

# EXPRESS

EDITION 97 - APRIL/MAY 2022



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# CONNECT WITH THE LANGEBERG MUNICIPALITY

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Please provide us with the following information:

- Name & Surname
- Cell Number and or E-mail address
- Street Address
- Municipal Account Number
- Language Preference (Afrikaans or English)
- Ward Number

on any the following platforms:

- Email: debiteure@langeberg.gov.za
- SMS & WhatsApp: 066 101 1632 or 066 163 9862
- Facebook, Twitter & Instagram: Langeberg Municipality



**ADD US ON  
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- ✓✓ **GET THE LATEST MUNICIPAL NOTICES IN THE PALM OF YOUR HANDS**
- ✓✓ **REPORT SERVICE DELIVERY ISSUES VIA OUR WHATSAPP LINE**
- ✓✓ **ACTIVE 24 HOURS, 7 DAYS A WEEK**
- ✓✓ **FOLLOW UP ON SERVICE DELIVERY COMPLAINTS**

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# ILLEGAL SPAZA SHOPS WILL BE CLOSED DOWN

Langeberg Municipality has identified a surge in spaza shops trading in our area without the necessary approvals from council. This is an unlawful land use activity and impacts negatively on our communities and economy.

The Spaza Shop policy, approved by council in September 2011 (and amended June 2013), details the requirements a spaza shop owner needs to adhere to in order to operate a legal spaza shop.

Investigations will be launched in due course to ensure the strict implementation of this policy within our communities.

Spaza shops are an important component of the informal trading sector that contributes positively to reduce unemployment and grow the economy.

## **What is a spaza shop?**

A spaza shop is a small-scale convenience store, which is operated from an authorised structure, by the property owner. Where authorised by the property owner, the store may be operated by a family member or legal tenant who resides on the property.

The primary purpose of a spaza shop is to provide daily necessities such as bread, milk, pre-packaged foodstuffs, soft drinks, chips, cell phone supplies etc. from Mondays to Sundays between 07:00 and 21:00.

Such structures may be comprised of a portion of the main dwelling house, or an outbuilding to the satisfaction of the Council.

## **How does the application process work?**

Application to conduct a spaza shop must be made in terms of the Langeberg Integrated Zoning Scheme By-Law, 2018.

Applications are assessed in terms of all relevant legislation and policies and, on the basis thereof, Council may decide to approve or refuse an application.

## **The following is a short summary of the application process:**

1. Application forms are available from the Town Planning Department and a non-refundable application fee, as stipulated in the tariff list, is payable upon submission of the application.
2. The owner must submit the application form and necessary documentation to operate the spaza shop to the Town Planning Department. No application may be made for a spaza shop on a site which is still in the ownership of the municipality or the state.
3. The application will be advertised and written notices will be sent to surrounding property owners identified by the Town Planning Department for any comments. Alternatively, applicants may get the written consent from surrounding property owners themselves, according to a list of affected properties and on a pro-forma Neighbour's Consent Form as will be provided by the municipality on request.
4. The Town Planning Department must send information regarding the application to the Cape Winelands District Municipality (CWDM), the Building Inspectorate, the applicable Ward Committee and SAPS, or alternatively arrange a site inspection with such parties present.
5. Responses should be sent to the Town Planning Department with a report regarding the investigation, compliance with the relevant legislation and the recommendation of the CWDM (Health), the Building Inspectorate, the Ward Committee and the SAPS.
6. The Town Planning Department must also investigate and prepare a report and recommendation.
7. The application must be considered by the Planning Tribunal or via delegated authority, as applicable.
8. The applicant must be informed of the decision in writing. The approval by Council for a spaza shop will only apply to the property owner, whilst the person who operates the spaza shop should be the owner him/herself or a family member / legal tenant residing on the property in possession of a valid South African I.D. document or a valid work permit for non-South African citizens.
9. A complete record of all applications and decisions regarding spaza shops must be kept by the Town Planning Department.

