



## CLIENT SERVICES CHARTER

### 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 have developed this Client Services Charter. Regular adjustments will keep it up to date and relevant, and 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. You are welcome to provide us with 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 km<sup>2</sup> 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, among other factors, rendering primary and secondary services. These services include but are not limited to:

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

The staff members of the Saldanha Bay Municipality are proud to render these services to the best of their ability and according to mutually accepted standards.

## **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 Saldanha Bay 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.

## **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.

| <b>ENQUIRIES</b>           |  |
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| <b>Written</b>             | <ul style="list-style-type: none"> <li>• Acknowledgement of receipt within 5 working days. Preliminary response within 10 working days, thereafter written feedback every 14 days until finalisation of matter.</li> </ul> |
| <b>Email</b>               | <ul style="list-style-type: none"> <li>• Answered within 2 working days.</li> </ul>  |
| <b>Telephonic</b>          | <ul style="list-style-type: none"> <li>• Report-back within 2 working days.</li> </ul>   |
| <b>Enquiries in person</b> | <ul style="list-style-type: none"> <li>• Report-back within 2 working days.</li> </ul>   |

| <b>ACCOUNTS</b>                 |   |
|---------------------------------|---|
| <b>Enquiries</b>                | <ul style="list-style-type: none"> <li>• Report-back within 5 working days.</li> <li>• Adjustments made before next account is levied.</li> </ul> |
| <b>Distribution of accounts</b> | <ul style="list-style-type: none"> <li>• By email or reached by the end of each month.</li> </ul>   |

| <b>TELEPHONE CALLS</b> |   |
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| <b>Response time</b>   | <ul style="list-style-type: none"> <li>• Telephone calls must be answered within 20 seconds.</li> </ul> |

| <b>ELECTRICITY SUPPLY</b>                               |  |
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| <b>Repair of unforeseen power outages</b>               | <ul style="list-style-type: none"> <li>• 100% within 24 hours.</li> </ul>  |
| <b>Scheduled power outages: upgrading/maintenance</b>   | <ul style="list-style-type: none"> <li>• Limited to 12 hours.</li> </ul>   |
| <b>Applications: connections, upgrading and changes</b> | <ul style="list-style-type: none"> <li>• 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.</li> <li>• 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.</li> </ul> |

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| <b>Streetlights and other lighting</b> | <ul style="list-style-type: none"> <li>• 95% within 10 working days.</li> <li>• High mast lighting and vandalised streetlighting excluded.</li> </ul> |
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| <b>STREETS (Subject to weather conditions)</b> |   |
| <b>Grading of gravel streets</b>               | <ul style="list-style-type: none"> <li>• Done according to scheduled programme.</li> </ul>  |
| <b>Repair potholes</b>                         | <ul style="list-style-type: none"> <li>• Repair within 72 hours, weather permitting and subject to the availability of material.</li> </ul> |

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| <b>STORM WATER</b> |  |
| <b>Floods</b>      | <ul style="list-style-type: none"> <li>• Response within 3 hours or sooner, after the incident is reported.</li> </ul> |

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| <b>WATER SUPPLY</b>                                   |   |
| <b>Repair network</b>                                 | <ul style="list-style-type: none"> <li>• Response within 2 hours or sooner. If anticipated that repairs will take longer than 3 hours, water will be supplied by tanker.</li> </ul> |
| <b>Installation of new household water connection</b> | <ul style="list-style-type: none"> <li>• Within 7 working days after receipt of payment.</li> </ul>   |

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| <b>PROVISION OF SEWAGE SERVICES</b>                    |   |
| <b>Clearing obstruction</b>                            | <ul style="list-style-type: none"> <li>• Response within 2 hours or sooner after the incident is reported.</li> </ul> |
| <b>Installation of new household sewer connections</b> | <ul style="list-style-type: none"> <li>• Within 7 working days after receipt of payment.</li> </ul>                   |
| <b>Draining of conservancy tanks</b>                   | <ul style="list-style-type: none"> <li>• According to a scheduled programme, on receipt of a request.</li> </ul>      |

