



CITY OF CAPE TOWN  
ISIXEKO SASEKAPA  
STAD KAAPSTAD

# COVID-19 Alert Level 3

## Operations and Service Notifications

Last updated: 14 July 2020

This document is a summary of the latest service delivery updates found online at

[www.capetown.gov.za/coronavirus](http://www.capetown.gov.za/coronavirus)

The information in this document is subject to change.

Follow us on Twitter [@CityofCTAlerts](https://twitter.com/CityofCTAlerts) to stay informed.

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## City facilities (Open | Closed)

Non-essential facilities are closed until further notice. Our essential service facilities continue to operate, but access may be restricted in the interest of public safety.

We are opening our service facilities with a phased approach in line with national government health and safety regulations.

### Recreational facilities

Art centres	Closed
Beaches	Closed
City sports fields	Closed
Community halls and Recreational hubs / Civic centres (including City Hall)	Closed
ECD centres	Closed
Museums	Closed
Nature Reserves	Closed
Parks	<a href="#">Open</a>
Resorts, camping sites, braai and picnic spots	Closed
Spray parks	Closed
Stadia	Closed
Swimming pools	Closed

### Service facilities

Area Economic Development offices (Informal trading)	<a href="#">Some open</a>
Cash offices and walk-in centres	<a href="#">Some open</a>
Cemeteries	<a href="#">Open</a>
Clinics and healthcare facilities	<a href="#">Open</a>
Driving licence testing centres (DLTCs)	<a href="#">Some open</a>
Drop-off facilities	<a href="#">Some open</a>
Film Permit Office	<a href="#">Online applications only</a>
Home Composting Programme	Closed
Housing offices	Closed
Libraries	<a href="#">Some open</a>
Motor vehicle registration centres (MVRs)	<a href="#">Some open</a>
Municipal courts	<a href="#">Open</a>
MyEstate mobile housing services	Closed
Refuse Collection Depots	Open
Subcouncil offices	Closed
Tender Office	Open
Transfer Station	<a href="#">Some open</a>
Valuation Office Customer Service Desk	Closed

### Area Economic Development Offices (Informal Trading)

Operating hours: Monday to Friday from 09:00 - 15:00

Call the call centre for more information on [021 400 3131](tel:0214003131) (Option 6).

Area East	
Khayelitsha Municipal Office/Training Centre.	OPEN
Kuils River Subcouncil office	OPEN
Somerset West municipal office	OPEN
Strand Subcouncil office	OPEN
Area South	
Mitchells Plain (Lentegeur Administrative Building) will open tomorrow	CLOSED
Plumstead Administration Building will open tomorrow	CLOSED
Area Central	
Athlone Minor Hall, corner of Protea and Klipfontein Roads, Athlone	CLOSED
Bellville Civic Centre and Municipal Offices, Voortrekker Road, Bellville	CLOSED
Fezeka Building, c/o NY1 and Lansdowne Road, Gugulethu	CLOSED
Goodwood Municipal Offices, corner of Voortrekker Road, Goodwood	OPEN
Area North	
Kraaifontein Municipal offices, Kraaifontein	CLOSED
Milnerton Municipal Administration Offices, Milnerton	CLOSED
Wale Street, Cape Town CBD	CLOSED

### Cash Offices/Walk-in Centres

The facilities below are open for indigent applications, municipal account payments, payment arrangements, and rates rebates applications.

Office	Status	Operating hours	
		Weekdays	Weekends
Brackenfell	OPEN	08:00 – 15:30	Saturday: 08:00 – 11:30
Cape Town Civic Centre	OPEN	08:00 - 15:30	Saturday: 08:00 - 11:30
Fish Hoek	OPEN	08:00 – 15:30	Saturday: 08:00 - 11:30
Khayelitsha	OPEN	08:00 – 15:30	Saturday: 08:00 - 11:30
Kuils River	OPEN	08:00 - 15:30	First and last Saturday of the month: 08:00 - 11:30
Lentegeur	OPEN	08:30 - 15:30	08:00 - 11:30
Liberty Promenade Mall	OPEN	08:30 - 15:30	09:00 - 12:30
Manenberg	OPEN	08:30 - 15:30	Saturday: 08:00 - 11:30
Milnerton	OPEN	08:30 - 15:30	Saturday: 08:00 - 11:30
Parow	OPEN	08:00 - 15:30	Saturday: Closed
Plumstead	OPEN	08:00 - 15:30	Saturday: 08:00 - 11:00
Somerset West	OPEN	08:00 - 15:30	Saturday: Closed
Strand	OPEN	08:00 - 15:00	Saturday: 08:00 – 11:30
Strandfontein	OPEN	08:00 - 15:30	Saturdays: 08:00 - 11:30
Table Bay Mall	OPEN	08:30 - 15:30	09:00 - 12:30
Wesfleur	OPEN	08:00 - 15:30	First and last Saturday of the month: 08:00 - 11:30

## Clinics and healthcare facilities

### Clinics/ Community Day Centres (CDCs)/ Community Health Centres (CHCs)

We have had to close some of our healthcare facilities due to staff testing positive for COVID-19. The clinics will reopen once the facility has been decontaminated.

Facility	Closed	Reopening	Alternative facility
ALL OPEN			•

### Environmental Health (EH) Offices

[View a list of Environmental Health Offices](#)

Facility	Closed	Reopening	Alternative facility
ALL OPEN			

### Driving Licence Testing Centres (DLTCs)

- Our DLTCs are open between 08:00 and 15:30 on weekdays.
- Centres may have to close temporarily, at short notice, for decontamination where a risk for transmission of the virus has been identified at the facility.

OPEN	<a href="#">Atlantis</a>   <a href="#">Bellrail (Bellville)</a>   <a href="#">Brackenfell</a>   <a href="#">Durbanville</a>   <a href="#">Eastridge</a>   <a href="#">Elsies River</a>   <a href="#">Fish Hoek</a>   <a href="#">Gallows Hill</a>   <a href="#">Goodwood</a>   <a href="#">Gordon's Bay</a>   <a href="#">Hillstar</a>   <a href="#">Joe Gqabi</a>   <a href="#">Kuil's River</a>   <a href="#">Lingeletu West</a>   <a href="#">Milnerton</a>   <a href="#">New Ottery</a>   <a href="#">Parow</a>
CLOSED	None

### Services available/ unavailable

#### Extended services

- During July, some centres are open from 08:00 - 15:00 on Saturdays and 08:00 - 13:00 on Sundays
- On Sundays there will be NO driving licence tests.

