



The Leaf

Service Information for Residents







Foreword

The Leaf is an information booklet outlining the various services provided by Johannesburg City Parks and Zoo, aimed at helping the residents to understand offered services.

JCPZ is mandated by the City of Johannesburg to manage the City's cemeteries, parks and designated public open spaces as well as to ensure that its environmental conservation function is carried out, which includes the maintenance of all street and park trees within the City's borders, the Zoo with the preservation and management of biodiversity through direct conservation action, education, research and recreation.

Our Vision: A Joburg that is environmentally sustainable and liveable.

Our Mission: To develop, maintain and conserve public open spaces, cemeteries and the Zoo for/with/on behalf of present and future generations.



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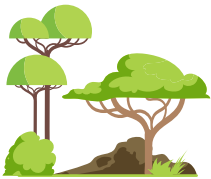
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Background

Johannesburg City Parks and Zoo (JCPZ) is part of the City of Johannesburg (CoJ) and is registered as a non-profit company under the new South African Companies Act, No. 71 of 2008.

JCPZ was established as a Municipal Entity (ME) mandated to develop, maintain and conserve the green open spaces and cemeteries in Johannesburg, as well as the Joburg Zoo. The organisation has a growing portfolio consisting of:



20 000 hectares of green open spaces and cemeteries



3.6 million street trees approximately



Joburg Zoo is home to over 365 species of animals accomodating 3 076 specimens housed within a 54 hectare area

Here are some of the services JCPZ provides:



Maintenance and management of public open spaces i.e. plants and tree services in parks and street trees



Maintenance and management of cemeteries and crematoria



Johannesburg Botanical Garden



Maintenance and management of protected areas i.e. nature reserves, bird parks, koppies and ridges



Environmental conservation, including plant and animal life management, environmental education and awareness



Bio-aquatic and ecological management i.e. wetlands, reeds and alien plant control



Joburg Zoo



Zoo Conservation and Research Farm

Mandate

The sustainable provision, preservation and management of open spaces, biodiversity, environmental and conservation services through education, research, direct conservation action and recreation, with a focus on the zoo, parks and cemeteries.





Flagship Parks



**Developed and
Undeveloped
Parks**



**Main Arterials/
Roads**



**Landscaped
Islands and Town
Entrances**



**Protected Areas i.e. Wetlands
Nature Reserves,
Koppies and Ridges,
Bird Sanctuaries**



River Trails



Water Bodies



**Cemeteries
(Passive, Active) and
Crematoria**



**Nurseries and
Street Trees**



**Urban
Agriculture**



**Johannesburg
Botanical
Garden (JBG)**



Joburg Zoo



Horticulture Services

Grass cutting
Litter picking
Weed control
Flowerbed maintenance
Beautification
Hedge trimming
Blowing & raking of pathways



Nursery and Urban Forestry

Tree production
Tree distribution (ornamental & fruit trees)
Tree pruning
Tree aftercare services
Tree planting



Cemeteries and Crematoria

Burial Management (new burials, indigent, pauper, 2nd burials)
Cremations
Records management
Funeral ushering
Grave tracing & confirmation
Erection of memorial stones
Exhumation bookings

Botanical Service

Plant identification service
Environmental and Conservation Education
Special collection
Nursery management
Ecotourism products
Propagation of plants



Zoo Conservation and Research Farm

Animal breeding for endangered species
Off-site rehabilitation centre for zoo animals

External Green Services

Indoor plant management
Grass cutting
Litter picking
Weed control
Flowerbed maintenance
Beautification
Tree pruning
Alien plant control
Aquatics invasive control





Open Space Management

Public open spaces management
Environmental compliance in public open spaces
Protection of public open spaces
Wayleave processing in public open spaces
Geographical Information System



Conservation Management

Protected areas management
Gene pool management
Ecotourism products
Veld management
Veterinary services

Scientific Info Management

Environmental based research
Herbarium management
Seed exchange program
Taxonomic research



Ecological Services

Wetlands rehabilitation
Aquatics invasive control
Removal of invasive species on land including trees, shrubs, bushes & grass
River trail maintenance
Alien plant and reed control
Fire-breaks at designated areas



Zoological Services

Animal husbandry
Bio-aquatic management
Bio-diversity education
Alien invasive species control
Zoo management
Small population management
Preventative medicine programme
Veterinary services



Skills Academy

Registered for National Qualification Framework training
Research and development within education environmental sciences
Service provider for AgriSeta
Internal training for employees
Environmental sciences
Environmental education
Urban agriculture

Infrastructure Management

Capital Infrastructure Development

Planning
Design
Implementation
Quality management
Monitoring & evaluation

Facilities Management

Infrastructures and Building Maintenance
Fleet & Minor Plant Service
Security Services including Park Rangers
Repairs & Maintenance
Asset Care Centre

Portfolio Management

JCPZ maintains 2 173 parks,
130 conservation areas, 38 cemeteries,
3 crematoria, Joburg Zoo and approximately
3.6 million street trees in the City of
Johannesburg.









38 Cemeteries



130 Protected areas



1 Botanical Garden



2 Nurseries

* Geographic information system (GIS) information as of March 2018 – 2019(FY)

Portfolio Management

Region	Flagship Parks	Developed Parks	Undeveloped Parks	POS	Main Roads	Landscaped Islands and Town Entrances	Main Arterials
A	6	31	23	78	27	14	3
B	6	109	59	75	10	21	39
C	13	71	70	334	47	10	4
D	11	86	46	256	4	4	67
E	6	70	47	81	17	11	33
F	12	109	93	138	78	45	12
G	10	59	31	243	11	7	87
TOTAL	64	535	369	1205	194	112	245

*Tables based on geographic information system (GIS) information from 2018 – 2019, (FY)

Protected Areas are regulated by the Department of Environmental Affairs (DEA)
Complaints hotline - 0860 111 2468

Rietkuil Breeding and Research Farm is regulated by Wildlife Ranching South Africa (WRSA)
Complaints hotline - 012 335 6994

Portfolio Management

	Active Cemeteries	Passive Cemeteries	Crematoria	Protected Areas	Joburg Zoo, JHB Botanical Garden & Nurseries
A	1	0	0	6	0
B	0	5	0	25	2
C	1	9	0	32	0
D	1	7	0	12	1
E	1	5	0	11	1
F	0	3	2	35	0
G	0	5	1	9	0
TOTAL	4	34	3	130	4

*Tables based on geographic information system (GIS) information from 2018 – 2019, (FY)

Joburg Zoo is accredited by Pan-African Association of Zoos and Aquaria (PAAZA) and a member of World Association of Zoos and Aquariums (WAZA)

The World Association of Zoos and Aquariums (WAZA) is the global alliance of regional associations, national federations, zoos and aquariums, dedicated to the care and conservation of animals and their habitats around the world. The membership to PAAZA allows the Joburg Zoo to be an international member of good standing to the World Association of Zoos and Aquariums (WAZA).

Maintenance Cycle and Service Standards





Maintenance Cycle

Below is a table of the maintenance cycle for all mandated public open spaces subject to budget allocation:

Day to day Operations	Category	Yearly cycle per Facility	Quarterly cycle per Facility
Horticulture Maintenance	Flagship Parks	48 cycles	12 cycles
	Developed Parks	12 cycles	3 cycles
	Main Arterials	4 cycles	1 cycle
	Landscaped islands and town entrances	12 cycles	3 cycles
	761.58 hectares active & 450 hectares passive cemeteries	24 cycles	6 cycles
Cemeteries Horticulture Maintenance	Active/Flagship Cemeteries	24 cycles	6 cycles
	Passive Cemeteries	8 cycles	2 cycles
Conservation Areas Maintenance	Johannesburg Botanical Garden (JBG)	48 cycles	12 cycles
	Nature reserves (Flagship)	48 cycles	12 cycles
	Nature reserves (undeveloped)	3 cycles	
	Ridges and koppies	4 cycles	1 cycle
	Bird sanctuaries	12 cycles	3 cycles
	Conservation & Research Farm	48 cycles	12 cycles

Maintenance Cycle

Day to day Operations	Category	Yearly cycle per Facility	Quarterly cycle per Facility
Zoo Management & Maintenance	Zoo Horticulture Maintenance	48 cycles	12 cycles
Bio-Aquatics & Ecological Areas Maintenance	Wetlands rehabilitated	5 wetlands	Varies
	Number of areas of reeds controlled	4 areas	Varies
	River trails cleaned/rehabilitated	240 hectares	Varies
	Areas cleaned of alien invasive plants from water bodies (mainly water lilies and hyacinth)	4 areas	Varies
	Alien vegetation	50 hectares	Varies
Tree Management & Maintenance (Arboriculture)	Turnaround time of fallen trees	Within 10 hours of logged call	

* Maintenance cycle: The number of times the maintenance activities are executed per facility at a specific time (peak and dormant seasons)

External Green Services



JCPZ provides External Green Services (horticultural and arboricultural) on behalf of the following Municipal owned Entities (MOEs):

1. City Power i.e. sub-stations, transmission lines
2. Community Development (all sports facilities, libraries, swimming pools, recreational centres)
3. CoJ Housing (hostels, old age homes, municipal flats etc.)
4. Social Development facilities (skills centres etc.)
5. CoJ's Supply Chain Management store facilities
6. Citizen Relation & Urban Management facilities
7. CoJ Health Department facilities (clinics)
8. CoJ Finance
9. Johannesburg Metropolitan Police Department facilities
10. Joburg Water facilities
11. Unkempt private facilities
12. Emergency Management Services facilities
13. Joburg Roads Agency facilities
14. Joburg Property Company facilities
15. Bus Rapid Transit (BRT) stations
16. Pikitup facilities

Capital Infrastructure Development Process



Capital Infrastructure projects include developmental priorities for the broader CoJ, guided by the regional and ward based demarcation and strategic priorities e.g. the Growth Development Strategy (GDS) and Integrated Development Plan (IDP) referred to below, the Business Plan and Municipality Financial Management Act. The scope of work addressed the gaps in public open space development, provisioning and the basic level needs of communities including burial space.

