

NEW PROCEDURE TO BE FOLLOWED WHEN REQUESTING ADDITIONAL OR REPLACEMENT BINS:

ANNEXURE A

Section A:

I need an additional bin OR It's a new service and I do not have a bin OR My bin has been lost/stolen or broken how do I obtain a New, Additional or Replacement bin?

BY CUSTOMER	Step 1: Customer to Log a call or query with the Call Centre on: (011) 375 5555 / 0860 562874 (0860 JOBURG) and obtain a Reference Number from the Joburg Connect Call Centre agent to track your query.
BY PIKITUP	Step 2: The Depot closest to the customer will obtain the reference number directed by the Call Centre and prepare documentation for delivery of bin.
	Step 3: Depot to contact customer to agree on delivery date
	Step 4: Depot delivers bin to customer

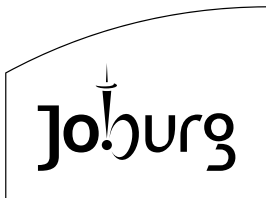
NB: Whereby customer requests for bins are deemed by Pikitup to be excessive to normal requirements as determined in its sole discretion, customers may from time to time be required to provide further motivation. The Pikitup supply of bins remains subject to availability.

Section B:

My Bin was damaged / lost or stolen due to a Pikitup Truck or Workers - how can I get a replacement bin?

BY CUSTOMER	Step 1: Customer to Log a call or query with the Call Centre on: (011) 375 5555 / 0860 562874 (0860 JOBURG) and obtain a Reference Number from the Joburg Connect Call Centre agent to track your query. The customer to provide date and time of stolen bins and where possible the truck registration details and day and time of incident of damaged bin to Call Centre.
BY PIKITUP	Step 2: The Depot closest to the customer will obtain the reference number directed by the Call Centre and prepare documentation for delivery of bin.
	Step 3: Depot Regional Manager to make decision based on an assessment to replace bin per the incident report.
	Step 4: Depot to contact customer to agree on delivery date
	Step 5: Depot delivers bin to customer

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www.pikitup.co.za

Joburg Connect:

011 375 5555 / 0860 JOBURG (0860 562 874)

Check us out at /Pikitup | @CleanerJoburg

Frequently Asked Questions

ANNEXURE B

	QUESTIONS	RESPONSE
1	If I had logged a query for bin replacement before 1 July 2014 (and after 1 February 2013), would I still be required to pay the bin replacement charge?	Yes, The additional bin and replacement charge came into effect 1 February 2013. The Council decision to no longer apply the bin levy only applies to all queries logged on or after 1 July 2014.
2	Will Pikitup replace my bin at no charge if it gets stolen or damaged again after getting my bin replaced recently?	Whereby customer requests for bins are deemed by Pikitup to be excessive to normal requirements as determined in its sole discretion, customers may from time to time be required to provide further motivation. The Pikitup supply of bins remains subject to availability.
3	What is the waiting period for a delivery of an additional or replacement bin?	As was published and communicated through the Customer Charter, the turnaround is seven (7) days, unless there are other challenges beyond Pikitup's control from the supplier.
4	Will I be notified prior to the delivery of my replacement bin?	Pikitup will make every effort to notify customers prior to the delivery of a bin. The Contact Centre and Walk-in-Centre will update accounts with correct customer contact details during interfaces with customers and customers are encouraged to ensure that their correct details are with the Contact Centre and Walk-in-Centre.
5	I'm not at home during the day so will Pikitup deliver my replacement bin over the weekend?	Pikitup will deliver bins over the weekend, though this isn't the norm as depots are closed during weekends.
6	With so many robberies and house burglaries committed in Johannesburg, how will I know if the people claiming to deliver are really Pikitup staff? i.e. will there be any identification tags, branded clothing etc. for me to identify them by?	Pikitup personnel tasked with the delivery of bins would have a Pikitup branded truck, and clothing.
7	Will I need to sign for the bin personally, or can I get any member of my household to do so on my behalf?	Any member of the household or helper over the age of 18 years may sign the delivery note. It is important to sign, confirming delivery of the bin.
8	May I collect the bin directly from Pikitup's offices? If yes, who is the contact person at Pikitup and what is their contact information?	Yes, arrangements can be made to collect the bin at your nearest Pikitup Depot. Your reference number provided when you logged the call with Joburg connect should be produced during collection thereof.
9	What are the Pikitup depot operating times and are they open on weekends?	Pikitup's Depot Operating hours are weekdays from 07h30 to 15h30 for any delivery or collection of bins. Depots are not open on weekends.

