

Overstrand Municipality - Services Charter



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MESSAGE FROM THE MUNICIPAL MANAGER

It is an honour to introduce the latest Client Services 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

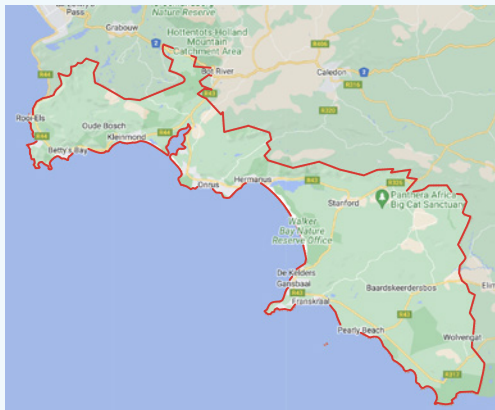
To be a centre of excellence for the community.

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.

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

CORPORATE SERVICES

Administrative Support Services

Service	Standard
Request for access to information	30 days

ICT

Service	Standard
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 tariffs increases	10 workdays after council approval
Property Valuation Enquiries	10 workdays
Rates & Services Enquiries	10 workdays

Financial Accounting and Reporting

Service	Standard
Budget related enquiry	10 workdays

Expenditure and Assets

Service	Standard
Payment of creditors	14-30 days

Supply Chain and Logistics Management

Service	Standard
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 Storm Water 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
Road Marking enquiries	5 workdays
Sign enquiries	5 workdays
Speed Bump enquiries	10 workdays
Waste Management Services	Standard
Landfill Site enquiries	5 workdays
Transfer Station enquiries	5 workdays
Housing and Capital Projects	Standard
Housing enquiries	2 workdays
Updating of housing waiting list	As per application

Water Services (Water and Sewer Network)	Standard
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
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	<p>20 workdays of receiving the application and proof of payment of the prescribed fees if existing infrastructure is adequate and all requirements are met.</p> <p>30 workdays of receiving the application and proof of payment of prescribed fees, or as otherwise agreed if network extensions/upgrading is required.</p>
Meter verifications	10 workdays
Repair unforeseen power outages (electrical faults, malfunctioning equipment, etc.)	<ul style="list-style-type: none"> • 30% of cases within 2 hours • 60% of cases within 3,5 hours • 90% of cases within 8 hours • 100% of cases within 2 working days
Reports of faulty street lighting, area and sports field lighting	15 workdays
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

Service	Standard
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

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

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

Town Planning Services	Standard
Acknowledge receipt of land use applications and inform applicants of any missing information	10 workdays
Respond to land use management enquiries	10 workdays
Property Administration Services	Standard
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

Service	Standard
Building plan approval	< 500m ² : 30 days > 500m ² : 60 days
Request for Building inspections	2 workdays
Response to all building control enquiries	10 workdays

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



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Overstrand Dienshandves

MAAK KONTAK MET ONS

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Dit is 'n eer om die jongste Kliëntediens-handves 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, Munisipalebestuurder

Hierdie Kliëntedienshandvesdokument definieer die doelwitte en voornemes van die Batho Pele-Beginsels deur te fokus op:

- Konsultasie
- Diensstandaard
- Hoflikheid
- Inligting
- Openheid
- Regstelling
- Waarde vir geld
- Deursigtigheid

Ons Visie

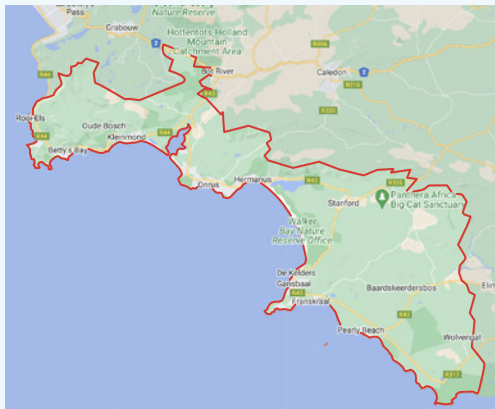
Om 'n sentrum van uitnemendheid vir die gemeenskap te wees.

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 KLIENTE?

Ons kliente is belastingbetalers, inwoners en besighede wie se hoofkontak met die Munisipaliteit deur die verbruik van munisipale dienste, is.

