SALDANHA BAAI BAY

MUNISIPALITEIT | MUNICIPALITY | uMASIPALA

CLIENT SERVICES CHARTER
KLIËNTEDIENSHANDVES
IINCWADANA ZEMIQULU YEENKONZO ZABATHENGI

Photo: Adrian Venter

MESSAGE FROM THE MUNICIPAL MANAGER

It is indeed an honour for us to introduce the Client Services Charter for the Saldanha Bay Municipality. This Charter is evidence of our commitment to deliver excellent services to our clients, the rate payers. At Saldanha Bay Municipality excellent client services entail much more than lip service. These services bear witness to our willingness to satisfy our clients' needs.

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 your interests at heart.

After consultation with rate payers, interested parties and our staff members, we developed this Client Services Charter. Regular adjustments will keep it updated and relevant. It will be used as an instrument to measure our performance.

We endeavour to be professional and transparent in our dealings with you, our clients, and to maintain the highest possible service standards.

We welcome your feedback.

WHO WE ARE

Saldanha Bay Municipality is located on the West Coast of South Africa, approximately 140 kilometres north of Cape Town. It forms part of the West Coast District Municipality in the Western Cape. The Municipal area covers an area of 2 015 km² and has a coastline of 238km. The population is estimated at 121 939 (in 2020). The Municipal area includes the towns of Vredenburg, Hopefield, St Helena Bay, Paternoster, Jacobsbaai, Saldanha and Langebaan. Saldanha Bay has the largest natural port in Africa and the area is earmarked as a regional engine for the development of the Western Cape Province.

WHAT WE DO

We are much more than just an ordinary municipality. Saldanha Bay Municipality believes in sustainable partnerships with our clients, our rate payers, by rendering primary and secondary services.

These services include, but are not limited to:

- Water supply
- Municipal roads and storm-water drainage
- Municipal parks and recreation
- Environmental management
- Community development
- Housing
- Refuse removal
- Street lighting
- Town planning
- Building control
- Library services
- Public safety
- Electricity supply

Photo: Adrian Venter

OUR CLIENTS

Our clients are ratepayers, residents and businesses whose main contact with the Municipality is through the consumption of municipal services. Visitors to the Saldanha Bay Municipal area are also our clients. We want to satisfy all our clients' needs, no matter how big or small. Some 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.

STANDARDS

We developed the following service standards for the Municipality that you as a client can expect and measure us against.

As a customer, you have a responsibility to provide us with the correct and complete information, otherwise we cannot meet with these standards.

Photo: Adrian Venter

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.

E-mail

- 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 e-mail or reached by the end of each month.

TELEPHONE CALLS

Response time

- Telephone calls must be answered within 20 seconds.

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.

Streetlights and other lighting

- 95% within 10 working days.
- High mast lighting and vandalised streetlighting excluded.

STREETS (Subject to weather conditions)

Gravel street grading

- 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.

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 a scheduled programme, on receipt of a request.

E

SPORT FIELDS

Mowing of grass

- Done according to prescheduled match programmes.
- Sport fields must be tidy at all times.

ENTRANCE TO TOWNS

Cleaning

- Done according to a prescheduled programme.

SIDEWALKS

Cleaning

- Done according to a prescheduled programme.
- Sidewalks must be tidy at all times.

PUBLIC PARKS / OPEN SPACES / CEMETERIES

Mowing of lawns, 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.

E

BUILDING CONTROL

Building Plans/ Land Use

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

MANHOLE COVERS

Replacement of manhole covers

- As soon as reported or detected. Malicious damage to manhole covers on private property will be for the account of the account holder.

E

MOTOR REGISTRATION AND LICENCING

Transactions

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

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.

FIRE SERVICES

Emergency Calls: Dispatching times after receiving the logged call

- Within 3 minutes after call has been logged.

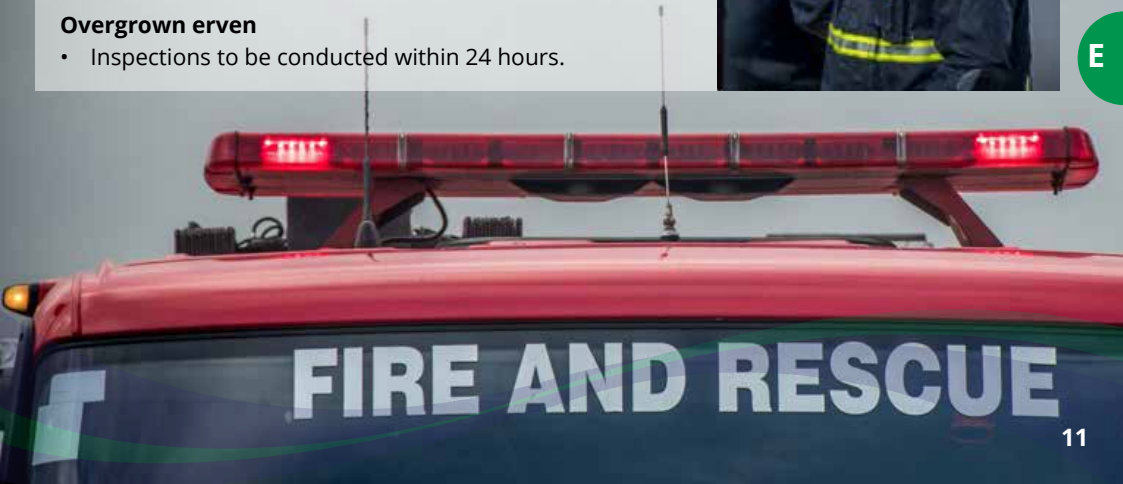
Response time to affected site

- Within 7 - 10 minutes, depending on the locality of fire incident.