Allocation Process

- Entities capture/populate projects on Joburg Cp3 in line with CoJ guidelines:
- Integrated Development Plan (IDP), Growth and Development Strategy (GDS) 2040 and the Mayoral Priorities.
- Spatial Development Framework and other plans: Integrated Public Transport Network Plan (IPTN), Consolidated Infrastructure Programme (CIP) and Integrated Environmental Policy (IEP).
- Strategic focus - Core mandate, Flagship programmes and Game changer.
- Sustainable Human Settlement Urbanisation Plan (SHSUP).
- City's Built Environment Performance Plan.
- Infrastructure Asset Management Plans - Infrastructure Hotspot Maps - Consolidated Infrastructure Plan.

Consultation Process

- Projects/areas to be developed are requested from Regional Management, Conservation Management and Zoo Management.
- Projects with estimated budgets are populated on Joburg Cp3 for Approval by CoJ.
- A series of engagements take place from August - January between Entities and CoJ for project prioritization. Budgets approval follow from January for mid-term adjustment and end April for a three year budget plan.
- CoJ ensures that Entities are aligned to CoJ's strategic development plans.
- Simultaneously Entities present and advocate for priorities informed by areas that necessitate developments including marginalized areas, petitions from communities and backlogs.
- It is prudent to note that indicative budget might change as and when CoJ deems necessary, which sometimes may result in budget cuts.

IDP Process, Planning, Zoning and Johannesburg Strategic Infrastructure Planning System (JSIP)

- IDP Process is undertaken by the Mayoral Committee (Maycomm) prior to budget approval.
- The City prioritises projects that are relevant to the needs of the community.
- Planning process is further informed by Urban Development Framework in lieu of lack of developed parks/public open spaces in a particular region/area.
- Open spaces must be verified with CoJ's GIS department to confirm that they are zoned as public open spaces, and the ownership is under CoJ. If a particular space is zoned otherwise, then JCPZ cannot proceed and develop infrastructure on that space. In some instances, open spaces are privately owned.
- Joburg Cp3 is used to populate prioritised projects that require capital funding. However, that does not guarantee funding for each and every project that is uploaded on the system.
- CoJ Maycomm has a final say on the approval of projects and budgets.
- All Capex projects, including allocation, are funded by the City.

How communities are involved in park designs

JCPZ appoints a service provider to design parks according to JCPZ standards in collaboration with the communities concerned from their demand plan through the Councillor/Regional Manager.

- The designs are presented to Ward Councillors through Stakeholder Relations Officers.
- Subsequently, the councillors will secure a public meeting where members of the community are given an opportunity to give input on the draft design.
- Final designs will be concluded and sent to JCPZ for approval encompassing all community prioritized input demands within the allocated budget.
- JCPZ instructs the consultant/service provider to implement the final designs as per the projects designs within the allocated budget.

Development Procedures

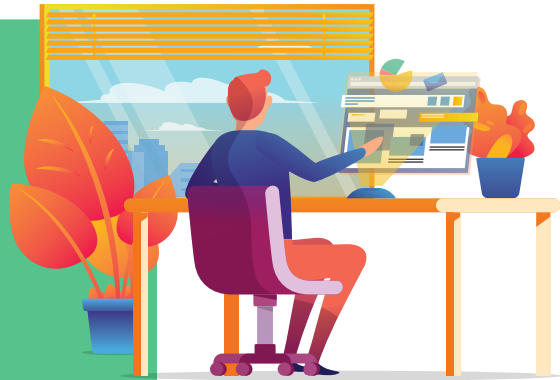


1 Planning Phase

- Signed project request form
- Zoning confirmation
- Title deed
- Budget confirm - vote number/CoJ allocation
- Environmental screening report
- Risk analysis

2 Design and Development Phase

- Architect/PMO - LOA & PO
- Preliminary design
- Preliminary cost estimates
- Final design (Regional Manager and Councillor approved)
- BSC report
- Advertisement
- Appointment letter - Main contractor
- BOQ copy - appointed contractor
- Purchase order - Main contractor



3 Implementation Phase

- Standard rates document (Community Liaison Officer (CLO) where appointed)
- CLO contract
- Site handover certificate
- Baseline project plan
- Minutes
- Risk Register
- Change Register
- EPWP reports
- Snag list
- Project pictures
- Practical completion certificate
- Works completion certificate



4 Closure Phase

- Final completion certificate
- Closure report

Street Trees





Where does the responsibility lie?

Johannesburg City Parks and Zoo (JCPZ) is the custodian of the City of Johannesburg's green heritage and as such is responsible for enhancing and increasing the green canopy of the City.

How are city trees maintained?

Pruning

Trees can be pruned if:

- (a) They cause an obstruction for pedestrians, traffic, street lights, roads and traffic signs, overhead power lines, and satellite receptions.
- (b) They are diseased or certain parts of the tree appear to be diseased or vandalised.
- (c) The lifespan & height of the tree prevents proper maintenance.

Removal

The removal of existing trees within the City will only be considered in certain circumstances:

- (a) The City may undertake planned tree removals for purposes of legislative compliance and/or public safety.
- (b) Trees declared as a protected species in terms of the Forest Act 1984, may not be pruned removed without the permission from the Minister of Agriculture, Forestry and Fisheries.
- (c) No person may remove a tree planted on City's land without prior authority from Johannesburg City Parks and Zoo. In the event of a person or persons being guilty of such an act, the City reserves the right to impose the necessary fines or penalties or follow legal action.
- (d) Roots will be removed if they cause a safety hazard for pedestrians and occupants, and damage walls, buildings and road kerbs.

Requests for pruning or removal should be directed to Regional Managers of Johannesburg City Parks and Zoo of the specific Region where the tree is located. Pruning or removal of trees on private property is not the responsibility of Johannesburg City Parks and Zoo, regardless of any interference of overhead powerlines and underground services.



Fallen trees hotline

**011 375 5555 OR
0860 56 28 74**

Safety in Parks



Joburg parks, nature reserves, Johannesburg Botanical Garden and Joburg Zoo are developed and managed in the interest of communities. Users, in particular local communities, must respect other users and care for these facilities.

Johannesburg City Parks and Zoo (JCPZ) works hard to ensure that the City's parks and facilities (open spaces) are safe environments. However safety is a collective effort, it is important for park users to be vigilant and involved.



Litter

Litter is one of the biggest problems in our parks and facilities. A quick walk around parks, in Joburg, especially after weekends and public holidays, shows lack of respect many park users have of what are ultimately their facilities. Takeaway packets, sweets papers, cardboard containers, fruit peels etc. are strewn across the parks, despite dozens of dustbins, mostly standing empty.

Litter can last a long time before it decomposes, especially when it is dumped in the water adorning our parks:



Orange peel	- 2 to 5 weeks
Paper	- 2 to 5 months
Cigarette butts	- 5 to 12 years
Leather shoes	- 45 years
Plastic bottles	- 430 years
Tin cans	- 50 to 100 years
Aluminium cans	- 200 to 500 years
Disposable nappies	- 550 years
Styrofoam container	- 1 million years
Glass bottles	- ± 1 million years

Drinking

Consumption of alcohol in a park is not allowed. People caught consuming alcohol in public parks will be arrested on the spot.

JCPZ encourages visitors to help by co-operating with its park safety unit and following some simple safety tips.

Tips for visitors

Although JCPZ works hard to make our parks safe, it cannot guarantee 100% safety at all times. Here are a few tips to ensure that your visit to Joburg parks is safe and enjoyable:

DO

- Adhere to signage in the parks
- Always stay alert
- Always walk with someone
- Avoid carrying large amounts of cash
- Keep handbags, wallets, cell phones and jewellery secure
- Remember never to leave items in your car in view of passer-by
- Lock car doors at all times
- Report any wrongdoing in your park
- Respect your local surroundings
- Keep the weather in mind
- Remember that safety is a personal responsibility
- Remember that talking on your cellphone in a public place makes you vulnerable.

DON'T

- Feed the animals
- Break plants, trees or park equipment
- Start a fire in a restricted area
- Take your dog off its leash
- Be disrespectful towards other park users.

Operating Hours

Parks open: 06:00 - 18:00

Nature Reserves: 06:00 - 18:00

Joburg Zoo: 08:30 - 17:30 (Last entry 16:30)

Johannesburg Botanical Garden: 06:00 - 18:00

Rights & Obligations

Joburg's public parks are patrolled by 18 JCPZ patrollers and Johannesburg Metro Police Officers. Any person found contravening the by-laws will be liable to a fine or imprisonment for a stipulated period.

