

# Overstrand Municipality - Service Charter



**#overstrand4all**

CONNECT WITH US

SERVICE ENQUIRIES: Overstrand Collab Citizen App    EMERGENCY ☎: 028 313 1111    ✉ [enquiries@overstrand.gov.za](mailto:enquiries@overstrand.gov.za)    🌐 [www.overstrand.gov.za](http://www.overstrand.gov.za)



Connect with us!

SCAN ME



[www.overstrand.gov.za](http://www.overstrand.gov.za)

SCAN ME



Overstrand Collab  
Citizen App

SCAN ME



Quick Connect

#overstrand4all

## INDEX

Message from the Municipal Manager	2	Boodskap van die Munisipale Bestuurder	15	Umyalezo ovela kumphathi kamasipala wethu	29
Our Service Commitment to You	3	Ons diensverbintenis aan jou	16	Ekuzibopheleleni kwethu ukunikezela ngeenkonzo	30
Who are we?	3	Wie is ons?	16	Singoobani?	30
Who are our Clients?	4	Wie is ons Kliënte?	17	Ngoobani abathengi bethu?	31
<b>Our Service Standards</b>	<b>4</b>	<b>Ons diensstandaarde</b>	<b>17</b>	<b>Zonke iinkonzo</b>	<b>31</b>
- Corporate Services	5	- Korporatiewe Dienste	18	- linkonzo zoshishino	32
- Financial Services	5	- Finansiële Dienste	18	- linkonzo zemali	33
- Infrastructure Services	6	- Infrastruktuurdienste	20	- linkonzo zezakhiwo	34
- Community Services	9	- Gemeenskapsdienste	23	- linkonzo zoluntu	37
- Public Safety Services	10	- Beskermingsdienste	24	- linkonzo zokhuseleko zoluntu	38
- Planning & Development Services	12	- Beplanning- en Ontwikkelingsdienste	26	- linkonzo zokucwangcisa nezophuhliso	40

## MESSAGE FROM THE MUNICIPAL MANAGER

It is an honour to introduce the latest Client Service Charter for the Overstrand Municipality.

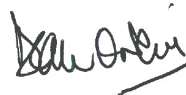
This Charter is evidence of a commitment to deliver excellent services to our clients, the community of the greater Overstrand area.

At the Overstrand Municipality, excellent client services entail more than just lip service. This service charter bear witness to our commitment to our clients.

As set out in this charter, our clients also have a responsibility to assist us in this regard: a responsibility to provide the correct information;

a responsibility to understand there are various priorities requiring attention; a responsibility to be reasonable, and a responsibility to trust that we have their interests at heart.

Herewith we commit to be professional and transparent in our dealings with our clients, and to maintain the highest possible service Standards while ensuring that the Batho Pele principles are upheld.



Dean O'Neill, Municipal Manager

## OUR SERVICE COMMITMENT TO YOU

This Client Service Charter document defines the aims and objectives of Batho Pele Principles by focusing on:

- Consultation
- Service Standard
- Courtesy
- Information
- Openness
- Redress
- Value for money
- Transparency

## Our Vision

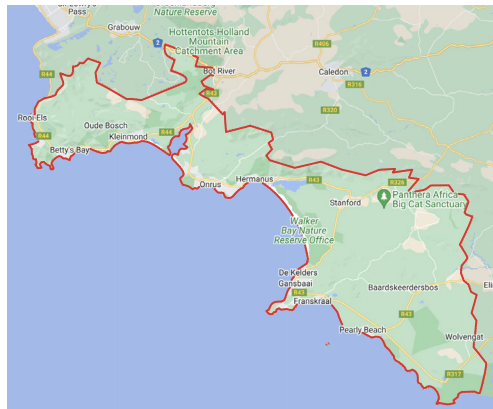
To be a centre of excellence for the community.

## Our Mission

Creation of sustainable communities by delivering optimal services to support economic, social and environmental goals in a politically stable environment as an Overstrand for all.

## WHO ARE WE?

Overstrand Municipality is situated in the Overberg District of the Western Cape Province and covers the areas of Hangklip-Kleinmond, Greater Hermanus, Stanford and Greater Gansbaai. The administrative head office of the Municipality is situated in Hermanus.



## WHO ARE OUR CLIENTS?

Our clients are ratepayers, residents and businesses whose main contact with the Municipality is through the consumption of municipal services.

All visitors to the Overstrand Municipal area are also our clients.

We want to satisfy all our clients' needs. No matter how big or small. Some needs are obviously more urgent than others, but attention will be given to each individual case, and it will be handled in the best possible way.

## OUR SERVICE STANDARD – TIME TO RESPOND

We have developed the following Service Standards for the Municipality that you as a client can expect and measure us against.

As a customer you must please remember that

you have a responsibility to provide us with the correct and complete information, otherwise we cannot meet with these Standards

## ALL SERVICES

### Support Services

Service	Standard
Service delivery in general	Have a customer information officer on call 24 hours a day, 7 days a week to handle enquiries
Answering telephone calls	80% of all calls answered within 20 seconds
Acknowledge all correspondence	1 workday
Return your call	1 workday

4

## CORPORATE SERVICES

### Administrative Support Services

Service	Standard
Request for access to information	30 days

### ICT

Fibre Complaints	5 workdays
------------------	------------

## FINANCIAL SERVICES

### Revenue Management

Service	Standard
Account enquiries	10 workdays
Applications for water and electrical connections	2 workdays
Application for indigent subsidy	10 workdays
Customer Information Updates	10 workdays
Disconnections of metered services	10 workdays
Free Basic Services Enquiries	10 workdays
Meter reading enquiries	10 workdays
New account registrations	10 workdays
Notice of tariff increases	10 workdays after council approval
Property Valuation Enquiries	10 workdays
Rates & Services Enquiries	10 workdays

5

## FINANCIAL SERVICES

Financial Accounting and Reporting	
Service	Standard
Budget related enquiry	10 workdays
Expenditure and Assets	
Payment of creditors	14-30 days
Supply Chain and Logistics Management	
Bid enquiries	2 workdays
Requesting of bid documents	2 workdays
Upload of bid opening results on website	2 workdays