Overgrown erven

- Inspections to be conducted within 24 hours.

E



LIBRARY AND INFORMATION SERVICES

General enquiries
- Immediately.

Community outreach programmes
- Two per month, per library.

Raise awareness on specific topics
- Two per month, per library.

Host library week
- Once per annum.

Respond to specific reading material request
- On availability or within one month of request.

Feedback on complaints
- As soon as possible.

PROPERTY MANAGEMENT

General enquiries – non complicated
- Immediately.

General enquiries – complicated
- Within 5 working days.

Acknowledge receipt of land use applications and inform applicants of any missing information
- Within 2 working days.

Inform applicant of Council decision on application
- Within 2 working days.

Process and finalisation of Council approved land application
- Dependant on complexity of set conditions.

Respond to land use management and property administration complaints
- Within 2 working days.

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 holiday 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.

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.

HOUSING CONSUMERS

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 enquiries

- Respond to general public enquiries within 5 working days.

REFUNDING OF MONIES OWED TO PUBLIC BY MUNICIPALITY

Time period to refund public

- Resorts and Community Halls: 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.

BOODSKAP VAN DIE MUNISIPALE BESTUURDER

Dit is inderdaad vir ons ’n eer om die Kliëntedienshandves vir die Saldanhabaai Munisipaliteit bekend te stel. Hierdie handves dui op ons verbintenis om uitstekende dienste aan ons kliënte, die belastingbetalers, te lewer. Puik kliëntediens is vir die Saldanhabaai Munisipaliteit veel meer as lippetaal. Hierdie dienste getuig van ons bereidwilligheid om aan ons kliënte se behoeftes te voldoen.

Soos in hierdie handves uiteengesit word, het ons kliënte ook ’n verantwoordelikheid om ons by te staan. ’n Verantwoordelikheid om die korrekte inligting te verskaf; begrip te toon dat daar verskeie prioriteite is wat aandag verg; redelik te wees; en te vertrou dat ons jul belange op die hart dra.

Die Kliëntedienshandves is na raadpleging met belastingbetalers, belangstellendes en ons personeel ontwikkel en sal gereeld aangepas word om dit bygewerk en toepaslik te hou. Dit sal as ’n prestasiemetingsmetode gebruik word.

Ons streef na professionele en deursigtige optredes in ons onderhandelinge met ons kliënte asook om die hoogste moontlike diensstandaarde te handhaaf.

U terugvoering word verwelkom.

WIE ONS IS

Die Saldanhabaai Munisipaliteit is aan die Weskus van Suid-Afrika, ongeveer 140 kilometer noord van Kaapstad, geleë. Dit is deel van die Weskus Distriksmunisipaliteit in die Wes-Kaap en die munisipale gebied beslaan 'n oppervlakte van 2 015 km² en het 'n kuslyn van 238 km. Die geraamde bevolking (in 2020) is 121 939. Vredenburg, Hopefield, St Helenabaai, Paternoster, Jacobsbaai, Saldanha en Langebaan is deel van die munisipale gebied. Saldanhabaai het die grootste natuurlike hawe in Afrika en die gebied is as 'n streekenjin vir die ontwikkeling van die Wes-Kaap Provinsie aangewys.

WAT ONS DOEN

Ons is veel meer as net 'n gewone munisipaliteit. Saldanhabaai Munisipaliteit glo in volhoubare vennootskappe met ons kliënte, ons belastingbetalers, deur primêre en sekondêre dienste te lewer.

Hierdie dienste sluit in, maar is nie beperk nie, tot die voorsiening van:

- Watervoorsiening
- Elektrisiteitsvoorsiening
- Vullisverwydering
- Munisipale paaie en stormwaterdreinering
- Straatbeligting
- Munisipale parke en ontspanning
- Boubeheer
- Omgewingsbestuur
- Biblioteekdienste
- Gemeenskaps-ontwikkeling
- Behuising
- Openbare veiligheid
- Stadsbeplanning

A

Photo: Adrian Venter

ONS KLIËNTE

Belastingbetalers, inwoners en besighede is ons kliënte en hul belangrikste kontak met die munisipaliteit is die verbruik van munisipale dienste. Besoekers aan die Saldanhabaai-munisipale gebied is ook ons kliënte. Ons wil al ons kliënte se behoeftes bevredig, ongeag hoe groot of hoe klein. Sommige is uiteraard meer dringend as ander, maar daar sal aandag aan elke individuele geval gegee word en dit sal op die beste moontlike manier hanteer word.

A

STANDAARDE

Die volgende diensstandaarde is deur die munisipaliteit gestel en u kan dit as maatstaf gebruik om ons dienslewering te evalueer.