EXTENDED SERVICE FACILITIES	<a href="#">Atlantis</a>   <a href="#">Bellrail (Bellville)</a>   <a href="#">Brackenfell</a>   <a href="#">Durbanville</a>   <a href="#">Eastridge</a>   <a href="#">Elsies River</a>   <a href="#">Fish Hoek</a>   <a href="#">Gallows Hill</a>   <a href="#">Goodwood</a>   <a href="#">Hillstar</a>   <a href="#">Joe Gqabi</a>   <a href="#">Milnerton</a>   <a href="#">New Ottery</a>   <a href="#">Parow</a>
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We will prioritise essential services staff who need to renew documentation. Present your essential services permits on arrival.

#### Only certain services are available at our DLTCs until further notice:

Available services	Unavailable services
<ul style="list-style-type: none"> <li>• Collection of new driving licence cards</li> <li>• Foreign conversions of driving licences</li> <li>• Learner licence tests</li> <li>• <a href="#">Renewal of licences</a>, permits, etc.</li> <li>• Tow-aways and impoundments</li> <li>• Traffic fine/ warrant payments</li> </ul>	<p><b>No new bookings will be accepted until the backlog is cleared, including:</b></p> <ul style="list-style-type: none"> <li>• driving licence tests, and</li> <li>• new and duplicate learner's licences and tests.</li> </ul> <p><b>Note:</b> Previously booked learner/driving licence tests that were cancel due to the lockdown will be rescheduled.</p>

View a [list of Motor Vehicle Licensing and Registration offices](#).

## Drop-off facilities

The following drop-off sites are now open, and accepting the following waste materials free of charge:

View the [Conditions of Use for Drop-off facilities](#).

KEY:	
Permitted	✓
Not permitted:	✗

Facility	Waste Types accepted (indicated with a tick)			
	Garage waste	Clean builder's rubble	Clean garden waste	Recyclables
<b>Operating times</b> Monday to Saturday: 09:30 – 15:30 Sundays and Public Holidays: Closed	Open to residents only	Open to all users	Open to residents and garden services	Open to all users
<b>Atlantis</b> Dassenberg Rd (Limited capacity available)	✓	✓	✓	✓
<b>De Grendel</b> , Corner 5 <sup>th</sup> Avenue and Bertie Genade Street, Parow (Limited capacity available)	✓	✓	✓	✓
<b>Faure</b> , Old Faure Rd, Eerste River	✓	✓	✓	✓
<b>Gordons Bay</b> , Sir Lowry's Pass Rd	✓	✓	✓	✓
<b>Hout Bay</b> , Main Rd, near Mandela Rd	✓	✓	✗	✓
<b>Kensington</b> , Dapper Rd (Limited capacity available)	✓	✓	✓	✓
<b>Killarney</b> , Potsdam Rd, Milnerton Rural	✓	✓	✓	✓
<b>Kommetjie</b> , Kommetjie Rd	✓	✓	✓	✓
<b>Kraaifontein Integrated Waste Management Facility</b> , Cnr Maroela and Sandringham Rds	✓	✓	✓	✓
<b>Mitchell's Plain</b> , Spine Rd	✓	✓	✓	✓
<b>Ravensmead</b> , Industrial Ring Rd	✓	✓	✓	✓
<b>Schaapkraal</b> , Old Schaapkraal Rd	✓	✓	✓	✓
<b>Seapoint</b> , Tramway Rd	✗	✗	✗	✓
<b>Simon's Town</b> , Blue Waters Close	✓	✓	✓	✓
<b>Tygerdal</b> , Orange Street	✓	✓	✓	✓
<b>Vissershok Landfill Site</b> , Frankdale Rd, off N7, Table View	✓	✓	✓	✓
<b>Woodstock</b> , Beach Rd	✓	✓	✗	✓
<b>Wynberg</b> , Rosmead Avenue	✓	✓	✓ (only for residents)	✓

## Athlone Refuse Transfer Station: Household hazardous waste

We have opened [Athlone Refuse Transfer Station](#) to the public during Alert Level 3 for the Household Hazardous Waste facility. View our [Hazardous Waste Types and Disposal Guides](#).

The following Household Hazardous Waste can be disposed of at Athlone Refuse Transfer Station:

Accepted as household hazardous waste	Not accepted
<ul style="list-style-type: none"> <li>Asbestos waste: limited to plant containers, gutters or old cement heaters</li> <li>CFL (compact fluorescent lamps); other discharge lamps</li> <li>Chemical waste products: air fresheners etc.</li> <li>Electronic waste: cellphones, appliances etc.</li> <li>Old paint and brushes</li> <li>Pesticide waste</li> <li>Swimming pool chemicals</li> <li>Used batteries</li> <li>Used oils</li> </ul>	<ul style="list-style-type: none"> <li>Any product contaminated by infectious bodily fluids</li> <li>Bulk household hazardous waste (from home, business, school)</li> <li>Explosive, compressed waste: e.g. gas cylinders</li> <li>Medical waste: used bandages, expired medicine</li> <li>Sanitary waste: Soiled disposable nappies and adult diapers</li> </ul>

## Libraries

- Library services will be available Monday - Saturday, from 10:00 - 16:00; and from 9:00 - 12:00 on Saturdays.
- A special service for senior citizens (60 years and older) and those who are physically challenged will be provided Monday – Friday from 09:00 - 10:00.

