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Puppet shows in Langeberg

Bullying in schools



Learners from ten local primary schools recently attended a puppet show organised by Langeberg Municipality. The aim of the show was to illustrate to the learners that bullying is a bad habit, and should not be tolerated in schools. The main message was: “If you don’t like being bullied, then don’t bully someone else. Respect your fellow learners and always encourage good behaviour.”

SERVICE DELIVERY BUDGET IMPLEMENTATION PLAN

The Service Delivery and Budget Implementation Plan (SDBIP) details the implementation of service delivery and the budget for the financial year in compliance with the Municipal Finance Management Act (MFMA), 2003 (Act 56 of 2003). The SDBIP serves as a contract between the administration, the Council and the community, expressing the objectives set by the Council as quantifiable outcomes that can be implemented by the administration over the next twelve months.



Office of the Municipal Manager
Mr SA Mokweni

- Municipal Manager
- Internal Audit

IDP Objective	KPI Name	Unit of Measurement	Ward	Target Type [R]	Annual Target	Q1	Q2	Q3	Q4
Institutional Development and Corporate governance	Appointments in 3 highest levels of management that comply with the Employment Equity Plan	Number of appointments made in 3 highest levels of management	All	Number	4	0	4	0	0
Sustainable civil engineering infrastructure services	The percentage of the municipal capital budget actually spent on capital projects as at 30 June 2017 (Actual amount spent on capital projects excluding orders/Total amount budgeted for capital projects) X100	% of capital budget spent	All	Percentage	90	10	30	60	90
Good governance	Conduct two (2) formal evaluations of directors in terms of their signed agreements	Number of formal evaluations completed	All	Number	2	0	1	1	0
Good governance	Develop a risk based audit plan and submit to MM and Audit Committee by 30 June 2017	Risk based audit plan Submitted to MM and Audit Committee	All	Number	1	0	0	0	1
Sound Financial Management	Develop Audit Action Plan by 31 January 2017 firm the final management report issued by the AG	Audit Action Plan developed	All	Number	1	0	0	1	0



Directorate
Financial Services
Mr B Brown

- Budget Office
- Revenue Services
- Expenditure Services
- Supply Chain Management

IDP Objective	KPI Name	Unit of Measurement	Ward	Target Type (R)	Annual Target	Q1	Q2	Q3	Q4
Sustainable civil engineering infrastructure services	Number of formal residential properties that receive piped water that is connected to the municipal water infrastructure network and which are billed for water or have pre paid meters as at 30 June 2017	Number of residential properties which are billed for water or have pre paid meters	All	Number	15000	15000	15000	15000	15000
Sustainable civil engineering infrastructure services	Number of formal residential properties connected to the municipal electrical infrastructure network and which are billed for water or have pre paid meters as (Excluding Eskom areas) at 30 June 2017	Number of residential properties which are billed for electricity or have pre paid meters (Excluding Eskom areas)	All	Number	17000	17000	17000	17000	17000
Sustainable civil engineering infrastructure services	Number of formal residential properties connected to the municipal waste water sanitation/sewerage network for sewerage service, irrespective of the number of water closets (toilets) and which are billed for sanitation/sewerage as at 30 June 2017	Number of residential properties which are billed for sanitation/sewerage	All	Number	14800	14800	14800	14800	14800
Sustainable civil engineering infrastructure services	Number of formal residential properties for which refuse is removed once per week and which are billed for refuse removal as at 30 June 2017	Number of residential properties which are billed for refuse removal	All	Number	14600	14600	14600	14600	14600
Social and Community Development	Provide free basic water to indigent households as at 30 June 2017	Number of indigent households receiving free basic water	All	Number	5000	5000	5000	5000	5000
Social and Community Development	Provide free basic electricity to indigent households as at 30 June 2017	Number of indigent households receiving free basic electricity	All	Number	5000	5000	5000	5000	5000
Social and Community Development	Provide free basic sanitation to indigent households as at 30 June 2017	Number of indigent households receiving free basic sanitation services	All	Number	5000	5000	5000	5000	5000
Social and Community Development	Provide free basic refuse removal to indigent households as at 30 June 2017	Number of indigent households receiving free basic refuse removal services	All	Number	5000	5000	5000	5000	5000
Sound Financial Management	Financial viability measured in terms of the municipality's ability to meet it's service debt obligations as at 30 June 2017 (Short Term Borrowing + Bank Overdraft + Short Term Lease + Long Term Borrowing + Long Term Lease) / Total Operating Revenue - Operating Conditional Grant)	% of debt coverage	All	Number	60	0	0	0	60
Sound Financial Management	Financial viability measured in terms of the outstanding service debtors as at 30 June 2017 (Total outstanding service debtors/ revenue received for services)	% of outstanding service debtors	All	Percentage	12	0	0	0	12
Sound Financial Management	Financial viability measured in terms of the available cash to cover fixed operating expenditure as at 30 June 2017 ((Cash and Cash Equivalents - Unspent Conditional Grants - Overdraft) + Short Term Investment) / Monthly Fixed Operational Expenditure excluding (Depreciation, Amortisation, and Provision for Bad Debts, Impairment and Loss on Disposal of Assets)	Number of months it takes to cover fix operating expenditure with available cash	All	Number	2.2	0	0	0	2.2
Sound Financial Management	Submit the final annual budget to Council by 31 May 2017	Final budget submitted to council	All	Number	1	0	0	0	1
Sound Financial Management	Submit monthly reports in terms of Section 71 of the MFMA to Council	Number of reports submitted to Council	All	Number	12	3	3	3	3
Sound Financial Management	Achieve a debtor payment percentage of 98% (Gross Debtors Closing Balance + Billed Revenue - Gross Debtors Opening Balance + Bad Debts Written Off)/Billed Revenue) x 100	Payment % achieved	All	Percentage	98	70	80	95	98



Directorate
Strategy and Social Development
Ms CO Matthys

- Information Technology
- Performance Management
- IDP
- Social Development
- Communications
- Local Economic Development

IDP Objective	KPI Name	Unit of Measurement	Ward	Target Type [R]	Annual Target	Q1	Q2	Q3	Q4
Growth and economic development	Create job opportunities through the Expanded Public Works Programme (EPWP) by 30 June 2017	Number of Job opportunities created through the Expanded Public Works Programme (EPWP)	All	Number	400	100	100	100	100
Institutional Development and Corporate governance	90% spent of the total amount budgeted for ICT capital projects by June 2017 (Actual expenditure / by approved budget allocation)	% of budget spent	All	Percentage	90	0	20	50	90
Good governance	Submit the final IDP to Council by 31 May 2017	Final IDP submitted to Council	All	Number	1	0	0	0	1
Good governance	Submit the Mid-Year Performance Report in terms of Sect 72 of the MFMA to Council by 31 January 2017	Number of reports submitted to Council	All	Number	1	0	0	1	0
Good governance	Submit the Annual Report to Council by 31 January 2017	Number of reports submitted to Council	All	Number	1	0	0	1	0
Good governance	Submit the Oversight Report to Council by 31 March 2017	Number of reports submitted to Council	All	Number	1	0	0	1	0
Good governance	Submit the Top Layer SDBIP to the Mayor for approval within 14 days after the annual budget has been approved	Top Layer SDBIP submitted to the Mayor within 14 days after the annual budget has been approved	All	Number	1	0	0	0	1



Directorate
Corporate Services
Mr A Everson

- Human Resources
- Labour Relations
- Traffic Services
- Administrative Support
- Governance Support
- Legal Services

IDP Objective	KPI Name	Unit of Measurement	Ward	Target Type [R]	Annual Target	Q1	Q2	Q3	Q4
Institutional Development and Corporate governance	Percentage of municipality's personnel budget actually spent on implementing its workplace skills plan measured as at 30 June 2017 (Total Actual Training Expenditure/ Total personnel Budget) x100	% of municipality's personnel budget actually spent on implementing its workplace skills plan	All	Percentage	1	0	0	0	1
Good governance	Facilitate the quarterly meetings of ward committees	Number of ward committee meetings held	All	Number	48	12	12	12	12
Institutional Development and Corporate governance	90% spent of the total amount budgeted for the upgrading and alteration of the municipal offices by 30 June 2017 (Actual expenditure / by approved budget allocation)	% of budget spent	All	Percentage	90	10	20	50	90
Institutional Development and Corporate governance	90% spent of the total amount budgeted for the purchase of office equipment by 30 June 2017 (Actual expenditure / by approved budget allocation)	% of budget spent	All	Percentage	90	10	20	50	90
Promote public safety	90% spent of the total amount budgeted for vehicles by 30 June 2017	% of budget spent	All	Percentage	90	10	20	50	90
Promote public safety	90% spent of the total amount budgeted for the upgrade of the driver's license testing yard in Ashton by 30 June 2017	% of budget spent	All	Percentage	90	10	20	50	90
Promote public safety	90% spent of the total amount budgeted for the upgrading of the Traffic Offices by 30 June 2017	% of budget spent	All	Percentage	90	10	20	50	90



Directorate
Community Services
Ms C Liebenberg

- Community Facilities
- Fire and Disaster Management
- Housing Administration
- Libraries
- Parks and Amenities