No person is allowed to:

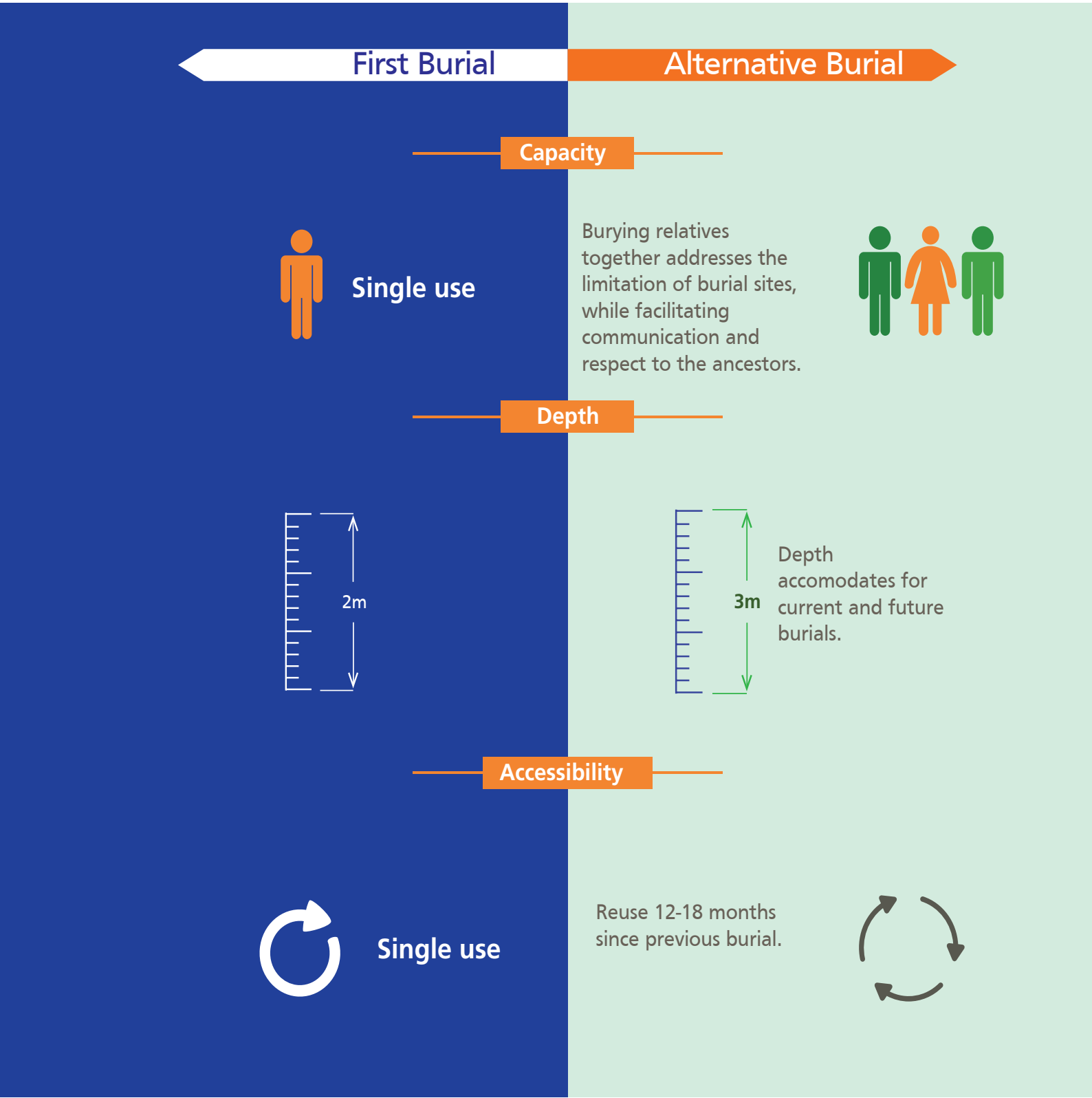
- Act in a manner that is dangerous to life or property
- Cause nuisance
- Behave in an indecent or offensive manner
- Bathe, wade or swim, or wash him or herself, an animal or any object including clothing, in any water body
- Make, light or otherwise start a fire, except in a facility provided by the Council for that purpose
- Camp or reside
- Consume, brew, store or sell any alcoholic beverage
- Use any sound equipment including a radio, portable hi-fi or car stereo
- Play an active game, except in an area designated for that purpose on a sports field or on a golf course
- Shoot a projectile of any nature
- Drive, draw or propel any vehicle other than a bicycle except at times specified and on roads or pathways provided by the Council
- Drive, draw or propel a vehicle in excess of five kilometers per hour
- Park a vehicle in a public open space, except in a designated area or other area where parking is permitted by the Council
- Deface, damage, destroy or remove any municipal property
- Disturb the surface of any land, whether by digging, and undertaking any earthworks
- Erect, build, or assemble any structure, including a hut, tent, screen, bulletin board, pole, stand or stage
- Affix or place on any municipal property, or distribute any printed matter
- Plug, tamper with, or in any way damage any plumbing, electrical, heating or other fixtures or installations
- Use municipal property in a way that unfairly restricts or prevents other users of the public open space from enjoying that municipal property
- Sell, hawk, offer or display any goods or articles for sale or hire except within the space or part thereof, which has been let to a person by the Council for that purpose.

What you can do?

Residents who spot any illegal activities taking place in the City's open spaces are urged to call 08600 10111 or contact City of Johannesburg Contact Centre on 011 375 5555.

Cemeteries and Crematoria





Burial Methods:

- **First burials:** New grave allocated to family of the deceased.
- **Second and Third burials:** These burials are offered to families of the deceased, who may, according to the City's by-laws, bury an additional family member within an existing family grave. Second and third burials can be done 12 months after the 1st family member has been laid to rest, allowing togetherness even in death, where the dearly departed can be laid to rest with a dear loved one who has passed on.
- **Cremations:** Defined as a process where a family receives ashes of the deceased and decide how to best honour the memory of their dearly departed thereafter. These could be placed in a small coffin and buried, spread in the garden of remembrance or even planted with a tree that will grow and forever be in memory of the dearly departed. The possibilities are endless.

Johannesburg City Parks and Zoo allows individuals to sponsor trees and park benches in open spaces such as Johannesburg Botanical Garden in honour of their loved ones.



Heroes Acre and Area of High Profile People

Background

Prior to the new democracy of South Africa, heroes were basically confined to that of a State President and/or Prime Minister who in turn were afforded a State Funeral. Those who fell in defending the country or in line of duty were recognized and interred in a Military Grave, Police Grave etc. In 2007 a new Government Policy on State Funerals was adopted which included present/past presidents and the protocol hierarchy. In 2002, revised in 2005, the CoJ Civic Funeral Policy was adopted.

In 1995 the former Soweto Council approved that a heroes acre be identified for Avalon Cemetery and a portion of Section B in Avalon Cemetery was set aside as such. Other cemeteries within the city have areas set aside for military burials. Westpark Cemetery has an area of high profile and the new cemeteries under development will have areas, as the need arises, set aside for heroes and high profile people.

The National Monuments Council, including the Legacy Committee, advised in 1998 that a government committee was formed to investigate the same and set criteria for such to meet the requirements of the new South Africa.

Criteria

A Heroes Acre in most African Countries honour, past, present and future generation being national leaders, politicians, local and regional leaders, cadres and others who contributed directly to the eradication of colonialism and apartheid and those of the same caliber whose dedication and commitment to the new era will justify their burial at this sacred spot.

This criteria, in keeping with other countries, is sound and permits for other heroes identified to be approved for burial in the area so demarcated, but may because of the multicomplexity of the South African History needs to be embroidered upon.

The onus of proof to qualify as a hero has to be subjected to a strict code of ethics which has to include Regional and National participation at the highest level.

Johannesburg , during 1998, communicated with the National Monuments Council as well as the Legacy Committee and were advised that new legislation has been drafted in this regard, but the following guidelines were recommended to be followed at that point in time:

- A hero is a person who has either given the ultimate sacrifice for the Country or by means of his/her lifetime activities for the betterment of the Country.
- That a National hero is recognized and honored as a hero as determined by National Government.
- That an area be set aside in a cemetery for heroes be determined by the local authority
- That the onus of proof of being a hero be submitted to the National/Provincial Government for Authorisation (SARHA).

Currently in Place

Further to the above, the cemeteries of Johannesburg comprise of areas set aside for Memorial Gardens, War Graves, Monuments to individuals and/or events, heroes plots or acres, areas of "High Profile People" and of recent individual graves honoured to people who served their country or died for a cause pertaining to change.

More prominent is the Heroes Acre at Avalon Cemetery and the area of High Profile at Westpark Cemetery.

Policies as set out by the Local Authority, i.e. Civic Funerals; Mayor, City Manager Freeman/ Freewoman and Councillors. (Policy on Civic Funerals MC10/11/2005).

A person of diplomatic, high community standing, at the discretion of the mayor, may be buried in an area set out as an area of "High Profile" with the permission of the Local Authority [in this case the Mayor or his/her delegate albeit the MMC/City Manager in consultation and proof of status of the deceased.

Funeral Undertakers Role:

This is a broad service encompassing practical organisation, support and guidance to the family and liaison with a wide range of other organisations and services to ensure the funeral is properly arranged. After discussing the family's requirements, the funeral director will arrange the funeral, taking on the responsibility for organising every aspect of the event and delivering it to the highest professional standards.