## Is my spaza shop legal?

Only applicants who applied for, met all the requirements, and received the necessary approval from council is currently operating a legal spaza shop business.

In terms of the Black Communities Development Act, 1984 (Act 4 of 1984), residents of Nkqubela and Zolani had additional rights (e.g. social, religious, profession, business) with regards to the residential use of the property.

The right to run a spaza shop (of which the Municipality has records thereof) vested with the implementation of the new Integrated Zoning Scheme By-law, 2018.

## What is the criteria for a legal spaza shop?

- No approval for a spaza shop will be granted within a house which has a floor area of 25m<sup>2</sup> or less.
- The extent of the business use must be small-scale. The floor area of the spaza shop may not exceed 25m<sup>2</sup> or 30% of the total floor area of all approved buildings on the property, whichever is the lesser.
- The spaza shop must not have a negative impact on the surrounding properties.
- The owner of the business must live on the site.
- Operating hours must be restricted between 07:00 and 21:00.
- No entertainment license ("game shop") applies to the approval of spaza shops.
- The location of the site must be desirable e.g. location on main through route / on corner
- The site must be suitable: accessibility for delivery, accessibility for refuse truck, access for clients and not down a cul-de-sac.
- Other criteria measurements include health, advertising and safety regulations.

## Will support/assistance be provided?

Existing or proposed spaza shops who comply with the Spaza Shop policy will be fully supported by Council. Such spaza shops will be assisted to ensure compliance with the necessary legislation including planning approval, building plan approval, business licencing and Certificate of Acceptability (health) etc.

It is important to note that a person may not be permitted to commence with or continue with unlawful land use whilst an application is being processed and decided upon. The requirement to cease operating until the appropriate rights are in place applies whether an application has been made or not.

Any violation of the above requirements, non-compliance with conditions of approval, sale of illegal goods, abuse of state-funded housing, or any written complaints received by officials of Council should be reported to the Town Planning Department and may result in the closure of the spaza shop and the withdrawal of an approval.



**LEGAL SPAZA:** Husband and wife duo Cedric and Clarina Kuhn operate their spaza shop from their home and have followed the necessary steps in order to operate a legal business. Pictured here is Clarina helping one of her loyal customers.

Consequently, people operating without the necessary approval remain liable to be prosecuted while any application is being processed. A final decision on an application will not be made whilst illegal buildings and / or land uses remain in existence / operation.

## PLEASE NOTE THE FOLLOWING WILL BE IMPLEMENTED:

- Investigations will be launched in due course to ensure that spaza shops comply with the spaza shop policy.
- Homeowners/shop owners will be requested to present the following documentation on inspection:
  1. Land Use Planning approval
  2. Approved building plan (if applicable e.g. wendy house)
  3. Layout plan of property indicating shop
  4. South African ID/valid work permit
  5. Business license (Langeberg Municipality)
  6. Certificate of Acceptability (CWDM)
  7. Title Deed (proof of ownership of property)
- The grant of any person who receives an indigent subsidy, will be withdrawn, if the beneficiary of the grant runs a spaza shop from their premises.
- Illegal spaza shops will be closed. Spaza shop owners are encouraged to legalize their spaza shop as soon as possible.

The complete Spaza Shop Policy is available to view on the [municipal website](#) and at all municipal libraries.

For any enquiries regarding the Spaza Shop Policy please contact Mr Kobus Brand (Manager: Town Planning) at 023 626 or e-mail [kbrand@langeberg.gov.za](mailto:kbrand@langeberg.gov.za)

**Report illegal Spaza shops to our 24/7 Call Centre at 0860 88 1111, WhatsApp 0652117822 or e-mail [complaints@langeberg.gov.za](mailto:complaints@langeberg.gov.za)**

## Load shedding checklist Prepare yourself by doing the following



Keep your **cell phone** fully **charged** when the power is on. If your cellphone battery is low, remember that you can use your car charger in your car or power packs.

