



The Gateway to Endless Opportunities

City of Windhoek

Customer Service Charter





Customer Service CHARTER



COMMUNICATION



SERVICE AND EQUITY



AGREEMENT





CUSTOMER FOCUS



VISION

**“To be a Sustainable
and Caring City by 2027.”**



TEAMWORK



CUSTOMER FOCUS



COMMUNICATION



FAIRNESS AND EQUITY



INTEGRITY

MISSION

**“To enhance the quality of life for
all our people by rendering efficient
and effective municipal services.”**



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STAFF



INFORMATION



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FAIRNESS AND EQUITY



INTEGRITY



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TEAM



TRANSPARENCY



COMMUNICATION



FAIRNESS AND EQUITY



INTEGRITY



OVERVIEW

A Customer Service Charter is a set of written promises outlining the standards that will be upheld in dealing with customers. It is to inform the customers who the City of Windhoek is, what are the service offerings and how the CoW and its staff are showing commitment to providing a quality service to the residents and businesses in the CoW Municipality.

It is important that all CoW staff understand and align themselves to living the Charter and ensuring that they provide the required levels of service.

CUSTOMER SERVICE CHARTER

Success lies in delivering excellent service to you, our Customer. Our Customer Service Charter sets out our commitment to provide you, our customer with the service you expect.



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QUALITY



COMMUNICATION



SERVICE AND EQUITY



INTEGRITY

Our Vision is to be Sustainable and Caring City by 2027.

Our Mission is to enhance the quality of life for all our people by rendering efficient and effective municipal services.

Our Values – to achieve Customer Service Excellence, it is necessary that our front-line staff have a common set of values that will guide their interaction with Customers.

Our principle and that of all our employees is our commitment to “Customer First”.

Who we are and what we do?

We are a Municipality that has the needs of business and individuals at the forefront of everything we do. We provide quality, consistent information, support, advice and assistance to help you in your day to day lives.

Who are our Customers?

Residents of the Windhoek Municipal area, businesses, Private and Public Sectors, State Owned Enterprises, Non-Governmental Organisations, Investors and potential investors and Internal City of Windhoek Departments who want quality service and support from the City of Windhoek Municipality.



COMMUNITY



INFORMATION



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SUPPORT AND SERVICE



PARTNERSHIP

OUR SERVICES

This is our commitment to providing excellent customer service.

These are the standards that will guide the level of service our customers can expect from us and equally what you can do to assist us to achieve this.

We are committed to customer services that is:

- Guided by our values of honesty, professionalism, respect and accountability
- Innovative and accessible
- Efficient and responsive
- Delivered by skilled, motivated and courteous staff

We also commit to:

- Treating you individually and in a timely manner
- Providing you with accurate, concise and relevant information
- Respecting and protecting your personal information
- Continuous improvement in service delivery



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INVESTIGATION



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INTEGRITY

We provide services to our customers in a manner that is sustainable and of consistent high quality. As a municipality, we believe in fostering good customer relationships by delivering services in line with their expectations.

Our services include:

- Housing, basic services such as water and sanitation, electricity, refuse disposal by which we strive to render a high quality of service delivery
- Road maintenance to provide a safe and secure environment
- Provisioning of bulk infrastructure and civil engineering services which include municipal roads, sewerage, water supply and distribution
- Refuse collection and sites for the disposal of waste.
- Electrical services supply safe and efficient distribution of electricity to clients within the municipal service area, in compliance with the Occupational Health and Safety Act and the Electricity Regulation Act and the management of the electricity infrastructure
- Town planning activities (building control and housing) within the municipality and compliance with zoning and other aspects of land use management



JUSTICE AND EQUITY



SAFETY

OUR CUSTOMER SERVICE PRINCIPLES

Responsiveness

- Every time you contact us you will be able to do so conveniently and will be treated courteously, promptly and fairly
- We aim to respond to telephone enquiries and emails within one working day - and mail correspondence within 10 working days
- We will provide accurate and up to date information when you need it
- Our service targets outline our process and payment timelines