## INFRASTRUCTURE SERVICES

Infrastructure and Project Management	
Roads and Stormwater Services	Standard
General service standard	92% of enquiries resolved within 30 days
Opening of stormwater blockages after complaint lodged	5 workdays
Pavement enquiries	5 workdays
Repair potholes	15 workdays
Respond to complaints about uneven side walks	30 workdays
Respond to complaints of flooding	2 workdays
Respond to gravel roads surface complaints	10 workdays



## INFRASTRUCTURE SERVICES

Infrastructure and Project Management	
<b>Roads and Stormwater Services</b>	<b>Standard</b>
Road Marking enquiries	5 workdays
Sign enquiries	5 workdays
Speed Bump enquiries	10 workdays
<b>Waste Management Services</b>	<b>Standard</b>
Landfill Site enquiries	5 workdays
Transfer Station enquiries	5 workdays
<b>Housing and Capital Projects</b>	<b>Standard</b>
Housing enquiries	2 workdays
Updating of housing waiting list	As per application
<b>Water Services (Water and Sewer Network)</b>	<b>Standard</b>
Bulk Spillages: pump stations	1 workday
Bulk Spillages: sewer network pipelines/manholes	10 workdays
Disconnection	30 workdays
Fire Hydrants	2 workdays
Inspections and treatments of sewerage odours	2 workdays
Low Water Pressure	1 workday
Manhole Covers	5 workdays
New Connection	30 workdays

7

## INFRASTRUCTURE SERVICES

Infrastructure and Project Management		
Water Services (Water and Sewer Network)		Standard
No Water		1 workday
Tanker Services		3 workdays
Valve Leaking		2 workdays
Water bursts, extensive flooding and sewage overflows/blockages		1 workday
Water maintenance		10 workdays
Water meter enquiries		10 workdays
Water Reticulation		10 workdays
Water Quality: Taste & Colour		1 workday
Electrical Services (excluding Eskom areas)		
Service	Standard	
Electrical new connections, upgrades, and changes	20 workdays of receiving the application and proof of payment of the prescribed fees if existing infrastructure is adequate and all requirements are met.  30 workdays of receiving the application and proof of payment of prescribed fees, or as otherwise agreed if network extensions/upgrading is required.	
Meter verifications	10 workdays	
Repair unforeseen power outages (electrical faults, malfunctioning equipment, etc.)	<ul style="list-style-type: none"> <li>• 30% of cases within 2 hours</li> <li>• 60% of cases within 3,5 hours</li> </ul>	<ul style="list-style-type: none"> <li>• 90% of cases within 8 hours</li> <li>• 100% of cases within 2 working days</li> </ul>
Reports of faulty street lighting, area and sports field lighting	15 workdays	

## INFRASTRUCTURE SERVICES

### Electrical Services (excluding Eskom areas)

Service	Standard
Scheduled power outages (for upgrading, maintenance)	<p>Maximum of three (3) planned and six (6) forced outages per year, limited to a total of twelve (12) hours per outage.</p> <p>The municipality will give at least 14 days' notice of scheduled power outages for the greater town areas by means of notice boards, advertisements, SMS and social media platforms. For power outages for smaller areas at least 48 hours' notice is given.</p>

## COMMUNITY SERVICES

### Library Services

Service	Standard
Feedback on special request for books	On availability

### Parks, Recreation and Cemeteries

Beaches enquiries	10 workdays
Maintenance enquiries	10 workdays
Parks enquiries	10 workdays
Public Open Spaces enquiries	10 workdays
Request for Burial	2 workdays
Sport Field enquiries	10 workdays

## COMMUNITY SERVICES

### Refuse Removal and Street Cleansing

Service	Standard
General enquires	2 workdays
Illegal Dumping / Littering	3 workdays

### Facilities, Halls and Building Maintenance

Service	Standard
Bookings for Halls	Immediately

## PUBLIC SAFETY SERVICES

### Traffic Services

Service	Standard
Application for discount or acquittal of fines	10 workdays
Bookings for learner and driver license testing	Immediately pending availability of eNatis system
Faulty Traffic Light enquiries	10 workdays
Issue of vehicle registration and licenses	Immediately
Reaction time to accidents	Immediately
Remove local administrative mark from name after receipt of payments	5 workdays
Traffic Fine enquiries	10 workdays
Traffic Offence enquiries	10 workdays

## PUBLIC SAFETY SERVICES

### Law Enforcement and Security Services

Service	Standard
Bylaw Offences	10 workdays
Illegal Land Invasions	10 workdays
Illegal Structures	10 workdays
Stray Animals	10 workdays

### Fire Rescue and Disaster Management

Service	Standard
Overgrown Erven & Plots	10 workdays
Reaction time to fire	Immediately

### Municipal Court

Service	Standard
Application for discount or acquittal of fines	10 workdays
Traffic Fine enquiries	10 workdays
Traffic Offence enquiries	10 workdays

## PLANNING & DEVELOPMENT SERVICES

Land Use Planning		
<b>Town Planning Services</b>	<b>Standard</b>	
Acknowledge receipt of land use applications and inform applicants of any missing information	10 workdays	
Respond to land use management enquiries	10 workdays	
<b>Property Administration Services</b>	<b>Standard</b>	
Respond to property administration enquiries	10 workdays (not including statutory processes and any form of investigation to be done)	
Environmental Management and Conservation		
Service	Standard	
Alien Clearing enquiries	10 workdays	
Air Quality: Noise/Dust/Air enquiries	10 workdays	
Baboon Management enquiries	10 workdays	
Environmental Development Implication enquiries	10 workdays	
Environmental Management System enquiries	10 workdays	
Reserve Management and Open Space 1 Areas enquiries	10 workdays	
Building Control		
Building plan approval	< 500m <sup>2</sup> : 30 days	> 500m <sup>2</sup> : 60 days
Request for Building inspections	2 workdays	
Response to all building control enquiries	10 workdays	