Invest in a small **LP gas lamp** for good quality lighting over a large area.

**Prepare meals beforehand** in case of a power outage.



Install **solar powered** security and garden **lights**.






Never leave lit candles unattended and **keep out of reach of children**. Always extinguish candles before going to bed.

Remember to **switch off your oven** if it was on when the power outage started.



Keep boiled water in **thermos flasks** for hot drinks during a power outage.

Invest in a small **LP gas heating ring** for essential cooking and to boil water for hot drinks - make sure you have an extra bottle of gas.



Make use of **surge protection**: Electric surges are one of the biggest causes of damage to equipment during a power outage. **Installing a surge protection device** can help minimise damage.

For more info go to: [www.eskom.co.za](http://www.eskom.co.za)  
 Eskom\_SA  
 eskomsouthafrica  
 eskom\_hld\_soc ltd/  
 or call **086 00 37566**

Keep **frozen bottled water** in your freezer to help **keep food cold** during a power outage.

Keep a battery-powered **torch or candles** in a place where it will be easy to find in the dark - make sure you have an extra set of fresh batteries.



Keep a **small torch** on your bedside table at all times - make sure you have an extra set of fresh **batteries**.



Keep **refrigerator and freezer doors closed** at all times - a power outage of four hours should not cause food spoilage and a freezer should keep food frozen and safe for at least a day.



**Back up your data:** Make it a priority to save your data offsite, in case of a hard drive crash or unforeseen electrical fault. Online "cloud-based" backups are very convenient and are mostly automated, which means that you have one less thing to worry about.

**Access, security and safety** always remain a top priority - Know where the manual release lever of your electric garage door opener is located and how to operate it.




Also keep a **key to your house** with you if you regularly use the garage as the primary means of entering your home, in case the garage door will not open.

Most **medication** that needs **refrigeration** can be kept in a closed fridge for several hours without spoiling - it is essential that you check with your doctor or pharmacist to be sure about your type of medication.





# FIRST HOUSES OF NKQUBELA PROJECT HANDED OVER

Pictured from left to right: Cllr O.C. Simpson, Cllr. R.C. Henn (MAYCO: Community Services), Ald. S.W. Van Eeden (Executive Mayor), Ms. D.E. Luwalala (Housing Beneficiary), Cllr. L. Gxowa, Mr M Mgajo (Director: Community Services), Cllr. J.J.J.S. January and Cllr J.S. Mafilika.

The Nkqubela Housing Project is well underway and some of the first completed houses were recently handed over to qualifying residents. The housing project started in 2011, is estimated at R 17 664 708, and consists of 172 housing units. The type of housing units varies between single free-standing units, semi-detached units and double storey, semi-detached duplexes.

The Langeberg Municipality: Housing Administration has to date handed over 22 houses. To avoid possible illegal occupation, houses are handed over as soon as it is completed and inspected.

“Now that the houses are built, beneficiaries are allocated based on prioritisation, meaning, the old and disabled persons are part of the first group to receive houses,” said Mrs Marsha Brown, Manager: Housing Administration. “The project benefits the whole of Robertson and includes Nkqubela and Robertson North”.

The project aims to be completed by end of 2022,

should everything run according to plan.

To be eligible to benefit from prospective housing projects, you must be registered on the Langeberg Housing Database.

To be registered on the housing waiting list, it is required that you:

- Are a South African citizen, or a permanent resident;
- Are legally competent to enter into a contract;
- Are married or cohabiting, or have dependents (not applicable to applicants over the age of 60, or those who have disabilities);
- Are over the age of 18;
- Have a combined household income of less than R3 500 per month and qualifies for BNG housing;
- Have never owned a property, and
- Have never benefitted from a government housing subsidy before.

