

9.
WARD COMMITTEE SYSTEM: PERFORMANCE REPORT: 2025/2026

R Louw
11 August 2026

Divisional Manager: Strategic Support Services

(028) 313 8071

1. Executive Summary

To provide Council with the 2025/2026 performance report in respect of the Ward Committee System in the Overstrand Municipality.

2. Service Delivery and Budget Implementation Plan - IGNITE

Municipal Manager
 Strategic Support Services

3. Compliance with Strategic Priorities

Provision of democratic, accountable and ethical governance
 Provision and maintenance of municipal services
 The encouragement of structured community participation in the matters of the municipality

4. Delegated Authority

None

5. Legal Requirements

Constitution of South Africa, 1996
 Local Government: Municipal Finance Management Act No. 56 of 2003
 Local Government: Municipal Structures Act No. 117 of 1998
 Local Government: Municipal Systems Act No. 32 of 2000
 Overstrand Municipality: Ward Committee Rules, 14 December 2022

6. Background/Discussion/Evaluation/Conclusion

Background

Ward Committees continue to play an active and important role to enhance participatory democracy in the Overstrand Municipality and it has become increasingly important in respect of the management of ward committees to:

- ✓ demonstrate and quantify the involvement of ward committees in the affairs/business of Council;
- ✓ proof that the ward committees constructively contribute towards public participation in Overstrand Municipality;

- ✓ be able to effectively monitor and evaluate the performance of local ward committees in order to ensure the sustainable functioning of ward committees in the Overstrand Municipal area.

Discussion

This report includes the performance of ward committees for the period from 01 July 2025 until 30 June 2026 in respect of:

- ✓ official meetings held;
- ✓ consultation with Ward Committees (decisions taken, notifications, recommendations and works orders submitted);
- ✓ ward committee projects;
- ✓ ward operational plans;
- ✓ capacity building; and
- ✓ public awareness.

a) Official meetings held

i) Number of meetings

A number of nine (9) meetings from August 2025 to June 2026 per ward was scheduled. The last mentioned included two (2) public meetings for report back purposes in November 2025 and April 2026 respectively.

ii) Attendance by Ward Committee Members

The overall average attendance of 6.27 (excluding councillors) per meeting was achieved. The summary for the reporting period is attached per Annexure A.

b) Consultation – Register

The consultation register for ward committees reflects the following categories:

- **Notifications:** Refer to various information in respect of report backs to Ward Committees from Council's business, events, to take place.
- **Recommendations:** Refer to proposals being made to the Ward Councillor in respect of Council's Portfolio Committee and/to the municipal administration in respect of strategic service delivery.
- **Internal service requests/ Works Orders:** Refers to internal service requests captured on Collab by the administrators' following matters raised during Ward Committee Meetings or Ward Committee Site Visits. A very small percentage of the entries may represent actual Job Cards created on the EMIS system.

The information per Annexure B reflects Overstrand-wide performance as captured per the decision-register.

c) Ward Committee Service Delivery Reports

This report provides an overview of service delivery requests submitted by members of the public, Ward Councillors, and Ward Committee members through the Collab CitizenApp. All reported calls are logged and registered on the EMIS system for tracking and management.

Each request is assessed, and where operational intervention is required, a work order is generated and assigned to the relevant municipal department for action. The report enables the monitoring of reported issues, work order generation, departmental response, and the overall progress and resolution of service delivery requests. The summary per area is attached as Annexure D.

d) Ward Committee Projects

An amount of R378,571 (total of 47 projects, total budget allocated R5 300 000) was allocated to each Ward Councillor (per ward) for the implementation of Ward-Specific Projects (WSP's) during the 2025/26 financial year. The funding enabled Ward Councillors, in consultation with their ward committee members and respective communities, to identify and prioritise projects that address local service delivery needs and community priorities. The successful implementation of these projects is expected to have a sustainable positive impact on the respective wards, contributing to improved service delivery and enhanced quality of life for residents. Procurement and rolling out of projects to the amount of R4 268 123 (80.53%) of the budget has been completed. The analysis of the progress made per area is reflected in the table below:

Municipal Area	No of Wards	Budget (R)	% Spending as at year end-30.6.2026
Hermanus	8	R3 028 568	78.02%
Kleinmond	2	R757 142	82.47%
Gansbaai (incl. Stanford)	4	R1 514 284	84.56%
Total	14	R5 300 000	80.53%

Table 1: Spending on ward specific projects for 2025/26 as at 30.6.2026

The rollover request for the two WSP's in Ward 13 was approved as part of the 1st Adjustments Budget on 29 July 2026.

e) Ward Operational Plans

All fourteen Ward Operational Plans for 2025/26 were also completed and submitted to the Provincial Department of Department of Local Government

on 30 July 2025. Ward Operational Plans are also monitored by the National Department of Co-operative Governance and Traditional Affairs (COGTA), since it is linked to the unconditional grant provision for the compensation of out-of-pocket expenditure to Ward Committee members.

f) Ward Committee Site Visits

To strengthen and revitalise ward committee operations across the municipality, the Office of the Speaker introduced a new initiative during the reporting period by institutionalising **quarterly Ward Committee Site Visits**. These site visits were recognised as formal ward committee meetings, providing members with the opportunity to monitor and assess the progress and implementation of both capital and operational projects within their respective wards.

During the first round of site visits, Ward Councillors identified and selected the projects to be visited within their wards. Thereafter, ward committee members were encouraged to participate in the planning process by proposing additional projects and areas requiring oversight. This collaborative approach enhanced community participation, strengthened oversight and accountability, and enabled ward committees to gain first-hand insight into service delivery initiatives and project implementation across the municipality.

g) Ward Committee Rules

Overstrand Municipality has published the Draft Revised Ward Committee Rules for public comment as part of the preparations for the establishment of new Ward Committees following the 2026 Local Government Elections.

The proposed revisions aim to strengthen community participation, improve governance and provide greater clarity on the roles and responsibilities of Ward Committees, Ward Councillors, PR Councillors, the Speaker and the Municipal Administration.

The draft also proposes updated rules on how ward committees will be represented and operate over the next five years.

h) Strengthening of Ward Committees

The first Ward Committee meetings for the 2025/26 financial year commenced with Joint Ward Committee Meetings, during which several wards convened together within their respective areas. This initiative provided an opportunity to strengthen collaboration, improve communication, and ensure a shared understanding of the Municipality's strategic priorities.

The meetings were addressed by the Speaker, Executive Mayor, Municipal Manager, Members of the Mayoral Committee, and Directors. Presentations and discussions focused on the following key areas:

- Administrative & Operational Concerns in Ward Committees;
- Overstrand Municipality Budget Cycle & Vision;
- Overstrand Municipality Administration - Budget Cycle & Vision; and
- Overview of the Mayoral Committee Portfolios & OPEX/CAPEX Budget Priorities for 2025/26, as well as the 2026/27 priorities for the different wards.

The initiative was well received by ward committee members, who welcomed the opportunity to engage directly with the Municipality's political and administrative leadership. The meetings provided an informative and motivating platform, encouraging active participation and constructive discussions on matters affecting their communities, including operational challenges, service delivery priorities, and identified limitations. The engagement contributed to strengthening the capacity of ward committee members to effectively fulfil their advisory and community liaison roles.

i) **Way Forward**

Collaborator CitizenApp information sessions were held at public ward committee meetings during November 2025. Challenges and issues with the “app” are continuously discussed during ward committee meetings. The CitizenApp can be utilised by the public to report basic service delivery challenges, log service requests and receive notifications regarding disruptions via cellular phone to the administration.

With the establishment of new Ward Committees in the 2026/27 financial year, ward committee members will be encouraged to actively facilitate public participation, serve in an advisory capacity to their respective Ward Councillors, monitor service delivery, and promote accountability and transparency within their communities. Members will also be encouraged to support local development initiatives, identify community needs, and assist in prioritising development projects to ensure that municipal interventions are responsive to the priorities of their respective wards.

7. Financial Implications

As per budget allocation.

8. Staff Implications

None

9. Comments from other Departments, Divisions and Administrations

None

10. Annexures

- Annexure A: Attendance per Ward – July 2025 until June 2026
- Annexure B: Consultation Register per Ward - July 2025 until June 2026
- Annexure C: Report on Performance by Respective Ward Committees – July 2025 until June 2026
- Annexure D: Ward Committee Service Delivery Reports

RECOMMENDATION TO THE COUNCIL:

that the report on performance with regard to the Ward Committee System in the Overstrand Municipality for the period 01 July 2025 until 30 June 2026, **be noted**.

