

AUGUST 2024

# Bulletin

#overstrand4all

Official newsletter of the Overstrand Municipality

#C4ourself

## CHELSEA FLOWER EXHIBIT IS COMING TO STANFORD!

Not only did South Africa win a gold medal at the RHS Chelsea Flower Show in London earlier this year, but also clinched the prestigious awards for the "Best exhibit in the Pavilion" and the "Best New Design" award.

Head designer Leon Kluge and artist Tristan Woudberg led a group of volunteers to create an extensive collection of species ranging from high-altitude fynbos to bulbs typical of the Strandveld arranged against a backdrop of huge clay sculptures.

South Africa's triumphant return to this show was made possible thanks to Grootbos Private Nature Reserve and several private sector contributors who provided financial support.

The exciting news is that Leon and his team will be replicating their winning design in the Overstrand for South Africans, to enjoy the illustrious display of some very rare species against an installation of the windswept Cape Mountains.

The exact replica, in full size, of the winning design will be recreated in the heritage village of Stanford.

21 September till 6 October 2024

"Thanks to the Grootbos Foundation's enthusiasm and long-term commitment to champion fynbos, the very best of the world-renowned RHS Chelsea Flower Show is coming to Stanford," announced patron of this home-grown exhibit going under the name *Chelsea Flowers in Stanford*, Overstrand Mayor Dr Annelie Rabie. "This is a once-in-a-lifetime opportunity not only for residents of the Overstrand but also for visitors from far and wide, and I am convinced that the exhibit will be a resounding success."

*Chelsea Flowers in Stanford* will be open to the public from 21 September till 6 October 2024.

The Grootbos Florilegium, a private collection of fynbos botanical artworks, will also be on display along with books and prints offered for sale.

For enquiries or more information, contact [info@grootbosfoundation.org](mailto:info@grootbosfoundation.org) or call 028 384 8038. Tickets are available on Webtickets.

### TAP THE MUNICIPAL APP

#### SELF-SERVICE AT MUNICIPAL OFFICES ENTERS TEST-PHASE

As part of its ongoing commitment to consistently enhance service delivery and in an attempt to cut overhead costs, Overstrand Municipality is currently in the process of deploying a self-service option at its respective municipal offices. In essence, the intention here is to offer walk-in customers almost the same convenience as that already afforded to users of the Collab Citizen App: No telephone calls, no queues and no unnecessary paper work.

The Collab Citizen app provides numerous convenient and intuitive tools for users:

The "Accounts" icon is new on the menu to gain access to the following options:

- |                            |                                   |
|----------------------------|-----------------------------------|
| • Account balance          | • Electricity meter reading       |
| • Account in arrears       | • Water meter reading             |
| • Account enquiries        | • Rebate application – water leak |
| • Change debit order       | • Refund request                  |
| • E-mail or SMS my account | • Disconnect: Electricity         |
|                            | • Disconnect: Water               |

Tap on the "Change contact information" icon to gain access to the following options:

- |                         |                         |
|-------------------------|-------------------------|
| • Change contact number | • Change postal address |
| • Change e-mail address | • Change street address |

Log and track service requests without the need for follow-up telephone calls:

- Simply log in, tap on the relevant icon, follow a couple of simple steps and submit.
- We will furnish you with a reference number and keep you abreast of progress with your request, provided you activated real-time updates by enabling the app's "Notification" option on your phone.
- All you need to do is to navigate to the "Service Requests" section and select "My List" to see a list of all your requests. Simply tap on a request to view its status and your reference number.
- To view our feedback on your request, tap on "Comments". You can even add your own comments at any time by tapping on "Add Comments" at the bottom of the screen. We will be notified immediately that you have added a comment and will respond as soon as possible.

The app can be used from anywhere in the world. Thus, if you own a holiday home in the Overstrand, you can book a tanker service, for example, two to three days before your arrival without having to make a single telephone call. Search for the green Collab Citizen icon in Google Play Store, Apple App Store or Huawei App Gallery and download today!



### STORMS DISRUPT WATER METER READINGS

Even though Overstrand Municipality aims to read water meters on average every 30 days, this cycle was disrupted by the storms in July.

As a result, municipal water and electricity meters in some areas were read later than usual.

For that reason, water consumption (as reflected on the affected areas' municipal accounts for July) exceeds the "normal" 30 days.

Take note that in cases of longer periods, residents are not penalised in as far as the application of tariff sliding scales is concerned. The total amount is calculated against the correct number of days and is levied in the following period.