For more information about the housing database, or any other housing related enquiries, contact your nearest Housing Administration Office:

TOWN	CONTACT PERSON	TELEPHONE
Ashton	Petrus Frans	023 615 8000
Bonnievale	Juanita Louw	023 616 8000
McGregor	Maricia Goliath	023 625 1630
Montagu	Mishka Le Roux	023 614 8000
Robertson	Heather Jeneke, Zondiwe Samuel or Mthunzi Mpiko	023 626 8200

[KLIK HIER OM ARTIKEL IN AFRIKAANS TE LEES](#)

[COTA APHA UFUNDE NGESIXHOSA](#)

# MORE PHOTOS OF BENEFICIARIES RECEIVING THEIR HOUSES



# MEET YOUR WARD COMMITTEE MEMBERS

# WARD 5



Block 1  
Emily-Mia Schiefner  
063 008 1461



Block 2  
Johanna Le Roux  
082 202 5176



Block 3  
Johannes Joseph  
063 545 4406



Block 4  
Marie Lee  
064 041 7609



Block 5  
Charlotte Davids  
082 841 5108



Block 6  
Claudius De Vries  
082 292 9779



Block 7  
Isak Muller  
079 727 3622



Block 8  
Lauren Davids  
064 360 4796



Block 9  
Jan Jacobs  
079 624 6934



Block 10  
Frans Brits  
071 604 7744

[CLICK HERE TO VIEW WARD MAP FOR WARD 5](#)

# MEET YOUR WARD COMMITTEE MEMBERS

# WARD 6



Block 1  
Cheryl Carelse  
079 749 5326



Block 2  
Trunell Cookson  
083 259 1387



Block 3  
Francis Soldaat  
072 331 2693



Block 4  
Martha Petoors  
079 506 6117



Block 5  
Muriel Pietersen  
062 331 8697



Block 6  
Gert Olckers  
082 392 0806



Block 7  
Elizabeth George  
074 833 5914



Block 8  
Slameace Adonis  
065 728 1992



Block 9  
Elzaan Verneel  
071 932 6092



Block 10  
Christopher Hunold  
023 626 6903

[CLICK HERE TO VIEW WARD MAP FOR WARD 6](#)

# MEET YOUR WARD COMMITTEE MEMBERS

# WARD 7



Block 1  
Graeme Delderfield  
079 948 1154



Block 2  
Ryno van Zyl  
082 221 6228



Block 3  
Absolon Willemse  
060 332 7918



Block 4  
Oortman Kiewiets  
082 518 0261



Block 5  
Quintus Terblanche  
074 779 5335



Block 6  
Cathleen Plaaitsjies  
079 944 9032



Block 7  
Darryl Bottrie  
060 922 7676



Block 8  
Abe Blaauw  
076 202 0022



Block 9  
Dennis Jonker  
078 075 9357



Block 10  
Jan Oncke  
071 393 5054

[CLICK HERE TO VIEW WARD MAP FOR WARD 7](#)

# MEET YOUR WARD COMMITTEE MEMBERS

# WARD 8



Block 1  
Johanelle Crouse  
071 362 9509



Block 2  
Daniela Gagiano  
082 908 6028



Block 3  
Michelle Japtha  
074 659 2895



Block 4  
Francien Klue  
071 362 9509



Block 5  
Serra Noble  
074 868 5760



Block 6  
Lambertus Smith  
082 441 5949



Block 7  
Frederick Erasmus  
076 106 4361



Block 8  
Bettie Swarts  
076 724 7280



Block 9  
Ledna Delot  
081 837 1857



Block 10  
Thereese Slingers  
071 108 3765

**THE WARD  
COMMITTEE  
MEMBERS OF  
WARD 9-12 WILL BE  
FEATURED IN THE  
NEXT ISSUE OF THE  
EXPRESS**

[CLICK HERE TO VIEW WARD MAP FOR WARD 8](#)

# STOP ILLEGAL DUMPING

Illegal dumping is becoming an increasingly tough challenge to deal with in the Langeberg Municipal area. Not only does it create a health risk to our residents and an eyesore for our visitors, but it also pushes up municipal cleaning costs.