Stonemason's Role:

To erect memorial work on behalf of a person (owner of rights), according to the by-laws. See the extract below:

Erection of memorial work process:

1. A person intending to erect a memorial work must complete an application on the prescribed application form and submit to the officer-in-charge.
2. Such application must be made not less than five working days before the date of the erection.
3. Memorial work may only be erected during working hours, but may, with the approval of the officer-in-charge, be erected outside working hours.
4. No person may:
 - Erect memorial work, or bring material into a cemetery for the purpose of erecting memorial work, without the written consent of the officer-in-charge;
 - Remove memorial work for additional inscriptions or other alterations without the consent of the officer-in-charge; or
 - Erect a memorial work from Monday to Friday without the written consent of the officer-in-charge.
5. The Council is not liable for damage to memorial work resulting from any subsiding soil.
6. A person erecting memorial work must at the request of the officer-in-charge produce the written consent.
7. Memorial work or material to be used in the erection of such work may not be conveyed in a cemetery or crematorium in a manner that may damage the roadways, pathways, lawns, grounds, or other memorials.
8. Any surplus material or rubble, resulting from the erection of any memorial work, must be removed by the person responsible for such erection, immediately after its completion.



Cremation Process

- The hearse delivers the cadaver at the crematorium once a booking has been confirmed and all the mandatory documentation has been received by JCPZ. The coffin is removed from the hearse and moved into the chapel to be placed on the catafalque, if there is a service/attendance booked. If there is no attendance, the cadaver will be delivered directly to the cremator room.
- During the service/attendance, the coffin remains on the catafalque whilst the service takes place. Once the service is completed and the mourners leave the chapel; the coffin is moved onto a transfer belt to the cremator room.
- Once the identity and details are checked and verified, the details are loaded onto the computer system. The coffin is placed into the cremator and the cremation begins and should last between 45 minutes to 1.5 hours. Upon completion, the cremation remains are checked and raked together for the final cremation process to be completed.
- After cremation the remains are raked together and transferred to a container to cool down. Once cooled, the remains are checked and metal residues are removed from the remains for recycling. The remains are placed in the cremulator for reduction. When completed, the remains are removed and transferred into a suitable packaging (sealable plastic bag) which is clearly marked. The remains are stored until they are collected by the undertaker/applicant acting on their behalf or the ashes are dispersed within the crematorium grounds in accordance with the applicant's wishes.

Exhumation Process

This process involves families that enlist the services of an undertaker to carry out the exhumation.

Procedures to be followed when applying for an exhumation:

1. Permission must be obtained from the GAUTENG PROVINCIAL GOVERNMENT: Forensic Medical Services, Gauteng Department of Health, Office of the MEC, 45 Commissioner Street Johannesburg, 2001 Contact Persons: Ms. Cynthia Finger Tel: 078 683 4402 Email: cynthia.finger@gauteng.gov.za Mr. Thokozani Langa Tel: 060 965 8197 Email: Thokozani.Langa@gauteng.gov.za
2. Permission must be obtained from the office of the Minister: DEPARTMENT OF CO-OPERATIVE GOVERNANCE AND TRADITIONAL AFFAIRS: GAUTENG PROVINCIAL GOVERNMENT: Nyala St, Midrand, Johannesburg, 1685 Contact Persons: Ms. Nkhosi - Email: thabisa.nokhosi@gauteng.gov.za; Ms. Tsoku – Email: lesego.tsoku@gauteng.gov.za; Mr. Ngomane – Email: mluleki.ngomane@gauteng.gov.za Tel: 079 874 3680; 082 855 9541
3. Permission must be obtained from the Medical Officer of Health, JOHANNESBURG CITY PARKS AND ZOO, GREATER JOHANNESBURG METROPOLITAN COUNCIL - JHB City Parks and Zoo, 40 De Korte Street, Braamfontein. Contact Person: Cheryl Greaves Tel: (011) – 712 6663. Fax: (011) – 712 6684.
4. Permission must be obtained from the owner of land (e.g. farm/plot) on which the grave (s) is (are). If graves are in the cemetery belonging to a local council, the local council has to be approached for permission to conduct the exhumation. An official letter from the relevant cemetery confirming the grave booking / number.
5. An additional fee is payable at Johannesburg City Parks and Zoo, JHB Metro.
6. The application must be made at the nearest Police Station, 7 days prior to the exhumation in order to have a police officer present at the grave when the actual exhumation takes place.
7. All conditions as stipulated by the above authorities must be strictly adhered to, before any exhumation shall be allowed to be carried out, in terms of the Removal of Graves and Dead Bodies Ordinance, 1925 (Ordinance 7 of 1925).

Certified copy of deceased death certificate is required.

Certified copy of the applicant(s) ID and affidavit/s are required.

Certified copy(s) of the close relative(s) ID's and affidavit/s are required. (Minimum of 2).

Application letter from the undertaker concerned.

Grave number verification letter from JCPZ

Letter from the relevant authority / municipality for the reburial of the body.

The affidavit (s) from the family(ies) must state why they need to do an exhumation and this must be obtained at the police station or with the commissioner of oaths and the following information should appear on the affidavit:

- (a) ID number of the applicant(s) and names of close relatives with affidavit/s are required.
- (b) Residential address and telephone numbers, if applicable.
- (c) Relationship of applicant to the deceased and reason why the family wants to exhume the body.
- (d) The Place where the deceased is buried and place of re-internment.
- (e) Date of death, grave number and position, if buried as a pauper.

The permission holds good only insofar as this administration is concerned. The approval for reburial has to be obtained from the relevant authority, being the owner of land (e.g. farm/plot) or the local council.

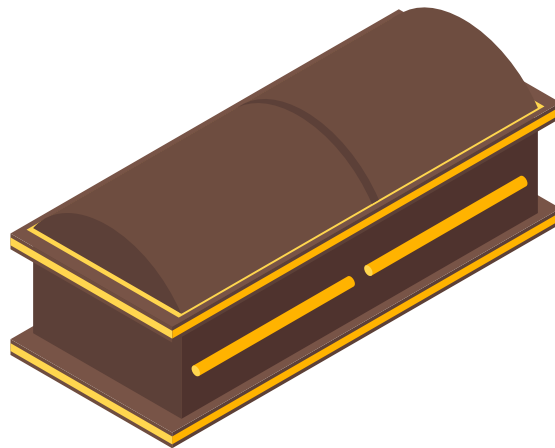
Social Burial Process

Indigent Burials

- An indigent person is a needy or poor person who is unable to afford burial costs.
- Social burials only cover qualifying indigent individuals registered on the Expanded Social Package Register.
- The burial/cremation shall take place once the Ward Councillor and the Social Worker in the area concerned have provided all the necessary documentation, namely a Socio-Economic Assessment Form and Authorisation Form to JCPZ.
- Burials or cremations are provided through contracted undertakers hired by JCPZ.
- The cost of the funeral and half grave fees are borne by the City of Johannesburg; Social Development department.
- City Burial(s) is (are) provided through contracted undertakers hired by JCPZ. The burial shall take place when the (1) Ward Councillor and the (2) Social Worker in the area concerned have provided all the necessary documentation namely a Socio-Economic Assessment Form and Authorization Form to JCPZ.
- The contracted undertaker will be advised by a JCPZ authorised official to remove a body and conduct the funeral, provided all the relevant documents are attached.
- The family has an option of cremation. The burial sites will be limited to the nearest affordable one to the family's place of residence as determined by JCPZ and the family will be allowed to be present at the funeral. Only one (1) indigent person per grave is to be buried/cremated.
- Funeral(s) is (are) conducted only during the week between Monday and Thursday.

Pauper Burials:

A pauper is an unknown or unidentified person. Johannesburg City Parks and Zoo is responsible for the burial of paupers from the three Government Mortuaries: Diepkloof, Hillbrow and Roodepoort. The contracted undertaker liaises with JCPZ and the government mortuaries for the collection of bodies and burials of these at a designated cemetery. Three (3) persons may be buried per grave. The contracted undertaker provides the following services: Body collection; Registration of death; Pressed wood untreated coffin; Transportation, and burial of the bodies. These costs are borne by JCPZ.





Stakeholder and Customer Relations Management

JCPZ has Stakeholder Relations Officers for each region. Their responsibilities are as follows:

- Ensure that there is improved and continuous engagement with Councillors, Ward Committees and various other Stakeholders within the City of Johannesburg.
- Work towards the generation of first-hand information on Councillors' issues to their priorities.
- Ensure that Councillors are timeously informed about developments that take place within their Wards, i.e. CAPEX projects.
- Ensure mutual feedback between Councillors and the organisation.
- Ensure sustainable relationships with the various Stakeholders within the CoJ.
- Strengthen relations with the City's various Regional Core Departments and MEs through Integrated Service Delivery Forum Meetings and other joint programmes.
- Attend all of the City of Johannesburg's mandatory meetings i.e. Section 79 Committee, Regional Integrated Service Delivery and Regional Councillors Forum meetings etc.
- Support and participate in the City's Regional programmes such as Community Based Programmes, blitzes etc.
- Support and participate in other sphere of government departments' programmes such as the Provincial and National Government Imbizos and projects.

Region	Section	Contact Details
A & D	Stakeholder and Public Relations Management	Kgantshe Mofokeng Landline: (011) 712 6733 Mobile: 084 522 2015 E-mail: kmofokeng@jhbcityparks.com
B & E		Vava Tulwana Landline: (011) 712 6613 Mobile: 076 746 3023 E-mail: vtulwana@jhbcityparks.com
C		Hilda Thaba Landline: (011) 712 6769 Mobile: 074 477 9941 E-mail: hthaba@jhbcityparks.com
F & G		Molefe Seale Landline: (011) 712 6611 Mobile: 078 584 3373 E-mail: mseale@jhbcityparks.com
Head Office		General Manager Jenny Moodley Landline: (011) 712 6615 Mobile: 082 803 0748 E-mail: jmoodley@jhbcityparks.com

NB. Councillors are urged to liaise through their designated Stakeholder Relations Officers on all Johannesburg City Parks and Zoo related matters.