IDP Objective	KPI Name	Unit of Measurement	Ward	Target Type [R]	Annual Target	Q1	Q2	Q3	Q4
Sustainable civil engineering infrastructure services	Review the Disaster Management Plan and submit for assessment to the District by 31 May 2017	Plan reviewed and submitted	All	Number	1	0	0	0	1
Institutional Development and Corporate governance	Purchase 2 vehicles for the Parks division by 30 June 2017	Number of vehicles purchased	All	Number	2	0	0	0	2
Sustainable civil engineering infrastructure services	90% spent the total amount budgeted for the construction of the new cricket pitch turfs at Van Zyl Sport Grounds and Montagu Sport Grounds by 30 June 2017	% of budget spent	1;7	Percentage	90	10	20	50	90
Social and Community Development	Upgrade the road to the Zolani Cemetery by 30 June 2017	Upgrade completed	10	Number	1	0	0	0	1
Social and Community Development	Construct the Ashbury Library in Montagu by 30 June 2017	Construction completed	12	Number	1	0	0	0	1
Sustainable civil engineering infrastructure services	90% spent of the total amount budgeted for the upgrade of the Nkqubela sport fields by 30 June 2017 [(Total actual expenditure for the project/Total amount budgeted for the project)x100]	% of budget spent	2	Percentage	90	10	20	50	90



Directorate Engineering Services

Mr I Van der Westhuizen

- Solid Waste Management
- Civil Engineering Services
- Town Planning
- Electrical Engineering Services
- Fleet Management
- Project Management Unit

IDP Objective	KPI Name	Unit of Measurement	Ward	Target Type [R]	Annual Target	Q1	Q2	Q3	Q4
Provision of a clean environment	Recycle 900 tons of domestic waste by 30 June 2017	Number of tons of domestic waste recycled	All	Number	900	225	225	225	225
Sustainable civil engineering infrastructure services	Limit unaccounted for electricity to less than 7.5% as at 30 June 2017 ((Number of Electricity Units Purchased and/or Generated - Number of Electricity Units Sold (incl Free basic electricity)) / Number of Electricity Units Purchased and/or Generated) × 100)	% unaccounted electricity	All	Percentage	7.5	7.5	7.5	7.5	7.5
Sustainable civil engineering infrastructure services	95% of water samples comply with SANS241 micro biological indicators ((Number of water samples that comply with SANS21 indicators/Number of water samples tested)x100)	% of water samples compliant	All	Percentage	95	95	95	95	95
Sustainable civil engineering infrastructure services	Limit unaccounted for water to less than 18% as at 30 June 2017 ((Number of Kiloliters Water Purchased or Purified - Number of Kiloliters Water Sold (incl free basic water) / Number of Kiloliters Water Purchased or Purified × 100)	% unaccounted water	All	Percentage	18	18	18	18	18
Sustainable civil engineering infrastructure services	80% of effluent samples comply with permit values ((Number of effluent samples that comply with permit values/Number of effluent samples tested)x100)	% of effluent samples compliant	All	Percentage	80	80	80	80	80
Sustainable civil engineering infrastructure services	Report monthly on the implementation according to the reporting requirements on MIG funds spending during the 2016/17 financial year	Number of reports submitted	All	Number	12	3	3	3	3
Sustainable civil engineering infrastructure services	90% spent of the total amount budgeted for the supply of bulk water to Nkqubela by 30 June 2017 ((Total actual expenditure for the project/Total amount budgeted for the project)x100)	% of budget spent	2	Percentage	90	10	20	50	90
Sustainable civil engineering infrastructure services	Replace 150 pre-paid meters to reduce energy losses by 30 June 2017	Number of pre-paid meters replaced	All	Number	150	50	100	120	150
Sustainable civil engineering infrastructure services	90% spent of the total amount budgeted for the replacement and repair of street lights by 30 June 2017 ((Total actual expenditure for the project/Total amount budgeted for the project)x100)	% of budget spent	All	Percentage	90	10	20	50	90
Sustainable civil engineering infrastructure services	90% spent of the total amount budgeted for the replacement and repair on the electricity network by June 2017 ((Total actual expenditure for the project/Total amount budgeted for the project)x100)	% of budget spent	All	Percentage	90	10	20	50	90
Sustainable civil engineering infrastructure services	Implement 9 Ward Committee projects by 30 June 2017	Number of ward committee projects implemented	All	Number	9	0	3	3	3
Sustainable civil engineering infrastructure services	90% spent of the total amount budgeted for new connections by 30 June 2017 ((Total actual expenditure for the project/Total amount budgeted for the project)x100)	% of budget spent	All	Percentage	90	10	20	50	90
Sustainable civil engineering infrastructure services	Upgrade 1.5 km's of gravel to paved streets by 30 June 2017	Km's upgraded from gravel to paved	All	Number	1.5	0	0	0	1.5
Sustainable civil engineering infrastructure services	Replace 600m main sewer pump line in Ashton by 30 June 2017	Number of meters of sewer pump line replaced	9	Number	600	0	0	0	600
Provision of a clean environment	Purchase of new skip truck by 31 December 2016	Skip truck purchased	All	Number	1	0	1	0	0
Provision of a clean environment	Purchase 800 wheelie bins by 31 December 2016	Number of wheelie bins purchased	All	Number	800	0	800	0	0
Sustainable civil engineering infrastructure services	Complete the public ablation facility in Ashton by 31 March 2017	Facility completed	9	Number	1	0	0	1	0
Provision of a clean environment	Complete the construction of the new-drop off facility in Bonnievale by 30 June 2017	Facility completed	4;8	Number	1	0	0	0	1
Sustainable civil engineering infrastructure services	Complete the upgrade of the Waste Water Treatment Works in Montagu by 30 June 2017	Upgrade completed	7;12	Number	1	0	0	0	1
Sustainable civil engineering infrastructure services	90% spent of the total amount budgeted to repair leaks at the George Brink Reservoir by 30 June 2017 ((Total actual expenditure for the project/Total amount budgeted for the project)x100)	% of budget spent	7	Percentage	90	10	20	50	90
Provision of a clean environment	Construct a new transfer station in Ashton by 30 June 2017	Construction completed	9;10	Number	1	0	0	0	1
Sustainable civil engineering infrastructure services	Construct 2 additional drying beds at the Waste Water Treatment Works in Ashton by 30 June 2017	Number of drying beds constructed	9	Number	1	0	0	0	1
Sustainable civil engineering infrastructure services	Replace 750m of Koos Kok water pipeline in Robertson by 30 June 2017	Number of meters of water pipeline replaced	1;2;3	Number	750	0	0	0	750
Sustainable civil engineering infrastructure services	Replace 900m of the main outfall sewer Voortrekker Road Robertson by 30 June 2017	Number of meters of sewer outfall replaced	1;2;3	Number	900	0	0	0	900
Sustainable civil engineering infrastructure services	90% spent of the total amount budgeted to replace safety and test equipment (ladders, link sticks, earthing equipment, laptops) by 30 June 2017 ((Total actual expenditure for the project/Total amount budgeted for the project)x100)	% of budget spent	All	Percentage	90	10	20	50	90
Provision of a clean environment	Purchase Cherry Picker by 31 March 2017	Cherry Picker purchased	All	Number	1	0	0	1	0
Sustainable integrated human settlement	90% spendt of the total amount budgeted for the installation of bulk services for Housing projects by 30 June 2017 ((Total actual expenditure for the project/Total amount budgeted for the project)x100)	% of budget spent	All	Percentage	90	10	20	50	90
Institutional Development and Corporate governance	Purchase 3x LDV's and 1x 3ton tipper for Montagu by 30 June 2017	Number of LDV's and Tipper purchased	7	Number	4	0	0	0	4
Institutional Development and Corporate governance	Purchase 5 LDV's for Ashton by 30 June 2017	Number of LDV's purchased	9	Number	5	0	0	0	5
Institutional Development and Corporate governance	Purchase 1 flatbed truck for Robertson by 30 June 2017	Flatbed truck purchased	1;2;3	Number	1	0	0	0	1
Institutional Development and Corporate governance	Purchase 2 x LDV'S and 1 Tipper Truck for Bonnievale by 30 June 2017	Number of LDV's and Tipper purchased	8	Number	3	0	0	0	3
Sustainable civil engineering infrastructure services	Replace 200m waterline in Barlinka Avenue Bonnievale by 31 December 2016	Number of meters of waterline replaced	8	Number	200	0	200	0	0
Sustainable civil engineering infrastructure services	90% spent of the total amount budgeted to replace safety and test equipment (ladders, link sticks, earthing equipment, laptops) by 30 June 2017 ((Total actual expenditure for the project/Total amount budgeted for the project)x100)	% of budget spent	All	Percentage	90	10	20	50	90
Provision of a clean environment	Purchase Cherry Picker by 31 March 2017	Cherry Picker purchased	All	Number	1	0	0	1	0
Sustainable integrated human settlement	90% spendt of the total amount budgeted for the installation of bulk services for Housing projects by 30 June 2017 ((Total actual expenditure for the project/Total amount budgeted for the project)x100)	% of budget spent	All	Percentage	90	10	20	50	90
Institutional Development and Corporate governance	Purchase 3x LDV's and 1x 3ton tipper for Montagu by 30 June 2017	Number of LDV's and Tipper purchased	7	Number	4	0	0	0	4
Institutional Development and Corporate governance	Purchase 5 LDV's for Ashton by 30 June 2017	Number of LDV's purchased	9	Number	5	0	0	0	5
Institutional Development and Corporate governance	Purchase 1 flatbed truck for Robertson by 30 June 2017	Flatbed truck purchased	1;2;3	Number	1	0	0	0	1
Institutional Development and Corporate governance	Purchase 2 x LDV'S and 1 Tipper Truck for Bonnievale by 30 June 2017	Number of LDV's and Tipper purchased	8	Number	3	0	0	0	3
Sustainable civil engineering infrastructure services	Replace 200m waterline in Barlinka Avenue Bonnievale by 31 December 2016	Number of meters of waterline replaced	8	Number	200	0	200	0	0



From the
MAYOR'S pen

Residents play their part

In May, the Draft Budget and its related documents were approved by Council after intense discussions and careful consideration.