RESPONSIBLE OFFICIAL :

**R LOUW
M MIDDLETON
N MTHOLO
A FORD**

TARGET DATE FOR IMPLEMENTATION :**31 AUGUST 2026**

ATTENDANCE OF WARD COMMITTEE MEMBERS**OVERSTRAND - for period from 01/07/2025 to 30/06/2026**

Attendance	August 2025	September 2025	October 2025	November 2025	February 2026	March 2026	April 2026	May 2026	June 2026	AVERAGE PER WARD
Ward 01	6	7	4	6	5	5	4	5	4	5,11
Ward 02	10	10	4	8	8	0	8	8	5	6,78
Ward 03	4	7	4	8	7	4	6	7	4	5,67
Ward 04	2	7	2	5	6	0	2	5	3	3,56
Ward 05	8	9	3	6	7	5	5	8	5	6,22
Ward 06	9	7	4	6	7	5	6	6	7	6,33
Ward 07	9	10	9	10	9	0	7	10	6	7,78
Ward 08	9	9	3	6	9	0	6	6	0	5,33
Ward 09	5	7	4	6	6	5	5	6	3	5,22
Ward 10	7	9	6	7	6	4	6	9	0	6,00
Ward 11	8	8	1	9	9	5	6	7	8	6,78
Ward 12	7	10	8	7	9	9	8	9	8	8,33
Ward 13	8	10	7	9	9	7	6	7	0	7,00
Ward 14	7	6	6	9	6	8	8	10	9	7,67
TOTAL	99	116	65	102	99	99	83	103	62	
AVERAGE PER MONTH	7,07	8,29	4,64	7,29	7,07	7,07	5,93	7,36	4,43	

*NOTE: Each Ward Committee consists of 10 Members excluding Ward

WARD COMMITTEE CONSULTATION REGISTER**Annexure B**

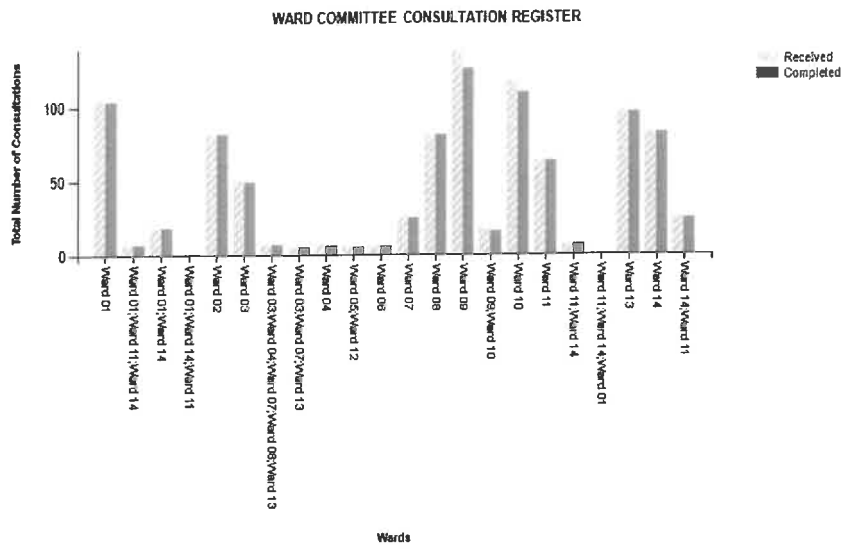
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OVERSTRAND SUMMARY FOR THE PERIOD 01/07/2025 to 30/06/2026

WARDS	TYPE OF CONSULTATION								TOTAL	
	Noted		Recommended		*Register a Works Order/ Internal service request		Service Request Registered			
	Received	Completed	Received	Completed	Received	Completed	Received	Completed	Received	Completed
Ward 01	99	99	6	5	0	0	0	0	105	104
Ward 01;Ward 11;Ward 14	7	7	0	0	0	0	0	0	7	7
Ward 01;Ward 14	18	18	0	0	0	0	0	0	18	18
Ward 01;Ward 14;Ward 11	1	1	0	0	0	0	0	0	1	1
Ward 02	78	78	4	4	0	0	0	0	82	82
Ward 03	45	45	1	1	0		3	3	49	49
Ward 03;Ward 04;Ward 07;Ward 08;Ward 13	7	7	0	0	0	0	0	0	7	7
Ward 03;Ward 07;Ward 13	5	5	0	0	0	0	0	0	5	5
Ward 04	6	6	1	0	0	0	0	0	7	6
Ward 05;Ward 12	5	5	0	0	0	0	0	0	5	5
Ward 06	6	6	0	0	0	0	0	0	6	6
Ward 07	22	22	1	1	0	0	2	2	25	25
Ward 08	77	77	2	2	0	0	2	2	81	81
Ward 09	96	96	1	1	22	18	19	11	138	126
Ward 09;Ward 10	13	13	0	0	1	1	3	2	17	16
Ward 10	86	86	2	2	7	6	23	16	118	110
Ward 11	62	62	2	2	0	0	0	0	64	64
Ward 11;Ward 14	7	7	0	0	0	0	0	0	7	7
Ward 11;Ward 14;Ward 01	1	1	0	0	0	0	0	0	1	1
Ward 13	74	74	12	12	0	0	11	10	97	96
Ward 14	79	79	4	4	0	0	0	0	83	83
Ward 14;Ward 11	23	23	1	1	0	0	0	0	24	24
TOTAL	817	817	37	35	30	25	63	46	947	923

NS: Where more than one ward mentioned, Joint Ward Committee Meetings were held

* The "Register a Works Order" column refers to internal service requests captured on Collab by the administrators following matters raised during Ward Committee meetings or Ward Committee Site Visits. A very small percentage of the entries may represent actual Job Cards that were created on the EMIS System. Refer to Annexure D for the EMIS Jobcards information.



PERFORMANCE REPORT: WARD 01 - PERIOD: 01/07/2025 TO 30/06/2026**Attendance of Ward Committee Members**

Attendance	August 2025	September 2025	October 2025	November 2025	February 2026	March 2026	April 2026	May 2026	June 2026	TOTAL	AVERAGE
Present	6	7	4	6	5	5	4	5	4	46	5,11

Ward Committee Consultations

WARDS	TYPE OF CONSULTATION								TOTAL	
	Noted		Recommended		Register a Works Order		Service Request Registered			
	Received	Completed	Received	Completed	Received	Completed	Received	Completed	Received	Completed
Ward 01	99	99	6	5	0	0	0	0	105	104
Ward 01;Ward 11;Ward 14	7	7	0	0	0	0	0	0	7	7
Ward 01;Ward 14	18	18	0	0	0	0	0	0	18	18
Ward 01;Ward 14;Ward 11	1	1	0	0	0	0	0	0	1	1
TOTAL	125	125	6	5	0	0	0	0	131	130

NS: Where more that one ward mentioned, Joint Ward Committee Meetings were held

* The "Register a Works Order" column refers to internal service requests captured on Collab by the administrators following matters raised during Ward Committee meetings or Ward Committee Site Visits. A very small percentage of the entries may represent actual Job Cards that were created on the EMIS System. Refer to Annexure D for the EMIS Jobcards service delivery information.

PERFORMANCE REPORT: WARD 02 - PERIOD: 01/07/2025 TO 30/06/2026**Attendance of Ward Committee Members**

Attendance	August 2025	September 2025	October 2025	November 2025	February 2026	March 2026	April 2026	May 2026	June 2026	TOTAL	AVERAGE
Present	10	10	4	8	8	0	8	8	5	61	6,78

Ward Committee Consultations

WARDS	TYPE OF CONSULTATION								TOTAL	
	Noted		Recommended		Register a Works Order		Service Request Registered			
	Received	Completed	Received	Completed	Received	Completed	Received	Completed	Received	Completed
Ward 02	78	78	4	4	0	0	0	0	82	82
TOTAL	78	78	4	4	0	0	0	0	82	82

* The "Register a Works Order" column refers to internal service requests captured on Collab by the administrators following matters raised during Ward Committee meetings or Ward Committee Site Visits. A very small percentage of the entries may represent actual Job Cards that were created on the EMIS System. Refer to Annexure D for the EMIS Jobcards service delivery information.

PERFORMANCE REPORT: WARD 03 - PERIOD: 01/07/2025 TO 30/06/2026**Attendance of Ward Committee Members**

Attendance	August 2025	September 2025	October 2025	November 2025	February 2026	March 2026	April 2026	May 2026	June 2026	TOTAL	AVERAGE
Present	4	7	4	8	7	4	6	7	4	51	5,67

Ward Committee Consultations

WARDS	TYPE OF CONSULTATION								TOTAL	
	Noted		Recommended		Register a Works Order		Service Request Registered			
	Received	Completed	Received	Completed	Received	Completed	Received	Completed	Received	Completed
Ward 03	45	45	1	1	0	0	3	3	49	49
Ward 03;Ward 04;Ward 07;Ward 08;Ward 13	7	7	0	0	0	0	0	0	7	7
Ward 03;Ward 07;Ward 13	5	5	0	0	0	0	0	0	5	5
TOTAL	57	57	1	1	0	0	3	3	947	923

NS: Where more that one ward mentioned, Joint Ward Committee Meetings were held

* The "Register a Works Order" column refers to internal service requests captured on Collab by the administrators following matters raised during Ward Committee meetings or Ward Committee Site Visits. A very small percentage of the entries may represent actual Job Cards that were created on the EMIS System. Refer to Annexure D for the EMIS Jobcards service delivery information.

