

LOOK & LOG IN THE CITY OF JOHANNESBURG






a world class African city






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.

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 policies. 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 the 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 Issues	Service Level Agreement Turn Around Time	How to Contact	2 nd 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 you email outside of the hours above your issue will be logged the next business morning.	Call 0860JOBURG - Option 3
	No Water	1 day		
	Sewer Leak/Blockage	24 hours		
	Meter Leak	7 working day		
	Fire Hydrant Leak	2 days		
	Bees in meter box	3 days		
City Power 	No Power to area/property	4 hours	Log using mobile device: http://citypower.mobi	Call 0860JOBURG – Option 2
	Illegal Connection	24 hours		
	Dangerous Situation	Immediate		
	Street Light not working	2 working days		
	Meter Conversion	5 working days		
	Faulty Meter	7 working days		
Joburg Roads Agency 	Potholes	3 working days	Send email to hotline@jra.org.za or call 011 375 5555	Call 0860JOBURG – Option 5
	Manhole Cover missing	3 days		
	Blocked kerb inlet	3 days		
	Road trenches			
	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	Up to 30 days	Call 0860JOBURG – Option 0	Call 0860JOBURG –

	spaces		and then if possible send e-mail to ipc@jhbcityparks.com with details of request	Option 0
	Grass cutting of Park	Dependent on status of park		
	Grass cutting in cemeteries	7 days		
	Fallen Tree/branches	24 hours		
	Pruning of trees	30days		
JMPD 	Traffic Violations	Dependant on incident/circumstance and resources available	Call the EMS/JMPD call centre 011 375 5911 / 011 375 5918	
	Noise			
	Dumping			
	Motor Vehicle Accident			
	Vagrants			
Pikitup 	New/additional bin request	7days	Call 0860JOBURG – Option 4	
	Animal Carcass Removal	24 hours		
	Cleaning of an Illegal Dumping site	7 Days		
Revenue  a world class African city	Change of ownership	Up to 6 weeks	Automatically by back office	
	Finalisation of Rates	Within 5 working Days		
	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		
	Closing of account	Owner to visit walk centre. Account adjustment and finalisation will take no longer than 30 days. New owner to pay deposit for services		
	Issuing clearance certificate	Within 30 working days of application		
	Refund	Within 30 days of provided services ticket is compliant and services finalised by back office		
	Opening New account	1 day		
	All other Revenue related queries			
Metro Bus 	Timetables, complaints		Call 0860JOBURG – Option 6	
All other City of Joburg queries			Call 0860JOBURG or visit www.joburg.org.za	