As kliënt is dit u verantwoordelikheid om ons van die korrekte en volledige inligting te voorsien sodat ons aan hierdie standaarde kan voldoen.

NAVRAE

Skriftelik

Erkenning van ontvangs binne 5 werksdae. Voorlopige antwoord binne 10 werksdae, daarna skriftelike terugvoering elke 14 dae totdat die aangeleentheid afgehandel is.

E-pos

- Beantwoord binne 2 werksdae.

Telefonies

- Terugvoering binne 2 werksdae.

Persoonlike navrae

- Terugvoering binne 2 werksdae.

REKENINGE

Navrae

- Terugvoering binne 5 werksdae.
- Aanpassings word gemaak voordat die volgende rekening gelewer word.

Verspreiding van rekeninge

- Per e-pos of dit word teen die einde van elke maand ontvang.

TELEFOONOPROEPE

Reaksietyd

- Telefoonoproepe moet binne 20 sekondes beantwoord word.

ELEKTRISITEITSVOORSIENING

Herstel van onvoorsiene kragonderbrekings

- 100% binne 24 uur.

Beplande kragonderbrekings: opgradering/instandhouding

- Beperk tot 12 ure.

Toepassings: aansluitings, opgradering en veranderinge

- Standaardaansluitings word binne 10 werksdae na betaling verskaf indien die diens op die erfgrens beskikbaar is en 'n Nakomingsertifikaat vir die elektriese installasie ingevolge die Wet op Beroepsgesondheid en Veiligheid (Wet 85 van 1993) uitgereik is.
- Vir niestandaardaansluitings en grootmaatlaag- en medium-stroomaansluitings volgens ooreenkoms met die verbruiker na gelang van beskikbare voorsieningskapasiteit en materiaal.

Straatligte en ander beligting

- 95% binne 10 werksdae.
- Hoëmasbeligting en gevandaliseerde straatbeligting uitgesluit.

A

PAAIE *(Onderhewig aan weerstoestande)*

Skraping van gruispaaie

- Word volgens 'n voorafbepaalde program uitgevoer.

Herstel van slaggate

- Herstel vind, onderhewig aan weersomstandighede en beskikbaarheid van materiaal, binne 72 uur plaas.

VLOEDWATER

Oorstromings

- Reaksie is binne 3 ure of minder na aanmelding van die voorval.

WATERVOORSIENING

Herstel van netwerk

- Reaksie is binne 2 uur of minder. Indien verwag word dat herstelwerk langer as 3 ure sal neem, sal water per tenkwa voorsien word.

Installering van nuwe huishoudelike wateraansluiting

- Binne 7 werksdae na ontvangs van betaling.

VOORSIENING VAN RIOOLDIENSTE

Verwydering van obstruksie

- Reaksie binne 2 uur of minder na aanmelding van die voorval.

Installering van nuwe huishoudelike rioolverbindings

- Binne 7 werksdae na ontvangs van betaling.

Dreinering van opgaartenks

- Volgens 'n voorafbepaalde program by ontvangs van 'n versoek.

A

SPORTVELDE

Sny van gras op sportvelde

- Word volgens voorafbepaalde wedstrydprogramme gedoen.
- Sportvelde moet te alle tye netjies wees.

INGANG TOT DORPE

Opruiming

- Word volgens 'n voorafbepaalde program gedoen.

SYPAADJIES

Opruiming

- Word volgens 'n voorafbepaalde program gedoen.
- Moet te alle tye netjies wees.

OPENBARE PARKE / OOP RUIMTES / BEGRAAFPLASE

Sny van grasperke en snoei van struike en bome

- Word volgens 'n voorafbepaalde program gedoen.
- Moet te alle tye netjies wees.

VULLISVERWYDERING

Verwydering van residensiële, tuin- en besigheidsafval

- Word op 'n weeklikse basis volgens 'n voorafbepaalde program gedoen.

A

BOUBEHEER

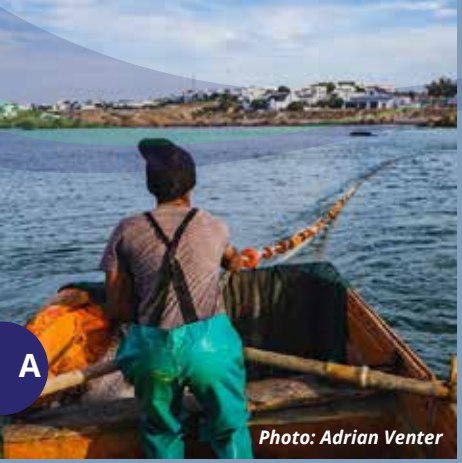
Bouplanne/ Grondgebruik

- Erkenning van ontvangs binne 48 uur.
- Indien planne vooraf nagesien is, word bouplanne (kleiner as 500 m²) binne 15 werksdae na ontvangs afgehandel (of terugvoering word gegee) en planne groter as 500 m², asook kommersiële planne, binne 20 werksdae.

MANGATDEKSELS

Vervanging van mangatdeksels

- Sodra dit aangemeld of waargeneem word. Opsetlike skade aan mangatdeksels op privaat eiendom sal die rekeninghouer se verantwoordelikheid wees.