Using our various communication platforms, we called on all communities to provide us with their inputs on the Draft Budget, which includes Tariffs, the Integrated Development Plan (IDP) and the Service Delivery and Budget Implementation Plan (SDBIP).

The municipality uses these key documents as a guideline to determine how the Budget (public money) will be spent in the new financial year, starting from 1 July.

You can view these documents at any Langeberg municipal office, library or on the website at www.langeberg.gov.za.

After we finalised the municipality's financial obligations, we quickly redirected our focus to tourism, welcoming more than 14 000 visitors into our beautiful valley. I would like to thank all tourism stakehold-

ers for the warm hospitality and support shown at this time. You have all contributed to making our visitors feel at home. I am almost certain they will return soon.

Our tourism department recently represented the region at the Namibian Tourism Expo. They also arranged a Tour Operator Indaba with the aim of attracting large tour groups to the Langeberg.

The municipal activity brochure and maps have been updated and include a new wedding and wellness map. These tools assist visitors with the necessary information regarding accommodation and fun activities on offer, which will ensure they experience the best of the Langeberg.

We would like to expand our tourism sector, and thus urge all residents to support local businesses during the quiet winter season ahead. Residents can support us by marketing the area through word of mouth, social media and being Langeberg ambassadors.

Inwoners doen hul deel

Die voorlopige begroting en sy verwante dokumente is in Mei deur die raad goedgekeur ná intensiewe besprekings en deeglike oorweging.

Deur gebruik te maak van ons verskeie kommunikasieplatforms, het ons 'n beroep op alle gemeenskappe gedoen om ons van hul insette te voorsien oor die voorlopige begroting, wat tariewe, die geïntegreerde ontwikkelingsplan (GOP) en die dienslewering- en begrotingsimplementeringsplan (SDBIP) insluit.

Die munisipaliteit gebruik hierdie sleuteldokumente as gids om te bepaal hoe die begroting (openbare geld) in die volgende finansiële jaar, beginnende op 1 Julie, bestee gaan word.

Inwoners kan hierdie dokumente by enige munisipale kantoor of biblioteek van die Langeberg, of op die webwerf by www.langeberg.gov.za, besigtig.

Nadat ons die munisipaliteit se finansiële verpligtinge gefinaliseer het, het ons vinnig ons fokus verskuif na toerisme, deur meer as 14 000 besoekers in ons pragtige vallei te verwelkom. Ek wil graag alle toerismerolspelers bedank vir die warm

gasvryheid en ondersteuning wat hulle in hierdie tyd getoon het. Julle het almal bygedra om ons besoekers welkom te laat voel. Ek is byna seker hulle sal gou terugkeer.

Ons toerismedepartement het onlangs die streek by die Namibiese Toerisme-Ekspo verteenwoordig. Hulle het ook 'n indaba vir toeroperateurs gereël met die doel om groot toergroepe na die Langeberg te lok.

Die munisipaliteit se aktiwiteitsbrochure en -kaart is opgedateer en sluit 'n nuwe kaart vir troue- en welstandsmoontlikhede in.

Hierdie gereedskap help besoekers met die nodige inligting oor akkommodasie en pretaktiwiteite wat aangebied word, wat sal verseker hulle ervaar die beste van die Langeberg.

Ons sal graag ons toerismesektor wil uitbrei, en daarom doen ons 'n beroep op alle inwoners om plaaslike ondernemings deur die stil winterseisoen wat voorlê, te ondersteun. Inwoners kan ons bystaan deur die streek te bemark deur wat hulle aan vriende vertel, deur sosiale media en deur ambassadeurs vir die Langeberg te wees.

Abahlali benza inxalenye yabo

Ngexesha lenyanga kaMeyi, uHlahlo-lwabiwo mali Olungekaphunyezwa kunye namaxhwebhu anxulumene nalo athe aphunyezwa liBhunga emva kweengxoxo ezinzulu noku wanqwalasela ngenyameko.

Ekusebenziseni amaqonga ethu onxibelelwano ohlukeneyo, simemelele kuluntu lonke ukuba lusinike izimvo zalo malunga noHlahlo-lwabiwo mali olungaphunyezwa nabeluquka iirhafu, Isigcwangciso Esinxibeleneyo Sophuhliso (IDP) kunye neSigcwangciso Sokuhanjiswa Kweenkonzo Nokusetyenziswa koHlahlo-lwabiwo mali (SDBIP).

Umasipala usebenzisa lamaxhwebhu aphambili njengesikhokhelo ukumisela indlela emayichithwe ngayo imali yoluntu kunyaka-mali omtsha nozakualisa ngomhla woku-1 Julayi 2016.

Ungayokuzijongela ngokwakho lamaxhwebhu kuyo nayiphi na i-office kaMasipala waseLangeberg, kwithala-leencwadi okanye kwiwebhusaythi engu www.langeberg.gov.za

Akuba uMasipala eluqukumbele uxanduva lwakhe lwezimali, sikhawuleze saguquka saqwalasela kwezoKhenketho, sisamkela abatyeleli abangaphezu kwama-14 000 kulo mmandla wethu umhle kangaka.

Ndithanda ukubulela wonke ubani ngobubele nangekxaso yabo ngelixesha. Nonke nibe negalelo lokwenza iindwendwe zethu zizive zisekhaya. Ndiqinisekile ukuba ziza kuphinda zibuye kwakhona.

Isebe lethu lezokhenketho kutsha nje belimele lenkqila kwimiboniso yezoKhenketho eNamibia. Li-phinde kwakhona lalungiselela i-Indaba Yabaququzeleli bezoKhenketho nenjongo zayo ibikukusebenzela ukutsalela amaqela amakhulu abakhenkethi kweli laseLangeberg.

Uluhlu lwezinto ezinziwa ngumasipala kunye neemephu ziye zahlaziywa, ngoku ziquka iindawo ezintsha zemitshato nezokuzigcina usempilweni. Ezi zixhobo ziya zinceda kakhulu iindwendwe ngeenkukacha eziphathelelene neendawo zokuhlala kunye nezokuzonwabisa, nto ezo ziza kuqinisekisa ukuba ziyonwaba ngenene eLangeberg.

Singathanda ukwandisa icandelo lethu lezokhenketho, ngoko ke sibongoza bonke abahlali uku-ba baxhase oosomashishini basemakhaya ngelixesha sijonge kulo lasebusika nelizakuba lizolile. Abahlali banganika inkxaso ngokuthi bathengise lendawo ngokuthetha ngayo, besebenzisa amaqonga onxibelelwano kananjalo babezizigidimi zas-eLangeberg.



Service delivery the top priority

Call centre handles more than 1 000 cases per month

All residents are being encouraged to approach the municipality with any complaints they have.

On average, we log 1 000 calls per month and have a turnaround success rate of 95% per department.

We prioritise every case we log. This is to ensure that each case gets the necessary attention from the relevant department, so that we can provide positive feedback to the complainant at the end of the day.

Several mechanisms and processes exist within the municipality to deal with complaints regarding municipal services.

As a progressive, developmental and service delivery-focused municipality, the customer care department strongly encourages you to tell us

what we need to do to improve our services.

The Langeberg Municipality has a 24-hour Emergency and Customer Care Call Centre (0860 88 1111) which has been in operation for more than eight years now with four permanent staff members operating on a 24-hour shift system.

The centre also has an SMS system, where a unique reference number is issued (via SMS) to the individual making the complaint. In this way, the follow-up to their complaint can be monitored.

This system promotes effective communication between the municipality and the public it serves.

The system is also used to send out immediate notices to customers concerning down-time periods or explanations for the lack of service delivery

in a specific ward or town.

The benefits of having a 24/7 fully functional call centre includes:

- 24/7 accessibility of public service delivery throughout the municipal jurisdiction, including the surrounding farm areas;

- A system in which the public can direct complaints/service requests, both telephonically and online, instead of visiting municipal offices;

- A smooth and formal functioning of the complaints handling system, which assists in speeding up service delivery;

- Playing a pivotal role in redressing service delivery issues;

- Positive feedback from ward committees;

- Positive customer satisfaction survey responses from public.

The call centre aims to improve customer loyalty and satisfaction within our municipality. In addition to the centre, the municipal website (www.langeberg.gov.za), official Facebook page and Twitter handle also offer a platform for the public to comment or complain.

What systems are in place to follow up on complaints received?

When receiving complaints or general enquiries from the public, the call centre operator will electronically log the caller's details as well as the nature of the query or complaint on the customer care system.

Thereafter, the relevant department is immediately informed.

Members of the public can request a customer complaint number to follow up on the progress of a specific complaint. Website complaints are distributed and followed up by the Office of the Municipal Manager.

The Customer Care Department conducts monthly surveys, from which it draws a list of the top 10 complaints per department, ward and town.

Based on the identification of the top 10 complaints per month, it provides an indication of where problems occur in the different departments of the municipality. Analyses of complaints (per month) are sent to the relevant managers of departments.

