

MARCH 2026

Hermanus 028 313 8000  
 Gansbaai-Stanford 028 384 8300  
 Kleinmond 028 271 8400  
 Collab Citizen App

**24/7 Municipal Emergencies:**  
 Basic Services 028 313 8111  
 Fire & Rescue 028 312 2400

# Bulletin

Official newsletter of the Overstrand Municipality



**PROGRESS ON SPORTSGROUNDS:** Resident Engineer Harold Smook (AGO Africa), Lario du Toit (Lucon Civils), Neziswa Basi (Municipal Infrastructure Support Agency), Overstrand's Sports Co-ordinator Ayanda Stali, Anathi Ndlamla (Department Of Sport, Arts And Culture), Derick Gabone (Department of Cooperative Governance and Traditional Affairs (COGTA), Executive Mayor Archie Klaas and Thabile Ngobozana (Department of Provincial and Local Government) as well as Cecile Faro, Cordelia October, and Dennis Hendriks from the Overstrand's Project Management Unit, one of the contracting team and Andries van Wageningen (iX Engineers)

## UPGRADES UNDERWAY AT MOUNT PLEASANT SPORTSGROUNDS

Residents of Hermanus have been buzzing with curiosity about the construction along the R43, and the latest updates suggest the wait for world-class facilities will definitely have been worthwhile.

Here is everything you need to know about this community transformation:

### WHAT'S UNDER CONSTRUCTION?

The upgrades are designed to support a wide variety of sporting codes with brand-new infrastructure:

- **Multi-Purpose Courts:** Six new combination courts for netball and tennis, featuring line markings for basketball and volleyball.
- **New Soccer Field:** A fresh, grassed soccer pitch positioned with a North-to-South orientation.
- **Essential Infrastructure:** Comprehensive civil works including fencing, irrigation, and subsoil drainage.

### PROGRESS & TIMELINE

During a recent site visit, Overstrand Executive Mayor, Alderman Archie Klaas, confirmed that the project is currently 30-40% complete.

- **Expected Completion:** The project is slated for the end of September 2026.
- **Funding:** The plan was initially drafted in 2021 and received funding from the Western Cape Municipal Infrastructure Grant (MIG).
- **Future Phases:** While clubhouse renovations aren't in this current phase, the Municipality is already working to secure funding for that.

### A WIN FOR THE COMMUNITY

This project is more than just bricks and grass; it's a result of "fantastic" collaboration between local rugby, netball, and soccer committees. Councillor Ronald Nutt emphasised the community's role in driving the project forward. "It's been a collective effort, and the results will benefit everyone in the area," he shared. "We've worked hard to make this happen, and I'm excited to see it come to life for our sportspeople."

Dennis Hendriks, Principal Engineer from the Municipality's Project Management Unit, explained that the project was planned back in 2021. "All parties agreed on the challenges and priorities before we submitted the plan to the Western Cape Municipal Infrastructure Grant (MIG) for funding," he said. Sports Co-ordinator Ayanda Stali echoed the sentiment, adding, "After the recent upgrades in Kleinmond and Hawston, it's finally Mount Pleasant's turn to shine. These improvements to the sportsgrounds will go a long way in promoting and supporting local sport."

The Mayor also highlighted the significance of the job opportunities created by the development, with contractors employing local workers, further benefiting the community.

**Note for Spectators:** The Atlantic Rugby Football Club, the reigning Boland Super 16 Champions, begins their season in March. The construction site will be cordoned off to ensure everyone stays safe while enjoying the games.

## IMPORTANT LIBRARY MEMBERSHIP INFORMATION



*We are aware of recent frustrations regarding the library membership renewal process. To ensure all residents can enjoy our services without interruption, please take note of the following guidelines:*

### Membership Status & Renewals

- **Cost:** Library membership is free for all residents within the municipal area.
- **Validity:** Your card is valid for **three years**.
- **The Grace Period:** After three years, membership is suspended for one year. You must renew your card during this time.
- **Remove:** If you do not renew during the grace period, your membership will be removed from the system, and you will need to re-apply.

### How to Join or Update Your Membership

Application forms are available on the municipal website.

To register, please provide the following:

- **Adults:** An ID document and proof of residence.
- **Children:** A birth certificate, a parent's ID, and proof of residence.
- **Tenants:** A valid rental contract or an affidavit from the homeowner.
- **Note:** Affidavits must include the homeowner's address as it appears on their latest municipal account (not older than three months).

# ACCOUNT QUERY?



## Contact the Municipality First

Overstrand Municipality is committed to providing fair and efficient service to all residents. To ensure your enquiries are tracked and resolved within the timeframes set by our Service Charter, we encourage the use of our official digital platforms.

Using these channels ensures that every resident is treated fairly and that queries are handled in the order they are received, rather than giving undue priority to informal messages.