Library	Address	Telephone	Email address
Central	Drill Hall, Parade Street, Cape Town	021 444 0983	<a href="mailto:central.library@capetown.gov.za">central.library@capetown.gov.za</a>
Fish Hoek	Central Circle, Fish Hoek	021 400 7101/ 021 400 7102	<a href="mailto:fishhoek.library@capetown.gov.za">fishhoek.library@capetown.gov.za</a>
Harare	43 Ncumo Street, Harare, Khayelitsha	021 444 0280	<a href="mailto:harare.library@capetown.gov.za">harare.library@capetown.gov.za</a>
Parow	Cnr McIntyre and 1 <sup>st</sup> Avenue, Parow	021 444 0940	<a href="mailto:parow.library@capetown.gov.za">parow.library@capetown.gov.za</a>
Strand	Mills Street, Strand	021 444 3106	<a href="mailto:strand.library@capetown.gov.za">strand.library@capetown.gov.za</a>
Town Centre	Symphony Way, Town Centre, Mitchell's Plain	021 417 0670/ 021 417 0675	<a href="mailto:mitchellsplain.library@capetown.gov.za">mitchellsplain.library@capetown.gov.za</a>
Wesfleur	Wesfleur Circle, Atlantis	021 400 3217	<a href="mailto:wesfleur.library@capetown.gov.za">wesfleur.library@capetown.gov.za</a>

## Services available

### Borrowing library material

- A drop zone for library material will be available at each library.
- Check [opac.capetown.gov.za](http://opac.capetown.gov.za) for one of the libraries listed above, and submit requests for material via email or telephonically. You can also visit the library and request materials without prior arrangement.
- Our staff will organise the material and call you to collect within two days of your request.
- You will be allowed to borrow 20 items at a time for 30 days. The material borrowed for 30 days can be renewed online for an additional 30 days via [opac.capetown.gov.za](http://opac.capetown.gov.za) or by calling one of the libraries.

## Motor Vehicle Registration and Licensing (MVR) offices

The following MVR offices are open for registration and licensing of all vehicles

Office	Status	Operating hours	
		Weekdays	Weekends
Atlantis	<b>OPEN</b>	Monday, Wednesday and Friday: 08:00 - 15:30	Saturday: closed
Bellville	<b>OPEN</b>	08:00 – 15:30	Saturday: 08:00 – 11:30
Brackenfell	<b>OPEN</b>	08:00 – 15:30	Saturday: 08:00 – 11:30
Cape Town Civic Centre	<b>OPEN</b>	08:00 - 15:30	Saturday: 08:00 – 11:30
Fish Hoek	<b>OPEN</b>	08:00 - 15:30	Saturday: 08:00 - 11:30
Kuils River	<b>OPEN</b>	08:00 - 15:30	1 <sup>st</sup> and last Saturday of the month: 08:00 - 11:30
Liberty Promenade Mall	<b>OPEN</b>	08:30 - 16:00	09:00 - 12:30
Milnerton	<b>OPEN</b>	08:00 – 15:30	Saturday: 08:00 – 11:30
Table Bay Mall	<b>OPEN</b>	08:30 - 16:00	09:00 - 12:30
Parow	<b>OPEN</b>	08:00 - 15:30	Saturday: Closed
Pinelands	<b>OPEN</b>	08:00 - 15:30	Saturday: 08:00 – 12:00
Plumstead	<b>OPEN</b>	08:00 - 15:30	Saturday: 08:00 - 11:30
Somerset West	<b>OPEN</b>	08:00 – 15:30	Saturday: Closed
Strandfontein	<b>OPEN</b>	08:00 - 15:30	Saturday: 08:00 - 11:30
Strand	<b>OPEN</b>	08:00 - 15:30	Saturday: 08:00 - 11:30



## Municipal courts

All municipal courts are open for all cases. Restrictions on access to court buildings will be enforced to ensure compliance with the recommended social distancing guidelines.

Office	Code	Room	Address	Contact numbers
<b>Atlantis</b>	173497	B	<i>Wesfleur Municipal Building, Wesfleur Circle, Atlantis</i>	021 444 4225/ 021 444 4227
<b>Blue Downs</b>	175708	4	<i>Blue Downs Magistrate's Court, Butskop Road, Blackheath</i>	021 909 5268/ 021 909 5278
<b>Cape Town</b>	180012	2	<i>Strand Concourse, Cape Town</i>	021 400 2183/ 021 444 7551/ 021 444 7552/ 021 444 7553/ 021 444 7554/ 021 444 7555
<b>Goodwood</b>	174605	1	<i>Hugo Street, Goodwood</i>	021 444 7363/021 444 7359/ 021 444 8228/ 021 444 8229/ 021 444 7361
<b>Khayelitsha</b>	177849	A	<i>Corner Walter Sisulu and Steve Biko Drives, Khayelitsha</i>	021 361 1144/ 021 361 1269
<b>Mitchells Plain</b>	177857	2	<i>Cnr Melkbos and Merrydale Avenues, Lentegour</i>	021 400 6275/ 021 400 6276/ 021 400 6277/ 021 400 6278/ 021 400 6279/ 021 400 6280/ 021 400 6281/ 021 400 6282
<b>Parow</b>	175009	1	<i>Beacon Street, Parow</i>	021 444 1851/ 021 444 4384/ 021 444 1973/ 021 444 4385/ 021 444 4383
<b>Simon's Town</b>	179956	TC	<i>Simon's Town Library, St Georges Street</i>	021 786 8600/021 786 4602
<b>Somerset West</b>	171306	A	<i>Town Hall, Cnr Main and Church Streets, Somerset West</i>	021 444 6935/ 021 444 6936 021 444 6937/ 021 444 6938
<b>Strand</b>	171403	1	<i>Municipal Court, Cnr Main Road and Fagan Street, Strand</i>	021 850 4100/ 021 850 4255
<b>Wynberg</b>	178243	10	<i>Wynberg Magistrate's Court, Church Street</i>	021 444 6862/ 021 444 6863/ 021 444 6864/ 021 444 6865/ 021 444 6866/ 021 444 6931/ 021 444 6857

### Available services

- Court appearances
- General enquiries relating to any summons/notice
- Paying of traffic fines and warrants of arrest
- Payment of any admission of guilt fines for other summons/notices to appear (section 56 notice) issued by the City
- Written representations directed to the relevant prosecutor.

### Please note:

No new traffic cases were enrolled during Alert Levels 5 and 4, therefore, summonses may be re-issued at a later stage. If you had matters on the court roll during these levels, liaise with the relevant court in order to establish the status of your case.

## Service notifications

Go to [www.capetown.gov.za/coronavirus](http://www.capetown.gov.za/coronavirus), or follow us on Twitter [@CityofCTAlerts](https://twitter.com/CityofCTAlerts) or [Facebook](https://www.facebook.com/capetown) for the latest updates.

