



OMBUDSMAN
City of Johannesburg

UMBIKO
June 2025

The Joburg Ombudsman and CoJ Revenue Department to host a series of Open Days this June

The Office of the Ombudsman is thrilled to announce a series of Open Days this June, designed to bring municipal services directly to you! These events are more than just service delivery touchpoints but also vital opportunities for you – as a Joburg resident - to raise concerns, seek assistance and fast resolution on matters involving various city departments and entities.

This initiative, undertaken in collaboration with the Revenue Department, reflects a shared commitment to enhancing administrative responsiveness and promoting transparent, citizen-centered governance.

REGION G OPEN DAY

Are you sitting with an unresolved complaint with a City of Johannesburg department and/or entity? Visit our team at the City's Open Day, in collaboration with the Revenue Department. Please bring a copy of your ID, complaints form, reference number(s) and any other supporting documents.

JOIN US

Date : Saturday 7 June 2025
Time : 08h00 - 16h00
Venue : K43 Highway, Old Corobrick Building Lenasia

010 288 2800
@jhbombudsman
Joburg Ombudsman
www.joburgombudsman.org.za

Why Attend

Direct Access to Services: Meet with representatives and specialists in rates, valuations and refunds from the Revenue Department, Joburg Water, City Power, Pikitup, and more - *all in one place!*

Immediate Assistance: Address billing issues, account queries, and service-related complaints on the spot.

Personalised Support: Our Ombudsman team will be available to guide you through the complaint process and assist with new and existing complaints formally lodged against any of the city's departments and entities.

Your participation is vital in shaping a responsive and accountable local government, residents in the following regions are urged to mark their calendars and join us at the following Open Days in June 2025:

Region	Date	Venue
G	7 June	K43 Highway, Old Corobrick Building, Lenasia
A	7 June	Rabie Ridge Community Hall
D		To be confirmed

Protecting Your Rights, Promoting Fairness

At the heart of our operations is a commitment to promoting good governance and protecting the rights of residents across the City of Johannesburg. As an independent office of last instance, we serve as a bridge between residents and the City, helping to ensure that service delivery is not only efficient, but also fair, transparent, and accountable.

Our oversight role is more than just responding to complaints - it's about ensuring that every resident's voice is heard and every grievance is treated with the seriousness it deserves. Through initiatives like the upcoming Open Days, we bring our services closer to you, offering an accessible platform for resolving municipal issues face-to-face, right in your community.

This is aligned with our legislative mandate, as prescribed within Chapter 4, Section 17(1) of the Ombudsman By-Law, 2023 requires us to "initiate education and awareness campaigns to inform residents of their rights and responsibilities in dealing with the municipality, and to promote access to the services of the Office". These Open Days are a practical expression of that commitment.

Whether you're facing challenges with municipal billing, water or power cut queries, or just need clarity on your rights, we encourage you to engage with us. Together, we can ensure that public service delivery works fairly for everyone.

To find out more, please contact the Office of the Ombudsman at 010 288 2800 or visit our website at www.joburgombudsman.org.za. Residents can also stay informed by keeping an eye on local community newspapers and tuning in to local radio stations for event updates and announcements.



010 288 2800
081 365 0225

complaints@joburgombudsman.org.za
www.joburgombudsman.org.za

Sappi Building, 48 Ameshoff Street
Braamfontein, 2001



Justice Delayed Is Dignity Denied: Ombudsman Acts on Human Rights Breach in Cape York Relocation Case

Our office recently concluded an own-instance investigation into a prolonged case of human rights violations and service delivery failures affecting the former residents of the Cape York building in Johannesburg. Displaced since the devastating 2017 fire that destroyed their homes, these residents remain trapped in Temporary Emergency Accommodation (TEA) at Wembley Stadium, enduring unacceptable and worsening living conditions that no one should have to face.

Triggered by renewed public outcry following yet another fatal inner-city fire in 2023, our investigation uncovered heartbreaking neglect by the City of Johannesburg's Department of Human Settlements. When our team visited the site in October 2023, we witnessed overcrowded container housing plagued by broken plumbing, unreliable electricity, filthy conditions and widespread decay. Having endured more than six long years waiting for the basic dignity of a safe and stable home, the residents shared a deep sense of abandonment and despair.

"We feel abandoned, with no hope left..."

While Section 10 of the City of Johannesburg's TEA Policy does stipulate a six-month stay - extendable at the City's discretion - it is difficult to overlook the fact that residents at Wembley Stadium have been there for over seven years. This prolonged occupation starkly contradicts the policy's intent and highlights a troubling failure to transition individuals into permanent housing within any reasonable timeframe.



© The Wembley Shelter near Turfontein (2023). The shelter has been here since the Cape York building in Hillbrow, Johannesburg, burnt down in 2017. (Photo: Felix Dlangamandla)

As an independent voice for fairness and administrative justice in the city, our office is entrusted with a vital oversight role in safeguarding residents' rights. In accordance with Section 3(2)(f) of the Ombudsman By-Law, we are mandated *"...to investigate, resolve, and recommend corrective actions concerning any alleged human rights violations by the City"*.

It is on this basis that we have formally called for urgent remedial action to address the persistent human rights concerns at the Wembley Stadium TEA. Additionally, in light of the continued lack of permanent housing, we also stress

the need for collaborative efforts to secure safe, dignified, and lasting alternative accommodation for the displaced residents.

We remain committed to monitoring adherence to these recommendations and continue to advocate strongly for the rights of vulnerable communities across the City. We are hopeful that meaningful action will be taken to address these issues and uphold the principles of equality for all.

Global Insights Affirm the Power of Outreach: IOI Releases New Paper on Ombudsman Practices

The International Ombudsman Institute (IOI) has released a report titled "Outreach Practices from Ombudsman Around the World," which highlights how global Ombudsman institutions are using outreach to raise awareness, empower communities, and better understand societal issues, all to improve government accountability and service delivery.



© Mount Tom amateur Repeater Association

The paper identifies three key objectives shared by institutions across which are to raise public awareness of the Ombudsman's mandate, empower individuals and marginalised communities, and gain a deeper understanding of the challenges faced by society. These goals ultimately aim to strengthen government responsiveness and improve service delivery.

For us, this report affirms what we have long understood and that is outreach is not an administrative task, but a strategic and ethical imperative. It is a means to uphold residents' rights, particularly those in vulnerable situations, and ensure they are not left behind by systemic barriers.

Outreach places the community where it should be - at the centre of governance. It is how we build trust, drive equity, and ensure that no voice goes unheard. This resonates strongly with our own work, where outreach is not just a function but a fundamental tool for social justice. [Click to download a copy.](#)

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