Langeberg Municipality is doing its best to discourage illegal dumping, but we need our community to join us in this fight.

By following the points below, you will ensure that your neighbourhood stays neat and tidy:

- Place your household waste in wheelie bins/black bags and put it outside on scheduled collection days.
- Use your garden waste for composting.
- Drop off garden waste at the Transfer Station in your town.

Communities are encouraged to work with the Langeberg Municipality to ensure that incidents are reported.

We urge residents to take down the details of perpetrators and, if possible, gather photographic evidence, so we can prosecute those who dump illegally.

Langeberg Municipality's Law Enforcement Unit handles the legal aspects of fines and all criminal procedures related to illegal dumping. The minimum fine for dumping or littering is R1 000, but it can be as high as R2 500.

## Report illegal dumping!

Should you wish to report any illegal dumping, where an offender or vehicle registration can be identified, call the 24/7 Emergency Call Centre and Customer Service on 0860 88 1111 or email [complaints@langeberg.gov.za](mailto:complaints@langeberg.gov.za).



*Illegally dumped materials does not only harm the surrounding environment, but also pose as a serious health and safety risks to people in the community.*

**LANGEBERG MUNICIPALITY 24/7 CALL CENTRE**  
**0860 88 111 / 023 615 2219**

 **WHATSAPP: 065 211 7822**

**LANGEBERG'S DEDICATED FIRE LINE:**  
**023 615 8911**



**LANGEBERG POLICE STATIONS**

- ASHTON - 023 615 8120
- BONNIEVALE - 023 616 8060
- MCGREGOR - 023 625 8000
- MONTAGU - 023 614 8300
- ROBERTSON - 023 626 8340

**NATIONAL EMERGENCY NUMBERS**

- POLICE - 10111
- AMBULANCE - 10177
- EMERGENCY NUMBER (CELLULAR) - 112



**VELD, CHEMICAL AND MOUNTAIN FIRES (CAPE WINELANDS DISTRICT MUNICIPALITY) CALL CENTRE:**  
**021 887 4446**



**BUREAU OF MISSING PERSONS**  
**021 918 3512 / 3449 / 3452**



**POISONS INFORMATION HELPLINE OF THE WESTERN CAPE**  
**0861 555 777**



**MOUNTAIN RESCUE**  
**021 948 9900**



**HEALTH FACILITIES IN THE LANGEBERG MUNICIPAL AREA**

**HOSPITAL**

ROBERTSON HOSPITAL - 023 626 8500  
MONTAGU HOSPITAL - 023 614 8100

**CLINICS**

BERGSIG CLINIC, ROBERTSON  
023 626 1035  
NKQUBELA CLINIC, ROBERTSON - 023 626 6612  
MCGREGOR CLINIC - 023 625 1932  
COGMANSKLOOF CLINIC, ASHTON - 023 615 2252  
ZOLANI CLINIC, ASHTON - 023 814 2705  
HAPPY VALLEY CLINIC, BONNIEVALE - 023 616 2614

**COMMUNITY DAY CENTRE**

MONTAGU COMMUNITY DAY CENTRE (CDC)  
023 614 8200

**DENTAL CLINIC**

ROBERTSON DENTAL CLINIC  
023 348 8100

**CLINIC AND CDC TIMES:**

07:30 - 16:00  
(MONDAY - FRIDAY)



**GENDER-BASED VIOLENCE COMMAND CENTRE**

**0800 428 428 or \*120\*7867#**



# YOUR DRAIN IS NOT A WASTE BIN

Drain blockages are one of the top monthly complaints in the Langeberg Municipality. The Civil Engineering Department has dealt with over 5300 sewerage related complaints for April 2022 alone.

This, due to foreign objects being dumped into the sewerage system. Drain blockages and spilling leads to human and environmental health risks and it also severely affects service delivery.