Annexure C

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PERFORMANCE REPORT: WARD 04 - PERIOD: 01/07/2025 TO 30/06/2026**Attendance of Ward Committee Members**

Attendance	August 2025	September 2025	October 2025	November 2025	February 2026	March 2026	April 2026	May 2026	June 2026	TOTAL	AVERAGE
Present	2	7	2	5	6	0	2	5	3	32	3,56

Ward Committee Consultations

WARDS	TYPE OF CONSULTATION								TOTAL	
	Noted		Recommended		Register a Works Order		Service Request Registered			
	Received	Completed	Received	Completed	Received	Completed	Received	Completed	Received	Completed
Ward 04	6	6	1	0	0	0	0	0	7	6
Ward 03;Ward 04;Ward 07;Ward 08;Ward 13	7	7	0	0	0	0	0	0	7	7
TOTAL	13	13	1	0	0	0	0	0	947	923

NS: Where more that one ward mentioned, Joint Ward Committee Meetings were held

* The "Register a Works Order" column refers to internal service requests captured on Collab by the administrators following matters raised during Ward Committee meetings or Ward Committee Site Visits. A very small percentage of the entries may represent actual Job Cards that were created on the EMIS System. Refer to Annexure D for the EMIS Jobcards service delivery information.

PERFORMANCE REPORT: WARD 05 - PERIOD: 01/07/2025 TO 30/06/2026**Attendance of Ward Committee Members**

Attendance	August 2025	September 2025	October 2025	November 2025	February 2026	March 2026	April 2026	May 2026	June 2026	TOTAL	AVERAGE
Present	8	9	3	6	7	5	5	8	5	56	6,22

Ward Committee Consultations

WARDS	TYPE OF CONSULTATION								TOTAL	
	Noted		Recommended		Register a Works Order		Service Request Registered			
	Received	Completed	Received	Completed	Received	Completed	Received	Completed	Received	Completed
Ward 05;Ward 12	5	5	0	0	0	0	0	0	5	5
TOTAL	5	5	0	0	0	0	0	0	5	5

NS: Where more than one ward mentioned, Joint Ward Committee Meetings were held

* The "Register a Works Order" column refers to internal service requests captured on Collab by the administrators following matters raised during Ward Committee meetings or Ward Committee Site Visits. A very small percentage of the entries may represent actual Job Cards that were created on the EMIS System. Refer to Annexure D for the EMIS Jobcards service delivery information.

Annexure C

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PERFORMANCE REPORT: WARD 06 - PERIOD: 01/07/2025 TO 30/06/2026**Attendance of Ward Committee Members**

Attendance	August 2025	September 2025	October 2025	November 2025	February 2026	March 2026	April 2026	May 2026	June 2026	TOTAL	AVERAGE
Present	9	7	4	6	7	5	6	6	7	57	6,33

Ward Committee Consultations

WARDS	TYPE OF CONSULTATION								TOTAL	
	Noted		Recommended		Register a Works Order		Service Request Registered			
	Received	Completed	Received	Completed	Received	Completed	Received	Completed	Received	Completed
Ward 06	6	6	0	0	0	0	0	0	6	6
TOTAL	6	6	0	0	0	0	0	0	6	6

* The "Register a Works Order" column refers to internal service requests captured on Collab by the administrators following matters raised during Ward Committee meetings or Ward Committee Site Visits. A very small percentage of the entries may represent actual Job Cards that were created on the EMIS System. Refer to Annexure D for the EMIS Jobcards service delivery information.

Annexure C

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PERFORMANCE REPORT: WARD 07 - PERIOD: 01/07/2025 TO 30/06/2026**Attendance of Ward Committee Members**

Attendance	August 2025	September 2025	October 2025	November 2025	February 2026	March 2026	April 2026	May 2026	June 2026	TOTAL	AVERAGE
Present	9	10	9	10	9	0	7	10	6	70	7,78

Ward Committee Consultations

WARDS	TYPE OF CONSULTATION								TOTAL	
	Noted		Recommended		Register a Works Order		Service Request Registered			
	Received	Completed	Received	Completed	Received	Completed	Received	Completed	Received	Completed
Ward 07	22	22	1	1	0	0	2	2	25	25
Ward 03;Ward 04;Ward 07;Ward 08;Ward 13	7	7	0	0	0	0	0	0	7	7
Ward 03;Ward 07;Ward 13	5	5	0	0	0	0	0	0	5	5
TOTAL	34	34	1	1	0	0	2	2	37	37

NS: Where more that one ward mentioned, Joint Ward Committee Meetings were held

* The "Register a Works Order" column refers to internal service requests captured on Collab by the administrators following matters raised during Ward Committee meetings or Ward Committee Site Visits. A very small percentage of the entries may represent actual Job Cards that were created on the EMIS System. Refer to Annexure D for the EMIS Jobcards service delivery information.

Annexure C

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PERFORMANCE REPORT: WARD 08 - PERIOD: 01/07/2025 TO 30/06/2026**Attendance of Ward Committee Members**

Attendance	August 2025	September 2025	October 2025	November 2025	February 2026	March 2026	April 2026	May 2026	June 2026	TOTAL	AVERAGE
Present	9	9	3	6	9	0	6	6	0	48	5,33

Ward Committee Consultations

WARDS	TYPE OF CONSULTATION								TOTAL	
	Noted		Recommended		Register a Works Order		Service Request Registered			
	Received	Completed	Received	Completed	Received	Completed	Received	Completed	Received	Completed
Ward 08	77	77	2	2	0	0	2	2	81	81
Ward 03;Ward 04;Ward 07;Ward 08;Ward 13	7	7	0	0	0	0	0	0	7	7
TOTAL	84	84	2	2	0	0	2	2	88	88

NS: Where more than one ward mentioned, Joint Ward Committee Meetings were held

* The "Register a Works Order" column refers to internal service requests captured on Collab by the administrators following matters raised during Ward Committee meetings or Ward Committee Site Visits. A very small percentage of the entries may represent actual Job Cards that were created on the EMIS System. Refer to Annexure D for the EMIS Jobcards service delivery information.

PERFORMANCE REPORT: WARD 09 - PERIOD: 01/07/2025 TO 30/06/2026**Attendance of Ward Committee Members**

Attendance	August 2025	September 2025	October 2025	November 2025	February 2026	March 2026	April 2026	May 2026	June 2026	TOTAL	AVERAGE
Present	5	7	4	6	6	5	5	6	3	47	5,22

Ward Committee Consultations

WARDS	TYPE OF CONSULTATION								TOTAL	
	Noted		Recommended		Register a Works Order		Service Request Registered			
	Received	Completed	Received	Completed	Received	Completed	Received	Completed	Received	Completed
Ward 09	96	96	1	1	22	18	19	11	138	126
Ward 09; Ward 10	13	13	0	0	1	1	3	2	17	16
TOTAL	109	109	1	1	23	19	22	13	155	142

NS: Where more than one ward mentioned, Joint Ward Committee Meetings were held

* The "Register a Works Order" column refers to internal service requests captured on Collab by the administrators following matters raised during Ward Committee meetings or Ward Committee Site Visits. A very small percentage of the entries may represent actual Job Cards that were created on the EMIS System. Refer to Annexure D for the EMIS Jobcards service delivery information.

PERFORMANCE REPORT: WARD 10 - PERIOD: 01/07/2025 TO 30/06/2026**Attendance of Ward Committee Members**

Attendance	August 2025	September 2025	October 2025	November 2025	February 2026	March 2026	April 2026	May 2026	June 2026	TOTAL	AVERAGE
Present	7	9	6	7	6	4	6	9	0	54	6,00

Ward Committee Consultations

WARDS	TYPE OF CONSULTATION								TOTAL	
	Noted		Recommended		Register a Works Order		Service Request Registered			
	Received	Completed	Received	Completed	Received	Completed	Received	Completed	Received	Completed
Ward 10	86	86	2	2	7	6	23	16	118	110
Ward 09;Ward 10	13	13	0	0	1	1	3	2	17	16
TOTAL	99	99	2	2	8	7	26	18	135	126

NS: Where more than one ward mentioned, Joint Ward Committee Meetings were held

* The "Register a Works Order" column refers to internal service requests captured on Collab by the administrators following matters raised during Ward Committee meetings or Ward Committee Site Visits. A very small percentage of the entries may represent actual Job Cards that were created on the EMIS System. Refer to Annexure D for the EMIS Jobcards service delivery information.

PERFORMANCE REPORT: WARD 11 - PERIOD: 01/07/2025 TO 30/06/2026**Attendance of Ward Committee Members**

Attendance	August 2025	September 2025	October 2025	November 2025	February 2026	March 2026	April 2026	May 2026	June 2026	TOTAL	AVERAGE
Present	8	8	1	9	9	5	6	7	8	61	6,78

Ward Committee Consultations

WARDS	TYPE OF CONSULTATION								TOTAL	
	Noted		Recommended		Register a Works Order		Service Request Registered			
	Received	Completed	Received	Completed	Received	Completed	Received	Completed	Received	Completed
Ward 11	62	62	2	2	0	0	0	0	64	64
Ward 01;Ward 11;Ward 14	7	7	0	0	0	0	0	0	7	7
Ward 01;Ward 14;Ward 11	1	1	0	0	0	0	0	0	1	1
Ward 11;Ward 14	7	7	0	0	0	0	0	0	7	7
Ward 11;Ward 14;Ward 01	1	1	0	0	0	0	0	0	1	1
Ward 14;Ward 11	23	23	1	1	0	0	0	0	24	24
TOTAL	101	101	3	3	0	0	0	0	104	104

NS: Where more than one ward mentioned, Joint Ward Committee Meetings were held

* The "Register a Works Order" column refers to internal service requests captured on Collab by the administrators following matters raised during Ward Committee meetings or Ward Committee Site Visits. A very small percentage of the entries may represent actual Job Cards that were created on the EMIS System. Refer to Annexure D for the EMIS Jobcards service delivery information.

