



CITY OF CAPE TOWN
ISIXEKO SASEKAPA
STAD KAAPSTAD

COVID-19 Alert Level 3

Operations and Service Notifications

Last updated: 17 June 2020

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

www.capetown.gov.za/coronavirus

The information in this document is subject to change.

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Table of Contents

City facilities (Open Closed)	3
Area Economic Development Offices (Informal Trading)	4
Cash Offices/Walk-in Centres	4
Clinics and healthcare facilities	5
Clinics/ Community Day Centres (CDCs)/ Community Health Centres (CHCs)	5
Driving Licence Testing Centres (DLTCs)	5
Drop-off facilities	6
Athlone Refuse Transfer Station: Household hazardous waste	7
Motor Vehicle Registration and Licensing (MVR) offices	7
Service notifications	8
Business operations and support	8
Operations:	8
Support options:	8
Council	9
Subcouncil offices	9
Subcouncil and Ward Committee meetings	9
Health services	9
Clinic services	9
Hotspots	10
Overflow facilities	10
Revised COVID-19 strategy	10
Library services	11
Safety and security	11
Donate	11
Neighbourhood Watch (NHW) groups	11
Transport, fines and vehicle licensing	11
Available services at DLTCs	11
Driving licence renewals and vehicle registration	12
Traffic fines and warrants	12
Public transport	12
Waste services	12
Refuse collection delays	12
Water and Sanitation	13
Spring water collection points	13
Online and telephonic services	13
Building plan, land use and development applications	13
Financial relief options	14
Invoices and account payments	14
Register for e-Services	14
Reporting	14
Electricity faults	14
Water faults	14
Other	15

Guidelines 15

Guidelines for Domestic Waste Disposal During the COVID-19 Pandemic..... 15

Guide for Waste Service Providers..... 15

Health and safety rules for public transport..... 16

Conditions for informal trading under Alert Level 3..... 16

Refuse Collection Delays: Bin Care and Waste Disposal Guidelines..... 17

 Bin care 17

 Dos and Don'ts 17

 Make space in your bin 17

Standard Operating Procedure (SOP) for Filming in Cape Town..... 17

National regulations around the treatment of COVID-19 deceased and funerals 18

 Advise for the public and undertakers..... 18

 Treatment of deceased persons and funerals 18

 National Health Department guidelines for dealing with a COVID-related death in the home..... 18

National regulations for long-distance travel to attend a funeral 19

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

Social gatherings under Alert Level 3 21

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
Company's Garden	Closed
ECD centres	Closed
Green Point Park	Closed
Museums	Closed
Nature Reserves	Closed
Resorts, camping sites, braai and picnic spots	Closed
Spray parks	Closed
Stadia	Closed
Swimming pools	Closed

Service facilities

Area Economic Development offices (Informal trading)	Some open
Cash offices and walk-in centres	Some open
Clinics and healthcare facilities	Some closed
Driving licence testing centres (DLTCs)	Some open
Drop-off facilities	Some open
Film Permit Office	Online applications only
Home Composting Programme	Closed
Housing offices	Closed
Libraries	Closed
Motor vehicle registration centres (MVRs)	Some open
MyEstate mobile housing services	Closed
Refuse Collection Depots	Open
Subcouncil offices	Closed
Tender Office	Open
Transfer Station	Some open
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 and offering the following services only:

Office	Operating hours	Services available
Fish Hoek	Weekdays: 08:00 - 15:30 Saturday: 08:00 - 11:30	<ul style="list-style-type: none"> • Indigent applications • Municipal account payments • Payment arrangements • Rates rebates applications • Registration and licensing of all vehicles
Kuils River	Weekdays: 08:00 - 15:30 Weekends: 08:00 - 11:00	<ul style="list-style-type: none"> • Indigent applications • Municipal account payments • Payment arrangements • Rates rebates applications
Lentegeur	Weekdays: 08:30 - 15:30 Weekends: 08:00 - 11:30	
Liberty Promenade Mall	Weekdays: 08:30 - 15:30 Weekends: 09:00 - 12:00	
Parow	Weekdays: 08:00 - 15:30 Weekends: Closed	
Plumstead	Weekdays: 08:00 - 15:30 Saturdays: 08:00 - 11:00	