Role of Councillors



The City employs 135 PR Councillors and 135 Ward Councillors. This effectively means that for each ward in the City a representative is elected to Council by the residents of that specific area. Councillors are mandated to take upon themselves views of residents and amplify the community's voice in Council. Councillors are expected to be accessible to residents, allowing them an opportunity to be part of public involvement and increase participation. Councillors report back to the communities at least once a quarter through the following communication channels: e-mail, newsletters, social media pages and a WhatsApp groups dedicated to residents of the ward.

The responsibility of the Ward Councillor is to build good relationships with officials of the City in their ward and region. The integrity of the council and councilors relates to their freedom of speech in the Council, but also deals with ensuring that councillors are enabled and assisted in their responsibilities as public representatives. This may entail dedicated administrative support to councillors to assist them in the execution of their duties. The Speaker of Council also plays a role in monitoring the degree to which councillors are open and accountable towards the community.

* Fourie, C. 2018. Your local ward councillor's role and responsibilities. Randburg Sun. <https://randburgsun.co.za/346495/local-ward-councillors-role-responsibilities/>

Standard Operating Procedures:

Do you have an issue to report?

Here's how to log a call and what to expect.

Possible Issues

Grass Cutting
Tree Pruning
Fallen Trees

Eco-system Maintenance:

- Alien Invasive Control
- River trails Maintenance
- Wetland Management
- Reed Maintenance

Infrastructure Repairs

STEP 1



Joburg Connect:

011 375 5555
0860 562 874

Get a reference number from consultant
Call dispatched to region

STEP 2



Escalation

If your logged call falls outside of the turnaround time, you may escalate the query to the Regional Manager or Specialist in the regions listed below:

Region	Contact Person	Telephone	Email Address
A	Joseph Ndou	011 542 0044	jndou@jhbcityparks.com vnkomo@jhbcityparks.com
B	Alton Rankin	011 039 1940 011 039 2963	arankin@jhbcityparks.com lngakane@jhbcityparks.com
C	Puleng Ditabe	011 672 1310	pditabe@jhbcityparks.com amarchant@jhbcityparks.com
D	Lunga Ncapai	011 528 8626	lncapai@jhbcityparks.com vmabunda@jhbcityparks.com
E	Jerome Ogle	011 883 7685	jogle@jhbcityparks.com kbodlani@jhbcityparks.com
F	Ipeleng Dube	011 435 4727	idube@jhbcityparks.com heckersly@jhbcityparks.com
G	Emmanuel Maphorogo	011 857 1494	emaphorogo@jhbcityparks.com

STEP 3



Still no response?

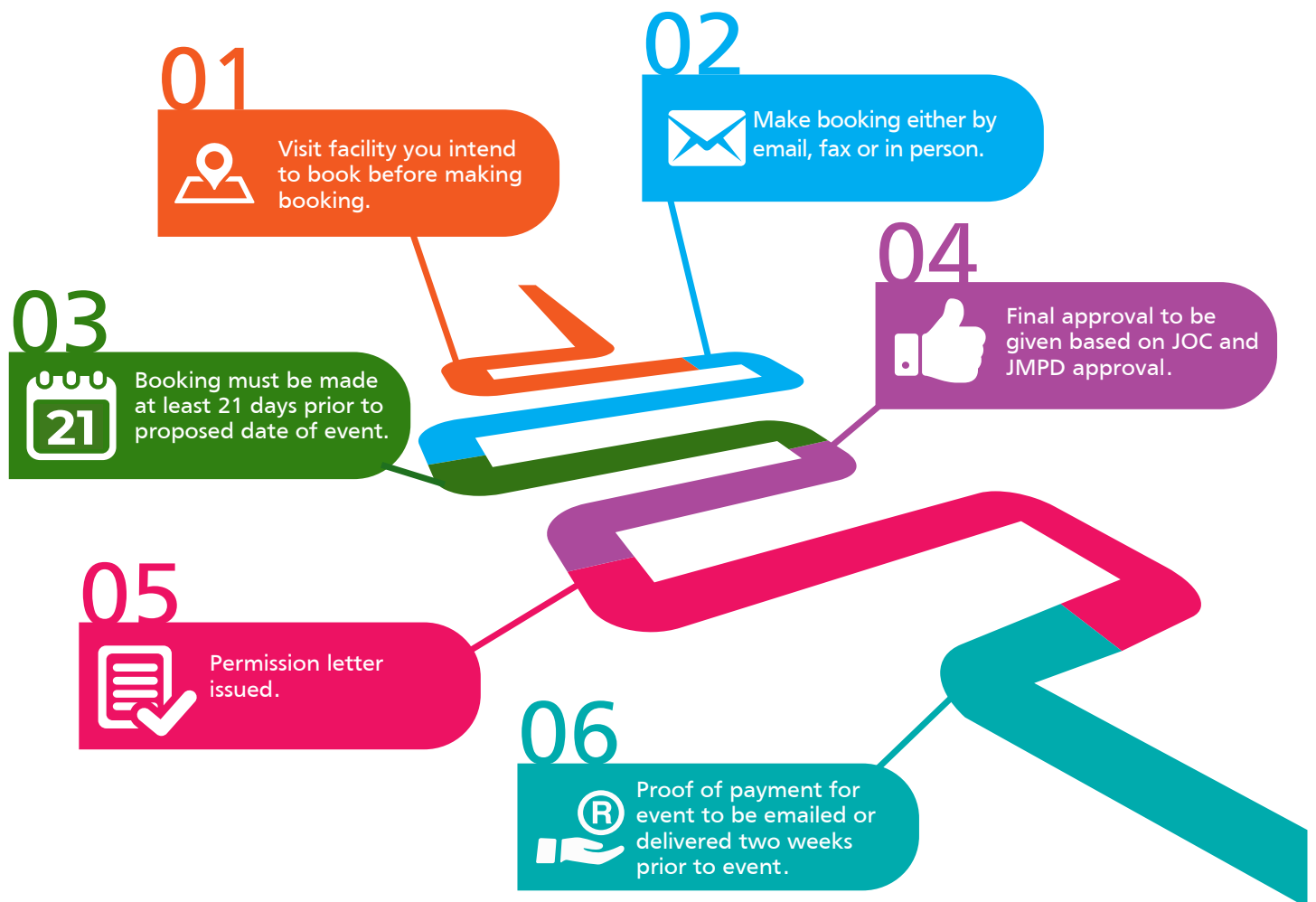
If there is no feedback from the Regional Manager or Specialist, you may escalate to the General or Executive Managers using the details below:

Region	Contact Person	Telephone	Email Address
A-G & Cemeteries	Marks Sethaelo	011 646 4360	msethaelo@jhbcityparks.com smlambo@jhbcityparks.com
Conservation Areas	Tshepang Makganye	011 728 0571	tshepang.makganye@jhbcityparks.com nkhamanga@jhbcityparks.com
Ecosystem & Open Space Management	Senzo Nyembe	011 712 6731	snyembe@jhbcityparks.com jtootla@jhbcityparks.com
The Zoo	Lombard Shirindzi	011 528 8626	lshirindzi@jhbcityparks.com nkhamanga@jhbcityparks.com

New Business Development

1. Members of the public are allowed to book a park or a public open space for their own use. In order to do so they must complete a standard application form. The Events Booking department (refer to diagram below) can be contacted to make the necessary arrangements.
2. The application is evaluated by JCPZ, who may approve or decline applications. JCPZ processes applications that are for a maximum of 150 participants. Applications in excess of 150 participants will be forwarded to JOC (Joint Operations Committee) for consideration and approval. JOC will consider such applications in terms of the Events Act – this includes safety, emergency procedures, parking, waste management, and monitoring of noise/sound levels.
3. All events organisers and presenters to JOC need to get a letter of acknowledgement from JCPZ. Ward councillors will be duly informed in order for them to be up to date. If there is an objection, a site meeting is normally arranged to see if the objection can be accommodated.
4. Once the application has been approved, the applicant/events organiser pays a refundable deposit that can be used for rehabilitation of a park/open space if damage was caused. If not, the applicant/organiser will be refunded.
5. Evaluation of the event takes place by the regional manager/staff and in case of a large event, by the events team of JCPZ.
6. All large events have a JCPZ events representative on site during the event, whilst smaller parties are monitored by the park staff.
7. JCPZ communicates, where possible, all large events to the ward councillors and to active resident associations.
8. Site visits are arranged amongst the parties to iron out any misperceptions, foreseeable problems and opportunities to improve parks.
9. It should be noted that revenue generated through events cannot be ring-fenced for a specific park as it is not allowed according to the MFMA. Where possible developmental opportunities are explored as projects to improve such parks.

Venue booking process



For bookings, please contact:

Sello Twala
stwala@jhbcityparks.com
011 712 6600

Helping JCPZ:

Donations and/or contributions and partnerships are accepted at JCPZ.

Park Adoptions:

The by-laws state the following:

Co-operative Management Agreements

Entering agreements/signing contracts

1. The Council may sign a contract with any organ of State, local community or organisation to provide for:
 - The co-operative development of any public open space;
 - The co-operative management of any public open space; and
 - The regulation of human activities within a public open space.
2. The Council may not enter into an agreement in terms of sub-section 1(b) unless it reasonably believes the agreement promotes the purpose of these by-laws.
3. The Council must monitor the effectiveness of any agreement signed in terms of sub-section 1(b), in achieving the purposes for which it was entered into. Council may cancel the agreement after giving reasonable notice to the other party if it believes the agreement is not effective, or inhibits the attainment of the purpose of these by-laws.

