

MAY 2026

Bulletin

Official newsletter of the Overstrand Municipality



Hawston Plant Achieves South Africa's BEST Technical Site Assessment Score



The Overstrand Municipality has achieved outstanding national recognition in the 2025 National Green Drop Report, with the Hawston Wastewater Treatment Plant obtaining the highest municipal technical site assessment score in South Africa – an exceptional 97%.

The municipality was also ranked overall joint fourth out of 144 municipalities nationally at the Green Drop Awards held in Middelburg, Mpumalanga on 31 March 2026, reflecting consistently strong performance across its wastewater systems.

The Green Drop Programme, administered by the Department of Water and Sanitation, is a national benchmarking system that evaluates municipal wastewater systems based on regulatory compliance, risk management, environmental protection, technical and financial management and operational performance. It remains one of the most rigorous assessments of municipal water services in South Africa.

The Overstrand Executive Mayor, Alderman Archie Klaas, visited the Hawston treatment works to personally thank staff for their commitment, highlighting the value of strong partnerships with service provider Veolia. He noted that the operation and maintenance of Overstrand's extensive water and wastewater infrastructure network is supported through this partnership, which includes multiple treatment plants, pump stations, reservoirs and many kilometres of pipeline infrastructure.

The mayor further recognised the often unseen but essential work carried out by operational teams, stating that their dedication ensures consistent service delivery to communities. He also shared a long-term vision for increased reuse of treated wastewater for purposes such as irrigation of sports fields, including facilities in Hawston, as part of broader water conservation efforts.

Being ranked among the top-performing municipalities nationally reflects a collective effort and is a testament to:

- **Dedicated and highly skilled technical teams**
- **Strong leadership and governance**
- **Effective financial and infrastructure planning**
- **A culture of accountability and continuous improvement**

Deputy Mayor Elnora Gillian said the achievement reflects continuous operational improvement, strong pre-planning and a commitment to sustainable wastewater management in service of the community. She added that the recognition affirms Overstrand's ongoing progress in strengthening environmental protection and service delivery.



Manager of Bulk Water Services Patrick Robinson, Principal Engineer for Civil Infrastructure Planning Hanré Blignaut, Infrastructure Services Chief Engineer Stephen Müller, MMC for Community Services Ronald Nutt, Executive Mayor Ald Archie Klaas, MMC for Infrastructure Services Clinton Lerm, Deputy Mayor Elnora Gillian, and the Veolia team Martinus Barends, Engela van der Lingen, Enslin Marmoe, René Oellermann, Nkosi Magwanya and Antonio de Melin (Veolia's Overstrand Operation Manager)

The Mayoral Committee Member (MMC) for Infrastructure Services, Councillor Clinton Lerm, emphasised the importance of water security and the responsible management of both potable water and wastewater systems. He thanked the technical teams at all treatment works in Overstrand for their hard work and recognised staff members with many years of service, noting that the award is a fitting recognition to them.

The Director of Infrastructure, Chief Engineer Stephen Müller, noted that the Green Drop audit is conducted every two years. He explained that the assessment includes not only wastewater treatment plants, but also sewer networks and pump stations, providing a very comprehensive evaluation of municipal wastewater systems. Overstrand's six wastewater treatment plants were assessed, with the municipality achieving consistently strong results across the board, with an average of 82,3%.

All artisans are required to register

The National Register of Artisans Registration Drive will take place at the Overstrand Municipality in Hermanus on 19 and 20 May 2026. Qualified artisans are invited to attend this in-person registration event.

The registration process forms part of the national requirement for all qualified artisans to be recorded on the National Register of Artisans. This register serves as the official database of artisans in South Africa and ensures proper recognition, verification and traceability of trade qualifications for employment and national skills planning.

Artisans who have completed their trade tests through accredited or recognised routes are encouraged to attend and complete their registration during the two-day session. Officials will be on site to assist with the process and ensure smooth registration.



FEEDBACK FROM THE OVERSTRAND MUNICIPALITY 2026 CUSTOMER SATISFACTION SURVEY

A total of 2 098 residents shared their views on municipal services, ranging from infrastructure maintenance to administrative efficiency.

OVERALL SERVICE PERFORMANCE

The overall sentiment remained largely positive, with approximately 67,6% of all responses falling into the 'Agree' or 'Strongly agree' categories.

Residents expressed the highest satisfaction with the reliability of weekly household waste collection (86% satisfaction) and the professionalism of emergency fire services.

The survey showed that while residents felt well-informed about the SMS maintenance notifications (81%) from the municipality, there was frustration over water and electricity interruptions in specific areas. Ward 10 (Pringle Bay/Betty's Bay), Ward 13 (Onrus/Vermont) and Ward 1 (Stanford) reported the highest frequency of outages. In contrast, Gansbaai joined the central Hermanus and Zwelihle areas in reporting almost zero frequent interruptions, showing that these networks are performing at a significantly higher reliability level.

Interestingly, a high percentage of 'Neutral' responses (indicating indifference or lack of direct experience) was recorded for the Citizen Service Delivery App (38%) and sewerage spillage response times (32%).

The highest levels of dissatisfaction were noted in road maintenance and the condition of parks and open spaces. Cleanliness of CBDs/open spaces (55%) shows significant room for improvement.

