

YOUR GUIDE TO REPORTING A BLOCKED STORMWATER DRAIN



CITY OF CAPE TOWN
ISIXEKO SASEKAPA
STAD KAAPSTAD

REPORT IT, WE FIX IT!

- Potholes
- Blocked stormwater drains
- Flooding
- Mud slides or rocks on the road
- Grass and weeds on sidewalks and traffic islands
- Faulty traffic signals
- Missing manhole covers
- Damaged public transport infrastructure and signs
- Damaged road barriers

GET IT FIXED

Some roads and areas across Cape Town are prone to flooding during the rainy season. Flooding often occurs when stormwater drains are blocked, mostly as a result of illegal dumping into the city's stormwater system.



REPORT A BLOCKED STORMWATER DRAIN

Report blocked stormwater drains and stolen or damaged stormwater drain covers, or anyone who dumps objects or liquid waste into stormwater drains to the City's customer call centre.



DID YOU KNOW?

Cape Town's stormwater system drains the city and prevents waterlogging through its network of built infrastructure and natural ecosystems such as rivers and wetlands. It is critical that stormwater is managed so that it does not degrade the natural environment or become a public health risk.

HOW YOU CAN HELP

By working together, we can prevent winter flooding in Cape Town. The City is doing its part through maintenance, infrastructure improvements and emergency planning, but we still need your help to keep drains clear and to report any issues.

BE AWARE

- Keep stormwater drains near your property clear of debris.
- Avoid illegal dumping, which can block drains and cause flooding.
- Participate in community clean-up activities.
- Stay safe, stay informed, and help keep Cape Town flood-free!



INFRASTRUCTURE PROJECTS

Upgrade drainage systems:

Invest in upgrading drainage systems to handle increased water flow.

Construct stormwater ponds:

Build stormwater ponds to temporarily store or retain excess water during heavy rainfall.

AWARENESS CAMPAIGNS

Winter preparedness initiative:

Educate residents about the need to keep stormwater drains clear and to help prevent illegal dumping.

Community involvement:

Encourage residents to report blocked drains and illegal dumping so that we can clear it as soon as possible.



"I did the right thing... I called the City".

HOW TO REPORT A BLOCKED STORMWATER DRAIN:

OPTION 1: Download the City's service-related municipal app, available on the Apple App Store and Google Play Store.

Download the app now via:



<https://apple.co/3pZAkth>



<https://bit.ly/3pMGltv>

OPTION 2: Contact the City's customer call centre on tel: **0860 103 089** or email **contact.us@capetown.gov.za**. The service is available 24/7 with assistance in Afrikaans, English and isiXhosa.

OPTION 3: Log a service request on the City's self-help service website **www.capetown.gov.za/servicerequests**. Choose 'Transport, Traffic and Roads'.

OPTION 4: Scan the QR that will link to the self-help service.



- Provide your contact details, the street address and area of the blocked stormwater drain or flooded area, so that the repair team can find it fast.
- Make sure you keep your reference number.



DID YOU KNOW?

Whatever enters the stormwater system, flows into our rivers and the sea. That is why oil, wastewater and rubbish should never be emptied into a stormwater drain.

**REPORT A BLOCKED
STORMWATER DRAIN:**

0860 103 089

CALL 24/7



WHAT WE DO TO PREVENT FLOODING

STORMWATER SYSTEM MAINTENANCE

Target hotspot areas:

Service stormwater drains, channels and ponds in areas prone to flooding before the winter season each year.

Ongoing cleaning and maintenance:

Ensure stormwater drains, channels and ponds stay free from blockages, improving drainage efficiency and preventing water build-up.



FOR MORE INFORMATION



Visit www.capetown.gov.za/urbanmobility
to access and download this leaflet and other
useful guides.

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