

REPLACING A STOLEN OR DAMAGED REFUSE BIN



Bins may be stolen when they are left outside too long, or are put outside on a day when refuse is not scheduled for collection.



1. What must I do if my bin is stolen?

- Report the theft to SAPS. You will receive a SAPS case number or a copy of the affidavit.
- To apply for a replacement bin, contact the Waste Management office on 044 302 6405, email rloxton@knysna.gov.za or log a service request on the Knysna Municipality Collaborator app, with the following details:
 - Municipal account number
 - Address
 - Contact name and number
 - Copy of affidavit



2. Damaged bin

To apply for a replacement bin, contact the Waste Management office on 044 302 6405, email rloxton@knysna.gov.za or log a service request on the Knysna Municipality Collaborator app, with the following details:

- Municipal account number
- Address
- Contact name and number



3. Is there a cost involved in replacing a bin?

If the customer has been found to be negligent, a tariff may be charged to recover the replacement costs. Examples of negligence include, but are not limited to, leaving a bin outside on a day other than the scheduled refuse collection day, or discarding of anything other than regular domestic waste in the bin (i.e. hot smoking materials or sharp objects).

Cleaning and safekeeping of the wheelie bin is the responsibility of the property owner.

All efforts are made to adhere to the refuse removal schedule. Should the schedule be disrupted for any reason, residents are advised to secure their bins inside their properties. Knysna Municipality will not be liable if a bin is stolen under such circumstances.

DIE VERVANGING VAN GESTEELDE OF BESKADIGDE VULLISDROMME



Vullisdromme word meestal gesteel wanneer dit te lank buite gelaat word, of wanneer dit buite staan op 'n dag wanneer vullisverwydering nie geskeduleer is om plaas te vind nie.



1. Wat moet ek doen as my drom gesteel word?

- Meld die diefstal aan by SAPS. U sal 'n saaknommer of 'n afskrif van die beëdigde verklaring ontvang.
- Kontak die Afvalbestuur-kantoor by 044 302 6405, stuur 'n e-pos na rloxton@knysna.gov.za of meld 'n diensversoek op die Knysna Munisipaliteit Collaborator-toepassing aan om aansoek te doen vir 'n nuwe drom. Verskaf die volgende besonderhede:
 - Munisipale rekeningnommer
 - Adres
 - Kontak naam en nommer
 - Afskrif van beëdigde verklaring



2. Beskadigte drom

Kontak die Afvalbestuur-kantoor by 044 302 6405, stuur 'n e-pos na rloxton@knysna.gov.za of meld 'n diensversoek op die Knysna Munisipaliteit Collaborator-toepassing aan om aansoek te doen vir 'n nuwe drom. Verskaf die volgende besonderhede:

- Munisipale rekeningnommer
- Adres
- Kontak naam en nommer



3. Is daar 'n koste betrokke om 'n drom te vervang?

'n Tarief om die vervangingskoste te dek mag gehef word indien die kliënt nalatig was in die saak. Voorbeelde van nalatigheid sluit in, maar is nie beperk nie tot, om die drom buite te laat op dae wat nie geskeduleer is vir vullisverwydering nie, of om iets anders as normale huishoudelike vullis in die drom te plaas (soos brandende materiaal of skerp voorwerpe).

Die skoonmaak en veilige bewaring van die drom is die verantwoordelikheid van die eiendom eienaar.

Elke poging word aangewend om by die vullisverwyderingskedule te hou. Indien die skedule om enige rede ontwrig word, word inwoners aangeraai om hul dromme binne hul eiendom te beveilig. Knysna Munisipaliteit sal nie aanspreeklik wees indien 'n drom onder sulke omstandighede gesteel word nie.

UKUTSHINTSHA UMGQOMO OBIWEYO OKANYE OWONAKEYEYO



Imigqomo xa ishiywe ngaphandle endleleni ixesha elide kakhulu okanye ngosuku apho inkunkuma ingacwangciselwanga ukuqokelelwa isenokubiwa.



1. Kufuneka ndenze ntoni xa umgqomo wam ubiwe?

- Xela ukubiwa komgqomo emapoliseni. Uyakufumana inombolo yetyala okanye ikopi ye-afidavithi.
- Qhagamshelana ne-ofisi yoLawulo lweNkunkuma kule nombolo 044 302 6405 okanye uthumele i-imeyile ku-rloxton@knysna.gov.za okanye ufake isicelo kwikhasi lezicelo (collab) lakwaMasipala ukuze ufake isicelo somgqomo omtsha, ngezi nkukacha zilandelayo:
 - Inombolo ye-akhawunti kamasipala
 - Idilesi
 - Igama nenombolo yoqhagamshelwano
 - Ikopi ye-afidavithi



2. Umgqomo owanakeleyo

- Qhagamshelana ne-ofisi yoLawulo lweNkunkuma kule nombolo 044 302 6405 okanye uthumele i-imeyile ku-rloxton@knysna.gov.za okanye ufake isicelo kwikhasi lezicelo (collab) lakwaMasipala ukuze ufake isicelo somgqomo omtsha, ngezi nkukacha zilandelayo:
- Inombolo ye-akhawunti kamasipala
 - Idilesi
 - Igama nenombolo yoqhagamshelwano



3. Ingaba zikhona na iindleko ekutshintsheni umgqomo?

Ukuba umthengi ufunyaniswe ukuba khangabe nankathalo ngomgqomo wakhe, kungabakho intlawulo ehlawulwayo yendleko zokubuyisela umgqomo. Umzekelo wokungakhathali kungabakukushiya umgqomo wakho ngaphandle kwekhaya lakho ibe ingelosuku lokuthuthwa lwenkunkuma, okanye xa kufunyanwe izinto ezingeyiyo inkunkuma (iizinto ezishushu okanye izinto ezibukhali).

Ukucoca kunye nokugcinwa ngokukhuselekileyo komgqomo luxanduva lomninimzi.

Nangona zonke iinzame ziya kwenziwa ukuze kuphunyezwe inkonzo ecwangcisiweyo, ukuba kuthe kwaphazamiseka kwi nkonzo zikaMasipala, bayacetyiswa abahlali ukuba bayigcine imigqomo ikhuselekile kwiyadi zabo.

uMasipala akasayi kuthwala nalunye uxanduva kwimeko apho umgqomo unganakekelwanga khona.