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

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

ALLE DIENSTE

Ondersteuningsdienste

Diens	Standaard
Dienslewering in die algemeen	Het 'n kliënt-inligtingsbeampte 24 uur per dag, 7 dae per week op bystand om navrae te hanteer
Beantwoord telefoonoproepe	80% van alle oproepe is binne 20 sekondes beantwoord
Erken alle korrespondensie	1 werksdag
Skakel jou na jou oproep terug	1 werksdag

KORPORATIEWE DIENSTE

Administratiewe Ondersteuningsdienste

Diens	Standaard
Versoek om toegang tot inligting	30 dae

ICT

Diens	Standaard
Veselklagtes	5 werksdae

20

Inkomstebestuur

Diens	Standaard
Rekeningnavrae	10 werksdae
Aansoeke vir water- en elektriese verbindings	2 werksdae
Aansoek om subsidie vir hulpbehoewendes	10 werksdae
Kliëntinligtingopdaterings	10 werksdae
Ontkoppelings van meterdienste	10 werksdae
Gratis Basiese Diensnavrae	10 werksdae
Meterlesingnavrae	10 werksdae
Nuwe rekeningregistrasies	10 werksdae
Kennisgewing van tariefverhogings	10 werksdae na goedkeuring deur die raad
Eiendomwaardasienavrae	10 werksdae
Tarief- & Diensnavrae	10 werksdae

Finansiële Rekeningkunde en Verslagdoening

Diens	Standaard
Begrotingsverwante navraag	10 werksdae

Uitgawes en Bates

Diens	Standaard
Betaling van krediteure	14-30 dae

Voorsieningsketting- en logistieke bestuur

Diens	Standaard
Bied navrae	2 werksdae
Aansoek van tenderdokumente	2 werksdae
Laai van tenderopeningsresultate op webwerf	2 werksdae

Infrastruktuur en Projekbestuur

Pad- en Stormwaterdienste	Standaard
Algemene diensstandaard	92% van navrae is binne 30 dae opgelos
Oopmaak van stormwaterblokkades na klagte ingedien	5 werksdae
Sypaadjenavrae	5 werksdae
Herstel slaggate	15 werksdae
Reageer op klagtes oor ongelyke sypaadjies	30 werksdae
Reageer op klagtes van oorstromings	2 werksdae
Reageer op grondpadoppervlakklagtes	10 werksdae
Padmerknavae	5 werksdae
Padtekennavae	5 werksdae
Spoedhobbelsnavrae	10 werksdae
Afvalbestuursdienste	Standaard
Vullisterreinnavae	5 werksdae
Oordragstasienavae	5 werksdae
Behuisings- en Kapitaalprojekte	Standaard
Behuisingsnavrae	2 werksdae
Opdatering van behuisingswaglys	Soos per aansoek

Waterdienste (water- en rioolnetwerk)	Standaard
Grootmaatstortings: pompstasies	1 werksdag
Grootmaatstortings: rioolnetwerkpypleidings/mangate	10 werksdae
Ontkoppeling	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
Kleplekke	2 werksdae
Waterbarste, uitgebreide oorstromings en rioolwater oorloop/ blokkades	1 werksdag
Wateronderhoud,	10 werksdae
Watermeternavrae	10 werksdae
Waternetwerk	10 werksdae
Waterkwaliteit: smaak en kleur	1 werksdag

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"> • 30% van gevalle binne 2 uur • 60% van gevalle binne 3,5 uur • 90% van gevalle binne 8 uur • 100% van gevalle binne 2 werksdae
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

Biblioteekdienste

Diens	Standaard
Terugvoer op spesiale versoek vir boeke	Wanneer beskikbaar

Parke, ontspanning en begraafplase

Diens	Standaard
Strandnavrae	10 werksdae
Onderhoudsnavae	10 werksdae
Parknavrae	10 werksdae
Openbare Oopruimtenavae	10 werksdae
Versoek om begrafnis	2 werksdae
Sportveldnavrae	10 werksdae

Vullisverwydering en Straatskoonmaak

Diens	Standaard
Algemene navrae	2 werksdae
Onwettige storting / rommelstrooiing	3 werksdae