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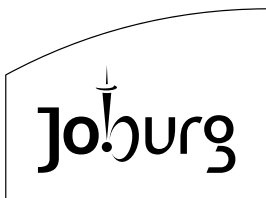
ANNEXURE B

QUESTIONS	RESPONSE
10 Pikitup confirmed that residents are to continue using ordinary refuse bags as an interim measure. I noticed that the bags have not been collected by Pikitup, should I wait for next week's collection or may I log a call for special collection?	Pikitup will collect plastic refuse bags from customers awaiting delivery of their wheelie bins. Should the customer's refuse bag not be collected, customers can enquire with the Contact Centre or log a call. Alternatively, customers may on an exceptional basis take their refuse to their nearest garden site for disposal in the appropriate disposal area demarcated for this purpose.
11 Can I choose to use a plastic refuse bag or non Pikitup Branded bin for residential waste disposal?	No, unless directed so by Pikitup in designated areas, only approved Pikitup bins may be used for containerisation of general domestic waste.
12 Will Pikitup collect my extra plastic bags that I place next to my 240L bin on collection days?	It remains the Customers responsibility to obtain additional wheelie bins if their single bin does not sufficiently provide for their refuse disposal requirements. On an exceptional basis Pikitup may collect extra plastic bags placed outside with their wheelie bin on collection days.
13 May I take my uncollected refuse bags through to the nearest garden site for drop off?	General / domestic waste may be disposed of at your Garden site on an exceptional basis and in the appropriate disposal area demarcated for this purpose. Please visit Pikitup's website (www.pikitup.co.za) or contact Joburg Connect on (011) 375-5555 for a list of the Garden sites.
14 Does Pikitup collect grass placed in plastic bags?	No, Customers should dispose of their garden refuse at their nearest garden sites located throughout the City. A list of garden sites is available on the Pikitup website www.pikitup.co.za or contact Joburg Connect on (011) 375-5555 for a list of the Landfill sites
15 What prevention measures do I have to put in place in order to avoid theft of my bin this time?	Customers need to take all precautionary measures to safe-guard their bins. It is also advised that customers participate in ward / street initiatives and engage Ward Based JMPD officers. Customers may also report any suspicious movements to the JMPD at (011) 375-5911.
16 What happens to bins recovered in the areas?	Wheelie bins are the property of Pikitup, and any stolen bin recovered would be re-claimed by Pikitup.
17 Can I keep a broken bin for other purposes or must this be returned to Pikitup?	Pikitup would fetch any broken bin once a new one is delivered. Wheelie bins are the property of Pikitup.
18 Are the Tariffs lawful?	The determination of tariffs is the responsibility of the Council, as per the provision of Section 11(3)(i) of the Local Government: Municipal Systems Act, 32 of 2000.

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19	Can we legally provide bins free of charge to residents that requested bins in the current year while levies were applicable? Are we going to refund the residents that have paid already? If not why not.	The first 240L wheelie bin has always been provided free of charge and this has never changed. The Council decision on the 2012/2013 tariffs was on the basis of charging a bin levy for replacement and additional bins. The Council decision to discontinue charging the Bin replacement levy for the 2014/2015 will apply only to queries logged on or after 1 July 2014. All queries logged prior to 1 July 2014 for bin replacement or additional bins will continue to apply the current process per the Pikitup website and 2013/2014 tariffs applicable. Therefore no refunds will be applicable to Customers who have paid for their bins applicable to queries logged prior to 1 July 2014 and during the 2013/2014 period.
20	What is the new procedure now for Replacement of stolen and damaged bins?	The procedure remains the same for logging calls through the City Call Centre for replacement of damaged/stolen bins or additional bins. Please refer to the Pikitup Website www.pikitup.co.za for the updated and easy-to-follow process.
21	I live in a sectional title complex and I do not own a bin. Why should I still pay for the refuse service?	Sectional title owners pay refuse service charges based on the property value of the unit and for the service not the bin exactly the same as free standing properties. The multiple dwelling complexes do not always have a bin for each sectional title unit since their waste management needs are determined prior to occupation and is based on the waste requirements and available space.
22	Can I take the 240L wheelie bin with if I move to another property or out of the City of Joburg?	No, this is not allowed.
23	What is the process to obtain bins for Special Events?	Customers are to contact the nearest depots per the list on the Pikitup website (www.pikitup.co.za) and arrange for bins for special events.



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