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AWARENESS

# City's ombudsman gives needs of the elderly priority

THE City of Joburg's ombudsman is running an awareness campaign and investigation in city-run and managed old age homes.

As a caring city, the ombudsman wants to listen to the grievances of the elderly and find ways to assist the elderly with their issues.

"The office of the ombudsman is

known as the office of last resort, but this time we are doing something special. We have taken it upon ourselves to investigate the conditions faced by the elderly at retirement villages," advocate Siduduzo Gumede, the city's ombudsman, said.

Gumede recently visited the Euefees Oord Old Age Home in Westdene

in region B.

During the visit, the home's residents raised some of their grievances, which include the lack of adequate security on the premises, structural problems with the housing units, electricity billing issues and challenges with illegal tenants living in the retirement village.

Some of the city's departments and entities such as Social Development, City Power, Revenue Services, Joburg Water and Pikitup had representatives on the day who responded to the grievances.

The office of the ombudsman also educated the elderly on how to lodge a complaint. It has offices in all the

city's seven regions.

Residents of the city can lodge complaints by telephone, email or walk-in.

The ombudsman is the office of last instances, therefore complainants need to be first raised with the relevant department before going to the ombudsman. | [CoJ Website](#)