## Do's and Don'ts

Get rid of your waste properly to avoid blocked toilets, drains, sinks and sewer system pipes:

*Do not flush any food waste down the sink, drain or toilet:*

- Fruit & vegetable waste and eggshells can be used for composting.
- Peels do not decompose quickly and get stuck in pipes
- Use a strainer in the sink to catch food or other waste before it goes down the drain and creates blockages.

*Keep fats and oils out of our sewers:*

- Wipe cooking fats, oil or grease off pots and pans, before washing it in the sink
- Fill containers with left over oil. Do not pour it down the drain or toilet.
- Fatty fluids left in pots or pans after cooking, gets hard when it cools down. It collects and hardens on the inside of the drainpipes, acting like glue to anything that flows past. This causes pipes to block up over time.

*Do not flush anything other than toilet paper down the toilet:*

- Rags, material, plastic, glass, and other paper objects do not readily break down.
- Nappies and sanitary products absorb water, expand and cause blockages.
- Wipes, earbuds, condoms, and hair, although small, clump together with other objects and cause blockages.

Check that your rainwater gutters do not flow into the sewer system, as it overloads the pipes and causes sewer overflows.

## My drain is blocked/overflowing. Who is responsible for repairs?

Residents are mainly responsible for blockages on their properties. The municipality is responsible for the mainline sewerage system and the purification process of all sewage.

## How to determine if the blockage is on the municipal or my property side?

- About one meter inside the property boundary a sewer manhole must be opened to determine whether the blockage is on the private property's side of the manhole, in which case the owner must get a commercial plumber to unblock the system.
- A blockage on the streetside of the manhole is considered the municipality's responsibility.
- Alternatively, the issue can be reported to the Municipality, and someone will be sent to determine the origin of the problem.
- Should the property owner not be at home when the team visits the site, the owner will be called to inform him/her of the outcome.

## There is no need to flush foreign object down drains or throw them in open manholes.

The municipality collects household refuse weekly and has waste disposal sites in each town.

To find the refuse collection schedule and waste facility details for your town, visit

<https://www.langeberg.gov.za/langeberg-residents/waste-removal>

## Report

Report drain blockages and open manholes to our 24/7 Call Centre at 0860 88 1111.

**KLIK HIER OM ARTIKEL IN AFRIKAANS TE LEES**

**COTA APHA UFUNDE NGESIXHOSA**

# Stay safe this winter

While we are expecting a 5th wave this winter, it's impossible to predict how severe it will be. Vaccination and natural immunity are protective – but the big unknown is a new variant and whether it will cause severe disease.

**There is much we can as individuals do to keep healthy and prevent transmission to others:**

- 1 Ensure your COVID vaccines are up to date
- 2 Ventilate indoor spaces
- 3 Wear a mask when indoors with others or in crowded spaces
- 4 Get a flu vaccine before June
- 5 Know what to do if you get flu- or cold-like symptoms

## 1 Ensure your COVID vaccines are up to date

- COVID-19 vaccines are safe and protect against hospitalisation and death.
- New research shows that vaccines reduce the duration of symptoms, the risk of long COVID and transmission to others.
- Long COVID is very real – many people who experience mild infections suffer from fatigue and cough for weeks to months afterwards, impacting their quality of life.

### Find your closest vaccination site:

- [www.findmyjab.co.za](http://www.findmyjab.co.za)
- [coronavirus.westerncape.gov.za/vaccine/latest-vaccination-sites](http://coronavirus.westerncape.gov.za/vaccine/latest-vaccination-sites)
- [www.facebook.com/WCGHW](https://www.facebook.com/WCGHW)



## 2 Ventilate indoor spaces

Bring as much fresh air into your indoor spaces as possible.

- Open doors and windows.
- While it's better to open them wide, even having a window cracked open slightly can help (for example in taxis).
- Open multiple doors and windows to create a cross breeze.