Procedures for Private Sector or NGO Proposals

1. A request for fully funded proposals is advertised mainly on the JCPZ website and in mainstream newspapers.
2. The call is for proposals to improve parks or public open spaces which fall under the jurisdiction of JCPZ.
3. Projects vary from events, park upgrades through funding of park furniture or public open space infrastructure, park activities, security features, cemetery improvement, innovative and eco-friendly ablution installations, waste management or other ideas that will be considered by JCPZ.
4. Potential investors are invited to site visits. They are requested to obtain and a support letter from the ward councillor and consult their community for buy in.
5. After this, potential inventors are invited to present to the JCPZ Project Committee which considers sustainability, adherence to environmental factors and regulations, by-laws, adherence with the Health and Safety Act, JCPZ standards and whether the project adds value to the City's public open spaces.
6. SHEQ processes are instituted where required to ensure compliance with given standards.
7. If the application is approved, the Committee issues a letter of agreement, overseen by the user departments and the client's central point of contact.
8. The Committee also determines if the project warrants a longer period for evaluations and further recommendations after the initial piloting period.

Adopt an Animal

The Animal Adoption Programme enables individuals, corporations, schools, clubs, families and groups to participate and make a valuable contribution towards the care and enrichment of all the animals housed at the Joburg Zoo. Therefore, the adoption fees do not only enable Joburg Zoo to take care of the animals, it also goes towards the protection of endangered species.

As a non-profit organisation Joburg Zoo is in need of funds to support all species and to upgrade facilities. In addition, contributions provide the necessary assistance to advance the zoo's work with wildlife conservation organisations worldwide. It is also a rare opportunity to teach children and adults to take care of living creatures and to understand the environment that wild animals belong to.



How can you make a difference?

If you are looking to gift a friend or family member, consider adopting an animal. Your adoption will be valid for a period of one year, starting from the date of joining. The programme is renewable should you wish to do so.

All adopted animals are considered as symbolic adoptions and remain within the Zoo. Animal choices are subject to change. If for any reason the animal of your choice needs to be removed from the zoo, you will be granted an opportunity to select another animal.

The following zoo animals may be adopted:

Siberian Tiger, Lion, Honey Badger, Pot Bellied Pig, Gorilla, Red Panda, Ruffled Lemur, Snake, Giraffe, Hippo, Rhino, Elephant, Axis Deer, Blue Crane, Monkey and many more.

R 300 <ul style="list-style-type: none">• Personalised Adoption• Certificate;• One free entrance voucher and paid parking;• Photograph of your adopted animal.• Species information	R 550 <ul style="list-style-type: none">• Personalised Adoption• Certificate;• One free entrance voucher and paid parking;• Photograph of your adopted animal.• Species information• Cap
R 1200 <ul style="list-style-type: none">• Personalised Adoption• Certificate;• 4 free entrance vouchers and paid parking;• Photograph of your adopted animal;• Species Information;• Your name appears on the main sponsor board at the Zoo's entrance.• Book and cap	R 5000 - R10 000 <ul style="list-style-type: none">• Personalised Adoption• Certificate;• Six free entrance vouchers and paid parking• Photograph of your adopted animal;• Species Information;• Private keeper presentation at your adopted animal's exhibit and cap

Glossary





Facility (Category/ Classification)	Definition	Typical attributes
Flagship Parks	<p>Flagship parks are developed recreational facilities of any size, generally serving communities in a municipal ward. Due to the features and profile of the park, it may serve a wider community.</p> <p>Most flagship parks are larger than 100 hectares (ha) in size and typically, includes features with high quality, multi-purpose, active and passive leisure activities, picnic areas, natural areas, lawned and treed areas.</p> <p>A flagship park comprises a variety of new technology features, such as modern play equipment with rubberised surfaces, disability friendly play equipment, outdoor gyms, ablution/restroom facilities, lighting, fencing, paved walkways, designated parking areas, smart benches, free Wi-Fi zones (selected), large public viewing TV screens (selected) and CCTV (selected).</p> <p>The facility would often include a lake or dam and other ecological attributes such as wetlands, streams and rocky outcrops, thus having conservation value. It may also include heritage sites, outside auditorium facilities and lapa areas that cater for large groups of people.</p>	<p>Horticulture: Turf lawn, veld grass (limited), flowerbeds, vegetation on hard surfaces, litter.</p> <hr/> <p>Arboriculture: Young (<5 years old) and mature trees, multi-stemmed shrubs.</p> <hr/> <p>Conservation: Flora and fauna in veld areas and water bodies, including wetlands (reeds) in the park, and alien invasive vegetation.</p> <hr/> <p>Infrastructure: Irrigation systems, lighting, playground equipment and protective rubber, informal sports field infrastructure, signage, park furniture, dustbins, roads and pathways, bridges (selected), fences, boreholes (selected), water features, public toilets, other buildings, heritage and geological structures (selected), sculptures and monuments (selected), technological features – gyms, CCTV (selected) etc.</p>
Developed Parks	<p>Developed parks are located in residential areas, generally range in size from 1 – 100 hectares and serve communities within a 5 km radius of the park.</p> <p>Facilities are developed and cater for passive and active recreation, including playgrounds, picnic areas and informal playfields.</p> <p>Some developed parks include a water body or some other form of ecological aspect (wetlands, streams, rocky outcrops), essentially constituting a conservation area.</p>	<p>Horticulture: Turf lawn, veld grass, flowerbeds, vegetation on hard surfaces, litter.</p> <hr/> <p>Arboriculture: Young (<5 years old) and mature trees, multi-stemmed shrubs.</p> <hr/> <p>Conservation: Flora and fauna in veld areas and water bodies, including wetlands (reeds) in the park, and alien invasive vegetation.</p> <hr/> <p>Infrastructure: Play equipment, rubberised surfaces, signage, park furniture, dustbins, roads and pathways, bridges (selected), fences (selected).</p>

Facility (Category/ Classification)	Definition	Typical attributes
Undeveloped parks	Designated public open spaces that have no park infrastructure at all, and comprises primarily of natural (veld) grassed areas, wetlands and streams, trees, bushes and shrubs.	Horticulture, Conservation & Infrastructure: Veld grass, trees and shrubs, wetlands (Reeds), alien vegetation, signage, dustbins, fencing (selected), high mast lights (selected).
Cemeteries (Active)	An institutional open space, including land and buildings actively used for burials (first, second, and exhumations) and cremations. Infrastructure may include a crematorium, chapel, funeral parlour, wall of remembrance and a convenience shop. Well-maintained gardens (flowerbeds, lawned areas and trees) and infrastructure will support the intention of cemeteries becoming memorial gardens.	<div>Horticulture: Turf lawn, veld grass, flowerbeds, vegetation on hard surfaces.</div> <div>Arboriculture: Young (<5 years old) and mature trees, multi-stemmed shrubs.</div> <div>Conservation: Ground water quality and alien invasive vegetation.</div> <div>Infrastructure: Graves, irrigation systems, lighting, signage, park furniture, dustbins, roads and pathways, bridges, fences, water features, public toilets, other buildings, heritage and geological structures, sculptures and monuments, crematorium (selected).</div>
Main arterials/ Landscaped	JCPZ has taken on the responsibility of maintaining selected, high profile arterials & main roads. Landscaped road/islands and town entrances were mostly developed during the 2010 Soccer World Cup event. Maintenance is restricted to grass cutting, litter picking and flowerbed maintenance.	<div>Horticulture: Turf and veld grass, weeds and grass encroachments on hard surfaces and verges, young and mature trees.</div>
Botanical Garden & The Wilds	<p>The Botanical garden is dedicated to the collection, cultivation and display of a wide variety of plants labelled by the botanical names.</p> <p>The botanical garden plays an important role in safeguarding biodiversity and is earmarked as biodiversity conservation centres. They play a key role in plant conservation, environmental sustainability and habitat restoration. Vital research is carried out and plants are conserved in their living collections, seed banks and in the wild. The gardens present good opportunities for eco-tourism promotion and income generation.</p>	<div>Horticulture: Turf lawn, veld grass, flowerbeds, vegetation on hard surfaces.</div> <div>Core botanical business: Collection, cultivation and display of a wide variety of plants labelled with their botanical names.</div> <div>Arboriculture: Young (<5 years old) and mature trees, multi-stemmed shrubs.</div> <div>Conservation: Flora and fauna in veld areas and water bodies, including wetlands (reeds) in the gardens, and alien invasive vegetation.</div>