MOTORREGISTRASIE EN LISENSIËRING

Transaksies

- Alle verwante transaksies sal binne 15-20 minute afgehandel word (wagtyd uitgesluit).

VERKEER EN WETSTOEPASSING

***Ad hoc*-versoek aan Wetstoepassing om ondersoek in te stel**

- Terugvoering binne twee (2) werksdae.

Ongelukstoneel

- Reaksietyd by ongelukstoneel binne 10-15 minute.

Klagtes ingedien by Wetstoepassing

- Tree binne 24 uur op.

Rampbestuur: Reaksie op natuurramp

- Reaksie deur die Gesamentlike Bestuursentrum (GBS) binne een (1) uur nadat 'n ramp verklaar is.

BRANDWEERDIENSTE

Noodoproepe: Versendingstye na ontvangs van die aangetekende oproep

- Binne 3 minute nadat oproep aangeteken is.

Reaksietyd tot by die betrokke terrein

- Binne 7-10 minute, afhangende van waar die brand voorkom.

Toegegroeide erwe

- Inspeksies moet binne 24 uur uitgevoer word.

A

A

BIBLIOTEEK- EN INLIGTINGS-DIENSTE

Algemene navrae

- Onmiddellik.

Uitreikingsprogramme vir die gemeenskap

- Twee per maand per biblioteek.

Skep bewustheid oor spesifieke onderwerpe

- Twee per maand per biblioteek.

Tree op as gasheer vir Biblioteek-week

- Een keer per jaar.

Reageer op versoeke vir spesiale leesstof

- Volgens beskikbaarheid of binne een maand na versoek.

Terugvoering oor klagtes

- So gou as moontlik.

EIENDOMSBESTUUR

Algemene navrae – eenvoudig

- Dadelik.

Algemene navrae – ingewikkeld

- Binne 5 werksdae.

Erken ontvangs van grondgebruik-aansoeke en stel aansoekers in kennis van enige inligting wat ontbreek

- Binne 2 werksdae.

Stel aansoeker in kennis oor die Raads-besluit oor die aansoek

- Binne 2 werksdae.

Verwerking en afhandeling deur die Raad van goedgekeurde grondaansoek

- Na gelang van hoe ingewikkeld die vasgestelde voorwaardes is.

Reageer op klagtes oor grondgebruik-bestuur en eiendomsadministrasie

- Binne 2 werksdae.

OORDE

Sentrale bespreking, antwoordstelsel en eenvormige standaarde

- Buiteseisoenbesprekings word op grond van eerste kom, eerste maal hanteer. Voorkeur sal aan langer okkupasietye gedurende Paas- en skoolvakansies gegee word.

Paasvakansie:

- Aansoeke moet op/voor 15 Januarie ingedien word.
- Erkenning van ontvangs/aansoek: voor of op 21 Januarie.
- Bespreking moet teen 5 Februarie bevestig word.
- Minimum aantal dae van toepassing.

Vakansies: Desember/ Januarie:

- Aansoeke moet op/voor 31 Maart ingedien word.
- Erkenning van ontvangs/aansoek: voor of op 7 April. Bespreking moet teen 31 Mei bevestig word.
- Minimum aantal dae van toepassing.

MOSLEMBEGRAFNISSE

Reaksietyd vir begrafnisse vir die Moslem-gemeenskappe (alle dorpe):

- Die leier (Imam) van die Moslemgemeenskap moet die munisipaliteit gedurende kantoorure of na-ure by die 24-uur inbelsentrum vir verdere begrafnisreëlings kontak.
- Grafte is slegs by die Sentraal- en Langebaan-begraafplase beskikbaar.

VERBRUIKERS VAN BEHUISING

Navraewaglys

- Reageer binne 72 uur op navrae van die publiek oor aansoek/e op die waglys vir laekostebehuising.

Waglysvorms

- Plaas waglysvorms binne 7 dae op stelsel oor.

Algemene navrae

- Reageer binne 5 werksdae op algemene navrae van die publiek.

MUNISIPALE TERUGBETALING VAN GELDE AAN DIE PUBLIEK VERSKULDIG

Tydperk om publiek terug te betaal

- Vakansieoorde en gemeenskapsale: Deposito's vir oorde en gemeenskapsale moet na 10 werksdae, na ontvangs van die ondertekende dokument deur die opsigter en die huurder, terugbetaal word. Opsigter moet dokumente binne 2 dae na ontvangs van die huurder aan die Finansiële Departement stuur.

UMYALEZO OVELA KUMLAWULI KAMASIPALA

Eneneni kuliwonga kuthi ukwazisa iNcwadana yoMqulu weeNkonzo zabaThengi boMasipala waseSaldanha Bay. Le Ncwadana yoMqulu ibubungqina bokuzimisela kwethu ukunikezela ngeenkonzo ezisemagqabini kubathengi bethu, abahlawuleli beenkonzo. KuMasipala waseSaldanha Bay iinkonzo zabathengi ezisemgangathweni ziquka okungakumbi kunento nje ethethwayo. Ezi nkonzo zibubungqina bokukulungela kwethu ukwanelisa iimfuno zabathengi bethu.