PERFORMANCE REPORT: WARD 12 - PERIOD: 01/07/2025 TO 30/06/2026**Attendance of Ward Committee Members**

Attendance	August 2025	September 2025	October 2025	November 2025	February 2026	March 2026	April 2026	May 2026	June 2026	TOTAL	AVERAGE
Present	7	10	8	7	9	9	8	9	8	75	8,33

Ward Committee Consultations

WARDS	TYPE OF CONSULTATION								TOTAL	
	Noted		Recommended		Register a Works Order		Service Request Registered			
	Received	Completed	Received	Completed	Received	Completed	Received	Completed	Received	Completed
Ward 05;Ward 12	5	5	0	0	0	0	0	0	5	5
TOTAL	5	5	0	0	0	0	0	0	5	5

NS: Where more than one ward mentioned, Joint Ward Committee Meetings were held

* The "Register a Works Order" column refers to internal service requests captured on Collab by the administrators following matters raised during Ward Committee meetings or Ward Committee Site Visits. A very small percentage of the entries may represent actual Job Cards that were created on the EMIS System. Refer to Annexure D for the EMIS Jobcards service delivery information.

PERFORMANCE REPORT: WARD 13 - PERIOD: 01/07/2025 TO 30/06/2026**Attendance of Ward Committee Members**

Attendance	August 2025	September 2025	October 2025	November 2025	February 2026	March 2026	April 2026	May 2026	June 2026	TOTAL	AVERAGE
Present	8	10	7	9	9	7	6	7	0	63	7,00

Ward Committee Consultations

WARDS	TYPE OF CONSULTATION								TOTAL	
	Noted		Recommended		Register a Works Order		Service Request Registered			
	Received	Completed	Received	Completed	Received	Completed	Received	Completed	Received	Completed
Ward 13	74	74	12	12	0	0	11	10	97	96
Ward 03;Ward 04;Ward 07;Ward 08;Ward 13	7	7	0	0	0	0	0	0	7	7
Ward 03;Ward 07;Ward 13	5	5	0	0	0	0	0	0	5	5
TOTAL	86	86	12	12	0	0	11	10	109	108

NS: Where more that one ward mentioned, Joint Ward Committee Meetings were held

* The "Register a Works Order" column refers to internal service requests captured on Collab by the administrators following matters raised during Ward Committee meetings or Ward Committee Site Visits. A very small percentage of the entries may represent actual Job Cards that were created on the EMIS System. Refer to Annexure D for the EMIS Jobcards service delivery information.

PERFORMANCE REPORT: WARD 14 - PERIOD: 01/07/2025 TO 30/06/2026**Attendance of Ward Committee Members**

Attendance	August 2025	September 2025	October 2025	November 2025	February 2026	March 2026	April 2026	May 2026	June 2026	TOTAL	AVERAGE
Present	7	6	6	9	6	8	8	10	9	69	7,67

Ward Committee Consultations

WARDS	TYPE OF CONSULTATION								TOTAL	
	Noted		Recommended		Register a Works Order		Service Request Registered			
	Received	Completed	Received	Completed	Received	Completed	Received	Completed	Received	Completed
Ward 14	79	79	4	4	0	0	0	0	83	83
Ward 01;Ward 11;Ward 14	7	7	0	0	0	0	0	0	7	7
Ward 01;Ward 14	18	18	0	0	0	0	0	0	18	18
Ward 01;Ward 14;Ward 11	1	1	0	0	0	0	0	0	1	1
Ward 11;Ward 14	7	7	0	0	0	0	0	0	7	7
Ward 11;Ward 14;Ward 01	1	1	0	0	0	0	0	0	1	1
Ward 14;Ward 11	23	23	1	1	0	0	0	0	24	24
TOTAL	136	136	5	5	0	0	0	0	141	141

NS: Where more that one ward mentioned, Joint Ward Committee Meetings were held

* The "Register a Works Order" column refers to internal service requests captured on Collab by the administrators following matters raised during Ward Committee meetings or Ward Committee Site Visits. A very small percentage of the entries may represent actual Job Cards that were created on the EMIS System. Refer to Annnexe D for the EMIS Jobcards service delivery information.

EMIS - JOB CARDS SERVICE DELIVERY

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Annexure D

1/30

01 July 2025 - 30 June 2026

23 July 2026

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GANSBAAI			WARDS				
			01	02	11	14	Total
BPMAN	TEST NEW TANKS	Received	1	0	22	30	53
		Completed	1	0	19	27	47
	Total	Received Completed	1 1	0 0	22 19	30 27	53 47
BUILDING	ELECTRICAL ISSUES	Received	0	3	5	43	51
		Completed	0	3	5	43	51
	MAINTENANCE - BUILDING	Received	0	4	4	17	25
		Completed	0	4	4	16	24
	PAINT	Received	0	1	1	3	5
		Completed	0	1	1	3	5
	Total	Received Completed	0 0	8 8	10 10	63 62	81 80
EL - ADMIN	ADMIN - ELECTRICAL	Received	0	0	0	344	344
		Completed	0	0	0	344	344
	CLEAN YARD	Received	0	0	0	6	6
		Completed	0	0	0	6	6
	COLLECT MATERIALS/QUO	Received	0	0	0	3	3
		Completed	0	0	0	3	3
	COURSE/TRAINING	Received	0	0	0	2	2
		Completed	0	0	0	2	2
	GENERAL WORKS	Received	0	1	2	26	29
		Completed	0	1	2	26	29
	VEHICLES/WORK SHOP	Received	0	0	0	94	94
		Completed	0	0	0	94	94

GANSBAAI

WARDS

2/ 30

			01	02	11	14	Total
EL - ADMIN	Total	Received	0	1	2	475	478
		Completed	0	1	2	475	478
EL - DISTRIB NETWORK	CIVIL DEPARTMENT	Received	0	8	0	2	10
		Completed	0	8	0	2	10
	CUT BUSH/TREE	Received	0	1	0	1	2
		Completed	0	1	0	1	2
	KIOSKS	Received	0	11	20	49	80
		Completed	0	11	20	49	80
	LOCATE ELEC SERVICES	Received	0	8	12	34	54
		Completed	0	8	12	34	54
	POWER OFF NETWORK	Received	0	84	49	132	265
		Completed	0	84	49	132	265
	THEFT/VANDALIS M	Received	0	10	12	29	51
		Completed	0	10	12	29	51
	UNPLANNED INTERRUPTION	Received	0	2	1	1	4
		Completed	0	2	1	1	4
	Total	Received	0	124	94	248	466
		Completed	0	124	94	248	466
EL - METER & CONNECT	BULK METERS	Received	0	8	0	2	10
		Completed	0	8	0	2	10
	CHANGE AMPS	Received	0	2	11	20	33
		Completed	0	2	11	20	33
	CHANGE TO PREPAID	Received	0	0	9	8	17
		Completed	0	0	9	8	17
	CHANGE TO SSEG	Received	0	1	3	2	6
		Completed	0	1	3	2	6
	DISCONNECT/RE CONNECT	Received	0	9	19	41	69
		Completed	0	9	19	41	69

3/ 30

GANSBAAI			WARDS				
			01	02	11	14	Total
EL - METER & CONNECT	FAULTY METER	Received	1	50	55	90	196
		Completed	1	50	55	90	196
	INSPECTION ELEC	Received	0	7	11	78	96
		Completed	0	7	11	78	96
	INVESTIGATE - METER EL	Received	0	237	228	450	915
		Completed	0	237	228	450	915
	INVESTIGATE ILLEGAL	Received	0	11	8	10	29
		Completed	0	11	8	10	29
	METER AUDIT	Received	0	4	2	0	6
		Completed	0	4	2	0	6
NEW CONNECTION	Received	0	19	29	173	221	
	Completed	0	19	29	173	221	
REMOVE METER/CONNEC	Received	0	0	0	3	3	
	Completed	0	0	0	3	3	
TEST METER	Received	0	0	0	1	1	
	Completed	0	0	0	1	1	
UPGRADE/DOWN GRADE	Received	0	2	2	2	6	
	Completed	0	2	2	2	6	
Total	Received	1	350	377	880	1 608	
	Completed	1	350	377	880	1 608	
EL - PREVENT MAINTEN	BATTERY MAINT SS	Received	0	11	0	0	11
		Completed	0	11	0	0	11
	DISTRIBUTION KIOSK	Received	0	0	36	162	198
		Completed	0	0	36	162	198
GENERATOR	Received	0	0	0	18	18	
	Completed	0	0	0	18	18	
LV NETWORK	Received	0	0	3	3	6	
	Completed	0	0	3	3	6	