Fasiliteit-, Saal- en Gebou-onderhoud

Diens	Standaard
Besprekings vir Sale	Onmiddellik

OPENBARE VEILIGHEIDSDIENSTE

Verkeersdienste

Diens	Standaard
Aansoek om afslag of vrypraak van boetes	10 werksdae
Besprekings vir leerling- en bestuurslisensietoetsing	Onmiddellik hangende beskikbaarheid van eNatis-stelsel
Foutiewe Verkeerslignavrae	10 werksdae
Uitreiking van voertuigregistrasie en -lisensies	Onmiddellik
Reaksietyd op ongelukke	Onmiddellik
Verwyder plaaslike administratiewe merk van 'n naam na ontvangs van betalings	5 werksdae
Verkeersboetenavrae	10 werksdae
Verkeersoortredingnavrae	10 werksdae

Wetstoepassing en Veiligheidsdienste

Diens	Standaard
Plaaslike wetgewing- misdrywe	10 werksdae
Onwettige grondinvalle	10 werksdae
Onwettige strukture	10 werksdae
Verdwaalde Diere	10 werksdae

Brandredding en rampbestuur

Diens	Standaard
Oorgroeide Erwe & Plotte	10 werksdae
Reaksietyd vir brande	Onmiddellik

Munisipale Hof

Diens	Standaard
Aansoek om afslag of vrypraak van boetes	10 werksdae
Verkeersboete navrae	10 werksdae
Verkeersoortredingnavrae	10 werksdae

BEPLANNING- EN ONTWIKKELINGSDIENSTE

Grondgebruikbeplanning	
Stadsbeplanningsdienste	Standard
Erken ontvangs van grondgebruikaansoeke en stel aansoekers in kennis van enige ontbrekende inligting	10 werksdae
Reageer op grondgebruikbestuursnavrae	10 werksdae
Eiendomsadministrasiedienste	Standard
Reageer op eiendomsadministrasie-navrae	10 werksdae (nie statutêre prosesse en enige vorm van ondersoek wat gedoen moet word, ingesluit nie)
Omgewingsbestuur en -bewaring	
Diens	Standaard
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- Areeonavrae	10 werksdae

Boubeheer		
Diens	Standard	
Bouplangoedkeuring	< 500m ² : 30 dae	> 500m ² : 60 dae
Versoek om gebou-inspeksies	2 werksdae	
Reaksie op alle geboubeheernavrae	10 werksdae	
Geïntegreerde menslike nedersettings		
Diens	Standaard	
Informele skikkingsnavrae	2 werksdae	
Toilet- en Waternavrae	10 werksdae	
Ekonomiese Ontwikkeling		
Diens	Standaard	
Ondernemingsontwikkelingsnavrae	30 werksdae	
Gemeenskap- en Jeugontwikkelingsnavrae	10 werksdae	
SMME -registrasie	30 werksdae	
Stalletjies Aansoek	30 werksdae	
Toerisme		
Diens	Standaard	
Gebeurtenisse	2 werksdae	
Toerisme	2 werksdae	

UMasipala WeOverstrand - Itshatha Yeenkonzo



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WeOverstrand Itshatha Yeenkonzo

QHAGAMSHELANA NATHI

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IMIBUZO NGENKONZO: Overstrand Collab Citizen App EMERGENCY ☎: 028 313 1111 ✉ enquiries@overstrand.gov.za 🌐 www.overstrand.gov.za



Kulilungelo ukwazisa Ngetshatha Yeenkonzo Zabathengi yakutshanje kuMasipala waseOverstrand.

Le Tshatha ibubungqina bokuzibophelela ekunikezeleni ngeenkonzo ezintle kubathengi bethu, intsapho yengingqi enkulu yaseOverstrand.

Kumasipala waseOverstrand iinkonzo zabathengi ezigqwesileyo zibandakanya okungaphezulu kweenkonzo ezitshiwo nje ngomlomo. Le tshatha yenkonzo ingqina ukuzibophelela kwethu kubathengi bethu.

Njengoko kuchaziwe kule tshatha, abathengi bethu banembopheleleko yokusinceda kule nkalo:

imbopheleleko yokubonelela ngenkcazelo echanileyo; imbopheleleko yokuqonda ukuba kukho izinto eziphambili ezahlukeneyo ezifuna ingqalelo; imbopheleleko yokuba nengqiqo, nembopheleleko yokuthemba ukuba sinomdla wabo entliziyweni.