These analyses of complaints are also forwarded to the ward committee coordinator.

The information provided in the analyses assists ward committees during their ward-based planning processes and in relevant activities.

Helpdesk procedures

Often our call centre staff are asked questions about the helpdesk procedure. To clarify this, we have put together a quick procedure guide:

- Logging a call – When logging a call with our call centre it is very important to provide as much information as possible.

The operator will request some basic information such as your name, address and contact details as well as some higher-level information about the nature of the problem.

After registering each request, the caller will automatically receive a confirmation of receipt via SMS including a call log reference number. This applies only where cellphone contact numbers are available.

It is important to take note of this number and to quote it in all correspondence or telephonic discussions relating to that particular request as it provides call traceability for both parties.

- Call categorisation – The base information

collected by the operator will give her more insight into the nature of your call. We then categorise all calls logged via the Customer Care Management system based per ward, task type code and town.

Once the operator has categorised the call, she will be able to direct your request to the department/directorate concerned electronically.

- Call response times – Depending on the nature of a call such as fires, vehicle accidents and all other emergency calls immediate call responses are applicable.

The response and resolution times for normal operational faults range from 8 to 24 hours depending on the severity and impact of the maintenance requests.

Enquiries

Feel free to contact our Emergency Customer Call Centre on 0860 88 11 11 or on 023 615 2219 for any other queries or send an e-mail to complaints@langeberg.gov.za. The public can also visit our municipal website (www.langeberg.gov.za) to log a complaint or query.

Diens- lewering die topprioriteit

Alle inwoners word aangemoedig om die Langeberg-munisipaliteit te nader met klagtes. Die munisipaliteit registreer 'n gemiddeld van 1 000 klagtes per maand en het 'n omkeersuksessyfer van 95% per departement. Elke klagte wat ontvang word, word geprioritiseer. Dit word gedoen om te verseker dat elke saak die nodige aandag van die relevante departement kry sodat positiewe terugvoering uiteindelik aan die klaer gegee kan word.

Verskeie meganismes en prosedures bestaan binne die munisipaliteit om klagtes ten opsigte van munisipale dienslewering te hanteer. As 'n progressiewe, ontwikkelende en diensgeoriënteerde munisipaliteit, moedig die kliëntediensdepartement inwoners aan om ons te sê wat nodig is om ons diens te verbeter.

Die Langeberg-munisipaliteit het 'n 24 uur noodgeval- en kliëntediensinbelsentrum (0860 88 1111) wat reeds vir langer as agt jaar gebruik word en nou vier permanente personeellede het wat op 'n 24-uur skofstelsel funksioneer.

Die sentrum het ook 'n SMS-stelsel in plek wat 'n unieke verwysingsnommer uitreik en wat na 'n klaer ge-SMS word om klagtes akkuraat te monitor en op te volg. Die stelsel bevorder effektiewe kommunikasie tussen die inbelsentrum en die publiek. Die stelsel word ook benut om onmiddellike kennisgewings aan klante te stuur met betrekking tot stilstand-periodes of verduidelikings vir 'n gebrek aan dienslewering binne 'n spesifieke wyk of dorp.

Van die voordele van 'n 24/7 ten volle funksionele inbelsentrum sluit in:

- 24/7 Toeganklikheid van openbare dienslewering deur die hele munisipale jurisdiksie, insluitend omliggende landelike areas.

- Die gemeenskap kan klagtes of diensleweringsoesoeke telefonies sowel as aanlyn rig in stede daarvan om die munisipale kantore te besoek.

- Gladde en formele funksionering van die klagtehanteringsstelsel wat dienslewering bespoedig.

- Speel 'n belangrike rol in regstelling van diensleweringsskewings.

- Positiewe terugvoering van wykskomitees.

- Positiewe kliëntetevredenheidsreaksies op 'n opname onder die publiek.

Die inbelsentrum streef daarna om kliënteloyaliteit en tevredenheid binne die munisipaliteit te bevorder. Benewens die inbelsentrum bied die amptelike munisipale webtuiste, www.langeberg.gov.za, Facebookblad en Twitter-handvatsel ook 'n platform aan die publiek om kommentaar te lewer of klagtes aan te meld.



Watter stelsels is in plek om klagtes wat ontvang word op te volg?

Wanneer klagtes of algemene navrae van die publiek ontvang word, sal die inbelsentrumoperateur onmiddellik die klaer se besonderhede en die aard van die navraag of klagte elektronies op die kliëntediensstelsel invoer. Hierna word die relevante departement dadelik in kennis gestel.

Lede van die publiek kan 'n klagtenommer aanvra om later om vordering ten opsigte van die klagte op te volg. Klagtes wat op die webtuiste ontvang word, word verdeel en opgevolg deur die kantoor van die munisipale bestuurder.

Die kliëntediensdepartement doen maandelikse opnames waaruit 'n lys van die top-tien klagtes per departement, wyk en dorp saamgestel word. Dit gee 'n aanduiding waar probleme binne die verskillende departemente van die munisipaliteit opduik. Maandelikse ontledings van klagtes word na die bestuurders van die onderskeie departemente, sowel as die wykskomiteekoördineerder gestuur. Die inligting wat in dié analise verskaf word, help wykskomitees in hul onderskeie wyksbeplanningsprosesse en relevante aktiwiteite.

Hulptoonbankprosedure

Die inbelsenturpersoneel ontvang dikwels vrae ten opsigte van die hulptoonbankprosedure. Om dit op te klaar het die munisipaliteit 'n gids saamgestel:

■ Maak van 'n oproep – Wanneer 'n oproep na die inbelsentrum gemaak word, is dit belangrik om soveel moontlik inligting te verskaf. Die operateur sal basiese inligting soos jou naam, adres, kontakbesonderhede, sowel as inligting ten opsigte van die probleem aanvra.

Na elke navraag geregistreer is, sal die inbeller bevestiging van ontvangs deur 'n SMS, wat 'n verwysingsnommer insluit, ontvang. Dit geld slegs in gevalle waar selfoonnommers beskikbaar is. Dit is belangrik om dié verwysingsnommer te bewaar en dit te gebruik in alle verdere navrae ten opsigte van die spesifieke klagte aangesien dit op-roepnasporing vir albei partye moontlik maak.

■ Oproepkategorisering – Die basiese inligting wat die operateur inwin, sal haar insig gee in die aard van jou oproepe. Die oproepe word dan via die kliëntediensbestuurstelsel gekategoriseer, gebaseer op wyk, taaktype-kode en dorp. Wanneer die operateur die oproep gekategoriseer het sal sy jou klagte of navraag elektronies na die gepaste departement stuur.

■ Oproep-reaksietye

Reaksietye hang af van die aard van die oproep. In gevalle van brande, ongelukke en ander noodoproepe geld onmiddellike reaksie. Die reaksie en oplostye vir normale operasionele probleme wissel van 8 tot 24 uur, afhangend van die ernstigheidsgraad en impak van die onderhoudsvraag.

Navrae

Navrae kan aan die kliëntediens-noodlyn by 0860 88 11 11 of 023 615 2219 gerig word. Ander navrae kan per e-pos aan complaints@langeberg.gov.za gestuur word. Die publiek kan ook die munisipale webtuiste (www.langeberg.gov.za) besoek om 'n klagte aan te meld of navraag te rig.

Unikezelo lweenkonzo lolona 'Luphambili'

IZIKO LOKUTSALELA IMINXEBE LISEBENZA NGEZIKHAZALO EZINGAPHEZU KWE-1 000 NGENYANGA

Bonke abahlali bayakhuthazwa ukuba baye kwasipala xa benezikhalazo abanazo.

Ngokomlinganiselo, sishicelela iminxeba eli-1 000 ngenyanga kwaye izinga lempumelelo lokusombulula izikhalazo lisebe ngalinye likumnyinge ka95%.

Sizibeka phambili zonke izikhalazo esizifumanayo sazishicelela. Oku kwenza siqinisekise ukuba isikhalazo ngasinye sifumana ingqalelelo esidingayo kwisebe esinxulubene naso, khonukuze sikwazi ekupheleni kosuku sinike ingxelo evakalayo kumkhalazi ekhupheleni kosuku.

Zilqela iindlela kunye neenkqubo ezikhoyo kumasipala nezithi zisetyenziselwe ukuhlangabezana nezikhalazo ezimalunga neenkonzozakamasipala.

Njengomasipala ogxile kwinkqubela, kuphuhliso kunye nokunikezelwa kweenkonzo, isebe elinyamekela abahlali liyayikhuthaza kakhulu into yokuba usixelele ngalonto ifanale ukwenziwa ukuphucula iinkonzozethu.

UMasipala waseLangeberg uneZiko Lokutsalela Iminxeba Yongxamiseko Nokunyamekela Abahlali elisebenza iiyure ezinga-24 kwinombolo engu(0860 88 1111) nekungoku nje lineminyaka engaphezu kwesibhozo lisebenza linamalungu abasebenzi abane abesisigxina nabasebenza ngokutshintshisana iiyure ezingama-24.

Eliziko likwanayo nenkqubo yee-SMSes, apho khona umntu ngamnye ofaka isikhalazo uye anikwe

Zeziphi iinkqubo ezimiselelweyo ukuze kube nokulandela izikhalazo ezifunyenweyo?