Facility (Category/ Classification)	Definition	Typical attributes
Botanical Garden & The Wilds		Infrastructure: Irrigation systems, lighting, signage, park furniture, dustbins, roads and pathways, bridges, fences, boreholes, water features, public toilets, other buildings, heritage and geological structures, sculptures and monuments, technological features – gyms, Wi-Fi, CCTV etc. and specialized Propagation.
Nature Reserves	A nature reserve is a protected area of importance for wildlife, flora, fauna, features of geological or other special interest which is reserved and managed for conservation and to provide special opportunities for studying and research.	<div>Horticulture: Veld grass and lawn, flowerbeds and hard surfaces in flagship facilities.</div> <div>Arboriculture: Trees and shrubs</div> <div>Conservation: Flora, fauna, wildlife (mostly land and some aquatic), including alien invasive vegetation Infrastructure: full range depending on level of development, as well as walking trails. Importantly, fencing.</div>
Bird Sanctuaries	A bird reserve (also called ornithological reserve) is a wildlife refuge designed to protect bird species. Like other wildlife refuges, the main goal of a reserve is to prevent species from becoming endangered or extinct.	<div>Horticulture: Veld grass and lawn (limited)</div> <div>Arboriculture: Trees and shrubs</div> <div>Conservation: Flora, fauna, wildlife (mostly land and some aquatic), including alien invasive vegetation Infrastructure: signage, park furniture, dustbins, informal parking, fences, bird hides and walking trails.</div>
Koppies and Ridges (undeveloped)	<p>A ridge or mountain ridge is a geological feature consisting of a chain of mountains or hills that form a continuous elevated crest for some distance. Koppies are small hills in a generally flat area. This class includes entire koppies as well as sections of koppies that were left over after development took place.</p> <p>Ridges are essential critical biodiversity areas and are required to meet targets for ecosystems, species and ecological processes. These ecological support areas play an important role in supporting the ecological functioning in terms of delivering ecosystem services.</p>	<div>Horticulture: Veld grass</div> <div>Arboriculture: Trees and shrubs</div> <div>Conservation: Flora, fauna, wildlife (mostly land and some aquatic), including alien invasive vegetation</div> <div>Infrastructure: Signage, dustbins, informal parking, fences, geological, heritage structures, and walking trails.</div>
Water bodies/ Wetlands	Wetlands are parts of the landscape defined by the presence of water, which determines the area's biogeochemistry. The reed systems provide water filtration and air purification.	<div>Conservation: Reeds, fauna, wildlife, alien invasive vegetation</div> <div>Infrastructure: Signage, dustbins, pathways, bridges, and walking trails.</div>

Facility (Category/ Classification)	Definition	Typical attributes
Zoological Garden	The Joburg Zoo is a 54 hectare zoo that is dedicated to the accommodation, enrichment, husbandry, and medical care of wild animals, and houses about 2000 individuals of 320 species.	Full range of horticulture, arboriculture, conservation and infrastructure assets. Importantly, animal enclosures.
Conservation and Research Farm	The farm is a biodiversity conservation and breeding facility of endangered animal species and of high value kind.	Full range of horticulture, arboriculture, conservation and infrastructure assets. Importantly, animal enclosures.

Abbreviations

JCPZ: Johannesburg City Parks and Zoo

CoJ: City of Johannesburg

MEs: Municipal Entities

JBG: Johannesburg Botanical Garden

POS: Public Open Space

BRT: Bus Rapid Transit

GDS: Growth and Development Strategy

IDP: Integrated Development Plan

JSIP: Johannesburg Strategic Infrastructure Platform

IPTN: Integrated Public Transport Network Plan

CIP: Consolidated Infrastructure Programme

SHSUP: Sustainable Human Settlement Urbanisation Plan

EM: Executive Manager

GIS: Geographical Information System

Maycomm: Mayoral Committee

PMO: Project Management Officer

LOA: Letter of Appointment

BSC: Bid Specifications Committee

BOQ: Bill of Quantity

CLO: Community Liaison Officer

MMC: Member of the Mayoral Committee

CAPEX: Capital Expenditure

JOC: Joint Operations Committee







MFMA: Municipal Financial Management Act















Contact Details
















Region	Section	Designation	Contact Details
			  
A	Stakeholder and Public Relations Management	Stakeholder Relations Officer	Kgantshe Mofokeng Landline: (011) 712 6733 Mobile: 084 522 2015 E-mail: kmofokeng@jhbcityparks.com
	Regional Maintenance: Midrand Depot	Regional Manager	Joseph Ndou Landline: (011) 542 9944 Mobile: 078 629 9650 E-mail: jndou@jhbcityparks.com
		SeniorHorticulturist: Parks	Vuyokazi Nkomo Landline: (011) 542 9944 Mobile: 076 220 0592 E-mail: vnkomo@jhbcityparks.com
	Protected Areas: Fourways Garden	Manager: Protected Areas	Bishop Ngobeli Landline: (011) 943 3578 Mobile: 083 981 0272 E-mail: bngobeli@jhbcityparks.com
	Eco System Enhancement and Open Space Management	Manager: Integrated Catchment Management	Landiwe Mashige Landline: (011) 791 1117 Mobile: 082 574 0479 E-mail: lmashige@jhbcityparks.com
		Bio–Aquatic Specialist	Mulalo Mbedzi Landline: (011) 791 1117 Mobile: 082 737 0419 E-mail: mmbedzi@jhbcityparks.com
B	Cemeteries: Diepsloot and Midrand	Senior Horticulturist	Oupa Legodi Landline: (011) 025 6852 Mobile: 082 861 8303 E-mail: olegodi@jhbcityparks.com
	Stakeholder and Public Relations Management	Stakeholder Relations Officer	Vava Tulwana Landline: (011) 712 6613 Mobile: 076 746 3023 E-mail: vtulwana@jhbcityparks.com
	Regional Maintenance: Marks Park	Regional Manager	Alton Rankin Landline: (011) 039 1940 Mobile: 072 660 7663 E-mail: arankin@jhbcityparks.com
Acting Senior Horticulturist: Trees		Bongani Khubeka Landline: (011) 027 8951 Mobile: 074 496 3089	
Senior Horticulturist: Parks		Rose Abdullah Landline: (011) 027 8951 Mobile: 082 963 0394 E-mail: rabdullah@jhbcityparks.com	

Region	Section	Designation	Contact Details
			  
B	Protected Areas: Melville Koppies	Manager: Protected Areas	Bishop Ngobeli Landline: (011) 943 3578 Mobile: 083 981 0272 E-mail: bngobeli@jhbcityparks.com
	Conservation Management: Botanical Garden	Curator	Sandra Viljoen Telephone: (011) 782 0517 Mobile: 083 400 9450 E-mail: sviljoen@jhbcityparks.com
		Senior Horticulturist	Lindelani Ndewo Mobile: (011) 782 1193/0715 Mobile: 072 761 1838 E-mail: lndewo@jhbcityparks.com
	Cemeteries: Westpark, Fairland, Ferndale Randburg, Maraisburg, Newclare, Fontainebleau	Senior Horticulturist	Zolile Mpophoma Landline: (011) 027 4058 Mobile: 083 599 6886 E-mail: zmpophoma@jhbcityparks.com
	Joburg Zoo: Parkview	Manager: Animal Welfare Management	Piet Malepa Landline: (011) 646 2000 E-mail: pmalepa@jhbcityparks.com
		Executive Manager	Lombard Shirindzi Landline: (011) 646 2000 E-mail: lshirindzi@jhbcityparks.com
C	Stakeholder and Public Relations Management	Stakeholder Relations Officer	Hilda Thaba Landline: (011) 712 6769 Mobile: 074 477 9941 E-mail: hthaba@jhbcityparks.com
	Regional Maintenance: Region C Head Office Golf Club Terrace	Regional Manager	Puleng Ditabe Landline: (011) 672 1310 Mobile No: 082 567 6216 E-mail: pditabe@jhbcityparks.com
		Senior Horticulturist: Parks	Michael Masie Landline: (011) 039 1021 Mobile: 082 853 0684 E-mail: mmasie@jhbcityparks.com
		Senior Horticulturist: Trees	Andre Laubscher Landline: (011) 674 4773 Mobile: 082 851 4904 E-mail: alaubscher@jhbcityparks.com
	Protected Areas: Kloofendal Nature Reserve	Manager: Protected Areas	Bishop Ngobeli Landline: (011) 943 3578 Mobile: 083 981 0272 E-mail: bngobeli@jhbcityparks.com

Region	Section	Designation	Contact Details
			  
C	Eco System Enhancement and Open Space Management	Manager: Integrated Catchment Management	Landiwe Mashige Landline: (011) 791 1117 Mobile :082 574 0479 E-mail: lmashige@jhbcityparks.com
		Bio – Aquatic Specialist	Mulalo Mbedzi Landline: (011) 791 1117 Mobile:082 737 0419 E-mail: mmbedzi@jhbcityparks.com
	Cemeteries: New Roodepoort, Cosmo City, Davidsonville, Florida, Hamberg, Horizon View, Muslim & Hindu (Georginia), Old Roodepoort, Panorama Agricultural Holdings, Weltevreden Park	Senior Horticulturist	Zolile Mpophoma Landline: (011) 027 4058 Mobile: 083 599 6886 E-mail: zmpophoma@jhbcityparks.com
D	Stakeholder and Public Relations Management	Stakeholder Relations Officer	Kgantshe Mofokeng Landline: (011) 712 6733 Mobile: 084 522 2015 E-mail: kmofokeng@jhbcityparks.com
	Regional Maintenance: Klipspruit Depot	Regional Manager	Lunga Ncapai Landline: (011) 043 3800 Mobile: 071 491 0957 E-mail: lncapai@jhbcityparks.com
		Depot Manager	Mmamolemo Rakosa Landline: (011) 043 3800 Mobile: 073 498 1618 E-mail: mrakosa@jhbcityparks.com
	Protected Areas: Sontaga Hill	Manager: Protected Areas	Bishop Ngobeli Landline: (011) 943 3578 Mobile: 083 981 0272 E-mail: bngobeli@jhbcityparks.com
	Cemeteries: Avalon Extension, Avalon, Dobsonville, Doornkop, Greenvillage, Klipspruit West (Le Roux), Nancefield (Klipspruit)	Senior Horticulturist	Thembi Mahlinza Landline: (011) 028 0092 Mobile: 074 177 5889 E-mail: tmahlinza@jhbcityparks.com