GANSBAAI

WARDS

4/30

			01	02	11	14	Total
EL - PREVENT MAINTEN	MINISUBSTATION	Received	0	3	7	22	32
		Completed	0	3	7	22	32
	MV NETWORK	Received	0	1	6	12	19
		Completed	0	1	6	12	19
	RING MAIN UNIT	Received	0	0	0	2	2
		Completed	0	0	0	2	2
	SUBSTATION	Received	0	8	13	67	88
		Completed	0	8	13	67	88
	SWITCHGEAR	Received	0	1	0	3	4
		Completed	0	1	0	3	4
	TRANSFORMER	Received	0	0	1	1	2
		Completed	0	0	1	1	2
	Total	Received	0	24	66	290	380
		Completed	0	24	66	290	380
EL - STREETLIGHT S	FAULTY STREETLIGHTS	Received	0	7	2	19	28
		Completed	0	7	2	19	28
	FESTIVE LIGHTS	Received	0	2	0	5	7
		Completed	0	2	0	5	7
	INSPECTION - STREETLIGHTS	Received	0	8	2	10	20
		Completed	0	8	2	10	20
	REMOVE STREETLIGHT	Received	0	2	1	2	5
		Completed	0	2	1	2	5
	STREETLIGHT MAINTENANCE	Received	0	7	7	2	16
		Completed	0	7	7	2	16
	Total	Received	0	26	12	38	76
		Completed	0	26	12	38	76
PARKS	BUSH CLEARING	Received	0	0	12	21	33
		Completed	0	0	12	20	32

GANSBAAI

WARDS

5/ 30

			01	02	11	14	Total
PARKS	CUT GRASS/WEED/PA	Received Completed	0 0	3 3	9 9	53 53	65 65
	CUT TREES AND OR BRANCHES	Received Completed	0 0	1 1	12 12	15 15	28 28
	IRRIGATION	Received Completed	0 0	52 52	0 0	1 1	53 53
	MAINTENANCE - PARKS/GARDEN	Received Completed	0 0	1 1	8 8	43 43	52 52
	PRUNING OF TREES	Received Completed	0 0	1 1	15 15	29 29	45 45
	REMOVE BRANCHES/FALL	Received Completed	0 0	3 3	7 7	25 25	35 35
	Total	Received Completed	0 0	61 61	63 63	187 186	311 310
SEWER	BLOCKAGES	Received Completed	0 0	66 66	14 14	53 53	133 133
	MANHOLES - SEWER	Received Completed	0 0	0 0	2 2	2 2	4 4
	SEWERAGE CONNECTION	Received Completed	0 0	0 0	0 0	6 6	6 6
	SPILLAGE	Received Completed	0 0	3 3	0 0	4 4	7 7
	Total	Received Completed	0 0	69 69	16 16	65 65	150 150
SOLID WASTE	BUSINESS REFUSE	Received Completed	0 0	0 0	0 0	104 104	104 104
	DOMESTIC REFUSE	Received Completed	0 0	52 52	208 208	312 312	572 572

GANSBAAI

WARDS

6/ 30

			01	02	11	14	Total
SOLID WASTE	ILLEGAL DUMPING -	Received	0	105	105	54	264
		Completed	0	105	105	54	264
	PUBLIC REFUSE	Received	0	52	104	157	313
		Completed	0	52	104	157	313
	Total	Received	0	209	417	627	1 253
		Completed	0	209	417	627	1 253
STREETS	GRAVEL ROADS	Received	0	1	3	2	6
		Completed	0	1	3	2	6
	INVESTIGATE - STREETS	Received	0	3	7	2	12
		Completed	0	3	7	2	12
	KERBS	Received	0	4	21	17	42
		Completed	0	4	21	17	42
	REPAIR POTHOLE	Received	0	16	61	126	203
		Completed	0	16	61	126	203
	SIGNS & ROAD PAINT	Received	0	2	67	65	134
		Completed	0	2	67	65	134
	SPEED BUMPS	Received	0	0	4	2	6
		Completed	0	0	4	2	6
	SPEED BUMPS/RUMBLE	Received	0	0	1	2	3
		Completed	0	0	1	2	3
	Total	Received	0	26	164	216	406
		Completed	0	26	164	216	406
SWATER	BLOCKAGES - SWATER	Received	0	3	9	9	21
		Completed	0	3	9	9	21
	CLEAN STORM WATER	Received	0	14	52	48	114
		Completed	0	14	52	48	114
	MANHOLES - STORMWATER	Received	0	2	2	9	13
		Completed	0	2	2	9	13

GANSBAAI

WARDS

7/ 30

			01	02	11	14	Total
SWATER	Total	Received	0	19	63	66	148
		Completed	0	19	63	66	148
TANKERS	BULK DRAIN PUMPED	Received	0	0	0	1	1
		Completed	0	0	0	1	1
	P U M P N O C H A R G E	Received	0	2	2	5	9
		Completed	0	2	2	5	9
	PUMP TANKS	Received	0	129	6 169	7 125	13 423
		Completed	0	129	6 169	7 125	13 423
	Total	Received	0	131	6 171	7 131	13 433
		Completed	0	131	6 171	7 131	13 433
WATER	BURST WATER PIPE	Received	0	2	4	32	38
		Completed	0	2	4	32	38
	CLEAN / DIG OPEN METER /	Received	0	0	1	4	5
		Completed	0	0	1	4	5
	DISCONNECT	Received	0	0	0	3	3
		Completed	0	0	0	3	3
	DRIP SYSTEM	Received	0	1	0	0	1
		Completed	0	1	0	0	1
	FIRE HYDRANT	Received	0	1	0	2	3
		Completed	0	1	0	2	3
	INSPECT - WATER	Received	0	0	0	3	3
		Completed	0	0	0	3	3
	LEAK	Received	0	38	33	195	266
		Completed	0	38	33	195	266
	MAINTENANCE - RETICULATION -	Received	0	2	1	4	7
		Completed	0	2	1	4	7
	MOVE WATER METER	Received	0	0	7	24	31
		Completed	0	0	7	24	31

GANSBAAI

WARDS

8/ 30

			01	02	11	14	Total
WATER	NEW WATER CONNECTION	Received	0	20	29	173	222
		Completed	0	20	29	173	222
	NO WATER	Received	0	5	7	26	38
		Completed	0	5	7	26	38
	PRESSURE	Received	0	0	12	27	39
		Completed	0	0	12	27	39
	Total	Received	0	69	94	493	656
		Completed	0	69	94	493	656
Total		Received	2	1 117	7 571	10 809	19 499
		Completed	2	1 117	7 568	10 804	19 491

STANFORD

WARDS

9 /30

			01	Total
BUILDING	ELECTRICAL ISSUES	Received Completed	12 12	12 12
	MAINTENANCE - BUILDING	Received Completed	14 13	14 13
	PAINT	Received Completed	2 2	2 2
	Total	Received Completed	28 27	28 27
EL - ADMIN	GENERAL WORKS	Received Completed	1 1	1 1
	MEETING	Received Completed	1 1	1 1
	Total	Received Completed	2 2	2 2
EL - DISTRIB NETWORK	CIVIL DEPARTMENT	Received Completed	8 8	8 8
	KIOSKS	Received Completed	16 16	16 16
	LOCATE ELEC SERVICES	Received Completed	21 21	21 21
	POWER OFF NETWORK	Received Completed	44 44	44 44
	THEFT/VANDALISM	Received Completed	2 2	2 2
	Total	Received Completed	91 91	91 91
EL - METER & CONNECT	CHANGE AMPS	Received Completed	2 2	2 2

STANFORD			WARDS	
			01	Total
EL - METER & CONNECT	CHANGE TO PREPAID	Received Completed	2 2	2 2
	CHANGE TO SSEG	Received Completed	4 4	4 4
	DISCONNECT/RE CONNECT	Received Completed	10 10	10 10
	FAULTY METER	Received Completed	64 64	64 64
	INSPECTION ELEC	Received Completed	11 11	11 11
	INVESTIGATE - METER EL	Received Completed	248 247	248 247
	INVESTIGATE ILLEGAL	Received Completed	6 6	6 6
	NEW CONNECTION	Received Completed	8 8	8 8
	UPGRADE/DOWN GRADE	Received Completed	1 1	1 1
	Total	Received Completed	356 355	356 355
EL - PREVENT MAINTEN	DISTRIBUTION KIOSK	Received Completed	33 33	33 33
	LV NETWORK	Received Completed	2 2	2 2
	MINISUBSTATION	Received Completed	10 10	10 10
	MV NETWORK	Received Completed	2 2	2 2

