



Infrastructure and COJ Fault Logging Report 2025

Through the course of 2025, PRABOA has advocated for better communication with the city departments; Johannesburg Water, Johannesburg City Power, Johannesburg City Parks and Zoos and Johannesburg Roads Agency.

We have drawn up an extensive list of faults and repairs, and highlighted priorities. We have met with city stakeholders on various forums and follow up regularly on the bigger issues. Depot managers are contacted weekly with a visual summary of faults outstanding on WhatsApp and reminded via email to check the growing database.

Day to day faults that arise like street wide power outages, sewerage emergencies and water issues are logged and tracked on a case-by-case basis, until resolution. PRABOA will pick up the neighbourhood issues on the security street WhatsApp groups and then track communications from there. We spend a large amount of time communicating with street captains, groups, on social media and with individuals during service delivery delays, and are the mode of communication between the city, ward councillor and residents.

We encourage all residents to report faults as they see them to the relevant city departments and obtain a reference number.

Individual faults isolated to one property at a time, are acknowledged, however the residents are asked to log these themselves and then send us their details in the format below, which enables us to share this information efficiently between depot managers, security and ward councillors.

- 1 Your Name and PRABOA Membership Number**
- 2 Your Cell**
- 3 Address (incl suburb & nearest street cnr)**
- 4 Ref #**
- 5 Date logged**
- 6 Time logged**
- 7 Description of the problem / list if other houses are impacted**

This level of support is available to PRABOA members. The operational costs it takes to manage this workload over exceeds the resources available, and we need your help with sustaining this service, we have options for pensioners, residents and businesses.



We encourage residents sign up to support the communication, logistics, documentation and administration that tracking and archiving each fault involves.

We invite you take advantage of the support available during incredibly frustrating times and let us help you through the process of resolving your city faults. Sign up here:

<https://parkhurstvillage.com/subscriptions/>

It is important to note that our maintenance projects for the neighbourhood, parks, clean-ups are not separate from the infrastructure issues, we attempt to align these logics across the board resulting in shared knowledge, impact and networking.

However, this report excludes any great details on our park's maintenance, these items are included in our environment portfolio's report.

Our Progress:

Roads:

We were able to pay CREASS community services to carry out a neighbourhood audit of all visible infrastructure faults in Parkhurst (excluding streetlights). This has revealed **375** issues. Most of the faults are road, stormwater and water related. This list has been added to our existing list of faults, bringing our list to around **409** items in various stages of resolution. At a minimum, this list represents a solid framework for communication with the various city depots, and helps us check in regularly on progress, at it's most productive, this list could form the basis of conversation about how the residents can legally and proactively intervene themselves.

For CREASS community services to help us with basic road surfacing issues, the quote is upwards of **R286 000**, and we are currently exploring if these activities would be endorsed by the city and gathering references from other RAs.

Signage and Road Markings:

We have separate lists for signage and road marking and were pleased to see road markings being repainted earlier in the year and have followed up on the remaining road markings outside of the intersections.



Road marking painting underway, 15th July 2025

Streetlights:

We worked in collaboration with SafeParks (24/7) on an intensive streetlight survey. A list of **204** broken streetlights has been sent to City Power, acknowledged by their team.

Our priority list for **Johannesburg Water** is as follows:

Address	Case Number	Case Report Date	Notes
18th Street, Cul de Sac	Ref 8005216588	5 years ago,	Bottom of 18th Street. There was a water leak which was cause for the excavation and quite a few additional leaks since the original about 5 years ago. Resulting in big reinstatement/swamp which continues to leak water and grow.
Corner 18th St. and 3rd Avenue nearest house 72, Parkhurst.	Ref:404943103	6/20/2024	Leaking pipe, which appears to be backfilled, not certain the issue has been resolved? - Reinstatement in Road required if issues are resolved.
Verity Park, Kids Play Area (Parkhurst	Latest ref: COJ-8006702091	4/1/2025	Sewage leak in Children's Play area at Verity Park - dangerous/ frequently reported



Recreation Centre)			
12 first street 6A first street. Corner 1st Avenue West and 1st Street, Parkhurst	COJ-8006646159.	3/6/2025	Ruptured sewage pipe. Raw sewage is flowing into the river. Johnathan has also reported this to Jeffrey of JHB Water who came out on 04 February 2025 and inspected and verified the broken sewage pipe caused by the contractors who built the gabions some years ago.
47 3rd Avenue	COJ-8006780833		Open hole filled with water blocking driveway
20th 18th Street	JWAPP 40052317		Leak
2nd Avenue and 20th Street	JWAPP 40052315		Leaking valve



18th Street, Cul de Sac, Parkhurst. Ref 8005216588



Reinstatement in Road. Corner 18th St. and 3rd Ave. Parkhurst. Ref # 5465792



5th Avenue Park Sewerage concerns:

One of our big wins this year has been the repair of a massive sewerage leak in 5th Avenue Park, reported in September and repaired in October.