Office	Operating hours	Services available
Strandfontein	Weekdays: 08:00 - 15:30 Saturday: 08:00 - 11:30	<ul style="list-style-type: none"> • Indigent applications • Municipal account payments • Payment arrangements • Rates rebates applications • Registration and licensing of all vehicles
Strand	Weekdays: 08:00 - 15:00	<ul style="list-style-type: none"> • Indigent applications • Municipal account payments • Payment arrangements • Rates rebates applications
Table Bay Mall	Weekdays: 08:30 - 15:30 Weekends: 09:00 - 12:00	
Wesfleur Municipal Office	Weekdays: 08:00 - 15:30 Saturday: (First and last of the month): 08:00 - 11:30	<ul style="list-style-type: none"> • Indigent applications • Municipal account payments • Payment arrangements • Rates rebates applications

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
Chestnut Satellite Clinic	25 May	TBC	<ul style="list-style-type: none"> • St Vincent CHC
Hanover Park Clinic	12 June	22 June	<ul style="list-style-type: none"> • Hanover Park CHC
Langa Clinic	17 June	TBC	<ul style="list-style-type: none"> • Vanguard CHC
Lansdowne Clinic	15 June	TBC	<ul style="list-style-type: none"> • Hanover Park CHC
Manenberg Clinic	17 June	TBC	<ul style="list-style-type: none"> • Hanover Park CHC
Netreg Clinic	8 June	TBC	<ul style="list-style-type: none"> • Bishop Lavis CHC
Valhalla Park Clinic	2 June	22 June	<ul style="list-style-type: none"> • Bishop Lavis CHC

Driving Licence Testing Centres (DLTCs)

Please note:

- DLTCs will operate from 08:30 -14:30 until further notice. This is to allow for the screening of staff before and after the work day
- Centres may have to close at short notice for decontamination where a risk for transmission of the virus has been identified at the facility.

Open:	Atlantis Bellrail (Bellville) Fish Hoek Gallows Hill Gordon's Bay Joe Gqabi Milnerton New Ottery
Closed:	Brackenfell Kuils River Parow temporarily closed for decontamination due to COVID-19 cases.

View available services below:

We will prioritise essential services staff who need to renew documentation. Present your essential services permits on arrival.

Available services	Unavailable services
<ul style="list-style-type: none"> • Renewal of licences, permits, etc.) • Learner licence and driving licence tests that were scheduled during level 5 or 4 • Renewal of professional driving permits (PrDPs) • Collection of new driving license cards • Traffic fine payments 	<ul style="list-style-type: none"> • New applications for learner licence tests, including applications for duplicate learner's licence, and new bookings for driving licences until the backlog is cleared. • All other DLTC services, including foreign conversions of driving licences in terms of section 23 of the National Road Traffic Act

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
Operating times 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
Atlantis Dassenberg Road (Limited capacity available)	✓	✓	✓	✓
De Grendel , Corner 5th Avenue and Bertie Genade Street, Parow (Limited capacity available)	✓	✓	✓	✓
Faure , Old Faure Road, Eerste River	✓	✓	✓	✓
Gordons Bay , Sir Lowry's Pass Road	✓	✓	✓	✓
Hout Bay , Main Road, near Mandela Road	✓	✓	✗	✓
Kensington , Dapper Road (Limited capacity available)	✓	✓	✓	✓
Kommetjie , Kommetjie Road	✓	✓	✓	✓
Kraaifontein Integrated Waste Management Facility, Corner Maroela and Sandringham Roads	✓	✓	✓	✓
Mitchell's Plain, Spine Road	✓	✓	✓	✓
Ravensmead , Industrial Ring Road	✓	✓	✓	✓
Schaapkraal , Old Schaapkraal Road	✓	✓	✓	✓
Seapoint , Tramway Road	✗	✗	✗	✓
Simon's Town , Blue Waters Close	✓	✓	✓	✓
Tygerdal , Orange Street	✓	✓	✓	✓
Vissershok Landfill Site , Frankdale Road, off N7, Table View	✓	✓	✓	✓
Woodstock , Beach Road	✓	✓	✗	✓
Wynberg , Rosmead Avenue	✓	✓	✓	✓

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"> • Asbestos waste: limited to plant containers, gutters or old cement heaters • CFL (compact fluorescent lamps); other discharge lamps • Chemical waste products: air fresheners etc. • Electronic waste: cellphones, appliances etc. • Old paint and brushes • Pesticide waste • Swimming pool chemicals • Used batteries • Used oils 	<ul style="list-style-type: none"> • Any product contaminated by infectious bodily fluids • Bulk household hazardous waste (from home, business, school) • Explosive, compressed waste: e.g. gas cylinders • Medical waste: used bandages, expired medicine • Sanitary waste: Soiled disposable nappies and adult diapers