## PLANNING & DEVELOPMENT SERVICES

Integrated Human Settlements	
Service	Standard
Informal settlement enquiries	2 workdays
Toilets and Water enquiries	10 workdays
Economic Development	
Service	Standard
Enterprise Development enquiries	30 workdays
Community & Youth Development enquiries	10 workdays
SMME Registration	30 workdays
Stalls Application	30 workdays
Tourism	
Service	Standard
Events	2 workdays
Tourism	2 workdays

# Overstrand Munisipaliteit - Dienshandves

Munisipaliteit • U-Masipala • Municipality

## OVERSTRAND



14

Overstrand Service Charter

CONNECT WITH US

#overstrand4all

SERVICE ENQUIRIES: Overstrand Collab Citizen App EMERGENCY 📞 028 313 1111 📧 enquiries@overstrand.gov.za 🌐 www.overstrand.gov.za



Dit is 'n eer om die jongste Dienshandves vir die Overstrand Munisipaliteit bekend te stel.

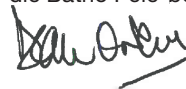
Hierdie Handves is bewys van 'n verbintenis om uitstekende dienste aan ons kliënte, die gemeenskap van die groter Overstrand-area, te lewer.

By die Overstrand Munisipaliteit behels uitstekende kliëntediens meer as net lippediens. Hierdie dienshandves getuig van ons toewyding aan ons kliënte.

Soos uiteengesit in hierdie handves, het ons kliënte ook 'n verantwoordelikheid om die

korrekte inligting te verskaf; 'n verantwoordelikheid om te verstaan daar is verskeie prioriteite wat aandag verg; 'n verantwoordelikheid om redelik te wees en 'n verantwoordelikheid om te vertrou dat ons hulle belange op die hart dra.

Hiermee verbind ons ons om professioneel en deursigtig te wees in ons handeling met ons kliënte en om die hoogste moontlike diensstandaarde te handhaaf, terwyl ons verseker dat die Batho Pele-beginsels gehandhaaf word.



Dean O'Neill, Munisipale Bestuurder

## ONS DIENSVERBINTENIS MET JOU

Hierdie Dienshandvesdokument definieer die doelwitte en voornemens van die Batho Pele-Beginsels deur te fokus op:

- Konsultasie
- Dienstandaard
- Hoflikheid
- Inligting
- Openlikheid
- Regstelling
- Waarde vir geld
- Deursigtigheid

### Ons Visie

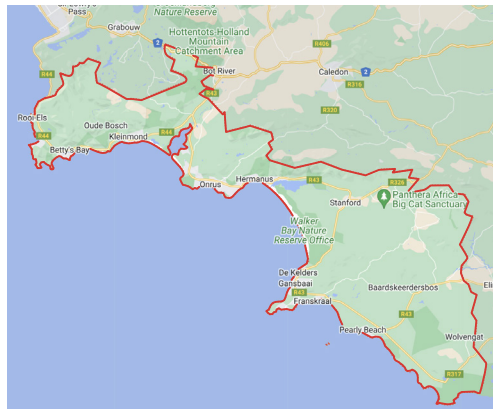
Om 'n sentrum van uitnemendheid vir die gemeenskap te wees.

### Ons Missie

Skep van volhoubare gemeenskappe deur optimale dienste te lewer om ekonomiese, sosiale en omgewingsdoelwitte te ondersteun in 'n polities stabiele omgewing as 'n Overstrand vir almal.

## WIE IS ONS?

Die Overstrand Munisipaliteit is geleë in die Overberg-Distrik van die Wes-Kaap Provinsie en dek die gebiede Hangklip-Kleinmond, Groter Hermanus, Stanford en Groter Gansbaai. Die administratiewe hoofkantoor van die Munisipaliteit is in Hermanus geleë.



## WIE IS ONS KLIËNTE?

Ons kliënte is belastingbetalers, inwoners en besighede wat hoofsaaklik deur die verbruik van munisipale dienste, met die Munisipaliteit kontak het.

Alle besoekers aan die Overstrand Munisipale area is ook ons kliënte.

Ons wil aan al ons kliënte se behoeftes voldoen. Maak nie saak hoe groot of klein nie. Sommige behoeftes is natuurlik dringender as ander, maar daar sal aandag gegee word aan elke individuele geval, en dit sal op die beste moontlike manier hanteer word.

## ONS DIENSSTANDAARD – REAKSIETYD

Ons het die volgende diensstandaarde wat u as kliënt kan verwag en aan ons kan meet, vir die Munisipaliteit ontwikkel

As 'n kliënt moet jy asseblief onthou dat jy 'n

verantwoordelikheid het om ons van die korrekte en volledige inligting te voorsien, anders kan ons nie aan hierdie standaarde voldoen nie

## ALGEMENE DIENSTE

Kliëntediens	
Diens	Standaard
Dienslewering in die algemeen	Kliënt-inligtingsbeamptes is 24 uur per dag, 7 dae per week op bystand om navrae te hanteer
Beantwoord van telefoonoproepe	80% van alle oproepe is binne 20 sekondes beantwoord
Erken van korrespondensie ontvang	1 werksdag
Skakel jou terug	1 werksdag

## KORPORATIEWE DIENSTE

### Administratiewe Ondersteuningsdienste

Diens	Standaard
Verzoek om toegang tot inligting	30 dae

### IKT

Diens	Standaard
Optiese vesel klagtes	5 werksdae

## FINANSIËLE DIENSTE

### Inkomstebestuur

Diens	Standaard
Algemene rekeningnavrae	10 werksdae
Aansoeke vir water- en elektriese aansluitings	2 werksdae
Aansoek om deernishulp	10 werksdae
Kliënt-inligting opdaterings	10 werksdae
Afsluiting van meterdienste	10 werksdae
Basiese dienste (gratis) navrae	10 werksdae
Meterlesingsnavrae	10 werksdae
Nuwe rekeningregistrasies	10 werksdae
Kennisgewing van tariefverhogings	10 werksdae na goedkeuring deur die raad