Njengoko kuchaziwe kule Ncwadana yoMqulu, abathengi bethu bakwanembopheleleko yokusincedisa kule nkalo: imbopheleleko yokunikezela ngenkcazelo eyiyo; ukuqonda ukuba kukho izinto ezahlukeneyo ezibalulekileyo ezifuna ingqalelo; ukuba nengqiqo; kunye nokuthemba ukuba sininqwenelela okona kuhle.

Emva kokufakan' imilomo nabahlawuleli beenkonzo, amaqela abandakanyekayo nabasebenzi bethu, siye saqulunqa le Ncwadi yoMqulu weeNkonzo zabaThengi Uhlengahlengiso oluqhubekayo luza kuyigcina inolwazi olufanelekileyo. Iya kusetyenziswa njengesixhobo sokulinganisa indlela esisebenza ngayo.

Sizama ukusebenza ngendlela esemgangathweni size singafihli nto njengoko siqhubana nani, njengabathengi bethu nokugcina owona mgangatho uphezulu weenkonzo.

Singayivuyela ingxelo yakho.

SINGOOBANI

UMasipala waseSaldanha Bay uzinze kuNxweme oluseNtshona loMzantsi Afrika, malunga neekhilomitha ezili140 kumantla eKapa. Ubumba inxalenye yoMasipala Wesithili soNxweme OluseNtshona kwiNtshona Koloni. Ummandla walo masipala ugubungela izikwekhilomitha ezingama2 015 yaye unonxweme oluziikhilomitha ezingama238. Abahlali bakhona bebeqikelelwa kwi121 939 (ngowe2020). Ummandla walo masipala uquka iidolophu iVredenburg, iHopefield, iSt Helena Bay, iPaternoster, iJacobsbaai, iSaldanha neLangebaan. ISaldanha Bay inowona mmandla mkhulu wezibuko lemvelo eAfrika yaye lo mmandla ubekelwe bucala njengommandla oza kuphehla uphuhliso lwePhondo leNtshona Koloni.

X

OKO SIKWENZAYO

Singaphezu komasipala nje oqhelekileyo. UMasipala waseSaldanha Bay ukholelwa kubambiswano oluqhubekayo nabathengi bethu, abahlawuleli beenkonzo zethu, ngokunikela iinkonzo eziphambili nezinye.

Ezi nkonzo ziquka kodwa zingaphelelanga koku:

- Unikezelo lwamanzi
- Iindlela zikamasipala needreyini zamanzi esichotho
- Iipaki zikamasipala neendawo zokuzihlaziya
- Ulawulo lwemvelo
- Uphuhliso loluntu
- Ulwakhiwo lwezindlu
- Unikezelo lombane
- Ukuthuthwa kwenkukuma
- Ukulayitwa kwezitalato
- Ukucetywa kwedolophu
- Iinkonzo zelayibhrari
- Ukhuseleko loluntu

