

Circular 15– 30 March 2020

Dear Resident

City making every effort to clear refuse collection backlog

The City of Cape Town assures all Cape Town residents that every effort is being made to maintain delivery of basic services despite the threat posed by COVID-19. Their external service providers have also committed to working extended hours to work on major repairs so that more trucks can be released as quickly as possible and continue to reduce any backlog.

Every effort is also being made to provide staff with the appropriate personal protective gear (PPE), including gloves and masks, to ensure that they are adequately protected while performing their duties. Staff have been briefed on hygienic practices and social distancing protocols to be implemented during this time.

Residents are asked to bear with COCT, in some cases it may be unavoidable that mitigation measures could affect the efficiency of service delivery. At this stage, it is difficult to predict the impact to services going forward. Residents should be aware, however, that lower income and higher density areas are being prioritised when there are delays due to increased risks of the disease spreading quickly in these areas.

Current indications are that delays should not last for more than a week, and in most cases, backlogs will be cleared more quickly.

Village Bins

- Utility workers will collect bins as usual and return once refuse has been collected by COOCT.
- We ask that everyone practice social distancing and not approach staff members as they go about their duties

Bin care

- Utility workers will wash and disinfect wheelie bins before taking it back into your area.
- From next week, please retain and freeze any meat product (i.e. leftover food in the form of chicken, red meat, off cuts, etc.) until collection day before placing into the bin, so as to prevent fly breeding, in the event that there are delays.
- Please remember to wash your hands thoroughly after handling your waste.

Thank you for making the effort to stay at home during the lockdown period.

Regards,

CHRISTINE DEMPERS

Village Manager

Adapted from press release distributed by Media Office, City of Cape Town