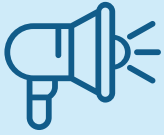
Consequently, the period and amount (as reflected on the account for July) could be for more than 30 days, which could result in higher levies on the August account.

Where no readings of municipal consumption could be taken for July, the average over the past three months was used as an estimate.

Here is an example of how levies for water consumption over a period of up to 40 days can be calculated:

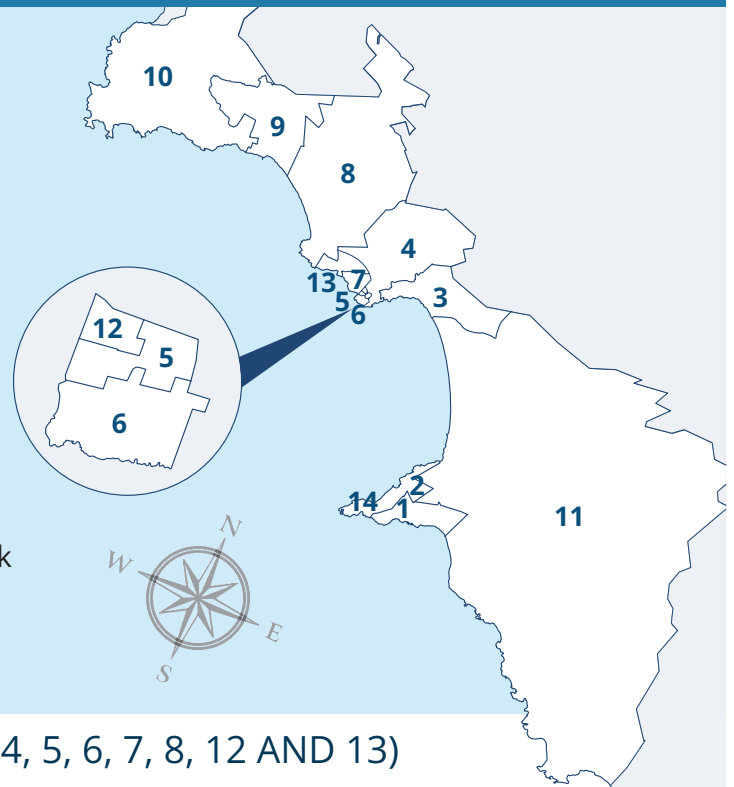
- 12 kℓ over 30 days = R152.72
- 14 kℓ over 35 days = R178.18
- 16 kℓ over 40 days = R203.63

Since the municipality used average consumption in some instances, the average in such instances could be lower than the actual readings taken at a later stage given that the severe weather events only occurred in July.



## WARD COMMITTEE REPORT BACK

Herewith, a brief summary of pertinent matters discussed and issues raised at public ward committee meetings in the course of July. Where issues could not be addressed on the spot, ward councillors will provide feedback to residents as soon as possible.



### HERMANUS (WARD 3, 4, 5, 6, 7, 8, 12 AND 13)

WARD 3	COMPLAINTS / ISSUES RAISED	PROPOSALS	WAY FORWARD
Hermanus, Voëlklip and a portion of Westcliff (properties east of De Goede Street, i.e. Oncology Unit)	<b>Mini-drop-off in 7th Street:</b> Many residents raised complaints regarding this weekend facility	● Upgrading the Prawn Flats drop-off and further discussions on the OK drop-off site	■ Investigate viability of proposed relocation of drop-off to Prawn Flats ■ Invite suggestions for alternative sites
	<b>Dogs &amp; Cats By-law:</b> Generally, the public is very unhappy because none of their inputs were incorporated and they remarked on the documents' poor quality (e.g. numerous grammar and spelling errors)	● Conduct another round of public participation	■ Submit the Dogs & Cats By-law to language review
	<b>Proposed dog park in Impala Street, near Northcliff Play Park</b>	● Conduct another round of public participation	■ Design fencing ■ Plan internal lay-out ■ Invite suggestions for alternative sites
WARD 4	CONCERNS RAISED	PROPOSAL / RECOMMENDATION	NOTES
Mount Pleasant, Hemel-en-Aarde Valley and a portion of Westcliff (properties west of De Goede Street, i.e. Huis Lettie Theron)	<b>Overcapacity and limited space at Mount Pleasant Cemetery</b>	● Revisit Memorandum of Understanding (MoU) agreed to in 2018 with regards to land earmarked for social housing	■ Following on the 2018 unrests, the community agreed on a MoU stipulating that all pockets of land in Mount Pleasant will be used for housing
	<b>Municipality's ability to cope with/ and to adequately repair damage to properties and infrastructure caused by severe weather events</b>	● Since funding is allocated for specific needs in accordance with the agreed upon Integrated Development Plan, community members were yet again urged to attend public meetings so that provision can be made to address pressing needs	
	<b>Electricity tariffs and number of units per Rand value</b>		■ NERSA's current tariff structure was yet again explained to the attendees as well as the resultant tariff increases that will be effective from 1 July 2024
WARD 5	Note that this meeting was postponed to next week		
Zwelihle			

