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MEDIA RELEASE

To: News Editors
From: Kgamanyane Maphologela
Director: Communications & Stakeholder Management
Date: 10 July 2023

City advises ratepayers about the temporarily closure of the Randburg Customer Service Centre due to fire incident.

The City of Johannesburg informs its ratepayers about the temporarily closure of the Randburg Customer Service Centre from 10 July 2023.

The Randburg Customer Service Centre in Region B, corner Braamfisher Drive and Jan Smuts Avenue, Randburg is temporarily closed due to a fire incident that occurred in the early morning on Sunday, 9 July 2023. The cause of the fire is not yet known but the Centre is considered unsafe to both residents and our staff.

The City is committed to serving customers and service delivery will continue. Customers are encouraged to use alternative methods to contact us by visiting any other Customer Service Centre or utilize the region's email address (RegionBrevenue@joburg.org.za) is fully functional and operational. The email address is closely managed, and the response time will be enhanced.

The following walk-in-centres are closest to the Randburg Customer Service Centre:

- Roodepoort Customer Service Centre
100 Christiaan de Wet Road, Florida Park
- Sandton Customer Service Centre
137 Daisy Street, Sandown

Kgamanyane Maphologela, Director for Communications and Stakeholder Engagement advises residents that the City is doing everything in its power to ensure that the Centre is up and running as soon as possible.

The City wishes to apologise to its customers for any inconvenience caused by this unfortunately incident.

For further enquiries please contact the Joburg Call Centre on 0860 562 874 or visit www.joburg.org.za

ENDS –

Issued by:

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