### Business support

#### Business support options for guest houses and B&Bs

Go to [Business support options for guest houses and B&Bs](#) to find out how to apply.

#### Invest Cape Town

##### Support and advice for business and industry

Find all the latest news, press releases, research and downloadable resources for business from the provincial and national government. It is also linked to Wesgro, Cape Town Tourism and other useful sites. Go to [www.investcapetown.com](http://www.investcapetown.com) to find credible and vital information and feel free to share it.

#### Relief options for commercial property owners

If your account is in arrears but you do not normally qualify for rates rebates or indigent benefits.

Apply for a payment arrangement at no interest via email:

[COVID19.Relief@capetown.gov.za](mailto:COVID19.Relief@capetown.gov.za) or SMS to 48043

#### Rental relief options for City's business lessees

For those businesses leasing property from the City that were forced to close temporarily or permanently, the following two-phased consumer journey has been adopted:

**Phase 1:** Rental reduction based a proven business case by the applicant.

**Phase 2:** Payment arrangements based on a proven business case and aligned to existing lease terms and conditions.

Email [realestate.service@capetown.gov.za](mailto:realestate.service@capetown.gov.za) for more information and details on how to apply.

#### National government and external business relief options

Visit: <https://www.gov.za/Coronavirus/support-business> for National Government business support options.

##### The South African Future Trust:

This fund, set up by Nicky and Jonathan Oppenheimer, provides funding for businesses affected by the crisis. Apply for interest-free loans to pay employees. You can apply via your own bank.

More information can be found here: <https://opp-gen.com/saft/>.

### Cemetery operations (funerals and burials)

Our cemeteries are open, but [operating with certain limitations](#). Find out more about [our cemeteries](#).

View the following useful guides:

- [National regulations around the treatment of COVID-19 deceased and funerals](#)
- [National regulations for long-distance travel to attend a funeral](#)

### Council

#### Subcouncil offices

Subcouncil offices are closed until further notice. Refer urgent matters to the [relevant area director](#).

See the [councillor directory](#) to get in touch with a Councillor.

## Subcouncil and Ward Committee meetings

Remote meetings resume from Monday, 25 May 2020. [Check the meeting calendar.](#)

### Filming

Our Film Permit office is open, but we are only accepting [online applications](#) until further notice.

### Health services

#### Clinic services

We have implemented measures to manage clients at City clinics during the COVID-19 pandemic, including:

- An appointment system to reduce time spent at the clinic
- Fast lane for family planning, immunisation, pregnancy tests etc.
- Recalling patients and close contacts of TB patients telephonically to discuss abnormal sputum, blood results etc.
- Triage and screening of patient at entry points.

#### Services that have been reduced until further notice include:

- deworming for children older than two
- male circumcision
- outreaches to educare centres (these facilities are currently closed)
- postponement of non-urgent nutritional appointments
- routine weighing of children (only weighing children attending for immunisation and curative services)

### Hotspots

#### Six hotspot sub-districts have been identified in Cape Town, including:

Sub-district	Areas most severely affected
Tygerberg	Bellville, Elsies River, Goodwood
Khayelitsha	
Western	DuNoon
Klipfontein	Delft, Delft South, Gugulethu, Nyanga, Manenberg
Southern	ImizamoYethu, Philippi
Eastern	Mfuleni

### Overflow facilities

We are creating overflow facilities at our clinics. Certain services will be transferred from clinics to transfer facilities to facilitate social distancing and create the space required for our healthcare staff to manage COVID-19 cases. At the end of this project, at least 80 clinics will have been retrofitted in keeping with the COVID-19 preparedness plan.

The overflow facilities are either prefabricated structures on clinic premises, or we are using community halls in close proximity.

The first phase will result in 153 additional consulting and/or treatment spaces across the 20 clinics.

Clinic	Overflow facility
Gugulethu Clinic	Ikwezi Community Centre
Elsies River	Elsies River Civic Centre
Manenberg	Manenberg Community Hall
St. Vincent	Hugenote Hall
Kuyasa Clinic	Kuyasa Library Hall

Clinic	Overflow facility
Matthew Goniwe and Luvuyo Clinics	Desmond Tutu Recreation Centre
Nolungile Clinic	Site C Library Hall
Dr. Ivan Toms Clinic	Pre-fabricated structure
Ikhwezi Clinic	Pre-fabricated structure
Albow Gardens	Brooklyn Library Hall
Bloekombos	Pre-fabricated structure
Hout Bay Clinic	Existing consultation room capacity
Langa	Langa Community Hall
Wallacedene	Existing pre-fabricated structure
Masiphumelele	Masiphumelele Community Hall
Ocean View	Ocean View Civic Centre
Phumlani Clinic	Pre-fabricated structure
Tafelsig	Thusong Centre
Weltevreden Valley Clinic	Colorado Community Centre

### Revised COVID-19 strategy

Our Health Department is working closely with its provincial health partners to implement the revised COVID-19 strategy in the metropole.

**With the virus caseload rising, the emphasis has shifted to a risk stratified case management approach, including:**

1. identifying where the COVID-19 hotspots are, and
2. identifying individuals in those areas who are high risk.

The Western Cape Health Department announced that testing for COVID-19 will be limited to high risk individuals going forward.

### You will be considered high risk if:

- You are a health care worker with coronavirus symptoms
- You are already in hospital and have coronavirus symptoms
- You are over 55, have other illnesses such as diabetes, hypertension etc. and have coronavirus symptoms
- You are under 55, with underlying conditions and have coronavirus symptoms
- You live in a care facility or old age home and have coronavirus symptoms

### Safety and security

#### Donate essential items

Donate essential items: food parcels, vanity packs (soap, toothpaste, toothbrushes, facecloths, sanitary towels), toilet paper, adult diapers, mattresses, blankets, personal protective equipment

**For more information, contact our Disaster Risk Management Centre:**

Telephone: [021 597 6004](tel:0215976004)

Email: [disaster.donations@capetown.gov.za](mailto:disaster.donations@capetown.gov.za)

#### Donate to the animal welfare sector

The pandemic has affected entire communities, including animals whose owners cannot afford food for their pets.

Some animals have become strays, and others have been surrendered to struggling animal welfare shelters or advertised for adoption by owners on social media.