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STANFORD

WARDS

11/ 30

			01	Total
EL - PREVENT MAINTEN	SUBSTATION	Received Completed	12 12	12 12
	SWITCHGEAR	Received Completed	1 1	1 1
	TRANSFORMER	Received Completed	1 1	1 1
	Total	Received Completed	61 61	61 61
EL - STREETLIGHT S	FAULTY STREETLIGHTS	Received Completed	15 15	15 15
	FESTIVE LIGHTS	Received Completed	3 3	3 3
	INSPECTION - STREETLIGHTS	Received Completed	13 13	13 13
	STREETLIGHT MAINTENANCE	Received Completed	7 7	7 7
	Total	Received Completed	38 38	38 38
PARKS	BUSH CLEARING	Received Completed	1 1	1 1
	CUT GRASS/WEED/PA	Received Completed	12 12	12 12
	CUT TREES AND OR BRANCHES	Received Completed	5 5	5 5
	MAINTENANCE - PARKS/GARDEN	Received Completed	52 52	52 52
	PRUNING OF TREES	Received Completed	7 7	7 7

STANFORD

WARDS

12/ 30

			01	Total
PARKS	REMOVE BRANCHES/FALL	Received Completed	2 2	2 2
	Total	Received Completed	79 79	79 79
SEWER	BLOCKAGES	Received Completed	102 102	102 102
	MANHOLES - SEWER	Received Completed	1 1	1 1
	SEWERAGE CONNECTION	Received Completed	4 4	4 4
	SPILLAGE	Received Completed	6 6	6 6
	Total	Received Completed	113 113	113 113
SOLID WASTE	BUSINESS REFUSE	Received Completed	52 52	52 52
	DOMESTIC REFUSE	Received Completed	104 104	104 104
	ILLEGAL DUMPING -	Received Completed	54 54	54 54
	Total	Received Completed	210 210	210 210
STREETS	GRAVEL ROADS	Received Completed	2 2	2 2
	INVESTIGATE - STREETS	Received Completed	1 1	1 1
	KERBS	Received Completed	11 11	11 11

STANFORD

WARDS

13/ 30

			01	Total
STREETS	REPAIR POTHOLE	Received Completed	24 24	24 24
	SIGNS & ROAD PAINT	Received Completed	23 23	23 23
	SPEED BUMPS	Received Completed	1 1	1 1
	Total	Received Completed	62 62	62 62
SWATER	BLOCKAGES - SWATER	Received Completed	8 8	8 8
	CLEAN STORM WATER	Received Completed	21 21	21 21
	MANHOLES - STORMWATER	Received Completed	8 8	8 8
	Total	Received Completed	37 37	37 37
TANKERS	PUMP TANKS	Received Completed	501 501	501 501
	Total	Received Completed	501 501	501 501
WATER	BURST WATER PIPE	Received Completed	42 42	42 42
	ELECTRICAL WORKS'	Received Completed	1 1	1 1
	FIRE HYDRANT	Received Completed	1 1	1 1
	LEAK	Received Completed	394 394	394 394

STANFORD			WARDS	
			01	Total
WATER	MAINTENANCE - RETICULATION -	Received	2	2
		Completed	2	2
	MOVE WATER METER	Received	6	6
		Completed	5	5
	NEW WATER CONNECTION	Received	8	8
		Completed	8	8
	NO WATER	Received	24	24
		Completed	24	24
PRESSURE	Received	8	8	
	Completed	8	8	
Total	Received	486	486	
	Completed	485	485	
Total		Received	2 064	2 064
		Completed	2 061	2 061

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OVERSTRAND MUNICIPALITY
COMPARING WARDS WITHIN EACH ADMINISTRATION

15/ 30

01 July 2025 - 30 June 2026

23 July 2026

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HERMANUS			WARDS								
			03	04	05-06-12	07	08	10	11	13	Total
BPMAN	TEST NEW TANKS	Received Completed	3 1	0 0	0 0	0 0	16 8	0 0	0 0	0 0	19 9
	Total	Received Completed	3 1	0 0	0 0	0 0	16 8	0 0	0 0	0 0	19 9
BUILDING	ELECTRICAL ISSUES	Received Completed	92 91	22 22	3 3	5 5	15 15	0 0	0 0	20 20	157 156
	MAINTENANCE - BUILDING	Received Completed	66 64	11 11	3 3	1 1	7 7	0 0	0 0	12 11	100 97
	PAINT	Received Completed	24 23	3 3	1 1	0 0	0 0	0 0	0 0	4 4	32 31
	REPAIR MANHOLE	Received Completed	0 0	0 0	0 0	0 0	0 0	0 0	0 0	2 1	2 1
	Total	Received Completed	182 178	36 36	7 7	6 6	22 22	0 0	0 0	38 36	291 285
EL - ADMIN	ADMIN - ELECTRICAL	Received Completed	1 1	1 1	0 0	0 0	0 0	0 0	0 0	595 595	597 597
	CLEAN YARD	Received Completed	0 0	0 0	0 0	0 0	0 0	0 0	0 0	53 53	53 53
	COLLECT MATERIALS/QUO	Received Completed	16 16	47 47	0 0	1 1	0 0	0 0	0 0	5 5	69 69
	COURSE/TRAINING	Received Completed	0 0	0 0	0 0	0 0	0 0	0 0	0 0	2 2	2 2
	GENERAL WORKS	Received Completed	29 29	10 10	2 2	8 8	2 2	0 0	0 0	17 17	68 68

HERMANUS

WARDS

16 / 30

			03	04	05-06-12	07	08	10	11	13	Total
EL - ADMIN	MEETING	Received	10	1	1	0	0	0	0	2	14
		Completed	10	1	1	0	0	0	0	2	14
	VEHICLES/WORK SHOP	Received	7	5	0	1	0	0	0	567	580
		Completed	7	5	0	1	0	0	0	567	580
	Total	Received	63	64	3	10	2	0	0	1 241	1 383
		Completed	63	64	3	10	2	0	0	1 241	1 383
EL - DISTRIB NETWORK	CIVIL DEPARTMENT	Received	0	0	0	0	0	0	0	1	1
		Completed	0	0	0	0	0	0	0	1	1
	CUT BUSH/TREE	Received	13	0	0	1	0	0	0	1	15
		Completed	13	0	0	1	0	0	0	1	15
	GENERATOR.	Received	2	0	0	0	0	0	0	0	2
		Completed	2	0	0	0	0	0	0	0	2
	KIOSKS	Received	182	14	12	13	30	0	0	8	259
		Completed	182	14	12	13	30	0	0	8	259
	LOCATE ELEC SERVICES	Received	61	26	15	13	22	0	0	24	161
		Completed	61	26	15	13	22	0	0	24	161
	POWER OFF NETWORK	Received	49	24	117	11	14	0	0	3	218
		Completed	49	24	117	11	14	0	0	3	218
	THEFT/VANDALISM	Received	0	0	2	1	13	0	0	0	16
		Completed	0	0	2	1	13	0	0	0	16
	UNPLANNED INTERRUPTION	Received	1	1	2	0	0	0	0	0	4
		Completed	1	1	2	0	0	0	0	0	4
	Total	Received	308	65	148	39	79	0	0	37	676
		Completed	308	65	148	39	79	0	0	37	676
EL - METER & CONNECT	BULK METERS	Received	20	1	0	1	0	0	0	0	22
		Completed	20	1	0	1	0	0	0	0	22
	CHANGE AMPS	Received	1	1	3	1	7	0	0	0	13
		Completed	1	1	3	1	7	0	0	0	13

HERMANUS

WARDS

17/ 30

			03	04	05-06-12	07	08	10	11	13	Total
EL - METER & CONNECT	CHANGE TO PREPAID	Received Completed	29 29	7 7	0 0	20 20	9 9	0 0	0 0	0 0	65 65
	CHANGE TO SSEG	Received Completed	8 8	1 1	0 0	4 4	0 0	0 0	0 0	0 0	13 13
	DISCONNECT/RE CONNECT	Received Completed	48 48	13 13	26 26	7 7	9 9	0 0	0 0	0 0	103 103
	FAULTY METER	Received Completed	68 68	60 60	73 73	52 52	52 52	0 0	0 0	0 0	305 305
	INSPECTION ELEC	Received Completed	9 9	4 4	4 4	1 1	2 2	0 0	0 0	361 361	381 381
	INVESTIGATE - METER EL	Received Completed	369 369	212 212	745 745	129 129	162 162	0 0	0 0	17 17	1 634 1 634
	INVESTIGATE ILLEGAL	Received Completed	1 1	1 1	93 93	0 0	0 0	0 0	0 0	0 0	95 95
	NEW CONNECTION	Received Completed	14 14	2 2	150 150	13 13	18 18	0 0	0 0	0 0	197 197
	REMOVE METER/CONNEC	Received Completed	4 4	2 2	1 1	1 1	1 1	0 0	0 0	1 1	10 10
	REPOSITION METER	Received Completed	41 41	2 2	10 10	5 5	4 4	0 0	0 0	0 0	62 62
	UPGRADE/DOWN GRADE	Received Completed	7 7	4 4	0 0	5 5	6 6	0 0	0 0	0 0	22 22
	Total	Received Completed	619 619	310 310	1 105 1 105	239 239	270 270	0 0	0 0	379 379	2 922 2 922
EL - PREVENT MAINTEN	DISTRIBUTION KIOSK	Received Completed	2 2	5 5	0 0	0 0	2 2	0 0	0 0	1 1	10 10
	GENERATOR	Received Completed	1 1	0 0	0 0	0 0	0 0	0 0	0 0	0 0	1 1