Motor Vehicle Registration and Licensing (MVR) offices

Area	Operating hours	Available services
Atlantis MVRL Office, Avondale	Monday, Wednesday and Friday: 08:00 - 15:30 Saturday: closed	<ul style="list-style-type: none"> • Registration and licensing of all vehicles
Brackenfell Municipal and MVRL Office	Weekdays: 08:00 - 15:30 Saturdays: 08:00 - 11:30	<ul style="list-style-type: none"> • Indigent applications • Municipal account payments • Payment arrangements • Rates rebates applications • Registration and licensing of all vehicles
Cape Town Civic Centre Municipal and MVRL Office	Weekdays: 08:00 - 15:30 Saturday: 08:00 – 11:30	<ul style="list-style-type: none"> • Indigent applications • Municipal account payments • Payment arrangements • Rates rebates applications • Registration and licensing of all vehicles
Kuils River Municipal and MVRL Office	Weekdays: 08:00 - 15:30 Saturday:(first and last of the month): 08:00 - 11:30	<ul style="list-style-type: none"> • Indigent applications • Municipal account payments • Payment arrangements • Rates rebates applications • Registration and licensing of all vehicles
Municipal and MVRL Office in Liberty Promenade Mall, Mitchells Plain	Weekdays: 08:30 - 16:00 Weekends: 09:00 - 12:30	<ul style="list-style-type: none"> • Indigent applications • Municipal account payments • Payment arrangements • Rates rebates applications • Registration and licensing of all vehicles
Municipal and MVRL Office in the Table Bay Mall	Weekdays: 08:30 - 16:00 Weekends: 09:00 - 12:30	<ul style="list-style-type: none"> • Indigent applications • Municipal account payments • Payment arrangements • Rates rebates applications • Registration and licensing of all vehicles

Area	Operating hours	Available services
Parow Municipal and MVRL Office	Weekdays: 08:00 - 15:30 Saturday: Closed	<ul style="list-style-type: none"> • Indigent applications • Municipal account payments • Payment arrangements • Rates rebates applications • Registration and licensing of all vehicles
Plumstead Municipal and MVRL Office	Weekdays: 08:00 - 15:30 Saturdays: 08:00 - 11:30	<ul style="list-style-type: none"> • Indigent applications • Municipal account payments • Payment arrangements • Rates rebates applications • Registration and licensing of all vehicles
Strand Municipal and MVRL Office	Weekdays: 08:00 - 15:30 Saturdays: 08:00 - 11:30	<ul style="list-style-type: none"> • Indigent applications • Municipal account payments • Payment arrangements • Rates rebates applications • Registration and licensing of all vehicles

Service notifications

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

Business operations and support

Operations:

Film Permit Office
We are only accepting online applications for film permits , in-person applications are still suspended.
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 (Option 6).
Tenders/RFQ and Supply
Our Tender Office is open for in-person collection and submission of tender / RFQ documents.
Waste Management
<ul style="list-style-type: none"> • Alert Level 3 Waste Disposal Arrangements Notice • See our Solid Waste Management's COVID-19 Disposal Arrangements Notice.

Support options:

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
COVID-19 news and resources:

Invest Cape Town

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 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 or SMS to 48043

Rental relief options for City's business lessees

To soften the impact of the COVID-19 crisis on 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 on an application made to our Property Management Department and evaluated in terms of a proven business case by the applicant.

Phase 2: Payment arrangements based on an application made to the Revenue Department and evaluated in terms of a proven business case and aligned to existing lease terms and conditions.

Email 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, aims to make funding available to 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/>.

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](#).

Health services

Clinic services

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

- Continuation of the appointment system to reduce time spent at the clinic
- Fast lane for Family planning, Immunisation, pregnancy tests etc.
- Telephonic contact to recall patients and close contacts of Tuberculosis patients 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)

COVID-19 Alert Level 3 Operations and Service Notifications

- 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.

Our Health Department is putting the finishing touches to the first 20 overflow facilities at our clinics. 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
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

Library services

- In line with National Regulations, we will not be opening our libraries on 1 June 2020.
- You will not be fined for late returns while libraries remain closed.
- The due date to return all library material on loan has been extended to 1 July 2020.

Safety and security

Donate

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

Neighbourhood Watch (NHW) groups

[Protocols in place for Neighbourhood Watches to operate under alert level 3](#)

Restrictions placed on NHWs have been lifted under alert level 3. All members must comply with the national health and safety regulations and directives made by the Department of Health.