The Cape Animal Welfare Forum (CAWF) appreciates any donations towards any of the 33 charities that are registered under CAWF.

Some examples of needed donations include: pet food, blankets, saleable household goods to support the animal charity shop including clothing, household goods, books or linen.

For more information on how you can help, contact the chairperson of CAWF, Karen de Klerk on the following email address: [info@cawf.co.za](mailto:info@cawf.co.za)

### Neighbourhood Watch (NHW) groups

NHWs may operate under alert level 3. All members must comply with the national regulations and directives made by the Department of Health.

#### The guidelines provided for NHWs are as follows:

- NHW members must be in possession of a valid permit at all times.
- NHW members must use form 2: Permit to Perform an Essential or Permitted Service of the [regulations](#); and
- The convener: Department of Community Safety (DoCS) or a person authorised by him/her must issue permits.

**SAPS may not issue permits to NHW members. The Department of Community Safety will only issue permits to members of accredited NHW structures.**

Communication has been issued to the Chairpersons of all accredited NHW structures outlining the protocols that they must adhere to.

#### For more information and general enquiries, contact:

Department of Community Safety's NHW

Email: [neighbourhood.watch@westerncape.gov.za](mailto:neighbourhood.watch@westerncape.gov.za)

### Supply Chain Management

#### Tenders/RFQ and Supply

Our Tender Office is open for in-person collection and submission of tender / RFQ documents.

### Transport, fines and vehicle licensing

#### Driving licence renewals and vehicle registration

##### Online licence renewals

[Register for e-Services](#) to [renew your licence](#) online.

**Please note:** All those with vehicle licences that needed to be renewed between 23 March - 31 May still have until 29 August to renew.

If you applied online before 26 March 2020, your disc will still arrive. The postal service has resumed but there are backlogs. If you applied online after 26 March 2020, you need to reapply online.

Download the Vehicle Licencing Advert ([English](#) | [Afrikaans](#) | [isiXhosa](#)) for more details.

##### Grace period for renewals

You have a 90-day grace period to renew your documents from 1 June 2020, including:

- driving licence applications and renewal
- learner's licences
- professional driving permits (PrDPs)
- roadworthy certificates
- temporary permits
- the registering and licensing of a motor vehicle, as well as annual licence renewals

In addition, the validity period for the renewal of a motor trade number licence is extended for a further six months from 1 June 2020.

### Traffic fines and warrants

Municipal courts have reopened. No new traffic cases were enrolled during National Lockdown Alert Levels 5 and 4, therefore, summonses may be re-issued at a later stage. If you had matters on the court roll during these levels, liaise with [the relevant court](#) in order to establish the status of your case.

Pay your traffic fine online, go to [www.paycity.co.za](http://www.paycity.co.za) or [www.paymyfines.co.za](http://www.paymyfines.co.za).

### Public transport

**MyCiTi:** Check [the website](#) for active bus routes.

For travel permit information, go to <https://sacoronavirus.co.za/guidelines-and-relief/> and consult the regulations.

## Urban Management

### Informal Trading

Trading permits that were obtained under Level 4 and 5 are still valid under Level 3.

Registered traders do not need to apply for a COVID-19 permit if they already have a valid trading permit issued by the City.

- View the [Informal Trading Conditions under Alert Level 3](#).
- Our [Area Economic Development offices](#) are open Monday to Friday: 09:00 - 15:00.

Call the City's Urban Management Directorate call centre for more information on [021 400 3131](tel:0214003131) (Option 6).

## Waste services

### Refuse collection delays

The refuse collection delays in recent weeks are due to staff testing positive for COVID-19 at our depots.

As a result, we had to close the depots temporarily for decontamination. Once depots have been decontaminated and reopened, staff availability remains a challenge. Those who were in close contact with the infected person are required to self-quarantine for 14 days to minimise the risk of spreading the virus.

The increased volumes of waste being collected worsens the delays because trucks need to make more trips to landfill sites to offload before returning to their beats. This may also lead to more frequent breakdowns of the vehicles.

### Read the following useful guides to minimise negative impacts:

- [Refuse Collection Delays: Bin Care and Waste Disposal Guidelines](#)
- [Guidelines for Domestic Waste Disposal During the COVID-19 Pandemic](#)

### Waste disposal

- [Alert Level 3 Waste Disposal and Drop-offs Notice](#)
- See our Solid Waste Management's [COVID-19 Disposal Arrangements Notice](#).

## Water and Sanitation

### Spring water collection points

The following Springs are open to the public under Alert Level 3:

**The Newlands Springs:** *northern side of the Newlands Swimming Pool, near the Dean Street Shopping Centre.*

**Bradwell Springs:** *corner of Upper Buitenkant and Ludlow Street site.*

Both sites will be open Monday to Sunday from 05:00 - 21:00.

**You must adhere to the following rules at all times when visiting the sites:**

- Collections are limited to a maximum of 25 litres at a time to prevent backlogs from forming
- Ensure your container does not touch the tap
- Keep a physical distance of 1,5 meters from others at all times.
- No entry to the site without a mask
- Open and closed taps with the back of your hands
- Sanitise your hands upon entering the site.

**The following safety measures are in place to help prevent the spread of COVID-19:**

- Additional security will be provided to manage the physical distancing, parking arrangements, and other COVID-19 regulations.
- Eight taps will be open (out of the current 16) at the Newlands spring site to allow for physical distancing during water collection.
- Hand sanitiser will be provided at the entrance to the facility
- Security will be monitoring and ensuring that containers do not touch the bottom part of the tap.
- This water is **not for commercial use**, and may not be sold. Our City Health, Law Enforcement and Water Departments will monitor the site and act on municipal violations as they arise.

**Reminder:** the **spring water is not treated**, and it is used at your own risk.

## Online and telephonic services

We encourage you to use our telephonic and online services to conduct your business, wherever possible. Avoiding social contact will help to reduce the spread of the virus.

- Our call centre is still operating 24/7, but only for essential service queries.
- [Contact the City via our reduced channels.](#)
- [Submit a service request online.](#)

### Building plan, land use and development applications

The construction industry, residents, government departments and professionals can continue to submit building plans, development and land use applications via our e-Services platform.

