

**Tshwane Vision 2030**

*Tshwane: A prosperous capital city through fairness, freedom and opportunity.*

**Our values towards achieving the vision**

**Fairness**

A fair society is one in which our achievements are the result of our hard work and efforts, not our birth. Fairness requires equal and plentiful opportunities, and the means to make the most of them. Equal and fair justice acknowledges the legacy of apartheid and is committed to redress. Fairness cannot be said to exist in a society burdened by large-scale inequality.

**Freedom**

Freedom is the hard-won right of all South Africans. Everyone has the right to express their freedom, mindful that their choices come with responsibilities towards others. Freedom includes the freedom to earn a living and accumulate wealth, live where you want, love who you want, say what you believe, develop your talents and pursue your dreams.

**Opportunity**

This value is about making it easier to do business in Tshwane through reducing business costs and ensuring security of infrastructure services such as water and electricity in the economic nodes, thus attracting and retaining job-creating investment in Tshwane.



**Strategic pillars for development**

- A City that facilitates economic growth and job creation
- A city that cares for residents and promotes inclusivity
- A city that delivers excellent services and protects the environment
- A city that keeps residents safe
- A city that is open, honest and responsive

**Call centre**

City of Tshwane call centre agents are available to assist you on a 24-hour basis. They will guide you to speedily resolve your enquiries or service requests.

**What to do when contacting the call centre**

Follow the voice prompts and select the option relevant to your needs.

Provide the call centre agent with your full name and account number and/or contact details.

State your physical address and/or the address where you would like a service to be provided.

Give details of the main reason for your call.

Provide as much information as possible for us to be able to assist you.

Ensure that you receive a reference number from the call centre agent and await our prompt response to resolve your issue.

**Customer care walk-in centres**

The customer care centres are the physical entry points to all municipal services. There are various customer care centres across Tshwane where customers have access to services close to where they live and work. These centres handle all enquiries through face-to-face over-the-counter interaction. City of Tshwane customer care centres are one-stop centres where residents and visitors can have their needs addressed and all their enquiries answered.

**Customer care centre office hours**

Customer care centres are open to the public from monday to friday from 07:30 to 16:00.

**What to do when contacting a walk-in centre**

Follow the queue system until you get to a City of Tshwane consultant.

Provide the consultant with your full name and account number and/or contact details.

State your physical address and/or the address where you would like a service to be provided.

Give details of the main reason for your visit.

Provide as much information as possible for the consultant to be able to assist you.

Ensure that you receive a reference number from the consultant and wait for our prompt response to resolve your issue.

**Walk-in centres**

**Region 1:**

Walk-in centre	Physical address	GPS coordinates
Akasia	16 Dale Avenue, Karenpark	GPS: S25 39.994 E28 06.387
Beirut	Stand 1864, Beirut	
Bodibeng	Stand 1424, Block BB	GPS: S25 29.604 E28 05.640
Mabopane	Stand 2033, Block A	GPS: S25.59688 E27.98266
Mabopane	Stand 1653, Block X	GPS: S25.5088 E28.06579
Ga-Rankuwa	Stand 9111, Setlogelo Street, Zone 5	GPS: S25.59643 E27.99421
Rossllyn	Cnr Van Niekerk Street and Doreen Avenue	GPS: S25.67804 E28.09085
Soshanguve Block F	Stand 2275, Block F West, cnr Commissioner and Thathlagane Street	GPS: S25.51688 E28.09564
Soshanguve Block KK	Electricity Depot	

**Region 2:**

Walk-in centre	Physical address	GPS coordinates
Sinoville	Corner Marija Street and Pafuri Avenue	GPS: S25.67461 E28.21455
Temba	4424 Unit 2, Molefe Makinta Street	GPS: S25.40813 E28.26105
Hammanskraal	355 Lovelane Street	GPS: S25.64892 E28.1806