## FINANSIËLE DIENSTE

<b>Inkomstebestuur</b>	
<b>Diens</b>	<b>Standaard</b>
Eiendomwaardasienavrae	10 werksdae
Tarief- & Diensnavrae	10 werksdae
<b>Finansiële Rekeningkunde en Verslagdoening</b>	
Begrotingsverwante navraag	10 werksdae
<b>Uitgawes en Bates</b>	
Betaling van krediteure	14-30 werksdae
<b>Voorsieningskanaal- en logistieke bestuur</b>	
Tender navrae	2 werksdae
Versoek van tenderdokumente	2 werksdae
Oplaaï van tender resultate op die webtuiste	2 werksdae

## INFRASTRUKTUURDIENSTE

Infrastruktuur en Projekbestuur	
Paaie- en Stormwaterdienste	Standaard
Algemene diensstandaard	92% van navrae is binne 30 dae opgelos
Oopmaak van stormwaterblokkasies	5 werksdae
Sypaadjenavrae	5 werksdae
Herstel van slaggate	15 werksdae
Reageer op klagtes insake ongelyke sypaadjies	30 werksdae
Reageer op klagtes insake oorstromings	2 werksdae
Reageer op klagtes insake grondpad oppervlaktes	10 werksdae
Padmerknavrae	5 werksdae
Padtekennavrae	5 werksdae
Spoedhobbelsnavrae	10 werksdae
Afvalbestuursdienste	Standaard
Vullisterreinnavrae	5 werksdae
Oorlaaistasienvrae	5 werksdae
Behuisings- en Kapitaalprojekte	Standaard
Behuisingsnavrae	2 werksdae
Opdatering van behuisingswaglys	Soos per aansoek

## INFRASTRUKTUURDIENSTE

Infrastruktuur en Projekbestuur	
Waterdienste (water- en rioolnetwerk)	Standaard
Grootmaatstortings: pompstasies	1 werksdag
Grootmaatstortings: rioolnetwerkpypleidings/mangate	10 werksdae
Vrywillige onderbreking	30 werksdae
Brandkrane	2 werksdae
Inspeksies en behandelings van rioolreuke	2 werksdae
Lae waterdruk	1 werksdag
Mangatdeksels	5 werksdae
Nuwe verbinding	30 werksdae
Geen Water	1 werksdag
Tenkwadienste	3 werksdae
Klep lekke	2 werksdae
Pypbrekasies, uitgebreide oorstromings en rioolwater oorloop/ verstoppings	1 werksdag
Wateronderhoud	10 werksdae
Watermeternavrae	10 werksdae
Waternetwerk	10 werksdae
Waterkwaliteit: smaak en kleur	1 werksdag

## INFRASTRUKTUURDIENSTE

### Elektriese dienste (uitgesluit Eskom-gebiede)

Diens	Standaard
Nuwe Elektriese verbindings, opgraderings en veranderinge	<p>20 werksdae van ontvangs van die aansoek en bewys van betaling van die voorgeskrewe gelde indien bestaande infrastruktuur voldoende is en aan alle vereistes voldoen word.</p> <p>30 werksdae van ontvangs van die aansoek en bewys van betaling van voorgeskrewe fooie/of soos andersins ooreengekom indien netwerkuitbreidings/opgradering vereis word.</p>
Meterverifikasies	10 werksdae
Herstel onvoorsiene kragonderbrekings (elektriese foute, wanfunksionele toerusting, ens.)	<ul style="list-style-type: none"> <li>• 30% van gevalle binne 2 uur</li> <li>• 60% van gevalle binne 3,5 uur</li> <li>• 90% van gevalle binne 8 uur</li> <li>• 100% van gevalle binne 2 werksdae</li> </ul>
Verslae van foutiewe straat, area- en sportveldbeligting	15 werksdae
Geskeduleerde kragonderbrekings (vir opgradering, instandhouding)	<p>Maksimum van drie (3) beplande en ses (6) gedwonge onderbrekings per jaar, beperk tot 'n totaal van twaalf (12) uur per onderbreking.</p> <p>Die munisipaliteit sal ten minste 14 dae kennis gee van geskeduleerde kragonderbrekings vir die groter dorpsgebiede deur middel van kennisgewingborde, advertensies, SMS en sosiale media platforms. Vir kragonderbrekings vir kleiner areas word minstens 48 uur kennis gegee.</p>



## GEMEENSKAPSDIENSTE

<b>Biblioteekdienste</b>	
<b>Diens</b>	<b>Standaard</b>
Terugvoer op spesiale versoek vir boeke	Wanneer beskikbaar
<b>Parke, ontspanning en begraafplase</b>	
Navrae oor strande	10 werksdae
Instandhouding navrae	10 werksdae
Navrae oor parke	10 werksdae
Navrae oor Openbare ruimtes	10 werksdae
Navraag oor begrafnis bespreking	2 werksdae
Navrae oor sportterreine	10 werksdae
<b>Vullisverwydering en Straatskoonmaak</b>	
Algemene navrae	2 werksdae
Onwettige storting / rommelstrooiing	3 werksdae
<b>Fasiliteit-, Saal- en Gebou-onderhoud</b>	
Besprekings van gemeenskapsfasiliteite	Onmiddellik

## BESKERMINGSDIENSTE

<b>Verkeersdienste</b>	
<b>Diens</b>	<b>Standaard</b>
Aansoek om afslag of vrypraak van boetes	10 werksdae
Besprekings vir leerling- en bestuurslisensietoetsing	Onmiddellik hangende beskikbaarheid van eNatis-stelsel
Navrae oor foutiewe verkeerslig	10 werksdae
Uitreiking van voertuigregistrasie dokumente en -lisensies	Onmiddellik
Reaksietyd vir ongelukke	Onmiddellik
Verwyder plaaslike administratiewe nota van naam na ontvangs van betalings	5 werksdae
Navrae oor verkeersboetes	10 werksdae
Navrae oor verkeersoortredings	10 werksdae
<b>Wetstoepassing en Veiligheidsdienste</b>	
Verorderingsoortredings	10 werksdae
Onwettige grondbesetting	10 werksdae
Onwettige strukture	10 werksdae
Verdwaalde Diere	10 werksdae
<b>Brandweer en Rampbestuur</b>	
Oorgroeide Erwe & Plotte	10 werksdae
Reaksietyd vir brande	Onmiddellik