5th Avenue Park, Parkhurst JWCC-400812725
17/09/25. 16h306

Blocked sewage drains with sewage running into park area and stream – **repaired.**

Parkhurst Recreation Centre/Verity Park Sewerage Issues

We are aware of the ongoing sewerage leak at Verity Park, within the children’s play area, and have cordoned this area off with the rains on the way. This has been reported several times, and we have recently met with Johannesburg Water who have assured us that this is on their list of priorities. In addition, PRABOA paid for investigation into the issues that cause the overflow in the kids’ area, and a proposal from a private plumber for resolving this.

Total Quote: R 223 675.00

The following would need to take place to avoid an emergency call out should the drainage pipes collapse:



- Excavation from both manholes by the centre through to the manhole in the children's play area
- Backfill and reinstatement of paving. The quote excludes re-surfacing.
- Supply and install new drain from the men's bathroom round to join onto the main drain.
- Supply and install new drain from the manhole behind the hall round to the manhole in the children's play area picking up the existing points.
- Test for leaks before backfilling

This quote has been shared with Recreation Centre Management, other tenants of the space, the ward councillor and with Johannesburg Water Depot managers.



Parkhurst Recreation Centre
Latest ref: COJ-8006702091 - reported Monday 28th April 2025 Blocked sewage drains with sewage bubbling to surface in kids' area at Verity Park, drainage pipes filled with roots and nearing collapse – **unresolved**





Tree Pruning:

Finally, to wrap up our progress report, it's heartening when a complex problem is solved via our support system and communication with the city. In this case Johannesburg City Parks and Zoos helped prune back trees entangled with City power lines at our local pre-school Greenpark. Greenpark Pre- Primary reached out to us for support as one issue was making the other worse, and through a process of tracking from our side, the issue was resolved. They sent us a lovely thank you note, which makes this work worthwhile indeed!



Thank you - more than words can express - for your assistance in getting the trees cut-back at Greenpark Pre-School. Your hard work is appreciated and your contribution is highly valued. Thank you most sincerely. Nola and Lauren (Principal)



Ongoing priorities:

PRABOA's overarching concerns are:

Streetlights	204 light poles not working
Sewerage	Sewerage overflow in public spaces and parks especially following heavy rains.
Road Mark Painting	Street markings between main intersections: such as near schools
Roads	Resurfacing required: 5th, 3rd, 2nd and several other streets
	Resurfacing of parking area at Recreation Centre
Water and roads	Johannesburg Roads and Water issues/ Reinstatements along 18 th / including the swamp developing at the bottom of 18 th Street and on the corner of 18 th and 3 rd . We have also reported the trenches, and degradation of roads due to spring water runoff.
Access	Wheelchair access for 16th Street and the pavement along Parkhurst Primary inaccessible
Roads	Storm water drain covers/ missing manholes (creating dangerous situation) and broken covers. Multiple reinstatements required.
Parks	Overflowing bins, not regularly collected/ or unsure of schedule
	Grass Cutting (for some reason they will only cut the grass in park, and not on other common areas, same with collection of bins, the pavement outside the pool, clinic and Rec Centre could use attention
	Schedules for all maintenance vague - so it is hard to plan
	Bollards at 12th Street entrance to prevent waste pickers and bikes
	Grass Cutting at Swimming Pool and around clinic.
	Pruning of trees (or over pruning) and collection of offcuts from pavements.



Surveys Carried out in 2025

Road Mark Painting Survey – call for community participation

Parkhurst Pothole Survey – call for community participation

Parkhurst City Power Fault logging survey 2025– call for community participation/ and volunteers assisted with collecting data on the following:

1. Temporary cables
2. Missing switch covers and badly maintained cabling
4. Vegetation growing around streetlight poles/ electricity poles and cables

Street Light Survey – in collaboration with SafeParks 24/7

Neighbourhood audit – in collaboration with CREASS community services

Parkhurst Pothole Survey

PRABOA needs your help collecting information related to overdue potholes and reinstatements in our area. This form will create a spreadsheet so we can track progress and a single reference number for each one. Please log with hotline@jra.org.za if you have not done so already. If you know the reinstatement was caused by Joburg Water you can also log it with: customer@jwater.co.za

In order to fill in the below form please

1. Take a photo of the site.
2. Take note of the date and time you have logged with JRA
3. Take note of your reference number.

A reinstatement is a part of the road that has purposefully been dug up, usually for repairs or installations of infrastructure.


