

DECEMBER 2025

# Bulletin

Official newsletter of the Overstrand Municipality



## The best gifts of all cost nothing

The December holidays are in full swing. It's that time of year where we can explore all those delightful nooks and crannies in the Overstrand at leisure.

Mother Nature's doors are always open, and admission is free. All she asks in return is that we show a little respect: Don't make a mess, and don't cause harm to the display.

And then there are the little things we sometimes neglect to share with those we encounter in a shop, on a beach or even on the pavement: a smile, a kind word, a simple "thank you", an act of kindness...

None of these need to be gift-wrapped.

Let's do a little more than merely relying on tinsel, baubles and fairy lights to create a festive feel: You'll be surprised to see how a little goodwill can truly light up the lives of everyone around you.

In the true spirit of Christmas, let's be courteous and considerate. It costs nothing.

## OVERSTRAND MUNICIPAL COURT

### A decade later

When it first opened its doors on 1 September 2015, the Overstrand Municipal Court dealt mainly with traffic violations and other routine offences. Over the years, its work has expanded to include building and zoning transgressions as well as other areas of municipal by-law compliance.

The need for an Additional Court for Municipal Matters was identified in 2013 when the Hermanus Magistrate's Court faced a growing case load that affected the timely hearing of municipal-related matters. Through a joint effort between Overstrand Municipality, the Department of Justice and the National Prosecuting Authority, the Municipal Court was established to improve efficiency and to demonstrate the municipality's commitment to enforcing compliance with legislation. It also ensures that the public has due regard for municipal laws and that, in the event of transgressions, the necessary steps are taken to address and rectify the matter.

In its first year, the court dealt with just over 3 700 cases. The number of cases increased considerably over the years, with 11 891 cases heard in the court's 10th year (i.e. the 2024/25 financial year). The busiest year was 2022/23 when 12 536 cases were finalised.

Making the Municipal Court accessible is an important part of service delivery, and the court aims to ensure that matters are handled without unnecessary delays and that every person is afforded a fair opportunity to state their case.

The Municipal Court has also introduced alternative approaches to prosecution. A diversion programme allows offenders who cannot afford a fine to complete community service instead. More recently, mediation has been implemented for by-law matters, particularly disputes between neighbours, and has proven effective in resolving conflicts. Ultimately, by promoting compliance, the Municipal Court focuses on community safety rather than on punishment alone.

As it moves into its second decade, the Overstrand Municipal Court will continue to ensure municipal laws are applied consistently and responsibly, contributing to a safe and orderly environment for the people of Overstrand.



## COLLAB CITIZEN APP

### Empowering end users

The days where we picked up the phone to check up on our bank balances or sent an e-mail to order something from a supplier are long gone.

Nowadays, we simply install an app and click a couple of buttons to see how much money we have or when to expect delivery of whatever we ordered.

The Overstrand Citizen App offers the same functionality. The only difference is that not only can users order something (a service), but they can use the same app to report things that need fixing.

The objective here is to improve efficiency in municipal service delivery by enabling residents to log service requests and track progress online without having to call or visit a municipal office.

We appreciate that residents might be a little reluctant to cross the digital divide. That's why a number of Citizen App Ambassadors have been attending public ward committee meetings recently to tell rate payers all about the app.

To help explain why it is advisable to go digital, Johnet van Asperen – the "brain" behind Overstrand's customised version – was also on hand to highlight the app's key features:

- **Ease of Use (any time, any place):** By using the app, you can submit a service request quickly and easily directly from your smart phone by snapping a photo, adding a description and pinpointing the exact location using GPS.
- **Direct Routing:** Once submitted, the app will send your service request directly to Overstrand Municipality's 24/7 Contact Centre from where it will be routed to those responsible for delivering the service you requested without delays or miscommunication.
- **Tracking and Transparency:** From that point forward, you can track progress in real time with regular status updates ranging from "assigned" to "scheduled" (i.e. in progress) to "completed".

Typically, the app is used to request tanker services, but it can just as easily be used to report a streetlight that's on the blink or a storm-water pipe that's blocked.

Undoubtedly, this app serves as a means to empower communities since irrespective of whether a service is requested or an issue is reported, you can now keep tabs on your local authority's response.

Do not use the Citizen App for life-threatening Fire & Rescue or Safety & Security emergencies. In such cases, please phone our Emergency Control Room on 028 312 2400.

**Why not cross the divide? Download and install the Collab Citizen app today.**

If you need help to customise the app's settings, go to <https://www.overstrand.gov.za/overstrand-collab-citizen-app/> or call Overstrand Municipality's Contact Centre on 028 313 8000.