**Region 3:**

Walk-in centre	Physical address	GPS coordinates
Fortsig	Entrance 20, Van der Hoff Road Extension, Boekenhoutkloof	GPS: S25.72669 E28.16762
HB Phillips	Ground Floor, HB Phillips Building, cnr Bosman and Francis Baard Street	GPS: S25.74916 E28.19172
Atteridgeville	Komane Street (between Mngadi and Radebe Streets)	GPS: S25.77872 E28.07216
Tramshed (Umthengi)	Shop 119, 1 <sup>st</sup> Floor, The Tramshed, cnr Lilian Ngoyi and Francis Baard Street	GPS: S25.74734 E28.19674
Isivuno	1 <sup>st</sup> Floor, Isivuno House, cnr Madiba and Lilian Ngoyi Street	GPS: S25.74455 E28.19406
Sammy Marks	Ground Floor, Sammy Marks Building, cnr Madiba and Sisulu Street	GPS: S25.74463 E28.19281

**Region 4:**

Walk-in centre	Physical address	GPS coordinates
Centurion	Cnr Basden Avenue and Rabie Street, Centurion	GPS: S25 50.091 E28 11.763
Laudium	Cnr Tangerine Street and 6 <sup>th</sup> Avenue	GPS: S25 47.257 E28 06.404
Olievenhoutbosch	Cnr Rethabile and Legong Street	GPS: S25 54.683 E28 05.603

**Region 5:**

Walk-in centre	Physical address	GPS coordinates
Rayton	Cnr Oakley and Montrose Street	GPS: S25.73943 E28.53163
Refilwe	3798 MJ Rumo Drive	GPS: S25.73943 E28.53163

**Region 6:**

Walk-in centre	Physical address	GPS coordinates
Mamelodi Mini-Munitoria	Cnr J Letwaba and Makhubela Street	GPS: S25.71557 E28.33814
Eersterust	Cnr Hans Coverdale Road West and PS Fourie Drive	GPS: S25 42.437 E28 18.548
Stanza Bopape	27401 Rammapudu Street, Mamelodi East	GPS: S25.70633 E28.4007
Silverlakes	43 Struben Road (via Graham Road), Shere AH	

**Region 7:**

Walk-in centre	Physical address	GPS coordinates
Bronkhorstspuit	Muni-forum 1 Building, Ground Floor, Cnr General Louis Botha and Market Street	GPS: S25.80947 E28.74529

**Our services**

At the Walk In centres we will assist you to report and resolve the following:

- Power failures
- Faulty street lights
- Damaged, vandalised or stolen cables and electrical equipment
- Faulty electrical meters
- Illegal connections or tampering of meters
- Leaking water meters
- Burst water pipes
- Flooded drains
- Blocked sewers
- Waste water collection
- Opening of Service Accounts on Business and Households
- Updating of customer information
- General Billing information
- Entering of customers electricity and watering metering readings
- Credit Control Services
- Cashier management functions
- Stolen or damaged Waste Bins
- Bulk Waste / Skip bin collections
- Domestic waste reporting
- Licensing issues
- Tshwane Bus and A Re Yeng services
- Hall and bookings
- Resort bookings
- Cemeteries bookings
- Metro Police Services

**Back Cover**



**Cover**

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**Executive Mayor**  
Councillor Solly Msimanga  
Tel: 012 358 4763

**Members of the Mayoral Committee**

Member of the Mayoral Committee	Portfolio	Email	Contact details
Cllr Mike Mkhari	Agriculture and Environmental Management	MichaelMk@tshwane.gov.za	012 358 1384
Cllr Randall Williams	Economic Development and Spatial Planning	RandallW@tshwane.gov.za	012 358 8721
Cllr Cilliers Brink	Human Capital Management and Shared Services	CilliersB@tshwane.gov.za	012 358 8849
Cllr Anniruth Kisoonduth	Community Safety	Derrickk@tshwane.gov.za	012 358 3326
Cllr Mare-Lise Fourie	Finance	MareLiseF6@tshwane.gov.za	012 358 1010
Cllr Sakkie du Plooy	Health	SakkieD2@tshwane.gov.za	012 358 3461
Cllr Mandla Nkomo	Housing and Human Settlement	MandlaNkomo@tshwane.gov.za	012 358 0190
Cllr Darryl Moss	Utility Services	DarrylM@tshwane.gov.za	012 358 2964
Cllr Ntsiki Mokhotho	Community and Social Development Services	NtsikiM@tshwane.gov.za	012 358 1001
Cllr Sheila Lynn Senkubuge	Roads and Transport	SheilaS@tshwane.gov.za	012 358 7589

**City Manager**  
Dr Moeketsi Mosola  
Tel: 012 358 4901/4904



**e-Tshwane**  
e-Tshwane is a secure free online service to view, download and make payments electronically for accounts, services and traffic fines. Residents can also capture meter readings and complete and submit various forms and applications.

