



CPF Lyttelton Sector 4

New Office: EP Centre, Room C102 (entrance next to Post Office)

Emergency: 071 383 2036

Office Tel: 012 345 6756

Admin: 082 680 2584

admin@lyttelton4.co.za

Accounts: 012 345 6756

info@lyttelton4.co.za

<http://www.lyttelton4.co.za/>

<https://www.facebook.com/LS4CPSF>

Tshwane Press statement: 9 October 2019

CITY TO ADDRESS CHALLENGES AFFECTING CUSTOMER CARE OPERATIONS

The City of Tshwane hereby wishes to inform its customers about the ongoing challenges with its Customer Relations Management (CRM) system. This has affected occupational health and safety, human resources and ICT systems, which in turn affects the operational efficiency of the call centres.

“These challenges have resulted in delays in answering calls, high call volumes, dropped calls and email backlogs,” said Cllr Mare Lise Fourie, MMC for Finance.

Plans are underway to address and resolve these challenges. This includes the relocation and integration of all three call centres, filling vacancies and corrective action to ensure a professional and acceptable turnaround time and service to our customers.

The following email addresses can be used to log service delivery-related queries:

- Customer care queries: customercare@tshwane.gov.za
- Potholes: pothole@tshwane.gov.za
- Meter readings: meterrecords@tshwane.gov.za
- Street lights: streetlights@tshwane.gov.za
- Traffic lights: trafficsignalfaults@tshwane.gov.za
- Water leaks: waterleaks@tshwane.gov.za
- Electricity queries: electricity@tshwane.gov.za

“We sincerely apologise for any inconvenience caused. The City of Tshwane will continue to strive to put the needs of the customers first,” said Cllr Fourie.

Issued by Communication, Marketing and Events.

CPF Community Meetings 2019

You and your **neighbor** are invited:

Held at the Dutch Reformed Church Elarduspark, usually in Artos hall.

Special General Meeting

12 November 2019, 19:00

We will elect a Vice

Chairperson and Secretary.

CPF LS4 office in The Park Centre

Our office C102 will be closing for 2019 on 20 December 2019 and re-opening on 6 January 2020.

Please report any suspicious, attempted or successful crime to our 24/7 monitored emergency number:

071 383 2036

We Need Your Help

To volunteer for Emergency **Control** duty, click here:
<https://form.myjotform.com/82982977139577>

To volunteer as **Patroller**, click here:
<https://form.myjotform.com/82631938908569>

To volunteer as **Street Admin**, click here:
<https://form.myjotform.com/92722551140550>

REPORT, REPORT, REPORT

Any suspicious activity, attempted crime and successful crime to:
071 383 2036 (Monitored 24/7 by community volunteers)

Ward councillor, CPF team-up to secure east landfill site

The group said there have been vagrants occupying the site illegally and living on it.

Pretoria east Ward councillor Daryl Johnston and the local CPF rolled up their sleeves to repair the damaged fence at the Garstkloof garden waste and building rubble landfill site in Elardus Park on Tuesday.

The group said there have been vagrants occupying the site illegally and living on it. "The fence is being damaged by vagrants in an effort to gain access to the site," Johnston said.

"To date, we have made two repairs."

The site has been a headache to residents for years, who believed that the site was being mismanaged.



Patrols



Patrollers We would like to thank all those who offer their time and petrol in keeping our community safe. In October we had 29 active patrollers of which 22 patrolled in October a total of 168 hours and covered 1077km for the month.

We once again appeal to anyone that is interested in joining the patrol team to contact James on 082 456 8707.

Mobile Phone Safety

1. Don't update your software via a link sent in a SMS or email, rather update through Play store/i Store which is direct from developer. You might be incurring a subscription which you didn't intend to.
2. To stop all existing and future subscriptions: Dial *133*1#.
3. Save emergency contacts as ICE1, ICE2... In Case of Emergency. Similarly store your neighbours as NB1, NB2...
4. Setup your Gmail on your cell phone, when stolen, it can be traced to last known location, as this is not linked to the sim card.
5. Set up remote locate/lock/wipe features. Enabling these features could help you locate your lost phone, as well as protect private information from being accessed.
6. Set up a nightly charging station in the kitchen. This is particularly important in improving your child's sleep and school performance by avoiding the temptation of late-night gaming or texting (something we may all be guilty of). It will also limit exposure to mobile phone radiation if your child tends to keep the cell phone next to or under the pillow.