Xa kungena izikhalazo okanye umbuzo zejikelele ngento efuna ukuqondwa sisuka kuluntu, umsebenzi weZiko Lokutsalela Iminxeba uye asishicelele kwikhompuyutha efaka iingcukacha zalowo utsaleleyo abhale nokuba simalunga nantoni isikhalazo esebenzisa lonkqubo yenzelwe ukunyamekela izikhalazo zoluntu.

Emvakoko, icandelo elibandakanyekayo liye laziswe kwangoko.

Amalungu asekuhlaleni anakho ukuzicelela inombolo yezikhalazo ukuze umntu abenakho ukusilandela ngenzame zokuqonda ngomgama seluhlanjwe ngaso. Izikhalazo ezishiywe kwiwebhusayithi zona ziye zithunyelwe kulo macandelo abandakanyekayo zize zilandelwe yi-Ofisi kaMphathi kaMasipala.

Icandelo lokunyamekelwa kwezikhalazo zoluntu luye lwenze uvavanyo-zimvo eleke nyanga nalapho kuye kukhethwe izikhalazo ezilishumi nezi zezona zitshotsh'entla ngakwicandelo, ngakwiwadi nakwidolophu.

Oku kuphawulwa kwezikhalazo zilishumi zits-hotsh'entla olwenziwa ngenyanga, kuye kunike ukuqondwa konobangela wengxaki kulo macandelo ohlukeneyo kaMasipala. Olo hloosiso lweezikhalazo nolwenziwa eleke nyanga luye luthunyelwe kwabobamphathi balo macandela abandakanyekayo.

Olo hloosiso lweezikhalazo olwenziwa ngenyanga luye luthunyelwe Kubangxibelelanisi beeKomiti ze-Wadi kwaye lo nkcazelo iye incede iikomiti zewadi ngexesha lokwenziwa kokucetyelwa ngokwewadi kananjalo nakwimisebenzi ephthalene nekomiti zewadi.

Iindlela zokusebenzisa idesika yoncedo

iinombolo eyeyakhe echanekileyo nekhutshwa ngeSMS khonukuze abenokuyisebenzisa xa ekhangela okanye elandela isikhalazo asenzileyo.

Le nkqubo ikhuthaza unxibelelwano olusebenzayo phakathi kweZiko Lokutsalela Iminxeba kunye nowonke-wonke.

Le nkqubo ikwasetyenziselwa ukuthumela izaziso ezingxamisekileyo kubahlali ezimalunga namaxesha okucima kombane okanye kube kucaciswa nokungaphumeleli konikezelo lweenkonzo kwiwadi okanye idolophu ethile.

Ezinye zeenzuzo zokuba neziko lokutsalela iminxeba nelisebenza i-24/7 ziquka ezi zilandelayo:

■ Ukufikelela 24/7 kunikezelo lweenkonzo zikawonke-wonke kulommandla kamasipala uphela kuku neendawo zasefama.

■ Uluntu lungafaka nqo isikhalazo/ukucela iin-

konzo ngomnxeba kwanange-intanethi endaweni yokuba utyelele ii-ofisi zikamasipala

■ Ukusebenziseka lula nangondiliseko kwalenkqubo yokuphathwa kwezikhalazo, nethi incedise ekukhawuleziseni konikezelo lweenkonzo.

■ Lidlala indima ebalulekileyo ukulungisa imiba engonikezelo lweenkonzo.

■ Ingxelo eyakhayo esuka kwiiKomiti zeWadi

■ Ingxelo yokwaneliseka kwabahlali kwimpundu zophando zimvo zikawonke-wonke.

Iziko Lokutsalela Iminxeba lijolise ekuphuculeni ukunyaniseka nokwaneliseka kwabahlali abalapha kumasipala. Ukongezelela kweLiziko, iwebhusayithi kamasipala (engu: (www.langeberg.gov.za), iphepha likaFacebook elisemthethweni kunye noTwitter nazo zinika iqonga lokuzavakalisa izimvo okanye izikhalazo kuwonke-wonke.



Ubukhulu becala abasebenzi kwiziko lokutsalela iminxeba baye babuzwe imibuzo malunga nendlela yokusetyenziswa kwedesika yoncedo. Ukunika ukhanyo malunga nokusetyenziswa kwayo, siye sadibanisa msinyane isikhokhelelo ngokuyisetyenziswa:

■ Ukutsalela umnxeba – Xana utsalela umnxeba kwiziko lokutsalela iminxeba kubalulekile kakhulu ukuba unike umsebenzi weziko lokutsalela iminxeba iinkcukacha kangangoko unako.

Lo mntu uzakucela umnike ingcumbolofana negama lakho, idilesi, inombolo ye-akhawunti yaka-masipala kunye nenombolo abenokuqhagamshelana ngayo naye nokuba yintoni ingxaki.

Umsebenzi kwiziko lokutsalela iminxeba azakunika inombolo yokubhaliswa kwayo. Kubalulekile ke ukuba uyithathele ingqalelo le nombolo ngoba kufuneka uyisebenzise ngalo lonke ixesha ubhalela okanye utsalela umnxeba malunga nalo ngxaki khonukuze bakwazi ukuland'umkhondo wayo.

■ Ukuhlelwa kweminxeba – Iinkcukacha ezibalulekileyo eziqukelelwe ngumsebenzi weziko lokutsalela iminxeba zimenza abenolwazi ngobunjani bengxaki.

Siye siyihlele yonke iminxeba engenileyo ngokweNkqubo yokuLanda Kokunyamekelwa Kwezikha-

lazo ntolelo yenziwa ngokwewadi, ngokwenombolo yomfaki-sikhalazo kunye nedolophu.

Xana umsebenzi weziko lokutsalela iminxeba ewuhlelele umnxeba, uyakwazi kengoku ukusithumela isicelo sakho kwicandela elibandakanyekayo ngekompuyutha.

■ Amaxesha Okusabela Kwisikhalazo – Kuxhomekeka ukuba sithini isizathu sokutsalwa komnxeba; mhlawumbi sesomlilo, sesengozi zenqwelo nayo yonke eminye iminxeba yamaxesha ongaxamiseko; ukusabelo kwenjalo iminxeba kwenzeka kwangoko.

Amaxesha okusabela nokulungisa umonakalo oqhelekileyo, oko kwenziwa phakathi kweeyure ezisi-8 ukuya kwezingama-24 noko kuxhomekeka kubungakani bomonakalo nezinto ezinokusetyenziswa ukuyihlangabeza. Kwaneenkukacha eziphathelele nezikhalazo eso sifakiweyo.

Imibuzo

Khululeka utsalele Iziko Lokutsalela Iminxeba Lamaxesha kaXakeka neloKunyamekela Izikhalazo Zabahlali ku-0860 88 1111 okanye utsalele ku-023-615 2219 nangayiphi na imibuzo okanye uzithumele kwi-imeyile engu- complaints@langeberg.gov.za. Uluntu lungatyelela kwakho kwiwebhusayithi kamasipala engu langeberg.gov.za bafake izikhalazo okanye imibuzo.

i-Indaba yabaququzeleli bezokhenketho

UMasipala waseLangeberg kutshanje wenze amalungiselelo waza wasingatha i-indaba yantsukumbini yabaququzeleli bezokhenketho.

Iinjongo zale-indaba ibikukwazisa abaququzeleli bezokhenketho malunga neemveliso zokhenketho ekubonelelwa ngazo kulenkqila yaseLangeberg. Emva koku, bangakwazi ukuqulunqa uluhlu lwamaxabiso ukuze babenokwazi ukuzisa amaqela abakhenkethi kule ngingqi, ngokwenza njalo, lizakunyusa inani labatyaleli.

I-Indaba iqale ngoLwesithathu, umhla we-11 Meyi 2016, eRooiberg Cellar. Apha kulapho abeFama yakwa-Orange Grove, abakwaRooiberg Winery, iNkampani yakwaSaggy Stone Brewing kunye nabakwaBodega de Vinho, batsale umdla wabaququzeleli bezokhenketho ngeendawo zokuhlala zabo ezikwinqanaba le-5 star, ngoluhlu lwezinto ezongezelweyo, ngezinto ezinokwenziwa, ngewayini emnandi, ngamabhiya enziwa ngesandla kwakunye nokutya okumnandi. Eli nqanaba lokhenketho livaleliswe ngesothuso sesidlo sasemini esenziwe ngabakwaBodega de Vinho, senkukhu, i-gourmet burger, iikhalarhi kunye neewraps.

Abaququzeleli baye bathuthwa basiwa eHotele yase-Small Robertson apho bathe baboniswa amagumbi okulala alungiswe ahonjiswa kakuhle, kwiNdawo Yokutyla kaRuben baze baboniswa nendawo elichibi lokuqhubha.

Emva koko, eliqela liye lonwabela isidlo sasemva kwemini kwindawo yokutyla yasekuhlaleni iSpaces. Ileshoni yesibini iye yabanjelwa eRosendal Winery neWellness Retreat. Abakwa-Owl's Rest Olive kunye nabeFama iLavender, abakwa-Marbrin Olive

Growers kunye nabeWayini zakwaKranskop babonise ngeemveliso zabo zomnquma ezibaphumelelise iimbazo, iiwayini, ukutya okuyolisayo kwaneemveliso zamayeza. Emva koku, eliqela liye laboniswa iindawo zokuhlala ezifumanekayo kwanezo zilungiselelwe ukuzilolonga zaseRosendal Winery neWellness Retreat.