Responses | **Average Time** | **Duration**
2 098 | **06:47** | **14 Days**

Ward 1:	Stanford, Thembelihle	134
Ward 2:	Gansbaai North-East, Masakhane	94
Ward 3:	Hermanus, Voëlklip and a portion of Westcliff (properties east of De Goede Street ie Oncology Unit)	178
Ward 4:	Mount Pleasant, Hemel-en-Aarde Valley and a portion Westcliff (properties west of De Goede St ie Huis Lettie Theron), Beach Club	108
Ward 5:	Zwelihle South	42
Ward 6:	Zwelihle North	35
Ward 7:	Sandbaai	163
Ward 8:	Fisherhaven, Hawston, Honingklip	195
Ward 9:	Kleinmond, Mountain View, Palmiet, Beverly Hills, Extension 6	227
Ward 10:	Pringle Bay, Rooi-Els, Mooi-Uitsig, Betty's Bay, Overhills, Proteadorp	250
Ward 11:	Baardskeerdersbos, Pearly Beach, Eluxolweni, Buffeljachtsbaai, Wolvengat (Viljoenshof), Franskraal, Klipfonteyn	172
Ward 12:	Zwelihle North-West	33
Ward 13:	Onrus, Vermont	264
Ward 14:	Blompark, De Kelders, Perlemoenbaai Gansbaai South-West, Van Dyksbaai, Kleinbaai, Beverley Hills	203

WARD NO. 1 2 3 4 5 6 7 8 9 10 11 12 13 14

WHAT ELSE CAN THE MUNICIPALITY LEARN FROM THIS SURVEY?

→ **Parks and open spaces:** This received the lowest satisfaction score (46%), primarily due to poor maintenance and dilapidated equipment. Even in Ward 13, the highest-scoring ward for parks at 58,7%, satisfaction levels remained significantly lower than those seen in other departments, such as ease of payment (85%). Residents in Wards 5, 6, 8, and 12 expressed particular dissatisfaction with their local spaces. These results suggest that while the municipality is excellent at moving waste, there is a clear challenge in maintaining assets.

→ **Road maintenance:** Satisfaction was low (55%), with residents citing general lack of maintenance and poor-quality repairs as major concerns. Ward 8 and Ward 10 were significantly dissatisfied compared to the rest of the municipality.

→ **Public participation (IDP):** Only 21% of residents felt their input was considered in the integrated development plan (IDP) process. A large portion (35%) were unaware of what the IDP is.

→ **Law enforcement:** Law enforcement received negative feedback, not necessarily due to bad service, but because of confusion. There is widespread confusion regarding jurisdiction, with many residents unsure whether their complaints should go to the SAPS or municipal law enforcement. The Gansbaai wards indicated a need for more consistent by-law enforcement regarding illegal dumping and stray animals.

→ **Traffic and safety:** Survey feedback showed that residents valued visible traffic and law enforcement presence, with Sandbaai and Onrus residents indicating a preference for more patrol vehicles on residential streets.

→ **Building control and growth:** Residents in Ward 14 (De Kelders/Perlemoenbaai) were very sensitive to the rapid growth of the area and that new developments do not ruin the 'small-town feel' or put too much pressure on the existing (currently excellent) water and power networks.

→ **Account accuracy:** The survey revealed high levels of trust in the financial administration of the municipality. Residents specifically praised the accuracy of their monthly accounts (82%) and the ease of making payments (85%). A small percentage of dissatisfied respondents noted that resolving complex account queries can sometimes take longer than expected.

Thank you for participating in our surveys

Over the past two months, the Overstrand Municipality has conducted several surveys to gather public input and better understand how we are performing. Thank you to everyone who took the time to participate. Your feedback is important in helping our departments learn, improve and enhance service delivery to our communities.

The outcomes and feedback are available under the news articles section on the municipal website.

RELIEF FOR MUNICIPAL RATES AVAILABLE

Following the recent fuel price increases and the proposed municipal tariff adjustments from 1 July 2026, which include increases of 5% for property rates, refuse, sewerage and water, and 8,5% for electricity, many residents, especially our elderly, may feel the impact of rising living costs.

Overstrand Municipality wants to assure you that you are not alone. We are committed to supporting pensioners and disabled homeowners through rebates on municipal rates. The application process for the 2026/2027 financial year is now open. To receive your rebate, please have your documents ready and apply early so you can benefit from these rebates and ease the impact of upcoming utility and fuel cost increases.

HOW TO APPLY

Updated application forms are available:

- ➔ **Online:** Visit www.overstrand.gov.za → Documents → Forms
- ➔ **In person:** Any Overstrand municipal office
- ➔ **Completed applications, along with supporting documents, can be submitted via:**
- ✉ **Email:** enquiries@overstrand.gov.za
- ➔ **Hand-in:** At your nearest municipal office

WHO QUALIFIES?

You may be eligible if you:

- ➔ Are a **South African citizen**
- ➔ Occupy the property as your primary residence (or your spouse/minor children if you cannot, with absences of up to three months per year allowed)
- ➔ Are **60 years or older**, or receive a state disability pension
- ➔ Have a **total monthly household income not exceeding R19 200 (2026/2027)**
- ➔ **Own only one property**

Usufructuaries (right-of-habitation holders) or executors/administrators of deceased estates may also apply, providing an affidavit or a Master of the High Court letter as proof. 'Gross monthly household income' includes salaries, wages, pensions, grants, dividends, interest, rental income, board and lodging, capital deposits, investment returns or disability income for all residents on the property.

REBATE AMOUNTS (1 JULY 2026 – 30 JUNE 2027)

- **100% rebate:** If income is R4 800 or less
- **70% rebate:** If income is R9 600 or less
- **40% rebate:** If income is up to R19 200

IMPORTANT DEADLINES

- **20 July 2026:** Standard application deadline
- **30 September 2026:** Late applications may be accepted under the approved Rates Policy

Submitting an application does not guarantee approval. False or misleading information may result in refusal, withdrawal or legal action to recover amounts granted. Pensioners and disabled homeowners are encouraged to get their documents ready and apply early to ensure they benefit from these rebates and ease the impact of upcoming utility and fuel cost increases.