Quality service

- Our highly experienced team understands your issues and what service delivery is
- We aim to tailor our responses to your needs
- We aim to provide linkages and referral to other government information relevant to your needs
- We promise to provide excellent service delivery standards through our third party service providers at all times



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SERVICE AND EQUITY



PARTNERSHIP

Confidentiality

- We respect your confidentiality and ensure that we protect and keep your personal information safe and secure

Transparency

- We are open and transparent about our processes and procedures
- All our information is published and regularly updated on our website and notice boards
- We aim to provide consistent and clear information across our communication channels
- We will give you access to your personal information upon request

Professionalism

- Our business dealings with you will be conducted with integrity and honesty
- Our people will focus on helping you find solutions to your business needs
- Every customer is treated equally with courtesy and respect
- Our people will be accountable in their dealings with you



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INTEGRITY

If you use our web services, you can expect:

- To contact us when and where it is convenient for you - with social media and click to chat support for your added convenience
- The website to be easy to use, with intuitive navigations and customised content so you can quickly find what you need
- That you can access our information using any device, any time
- That if you sign up to receive our information, you will always have the option to unsubscribe.

If you call our Contact Centre on 061 290 3777 you can expect:

- To be able to contact us between 06:00 to 22:00 Monday to Friday and 08:00 to 13:00 on Saturday, Sunday and Public Holidays. Limited services will be available after hours.
- To have your call answered promptly and professionally by greeting and introducing ourselves
- To have your voice mail messages responded to within one business day
- Our staff to be friendly, experienced and knowledgeable
- A high level of first contact resolution – if not possible and the call needs to be transferred, the receiving person will be informed of the reason for your call before you are transferred



SUPPORT



INFORMATION



COMMUNICATION



SERVICE AND EQUITY



SERVICE AND EQUITY

If you email or write to our Contact Centre, you can expect:

- To receive an immediate email confirmation with a reference number
- To have your email responded to within 48 hours of receipt with standard information
- To receive a written communication relating to City Business within 7 days of receipt of the email
- Written communication to be clear and concise
- Where possible, an expected completion date and details of the employee responsible for the response, should in-depth research or follow up be required that will take longer than 7 days

If you deal with us face-to-face through a walk in, you can expect:

- A welcoming and customer friendly environment – you will be greeted within 2 minutes of arrival
- You will be guided to the correct counter for your particular need
- Punctual, well-organised and well-prepared staff – however reasons for any delay will be explained
- To be escorted to your appointment
- To be attended to as soon as circumstances permit – if you do not have an appointment



STAFF



SEARCH



COMMUNICATION



JUSTICE AND EQUITY



AGREEMENT

- To be referred to the relevant person if we are unable to assist at first contact – in which case the person will be contacted to see if the customer can be accommodated immediately. If not possible, you will be given the opportunity to wait or make an appointment
- To be escorted to the relevant office or room



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INFORMATION



COMMUNICATION



FAIRNESS AND EQUITY



INTEGRITY

To allow us to help you, we expect you will:

- Give us information that is timely, accurate and complete
- Provide your name and current contact details and advise us if they change
- Be courteous, polite and respectful of the CoW employees
- Be open and honest and provide accurate and complete details when required
- Provide us with constructive feedback on our service so we can provide a better service
- Contact us if you believe we have made an error or acted inappropriately, and wish to make a complaint
- Provide us with the officer's name or reference number on correspondence sent to you

Feedback – compliments, complaints, suggestions

- We value your feedback
- Feedback includes compliments, complaints, suggestions or any information about our program delivery, services or performance
- You can provide feedback by telephone, email, SMS or walk in
- Should you have a complaint, we appreciate you providing us with the first opportunity to resolve it



INTEGRITY AND ETHICS



INTEGRITY

- All people have the right to raise concerns and make legitimate complaints and expect that the issues raised will be handled in a fair, confidential and responsive manner, free from repercussion or prejudice
- Clearly explaining the issue and what you think should be done to fix it will assist us. Please include copies of any relevant documents. At the conclusion of a formal complaint, you will receive our response in writing
- If you are still not satisfied, you may ask for a review of our handling of the matter. The review process will determine if we acted according to our policies and guidelines

