**Contact numbers:**

**Tel:** 022 701 7000

**Fax:** 022 715 1518

**Call Centre:**
- 022 701 7061
- 022 701 6974
- 022 715 3256

**Account Enquiries:** 022 701 7040

**Tenders:** 022 701 6945

**Quotations:** 022 701 7008

**Housing:** 022 701 6934

**Town Engineers:** 022 701 6911

**Town Planning:** 022 701 7146

**Building Control:** 022 701 7002

**Electrical Services:** 022 701 7096

**Water and Roads:** 022 701 7113

**Solid Waste:** 022 701 7079

**Traffic Services:** 022 701 6900

**Law Enforcement:** 022 701 6912

**Police:** 10111

**Ambulance:** 10177

**Fire Services:**
- 022 713 1815
- 086 007 3473

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**COVID-19 (CORONAVIRUS) HOTLINE**

If you feel unwell, contact the National Coronavirus Hotline on 0800 029 999, the Provincial Hotline on 021 928 4102, WhatsApp “Hi” to 0600 123 456 or E-mail: doh.dismed@westerncape.gov.za.

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**LET’S STOP THE SPREAD**

**Know what to do when sick**

Stop the spread of COVID-19.

Sick? Stay home, and first call the Coronavirus Provincial Hotline 021 928 4102, for advice.

Symptoms to look out for:
- Fever
- Cough
- Sore throat
- Body aches

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**PREVENT COVID-19 FROM SPREADING**

#WearYourMask

MUNICIPAL SWITCHBOARD: 022 701 7000

MUNICIPAL 24-HOUR CALL CENTRE: 022 701 7061

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FROM [Image]
In line with the Regulation No.R.480 Disaster Management Act (57/2002): Directions made in terms of Section 27(2) by the Minister of Cooperative Governance and Traditional Affairs of 29 April 2020, Section 28 Operation of economic sectors, allows certain business sectors to commence under the Risk Adjusted Strategy.

Considering the President’s announcement that the country will be moving from Alert Level 4 to Alert Level 3 on 1 June 2020, that will allow more citizens to get back to their places of work from this date.

Accordingly, it is required that the COVID-19 health and safety protocols be followed at all times, including observance of guidelines for social distancing, sanitation and hygiene, and use of appropriate personal protective equipment (PPE), like cloth face masks, as determined by the National Department of Health.

Using disposable gloves, masks, other disposal PPE and disposal facial tissues (i.e. paper tissue, napkins and wipes) will increase the volumes of associated general waste. It is recommended that this waste stream should be handled and disposed of in the following manner, if no confirmed COVID-19 infection is prevalent.

**Businesses and Institutions must ensure that:**

- All disposable waste items (e.g. used facial tissues, disposable cleaning cloths, gloves, masks, etc.) are disposed of securely within disposable plastic bags.
- When the bag is three quarters full, the plastic bag should then be placed in a second bin bag and tied.
- These bags should be stored separately as far as it is reasonably possible, for three (3) days before being put out for collection by the Municipality or waste service provider.
- Other general business and office waste can be disposed of as normally done.

**Cleaning personnel:**

- Cleaning personnel should be made aware of the risks associated with working with potential COVID-19 waste and should be provided with the appropriate PPE and should wear closed shoes when handling the waste.
- Waste storage areas should be regularly cleaned and sanitized.
- Cleaners handling the waste must wear utility gloves when emptying the waste containers.
- Cleaning personnel should be trained on the new handling and disposal methods as explained above.

Inspections will be conducted by the Waste Management enforcement team to ensure compliance.

For assistance, please contact the Solid Waste reception on 022 701 7079, Monday to Friday from 08:00 to 16:30.