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

Dean O'Neill, Municipal Manager

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

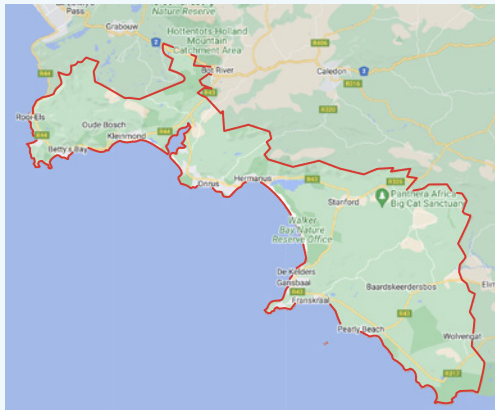
Ukuba liziko eligqwesileyo kuluntu.

Esizimisele Ukukwenza

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

SINGOOBANI?

UMasipala waseOverstrand ukwisithili saseOverberg 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 waseOverstrand 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.

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
Amaxabiso Nemibuzo Yeenkonzo	lintsuku zomsebenzi ezili-10

Ukubalwa Nokunika Ingxelo Ngemali

Inkonzo	Umgangatho
Umbuzo onxulumene nohlahlo-lwabiwo mali	lintsuku zomsebenzi ezili-10

Inkcitho Neeasethi

Inkonzo	Umgangatho
Ukubhatala abo banikisa ngetyala	lintsuku eziyi-14 ukuya kweziyi-30

Ukulawulwa Kwenkqubo Zokubonelela Ngeenkonzo

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 weenkonzo eziqhelekileyo	I-92% yemibuzo ilungisiwe kwiintsuku eziyi-30
Ukuvulwa ukubhlokhwa kwamanzi esichotho emva kokufakwa kwesikhalazo	lintsuku zomsebenzi eziyi-5
Imibuzo yephevyimenti	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
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
Ukuvuza kweValve	lintsuku zomsebenzi eziyi-2
Ukugqabhuka kwamanzi, ukhukuliseko olukhulu nokugcwala kwamanzi amdaka/ukubhlokheka	Usuku lokusebenza oluyi-1
Ukulungiswa kwamanzi,	lintsuku zomsebenzi ezili-10
Imibuzo ngemitha yamanzi	lintsuku zomsebenzi ezili-10
Ukuhlaziywa Kwamanzi	lintsuku zomsebenzi ezili-10
Umgangatho Wamanzi: Incasa Nombala	Usuku lokusebenza oluyi-1

Inkonzo Zombane (ngaphandle kweendawo zikaEskom)

Inkonzo	Umgangatho
Ukufakwa okutsha kombane, ukuphuculwa notshintsho	<p>lintsuku ezingama-20 zomsebenzi emva kokuba kufunyenwe isicelo nobungqina bokubhatalwa kweemali ezimiselweyo ukuba izibonelelo ezikhoyo zanele kwaye zonke izinto ezifunekayo ziyafikelelwa.</p> <p>lintsuku ezingama-30 zomsebenzi emva kokuba kufunyenwe isicelo nobungqina bokubhatalwa kweemali ezimiselweyo, okanye njengoko kuvunyelwene ngenye indlela ukuba ukwandiswa kwenethiwekhi/ ukuphuculwa kuyafuneka.</p>
Ukuqinisekiswa kwemitha	lintsuku zomsebenzi ezili-10
Ukulungisa ukucima kombane okungalindelekanga (iziphene zombane, izixhobo ezingasebenzi kakuhle, njl.)	<ul style="list-style-type: none"> • 30% yeemeko kwiiyure eziyi-2 • 60% yeemeko kwiiyure eziyi-3,5
lingxelo zezibane zesitrato ezingalunganga, izibane zendawo nezamabala emidlalo	lintsuku zomsebenzi eziyi-15
Ukucima kombane okucwangcisiweyo (ukuze kuphuculwe, kulungiswe)	<p>Ubuninzi beesithathu (3) ezicwangcisiweyo kunye nezintandathu (6) ezinyanzeliswayo 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