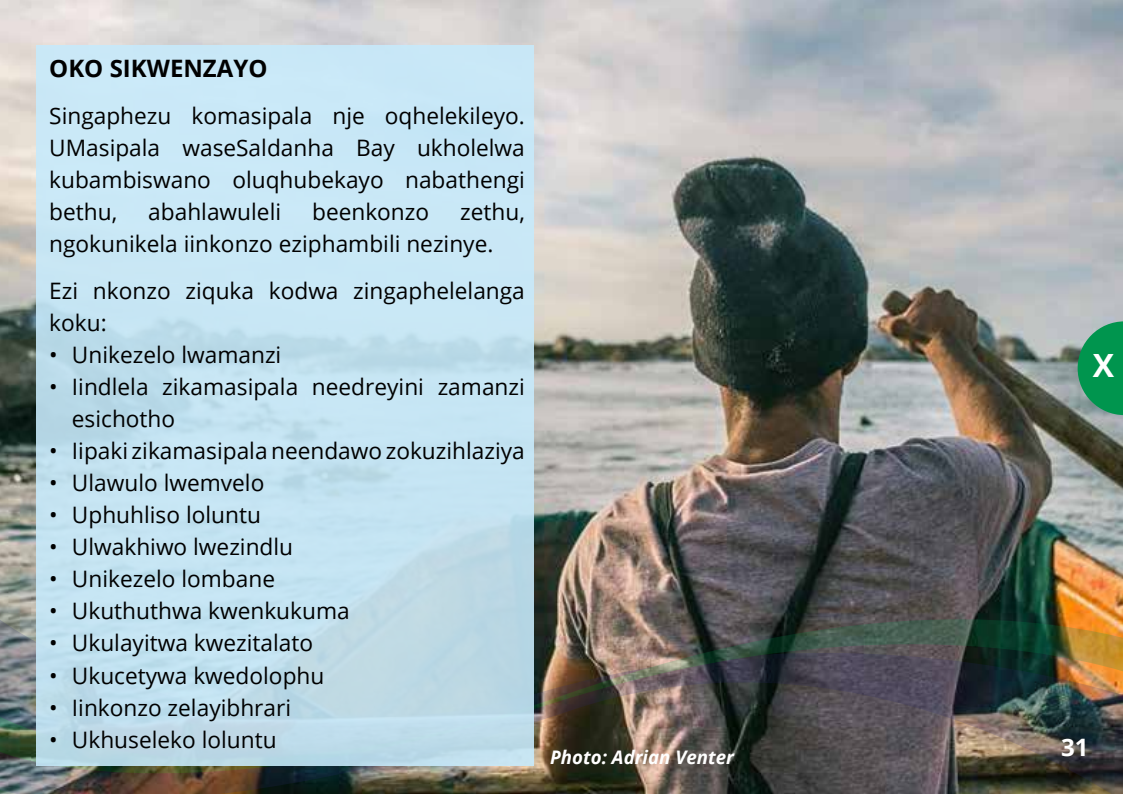


Photo: Adrian Venter

ABAXUMI BETHU

Abaxumi bethu ngabo bahlawulela iinkonzo, abahlali kunye namashishini athi aqhagamshelane ngokuyintloko nomasipala ngokusebenzisa iinkonzo zikamasipala. Iindwendwe kuMmandla Womasipala WaseSald anha Bay zikwangabaxumi bethu. Sifuna ukwanelisa zonke iimfuno zabaxumi bethu enoba zinkulu okanye zincinci kangakanani na. Ngokucacileyo ezinye zingxamiseke ngaphezu kwezinye, kodwa kuya kunikelwa ingqalelo kwimeko nganye yaye iya kusingathwa ngeyona ndlela isemagqabini kangangoko kunokwenzeka.

IMIGANGATHO

Lo Masipala uye wavelisa le migangatho ilandelayo yeenkonzo onokuyilindela uze uyisebenzise njengomqathango oza kulinganisa ngawo inkonzo yethu.

Njengomxumi, unembopheleleko yokusinika inkcazelo echanileyo nepheleleyo ukuze sifikelele kule migangatho.

Photo: Adrian Venter

IMIBUZO

Ebhaliweyo

- Kuyachazwa ukuba ufumanekile kwiintsuku ezi5 zomsebenzi. Impendulo yokuqala kwisithuba seentsuku ezili10 zomsebenzi, emva koko kubekho inkcazelo ebhaliweyo rhoqo emva kweentsuku ezili14 de ugqitywe umba.

I-imeyili

- Iphendulwa kwisithuba seentsuku ezi2 zomsebenzi.

Ngefowuni

- Kubuyelwa kuwe kwisithuba seentsuku ezi2 zomsebenzi.

Imibuzo kumntu buqu

- Kubuyelwa kuwe kwisithuba seentsuku ezi2 zomsebenzi.

X

IIAKHAWUNTI

Imibuzo

- Kubuyelwa kuwe kwisithuba seentsuku ezi5 zomsebenzi.
- Uhlengahlengiso olwenziwe ngaphambi kweakhawunti elandelayo luyahlawuliswa.

Ukuhanjiswa kweeakhawunti

- Kwenziwa ngeimeyili okanye idluliselwe ekupheleni kwenyanga nganye.

IMINXEBA ETSALWAYO

Ixesha lokuphendula

- Iminxeba imele iphendulwe kwisithuba semizuzwana ezingama20.

UNIKEZELO LOMBANE

Ukulungiswa kokumka kombane okungalindelwanga
- Yi100% kwisithuba seeyure ezingama24.

Ukumka kombane okucwangcisiweyo: ukuphuculwa/ukulungiswa
- Kuphelela kwiiyure ezili12.

Izicelo: uxokomezelo, ukuphuculwa notshintsho
- Kwenziwa kwisithuba seentsuku ezili10 emva kokuhlawula (kuxokomezelo oluqhelekileyo) ukuba le nkonzo iyafumaneka kumda wesiza kwaza kwakhutshwa iSatifiketi Sokuthobela sokufakwa kombane ngokuvumelana noMthetho Wempilo Nokhuseleko Emsebenzini 85 ka1993.
- Kumaxokomezelo angaqhelekanga namaxokomezelo aMakhulu e-LV ne-MV ngokwesivumelwano nomthengi, ngokusekelwe kubukho bomthamo wonikezelo nemathiriyeli.

Izibane zendlela nezinye izibane
- I-95% kwisithuba seentsuku ezili10 zomsebenzi.
- Izibane eziphakame kakhulu nezibane zendlela ezonakalisiweyo aziqukwanga.

Photo: Adrian Venter

IZITRATO (Zixhomekeka kwiimeko zemozulu)

Ukukrwelwa kwezitrato zomhlaba

- Kwenziwa ngokwendlela ecwangcisiweyo.

Ukulungiswa kwemingxuma endleleni

- Kulungiswa kwisithuba seeyure ezingama72, imozulu ivuma yaye kuxhomekeka kubukho bemathiriyeli.

AMANZI ESICHOTHO

Izikhukula

- Intsabelo kwisithuba seeyure ezi3 okanye ngaphantsi koko, emva kokuxelwa kwesehlo.

X

UNIKEZELO LWAMANZI

Ukulungiswa kwenethwekhi

- Intsabelo kwisithuba seeyure ezi2 okanye ngaphantsi. Ukuba kucingelwa ukuba ukulungisa kuza kuthatha ngaphezu kweeyure ezi3 amanzi aza kuhanjiswa ngelori enetanki.