## BESKERMINGSDIENSTE

### Munisipale Hof

Aansoek om afslag of vryspraak van boetes	10 werksdae
Verkeersboete navrae	10 werksdae
Verkeersoortredingnavrae	10 werksdae

## BEPLANNING- EN ONTWIKKELINGSDIENSTE

Grondgebruikbeplanning	
<b>Stadsbeplanningsdienste</b>	<b>Standaard</b>
Erken ontvangs van grondgebruikaansoeke en stel aansoekers in kennis van enige ontbrekende inligting	10 werksdae
Reageer op grondgebruikbestuursnavrae	10 werksdae
<b>Eiendomsadministrasiedienste</b>	<b>Standaard</b>
Reageer op eiendomsadministrasie-navrae	10 werksdae (nie statutêre prosesse en enige vorm van ondersoek wat gedoen moet word, nie ingesluit nie)
Omgewingsbestuur en -bewaring	
Nie-inheemse-verwyderingsnavrae	10 werksdae
Luggehalte: geraas-/ stof- /lugnavrae	10 werksdae
Bobbejaanbestuurnavrae	10 werksdae
Omgewingsontwikkelingsimplikasie-navrae	10 werksdae
Omgewingsbestuurstelsel-navrae	10 werksdae
Reserwebestuur en Oopruimte 1- Area navrae	10 werksdae

## BEPLANNING- EN ONTWIKKELINGSDIENSTE

Boubeheer		
Diens	Standaard	
Bouplangoedkeuring	< 500m <sup>2</sup> : 30 dae	> 500m <sup>2</sup> : 60 dae
Verzoek om gebou-inspeksies	2 werksdae	
Reaksie op alle geboubeheernavrae	10 werksdae	
Geïntegreerde menslike nedersettings		
Navrae oor informele nedersettings	2 werksdae	
Water en ablusie navrae	10 werksdae	
Ekonomiese Ontwikkeling		
Ondernemingsontwikkelingsnavrae	30 werksdae	
Gemeenskap- en Jeugontwikkelingsnavrae	10 werksdae	
SMME-registrasie	30 werksdae	
Aansoek om Stalletjie	30 werksdae	
Toerisme		
Gebeurtenisse	2 werksdae	
Toerisme	2 werksdae	

# UMasipala WeOverstrand - Itshatha Yeenkonzo



28

Overstrand Service Charter

CONNECT WITH US

#overstrand4all

SERVICE ENQUIRIES: Overstrand Collab Citizen App EMERGENCY 📞: 028 313 1111 📧 enquiries@overstrand.gov.za 🌐 www.overstrand.gov.za



Lomqulu ububungqina bokuzibophelela eku-nikezeleni ngeenkonzoz ezintle kubaxhasi naku-luntu lwengingqi yomandla waseOverstrand ngokubanzi.

Kumasipala waseOverstrand, iinkonzoz zabathengi ezigqwesileyo zibandakanya okungaphezulu kweenkonzoz ezikhankanywa nje ngomlomo. Lomqulu wenkonzoz ungqina ukuzibophelela kwethu kubathengi.

Njengoko kuchaziwe kulomqulu, abathengi bethu banoxanduva lokusinceda kule nkalo: Uxanduva lokunikezela ngolwazi oluchanekileyo nokuqonda ukuba kukho izinto eziphambili

ezahlukeneyo ezifuna ukuqwalaselwa; uxanduva lokubanengqiqo, kunye noxanduva lokuba basithembe ukuba sinomdla kubo

Ngaloo ndlela sizibophelela ekusebenzisaneni kakuhle kungekho zinto zingacacanga kubathengi bethu, nokugcina eyona Migangatho yeenkonzoz iphakamileyo ngoxa siqinisekisa ukuba imigaqo yeBatho Pele iyathotyelwa.

Dean O'Neill, Mphathi Kamasipala

## EKUZIBOPHELELENI KWETHU UKUNIKEZELA NGEENKONZO

Le Tshatha Yeenkonzo Zabathengi ichaza usukelo neenjongo Zemigaqo yeBatho Pele ngokugxila:

- Ukubonisana
- Umgangatho Wenkonzo
- Imali onokuyisebenzisa
- Inkcazelo
- Ukuvuleka
- Ukulungisa
- Ixabiso lemali
- Ukungafihli nto

### Umbono Wethu

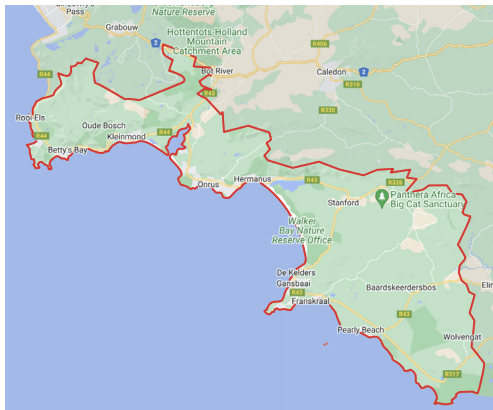
Ukuba liziko eligqwesileyo kuluntu.

### Esizimisele Ukukwenza

Ukudala uluntu oluzinzileyo ngokunikezela ngeenkonzo ezifanelekileyo zokuxhasa iinjongo zoqoqosho, ezentlalo nezendalo kwindawo ezinzileyo kwezopolitiko njenge-Overstrand kubo bonke.

