SALDANHA BAAI BAY

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www.sbm.gov.za

Client Service Charter

2020/21

S.M.A.R.T

Future through Excellence

Client Service Charter

How to contact us:

Vredenburg		
Municipal Office	022 701 7000	12 Main Road, Vredenburg
Community Services: Area Engineer	022 701 6911	Beansa Building, 21 Main Road, Vredenburg
Corporate Services, Libraries, Traffic Services, Engineers, Electrical Engineering, Town Planning and Building Plans, Community Services, Resorts, Finance		
Vredenburg Tourism	022 715 1142	

Client Service Charter

How to contact us:

Saldanha		
Municipal Office: Finance	022 714 8000	Goodhope Street (Civic Centre Diazville)
Municipal Office: Community Services: Area Engineer	022 714 8039	c/o Diaz and Good Hope Streets
Saldanha Tourism	022 714 2088	

Client Service Charter

How to contact us:

Langebaan		
Municipal Office	022 707 5000	Breë Street, Langebaan
Community Services: Area Engineer	022 707 5000	
Langebaan Tourism	022 772 1515	

Hopefield		
Municipal Office	022 723 0500	38 Voortrekker Road, Hopefield
Community Services: Area Engineer	022 707 5000	
Hopefield Tourism	022 723 1720	

Client Service Charter

How to contact us:

St Helena Bay		
Municipal Office	022 736 1043	2 Albatros Street, St Helena Bay
Community Services: Area Engineer	022 736 1043	
St Helena Bay Tourism	022 736 2374	

Paternoster		
Municipal Office	022 752 2101	St Augustine Road, Paternoster
Community Services: Area Engineer	022 736 1043	
Paternoster Tourism	022 752 2323	

Client Service Charter

Emergency Contact Details:

Municipality Contact Details	
24 Hour Call Centre	022 701 7061 / 022 713 1815 / 0860 073 4734
Email	mun@sbm.gov.za
Facebook page	www.facebook.com/saldanhabaymunicipality

Emergency Contact Details	
Police	10111
Ambulance	10177
Fire Services	022 713 1815 / 086 007 3473

Client Service Charter

Standards

Enquiries	
Written	Acknowledgement of receipt within 5 working days. Preliminary response within 10 working days, thereafter written feedback every 14 days until finalisation of matter. These time lines are subjected to change due to conditions which are out of the control of the Municipality.
Email	Answered within 2 working days
Telephonic	Report-back within 2 working days.
Enquiries in person	Report-back within 2 working days
Accounts: **Enquiries**	Report-back within 5 working days. Adjustments made before next account is levied.
Distribution of accounts	By email or reached by the end of each month

Client Service Charter

Standards

Electricity Supply	
Repair of unforeseen power outages	100% within 24 hours.
Scheduled power outages: upgrading/maintenance	Limited to 12 hours.
Applications: connections, upgrading and changes	Provided within 10 working days after payment (for standard connections) if the service is available on the erf boundary and a Certificate of Compliance for the electrical installation was issued in terms of the Occupational Health and Safety Act 85 of 1993. For non-standard connections and Bulk LV and MV connections as per agreement with the consumer, based on the availability of supply capacity and material.

Client Service Charter

Standards

Electricity Supply	
Street and other lighting **High Mast lighting**	95% within 10 working days. High Mast lighting is not included
Streets *(subject to weather conditions)*	
Grading of gravel streets	Done according to scheduled programme.
Repair potholes	Repair within 72 hours, weather permitting and subject to the availability of material.
Storm Water	
Floods	Response within 3 hours or sooner after the incident is reported.

Client Service Charter

Standards

Water Supply	
Repair network	Response within 2 hours or sooner. If anticipated that repairs will take longer than 3 hours, water will be supplied by tanker.
Installation of new household water connection	Within 7 working days after receipt of payment.

Provision of Sewage Services	
Clearing obstruction	Response within 2 hours or sooner after the incident is reported.
Installation of new household sewer connections	Within 7 working days after receipt of payment.
Draining of conservancy tanks	According to scheduled programme, on receipt of a request.

Client Service Charter

Standards

Sport Fields	
Mowing of grass	Done according to prescheduled match programmes. Sport fields must be tidy at all times.
Entrance to towns	Cleaned on a weekly basis
Sidewalks	Done according to a prescheduled programme. Must be tidy at all times.
Public Parks / Open Spaces / Cemeteries	
Mowing of lawns and pruning of shrubs and trees	Done according to a prescheduled programme. Must be tidy at all times.
Refuse Removal	
Collection of residential, garden and business refuse	Done on a weekly basis according to a scheduled programme.

Client Service Charter

Standards

Building Plans / Land Use
Acknowledgement of receipt within 48 hours. Building plans finalised (or feedback) received within 15 calendar days (below 500m²) and 20 calendar days (above 500m² and commercial) if pre-scrutiny was done.

Replacement of Manhole Covers
As soon as reported or detected. Malicious damages to manhole cover on private property will be for the account of the accountholder.

Motor Registration and Licencing
All related transactions will be concluded within 15 - 20 minutes (excluding que-time).

Client Service Charter

Standards

Traffic and Law Enforcement	
Ad Hoc Law Enforcement request for investigation	Feedback within two (2) working days
Accident Scene	Response time to accident scene within 10-15 minutes.
Law Enforcement Complaints	Response within 24 hours.
Disaster Management: Natural disaster response	Joint Operation Centre (JOC) dispatched within one (1) hour after disaster has been declared.

Client Service Charter

Standards

Fire Fighting	
Emergency Calls : Dispatching times after receiving the logged call	Within 3 minutes after call has been logged.
Response time to affected site	Within 7 - 10 minutes, depending on the locality of fire incident.

Client Service Charter

Standards

Resorts	
Central booking, response system and uniform standards	Bookings are done on a first come first served basis, out of season. Preference will be given to the longer period of occupation during Easter and school holidays periods.
Easter Holidays:	Applications to be submitted on/before 15 January. Acknowledgement of receipt/application, on or before 21 January. Booking to be confirmed by 5 February. Minimum number of days apply.
December/January Holidays:	Applications to be submitted on/before 31 March. Acknowledgement of receipt/application, on or before 7 April. Booking to be confirmed by 31 May. Minimum number of days apply.

Client Service Charter

Standards

Muslim burials	
Response rate to Muslim communities for burial (all towns)	Leader (Imam) of Muslim Community to contact the Municipality during office hours or the 24-hour call centre after hours for further burial arrangements. Burial sites are only available at the Central and Langebaan cemeteries.

Client Service Charter

Standards

Housing Consumer	
Enquiry waiting list	Respond to public queries on waiting list application(s) for low cost housing within 72 hours;
Waiting list forms	Upload waiting list forms within 7 days;
General queries	Respond to general public queries within 5 working days;

Client Service Charter

Standards

Refunding of monies owed to public by SBM	
Time period to refund public	**Resorts and Community Halls:** Resorts and Community Hall deposits to be refunded after 10 working days of receipt of the signed document by the Caretaker and the Tenant. Caretaker must send documents to Finance department within 2 days of receival from Tenant.
Telephone Calls	
Response time	Telephone calls must be answered within 20 seconds or diverted to helpdesk/secretary when in consultation or on cell phone.