resident requiring collection of garden refuse in excess of the allowable limits described above should contact the City on 0860103089 to request collection and quote their rates account number for billing purposes. The current tariff is 1 – 6 x bags/bundles: R63.70 (incl. VAT) and 6 – 12 bags/bundles: R91.10 (incl. VAT).

All garden refuse must be in green or clear bags and no sticks will be collected unless they are in tied bundles of not more than 1.2 meter in length and 60mm in diameter.

**What about assistance for physically infirm?**

 If any resident is physically infirm to the extent that the resident cannot comply with the standard procedure, such person can request assistance by calling the City on 0860103089. In such cases the Council and its contractor will collect refuse directly from the household on collection day.

**What is the status on recyclable waste?**

The Council does not collect recycling from our area as it does in Fish Hoek. The SRA has and will continue to lobby for the Council to collect this from our area too.

Until this is achieved, residents are urged to make use of NGOs such as Clearer Conscience ([www.**clearer**.co.za](http://www.clearer.co.za)) for the collection of recyclable waste. Contact Cara Dowling at caradom@mweb.co.za to take advantage of the group discount to their very reasonable rates enjoyed by the many residents who have already joined. Alternatively, deliver such material to Council waste collection depots.