## OFFICIAL COMMUNICATION CHANNELS



For a faster and more systematic resolution, please use the following instead of sending WhatsApp messages or voice notes to Ward Councillors:

- **The Overstrand Citizen App:** A quick and easy way to submit service requests once registered.
- ✉ **Email:** Send your query to [enquiries@overstrand.gov.za](mailto:enquiries@overstrand.gov.za). This inbox is monitored to ensure a relevant official responds to you directly.
- ☎ **Contact Centre:** Call us at 028 313 8000.

Contacting your Ward Councillor directly will not speed up your enquiry, as they too will need to submit via the Citizen App or wait in the telephone queue.

## EXPECTED RESOLUTION TIMEFRAMES

- **Account Enquiries:** 10 workdays
- **Water & Electrical Connections:** 2 workdays
- **Indigent Subsidy Applications:** 10 workdays
- **Customer Information Updates:** 10 workdays
- **Disconnections of Metered Services:** 10 workdays
- **Free Basic Services Enquiries:** 10 workdays
- **Meter Reading Enquiries:** 10 workdays
- **New Account Registrations:** 10 workdays

## THE ROLE OF WARD COUNCILLORS

While Ward Councillors are always happy to assist, they are now required to channel all resident enquiries through the official email system. This ensures transparency and allows officials to respond to the resident directly.

- **Privacy & POPIA:** The Municipality cannot legally share personal account details with any third party, including Councillors, without the written consent of the account holder.
- **When to Escalate:** You should only escalate a matter to your Ward Councillor if you have already lodged an enquiry through official channels and have not received a satisfactory response within the stipulated timeframe.

## Geyser Load Management System: Trial Period Underway

To support national energy efficiency and manage local electricity demand, Overstrand Municipality has reactivated its geyser control system as of **16 February 2026**.

This system, which includes approximately 6,400 units in Hermanus, Sandbaai, Kleinmond, and Franskraal, is being evaluated over a three-month period. The goal is to establish a performance baseline at the request of Eskom and the Minister of Energy to help reduce pressure on the grid during peak times.

### Switch-Off Schedule

The system operates on **weekdays only**. Residents who manually manage their geysers should take note of the following times to ensure they have hot water when needed:

SEASON	MORNING SLOT	EVENING SLOT
Summer (Sept – May)	07:00 – 09:00	18:00 – 21:00
Winter (June – Aug)	06:00 – 08:00	17:00 – 20:00

### Why is this happening?

Reactivating this infrastructure helps the Municipality control electricity demand from Eskom and contributes to the stability of the national power grid.

## Avoiding Bottlenecks



When a single enquiry is reported multiple times, through email, phone, a Ward Councillor, and the Citizen App, it creates significant delays. These duplicates cause "double work" and confusion for our teams, especially during busy periods like recent flooding, as it isn't always clear if a request is already being handled.

To help us stay efficient and fair, we ask residents to follow these simple steps:

### 1. CHECK BEFORE YOU LOG

Before submitting a new request on the Collab Citizen App, please check the map.

- **Green Markers:** These indicate that a service request has already been reported at that location.
- **Follow the Request:** Instead of logging a new one, click the marker to "follow" the existing request. You will automatically receive updates on its progress.

### 2. UNDERSTAND HOW WE PRIORITISE

- **First Come, First Served:** Under normal circumstances, we attend to requests in the order they are received to ensure fairness.
- **Emergency Situations:** During crisis, we prioritize life-threatening or potentially life-threatening situations.
- **Important:** Do not use the Citizen App to report life-threatening emergencies. Please use the emergency phone number found under the Emergency tab on the app.

### 3. TRACK YOUR PROGRESS EFFORTLESSLY

The Collab Citizen App is the best way to stay informed without needing to call for updates:

- **Reference Numbers:** You receive a reference number immediately upon reporting.
- **Status Updates:** You can see exactly when a task is "assigned" to a team or "scheduled" for work.
- **Interactive Communication:** The app notifies you of progress, and you can add comments or ask questions directly within the request.

Ready to get started? You can find full instructions on how to download and use the app at: [www.overstrand.gov.za/overstrand-collab-citizen-app](http://www.overstrand.gov.za/overstrand-collab-citizen-app).



## DISCOVER THE STORY OF THE C2C-PROJECT

The Onrus River lives up to its name "restless". While its energy is part of its charm, the heavy rains of September 2023 served as a stark reminder of what happens when a degraded ecosystem is pushed to its limit. When the wetland was overwhelmed, peat and palmiet were swept downstream, damaging infrastructure and leaving Hermanus without water for five days.

To help everyone understand the path forward, we have launched an interactive StoryMap on the Overstrand Municipality website.

This isn't just a report; it's a visual journey through the Onrus Catchment-to-Coast (C2C) Project. The StoryMap combines maps, visuals, and key insights to offer an accessible view of the ongoing work.

### Explore the Road to Rehabilitation today:

<https://storymaps.arcgis.com/stories/3352b8329e-3c4a52a2a84944b9812ac9>