## SINGOOBANI?

UMasipala waseOverstrand ukwisithili sase-Overberg kwiPhondo leNtshona Koloni kwaye uquka iindawo zaseHangklip-Kleinmond, iGreater Hermanus, iStanford neGreater Gansbaai. Iofisi yolawulo lukaMasipala iseHermanus.





## NGOOBANI ABATHENGI BETHU?

Abathengi bethu ngabahlawuli bomlinganiselo, abahlali namashishini aqhagamshelana kakhulu noMasipala ngokusetyenziswa kweenkonzo zikamasipala.

Bonke abatyeleli kwindawo kaMasipala wase-Overstrand nabo bangabathengi bethu.

Sifuna ukwanelisa zonke iimfuno zabathengi bethu. Nokuba zinkulu okanye zincinci kangakanani. Ezinye iimfuno zingxamiseke ngakumbi kunezinye, kodwa ingqalelo iza kunikwa kwimeko nganye, kwaye iza kusingathwa ngeyona ndlela efanelekileyo.

## UMGANGATHO WETHU WENKONZO – IXESHA LOKUPHENDULA

Siphuhlise le Migangatho yeenkonzo elandelayo kaMasipala onokuthi uyilindele njengomthengi kwaye usilinganise ngayo.

Njengomthengi kufuneka ukhumbule ukuba unembopheleleko yokusinika inkcazelo echanileyo nepheleleyo, kungenjalo asinakuyifikelela le Migangatho

## ZONKE IINKONZO

Iinkonzo Zokuncedisa Ezolawulo	
Inkonzo	Umgangatho
Ukuhanjiswa kweenkonzo gabalala	ukuba negosa lenkcazelo yabathengi efowunini iiyure ezingama-24 ngosuku, iintsuku ezisi-7 ngeveki ukujongana nemibuzo
Ukuphendula iifowuni	I-80% yazo zonke iifowuni ziphendulwe kwimizuzwana eyi-20
Ukwamkela zonke iimbalelwano	Usuku lokusebenza oluyi-1
Ukubuyela kuwe ngefowuni	Usuku lokusebenza oluyi-1

## IINKONZO ZOSHISHINO

Iinkonzo Zokuncedisa Ezolawulo	
Inkonzo	Umgangatho
Isicelo sokufikelela kwinkcazelo	Iintsuku eziyi-30
I-ICT	
Inkonzo	Umgangatho
Izikhhalazo Ngefayibha	Iintsuku zomsebenzi eziyi-5

## IINKONZO ZEMALI

### Ulawulo Lwengeniso

Inkonzo	Umgangatho
Imibuzo ngeakhawunti	lintsuku zomsebenzi ezili-10
Izicelo zokufakelwa amanzi nombane	lintsuku zomsebenzi eziyi-2
Isicelo senkxaso-mali yabantu abahluphekileyo	lintsuku zomsebenzi ezili-10
Uhlaziyo Lwenkcazelo Yomthengi	lintsuku zomsebenzi ezili-10
Ukunqunyanyiswa kweenkonzo ezilinganisiweyo	lintsuku zomsebenzi ezili-10
Imibuzo Yeenkonzo Ezisisiseko Ezingabhatalelwayo	lintsuku zomsebenzi ezili-10
Imibuzo ngokufundwa kweemitha	lintsuku zomsebenzi ezili-10
Ukubhalisa iakhawunti entsha	lintsuku zomsebenzi ezili-10
Isaziso sokunyuka kweehafu	lintsuku zomsebenzi ezili-10 emva kokuba ibhunga livumile
Imibuzo Yexabiso Lendlu	lintsuku zomsebenzi ezili-10
Amxabiso Nemibuzo Yeenkonzo	lintsuku zomsebenzi ezili-10
<b>Ukubalwa Nokunika Ingxelo Ngemali</b>	
Umbuzo onxulumene nohlahlo-lwabiwo mali	lintsuku zomsebenzi ezili-10
<b>Inkcitho Neeasethi</b>	
Ukubhatala abo banikisa ngetyala	lintsuku eziyi-14 ukuya kweziyi-30

## IINKONZO ZEMALI

### Ukulawulwa Kwenkqubo Zokubonelela Ngeenkono

Inkonzo	Umgangatho
Imibuzo ngebhidi	lintsuku zomsebenzi eziyi-2
Ukucela amaxwebhu ebhidi	lintsuku zomsebenzi eziyi-2
Ukufakwa kweziphumo zokuvula ibhidi kwiwebhusayithi	lintsuku zomsebenzi eziyi-2

## IINKONZO ZEZAKHIWO

### Ulawulo Lwezakhiwo Neeprojekthi

Inkonzo Zeendlela Amanzi Nezaqhwathi	Umgangatho
Umgangatho weenkono eziqhelekileyo	1-92% yemibuzo ilungisiwe kwiintsuku eziyi-30
Ukuvulwa ukubhlokhwa kwamanzi esichotho emva kokufakwa kwesikhalazo	lintsuku zomsebenzi eziyi-5
Imibuzo yepheyvimenti	lintsuku zomsebenzi eziyi-5
Ukulungiswa kwemingxunya endleleni	lintsuku zomsebenzi eziyi-20
Ukuphendula izikhalazo ngeendawo zokuhamba ezingalinganiyo	lintsuku zomsebenzi eziyi-30
Ukuphendula izikhalazo zezikhukula	lintsuku zomsebenzi eziyi-2
Ukuphendula izikhalazo zeendlela zegrabile	lintsuku zomsebenzi ezili-10
Imibuzo Ngokuphawula Kweendlela	lintsuku zomsebenzi eziyi-5
Ukusayinwa kwemibuzo	lintsuku zomsebenzi eziyi-5
Imibuzo Ngemiqobo Yokunqanda Ukubalekiswa Kweemoto	lintsuku zomsebenzi ezili-10