WARD 6	ISSUES RAISED / CONCERNS DISCUSSED	SUGGESTIONS
Zwelihle	Progress regarding agreeing on a suitable location for mobile police station	<ul style="list-style-type: none"> <li>● New SAPS Station Commander to be introduced to all Zwelihle wards at a public meeting</li> </ul>
	Rise in crime rates	
	Possibility of being compensated for damages caused by vandalism (insurance)	
	Progress made with regards to a suitable site for and the building of a library in Zwelihle	
WARD 7	CONCERNS DISCUSSED / ISSUES RAISED / OBJECTIONS LODGED	COMMENTS / SUGGESTIONS
Sandbaai	<b>Upgrading of the following sidewalks must be prioritised:</b> <ul style="list-style-type: none"> <li>■ Main Road (from Jimmy Smith to Beach Road)</li> <li>■ Beach Road (from Main Road to pump station)</li> <li>■ End Street</li> </ul>	<ul style="list-style-type: none"> <li>● The suggestion is that no right-turn should be allowed when exiting the Engen Garage, which means that vehicular traffic will be directed towards the traffic circle and back to the traffic-light regulated intersection where motorists can opt to turn left towards Cape Town or right towards Hermanus' CBD</li> </ul>
	<b>Objections were raised regarding proposed solutions to safeguard entrance to / exit from Agrimark/Engen Garage</b> (i.e. constructing a raised platform and erecting a yellow pedestrian-crossing warning sign)	
WARD 8	ISSUES RAISED REGARDING INFRASTRUCTURE / SERVICE DELIVERY	CLARIFICATION REQUIRED / NEEDS VOICED
Fisherhaven, Hawston	<b>Storm water/sewerage:</b> <ul style="list-style-type: none"> <li>■ Address channel blockages, drainage issues and septic tank at Hawston Library as a matter of urgency</li> <li>■ Address tanker service backlog</li> </ul> <b>Roads:</b> <ul style="list-style-type: none"> <li>■ Reseal Marine Drive</li> </ul>	<b>Quite a number of attendees voiced the need to clarify/be more informed about the following:</b> <ul style="list-style-type: none"> <li>● Indigent grants and pensioner rebates:               <ul style="list-style-type: none"> <li>■ the difference between the two</li> <li>■ the respective qualifying criteria</li> <li>■ the duration of approval</li> <li>■ the time it takes to process applications</li> <li>■ the possibility that council officials could conduct home visits to assist those who are too old/frail to submit their applications in person</li> </ul> </li> <li>● Public participation with regards to the budgeting process and the resultant tariff increase proposals</li> <li>● Overstrand Municipality's vision and strategic objectives for Hawston: plans to develop the local economy by, for example,               <ul style="list-style-type: none"> <li>■ identifying areas suitable for small business development,</li> <li>■ formulating a tourism plan,</li> <li>■ employing local labour to develop major projects such as the Hawston Sport Stadium and</li> <li>■ attending to consumers' immediate needs by at least inviting major suppliers of consumer goods to establish a mini-mall</li> </ul> </li> </ul>
WARD 12		
Zwelihle	Note that this meeting was postponed to next week	
WARD 13	ISSUES ADDRESSED	PROPOSALS
Onrus, Vermont	Invasive alien plants on R43 road reserve pose a significant fire risk	<ul style="list-style-type: none"> <li>● Correspondence sent to Western Cape Government; no feedback received yet</li> </ul>
	Fencing along R43 also a huge safety hazard and requires urgent attention	<ul style="list-style-type: none"> <li>● Cost estimates will be undertaken</li> </ul>
	Pavements along Lynx/Main Road and at Davie's Pool must be repaired as a matter of urgency	<ul style="list-style-type: none"> <li>● Lynx/Main Road may need to be divided into sections to prioritise areas based on available funds; cost estimates will be undertaken</li> </ul>
	Wheelchair users are causing disruption along Main Road, and concerns were raised about possible criminal activities (i.e. scouting for houses that can be robbed)	<ul style="list-style-type: none"> <li>● Evidence profiles to be compiled with the assistance of the SAPS and the Directorate: Municipal Public Safety</li> </ul>
	<b>Maidens Rock Chair at Davie's Pool:</b> This structure holds significant historical importance but, currently, the chair is either missing or buried under cement	<ul style="list-style-type: none"> <li>● An investigation will be conducted</li> </ul>