Ukufakelwa koxokomezelo lwamanzi kwindlu entsha

- Kwisithuba seentsuku ezisi7 emva kokufunyanwa kwentlawulo.

UKULUNGISELELWA KWEENKONZO ZOGUTYULO LWELINDLE

Ukususwa kwezinto ezixingileyo

- Intsabelo kwisithuba seeyure ezi2 okanye ngaphantsi koko, emva kokuxelwa kwesehlo.

Ukufakelwa koxokomezelo logutyulo lwelindle kwindlu entsha

- Kwisithuba seentsuku ezisi7 emva kokufunyanwa kwentlawulo.

Ukufunxwa kwamatanki okugcina okuseza kuthuthwa

- Ngokwendlela ecwangcisiweyo, ngokufunyanwa kwesicelo.

X

AMABALA EMIDLALO

Ukuchetywa kwengca

- Kwenziwa ngokuvumelana nocwangciso oluqulunqwe kwangaphambili lwemidlalo.
- Amabala emidlalo amele acoceke ngamaxesha onke.

IINDAWO EZINGENA EZIDOLOPHINI

Ukucoca

- Kwenziwa ngokwenkqubo ecwangciswe kwangaphambili.

IINDAWO ZABAHAMBA NGENYAWO

Ukucoca

- Kwenziwa ngokwenkqubo ecwangciswe kwangaphambili.
- Iindawo zabahamba ngeenyawo zimele zicoceke ngamaxesha onke.

IIPAKI ZIKAWONKEWONKE/IINDAWO EZINGENAZAKHIWO/ AMANGCWABA

Ukuchetywa kwengca nokuphungulwa kwemithana nemithi

- Kwenziwa ngokwenkqubo ecwangciswe kwangaphambili.
- Zimele zicoceke ngamaxesha onke.

UKULAHLWA KWENKUKUMA

Ukuqokelelwa kwenkukuma yendawo enemizi, eyegadi neyamashishini

- Kwenziwa veki nganye ngokwenkqubo ecwangcisiweyo.

UKULAWULWA KOLWAKHIWO

Iiplani Zokwakha/Ukusetyenziswa Komhlaba

- Kuyachazwa ukuba ifunyenwe kwisithuba seeyure ezingama48.
- Iiplani zokwakha zipasisiwe (okanye inkcazelo ngazo) efunyenwe kwisithuba seentsuku ezili15 zomsebenzi (ukuba indawo ingaphantsi kwe500 m²) neentsuku ezingama20 zomsebenzi (ukuba indawo ingaphezu kwe500 m² yaye iyindawo yoshishino) ukuba uhlalutyo lwangaphambili belwenziwe.

IZICIKO ZEMINGXUMA YOKUNGENA KWIMIBHOBHO YAMANZI

Ukutshintshwa kweziciko zemingxuma yokungena kwimibhobho yamanzi

- Ngokukhawuleza emva kokuxelwa okanye zakufunyaniswa. Ukonakaliswa kakubi kweziciko zemingxuma yokungena kwimibhobho yamanzi kwiipropati zabantu kuya kuba kokweakhawunti yomnini akhawunti.

UKUBHALISWA KWEEMOTO NOKWENZELWA IILAYISENSI

Urhwebelwano

- Lonke urhwebelwano olunxulumene nolo luya kuqukunjelwa kwisithuba semizuzu eli15-20 (ngaphandle kwexesha lokufola).

ITRAFIKI NONYANZELISO-MTHETHO

Isicelo sophando loNyanzelisomthetho Olukhethekileyo

- Ingxelo kwisithuba seentsuku ezimbini (2) zomsebenzi.

Indawo Yengozi

- Ixesha lentsabelo kwindawo yengozi liphakathi kwemizuzu eli10-15.

Izikhalazo Zonyanzeliso-mthetho

- Intsabelo kwisithuba seeyure ezingama24.

Ulawulo Lwentlekele: Intsabelo kwintlekele yemvelo

- IZiko Lokusebenza Ngobambiswano (JOC) elikhutshwa kwisithuba seyure enye (1) emva kokuba ichaziwe intlekele.

IINKONZO ZOMLILO

Iminxeba Yongxamiseko: Amaxesha okuthunyelwa emva kokufumana umnxeba ologiweyo

- Kwisithuba semizuzu emi3 emva kokuba umnxeba ulogiwe.

Ixesha lokusabela kwisayithi echaphazelekayo

- Kwisithuba semizuzu esi7-10 kuxhomekeke indawo oye waqhambuka kuyo umlilo.

Iziza ezinokhula olude

- Uhlolo luza kwenziwa kwisithuba seeyure ezingama24.

X

X

IINKONZO ZELAYIBRARI NOLWAZI

Imibuzo gabalala
- Ngoko nangoko

Iinkqubo zamaphulo oluntu
- Ezimbini ngenyanga, ngelayibrari nganye.

Ukwazisa abantu ngemiba ethile
- Ezimbini ngenyanga, ngelayibrari nganye.

Ukuba neveki yelayibrari
- Kanye ngonyaka.

Ukusabela kwisicelo sezinto zokufunda ezithile
- Xa zikho okanye kwisithuba senyanga kuceliwe.