Registration is a simple process and, once validated, it provides residents with immediate access to their accounts. This service provides a full history of accounts from registration to payments made, as well as the ability to interact with the City by lodging complaints and queries electronically.

Contact number: 0861 444 779  
Email: support@e-tshwane.co.za or www.e-tshwane.co.za

**Credit control**

When consumers are 30 days in arrears with their municipal accounts, the City will issue reminders and demands for payment. A disconnection notice (green letter) is physically delivered to the debtor's premises, who receives a 14-day period to bring the account up to date.

Upon receipt of the 14-day disconnection notice, the customer is recommended to immediately settle the outstanding account/s via e-Tshwane or visit the nearest municipal offices for a settlement plan.

Credit control and customer care counters operate from 07:45 to 15:15 on Mondays to Fridays. After-hour services are available from 16:00 to 19:00. This enables people who are

at work to visit counters after normal operating hours. The offices at the Tramshed, 1st floor and Akasia are open on Saturdays from 07:45 to 12:00 to render similar services over weekends, except when the system has to be maintained.

Tel: 012 358 9999

**Buses**

**Tshwane Bus Services**  
Enquiries  
Tel: 012 358 0839/0840/0221/0223/0224  
Complaints  
Tel: 012 358 0214

**Hiring buses**

Municipal buses may be hired during off-peak hours.  
Tel: 012 327 5273/358 0229  
Fax: 012 358 0229

**A Re Yeng**

The A Re Yeng system (A Re Yeng means "Let's go"), offers fast, safe, affordable, rapid and convenient public bus services.

Contact number: 012 358 4848  
Email: areyengquiries@tshwane.gov.za



**Clinics**

Services are available from Monday to Friday from 07:30 to 16:00.



CLINIC	ADDRESS	CONTACT NUMBER
<b>Region 1</b>		
Rossllyn Clinic	(next to police station) Piet Rautenbach Street, Rossllyn	012 358 9548
Karenpark Clinic	Cnr Heinrich and Eerste Avenue, Karenpark	012 358 9555
<b>Region 2</b>		
Doornpoort Clinic	Cnr Dr van der Merwe Road and Cottonwood Street, Doornpoort	082 657 7168
<b>Region 3</b>		
FF Ribeiro Clinic	Cnr Madiba and Sisulu Street, Pretoria	012 358 8756
Lotus Gardens Clinic	Cnr Bergamot and Anthesis Street, Lotus Gardens	012 358 2141
Atteridgeville Clinic	Ramohoeba Square, Mareka Street, Atteridgeville	012 358 3923
Saulsville Clinic	33 Sekhu Street, Saulsville	012 358 3362/57/59/44
Gazankulu Clinic	Cnr Makaza and Mpalane Street, Saulsville	
Phomolong Clinic	Cnr 18th Avenue and Schurveberg Road, Atteridgeville	012 359651/9989
Folang Clinic	157 Es'kia Mphahlele Drive, Pretoria	012 358 0274/0338/0480 (TB)
Danville Clinic	10 Transoranje Road, Danville	012 358 7423/21/70
Hercules Clinic	Cnr Taljaard and Ribbon Street, Hercules	012 358 1787/84
<b>Region 4</b>		
Lyttelton Clinic	Cnr Basden Avenue and Rabie Street, Lyttelton	012 358 1678 /3289/3480/3745/3513
Eldoraigine Clinic	Cnr Alan Road and Saxby Avenue, Eldoraigine	012 358 1272/96
Rooihuiskraal Clinic	Tiptolhoekie, Library Building, Rooihuiskraal	012 358 0101/00
Pierre van Ryneveld Satellite Clinic	Fouche Road, Library Building, Pierre van Ryneveld	012 358 3852/3
Olievenhoutbosch x13 Clinic	Cnr Legong and Rethabile Street, Olievenhoutbosch X 13	012 358 3381/6725/ TB: 3525
Laudium Clinic	Cnr 6 <sup>th</sup> Avenue and Tangerine Street, Laudium	012 358 3503/22/06 TB: 3525
<b>Region 5</b>		
East Lynne Clinic	Pieter Crynauw Centre, Cnr Meeu and Stegmann Street, East Lynne	012 358 6692
Stanza Bopape II Clinic	25905 X 5, Hector Peterson Street, Mamelodi West	012 358 0422/0337/0137/ 0436
<b>Region 6</b>		
Nellmapius Clinic	494 Loeriesfontein Crescent, Nellmapius	012 358 5780/5779
Silverton Clinic	Silverton City Hall, Pretoria Road, Silverton	012 358 6736/35/6728/29 to 34
Pretorius Park Clinic	Cnr Beagle Road and Loristo Street, Pretorius Park	012 358 2112/3 to 8
Mamelodi West Clinic	6883 Section S, cnr Shabangu Avenue and Nchabeleng Street, Mamelodi West	012 358 6420/6433
Phahameng Clinic	19619 Hinterland Avenue, Phahameng	012 358 3533/4 to 6