- [Register for e-Services](#)
- [Submit an application using our Development Application Management System \(DAMS\)](#)

### Financial relief options

#### Indigent relief

We have [adjusted the processes of our indigent, disabled and pensioner rebate applications](#), which will help those affected by the COVID-19 crisis to qualify faster for rebates.

- Send an email to [indigent.relief@capetown.gov.za](mailto:indigent.relief@capetown.gov.za) or visit [www.capetown.gov.za/indigentbenefits](http://www.capetown.gov.za/indigentbenefits)
- View other [financial relief options for property owners](#) during the COVID-19 crisis.

## Invoices and account payments

The South African Post Office (SAPO) is open, however, they are operating with skeleton staff due to the pandemic. To avoid possible delays, and to ensure that you receive your bill on time, make use of our online options:

- Request an invoice via email to [copy.invoice@capetown.gov.za](mailto:copy.invoice@capetown.gov.za).
- Billings will be based on estimations compared to the usage over the same period in 2019.
- [Register for e-Services](#) to view all your account details online, and [register for e-Billing](#) to receive your monthly rates account via email.

### Account payments:

- ATM: contact your bank to add the City as an ATM beneficiary
- EFTs: Select the City as a beneficiary. Use your nine-digit municipal account number as a reference
- Online: [www.Easypay.co.za](http://www.Easypay.co.za) or [www.payCity.co.za](http://www.payCity.co.za) and the e-Services Portal
- Retailers: Checkers, Pick 'n Pay, Shoprite, Spar and Woolworths

### Meter reading:

- No meter readings will be done during this period.

## Register for e-Services

### Our e-Services platform allows you to:

- Receive accounts via email, pay accounts, view current account and account history
- log service requests
- submit water/electricity readings

## Reporting

### Electricity faults

#### For faults and emergencies:

- send an SMS to 31220 or,
- email [power@capetown.gov.za](mailto:power@capetown.gov.za) or [faultreport.centre@capetown.gov.za](mailto:faultreport.centre@capetown.gov.za).

Visit the City's website to [apply for a prepaid electricity meter](#) in the future.

#### Alternatively, you can:

- [register for e-Services](#) and manually submit your meter readings, or
- send a photo of the meter reading by email to [electricity.meterreading@capetown.gov.za](mailto:electricity.meterreading@capetown.gov.za), or
- phone [021 444 6286](tel:0214446286) / [021 444 8432](tel:0214448432) / [021 444 8478](tel:0214448478) / [021 444 1554](tel:0214441554) or [0860 103 089](tel:0860103089).

### Water faults

Submit water-related service requests, including: burst mains, no water at a property, stolen meters and sewer blockages/overflows, using the following channels:

- Call [0860 103 089](tel:0860103089) (choose option 1 for Solid Waste and option 2 for water-related matters)
- Email [water@capetown.gov.za](mailto:water@capetown.gov.za) or SMS 31373 (max of 160 characters)
- Online: <http://www.capetown.gov.za/servicerequests/>



## Other

View our [Fault Reporting Guide](#) for a list of the type of faults you can report using the following channels:

1. Call 0860 103 089
2. [Submit a service request \(C3\) online](#)

Always remember to take note of the reference number provided. You will need your reference number to follow up on any service requests that you have submitted.

For refuse collection delays, stolen bins etc., email: [wastewiser.user@capetown.gov.za](mailto:wastewiser.user@capetown.gov.za)

## Guidelines

### Guidelines for Domestic Waste Disposal During the COVID-19 Pandemic

Follow our guidelines for the disposal of household waste to help prevent the spread of COVID-19. These guidelines are aligned to national and provincial guidelines and exist to curb the spread of the coronavirus to the refuse collection staff and others.

1. All waste items that have been in contact with someone who has COVID-19 or who you suspect may have been infected, must be disposed of in a separate container (e.g. used tissues, wipes, masks etc.)
2. Double-bag this waste.
3. Keep this waste on the property for at least five days before placing it out for collection in the bin.
4. Other household waste can be disposed of as normal.
5. Practise social distancing when interacting with Solid Waste staff.
6. Wash your hands before and after handling the bin and sanitise the lid, if possible, to prevent your bin from possibly becoming a site of transmission for the disease.

### Guide for Waste Service Providers

Our [Integrated Waste Management By-law, 2009](#), gives us the power to regulate, control and monitor the generation, management and disposal of solid waste in Cape Town.

Registration of unaccredited waste service providers

We have decided to allow the disposal of business waste at our facilities. This provision is only for vehicles with a maximum carrying capacity of 1,5 tons, and accreditation that aligns with our [Policy for the Accreditation of Service Providers of Waste Management Services](#) is required.

All unaccredited waste service providers must submit the following information to gain access to waste disposal facilities and allow for accreditation later on:

- A copy of your ID card or green ID book
- A copy of your permit from your waste generator.
- An official letter from your company on an official letterhead stating that you are aware of the waste tariff policy and agree to adhere to the stipulated conditions.
- Vehicle registration number.

Tariffs for business waste disposal applies. It is illegal to operate without a permit or accreditation. You are required to [apply for accreditation](#) and obtain the necessary permit. Once approved, you will be issued with a permit letter.

To obtain your permit letter, contact:

**Alfonzo Noble**

Telephone:  
074 446 3682

Or

**Thembelani Mandindi**

Telephone:  
082 339 6297

## Guide for Waste Service Providers

### Dispose of builder's rubble for free

From 1 September 2020, accredited builder's waste generators will be able to dispose of their clean builder's rubble at Bellville South Transfer Station for free, terms and conditions apply.

[Read the notice to find out more.](#)

## Health and safety rules for public transport

Follow these basic health and safety rules to limit the spread of COVID-19 when using public transport:

Staying at home is still the safest option, but if you must travel, only do so for work purposes, or for essential goods and services.

**Note:** You will not be allowed to access any public transport without a mask or scarf.

If you have to use public transport:

- a mask or scarf covering your nose and mouth must be worn **at all times**;
- avoid physical contact with others by standing and sitting at least 1,5 m apart;
- avoid touching common surfaces;
- avoid touching your face;
- stay at home if you are feeling sick;
- use hand sanitiser if it is available; and
- wash your hands with soap and water before and after the trip.