OUR SERVICE STANDARDS

In Person

We aim to resolve face-to-face enquiries immediately and when this is not possible, we will call or write to you with a response. We will also:

- Provide professional, polite and respectful service at all times
- Clearly identify ourselves verbally or using a name badge
- Be well presented



Teamwork



Investigation



Communication



Partners and Support



Partnership

On the Telephone

We will answer calls promptly and try to resolve enquiries immediately. When your enquiry needs specialist attention, we will endeavour not to transfer your call more than once. We will also:

- Introduce ourselves using our name and the area in which we work
- Take personal ownership of your enquiry
- Closely monitor the amount of time you are on hold and advise you of any delays
- In the unlikely event we cannot respond to your call promptly, we undertake to respond to your enquiry within one working day

In Writing

- We will endeavour to resolve your enquiry within 10 working days, unless statutory provisions apply, and we will also:

Acknowledge your enquiry in writing within one working day

Our Promise to You

We the City of Windhoek Municipality promise to enforce and uphold our Customer Service Charter to the highest standard when assisting our customers and to keep to our principle, and that of all our employees, of “Customer First”.



Teamwork



Investigation



Communication



Service and Equity



Partnership

Customer Service Incident and Turnaround time

Prepared for: City of Windhoek

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Overview

The Customer Service Incident and Turnaround Time Document for the City of Windhoek is a comprehensive reference guide designed to streamline customer service operations and enhance the satisfaction of residents and businesses within the municipality. This document outlines various incidents and service requests that are commonly reported or requested, along with the expected resolution times across different municipal departments and divisions. It serves as an essential resource for both municipal staff and citizens, ensuring the efficient management of service requests and incidents.



COMMUNITY



OPERATIONS



COMMUNICATION



SERVICE AND EQUITY



WELFARE

INCIDENT LIST AND TURNAROUND TIME

Department of Urban and Transport Planning		
Public Transport Division		
Category Incident	Subcategory Incident	Turnaround time
Bus Operations	Delayed/no show buses	Immediate
	Route Queries	24 hours
	Bus tickets	Immediate
	Pension/Disability cards	Immediate
	Bus Fares	Immediate
	Bad driving habits	12 hours (The Division is currently installing tracking units in all bus fleet and vehicles)
	Bus hire enquiries	24 hours



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INFORMATION



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SERVICE AND SUPPORT



PARTNERSHIP

Planning & Control	Bus/ Taxi Network information	24 hours
Transport Planning, Design & Traffic Flow Division		
Transport Planning	Transport Planning Related Enquiries	7 days
	Non-Motorized Transport Related Enquiries	7 days
Flood Management	Flood Line Related Enquiries	7 days



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INFORMATION



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JUSTICE AND EQUITY



PARTNERSHIP

Traffic Flow:	Road Safety Related Enquiries	24hours
	Traffic Calming Applications	7 days
	Congestion related Enquiries	48hours
	Application for yield / stop signs	7 days
	Traffic Lights related Enquiries	24hours
	Parking related Enquiries	7 days
	Metered Parking Areas related Enquiries	7 days
	Erf access related Enquiries	7 days
	Road Closure related Enquiries	3 days
	Information Sign related Enquiries	7 days



Sustainable Development Division		
Township Establishment	Application for Subdivision and need and desirability enquiry	2 days
E- Planner System	Missing of Density and Zoning on erven within the newly proclaimed Township	5 days
E-Planner System	Street naming / renaming enquiry	2 days
E- Planner System	Wrong street name on erven within a newly proclaimed Township enquiry	2 days
Extended Boundary	Boundary extension related enquiry.	2 days
E-Planner System	Update of street names on E-Planner system	5 days



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INFORMATION



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JUSTICE AND EQUITY



PARTNERSHIP

Urban Policy Division		
General town planning inquiries	Process, procedures, requirements for applications	48hours
	Town planning scheme, policies	48hours
Town Planning Application Progress	Application has been received	Immediate/online
	Application is complete and will continue	
	Application incomplete please contact CoW for details	