**Electricity**

**Report power failures:**

Call 012 358 9999 and follow the correct voice prompt.

SMS the word "power" followed by your account number to 082 612 0333 or 44676.

You can also report it online at www.tshwane.gov.za and follow the Report Power Failure link.

**Report faulty traffic signals:**

Email: Trafficsignalfaults@Tshwane.gov.za

Tel: 012 358 2111 (after hours)

**Report faulty streetlights:**

Call 012 358 9999 and follow the correct voice prompt or email: streetlights@tshwane.gov.za

When reporting faulty streetlights please provide the following information:

- Physical street address;
- Adjacent streets;
- Pole number if available alternatively house number;
- Contact telephone number; and
- Details of the problem

**Potholes**

Report all street-related problems to pothole@tshwane.gov.za



**Water**

Report water leaks: waterleaks@tshwane.gov.za

Report water quality: drinkingwater@tshwane.gov.za



Report water interruptions  
Tel: 012 358 9999 (follow the correct voice prompt)

**Waste Management**

For enquiries on waste removal services, please call 012 358 0241/0347/0586/0515.

**How to apply for a waste bin**

You can apply for a waste bin via our website or at a walk-in centre. You can also walk in at the Waste Management Depot or call our customer care line.

Complete an application form and submit it electronically or at the relevant municipal office.

If your bin has been stolen or damaged, you need to provide an affidavit together with your application form.

Upon delivery of the bin, you are required to confirm upon receipt of the bin that it is in working order or good condition by signing the delivery note and supplying your name, surname and contact details.



**Regional contact list for waste bins**

**REGION 1**

Tel: 012 358 9461/2618/0507

Email: andrebe@tshwane.gov.za or johannes.mahlangu@tshwane.gov.za

Physical address: Akasia Municipal Offices, 16 Dale Avenue, Karenpark

**REGION 2**

Tel: 012 358 3505/358 7957

Email: nompumuzon@tshwane.gov.za or lorraine@tshwane.gov.za

Physical address: Kudu Building, 244 Marija Street, Sinoville

**REGION 3**

Tel: 012 358 9467/0540/0515

Email: lourrainem@tshwane.gov.za or patriciade@tshwane.gov.za or sarahb@tshwane.gov.za

Physical address: 1 Von Wielligh Street, Pretoria West

**REGION 4**

Tel: 012 358 0252/0510

Email: maudes@tshwane.gov.za or brianmp@tshwane.gov.za

Physical address: Room G13, Block G, Centurion Municipal Offices, cnr Basden Avenue and Rabie Street

**REGION 5**

Tel: 012 734 6023/358 6972

Email: zodwamh@tshwane.gov.za or marthamahl@tshwane.gov.za

Physical address: Ground Floor, Rayton Municipal Offices, cnr Oakley and Montrose Street

**REGION 6**

Tel: 012 358 8787/ 0167

Email: zingisap@tshwane.gov.za or albertinac@tshwane.gov.za

Physical address: Mamelodi Mini Munitoria, cnr J Letwaba and Makhubela Street, Mamelodi

**REGION 7**

Tel: 012 358 6922

Email: shirleymaharala@tshwane.gov.za or danniec@tshwane.gov.za

Physical address: Muniforum Building No 1, cnr Market and General Louis Botha Street, Bronkhorstspuit