Isigaba sokugqibela solusuku sigqityezelwe ngohambo ngesikhophe olungasokuze lulibaleka kuMlambo iKolgans weNdawo Yokutyla kwiFama yeNdwendwe iNerina. Wonke umntu uye wasonwabela isidlo sangokuhlwa esiyolisa intliziyo saseMzantsi Afrika bekwisikhophe ngoxa bebuka ubuhle bendlalo.

Eliqela liyokubekwa kwiHotele iMontagu Country apho baye baphumlela ubusuku obumnandi.

Ngosuku lwesibini (Ngolwesine, 12 Meyi 2016) baqalise kakuhle nangethuba ngesidlo sasekuseni kwiHotele iMontagu Country. Oku kwakhona kulapho bathe baboniswa leholete kwanezinto ezikwafumaneka kwakuyo.

Wonke ubani uye wahamba ungama omfutshane ukuya eMimosa Lodge ekwisitalato iChurch. Apho eLodge, ummeli waseFama yaseProtea uchazele eloqela ngohambo lwetrekta oluya encochayini yeeNtaba zaseLangeberg, ngesidlo sasemini esiphikelwa phandle, indawo yokuhlala kwanezinye izinto ezonokwenziwa apho. Msinyane emva kwaleseshini, abakwaCape Dry, batsala umdla weliqela ngeemveliso zabo zeziqhamo ezomisiweyo.

Iqela lishiye apho lisiya Kumzi-mveliso weWayini wakwaWeltevrede eBonnievale. Kulomzi-mveliso, abaququzeleli bathathwe bayokufumana ukungcamla okukhethekileyo kwewayini bengaphantsi komhlaba, into abangasokuze bayilibale ngokwenene.



ne.

Indawo yokugqibela abamise kuyo koluhambo lwabo lumangalisayo kube Kwindlu Yokutyla neye-Miboniso Yobugcisa eFlora, eMcGregor. Apho wonke ubani wonwabele isidlo esimnandi esinempilo sasemva kwemini besela iwayini eyiLord's MCC Brut Rose. Kamva, abaququzeleli baqumle indlela babhekisa kuMzi-mveliso woMnquma wakwaRheboksraal besiyo kungcamla iimveliso zomnquma ezivuzisa izingcwe.

Olukhenketho luphele ngokusesikweni ngokutyelela eWahnfried. Lena yindlu enomfunziselo wase-Moroko nonePiyano Ezukileyo yakwaBechstein, izitulo zintofontofo ukwanomatshini wokudlala imiboniso bhanyabhanya, noyidlala ngokucace gca nofakelwe izixhobo sesandi esidumisayo esikutsho ubenemincili.

Le indaba ivakaliswe njengempumelelo enkulu.



Indaba showcases Langeberg tourism gems

The Langeberg Municipality recently arranged and hosted a two-day tour operator indaba.

The purpose of the indaba was to inform tour operators about the tourism products on offer in the Langeberg region. After this experience, they can compile packages and bring groups to this region and, in so doing, increase the number of visitors.

The indaba kicked off on Wednesday 11 May at Rooiberg Cellar. This is where Orange Grove Farm, Rooiberg Winery, Saggy Stone Brewing Company and Bodega de Vinho enticed the operators with their five-star accommodation, cosmetic range, activities, fine wines, craft beer and delicious food. This stage of the tour ended at Bodega de Vinho, which provided a surprise lunch of butter chicken, gourmet burgers, calamari and wraps.

The operators were then escorted to the Robertson Small Hotel where they were shown the exquisitely decorated bedrooms, Reuben's Restaurant and the swimming pool area.

Afterwards, the group enjoyed lunch at the local restaurant Spaces.

The second session was held at Rosendal Winery & Wellness Retreat. Owl's Rest Olive and Lavender Farm, Marbrin Olive Growers and Kranskop Wines exhibited their award-winning olive products, wines, culinary delights and medicinal products. Afterwards, the group was shown the accommodation available and the wellness offerings at Rosendal Winery and Wellness Retreat.

The final stage of the day finished with an unforgettable boat cruise on the Kolgans River Restaurant at Nerina's Guest Farm. Everyone enjoyed a hearty South African dinner on the boat while enjoying the spectacular scenery.

The group was then dropped off at the Montagu Country Hotel, where they enjoyed a good night's rest.

The second day (Thursday 12 May) started bright and early with breakfast at the Montagu Country Hotel. This is also where the group was introduced to the hotel and what it offers.



Everyone then took a short walk to Mimosa Lodge in Church Street. At the lodge, a representative of Protea Farm informed the group about the tractor trip to the summit of the Langeberg mountains, potjiekos lunches, accommodation and other activities. Swiftly after this session, Cape Dry enticed them with their dried fruit products.

The group then left for Weltevrede Wine Estate in Bonnievale. At this estate, the operators were given a unique underground (wine cellar) wine tasting experience, a truly memorable moment.

The final stop of this magnificent journey ended at Flora's Eating House & Gallery in McGregor. Here, everyone enjoyed a good healthy lunch with a glass of Lord's MCC Brut Rose. Then, the operators walked across the road to taste some of Rheboksraal Olive Estate's delectable olive products.

The tour officially ended with a visit to Wahnfried. This is a Moroccan-inspired house furnished with an 1873 Bechstein grand piano, comfortable chairs and a film projector, which plays movies in high definition with added surround sound, making for a thrilling experience.

The indaba was declared a great success.



Die Langeberg-munisipaliteit het onlangs 'n tweedag toeroperateur-indaba gereël en aangebied.

Die doel van die indaba was om toeroperateurs in te lig oor die toerismeprodukte in die Langeberg-streek met die oog daarop dat hulle na afloop van hul eie ervaring, pakkette kan saamstel en toergroep na die streek bring om só die aantal besoekers na die streek te verhoog.

Die indaba het op Woensdag 11 Mei by die Rooiberg Kelder afgeskop waar Orange Grove Farm, Rooiberg Kelder, Saggy Stone Brewing Company en Bodega de Vinho besoekers verlei het met hul vyfster-akkommodasie, kosmetiekreeks, aktiwiteite, uitstekende wyne, boetiekbier en heerlike kos. Dié been van die toer het by Bodega de Vinho geëindig waar gaste verras is met 'n middagete met botterhoender, gourmet burgers, calamari en wraps.

Hierna is die operateurs na die Robertson Small Hotel waar hulle die voortreflik ingerigte slaapkamers, Reuben's Restaurant en die swembadarea gewys is. Die groep het 'n ligte middagete by die plaaslike restaurant Spaces geniet.

Indaba vertoon Langeberg se toerismeskatte

Die tweede sessie is by Rosendal Winery & Wellness Retreat, Owl's Rest Olive & Lavender Farm, Marbrin Olive Growers en Kranskop Wyne gehou waar hul bekroonde olyfprodukte, wyne, kulinêre heerlikhede en medisinale produkte uitgestal is. Hierna het die groep gaan kyk na die akkommodasie wat by Rosendal beskikbaar is.

Die laaste been van die dag het geëindig met 'n onvergeetlike bootrit op die Kolgans River Restaurant by Nerina's Guest Farm. Toergaste het 'n smaaklike Suid-Afrikaanse aandete op die boot geniet en terselfdertyd die asemrowende natuurskoon bewonder. Die groep het 'n goeie nagrus by die Montagu Country Hotel geniet.

Die tweede dag van die toer (Donderdag, 12 Mei) het met 'n ontbyt by die Montagu Country Hotel begin terwyl hulle ook ingelig is ten opsigte van alles wat die hotel bied. Hierna het 'n kort wandeling na Mimosa Lodge in Kerkstraat gevolg waar 'n verteenwoordiger van Protea Farm hulle meer vertel het oor sy trekerritte na die kruin van die Langeberge, potjiekos-middagete, akkommodasie en ander aktiwiteite. Kort na dié sessie is toergaste ook met Cape Dry se droëvrugteprodukte verlei.

Die groep het Montagu verlaat vir 'n besoek aan die Weltevrede Wynlandgoed in Bonnievale. Hiër is hulle bederf met 'n unieke en onvergeetlike wynproe-ervaring in 'n ondergrondse kelder.

Van hier is die groep na Flora's Eating House & Gallery in McGregor, waar hulle 'n heerlike middagete saam met 'n glas Lord's MCC Brut Rose kon geniet. Hierna het hulle oor die straat gestap om Rheboksraal Olive Estate se olyfprodukte te beproef.

Die toer het met 'n besoek aan Wahnfried geëindig. Dié Marokkaans-geïnspireerde huis met 'n 1873 Bechstein-vleuelklavier, gemaklike stoele en filmprojektor wat hoëdefinisiefilms vertoon, tesame met omringende klank sorg vir 'n opwindende ervaring. Die indaba is as 'n groot sukses bestempel.

R20 m upgrades to Montagu’s wastewater treatment works

The Langeberg Municipality is currently upgrading its wastewater treatment works in Montagu so the facility is able to filter larger amounts of sewage water. This project is valued at R20 966 million.

The core function of this facility is to purify sewage water before releasing the effluent back into the ecosystem (river).

The facility, at this stage, is only able to process a maximum of 1,6 megalitres of (sewage) water per day. However, the treatment works have been receiving inflows of up to 2,2 megalitres per day, which it wasn’t designed to handle. Therefore, due to the under-capacity of the facility, the upgrades were needed. The upgrades, which are 65% complete, include installation of a new reactor, clarifier, inlet work (the point where sewage water is received from the town), fencing and the complete refurbishment of the existing works.