HERMANUS

WARDS

18/ 30

			03	04	05-06-12	07	08	10	11	13	Total
EL - PREVENT MAINTEN	LV NETWORK	Received Completed	25 25	6 6	15 15	0 0	4 4	0 0	0 0	1 1	51 51
	MINISUBSTATION	Received Completed	47 47	4 4	0 0	1 1	4 4	0 0	0 0	1 1	57 57
	MV NETWORK	Received Completed	22 22	8 8	15 15	2 2	4 4	0 0	0 0	0 0	51 51
	PLANNED INTERRUPTIONS	Received Completed	1 1	0 0	1 1	0 0	0 0	0 0	0 0	0 0	2 2
	RING MAIN UNIT	Received Completed	2 2	2 2	0 0	5 5	0 0	0 0	0 0	0 0	9 9
	SUBSTATION	Received Completed	35 35	10 10	8 8	0 0	2 2	0 0	0 0	0 0	55 55
	TRANSFORMER	Received Completed	1 1	0 0	13 13	0 0	0 0	0 0	0 0	0 0	14 14
	Total	Received Completed	136 136	35 35	52 52	8 8	16 16	0 0	0 0	3 3	250 250
EL - STREETLIGHT S	FAULTY STREETLIGHTS	Received Completed	377 377	121 121	27 27	194 194	319 319	0 0	0 0	333 333	1 371 1 371
	FESTIVE LIGHTS	Received Completed	9 9	0 0	0 0	0 0	0 0	0 0	0 0	2 2	11 11
	INSPECTION - STREETLIGHTS	Received Completed	5 5	5 5	4 4	0 0	6 6	0 0	0 0	0 0	20 20
	NEW STREETLIGHTS	Received Completed	5 5	1 1	0 0	1 1	1 1	0 0	0 0	3 3	11 11
	REMOVE STREETLIGHT	Received Completed	8 8	1 1	0 0	0 0	3 3	0 0	0 0	1 1	13 13
	ROBOT MAINTENANCE	Received Completed	39 39	0 0	0 0	1 1	1 1	0 0	0 0	1 1	42 42

HERMANUS

WARDS

19/ 30

			03	04	05-06-12	07	08	10	11	13	Total
EL - STREETLIGHTS	STREETLIGHT MAINTENANCE	Received	4	0	0	0	1	0	0	0	5
		Completed	4	0	0	0	1	0	0	0	5
	Total	Received	447	128	31	196	331	0	0	340	1 473
		Completed	447	128	31	196	331	0	0	340	1 473
PARKS	BUSH CLEARING	Received	0	0	0	0	6	0	0	1	7
		Completed	0	0	0	0	3	0	0	0	3
	CUT GRASS/WEED/PA	Received	84	24	14	30	33	0	1	55	241
		Completed	67	21	13	23	17	0	0	43	184
	CUT TREES AND OR BRANCHES	Received	23	8	0	8	3	0	1	24	67
		Completed	16	3	0	7	2	0	1	13	42
	IRRIGATION	Received	1	0	0	0	0	0	0	0	1
		Completed	0	0	0	0	0	0	0	0	0
SEWER	PRUNING OF TREES	Received	20	1	0	9	3	0	0	15	48
		Completed	14	1	0	5	0	0	0	9	29
	REMOVE BRANCHES/FALL	Received	88	4	0	10	4	0	0	20	126
		Completed	73	3	0	7	3	0	0	17	103
	Total	Received	216	37	14	57	49	0	2	115	490
		Completed	170	28	13	42	25	0	1	82	361
	BLOCKAGES	Received	321	273	1 102	83	201	0	0	102	2 082
		Completed	313	269	1 089	82	199	0	0	101	2 053
SEWER	MANHOLES - SEWER	Received	2	0	1	0	2	0	0	2	7
		Completed	2	0	1	0	2	0	0	2	7
	SEWERAGE CONNECTION	Received	21	0	0	7	2	0	0	31	61
		Completed	18	0	0	7	2	0	0	31	58
	SPILLAGE	Received	43	29	146	7	45	0	0	18	288
		Completed	42	29	146	7	44	0	0	17	285
SEWER	Total	Received	387	302	1 249	97	250	0	0	153	2 438
		Completed	375	298	1 236	96	247	0	0	151	2 403

HERMANUS

WARDS

20/ 30

			03	04	05-06-12	07	08	10	11	13	Total
SOLID WASTE	BUSINESS REFUSE	Received Completed	104 104	0 0	0 0	0 0	0 0	0 0	0 0	0 0	104 104
	DOMESTIC REFUSE	Received Completed	261 261	208 208	208 208	156 156	104 104	0 0	0 0	207 207	1 144 1 144
	GROUND'S - SOLID WASTE	Received Completed	52 52	0 0	0 0	0 0	0 0	0 0	0 0	0 0	52 52
	ILLEGAL DUMPING -	Received Completed	5 5	2 2	17 17	0 0	5 5	0 0	0 0	0 0	29 29
	PUBLIC REFUSE	Received Completed	156 156	0 0	1 1	0 0	0 0	0 0	0 0	52 52	209 209
	Total	Received Completed	578 578	210 210	226 226	156 156	109 109	0 0	0 0	259 259	1 538 1 538
STREETS	GRAVEL ROADS	Received Completed	2 2	3 2	0 0	2 2	5 5	0 0	1 1	2 2	15 14
	INVESTIGATE - STREETS	Received Completed	8 6	2 2	2 2	0 0	5 5	0 0	0 0	6 5	23 20
	KERBS	Received Completed	19 14	7 7	6 4	2 2	7 7	0 0	0 0	17 15	58 49
	REPAIR POTHOLES	Received Completed	88 81	17 17	15 12	53 52	30 25	0 0	1 1	79 75	283 263
	SIGNS & ROAD PAINT	Received Completed	96 94	22 22	16 16	25 25	16 16	0 0	1 1	40 40	216 214
	SPEED BUMPS	Received Completed	0 0	0 0	0 0	3 3	4 2	0 0	0 0	2 2	9 7
	Total	Received Completed	213 197	51 50	39 34	85 84	67 60	0 0	3 3	146 139	604 567
SWATER	BLOCKAGES - SWATER	Received Completed	75 71	23 21	101 99	24 22	27 24	0 0	0 0	50 49	300 286

HERMANUS

WARDS

21/ 30

			03	04	05-06-12	07	08	10	11	13	Total
SWATER	CLEAN STORM WATER	Received Completed	35 34	16 14	12 11	17 16	36 29	0 0	0 0	18 14	134 118
	MANHOLES - STORMWATER	Received Completed	64 56	32 29	37 28	15 13	13 11	0 0	0 0	23 19	184 156
	Total	Received Completed	174 161	71 64	150 138	56 51	76 64	0 0	0 0	91 82	618 560
TANKERS	PUMP NO C HARGE	Received Completed	7 7	8 8	208 208	15 15	8 8	0 0	0 0	7 7	253 253
	PUMP TANKS	Received Completed	1 893 1 893	2 314 2 314	0 0	1 666 1 666	3 752 3 752	0 0	444 444	1 083 1 083	11 152 11 152
	Total	Received Completed	1 900 1 900	2 322 2 322	208 208	1 681 1 681	3 760 3 760	0 0	444 444	1 090 1 090	11 405 11 405
WATER	BURST WATER PIPE	Received Completed	31 31	16 16	16 16	16 16	31 31	1 1	0 0	31 31	142 142
	CLEAN / DIG OPEN METER /	Received Completed	9 9	5 5	3 3	2 2	0 0	0 0	0 0	2 2	21 21
	CLEAN PUMPSTATION	Received Completed	1 1	0 0	0 0	0 0	0 0	0 0	0 0	0 0	1 1
	DISCONNECT	Received Completed	0 0	0 0	1 1	0 0	0 0	0 0	0 0	1 1	2 2
	FIRE HYDRANT	Received Completed	0 0	2 2	0 0	0 0	2 2	0 0	0 0	3 3	7 7
	INSPECT - WATER	Received Completed	2 2	1 1	0 0	0 0	0 0	0 0	0 0	0 0	3 3
	LEAK	Received Completed	130 130	87 85	232 231	57 57	100 99	0 0	0 0	110 109	716 711
	MAINTENANCE - RETICULATION -	Received Completed	1 1	1 1	2 2	0 0	4 4	0 0	0 0	0 0	8 8

HERMANUS			WARDS								
			03	04	05-06-12	07	08	10	11	13	Total
WATER	MOVE WATER METER	Received	5	5	4	2	2	0	0	3	21
		Completed	5	5	4	2	2	0	0	3	21
	NEW WATER CONNECTION	Received	11	3	6	9	23	0	0	22	74
		Completed	11	3	6	7	22	0	0	22	71
	NO WATER	Received	29	15	56	7	22	0	0	19	148
		Completed	29	15	56	7	22	0	0	19	148
	PRESSURE	Received	23	8	13	9	7	0	0	22	82
		Completed	23	8	12	9	6	0	0	22	80
	Total	Received	242	143	333	102	191	1	0	213	1 225
		Completed	242	141	331	100	188	1	0	212	1 215
Total		Received	5 468	3 774	3 565	2 732	5 238	1	449	4 105	25 332
		Completed	5 375	3 751	3 532	2 708	5 181	1	448	4 051	25 047

