



in the City of Johannesburg




The City of Johannesburg **relies on its residents to log service delivery failures** so that it may have the opportunity to attend to them. If issues are **not logged on the City's service delivery systems, the entities are likely unaware of the breakdowns** and until you report such, the breakdowns may remain unresolved.








As active citizens that live, work and play in the City of Johannesburg **you need to get involved and LOOK AND LOG**. That way you hold the local government officials accountable for service delivery. a world class African city

The Councillors in the City of Johannesburg **serve as the interface between the citizens they represent and the municipal officials who design and implement development polices**. The councillor's job is not just to serve as the voice of the people, for the expression of their community needs, but also to act as a watchdog and ensure the municipality implements policies to address the needs of citizens. It is therefore important that should issues you log not be adequately addressed, such be brought to the attention of your local Ward or PR councillor.

Take charge of your suburb and log issues that need attention!

City Service	Type of Issue	Service Level Agreement Turn Around Time	1st Option to have issue logged	2nd Option to have issue logged
Joburg Water 	Water Burst	48 hours	During Office hours & Weekends 8am to 4pm: Email: customerservice@jwater.co.za OR SMS 0826532143. If your email is sent after hours it will be logged the next business morning or call 0860JOBURG	Call 0860JOBURG - Option 3
	No Water	1 day		
	Sewer Leak/Blockage	24 hours		
	Meter Leak	7 working days		
	Fire Hydrant Leak	2 days		
	Bees in meter box	3 days		
City Power 	No Power to area/property	4 hours	Log using your mobile device: http://citypower.mobi	Call 0860JOBURG - Option 2
	Illegal Connection	24 hours		
	Dangerous Situation	Immediate		
	Street Light not working	2 working days		
	Meter Conversions	5 working days		
	Faulty Meter	7 working days		
Joburg Roads Agency 	Potholes	3 working days	Send an email to hotline@jra.org.za or if urgent Call 0860JOBURG - Option 5	Call 0860JOBURG - Option 5
	Manhole Cover missing	3 days		
	Blocked kerb inlet	3 days		
	Road trenches	3 days		
	Road Collapse/ Dangerous Situation	Immediate to make road safe		
	Stop/traffic signs damaged/missing	7 days		
	Traffic Signals All Out	24 hours		
	Traffic Signal Flashing	24 hours		

City Parks 	Grass cutting in open spaces	Up to 30 days	Call 0860JOBURG – Option 0 and then if possible send email to jcp@jhbcityparks.com with details of request	Call 0860JOBURG – Option 0
	Grass cutting of parks	Dependent on status of park		
	Grass cutting in cemeteries	7 days		
	Fallen Tree/branches	24 hours		
	Pruning of Tree	30 days		
JMPD 	Traffic Violations	Dependent on incident and resources available	Call EMS/JMPD call centre on 011 375 5918 / 5911	
	Noise			
	Dumping			
	Motor Vehicle Accident			
	Vagrants			
Pikutup 	New/additional bin request	7 days	Call 0860JOBURG - Option 4	
	Animal Carcass removal	24 hours		
	Cleaning of an Illegal Dumping site	7 days		
Revenue 	Change of Ownership	Up to 6 Weeks	Automatically by back office	
	Finalisation of Rates	Within 5 Working Days	Automatically by back office	
	New meter installation for water/electricity	Installed within 25 working days after payment	Visit nearest Walk in Centre	
	Final readings on move out	Owner to provide City with 7 working days notice	Visit nearest Walk in Centre	
	Closing of account	Owner to visit walk in centre. Account adjustment and finalisation will take no longer than 30 days. New owner to pay deposit for services	Visit nearest Walk in Centre	
	Issuing clearance certificate	Within 3 working days of application	Visit nearest Walk in Centre	
	Refund	Within 30 days provided service ticket is compliant and services finalised by back office	Visit nearest Walk in Centre	
	Opening New account	1 Day	Visit nearest Walk in Centre	
	All other Revenue related queries		Visit nearest Walk in Centre or call 0860JOBURG - Option 1	
Metro Bus 	Timetables, complaints		Call 0860JOBURG - Option 6	
All other City of Joburg queries		Call 0860JOBURG or visit www.joburg.org.za		

0860JOBURG = 0860 56 28 74 = 0113755555

V2 Correct as at 03/11/2013 E&OE

This document is not an official publication of the City of Joburg – it is an adapted easy log guide for residents of the City