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PARTNERSHIP AND EQUITY



WINDHOEK

	Evaluation complete – application will serve on next TPC	Immediate/online Immediate/online
	Evaluation complete – application will serve on next Council	
	Application Resolution Notice sent to consultant	
	Application for rezoning scheduled for next Amendment Scheme – please pay betterment fee indicated in Council Resolution Notice	
	Amendment Scheme completed and submitted to MURD	
	Amendment Scheme approved	
	Application for subdivision/consolidation can now be submitted to MURD	
Resident Occupation/ Shebeens Inquiries	process, procedures, requirements for applications	48hours



STRONG AND EQUITABLE



WINDHOEK

	Policy matter	48hours
Resident Occupation incl shebeens Application Progress	Application has been received	Immediate - online
	Application is complete and will continue	
	Application incomplete please contact CoW for details	



COMMUNITY



INFORMATION



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SUPPORT AND EQUIP



INTEGRITY

Department of Economic Development and Community Services		
Parks Division		
Burials & Cremations	Grave Reservations	Immediate
	Grave Location	Immediate
	Cemeteries Operating Hours	Immediate
	Erection of Tombstones	Immediate
	Cremation Enquiries	Immediate
	Wall of Remembrance	Immediate
	Childrens' Memorial Wall	Immediate
	Burial Bookings & Enquiries	Immediate
	Chapel Bookings & Enquiries	Immediate



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INFORMATION



COMMUNICATION



PARTNERS AND EQUIP



WARRANTY

Facility Development	Public Open Space: ERF Applications	3 working days
	New facility development: Parks, Recreation & Cemeteries Enquiries	Immediate
	Nursery Enquiries	Immediate
Recreation Section	Swimming Pool & Lapa: Enquiries & Bookings	Immediate
	Recreation Parks Enquiries	Immediate
	Playparks Enquiries	Immediate
	Public Open Spaces Bookings (Once off event)	Immediate
	City Parks Event Bookings & Enquiries	Immediate



COMMUNITY



INFORMATION



COMMUNICATION



PARTNERSHIP AND EQUITY



WELFARE

Sport Section	Sports facilities: Enquiries & Bookings	Immediate
	Sports Events Enquiries	Immediate
Facility Maintenance West	Horticultural & Terrain Maintenance/Playpark Equipment Enquiries	Immediate
Facility Maintenance East	Horticultural & Terrain Maintenance/Playpark Equipment Enquiries	Immediate
Logistic Section	Bush Control on public open spaces	48 hours
	Street Trees	24 hours
	Irrigation of Municipal facilities	24 hours



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INFORMATION



COMMUNICATION



SUPPORT AND CARE



WELFARE

Weed Control Physical	Cutting of grass on traffic islands and street corners to ensure proper vision to motorist.	7 days
	Cutting of problematic trees on public open space/street	7 days
Weed Control Chemical	Spraying of problematic / invader trees	7 days
	Spraying of grasses on paved areas on traffic island	7 days
Administration Support	General Enquiries Parks Division	Immediate



COMMUNITY



RESEARCH



COMMUNICATION



SUPPORT AND EQUIP



WELFARE

Economic Development Division		
Markets	Availability of stalls-Markets	When stalls become vacant it takes about 3-4 weeks to complete the entire process leading to the advertising of vacant stalls in the newspaper.
	Food Carts	Three weeks at most
	Braai Permits	Daily
Industrial Stalls	Availability of stalls-Industrial Stalls	When stalls become vacant it takes about 3-4 weeks to complete the entire process leading to the advertising of vacant stalls in the newspaper.
	Availability of stalls-Bokamoso Entrepreneurial Centre	When stalls become vacant it takes about 3-4 weeks to complete the entire process leading to the advertising of vacant stalls in the newspaper.
	Training Programs	Monthly



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INFORMATION



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FAIRNESS AND EQUITY



PARTNERSHIP



CITY OF WINDHOEK

Outdoor Advertising	Outdoor Advertising Signage / Billboard application enquiries	2 working days
	Outdoor Advertising Bookings (A-frame Trailers, Posters, Banner across Independence Avenue)	2 working days
	Outdoor Advertising Signage Estate Agents' Boards	2 working days
	Illegal Outdoor Advertising Signage	2 working days
	Outdoor Advertising Tariffs/ Fees/Costs/Prices	2 working days



