

14 August 2020

## COVID-19 update

As COVID-19 continues to affect us, we cannot become complacent in fighting this pandemic. In this newsletter, we encourage you to continue adhering to the Golden Rules for COVID-19 and to follow our practical tips for using public transport safely.

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## COVID-19 essential updates

- **COVID-19 updates (updated daily):** [Visit our Coronavirus updates page](#) for all the latest COVID-19 information at [www.capetown.gov.za/coronavirus](http://www.capetown.gov.za/coronavirus)
- **Service notifications (updated daily):** [View a summary of all service notifications](#), facility operating hours, online and telephonic services as well as COVID-19 guidelines.
- **Follow us on Twitter** at [@CityofCTAlerts](#) for up-to-date alerts on facility closures, roadworks, burst pipes, power outages, etc.
- **COVID-19 regulations:** [View the Alert Level 3 lockdown regulations](#) and its [amendment](#).
- **City news:** Read about the latest COVID-19 news in our [Media and News section](#).
- **National Government Risk Adjusted Strategy (Levels 1 – 5):** [View a comprehensive summary of all alert levels and the applicable regulations](#).
- **COVID-19 dashboard:** [View our weekly dashboard](#) and follow the [Western Cape Government provincial and Cape Metro dashboard](#), updated daily.
- **COVID-19 fatality management:** [View the City's COVID-19 fatality management plan](#).

## Stay vigilant: Follow the COVID-19 golden rules

There has been a slowdown in the number of COVID-19 cases and fatalities reported in recent weeks, but this does not mean that the pandemic is over. Please continue to practise good hygiene at home and in the workplace to ensure that this trend continues. Experience has shown that a second wave of infections may emerge if efforts to contain the spread of the virus are not continued. We cannot let our guard down.

Follow these golden rules:

- Wash your hands regularly and thoroughly with soap and water, or use sanitiser with an alcohol content of at least 70%
- Don't touch your face
- Wear a mask in public at all times
- Keep a social distance of at least 1,5 metres
- Cover your cough
- If you're sick, stay at home

For detailed information on COVID-19, please visit [www.capetown.gov.za/coronavirus](http://www.capetown.gov.za/coronavirus) or call the toll-free provincial COVID-19 hotline for advice on [080 928 1402](tel:0809281402).



## City services and facilities affected by COVID-19

- Accounts: [Find out about our updated billing process.](#)

- **Call centre:** [We offer limited services](#) during the COVID-19 lockdown. Where possible, use our [online services](#) and report only essential service matters.
- **Service notifications:** [View a summary of all service notifications](#), facility operating hours, online and telephonic services as well as COVID-19 guidelines.
- **Waste disposal:** [View the COVID-19 Waste Disposal Arrangements Notice.](#)
- **Traffic/motor vehicle registration services:** [View the COVID-19 National Lockdown FAQ](#) for information on traffic fines and vehicle licence renewals.



## City facilities may close at short notice due to COVID-19

Follow us on Twitter [@CityofCTAlerts](#) or visit [www.capetown.gov.za/coronavirus](http://www.capetown.gov.za/coronavirus) for updates on affected facilities.

## Using public transport safely during COVID-19

Now that most businesses are open, commuters are again using our public transport network to get to-and-from work. According to the latest regulations, public transport vehicles can be filled to 100% capacity, with all windows open for ventilation. This means that we need to take precautions to reduce the risk of transmitting COVID-19 while travelling.

Do not travel if you are older than 60 years, have health issues or if you are sick. If you must travel, follow these guidelines:

- **No mask, no entry** - Wear your mask correctly throughout the journey.
- Always clean your hands with hand sanitiser before and after a journey.
- Sit one metre away from other passengers, if possible.
- If a vehicle is overloaded, rather wait for an emptier vehicle if possible.
- Try to travel during off-peak periods if possible.
- Follow a 'no touch' approach when getting into and out of a vehicle by clasping your hands in front of you.
- Please be patient and allow everyone to disembark before boarding.
- Avoid unnecessary travel.

[Visit the MyCiTi website](#) for the latest information on routes, schedules and COVID-19 transport information for the MyCiTi service.

### Precautions for vehicle operators

If you are a driver, please ensure that you keep your public transport vehicle sanitised to protect the safety of your passengers.

- **Always wear a mask**, and do not allow passengers to board your vehicle if they are not wearing a mask.
- Wash your hands with soap and water before and after you drive a vehicle.
- Clean all of the surfaces in your vehicle regularly with a safe disinfectant.
- Use disposable gloves or dedicated re-usable gloves for COVID-19 disinfection when cleaning the interior of your vehicle.
- Ensure that your vehicle remains well ventilated during the journey.
- Do not overload your vehicle with passengers. This puts everyone at risk of infection.

## City contact channels

- **Report a fault:** Use our online [service request tool](#) to report urgent matters.
- **Call Centre:** [We offer limited services](#) during the COVID-19 lockdown. Where possible, use our online resources and report only essential service matters.
- **Social media:** Follow us on [Facebook](#) or Twitter [@CityofCT](#) for regular updates. Follow [@CityofCTAlerts](#) on Twitter for service alert updates.

## City financial relief

- **Property owners:** Find out about the [financial relief options](#) that are available for residential and commercial property owners.
- **Rebate applications:** Find out about the [updated process for indigent, disabled and pensioner rebate applications](#).
- [View the COVID-19 Lockdown Billing and Relief FAQ.](#)



## 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](#) on [021 597 6004](#) or email [disaster.donations@capetown.gov.za](mailto:disaster.donations@capetown.gov.za)



## Keep up-to-date with City News Online

[Subscribe to City News Online](#) to receive the latest updates, news and service delivery notices from the City of Cape Town every two weeks.

Communication channels and services are currently limited

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

Customer Call Centre: **0860 103 089**

### CONTACT US

**Customer Call Centre**  
[0860 103 089](tel:0860103089)

**Emergencies**  
107 (Landline)  
[021 480 7700](tel:0214807700) (Mobile)



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