

NOVEMBER 2024

Bulletin

#overstrand4all

Official newsletter of the Overstrand Municipality

#C4ourself

INTRODUCING THE ROADBLOCK BUSES



There to witness the launching of Overstrand's first ROADBLOCK BUS were Traffic Chief, Rudi Fraser; Hermanus Police Station Commander, Colonel Gustav Tamboer; Caledon Provincial Traffic Chief, Thembile Qunta; Director: Municipal Public Safety, Neville Michaels; Traffic Superintendent, Patrick Africa; Deputy Mayor and Mayoral Committee Member for Public Safety, Lindile Ntsabo; Regional Inspector: K9 Unit, Peter Marais; Executive Mayor, Dr Annelie Rabie; the Overberg District Safety Co-ordinator, Omar Valley; Theewaterskloof Municipality's Senior Traffic Superintendent, Romeo Hendricks, and Director: Community Services, Seon Swartz. In front is Mayoral Committee Member for Community Safety, Cllr Ronald Nutt; Assistant Chief: Traffic Services and Licensing, Xenophon Titus; Ultimate Traffic Solutions' CEO, Maurice Kannemeyer, and head technician, Nathan Jones.

As part of a relentless drive to enhance road safety and to help combat crime, fully-equipped mobile units will in future be deployed along all roads that fall within the Overstrand Municipality's area of jurisdiction.

These minibuses and their trailers are fully equipped to address just about any traffic offence on the spot and to rid our roads of unlicensed/unroadworthy vehicles once and for all.

The automatic number-plate recognition (ANPR) system onboard a roadblock bus has the ability to detect outstanding fines, summonses and warrants instantly.

Should such a transgression be detected, offenders will be afforded the opportunity to settle the matter there and then by making a payment via the Yoco portal or the online third-party payment service, Netcash.

Proof of such payments will be captured immediately.

In instances where a transgressor is unable to or refuses to exercise this option, a summons or notice (as the case may be) will be issued and printed on the spot.

With the holiday season looming, our advice to motorists would be to make sure all outstanding fines are settled before they hit the road.

Overstrand residents who want to make sure that all is well, are welcome to

contact their nearest traffic office
or to call Traffic on



028 313 1044 | 8136 | 8936

Our house. Our home. Our own.



Early in October, Tertuis Simmers (Western Cape Minister of Infrastructure) and Dr Annelie Rabie (Executive Mayor) along with a number of Councillors handed over the title deeds to 69 beneficiaries in Blompark, seven in Pearly Beach and six in Stanford.

The housing development projects in both Blompark and Stanford are ongoing.

In Blompark, a total of 539 housing units will be delivered, of which 400 units have already been completed and handed over. Of the completed units, eight were built for and allocated to qualifying disabled beneficiaries. The construction of the remaining 139 units will commence in the 2025/26 financial year.

Out of the 621 housing units planned for the development in Stanford, 300 were completed and 209 housing units have been handed over to beneficiaries. An additional 250 units are expected to be completed by March 2025.

Mayor Rabie encouraged homeowners to take pride in their properties and to address maintenance issues (e.g. a broken shutter or a leaking tap) the minute they crop up.



An overwhelmed Cornelia Moses, aged 72, received her title deed from Mayor Rabie and Minister Simmers.

IS YOUR SEWERAGE TANK WATERTIGHT?

Where a property cannot be connected to the sewerage network, owners have no option but to rely on a conservancy or septic tank.

Those who make use of such tanks are obliged to ensure that their tank is watertight.

As stated in the National Building Regulations (SANS 10400), "a conservancy tank or septic tank shall be so designed and constructed that it will be impervious to liquid", implying that groundwater must be prevented from seeping into the tank and sewerage prevented from draining into the soil.

In areas where the water table is high, the watertightness of tanks is often compromised, especially in the case of older residences and when heavy rains are experienced over a number of days.

One clear indication that your tank might not be watertight is when the volume of sewage pumped from the conservancy tank exceeds the amount of water used for that specific period.

If you suspect that your conservancy tank may not be watertight, you can request the municipality to conduct a test to verify its condition.

The prescribed fee will be payable for such a test and if the tank fails the test, you may need to replace it at your own cost within a specified timeframe.

Additionally, should your septic tank be found to be leaking or not watertight during a random inspection, the municipality may require you to upgrade or replace it with a conservancy tank at your own cost.



TRY IT OUT!



DOWNLOAD THE COLLAB CITIZEN MOBILE APP

Search for the green Collab Citizen icon in Google Play Store, Apple App Store or Huawei App Gallery



A simple guide to SERVICE REQUESTS

Potholes, burst pipes, broken streetlights and irregular meter readings are just some of the issues many residents want to bring to the municipality's attention on a daily basis.

Those issues can now be addressed effortlessly by merely logging a service request via the Collab Citizen app. In addition, the app enables residents to track progress and to keep an official record of their interactions with the municipality.