COMMUNITY



INFORMATION



COMMUNICATION



JUSTICE AND EQUITY



PARTNERSHIP

Investment Promotion and Facilitation	Investment Promotion Inquiries	7 working days
	Available Investment Opportunities in Windhoek	7 working days
	Joint Ventures	3 working days
	Commercial/Business Trading space (Not stalls)	3 working days
Research and Information Management	Economic data/statistics/demographics	10 working days
	Special Projects	7 working days



TEAMWORK



RESEARCH



COMMUNICATION



PARTNERSHIP AND COLLABORATION



AGREEMENT

BUILDING CONTROL DIVISION:		
Building Permits - Tracking	Building plan received,	Immediate - Online
	Building plan assigned to scrutinizer,	
	Building plan circulated for comments,	
	Post card issued	
	Building plan collected for correction,	
	Building plan resubmitted after correction,	
	Building permit issued,	
	Building permit collected.	
Building Inspections	Request for inspection	Immediate - Online
	Inspection report	



Teamwork



Inspection



Communication



Justice and Equity



Partnership

Compliance Certificates	Request for compliance inspection	Immediate - Online
	Inspection Report,	
Duplicate Documents	Copies of building plans	24 hours
	Application for copies received	
	Copies done and ready for collection.	
	Building related enquiries.	24hours
	Report illegal building activities	Immediately/On detection



COMMUNITY



INVESTIGATION



COMMUNICATION



SUPPORT AND CARE



PARTNERSHIP

Disaster Risk Management		
Operations		
Fire	Building Fire	7-13 mins
	House Fire	7-13 mins
	Informal Dwelling Fire	7-13 mins
	Vehicle Fire	7-13 mins
	Truck Fire	7-13 mins
	Aircraft Fire	7-13 mins
	Electrical Fire	7-13 mins
	Thatch Roof Fire	7-13 mins
	Tyre Fire	7-13 mins
	Gas Bottle Fire	7-13 mins
	Rubbish/Dumpsite Fire	7-13 mins
	Grass Fire	7-13 mins
	Tree Fire	7-13 mins
	Fire Investigation	7-13 mins



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INVESTIGATION



COMMUNICATION



SUPPORT AND EQUIP



WARRANTY

Rescue	LMVR (Light Motor Vehicle Rescue)	7-13 mins
	HMVR(Heavy Motor Vehicle Rescue) Trucks	7-13 mins
	Confined Space Rescue	7-13 mins
	Structural Collapse	7-13 mins
	Trench Rescue	7-13 mins
	High Angle Rescue (Rope-work)	7-13 mins
	Swift Water Rescue	7-13 mins
	Industrial & Agricultural Rescue	7-13 mins
	Train Rescue	7-13 mins
	Aircraft Rescue	7-13 mins



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INVESTIGATION



COMMUNICATION



PEOPLE AND EQUITY



SAFETY

Special Service	Forcible Entry	7-13 mins
	Flags	7-13 mins
	Animal Rescue	7-13 mins
	Pressure Test	7-13 mins
Hazardous Materials (Hazmat)	Hazmat Rescue (Patient Removal)	7-13 mins
	Scene Mitigation (Evacuation & Containment)	7-13 mins



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INVESTIGATION



COMMUNICATION



JUSTICE AND EQUITY



PARTNERSHIP

Ambulance	Gunshot	7-13 mins
	Unconscious Patient	7-13 mins
	Asthma	7-13 mins
	Diabetic	7-13 mins
	Assault	7-13 mins
	Cardiac Failure (Heart Attack)	7-13 mins
	Epilepsy	7-13 mins
	Pedestrian Accident	7-13 mins
	Stroke (CVA)	7-13 mins
	Overdose	7-13 mins