## Conditions for informal trading under Alert Level 3

### Trading Conditions

ALL traders must adhere to strict health and safety protocols as stipulated in the [COVID-19 Regulations](#), including the following:

1. Markets/ stalls must be set up from 06:00 and traders should be off site by 18:00
2. Traders must use Personal Protective Equipment (PPE) at all times (masks, sanitiser, and gloves)
3. Soap and water must be available for washing of hands and surfaces etc.
4. Maintain a distance of 2 m between trading stalls
5. Customers must stay 1,5 m apart at all times - traders are responsible for ensuring social distancing
6. Traders must have a City trading permit and/or COVID-19 informal trading permit available for inspection at all times.

### In addition to the above:

All markets must have a COVID-19 Operating Plan, outlining how market management/trading associations/trader leadership aim to ensure that all traders adhere to the above-mentioned conditions.

Operating plans should also include measures to sanitise and disinfect all surfaces at the market.

Market management must take responsibility, in terms of the COVID-19 Health and Safety Regulations, for all traders and visitors to the market, ensuring that risk of infection is limited.

Email your Operating Plan to [richard.holdstock@capetown.gov.za](mailto:richard.holdstock@capetown.gov.za), include the name of the market, contact person, contact details and the anticipated date the market will open in your email.

### Contact us

For more information and general enquiries, contact:

## Conditions for informal trading under Alert Level 3

### Urban Management Informal Trading Call Centre

Telephone: [021 400 3131](tel:0214003131) (select option 6)

Email: [richard.holdstock@capetown.gov.za](mailto:richard.holdstock@capetown.gov.za)

## Refuse Collection Delays: Bin Care and Waste Disposal Guidelines

### Bin care

1. Freeze any meat products (i.e. chicken, red meat, off-cuts, etc.) until collection day. Placing it into your bin frozen will prevent the breeding of flies.
2. Remember to wash your hands thoroughly after handling your bin and your waste.
3. Store your bin in a cool place and avoid direct sunlight – this will reduce/prevent flies breeding in your bin. It also helps to spray your bin with insecticide.
4. Wash and disinfect your wheelie bin regularly, especially when placing it outside and bringing it back inside

### Dos and Don'ts

- Do not resort to illegal dumping. Excess refuse can be bagged and will be collected on the next removal day.
- Keep your bin on your property until the next scheduled removal day.
- Practise social distancing and do not approach staff members as they go about their duties.

### Make space in your bin

- Take your clean, dry recyclables to one of our [open drop-off facilities during Alert Level 3](#). Alternatively, you can make use of an accredited recycling collection company. You can use our [waste recyclers app](#) to find one near you. Recycling eases pressure on collections services, in our landfills and on the environment.
- Garden greens are also accepted at selected [drop-off facilities](#).
- Where possible, practise [home composting](#) - this will free up more space in your bin.

## Standard Operating Procedure (SOP) for Filming in Cape Town

We will require a risk assessment and a COVID-19 mitigation plan for every location being used before a film permit is issued.

Our law enforcement agencies will monitor compliance and will be there to advise production companies on the implementation of the COVID-19 mitigation and safety measures.

All those in the film industry, and those going out to film locations, must adhere to the protocols as well as all applicable regulations in terms of hygiene on set and social distancing to ensure the safety of everyone.

### Production companies will be required to comply with the following actions, among others:

- All staff, cast and crew must be screened daily at the start of each shift/shoot. A record of each person's daily temperature should also be kept.
- Cloth masks or face shields must be provided for cast and crew
- COVID-19 awareness information, including workplace protocols, must be displayed in common areas and copies provided to all staff
- Ensure that 70% alcohol-based hand sanitiser is made available for all cast, crew and service providers on sets and workspaces
- Only necessary permitted people should be allowed on set
- Sets/workspaces must be disinfected regularly before and after filming
- The number of people on set must not exceed 50 people as per the Arts and Culture Ministry directions
- Workplace equipment and props must be disinfected before they are returned to storage or service provider

[View the Standard Operating Procedures.](#)

## National regulations around the treatment of COVID-19 deceased and funerals

### Advise for the public and undertakers

- Consider cremation where cultural and religious beliefs do not exclude it
- COVID-19 deceased should be buried/cremated within three days. These burials must be prioritised and cannot be booked in advance in excess of three days after date of death.
- Stick to allotted times for burial (only 30 minutes allowed per ceremony)
- Strongly consider weekday burials to reduce the number of burials on a Saturday as this impacts on the Department's ability to manage funerals effectively, but also increases the risk of exposure to COVID-19

### Treatment of deceased persons and funerals

#### Remains of a COVID-19 patient may only be transported in public if:

- placed in a polythene bag,
- sealed in an airtight container,
- placed in a sturdy non-transparent sealed coffin,
- embalmed and covered with a 5 cm layer of sawdust which is treated with a disinfectant.
- A medical practitioner must declare in writing that the conveyance of the remains will not constitute a health hazard.
- The vehicle used must be designated and certified to transport remains.
- If the deceased did not die of an infectious disease, the remains must be accompanied by a certificate to that effect, issued by a medical practitioner or forensic pathologist.
- A burial or cremation of the mortal remains of a person who died of COVID -19 must be carried out in terms of the [Human Remains Regulations](#).
- Cremation is highly recommended, but in the event of a burial, the accompanying service (funeral service and burial) **may not last longer than two hours, with 30 min in the Cemetery**. Only immediate family members should be present – COVID-19 patients may not attend.
- Funeral services may be held – but a **maximum of 50 attendees** is permitted.
- Mourners should practise social distancing during and after the burial service.

### National Health Department guidelines for dealing with a COVID-related death in the home

In the event that a person infected with COVID -19 dies at home:

- Family/household members must not, at any stage, handle the body.
- Call SAPS ([10111](#)), Emergency Medical Services ([10177](#)) and your family undertaker, and inform them of the death and the circumstances – remember to advise them of the deceased's COVID-19 status.
- The deceased person's belongings should be handled with gloves and cleaned with a detergent followed by disinfection with a solution of at least 70% ethanol or 0.1% (1000 ppm) bleach.
- Clothing and other fabric that belonged to the deceased should be machine washed with warm water at 60-90 degrees and laundry detergent.
- If machine washing is not possible, linens can be soaked in in a large drum filled with hot water and soap. Use a stick to stir and be careful to avoid splashing.
- The drum should then be emptied, and the linens soaked in 0,05% chlorine for approximately 30 minutes. Finally, the laundry should be rinsed with clean water and the linens should be allowed to dry in full sunlight.