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OVERSTRAND MUNICIPALITY
COMPARING WARDS WITHIN EACH ADMINISTRATION

23/ 30

01 July 2025 - 30 June 2026

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KLEINMOND			WARDS		
			09	10	Total
BPMAN	TEST NEW TANKS	Received Completed	11 8	50 22	61 30
	Total	Received Completed	11 8	50 22	61 30
BUILDING	ELECTRICAL ISSUES	Received Completed	30 30	4 4	34 34
	MAINTENANCE - BUILDING	Received Completed	22 20	10 10	32 30
	PAINT	Received Completed	5 5	6 6	11 11
	Total	Received Completed	57 55	20 20	77 75
EL - ADMIN	ADMIN - ELECTRICAL	Received Completed	89 89	2 2	91 91
	CLEAN YARD	Received Completed	14 14	0 0	14 14
	COLLECT MATERIALS/QUO	Received Completed	20 20	0 0	20 20
	GENERAL WORKS	Received Completed	152 152	2 2	154 154
	MEETING	Received Completed	18 18	0 0	18 18
	VEHICLES/WORK SHOP	Received Completed	12 12	0 0	12 12

KLEINMOND			WARDS		
			09	10	Total
EL - ADMIN	Total	Received	305	4	309
		Completed	305	4	309
EL - DISTRIB NETWORK	CUT BUSH/TREE	Received	17	0	17
		Completed	17	0	17
	GENERATOR.	Received	7	0	7
		Completed	7	0	7
	KIOSKS	Received	71	2	73
		Completed	71	2	73
	LOCATE ELEC SERVICES	Received	169	1	170
		Completed	169	1	170
	POWER OFF NETWORK	Received	58	20	78
		Completed	58	20	78
	THEFT/VANDALIS M	Received	1	0	1
		Completed	1	0	1
	UNPLANNED INTERRUPTION	Received	1	0	1
		Completed	1	0	1
	Total	Received	324	23	347
EL - METER & CONNECT	BULK METERS	Received	4	0	4
		Completed	4	0	4
	CHANGE AMPS	Received	54	2	56
		Completed	54	2	56
	CHANGE TO PREPAID	Received	41	0	41
		Completed	40	0	40
	CHANGE TO SSEG	Received	1	0	1
		Completed	1	0	1
	DISCONNECT/RE CONNECT	Received	11	1	12
		Completed	11	1	12

24/ 30

KLEINMOND

WARDS

25/ 30

			09	10	Total
EL - METER & CONNECT	FAULTY METER	Received	125	26	151
		Completed	125	26	151
	INSPECTION ELEC	Received	3	0	3
		Completed	3	0	3
	INVESTIGATE - METER EL	Received	117	26	143
		Completed	117	26	143
	METER AUDIT	Received	2	0	2
		Completed	2	0	2
EL - PREVENT MAINTEN	NEW CONNECTION	Received	26	0	26
		Completed	26	0	26
	REMOVE METER/CONNEC	Received	2	0	2
		Completed	2	0	2
	REPOSITION METER	Received	4	1	5
		Completed	4	1	5
	Total	Received	390	56	446
		Completed	389	56	445
EL - PREVENT MAINTEN	DISTRIBUTION KIOSK	Received	19	3	22
		Completed	19	3	22
	GENERATOR	Received	1	0	1
		Completed	1	0	1
	LV NETWORK	Received	125	17	142
		Completed	125	17	142
EL - PREVENT MAINTEN	MINISUBSTATION	Received	18	1	19
		Completed	18	1	19
	MV NETWORK	Received	2	0	2
		Completed	2	0	2
EL - PREVENT MAINTEN	PLANNED INTERRUPTIONS	Received	8	0	8
		Completed	8	0	8

KLEINMOND

WARDS

26/ 30

			09	10	Total
EL - PREVENT MAINTEN	SUBSTATION	Received	15	0	15
		Completed	15	0	15
	TRANSFORMER	Received	1	0	1
		Completed	1	0	1
	Total	Received	189	21	210
		Completed	189	21	210
EL - STREETLIGHT S	FAULTY STREETLIGHTS	Received	150	4	154
		Completed	150	4	154
	FESTIVE LIGHTS	Received	9	0	9
		Completed	9	0	9
	INSPECTION - STREETLIGHTS	Received	3	0	3
		Completed	3	0	3
	NEW STREETLIGHTS	Received	19	0	19
		Completed	19	0	19
PARKS	REMOVE STREETLIGHT	Received	1	0	1
		Completed	1	0	1
	ROBOT MAINTENANCE	Received	1	0	1
		Completed	1	0	1
	Total	Received	183	4	187
		Completed	183	4	187
	BUSH CLEARING	Received	0	1	1
		Completed	0	1	1
	CUT GRASS/WEED/PA	Received	41	84	125
		Completed	41	80	121
	CUT TREES AND OR BRANCHES	Received	7	10	17
		Completed	7	10	17
	MAINTENANCE - PARKS/GARDEN	Received	5	0	5
		Completed	5	0	5

KLEINMOND

WARDS

27/ 30

			09	10	Total
PARKS	PRUNING OF TREES	Received	4	0	4
		Completed	4	0	4
	REMOVE BRANCHES/FALL	Received	9	17	26
		Completed	8	17	25
	Total	Received	66	112	178
		Completed	65	108	173
SEWER	BLOCKAGES	Received	235	115	350
		Completed	235	115	350
	MANHOLES - SEWER	Received	1	3	4
		Completed	1	3	4
	SEWERAGE CONNECTION	Received	1	2	3
		Completed	1	2	3
	SPILLAGE	Received	8	3	11
Completed		8	3	11	
	Total	Received	245	123	368
		Completed	245	123	368
SOLID WASTE	BUSINESS REFUSE	Received	156	0	156
		Completed	156	0	156
	DOMESTIC REFUSE	Received	364	365	729
		Completed	364	365	729
	GROUNDS - SOLID WASTE	Received	104	156	260
		Completed	104	156	260
	ILLEGAL DUMPING -	Received	7	46	53
Completed		7	46	53	
	PUBLIC REFUSE	Received	52	0	52
		Completed	52	0	52
	Total	Received	683	567	1 250
		Completed	683	567	1 250

KLEINMOND

WARDS

28/ 30

			09	10	Total
STREETS	GRAVEL ROADS	Received	2	3	5
		Completed	2	2	4
	INVESTIGATE - STREETS	Received	21	24	45
		Completed	20	20	40
	KERBS	Received	10	3	13
		Completed	10	1	11
	REPAIR POTHOLE	Received	42	47	89
		Completed	38	41	79
SWATER	SIGNS & ROAD PAINT	Received	64	55	119
		Completed	62	54	116
	SPEED BUMPS	Received	0	21	21
		Completed	0	18	18
	Total	Received	139	153	292
		Completed	132	136	268
TANKERS	BLOCKAGES - SWATER	Received	38	22	60
		Completed	37	21	58
	CLEAN STORM WATER	Received	40	75	115
		Completed	37	59	96
TANKERS	MANHOLES - STORMWATER	Received	14	5	19
		Completed	14	5	19
	Total	Received	92	102	194
		Completed	88	85	173
TANKERS	BULK DRAIN PUMPED	Received	0	1	1
		Completed	0	1	1
	P U M P N O C H A R G E	Received	8	6	14
		Completed	8	6	14
TANKERS	PUMP TANKS	Received	12 315	22 647	34 962
		Completed	12 314	22 647	34 961

KLEINMOND

WARDS

29/ 30

			09	10	Total
TANKERS	Total	Received	12 323	22 654	34 977
		Completed	12 322	22 654	34 976
WATER	BURST WATER PIPE	Received	79	99	178
		Completed	79	99	178
	CLEAN / DIG	Received	0	2	2
	OPEN METER /	Completed	0	2	2
	ELECTRICAL WORKS	Received	1	0	1
		Completed	1	0	1
	ELECTRICAL WORKS'	Received	1	0	1
		Completed	1	0	1
	FIRE HYDRANT	Received	9	11	20
		Completed	9	11	20
	INSPECT - WATER	Received	2	3	5
		Completed	2	3	5
	LEAK	Received	243	198	441
		Completed	243	198	441
	MAINTENANCE - RETICULATION -	Received	13	6	19
		Completed	13	6	19
	MOVE WATER METER	Received	5	5	10
		Completed	5	5	10
	NEW WATER CONNECTION	Received	16	58	74
		Completed	16	58	74
	NO WATER	Received	42	63	105
		Completed	42	62	104
	PRESSURE	Received	28	50	78
		Completed	28	50	78
	Total	Received	439	495	934
		Completed	439	494	933

KLEINMOND		WARDS			30/ 30
		09	10	Total	
Total	Received	15 446	24 384	39 830	
	Completed	15 427	24 317	39 744	