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INFORMATION



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PARTNERSHIP AND EQUITY



INTEGRITY

Training		
Fire & Rescue	Fire Extinguisher Course	Booking availability
	Motor Vehicle Rescue & Extrication	Booking availability
	Emergency Care Practitioner - Basic	Booking availability
	First Aid	Booking availability
Logistics		
Account Query	Ambulance	24 Hours
	Fire	24 Hours
Fire Prevention		
Public Education	School Visits	Booking availability
	Compliance Inspections	Booking availability
	Completion Fire Safety Inspections	Booking availability



COMMUNITY



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PARTNERSHIP AND EQUITY



INTEGRITY



Department of Finance & Customer Service		
Debt and Risk Management	Wrong disconnection of water/ electricity	24 hours
	Transfer credit balance on final accounts	24 hours
	Pre-paid electricity meter blocked	24 hours
	Payment negotiation/ arrangement	Face to face/ immediate
	Refund on credit balances on final accounts	Once monthly
	Query disconnection fee	24 hours
	Query reconnection	48 hours convert
	Water/ Electricity reconnection	48 hours
	Water/electricity not yet reconnected after payment	48 hours
	Loan Balance	24 hours
Query on repayment period of loan	24 hours	



Teamwork



Investigation



Communication



Justice and Equity



Partnership

	Interest on vacant land/purchase	24 Hours
	Ambulance accounts	24 Hours
	Recoupable services	24 hours
Revenue Management	Transfer of wrong payments	1 to 5 working days
	Allocation of payments	1 to 5 working days
	Refund on credit balances on active accounts	31 working days



WINDHOEK



INFORMATION



COMMUNICATION



SUPPORT AND CARE



WINDHOEK

Client accounts	Application for MCB changes	21 days
	Application for testing	21 days
	Correction of accounts/journals	Two (2) Weeks
	Incorrect tariff charged	Two (2) Weeks
	Clearance on departmental accounts	24 hours
	Percentage of annual tariffs	24 hours
	Back charges	24 hours
	Water/electricity consumption & basic	24 hours
	Confirm Readings	24 hours
Meter Management	Wrong Readings	One (1) week
	Leakage Rebate	3-6 Months
	Stuck Meter charge calculations	Two (2) Weeks



TEAM



INVESTIGATION



COMMUNICATION



JUSTICE AND EQUITY



AGREEMENT

	SMS registrations	Immediate
	SMS readings	Immediate
	Interim charges	Immediate
	Connection	48 hours
	Disconnections	24 hours
	Report unauthorized reconnections	24 hours
	Crossed/ swapped meters	24 hours



COMMUNITY



TRANSPARENCY



COMMUNICATION



SUPPORT AND CARE



INTEGRITY

Contact Centre	Statement Not received	24-48 hours
	High consumption	24-48 hours
	Balance on statements	24-48 hours
	Mailing Address changes	24-48 hours
	Clarification on calculations and charges	24-48 hours
	Duplicate statement request	24-48 hours
	Clarification of charges	24-48 hours
	Back charges	24-48 hours
	Calculation methods	24-48 hours
	Duplicate statements charges	24-48 hours
	Final accounts	24-48 hours
	Interest charges	24-48 hours



TEAMWORK



TRANSPARENCY



COMMUNICATION



FAIRNESS AND EQUITY



INTEGRITY

Department of Infrastructure, Water & Technical Services		
Bulk Water & Wastewater Division		
Water	Water pipe burst	Immediate
	Supply Interruption	Immediate
	Pressure hydrant leak	24 Hours
	Valve leak	24 Hours
	Pipe burst	Immediate
	Tap malfunction	Immediate
	Water quality (discoloration, odor, taste complaints)	24 Hours
	New water connection	24 Hours
	Water line relocation	24 Hours
	Water line vandalism	Immediate
	Large & multiple water meter installation	24 Hours
	Trenches & backfilling	24 Hours



COMMUNITY



INVESTIGATION



COMMUNICATION



SUPPORT AND CARE



WARRANTY

Sewer	Overflow	24 Hours
	Blocked	24 Hours
	Fault smell	24 Hours
	Combined sewer blockage (when there is a line linking ¾ houses and a manhole is in only one yard)	24 Hours
	Sewer line/manhole relocation	1-2 Weeks
	Sewer line/manhole vandalism	1-2 Weeks
	Septic tank (conservancy tanks) emptying	Immediate
	Mobile toilet request	24 Hours
	New/existing sewer connection	