## IINKONZO ZEZAKHIWO

Ulawulo Lwezakhiwo Neprojekthi	
linkonzo Zeendlela Amanzi Nezaqhwathi	Umgangatho
linkonzo Zokulawulwa Kwenkunkuma	Umgangatho
Imibuzo Yendawo Yokulahla Umhlaba	lintsuku zomsebenzi eziyi-5
Imibuzo Yesikhululo Sokudlulisela	lintsuku zomsebenzi eziyi-5
liprojekthi Zezindlu Nezongxowankulu	Umgangatho
Imibuzo ngezindlu	lintsuku zomsebenzi eziyi-2
Ukuhlaziywa koludwe lwabalinde izindlu	Ngokwesicelo
linkonzo Zamanzi (Inethiwekhi Yamanzi Nenkunkuma)	Umgangatho
Ukuchithwa Okukhulu: izikhululo zempompo	Usuku lokusebenza oluyi-1
Ukuchithwa Okukhulu: imibhobho yenethiwekhi yogutyulo/ imingxunya	lintsuku zomsebenzi ezili-10
Ukunqanyulwa konxibelelwano	lintsuku zomsebenzi eziyi-30
Izixhobo Zokucima Umlilo	lintsuku zomsebenzi eziyi-2
Ukuhlolwa nokulungisa ivumba lamanzi amdaka	lintsuku zomsebenzi eziyi-2
Uxinzelelo Oluphantsi Lwamanzi	Usuku lokusebenza oluyi-1
Ukuvala Imingxunya Emikhulu Eya Phantsi Komhlaba	lintsuku zomsebenzi eziyi-5
Unxibelelwano Olutsha	lintsuku zomsebenzi eziyi-30
Ukungabikho Kwamanzi	Usuku lokusebenza oluyi-1
linkonzo Zetanki	lintsuku zomsebenzi eziyi-3

## IINKONZO ZEZAKHIWO

Ulawulo Lwezakhiwo Neeprojekthi		
Iinkonzo Zamanzi (Inethiwekhi Yamanzi Nenkunkuma)	Umgangatho	
Ukuvuza kweValve	Iintsuku zomsebenzi eziyi-2	
Ukugqabhuka kwamanzi, ukhukuliseko olukhulu nokugcwala kwamanzi amdaka/ukubhlokheka	Usuku lokusebenza oluyi-1	
Ukulungiswa kwamanzi,	Iintsuku zomsebenzi ezili-10	
Imibuzo ngemitha yamanzi	Iintsuku zomsebenzi ezili-10	
Ukuhlaziywa Kwamanzi	Iintsuku zomsebenzi ezili-10	
Umgangatho Wamanzi: Incasa Nombala	Usuku lokusebenza oluyi-1	
Iinkonzo Zombane (ngaphandle kweendawo zikaEskom)		
Inkonzo	Umgangatho	
Ukufakwa okutsha kombane, ukuphuculwa notshintsho	Iintsuku ezingama-20 zomsebenzi emva kokuba kufunyenwe isicelo nobungqina bokubhatalwa kweemali ezimiselayo ukuba izibonelelo ezikhoyo zanele kwaye zonke izinto ezifunekayo ziyafikelelwa. Iintsuku ezingama-30 zomsebenzi emva kokuba kufunyenwe isicelo nobungqina bokubhatalwa kweemali ezimiselayo, okanye njengoko kuvunyelwene ngenye indlela ukuba ukwandiswa kwenethiwekhi/ ukuphuculwa kuyafuneka.	
Ukuqinisekiswa kwemitha	Iintsuku zomsebenzi ezili-10	
Ukulungisa ukucima kombane okungalindelekanga (iziphene zombane, izixhobo ezingasebenzi kakuhle, njl.)	<ul style="list-style-type: none"> <li>• 30% yeemeko kwiinyure eziyi-2</li> <li>• 60% yeemeko kwiinyure eziyi-3,5</li> </ul>	<ul style="list-style-type: none"> <li>• 90% yeemeko kwiinyure eziyi-8</li> <li>• 100% yeemeko kwiintsuku eziyi-2 zomsebenzi</li> </ul>

## IINKONZO ZEZAKHIWO

### Iinkonzo Zombane (ngaphandle kweendawo zikaEskom)

Inkonzo	Umgangatho
lingxelo zezibane zesitrato ezingalunganga, izibane zendawo nezamabala emidlalo	Iintsuku zomsebenzi eziyi-15
Ukucima kombane okucwangcisiweyo (ukuze kuphuculwe, kulungiswe)	<p>Ubuninzi beesithathu (3) ezicwangcisiweyo kunye nezintandathu (6) ezinyanzeliswa ngonyaka, zilinganiselwe kwiiyure ezilishumi elinambini (12) xa kunokwenzeka.</p> <p>Umasipala uza kunika isaziso ubuncinci seentsuku ezili-14 zokucinywa kombane okucwangcisiweyo kwiindawo ezinkulu zedolophu ngeebhodi zezaziso, iintengiso, iSMS namajelo onxibelelwano. Ukucima kombane kwiindawo ezincinci ubuncinane kwiiyure eziyi-48 kunikezelwe isaziso.</p>

## IINKONZO ZOLUNTU

### Iinkonzo Zamathala Eencwadi

Inkonzo	Umgangatho
Ingxelo ngesicelo esikhethekileyo seencwadi	Xa ifumaneka
Iipaki, Ukuzonwabisa Namangcwaba	
Imibuzo ngeelwandle	Iintsuku zomsebenzi ezili-10
Imibuzo yokulungisa	Iintsuku zomsebenzi ezili-10
Imibuzo ngeepaki	Iintsuku zomsebenzi ezili-10

## IINKONZO ZOLUNTU

<b>Iipaki, Ukuzonwabisa Namangcwaba</b>	
<b>Inkonzo</b>	<b>Umgangatho</b>
Imibuzo Yeendawo Ezivulekileyo Zikawonke-wonke	lintsuku zomsebenzi ezili-10
Isicelo sokungcwaba	lintsuku zomsebenzi eziyi-2
Imibuzo Yebala Lezemidlalo	lintsuku zomsebenzi ezili-10
<b>Ukwala Ukususwa Nokucocwa Kwesitrato</b>	
Imibuzo eqhelekileyo	lintsuku zomsebenzi eziyi-2
Ukulahlwa/Ukulahlwa kwenkunkuma ngokungekho mthethweni	lintsuku zomsebenzi eziyi-3
<b>Izinto, iiHolo kunye noLondolozo lweZakhiwo</b>	
Ukubhukishwa kweeHolo	Ngoko nangoko