**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 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.

**BUILDING CONTROL****Building Plans / Land Use**

- Acknowledgement of receipt within 48 hours.
- Building plans finalised (or feedback) received within 15 working days (below 500m<sup>2</sup>) and 20 working days (above 500m<sup>2</sup> and commercial) if pre-scrutiny was done.

| <b>MANHOLE COVERS</b>                |  |
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| <b>Replacement of manhole covers</b> | <ul style="list-style-type: none"> <li>As soon as reported or detected. Malicious damage to manhole covers on private property will be for the account of the account holder.</li> </ul> |

| <b>MOTOR REGISTRATION AND LICENCING</b> |   |
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| <b>Transactions</b>                     | <ul style="list-style-type: none"> <li>All related transactions will be concluded within 15 - 20 minutes (excluding que-time).</li> </ul> |

| <b>TRAFFIC AND LAW ENFORCEMENT</b>                      |   |
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| <b>Ad Hoc Law Enforcement request for investigation</b> | <ul style="list-style-type: none"> <li>Feedback within two (2) working days.</li> </ul>   |
| <b>Accident Scene</b>                                   | <ul style="list-style-type: none"> <li>Response time to accident scene within 10 - 15 minutes.</li> </ul>                                       |
| <b>Law Enforcement Complaints</b>                       | <ul style="list-style-type: none"> <li>Response within 24 hours.</li> </ul>   |
| <b>Disaster Management: Natural disaster response</b>   | <ul style="list-style-type: none"> <li>Joint Operation Centre (JOC) dispatched within one (1) hour after disaster has been declared.</li> </ul> |

| <b>FIRE SERVICES</b>  |  |
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| <b>Emergency Calls: Dispatching times after receiving the logged call</b> | <ul style="list-style-type: none"> <li>Within 3 minutes after call has been logged.</li> </ul>                       |
| <b>Response time to affected site</b>                                     | <ul style="list-style-type: none"> <li>Within 7 - 10 minutes, depending on the locality of fire incident.</li> </ul> |
| <b>Overgrown erven</b>  | <ul style="list-style-type: none"> <li>Inspections to be conducted within 24 hours.</li> </ul>                       |

| <b>LIBRARY AND INFORMATION SERVICES</b> |  |
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| <b>General enquiries</b>                | <ul style="list-style-type: none"> <li>Immediately.</li> </ul> |

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| <b>Community outreach programmes</b>                | <ul style="list-style-type: none"> <li>• Two per month, per library.</li> </ul>                     |
| <b>Raise awareness on specific topics</b>           | <ul style="list-style-type: none"> <li>• Two per month, per library.</li> </ul>                     |
| <b>Host library week</b>                            | <ul style="list-style-type: none"> <li>• Once per annum.</li> </ul>                                 |
| <b>Respond to specific reading material request</b> | <ul style="list-style-type: none"> <li>• On availability or within one month of request.</li> </ul> |
| <b>Feedback on complaints</b>                       | <ul style="list-style-type: none"> <li>• As soon as possible.</li> </ul>                            |

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| <b>PROPERTY MANAGEMENT</b>   |  |
| <b>General enquiries – non complicated</b>   | <ul style="list-style-type: none"> <li>• Immediately.</li> </ul>                               |
| <b>General enquiries – complicated</b>   | <ul style="list-style-type: none"> <li>• Within 5 working days.</li> </ul>                     |
| <b>Acknowledge receipt of land use applications and inform applicants of any missing information</b> | <ul style="list-style-type: none"> <li>• Within 2 working days.</li> </ul>                     |
| <b>Inform applicant of Council decision on application</b>   | <ul style="list-style-type: none"> <li>• Within 2 working days.</li> </ul>                     |
| <b>Process and finalisation of Council approved land application</b>                                 | <ul style="list-style-type: none"> <li>• Dependant on complexity of set conditions.</li> </ul> |
| <b>Respond to land use management and property administration complaints</b>                         | <ul style="list-style-type: none"> <li>• Within 2 working days.</li> </ul>                     |