The guidelines provided for NHWs are as follows:

- A valid permit must be issued by the convener: Department of Community Safety (DoCS) or any person authorized by him/her;
- Form 2: Permit to Perform an Essential or Permitted Service of the [regulations](#) must be used by the NHW member as a valid permit; and
- NHW members must be in possession of a valid permit at all times.

SAPS do not issue permits to NHW members and should under no circumstances do so. 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

Transport, fines and vehicle licensing

Available services at DLTCs

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

Driving licence card collections

- Driving licence card collections
 - Those waiting to collect new driving licence cards are being contacted telephonically to collect their documents if they are ready for collection.
- Expired driving licence cards and PrDPs renewals.

Learner and driving licence test appointments

- Learner and driving licence tests previously booked, but cancelled due to the lockdown.
 - Applicants will be contacted directly to reschedule appointments for those that were already booked on the system.

No new bookings will be accepted until further notice.

Driving licence renewals and vehicle registration

Online licence renewals

Online vehicle licence renewals and registration is available.

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

Please note: If you applied online to renew your vehicle licence from **23 March – 31 May**, you need to re-apply. All online applications received during this time have either expired or could not be processed due to the COVID-19 lockdown, the impact on the national traffic information system and the closure of the South African Post Office.

Grace period for renewals

Remember, you still have a 90-day grace period to renew your documents from 1 June 2020

The grace period applies to:

- 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

Cases for outstanding warrants are currently being postponed for a period of three months at a time, until court proceedings are able to resume.

Pay your traffic fine online, go to www.paycity.co.za or 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.

Waste services

Refuse collection delays

When staff at our Refuse Collection Depots test positive for COVID-19, the facility is temporarily closed to allow for deep cleaning and disinfecting.

Read the following useful guides:

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

Water and Sanitation

Spring water collection points

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

The Newlands Springs: <i>northern side of the Newlands Swimming Pool, near the Dean Street Shopping Centre.</i>
--

Bradwell Springs: <i>corner of Upper Buitenkant and Ludlow Street site.</i>
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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.](#)

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 or visit 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 is closed; we will not be able to post your municipal accounts to you.

- Request an invoice via email to 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.

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 or 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 or 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, 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:

Water faults

- Call 0860 103 089 (choose option 1 for Solid Waste and option 2 for water-related matters)
- Email 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

Guidelines

Guidelines for Domestic Waste Disposal During the COVID-19 Pandemic

Follow our guidelines for the disposal of your domestic 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.

Guide for Waste Service Providers

To obtain your permit letter, contact:

Alfonzo Noble

Telephone:
074 446 3682

Or

Thembelani Mandindi

Telephone:
082 339 6297

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, 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:

Urban Management Informal Trading Call Centre:

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

Conditions for informal trading under Alert Level 3

Email: 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

- Stockpile your clean, dry recyclables. Recyclables take up valuable space in your bins, and the added volumes place pressure on refuse collection services.
- If you have no more space to stockpile your recyclables and garden greens, consider contacting a private accredited waste service provider. You can use our [waste recyclers app](#) to find one near you.
- 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 the caseload grows, more and more households are likely to be affected by COVID-19 in the home. See our practical tips for both patients and caregivers below:

Most people can recover from the virus at home. At least 80% of those infected will present with mild to moderate symptoms.

If you do not fall within the high risk categories mentioned above, only get tested if you suspect you have COVID-19, and recover at home.

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:

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

- you are able to isolate yourself from other household members.
- a healthy person is available to take care of you, and
- 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 person who is in good health and has no underlying chronic or immune-compromising conditions to look after the patient, if possible.
- Avoid contaminated items (e.g. do not share toothbrushes, eating utensils, drinks, towels, or bed linen).
- Ideally, the patient should be in a well-ventilated single room (i.e. with open windows and door). Other household members should stay in a different room, if possible, otherwise maintain a distance of at least one metre from the sick person (e.g. sleep in a separate bed).
- Limit the movement of the patient in the house and minimise shared space.
- Use dedicated linen and eating utensils for the patient.
- 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.
- When washing hands with soap and water, it is preferable to use disposable paper towels to dry hands. If these are not available, use clean cloth towels and replace them 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 all surfaces daily, especially those touched frequently in the patient's room, e.g. bedside tables and other bedroom furniture. Regular household soap or detergent can be used for cleaning.
- Clean the patient's clothes, bed linen, bath and hand towels. You can 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](#), all gatherings are prohibited 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.