## IINKONZO ZOKHUSELEKO ZOLUNTU

<b>Iinkonzo Zokuhamba</b>	
<b>Inkonzo</b>	<b>Umgangatho</b>
Isicelo sesaphulelo okanye sokungabhataliswa	lintsuku zomsebenzi ezili-10
Ukubhukishwa kovavanyo lwelayisensi yokuqhuba nemithetho yendlela	Ukufumaneka kwenkqubo ye-Natis kusalindwe kwangoko
Imibuzo Ngeengxaki Zerobhothi Zasendleleni	lintsuku zomsebenzi ezili-10
Umba wokubhaliswa kwemoto neelayisensi	Ngoko nangoko



## IINKONZO ZOKHUSELEKO ZOLUNTU

Iinkonzo Zokuhamba	
Inkonzo	Umgangatho
Ixesha lokuphendula kwiingozi	Ngoko nangoko
Ukususwa uphawu lolawulo lwasekuhlaleni kwigama emva kokufumana iintlawulo	Iintsuku zomsebenzi eziyi-5
Imibuzo Ngeemali Ezibhataliswayo Endleleni	Iintsuku zomsebenzi ezili-10
Imibuzo Ngokwaphula Umthetho Endleleni	Iintsuku zomsebenzi ezili-10
Ukunyanzeliswa Komthetho Neenkonzo Zokhuseleko	
Ulwaphulo-mthetho lwaseBylaw	Iintsuku zomsebenzi ezili-10
Ukuthatha Umhlaba Okungekho Mthethweni	Iintsuku zomsebenzi ezili-10
Izakhiwo Ezingekho Mthethweni	Iintsuku zomsebenzi ezili-10
Izilwanyana Ezibhadulayo	Iintsuku zomsebenzi ezili-10
Ukuhlangulwa Kwimililo Nolawulo Lweentlekele	
IErven & Plot ezikhuliswe ngokugqithiseleyo	Iintsuku zomsebenzi ezili-10
Ixesha lokuphendula xa kukho umlilo	Ngoko nangoko
Inkundla kaMasipala	
Isicelo sesaphulelo okanye sokungabhataliswa	Iintsuku zomsebenzi ezili-10
Imibuzo Ngeemali Ezibhataliswayo Endleleni	Iintsuku zomsebenzi ezili-10
Imibuzo Ngokwaphula Umthetho Endleleni	Iintsuku zomsebenzi ezili-10

## IINKONZO ZOKUCWANGCISA NEZOPHULISO

Ukuceba Ukusetyenziswa Komhlaba	
<b>Iinkonzo Zokucwangcisa Idolophu</b>	<b>Umgangatho</b>
Vuma ukuba uzifumane izicelo zokusetyenziswa komhlaba uze wazise abafaki zicelo ngayo nayiphi na inkcazelo engekho	lintsuku zomsebenzi ezili-10
Phendula imibuzo yokulawula ukusetyenziswa komhlaba	lintsuku zomsebenzi ezili-10
<b>Iinkonzo Zolawulo Lwendlu</b>	<b>Umgangatho</b>
Phendula imibuzo yokulawula indlu	lintsuku ezili-10 zomsebenzi (ezingabandakanyi iinkqubo ezisemthethweni kunye naluphi na uhlobo lophando oluza kwenziwa)
Ulawulo Nolondolozo Lokusingqongileyo	
<b>Inkonzo</b>	<b>Umgangatho</b>
Imibuzo Yokucoca Okungaqhelekanga	lintsuku zomsebenzi ezili-10
Umgangatho Womoya: Ingxolo/Uthuli/Imibuzo Yomoya	lintsuku zomsebenzi ezili-10
Imibuzo Ngolawulo Lweemfene	lintsuku zomsebenzi ezili-10
Imibuzo yophuhliso lokusingqongileyo	lintsuku zomsebenzi ezili-10
Imibuzo Ngenkqubo Yolawulo Lokusingqongileyo	lintsuku zomsebenzi ezili-10
Imibuzo Ngolawulo Lobhukisho Nendawo evulekileyo 1	lintsuku zomsebenzi ezili-10

## IINKONZO ZOKUCWANGCISA NEZOPHULISO

Ulawulo Lwesakhiwo		
<b>Inkonzo</b>	<b>Umgangatho</b>	
Imvume yokuceba isakhiwo	< 500m <sup>2</sup> : iintsuku ezingama-30	> 500m <sup>2</sup> : lintsuku eziyi-60
Isicelo sokuhlolwa Kwesakhiwo	lintsuku zomsebenzi eziyi-2	
Impendulo kuyo yonke imibuzo yokulawula isakhiwo	lintsuku zomsebenzi ezili-10	
Ukuhlaliswa Kwabantu Okudityanisiweyo		
Imibuzo yendawo yokuhlala engacwangciswa	lintsuku zomsebenzi eziyi-2	
Imibuzo Ngezindlu Zangasese Namanzi	lintsuku zomsebenzi ezili-10	
Uphuhliso Lwezoqoqosho		
Imibuzo Yophuhliso Lwezoshishino	lintsuku zomsebenzi eziyi-30	
Imibuzo Ngophuhliso Loluntu Nolutsha	lintsuku zomsebenzi ezili-10	
Ukubhaliswa kweSMME	lintsuku zomsebenzi eziyi-30	
Isicelo seZitokhwe	lintsuku zomsebenzi eziyi-30	
Ukhenketho		
Amatheko	lintsuku zomsebenzi eziyi-2	
Ukhenketho	lintsuku zomsebenzi eziyi-2	

## WHAT DO WE DO – OUR SERVICES