| <b>RESORTS</b>  |   |
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| <b>Central booking, response system and uniform standards</b> | <ul style="list-style-type: none"> <li>• 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.</li> </ul>  |
| <b>Easter Holidays:</b>                                       | <ul style="list-style-type: none"> <li>• Applications to be submitted on/before 15 January.</li> <li>• Acknowledgement of receipt/application, on or before 21 January.</li> <li>• Booking to be confirmed by 5 February.</li> <li>• Minimum number of days apply.</li> </ul> |
| <b>December/January Holidays:</b>                             | <ul style="list-style-type: none"> <li>• Applications to be submitted on/before 31 March.</li> <li>• Acknowledgement of receipt/application, on or before 7 April.</li> <li>• Booking to be confirmed by 31 May.</li> <li>• Minimum number of days apply.</li> </ul>          |

| <b>MUSLIM BURIALS</b>  |   |
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| <b>Response rate to Muslim communities for burial (all towns):</b> | <ul style="list-style-type: none"> <li>• Leader (Imam) of Muslim Community to contact the Municipality during office hours or the 24-hour call centre after hours for further burial arrangements.</li> <li>• Burial sites are only available at the Central and Langebaan cemeteries.</li> </ul> |

| <b>HOUSING CONSUMERS</b>    |  |
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| <b>Enquiry waiting list</b> | <ul style="list-style-type: none"> <li>• Respond to public queries on waiting list application(s) for low cost housing within 72 hours.</li> </ul> |
| <b>Waiting list forms</b>   | <ul style="list-style-type: none"> <li>• Upload waiting list forms within 7 days.</li> </ul>   |
| <b>General enquiries</b>    | <ul style="list-style-type: none"> <li>• Respond to general public enquiries within 5 working days.</li> </ul>                                     |

**REFUNDING OF MONIES OWED TO PUBLIC BY MUNICIPALITY**

**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 receipt from Tenant.

## HOW TO CONTACT US

| <b>VREDENBURG</b>                            |   |
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| <b>Municipal Office</b>                      | 12 Main Road, Vredenburg<br>022 701 7000                  |
| <b>Community Services:<br/>Area Engineer</b> | Beansa Building, 21 Main Road, Vredenburg<br>022 701 6911 |

| <b>SALDANHA</b>  |  |
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| <b>Municipal Office:<br/>Finance</b>                               | 30 Berg Street, Saldanha<br>022 714 8000       |
| <b>Municipal Office:<br/>Community Services:<br/>Area Engineer</b> | c/o Diaz and Good Hope Streets<br>022 714 8039 |

| <b>LANGEBAAAN</b>                            |  |
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| <b>Municipal Office</b>                      | Breë Street, Langebaan<br>022 707 5000 |
| <b>Community Services:<br/>Area Engineer</b> | 022 707 5000                           |

| <b>HOPEFIELD</b>                             |  |
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| <b>Municipal Office</b>                      | 38 Voortrekker Road, Hopefield<br>022 723 0500 |
| <b>Community Services:<br/>Area Engineer</b> | 022 707 5000                                   |

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| <b>ST HELENA BAY</b>                         |  |
| <b>Municipal Office</b>                      | 2 Albatros Street, St Helena Bay<br>022 736 1043 |
| <b>Community Services:<br/>Area Engineer</b> | 022 736 1043                                     |

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| <b>PATERNOSTER</b>                           |  |
| <b>Municipal Office</b>                      | St Augustine Road, Paternoster<br>022 752 2101 |
| <b>Community Services:<br/>Area Engineer</b> | 022 736 1043                                   |

#### **MUNICIPALITY CONTACT DETAILS**

|                                   |                             |
|-----------------------------------|-----------------------------|
| <b>24 Hour Call Centre</b>        | 022 701 7061 / 022 713 1815 |
| <b>Public Safety Control Room</b> | 022 701 6834                |
| <b>Email</b>                      | mun@sbm.gov.za              |
| <b>Website</b>                    | www.sbm.gov.za              |

#### **EMERGENCY CONTACT DETAILS**

|                      |                             |
|----------------------|-----------------------------|
| <b>Police</b>        | 10111                       |
| <b>Ambulance</b>     | 10177                       |
| <b>Fire Services</b> | 022 713 1815 / 086 007 3473 |