



CITY OF CAPE TOWN
ISIXEKO SASEKAPA
STAD KAAPSTAD



REPORT A BLOCKED STORMWATER DRAIN – 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.

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

REPORT

A BLOCKED DRAIN

Report blocked stormwater drains and stolen or damaged stormwater drain covers or anyone who dumps objects or liquid waste in stormwater drains to the Transport Information Centre (TIC).

How to report a blocked stormwater drain:



Contact the TIC immediately on 0800 65 64 63 (free call) or email transport.info@capetown.gov.za. The TIC is available 24/7 with help in Afrikaans, English and isiXhosa.



Provide your contact details, the street address and suburb of the blocked stormwater drain or flooded area, so that the repair team can find it fast.



Alternatively you can log a service request on the City's website (www.capetown.gov.za). Choose 'Report a fault' and select 'Roads and Stormwater (Maintenance required)' with the appropriate option.



Make sure you keep your reference number.

DID YOU KNOW?

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

This leaflet and other useful guides are available electronically. Visit www.tct.gov.za/en/resources/information-guides/