Impendulo yezikhalazo
- Ngokukhawuleza kangangoko kunokwenzeka.

ULAWULO LWEPROPATI

Imibuzo gabalala – engantsonkothanga
- Ngoko nangoko.

Imibuzo gabalala – entsonkothileyo
- Kwisithuba seentsuku ezi5 zomsebenzi.

Kuyachazwa ukuba zifunyenwe izicelo zokusetyenziswa komhlaba kuze kwaziswe abafakizicelo malunga nazo naziphi iinkcukacha ezingaphelelanga
- Kwisithuba seentsuku ezi2 zomsebenzi.

Kwaziswe umfakisicelo ngesigqibo seBhunga malunga nesicelo
- Kwisithuba seentsuku ezi2 zomsebenzi.

Ukuphunyezwa nokugqitywa kwezicelo zomhlaba ezipasiswe liBhunga
- Kuxhomekeka ekuntsonkotheni kweemeko ezibekiweyo.

Ukusabela kwizikhalazo zolawulo lokusetyenziswa komhlaba kunye nolawulo lwepropati
- Kwisithuba seentsuku ezi2 zomsebenzi.

IINDAWO ZOKULALA

Ukubhukisha, inkqubo yokusabela nemilinganiselo efanayo

- Ukubhukisha kwenziwa ngokomntu ofike kuqala, xa kungelo xesha lixakekileyo. Kuya kunikwa kuqala umntu oya kuhlala ixesha elide ngexesha lePasika nangexesha lokuvalwa kwezikolo.

Iiholide zePasika:

- Izicelo zimele zifakwe nge15 Janyuwari okanye ngaphambi koko.
- Ukuchaza ukuba zifunyenwe/izicelo, nge21 Janyuwari okanye ngaphambi koko.
- Ukubhukisha kumele kuqinisekiswe nge5 Februwari.
- Ezona ntsuku zimbalwa ziyasebenza.

Iiholide ZikaDisemba/Janyuwari:

- Izicelo zimele zifakwe nge15 Matshi okanye ngaphambi koko.
- Ukuchaza ukuba zifunyenwe/izicelo, nge21 Epreli okanye ngaphambi koko.
- Ukubhukisha kumele kuqinisekiswe nge5 Meyi.
- Ezona ntsuku zimbalwa ziyasebenza.

X

Photo: Adrian Venter

IMINGCWABO YAMAMUSLIM

Umlinganiselo wentsabelo kwiindawo zamaMuslim xa enomngcwabo (kuzo zonke iidolophu)

- Inkokeli (uImam) yaBemi abangamaMuslim iza kuqhagamshelana noMasipala ngexesha lomsebenzi okanye kwiziko leminxeba leeyure ezingama24 emva kwexesha lomsebenzi ukuze yenze amalungiselelo angakumbi omngcwabo.
- Iindawo zokungcwaba zifumaneka kuphela kumangcwaba aseCentral naseLangebaan.

X

ABO BAFUNA IZINDLU

Uluhlu lokulinda lwemibuzo

- Kusatyelwa kwimibuzo yoluntu olukwizicelo ezikuluhlu lokulinda izindlu ezinexabiso eliphantsi kwisithuba seeyure ezingama72.

Iifomu zoluhlu lokulinda

- Kulowudwa ekhompyutheni iifomu ezikuluhlu lokulinda kwisithuba seeyure ezisi7.

Imibuzo gabalala

- Kusatyelwa kwimibuzo yoluntu gabalala kwisithuba seentsuku ezi5 zomsebenzi.

UKUHLAWULWA KWEEMALI UMASIPALA AZITYALA ABAHLALI

Ixesha lokubuyisa imali yabahlali

- Iindawo Zokulala Neeholo Zoluntu: Iidipozithi zeeNdawo Zokulala neeHolo Zoluntu ziza kubuyiswa emva kweentsuku ezili10 zomsebenzi zokufunyanwa koxwebhu olusayiniweyo nguMnyamekeli kunye nalowo uQeshisileyo. Umnyamekeli umele athumele amaxwebhu kwiSebe leziMali kwisithuba seentsuku ezi2 zokuwafumana kulowo uQeshileyo.

Photo: Adrian Venter

HOW TO CONTACT US

VREDENBURG Municipal Office 12 Main Road, Vredenburg 022 701 7000
SALDANHA Municipal Office 30 Berg Street, Saldanha 022 714 8000
LANGEBAAN Municipal Office Breë Street, Langebaan 022 707 5000
HOPEFIELD Municipal Office 38 Voortrekker Road, Hopefield 022 723 0500
ST HELENA BAY Municipal Office 2 Albatros Street, St Helena Bay 022 736 1043
PATERNOSTER Municipal Office St Augustine Road, Paternoster 022 752 2101

MUNICIPALITY CONTACT DETAILS
24 Hour Call Centre: 022 701 7061 / 022 713 1815
Public Safety Control Room: 022 701 6834
E-mail: mun@sbm.gov.za
Website: www.sbm.gov.za

EMERGENCY CONTACT DETAILS
Police: 10111
Ambulance: 10177
Fire Services: 022 713 1815/ 086 007 3473