Region	Section	Designation	Contact Details
			  
E	Stakeholder and Public Relations Management	Stakeholder Relations Officer	Vava Tulwana Landline: (011) 712 6613 Mobile: 076 746 3023 E-mail: vtulwana@jhbcityparks.com
	Regional Maintenance: Depot 406 (Morningside)	Regional Manager	Jerome Olge Landline: (011) 883 7685 Mobile: 082 904 3850 E-mail: jogle@jhbcityparks.com
		Depot Manager	Khayakazi Zita Landline: (011) 883 9845 Mobile: 076 738 5501 E-mail: kbodlani@jhbcityparks.com
		Senior Horticulturist: Trees	Raymond Zuma Mobile: 079 718 3844 E-mail: rzuma@jhbcityparks.com
	Protected Areas: Rietfontein Nature Reserve	Manager: Protected Areas	Bishop Ngobeli Landline: (011) 943 3578 Mobile: 083 981 0272 E-mail: bngobeli@jhbcityparks.com
	Eco System Enhancement and Open Space Management Huddle Park	Manager: Nurseries	Thabang Mokone Telephone: (011) 640 4653 Mobile: 072 117 1335 E-mail: tmokone@jhbcityparks.com
F	Cemeteries: Alexandra Cemetery (East Bank), Alexandra Cemetery (Zinnia Drive), Alexandra Cemetery (Pansy crescent), Sandton, Linbro Park	Senior Horticulturist	Oupa Legodi Landline: (011) 025 6852 Mobile: 082 861 8303 E-mail: olegodi@jhbcityparks.com
	Stakeholder and Public Relations Management	Stakeholder Relations Officer	Molefe Seale Landline: (011) 712 6611 Mobile: 078 584 3373 E-mail: mseale@jhbcityparks.com
	Regional Maintenance: Springfield	Regional Manager	Ipeleng Dube Landline: (011) 435 4727 Mobile: 083 461 7273 E-mail: ldube@jhbcityparks.com
	Rhodes Parks	Senior Horticulturist:	Hercules Eckersley Landline: (011) 039 1018 Mobile: 061 246 8231 E-mail: heckersley@jhbcityparks.com
	Kibler Park	Acting Senior Horticulturist: Parks	Chris Manikam Landline: (011) 943 2691 Mobile: 084 969 2098 E-mail: cmanikam@jhbcityparks.com

Region	Section	Designation	Contact Details
			  
G	Stakeholder and Public Relations Management	Stakeholder Relations Officer	Molefe Seale Landline: (011) 712 6611 Mobile: 078 584 3373 E-mail: mseale@jhbcityparks.com
	Regional Maintenance: Lenasia	Regional Manager	Emmanuel Maphorogo Landline: (011) 857 1494 Mobile: 073 721 7248 E-mail: emaphorogo@jhbcityparks.com
		Senior Horticulturist: Parks	Willson Mbutini Landline: (011) 857 1267 Mobile: 073 840 5339 E-mail: wmbutini@jhbcityparks.com
		Senior Horticulturist: Trees	Edward Seroba E-mail: eseroba@jhbcityparks.com
	Protected Areas: Stredford Park	Manager: Protected Areas	Bishop Ngobeli Landline: (011) 943 3578 Mobile: 083 981 0272 E-mail: bngobeli@jhbcityparks.com
	Cemeteries: Elandsfontein, Eldorado Park, Lenasia, Olifantsvlei, Ennerdale Hiltonia, Finetown, Lakeside, Simonsberg Street, Mount Cusna and Lenasia Crematorium	Senior Horticulturist	Thembi Mahlinza Landline: (011) 028 0092 Mobile: 074 177 5889 E-mail: tmahlinza@jhbcityparks.com

Environmental Queries and Concerns:

Polyphagous Shot Hole Borer (PSHB) Complaints hotline	- 0860 562 874
Bat Interest Group	- 082 927 9532 (Sharon)
Snake Handler: mike@africanreptiles-venom.co.za	- 0834488854 (Mike Perry)
Spiders club: info@spiderclub.co.za	- 084 311 4849 / 073 168 7187
Scorpions: info@jonathanleeming.com (Jonathan Lemming)	
Owls: Eco solutions (Jonathan Hall)	- (011) 791 7326 / 072 365 9777
Endangered Wildlife Trust : harrietd@ewt.co.za	- (011) 372 3600/1/2/3

Reptile Capturers

Name	Region	Physical address	Postal address	Herp. association	Contact details
Prinsloo Conrad	Gauteng Province	14 Topaz Avenue Dersley Springs 1559	P. O. Box 14285 Dersley Springs 1569	Far East Rand	083 876 7619/ 011 578 5600
Juan Wolmarans	Gauteng Province	Unit 23 Sunglen III North Road Glen Marais Kempton Park	P. O. Box 57 Private Bag X27 Kempton Park 1620	Herpetological Association of Africa	083 310 4452
Nicolus van der Walt	Gauteng Province	8 Taal Street Three Rivers East Vereeniging 1930	P. O. Box 264985 Three Rivers 1930	West Rand	086 664 1110 / 082 523 5509
Christopher James Cooke	Gauteng Province	Montecasino Bird Gardens Cnr. William Nicol & Witkoppen Rd Fourways	P. O. Box 1606 Bromhof 2154	Herpetological Association of Africa	072 866 9108 / 011 511 1864
Challis Hugh Wright	Ekurhuleni Metropolitan area	30 Barclay Road Dunnottar Nigel 1496	30 Barclay Road Dunnottar Nigel 1496	Far EastRand Hepertological Association	082 534 8745
Brian R. Garrett	Ekurhuleni / East Rand	14 Olga Michell Street Anzac, Brakpan		Transvaal	011 365 2034 084 725 9254 brian.garrett@liebherr.com
Angelique Marie Hefer	Built up areas in the Gauteng Province	161 Kitzinger Ave Dalview Brakpan 1541	161 Kitzinger Ave Dalview Brakpan 1541	FERHA	073 193 5101
JHB City Parks and Zoo	Built up Areas in Gauteng Province	Jan Smuts Avenue Park Town 2193		N/A	
Shaun Hefer	Built up areas in the Gauteng province	161 Kitzinger Ave Dalview Brakpan 1541	161 Kitzinger Ave Dalview Brakpan 1541	FERHA	072 691 2521
Mr. Riaan Coetzee	Built up areas of Gauteng	114 Modderfontein Road Rietkol Sundra	P. O. Box 759 Sundra 2200	FERHA	083 449 2398
Frederick Prinsloo	Built up areas of Gauteng	14 Topaz Avenue, Springs	14 Topaz Avenue Dersley Springs 1559	FERHA	
Gerhadus A. Labuschagne	Built up areas of Gauteng	82 Montagu Street Boksburg 1459		FERHA	
Mike Perry	Build up areas of Gauteng	African Reptiles and Venom Plot 94 Diepsloot Randburg	P.O. Box 70564 Bryanston 2021	Transvaal	083 448 8854
Wynmand Goosen	Build up areas of Gauteng	64 Cloete Avenue Birchleigh 1618	64 Cloete Avenue Birchleigh 1618	FERHA	712752340
James Lillico	Build up areas of Gauteng	34 Glen Gardens Harris Road Edenglen Edenvale	34 Glen Gardens Harris Road Edenglen Edenvale 1609	FERHA	072 266 7343
Robert Eriksen Miller	Build up areas of Gauteng	173 Runnymede Avenue Chartwell	173 Runnymede Avenue Chartwell	FERHA	082 563 5012
Morne Michael Bothma	Build up areas of Gauteng	15 Hampton Road Selcourt Endosed Springs	15 Hampton Road Selcourt Endosed Springs	FERHA	082 867 4352
Deon Jonck	Build up areas of Gauteng	181 Church Street Johannesburg North	181 Church Street Johannesburg North	FERHA	011 546 1130
Paul Anthony Davies	Build up areas of Gauteng	141 A Forest Road Agricultural Holding Benoni	141 A Forest Road Agricultural Holding Benoni	FERHA	071 881 2228
Shawn Goosen	Build up areas of Gauteng	36 Glanmorgan Avenue Dalview Brakpan 1541	36 Glanmorgan Avenue Dalview Brakpan 1541	FERHA	
Monte casino Bird Garden	Build up areas of Gauteng	Cnr William Nicol & Witkoppen Roads Fourways	Cnr William Nicol & Witkoppen Roads Fourways	N/A	011 511 1864
Danny Sawyer	Build up areas of Gauteng	Unit 2131 Roos Rd, No.1 Hospital Road Brakpan North Oaklane Estate	Unit 2131 Roos Rd, No.1 Hospital Road Brakpan North Oaklane Estate		071 590 3983
P. G. Janse van Rensburg	Build up areas of Gauteng	2 Oval Road Brakpan	2 Oval Road Brakpan		073 617 6875
Shannon Westphal	Build up areas of Gauteng	49 Marula Crescent Serengeti Golf Estate Kempton Park	49 Marula Crescent Serengeti Golf Estate Kempton Park		084 251 9208
Andre Smit	Build up areas of Gauteng	Zen Complex Unit 6 2 Harder Road Bedfordview 2007	Zen Complex Unit 6 2 Harder Road Bedfordview 2007	N/A	083 604 0526

Authors and Contributors:

Fungi Ndebele

Letta Madlala

Alet van Rensburg

Karen Harmse

Linda Nkosi

Masego Motsoeneng

Thilivhali Denge

