

WHAT YOU MUST DO IF YOUR BIN IS LOST, DAMAGED OR STOLEN



1. WHAT TO DO IF YOUR BIN HAS BEEN STOLEN

Report your bin as stolen at a police station nearest to your place of residence, obtain a case number and have your municipal account ready before calling Pikitup's Call Centre to make an application for a bin replacement. This process applies to domestic as well as business customers.



2. WHAT TO DO IF YOUR BIN IS DAMAGED

Report the damaged bin through Pikitup's Call Centre and also be in possession of your account number when applying for your bin to be replaced.



3. WHAT TO DO WHEN REQUESTING FOR AN ADDITIONAL BIN

Call Pikitup's Call Centre with your account number. You will be issued with a reference number which will be used to issue an additional bin. However, in this instance, residents will be required to pay for the cost of the additional bin/s.

The reference number will then be given to a Pikitup official who will attend to a customer's request. Customers should always sign the bin delivery document as proof that they have received the bin.

Residents and business should also note that no bin request will be processed without a reference number. Furthermore, in terms of Pikitup's bin management policy, a damaged bin will be replaced at no cost to the customer but lost or stolen bins will only be replaced for free once in a bin's useful life. The current useful life span of a bin is eight (8) years.

In relation to sectional title properties, Pikitup will provide bins equal to the lower number of units in the complex or bins equal to the space available to store bins in such properties. Residents living in such properties should note that only the property owner or the managing agent may apply for a bin on their behalf.



In the event that tenants want to make applications for bins, their applications will only be entertained once they have a letter of authority from the owner or the managing agent of the property. Pikitup appeals to residents to immediately place their bins inside their properties after the bins have been emptied to avoid having them stolen.

Pikitup's call centre number is 087 357 1068 and is open from 08h00 and 16h30 from Monday to Friday.

JOIN US IN MAKING JOBURG A BETTER PLACE.