## WISHING ONE AND ALL A JOYFUL FESTIVE SEASON!

What an honour to once more welcome people from far and wide to our shores! Overstrand Municipality's sincere wish is that you will enjoy a pleasant stay with many an hour whiled away basking in the sun or simply watching the waves roll in an out.

You've been looking forward to spending some quality time with family and friends for months. That time has finally dawned! Our appeal to you: Please let's not spoil one another's fun by behaving irresponsibly or discourteously.

### • BE SAFE



#### PERSONAL SAFETY

- ◆ Never set out without telling someone where you are going and by when to expect you back.
- ◆ Don't go out on your own after dark. Even when in a group, stick to well-used, well-lit paths – keep clear of dark, isolated spots.
- ◆ Never go hiking on your own. Make sure your cell phone is fully charged. Take a hat, sunscreen and enough water. Always keep to well-used contour paths.



#### BRAAI FIRES

- ◆ Only make braai fires in designated protected areas.
- ◆ Never leave an open fire unattended and always be sure to put it out properly.
- ◆ Dispose of cigarette butts safely: Don't simply flick them away.



#### ROAD SAFETY

- ◆ Buckle up.
- ◆ Never drink and drive.
- ◆ Stick to the speed limit.
- ◆ Don't text/call while driving.
- ◆ When jogging or cycling, make sure you are highly visible – especially during the early morning or late afternoon.
- ◆ Look right, look left and then right again before crossing the road.



#### DOGS

- ◆ Keep them on a leash in public areas, including beaches, trails and cliff paths.
- ◆ Always carry a bag to clean up after your dog. Don't bury dog poop in the sand or toss it in the sea.
- ◆ Owners must keep their dogs in check.



#### BLUE FLAG BEACHES

- Blue Flag status: Grotto and Kleinmond
- Pilot beaches: Onrus, Hawston, Castle Beach
- This sought-after distinction recognises beaches that meet strict standards for:
  - Water quality
  - Safety
  - Ablution facilities
- An amphibious wheelchair is available at Grotto and at Kleinmond.



#### BEACH BEHAVIOUR

- No alcohol is allowed on any beach.
- Listen to the lifeguards: Only swim between the red and yellow flags.
- Be aware of rip currents, especially at Onrus and Kleinmond.
- Don't go swimming when inebriated.

## REFUSE REMOVAL



Services will continue as scheduled throughout the festive season, including on public holidays.

Overstrand Municipality has gone to great lengths to ensure that residential areas and public places will be kept as pristine as possible throughout the festive season.

All we ask is that you do your bit by not littering and adhering to our refuse removal arrangements.

#### General arrangements:

- Never leave refuse bags/bins on the sidewalk overnight. They should only be placed out on the morning of the scheduled collection day.
- If you are staying in a declared problem-animal area, all household waste must be disposed of in baboon-proof bins.

#### Apply the two-bag rule:

- Please do not dispose of recyclable items in black bags: Use a clear bag instead.
  - ◆ Typically, items such as glass jars/bottles, cans, cereal boxes, plastic bottles and newspapers can be recycled.
  - ◆ Make sure these items are clean and dry, and please wrap broken glass in newspaper to avoid injuries to waste handlers.
- Use a black bag to dispose of "wet waste".
  - ◆ Typically, wet waste includes food scraps, vegetable/fruit peels, soiled nappies and used wipes as well as any other form of packaging that is clearly not fit for recycling.
- Our pledge to you:
  - ◆ Overstrand takes recycling seriously. That's why we will replace every clear bag placed out by you free of charge.



## SAVE THESE 24/7 EMERGENCY NUMBERS!

028 313 8111 Contact Centre / Citizen App  
028 312 2400 Fire & Rescue  
028 313 8996 Law Enforcement

The Citizen App is only for non-emergency service requests.

### ... closure over Festive Season

Take note that municipal offices as well as public libraries will close at 13:00 on 24 and 31 December 2025 and be closed on 25 – 26 December 2025 and 1 – 2 January 2026. Irrespective of the above closures, delivery of essential services will continue as normal.



#### ENERGY SAVING REMINDER

Switch off & unplug



#### USE WATER WISELY

Every drop counts



#### NO FIREWORKS

Illegal to sell or buy

**YOUR COOPERATION IS MUCH APPRECIATED. ENJOY YOUR STAY!**



**STOP GBV** Violence is never the answer

www.overstrand.gov.za

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