A reinstatement requires backfilling of soil, laying a new asphalt surface, and clearing rubble, etc from the site. Please see the difference between a pothole and reinstatement below.

Potholes can also be logged with hotline@jra.org.za and entered on the google form for our records. For more information about these issues and processes please review the following message compiled by Cllr Tim Truluck: https://drive.google.com/file/d/11LJyG03v7fpeh2fg9S7P2bb1_7QZAmlK/view?usp=drive_link

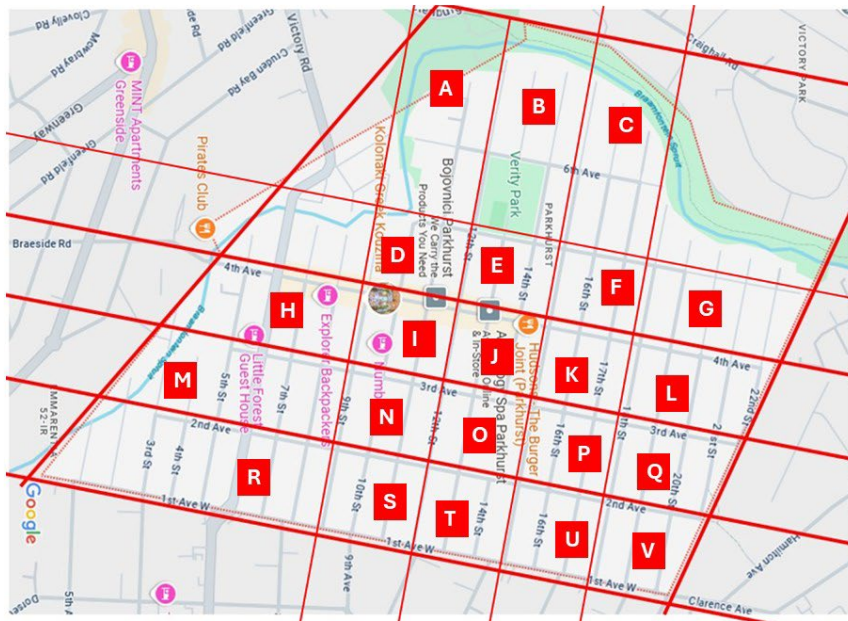
If you have questions, please contact: support@parkhurst.org.za. Subscribe here: <https://parkhurstvillage.com/subscriptions/>

The difference between a pothole and reinstatement.

THE DIFFERENCE BETWEEN A POTHOLE AND A REINSTATEMENT



Example of a Google Form shared with the community.



A		R	
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Example of grid system used by SafeParks to help us survey working streetlights

A list of communication 2025:



- City Stakeholder engagement, from site inspections to mayoral meetings.
- Archives and databases of faults (tracking, logging and documenting)
- Facebook groups and PRABOA's Facebook page.
- Calls for public participation in fault logging and surveys



- WhatsApp Street Groups / Notice board
- Newsletters

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Parkhurst Residents and Business Owners Association's Post ✕

 **Parkhurst Residents and Business Owners Association**
Published by Pauline Borton · April 24 · 

Parkhurst Reinstatement Progress update.

There's nothing like walking through our neighbourhood on a dull and rainy day, to be pleasantly surprised by new wheelchair ramp and paving where there was previously a sinkhole. It's a unique experience, and one we hope will become more of the norm as we continue to collaborate with JRA as much as possible.

This long-standing reinstatement was repaired by Johannesburg Roads Agency (JRA), and formed part of PRABOA's tracking list and ongoing communication with the city entity.

If you would like to find out how we can help with COJ fault logging email: support@parkhurst.org.za or subscribe to contribute to our collective efforts related to the admin, documentation, communication and tracking of these issues: <https://parkhurstvillage.com/subscriptions/>

[Parkhurst Residents and Business Owners Association](#)
[Parkhurst 4th Ave](#)



Parkhurst Residents and Business Owners Association's Post



Parkhurst 4th Ave



Look out for our Neighbourhood QR code:

As you explore the neighbourhood keep an eye out for our QR code. Download the Zapper app to contribute to our common good projects.



Donate to support upgrades and maintenance



zapper[™] Download the Zapper App.



Draft Communication Plan for 2026:

In 2026 we can expect to see the following communication campaigns roll out in addition to the ongoing support:

1. Revised COJ fault logging processes and information on our website and social media – sharing new tips, information and contact numbers.
2. A continued collaborative effort with SafeParks helping us monitor substations, streetlights and work underway, checking wayleaves and contractor details.
3. An integrated communication campaign that shares the collective benefit of subscribing to the three schemes: SafeParks (PSS), PRABOA Membership and 24/7 Security.

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Contact Details:

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