Once the project is complete, the final effluent exiting the works will be of a better quality. The project is expected to be complete in September 2016.

I-R20m yokuphucula Umsebenzi Wokucocwa Kwamanzi Amdaka eMontagu

UMasipala waseLangeberg ngoku uphucula Umsebenzi Wokucocwa Kwamanzi Amdaka eMontagu, khonukuze eliziko libenakho ukuhlaza isixa esikhulu samanzi amdaka.

Le projekti ixabisa malunga nezigidi ezingama-20.966 zeerandi.

Umsebenzi ophambili weliziko kukucocisisa lamanzi amdaka, phambi kokuba achithelwe ngaphandle kwindalo (kumlambo).

Eliziko, okwangoku, likwazi ukucoca kuphela ubuninzi obungange-1.6 megaliters yamanzi amdaka ngemini.

Sekunjalo, Umsebenzi Wokucocwa kwamanzi ubufumana amanzi angenayo anyuka ayokutsho kwi-2.2 megaliters ngemini, ntoleyo ingazange ilungiselelwe ukuyithwala. Ngoko ke, ngenxa yokubanganeno ngamandla omthamo wamanzi elikwazi ukuwuthwala, bekufanelekile ukuliphucula.

Ukuliphucula, nesekwenziwe ne65% yomsebenzi, kuquka ukufakelwa kwemitshini emitsha woku-reactor, woku-clarifier, kunye nowokungenisa amanzi amdaka asuka edolophini, ukufakelwa kocinga kunye nokuhlaziya ngokugqibeleleyo kwemisebenzi ekhoyo. Xa igqityiwe leprojeki, amanzi angawokugqibela amdaka nachithelwa ngaphandle akuba ekumgangatho ongcono.

Leprojeki kulindeleke igqitywe ngoSeptemba 2016.

R20 m-opgradering vir Montagu se afvalwater-suiweringswerke

Die Langeberg-munisipaliteit is tans besig om sy vuilwater-behandelingswerke in Montagu op te gradeer sodat dié fasiliteit groter hoeveelhede rioolwater kan suiwer.

Die waarde van die projek beloop R20 966 miljoen. Die hoof funksie van dié fasiliteit is om rioolwater te suiwer voor die uitloopwater terug in die ekosistelsel (rivier) vrygelaat word.

Die fasiliteit kan in hierdie stadium ’n maksimum van 1,6 megaliter rioolwater per dag verwerk. Die behandelingswerke ontvang egter ’n invloei van tot 2,2 megaliter per dag en beskik nie oor die kapasiteit om dit te hanteer nie.

Die opgradering was dus, weens die onderkapasiteit, genoodsaak.

Die opgradering, wat reeds 65% voltooi is, sluit die installering van ’n nuwe reaktor, verhelderaar, inlaatwerke (punt waar die riool vanaf die dorp ontvang word), omheining en algehele opknapping van die bestaande werke in.

Wanneer die projek voltooi is, sal die uiteindelijke uitloopwater wat die werke verlaat van ’n beter kwaliteit wees. Die projek sal na verwagting in September vanjaar voltooi word.

Water analysis

ANALYSES	ASHTON Sample no.: 9567 Date Sample: 2016/05/05 Date Analysed: 2016/05/06	BONNIEVALE Sample no.: 9557 Date Sample: 2016/05/05 Date Analysed: 2016/05/06	McGREGOR Sample no.: 9552 Date Sample: 2016/05/05 Date Analysed: 2016/05/06	MONTAGU Sample no.: 9561 Date Sample: 2016/05/05 Date Analysed: 2016/05/06	ROBERTSON Sample no.: 9546 Date Sample: 2016/05/05 Date Analysed: 2016/05/06	SANS 241-1 2011
pH (at 25 °C)	6,60	6,67	6,60	6,70	6,83	• 5 - • 9,7 Operational
Conductivity (mS/m) (at 25 °C)	38,0	9,28	12,5	29,5	21,0	• 170 Aesthetic
Turbidity (NTU)	4,9	32,0	0,43	0,36	1,7	• 5 Aesthetic • 1 Operational
Langelier Saturation Index (at 25 °C)	-2,7	-2,6	-3,4	-2,6	-2,8	N/A
Ryznar Index	11,9	11,9	13,4	11,9	12,5	N/A
Colour (mg/l as Pt)	<4	<4	<4	<4	<4	•15 Aesthetic
CaCO3 Precipitation Potential (mg/l)	-24,0	-19,8	-19,4	-19,0	-12,6	N/A
Total Alkalinity (mg/l as CaCO3)	19,5	18,2	13,8	18,4	13,0	N/A
Total Hardness (mg/l as CaCO3)	52,9	45,5	12,1	42,9	29,8	N/A
Calcium (mg/l as Ca)	8,2	8,2	1,9	7,5	4,7	N/A
Magnesium (mg/l as Mg)	7,9	6,1	1,8	5,9	4,4	N/A
Aluminium (ug/l asAl)	1 030	492	364	104	322	•300 Operational
Iron (ug/l asFe)	159	97	<24	<24	41	• 300 Aesthetic • 2 000 Chronic <0,05Health
Free Chlorine (mg/l)	<0,05	0,06	<0,05	1,1	0,30	•5,0 Chronic Health
E.coli (count per 100ml)	<1	<1	<1	<1	<1	Not Detected Acute Health -1
Total Coliform Bacteria (count per 100ml)	<1	3	185	<1	<1	• 10 Operational
Calcium Hardness (mg/l as CaCO3)	20,5	20,5	4,8	18,8	11,8	N/A
Magnesium Hardness (mg/l as CaCO3)	32,4	25,0	7,4	24,2	18,0	N/A
Heterotrophic Plate Count (count per ml)	<1	12	1 212	<1	<1	• 1 000 Operational

It is important that treated water complies with the strict South African National Standards (SANS). Analysis reports are done monthly at these purification plants by an external service provider, the SANS-accredited AL Abbot and Associates. The latest available report, compiled in April, breaks down the five towns’ treated water results and shows the water to be safe according to the SANS 241 standards, as indicated in this SANS certificate of analysis report.

Dit is belangrik dat die behandelde water voldoen aan die streng Suid-Afrikaanse Nasionale Standaard (SANS). Ontledingsverslae word op ’n maandelikse basis by hierdie suiweringsaanlegte deur ’n eksterne diensverskaffer, die SANS-geakkrediteerde A.L. Abbot and Associates, gedoen. Die mees onlangse verslag, saamgestel in April, gee ’n uiteensetting van die vyf dorpe se behandelde water en dui aan dat die water veilig is volgens die SANS 241-standaard, soos in die tabel hierbo.

Ingingqi yaseLangeberg inamaziko amahlanu okucoca amanzi aselwayo kunye namanye amahlanu okucoca awelindle. Kubalulekile ukuba oku kucocwa kwamanzi kwenziwe ngokwemigqaliselo enqingwe ngabakwaSouth National Standards (SANS). Iingxelo zokuhlolwa kwamanzi zenziwa rhoqo ngenyanga kulo maziko okucocwa kwamanzi, lusenziwa leqela langaphandle elinikezela ngalo nkonzo, lakwa- A.L. Abbot and Associates neliphunyeziweyo lakwa-SANS. Ingxelo yamva-nje equlungwe nguMasipala waseLangeberg ngo-uApreli icazulula iziphumo zokucocwa kwamanzi kwidolophu zontlanu, ikwaphawula neziphumo zokukhuseleka kwamanzi ngokwamanqanaba ka-SANS 241 nanjengoko kubonakalisiwe kwesi sigcangca sengxelo yokuhlolwa singezantsi neyenziwe ngabakwa-SANS.



Vandalism at cemeteries a major concern

Cemeteries are the final resting places of our loved ones. It's a sacred place where families gather to pay their respects, reminisce about past events and find peace.

Although cemeteries are such special places in society, here in the Langeberg it's become the perfect target for acts of vandalism.

The seclusion of a cemetery makes it an ideal place for criminal activities. At the older cemeteries we often find that the families of the deceased have moved out of the area and the grave plots are no longer being maintained.

There are 15 cemeteries spread across the Langeberg region. The ones that are mostly affected by vandalism in-

clude cemeteries in Robertson (White Street and Droëheuwel) and Ashton (Conradiedorp). And to a lesser extent, Bonnievale and Montagu cemeteries are also affected.

Reports show that formal gravestones are being knocked over, metal fencing stolen, taps and water pipes are destroyed, and litter from surrounding homes is dumped on cemetery premises.

Vandals seem to be drawn to the metal for pilfering, as it can be easily exchanged for money.

A lack of recreational facilities and activities in the five towns could be a main contributing factor to such acts of vandalism. Having no constructive outlets gives

rise to, say, more and more cars being parked at secluded spots, such as cemeteries, for convivial activities involving excessive consumption of alcohol and/or other substances, among other activities.

Due to the constant vandalism, the Langeberg Municipality has stopped the water supply to the cemeteries and no longer replaces the stolen fences. The damaged headstones are being repaired by the families of the deceased. This means that the actual money spent by the municipality on repairs has been curtailed.

Implementing security measures at cemeteries is a difficult and costly venture, due to these facilities generally be-

ing situated on the outskirts of towns (adjacent to natural veld areas), and the size of the area that must be secured is large. Therefore, the municipality has started planting thorny perimeter hedges as a replacement for the stolen fencing.

Cemeteries belong to the community, as they are the final resting place of people's loved ones. For this reason alone, such facilities should, at all times, be respected and preserved.

