

CITY OF JOHANNESBURG – SERVICE DELIVERY ISSUES REPORTING TEMPLATE

Here is the process for reporting issues to the various municipal departments:

You will need to provide them with the following information:

1. Your own name and your contact details;
2. If it's an internal power problem or water problem, then your account number and your meter number (you can get this from your monthly statement);
3. If it's an external problem (out in the street), then please state the exact location – the suburb, the street, and the two adjacent intersections (on either side);
4. The date the problem first occurred;
5. Provide all the details you have about the problem;
6. If you are reporting by email, include some photos if possible.

PLEASE OBTAIN A REFERENCE NUMBER, and keep a record of the date and time of your report as well.

Please then copy your report (with the reference number added) to Councillor Huggett - by WhatsApp - 071 785 8068. Also please copy it to Marvin Nkuna, the Regional Urban Inspector, at marvinNk@joburg.org.za or at 081 356 7711.

Here are the various contact numbers for reporting Service Delivery Issues to the various departments of the municipality:

Police Emergency Number – 10111
Fire Department Emergency Number – 10177
City Emergency Hotline - 011 375 5911
Ward Councillor Eleanor Huggett is at eleanorhuggett@gmail.com or on 071 785 8068

City Power

Call Centre - 011 490 7484 or 0860 562 874

Escalation Hotline - 0800 003 156

Call Centre Toll-Free - 0800 202 925

citypower.mobi

For real-time updates, join -

<https://whatsapp.com/channel/0029VaQG8WxInlqJSHHQYo1q>

Joburg Water

Call Centre - 011 688 1699 / 0860 562 874

Email - fault@jwater.co.za

jwfaultlogging.jwater.co.za

<https://whatsapp.com/channel/0029VaN8jUf1SWsw4kYZEF1X>

JMPD

Office number - 011 375 5911

JMPD call centre hotline number – 080 872 3342

JMPD Control Room - 011 758 9620

Illegal Dumping - WhatsApp 082 779 1361 or phone 011 490 1684

JMPD number to report Homeless People camping in the vicinity – 011 490 1538

JMPD number to report Noise Pollution – 011 718 9684

JMPD number to report Illegal Advertising – 011 490 1547

JMPD number to report Illegal Trading – 011 490 1744

JMPD number to report other By-Law issues – 011 490 1684

Johannesburg Roads Agency (potholes etc)

Office number - 011 298 5000 and 0860 562 874

Email - hotline@jra.org.za

Website - www.jra.org.za

City Parks (Park and the pavements)

Call Centre - 011 375 5555 or 0860 562 874

Email - trees@jhbcityparks.com or joburgconnect@joburg.org.za

Pikitup

Call Centre - 010 055 5990 / 011 375 5555

Email - info@pikitup.co.za

Illegal Dumping Hotline - 080 0873 343

Order replacement for damaged or stolen bin - 087 357 1068