## GANSBAAI/STANFORD (WARD 1, 2, 11 AND 14)

WARD 1	ITEMS ON THE AGENDA	FEEDBACK: Application for memorial bench on portion of Farm 645/0 SSN:
Stanford, Thembelihle	<ul style="list-style-type: none"> <li>Ward Committee Operational Plan</li> <li>Review of the Ward Committee Policy</li> <li>Cost of Supply: Overstrand Cost of Supply and Tariff Study (NERSA)</li> <li>Risk-management reporting to Municipal Public Accounts Committee (MPAC)</li> </ul>	<p><b>Approved on condition that:</b></p> <ul style="list-style-type: none"> <li>A standardised bench be erected at the applicant's cost; and that</li> <li>No statues will be allowed</li> </ul>
WARD 2		
Gansbaai North-East, Masakhane		
WARD 11		
Baardskeedersbos, Eluxolweni, Pearly Beach, Buffeljagsbaai, Franskraal		
WARD 14		
Blompark, De Kelders, Gansbaai South-West, Van Dyksbaai, Kleinbaai		<p><b>ISSUES ADDRESSED FEEDBACK / WAY FORWARD</b></p> <ul style="list-style-type: none"> <li>Growing concern about homeless people and vagrants in Franskraal <b>Law Enforcement to look into the matter</b></li> <li>Due to increased traffic and new developments Groenberg in Kleinbaai will require more than one entrance</li> <li>Beautification of the entrance to Kleinbaai</li> <li>Duiwelgat Hiking Trail <b>Environmental Department will commence maintenance</b></li> </ul>

## KLEINMOND (WARD 9 AND 10)

WARD 9	CONCERNS RAISED	ISSUES ADDRESSED	FEEDBACK / WAY FORWARD
Kleinmond, Mountain View, Palmiet, Beverly Hills, Extension 6, Proteadorp	<p><b>Timely applications for indigent grants:</b> Members of the ward committee voiced their concern regarding the poor attendance of information sessions in this regard and the low number of applications received to date. Even though those who qualify for this form of support can apply any time of the year, they would be well-advised to submit their applications as soon as possible</p>	<ul style="list-style-type: none"> <li>Lack of progress with and inconvenience caused by current <b>upgrading of storm-water system</b></li> <li><b>State of sport fields</b> (particularly the rugby field)</li> </ul>	<ul style="list-style-type: none"> <li>Members of the ward committee took note of the frustrations caused as a result of this protracted project. By way of explanation, they highlighted several unforeseen challenges experienced and gave the assurance that the responsible contractor have and will be penalised for missing deadlines</li> <li>Attendees pointed out that the surfaces of sport fields, in general, are in a sorry state, to which members of the ward committee responded that provision has been made for a "master plan" to rehabilitate all sports fields. Where budgeted funds fall short, the intention is to seek support from the National and/or Western Cape Government</li> </ul>
WARD 10	CONCERNS RAISED	ISSUES ADDRESSED	FEEDBACK / WAY FORWARD
Pringle Bay, Rooi-Els, Mooi-Uitsig, Betty's Bay, Overhills, Poppedorp	<p><b>Timely applications for indigent grants:</b> As reported under Ward 9 above</p> <p><b>Ongoing storm-water issues</b> (i.e. blocked channels and poor drainage resulting in flooded properties and roads)</p> <p><b>Waste management</b> at Pringle Bay drop-off</p>	<ul style="list-style-type: none"> <li><b>Replacement of water pipes</b></li> <li><b>Responsiveness of municipal officials and communication shortcomings</b></li> <li><b>Kelp harvesting</b></li> </ul>	<ul style="list-style-type: none"> <li>Tender process for appointment of a new contractor for a two-year period underway</li> <li>Replacement subject to availability of funds, though</li> <li>New organisational structure expected to help address this issue</li> <li>Environmental officials to communicate permit conditions as per DFFE</li> </ul>