- A **SERVICE REQUEST** is a request for work to be done.
- By end September, **10 682** service requests have been logged via the app for the year 2024 alone, of which **92%** have been completed.

SAVING ⌚ + 💰

- ✓ **NO TELEPHONE CALLS TO LOG AND TRACK SERVICE REQUESTS**
- ✓ **NO QUEUES**

IMPROVED FEATURES & HAPPENINGS

Several users reported difficulties with finding the correct location where a service is required on the map, especially in instances where a property has been subdivided or where the person requesting the service is not the primary occupant.

In future, users will be able to change their address manually in cases where the address cannot be found on the map or where the map service does not recognise their address. By simply following the steps below, the closest available address will be displayed instead.

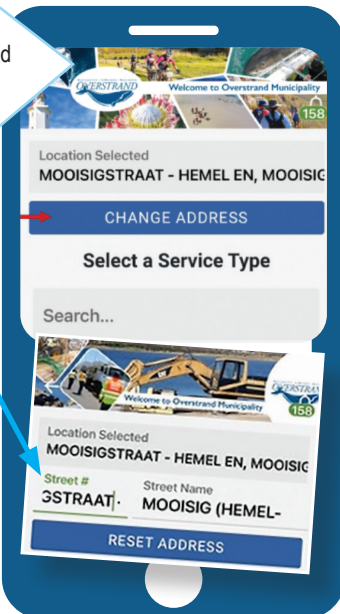
Follow the steps to log a service request. When asked to pick your location, you can opt to change your address.

Click on **CHANGE ADDRESS**
Type in **street # & street name**
Click on **RESET ADDRESS**

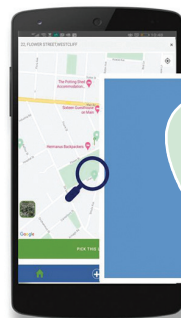
Then scroll down to select a service type and continue as normal.

ACCOUNT STATEMENTS:

One exciting happening is that we hope to grant registered users full access to their municipal accounts via the app as early as next year. At present, users cannot view or access account statements. They can, however, use the app to request that account balances and statements be forwarded via e-mail and make account inquiries.



Tracking progress simplified



We kindly request users to make sure that the same request has not been logged by someone else already.

All parties concerned will be able to follow the progress made with the request and receive the same updates and feedback as the original requestor.

CLICK TO FOLLOW!

Provided users enable the app's **"Notifications"** function, they will be able to track progress with their request from start to finish. In other words, they will receive regular real-time updates, eliminating the need to call the municipality to check up on progress.

Each service request logged via the app is assigned a reference number.

All you need to do to follow up on your request is to navigate to the **"Service Requests"** button and select **"My List"** to see a list of all your requests.

When you tap on a request, you will see that request's reference number and its status: For example, **"assigned"** means that your request has been received and is being attended to.

To view feedback on a request, tap on **"Comments"**.

Should you wish to comment on the feedback you received, simply click on **"Add Comments"** at the bottom of the screen. The system will automatically notify us that a comment has been added, and the relevant team will respond as soon as possible.

METER READINGS

Use the app to submit your own!

To ensure accurate readings of water and electricity meters, you can submit your own readings (preferably on the same day every month) via the Collab Citizen app.

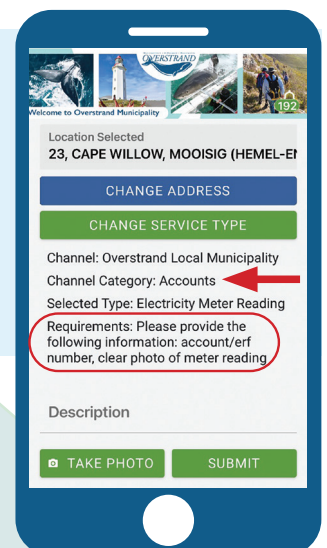
All we need is

- your account/erf number and
- a clear photo of the meter reading.

Businesses can also log service requests

Simply add **"B:"** at the beginning of your request description and follow the same process as applicable to logging an individual service request. The options included are:

- building control • rezoning
- subdivision, overgrown erven and plots • refuse
- sewerage • water • law enforcement, to name but a few.



We are here to help you!

If you have a complaint about the manner in which a service request is being handled, please provide feedback by adding a comment to your service request. We will ensure that the issue is escalated and addressed.

In instances where a service request has been completed but you are unhappy with the work done, please send an e-mail to citizenapp@overstrand.gov.za or log a new service request to report the issue. We will respond as quickly as possible.



Should you require assistance with using the app, you can call the contact centre **24/7** on **028 313 8000**.

WWW

Alternatively, visit <http://www.overstrand.gov.za/> or overstrand-collab-citizen-app for handy tips and tools.



Collab Citizen App



National Anti-corruption Hotline: 0800 701 701

www.overstrand.gov.za

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