We urge all residents to protect these sacred public spaces. It is the responsibility of all citizens to report acts of van-

dalism and ensure our cemeteries are kept in a good state.

If you would like to report any acts of vandalism, contact Langeberg Municipality's Call Centre on 0860 88 1111.

How does vandalism affect service delivery?

■ Stopping the water supply to these cemeteries inconveniences families visiting the graves, re-constructing headstones or placing flowers.

■ Lack of water also affects greening efforts at cemeteries and makes them appear unmaintained.



Vandalisme by begraafplase groot bron van kommer

Begraafplase is die laaste rusplek van ons geliefdes. Dit is 'n gewyde plek waar families byeenkom om hul respek te betoon, herinneringe te herroep en vrede te vind.

Hoewel begraafplase spesiale plekke in die samelewing is, het dit in die Langeberg die perfekte teiken vir vandale geword.

Die afsondering van 'n begraafplaas maak dit die ideale plek vir kriminele aktiwiteit. By ouer begraafplase word dit dikwels gevind dat die familie van die oorledenes uit die area verhuis het en die grafte dus nie in stand gehou word nie.

Daar is 15 begraafplase in die Langeberg-streek. Die wat die meeste deur vandalisme geraak word sluit die begraafplase in Whitestraat en Droëheuwel in Robertson en dié in Conradiedorp, Ashton in. Begraafplase in Bonnievale en Montagu word in 'n mindere mate geraak.

Inligting dui daarop dat grafstene om-

gegooi word, metaalheinings gesteel word, krane en waterpype vernietig word en rommel gestort word by persele wat aan begraafplase grens.

Vandale word na metaaldiefstal gelok omdat dit verkoop kan word.

'n Gebrek aan ontspanningsfasiliteite en -aktiwiteite in die vyf dorpe is moontlik een van die grootste bydraende faktore tot dié dade van vandalisme. Dit het ook daartoe gelei dat meer voertuie by afgesonderde areas soos begraafplase geparkeer word waar mense dan saamkui-er en drank misbruik.

Weens konstante vandalisme is die Langeberg-munisipaliteit genoop om watertoevoer na begraafplase te staak en nie meer gesteelde heinings te vervang nie. Beskadigde grafstene word deur die familie van oorledenes vervang. Dit beteken dat die onkoste wat die munisipaliteit op herstelwerk bestee, ingekort word.

Om sekuriteitsmaatreëls by begraaf-

plase te implementeer is 'n moeilike en duur onderneming. Dit is omdat hierdie fasiliteite gewoonlik op die buitewyke van dorpe (langs velde) geleë is en die grootte van die area wat beveilig moet word, baie groot is.

Om dié rede het die munisipaliteit begin om gesteelde heinings met doringagtige plante as heinings te vervang.

Begraafplase behoort aan die gemeenskap omdat dit die laaste rusplek van hul geliefdes is. Dit is vir dié rede dat hierdie fasiliteite te alle tye gerespekteer en bewaar moet word.

Die munisipaliteit doen 'n beroep op alle gemeenskapslede om hierdie gewyde publieke ruimtes te bewaar. Dit is die verantwoordelikheid van die gemeenskap om vandalisme aan te meld en te

verseker dat ons begraafplase in 'n goeie toestand gehou word.

Vandalisme kan by die munisipaliteit se inbelsentrum by 0860 88 1111 aangemeld word.

Hoe beïnvloed vandalisme dienslewering?

■ Weens konstante vandalisme het die munisipaliteit die watertoevoer na begraafplase gestaak. Dié besluit veroorsaak ongelukkig ongerief vir naasbestaandes wat die grafte besoek en diegene wat grafstene wil vervang of blomme op grafte wil sit.

■ Die gebrek aan water het ook 'n negatiewe impak op vergroeningspogings op die persele.

■ Sonder watertoevoer kom begraafplase onversorg voor.

Ukonakaliswa kwamangcwaba yinkxalabo enkulu

Amangcwaba yindawo yokugqibela yokuphumla yabo sibathandayo. Yindawo engcwele apho iintsapho zihlangana khona ukuyokunika imbeko, bathi xabelapho bakhumbuzane ngezinto zamandulo futhi bazifumanele noxolo.

Nangona amangcwaba ezindawo ezikhethekileyo eluntwini, apha eLangeberg asuke asisisulu sokwenene sezenzo zokonakaliswa.

Ukuba kude kwamangcwaba eluntwini kuwenze abayeyona ndawo efanelekileyo yezenzo zobundlobongela. Kumangcwaba amadala siye sifumanise ukuba iintsapho zabo bangasekhoyo selezafuduka kwakule ngingqi kwaye nengcwaba elo alisanakekelwanga.

Ali-15 amangcwaba akuyo yonke lenkqila yaseLangeberg. Awona achaphazeleka kakhulu ngumonakaliso aquka amangcwaba aseRobertson kwiSitalato i-White, eRobertson Droëheuwel kunye naseAshton eConradiedorp. Aze awona anganamonakalo uyephi, ngamangcwaba aseDolophini yaseBonnievale nase-Montagu.

Iingxelo zibonisa ukuba amatye amangcwaba ayaqhekezwa, ucingo lu-

biwe, iimpompo nemibhobho yamanzi zitshatyalalisiwe futhi kukwalahlwa nenkunkuma kwalapho kulondawo ngabahlali abakwizindlu eziwanqongileyo.

Abonakalisi kubonakala ngathi bakwatsaleleka nasekubiweni kwesinyithi ngoba sona siyathengiswa ukuze bafumane imali.

Ukunqongophala kweendawo zokuzonwabisa kwiidolophu zontlanu oku kungaba yenye yezinto ezinegalelo elikhulu kwezi zenzo zokonakalisa. Oku kuphinde kwakhokhelela ekubeni iimoto ezininzi ziyokumisa kwiindawo ezithe qelele ezifana nasemangcwabeni. Kwezi ndawo, bayazihlalelela baziselele utywala.



Ngenxa yokukonakaliswa kuthe gqolo, uMasipala waseLangeberg uwacimile amanzi ayakwindawo zamangcwaba kwaye akaphinde alufakele ncingo olubwayo. Amatye amangcwaba onakalisweyo wona alungiswa ziintsapho zabo bangasekhoyo. Le nto ithetha ukuba imali echithwa ngumasipala ukulungisa izinto ezonakeleyo izakuchuthwa.

Ukumisela imiqathango yokhuseleko emangcwabeni kunzima kwaye kudla nemali. Oku kungenxa yokuba ezindawo zibekwe jikelele kumaphandle eedolophu (kufutshane neendawo ezingamathafa) kananjalo ubungakanani bendawo efanele ukukhuselwa inkulu. Ngoko ke, siye saqalisa ukutyala umjikelezo wothango olunameva endaweni yocingo olo lubiweyo.

Amangcwaba ayinto yoluntu, ngenxa yokuba ayindawo yokugqibela yokuphumla yabo sibathandayo. Kungenxa yesi sizathu kanye lento kufuneka ezinda-

wo, ngalo lonke ixesha, zihlonitshwe kwaye zilondolozwe.

Sibongoza bonke abahlali ukuba bazikhusele ezindawo ezingcwele zikawonke-wonke. Loxanduva lawo wonke ummi ukuba bazibike ezizenzo zomonakaliso futhi baqinisekise ukuba amangcwaba ethu agcinwa ekwimo entle.

Ukuba ufuna ukubika nasiphi na isenzo somonakaliso qhagamshelana neZiko loTsalelo-minxeba likaMasipala waseLangeberg ku-0860 88 1111.

Ingaba umonakaliso ukuchaphazela njani ukuhanjiswa kweenkonzo?

■ Ngenxa yokukonakaliswa okuthe gqolo, umasipala uye wasinqamla isibonelelo samanzi asiwa emangcwabeni. Esi sigqibo ke ngelishwa sifaka inkxamleko kwiintsapho ezityelela amangcwaba kunye nakwabo bafuna ukwakha amatye babeke neentyatyambo kumadlaka.

■ Ukungabikho kwamanzi kuchaphazela nakakubi iinzame zokwenza londawo luhlaza.

■ Ngokungabikho kwamanzi, amangcwaba abonakala ngokungathi awanakekelwa.



FOR ALL EMERGENCIES AND CUSTOMER SERVICE

Contact: 0860 88 1111 or complaints@langeberg.gov.za

Queries or suggestions?
Do you have any suggestions on how we can improve our communication with you?
Or do you perhaps have queries about any of our articles?
Please contact Matthew Sheldon at msheldon@langeberg.gov.za or visit us at the Municipal Building, Main Road 28, Ashton, 6715.

Navrae of voorstelle?
Het u dalk enige voorstelle oor hoe ons ons kommunikasie met u kan verbeter?
Of het u dalk navrae omtrent enige van ons artikels?
Kontak Matthew Sheldon by msheldon@langeberg.gov.za of besoek ons gerus by die Munisipale gebou, Hoofweg 28, Ashton, 6715.

Imibuzo okanye iingcebiso?
Ingaba unazo kusini na iingcebiso malunga nendlela esinokuphiucula ngalo unxibelelwano kunye nawe?
Okanye, ingaba unemibuzo ethile malunga nelinye lamanqaku ethu?
Nceda ke uqhagamshelane no-Matthew Sheldon, ku-msheldon@langeberg.gov.za okanye umtyelele kwisakhiwo sikaMasipala esise-28 Main Road, Ashton, 6715.

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