Inkonzo Zamathala Eencwadi

Inkonzo	Umgangatho
Ingxelo ngesicelo esikhethekileyo seencwadi	Xa ifumaneka

Iipaki, Ukuzonwabisa Namangcwaba

Inkonzo	Umgangatho
Imibuzo ngeelwandle	lintsuku zomsebenzi ezili-10
Imibuzo yokulungisa	lintsuku zomsebenzi ezili-10
Imibuzo ngeepaki	lintsuku zomsebenzi ezili-10
Imibuzo Yeendawo Ezivulekileyo Zikawonke-wonke	lintsuku zomsebenzi ezili-10
Isicelo sokungcwaba	lintsuku zomsebenzi eziyi-2
Imibuzo Yebala Lezemidlalo	lintsuku zomsebenzi ezili-10

Ukwala Ukususwa Nokucocwa Kwesitrato

Inkonzo	Umgangatho
Imibuzo eqhelekileyo	lintsuku zomsebenzi eziyi-2
Ukulahlwa/Ukulahlwa kwenkunkuma ngokungekho mthethweni	lintsuku zomsebenzi eziyi-3

Izinto, iiHolo kunye noLondolozo lweZakhiwo

Inkonzo	Umgangatho
Ukubhukishwa kweeHolo	Ngoko nangoko

IINKONZO ZOKHUSELEKO ZOLUNTU

Iinkonzo Zokuhamba

Inkonzo	Umgangatho
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
Ixesha lokuphendula kwiingozi	Ngoko nangoko
Ukususwa uphawu lolawulo lwasekuhlaleni kwigama emva kokufumana iintlawulo	lintsuku zomsebenzi eziyi-5
Imibuzo Ngeemali Ezibhataliswayo Endleleni	lintsuku zomsebenzi ezili-10
Imibuzo Ngokwaphula Umthetho Endleleni	lintsuku zomsebenzi ezili-10

Ukunyanzeliswa Komthetho Neenkonzo Zokhuseleko

Inkonzo	Umgangatho
Ulwaphulo-mthetho lwaseBylaw	lintsuku zomsebenzi ezili-10
Ukuthatha Umhlaba Okungekho Mthethweni	lintsuku zomsebenzi ezili-10
Izakhiwo Ezingekho Mthethweni	lintsuku zomsebenzi ezili-10
Izilwanyana Ezibhadulayo	lintsuku zomsebenzi ezili-10

Ukuhlangulwa Kwimililo Nolawulo Lweentlekele

Inkonzo	Umgangatho
IErven & Plot ezikhuliswe ngokugqithiseleyo	Iintsuku zomsebenzi ezili-10
Ixesha lokuphendula xa kukho umlilo	Ngoko nangoko

Inkundla kaMasipala

Inkonzo	Umgangatho
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

Iinkonzo Zokucwangcisa Idolophu	Umgangatho
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
Iinkonzo Zolawulo Lwendlu	Umgangatho
Phendula imibuzo yokulawula indlu	lintsuku ezili-10 zomsebenzi (ezingabandakanyi iinkqubo ezisemthethweni kunye naluphi na uhlobo lophando oluza kwenziwa)

Ulawulo Nolondolozo Lokusingqongileyo

Inkonzo	Umgangatho
Imibuzo Yokucoca Okungaqhelekanga	lintsuku zomsebenzi ezili-10
Umgangatho Womoya: Inxolo/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

Ulawulo Lwesakhiwo

Inkonzo	Umgangatho
Imvume yokuceba isakhiwo	< 500m ² : iintsuku ezingama-30 > 500m ² : lintsuku eziyi-60
Isicelo sokuhlolwa Kwesakhiwo	lintsuku zomsebenzi eziyi-2
Impendulo kuyo yonke imibuzo yokulawula isakhiwo	lintsuku zomsebenzi ezili-10

Ukuhlaliswa Kwabantu Okudityanisiweyo

Inkonzo	Umgangatho
Imibuzo yendawo yokuhlala engacwangciswa	lintsuku zomsebenzi eziyi-2
Imibuzo Ngezindlu Zangasese Namanzi	lintsuku zomsebenzi ezili-10

Uphuhliso Lwezoqoqosho

Inkonzo	Umgangatho
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

Inkonzo	Umgangatho
Amatheko	lintsuku zomsebenzi eziyi-2
Ukhenketho	lintsuku zomsebenzi eziyi-2