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INVESTIGATION



COMMUNICATION



PARTNERSHIPS AND EQUITY



WELFARE

Conventional & Prepaid Meters	Meter Leak	24 Hours
	Stop Tap/Lock Valve	24 Hours
	Stuck Meter	1-2 Weeks

	Meter leakage	24 Hours
	Ballcock Malfunctioning	24 Hours
	Damaged Meter	Immediate
	New Installation of residential meters	1-2 Weeks
	Water running	3 Hours
	Meter not dispensing water (Yard meter) Meter Blocked	Immediate
	Meter not dispensing water (Communal)	Immediate



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INVESTIGATION



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SUPPORT AND EQUIP



WARRANTY

Prepaid Meters	Meter leak	24 Hours
	Not dispensing water	Immediate
	Tap damaged	Immediate
	Hardware errors	Immediate
	Software errors	Immediate
Roads and Stormwater Division		
Pipe burst	Reinstatement of Interlocks and Road surface	1 Week
Potholes	Repair Potholes	3 Days
River Bed	Clean River bed	A Week
Stormwater Systems	Clean Stormwater Systems	1 Week
Gravel Roads	Grading of gravel Roads	3 Days
Stormwater Systems	Replacement of Catchpit Covers	3 Days
MVA	Clean Accident Sites	Immediately



COMMUNITY



MAINTENANCE



COMMUNICATION



PARTNERS AND SUPPORT



WELFARE

WELFARE

WELFARE

Solid Waste Division		
Disposal drums	Lost/broken drums	2 Days
Waste Removal Illegal Dumping Removal of building rubble/Garden Refuse Cleaning of road surfaces (sweeping tared roads)	Household Refuse Removal	1 Day
	Business Refuse Removal	1 Day
	Emptying of orange skip containers	1 Week
	Reporting of illegal dumping activities	1 Week
	Cleaning of illegal dumping areas	1 Week
	Requesting for No Dumping Signs	1 Week
	Removal building rubble/Garden refuse	4 Days
	Street Sweeping	3 Days
	Litter Picking	1 Day
	Catch Pits Cleaning	2 Days



COMMUNITY



INVESTIGATION



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WARRANTY

Health Care Risk Waste	Registration as Medical waste generator	2 Days
	Registration as Transporter	2 Days
	Account Query	1 Day
	Destruction Certificate Inquiry	1 Day
	General Enquiries	1 Day
	Visit to Facility (Schools, Public)	1 Day
	Treatment Inquiry	1 Day
	Waste Segregation	1 Day
Garden Refuse & Building Rubble Sites (Satellite Sites)	Request for Tyres	2 Days
	Request for Wood Chippings	2 Days
	Request for recyclables	2 Days
Kupferberg Landfill Site	Disposal Inquiry	1 Day
	Disposal Charges/Billing query	1 Day



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Department of Electricity		
Network Operations and Maintenance		
Power Off	Area Power Failure	180 min
	Broken Overhead line	180 min
	Individual Power off	120 min
Streetlight	Bumped streetlight	24 hours
	Bulb-Off/Flickering	5 days
	Bulb on during day	24 hours
Robots	Bumped	24 hours
	Off/Flickering/faulty	24 hours
Ripple	Faulty ripple	180 min
	Send reset signal	30 min
Meter faults	Faulty prepaid Meter	180 min
	Conventional Meter	180 min
Reconnection	Nonpayment cut off	48 hours
Vending	Electricity Vending off	3 hours



TEAM



COMPLAINTS



COMMUNICATION



PARTNERS AND EQUITY



INTEGRITY

NOTES



GOVERNANCE



TRANSPARENCY



COMMUNICATION



SERVICE AND EQUITY



INTEGRITY





TEAMWORK



CUSTOMER FOCUS



COMMUNICATION



FAIRNESS AND EQUITY



INTEGRITY