## National regulations for long-distance travel to attend a funeral

**Travelling between provinces, metropolitan areas or districts to attend a funeral is only permitted if you are a family member of the deceased, including:**

- child-in-law;
- child or grandchild (biological, adopted, stepchild, foster);
- grandparent
- parent (biological, adopted or stepparent);
- sibling (biological, adopted, stepbrother or sister); or
- spouse or partner.

**In addition:**

- All funerals are limited to a maximum of 50 people.
- During a funeral, all health protocols and social distancing measures must be followed.
- Night vigils are prohibited.
- Only two family members may travel in the vehicle transporting the deceased to the funeral.

### Travel permits

To travel for a funeral, you must have a permit. You can request the permit at your nearest magistrate or police station.

When requesting the permit, you must submit a death certificate or a certified copy of the death certificate to the head of court, or a station commander at the police station for a permit to be issued.

If a death certificate is not yet available, and the funeral must be held within 24 hours in line with cultural or religious practices, you must have:

- a sworn affidavit which corresponds with Form 5 of Annexure A of the regulations; and
- a letter from a cultural or religious leader confirming the need for the funeral to take place within 24 hours.

## Practical tips to manage mild COVID-19 cases in the home

As caseloads grow, more households are likely to be affected by COVID-19. See our practical tips for both patients and caregivers below:

At least 80% of those infected will present with mild to moderate symptoms.

Only get tested if you suspect you have COVID-19, and recover at home if you present with mild to moderate symptoms.

**You should remain isolated from the rest of your household for at least 14 days, if you:**

- are waiting for test results,
- have a confirmed or suspected COVID-19 diagnosis with mild symptoms, or
- have been identified as a close contact with someone with COVID-19

While at home, monitor your symptoms and temperature twice daily.

**If your symptoms begin to worsen you might require more advanced care – particularly if you:**

- develop problems breathing,
- experience persistent pain or pressure in the chest area, and/or
- struggle to wake up.

Call your healthcare provider or the provincial COVID-19 health line if your symptoms persist beyond seven days.

Generally, after 14 days you will be considered free of the virus if you are no longer showing symptoms. If in doubt, check in with your healthcare provider or local clinic just to be sure.

**You should only recover at home if:**

- you are able to isolate yourself from other household members.
- a healthy person is available to take care of you, and

## Practical tips to manage mild COVID-19 cases in the home

- you have easy access to your healthcare provider, if need be.

### Some practical tips for taking care of someone with COVID-19, include:

#### Caring for the patient

- Assign one healthy person, with no underlying conditions to look after the patient, if possible.
- Avoid contaminated items (e.g. toothbrushes, eating utensils, towels, bed linen). Use dedicated linen and eating utensils for the patient.
- The patient should be in a well-ventilated single room. Other household members should stay in a different room, if possible, otherwise maintain a distance of at least 1, 5 m from the patient at all times.
- Limit movement of the patient in the house and minimise shared space.
- Visitors should not be allowed until the patient has completely recovered.
- Wash your hands after any type of contact with the patient or their immediate environment.
- After washing your hands, use disposable paper towels to dry hands, if possible. Otherwise, use clean cloth towels and replace frequently.

#### Cleaning, hygiene and waste removal to avoid contamination

- 'Double bag' contaminated waste (e.g. tissues, disposable masks) and store for five days before putting out for collection
- Clean and disinfect bathroom and toilet surfaces at least once daily if you share the bathroom.
- Clean and disinfect the patients room daily, especially those surfaces touched frequently, e.g. bedside tables  
Regular household soap or detergent can be used for cleaning.
- Clean the patient's clothes, bed linen, towels, etc. Use regular laundry soap and water or machine wash at 60–90 °C (if possible) with common household detergent, and dry thoroughly.
- Place contaminated linen into a laundry bag. Do not shake soiled laundry and avoid contaminated materials coming into contact with skin and clothes.

#### What to do if you cannot self-isolate at home:

1. Contact your nearest health facility, or
2. call the provincial hotline on [021 928 4102](tel:021-928-4102) to secure access to a quarantine or isolation facility.

#### Look after yourself to look after others:

All household members should take necessary precautions to ensure that they do not become infected.

- If you feel ill – stay at home!
- Practise responsible respiratory hygiene (cover your coughs and sneezes)
- Social distancing is everyone's responsibility – implement it strictly
- Wash your hands regularly with soap and water for at least 20 seconds
- Wear a cloth mask at all times when in public (do not touch your face)
- Wipe down all surfaces that you may come into contact with

## Social gatherings under Alert Level 3

As per [section 37 of the national regulations](#), social gatherings are not allowed under Alert Level 3 unless you are gathering at:

- a funeral;
- a professional, non-contact sports match, including only players, match officials, journalists, medical and television crew;
- a religious institution or place of worship;
- a workplace for work purposes; or
- an agricultural auction (subject to directions issued by the Cabinet member for agriculture).

**In addition:**

- All gatherings are limited to 50 people or less.
- Health protocols and social distancing measures must be adhered to at all times.

**If the gathering does not comply with the national regulations, an enforcement officer may:**

- order everyone at the gathering to disperse immediately: and
- if you refuse to disperse, the enforcement officer may take appropriate action, including arrest and/or detention.

**Places and premises closed to the public**

The following places are closed to the public and all gatherings at these places are prohibited:

- any on- consumption establishment, including: bars, taverns. Shebeens, restaurants etc.;
- beaches and public parks;
- casinos;
- conference facilities;
- fêtes and bazaars;
- gyms and fitness centres;
- hotels, lodges, bed and breakfasts, timeshare facilities, resorts and guest houses – unless it is being use to accommodate:
  - people for work purposes;
  - people in quarantine or isolation, or
  - the remaining tourists confined to the facility.
- museums;
- night clubs;
- private and public game reserves (except if accommodating remaining tourists confined to the facility)
- private homes for paid leisure accommodation;
- sports grounds, fields and swimming pools (except for training of professional athletes and professional non - contact sports matches); and
- theatres and cinemas.

All tourist attractions are closed except for private self-drive excursion activities.

Security and maintenance services may continue to perform their services at the above-mentioned places.