## 3 Wear a mask when indoors with others or in crowded spaces

Continue to use masks indoors especially:

- In crowded spaces (like sports events, festivals and concerts)
- During wave periods
- If you are older or living with a chronic condition
- If you develop cold or flu symptoms

## 4 Get a flu vaccine before June

We are also expecting a return to a flu season this year. Strongly consider getting a flu shot if you are:

- Older than 65 years
- Of any age and live with a chronic condition
- A health worker
- Pregnant

**You can get your COVID and flu vaccine at the same time, and recommend different arms.**

## 5 Know what to do if you get flu- or cold-like symptoms

Testing and isolation advice may change according to the phase of the outbreak and will be updated accordingly. Currently we only recommend antigen testing for symptomatic people who are:

- Older than 40 years
- Of any age and live with a chronic condition
- A health worker
- Due to have surgery in the next 3 days

**Testing of asymptomatic people and PCR tests are no longer routinely advised.**

### Symptoms?

- Consider an antigen test – if you test positive, isolate for 7 days following symptom onset.
- If you are well enough to continue to go to school and work, wear a mask to protect others for 5 days following symptom onset.
- Avoid contact with people at risk of severe COVID and social gatherings for 5 days.

# REPORT-BACK OF ROBERTSON WATER SUPPLY INTERRUPTION IN JANUARY 2022

During the period of 03-09 January 2022, Robertson residents experienced considerable inconvenience caused by water supply interruptions. An internal investigation was initiated to determine the cause of the system failures and to put preventative measures in place that would help to avoid a recurrence in future.

## *Background summary*

Reservoir levels dropped from 31 December 2021 due to the filtering system not functioning optimally. By 3 January 2022, the problem with the filter backwashing process was addressed through the refurbishing of sections of the plumbing. This allowed more frequent intervals of backwashing the filters to be done. The challenge to lift water levels in the reservoir remained as the treatment of water could not keep up with the water demand.

Water supply suspensions were implemented from 18:00 – 05:00 on the evenings of 05 - 09 January 2022, to replace filters and clear blocked filter nozzles. This action improved the filtration process and increased the inflow of water to the reservoirs.

Residents were encouraged to practice water saving methods so reservoir water levels could lift to an appropriate level as quickly as possible. This was needed to improve water pressure and to distribute water to all areas of Robertson.

## *Feedback and future plans*

The municipality strives to resolve complaints and restore service delivery to optimal levels as soon as possible. Our team worked tirelessly to identify the problem at the Robertson water treatment works through a lengthy process of elimination.

The investigation has been finalised and standard operating procedures were put in place to prevent a similar occurrence.

A few internal deficiencies were flagged and further investigation is underway to ensure that not only proper consequence management is in place, but also to ensure for streamlining and centralising communication channels internally and externally.

The municipal infrastructure is taking strain, the following maintenance issues were identified and will be addressed in the 2022/2023 budget.

- The Capital Budget allocates R7,58 million for an additional pipeline and reservoir in Robertson Heights as approved by Council on 31 May 2022.
- Funds are made available for basic maintenance to buildings, structures and the calibration of bulk meters
- We continue to advertise and fill vacant positions with qualified personnel as they become available in the future.
- We continue to invest in our employee's skills development and will provide additional practical training to the waterworks team at the workplace.
- A water safety plan has been completed and submitted to council for approval and submission to Provincial Government.
- The contract for sampling, testing and monitoring of water care facilities is currently out on tender for a three-year period.
- The maintenance work tender for Robertson water treatment works has also been advertised.

We encourage residents to report service issues to our 24/7 Call Centre at 0860 88 1111 or WhatsApp line on 065 211 7822.

Residents are urged to register on the bulk SMS database, to regularly visit the official Langeberg municipal social media platforms and website at [www.langeberg.gov.za](http://www.langeberg.gov.za) or speak to your Ward Councillor to stay informed about news and service delivery issues.

## **HOW TO REGISTER ON THE SMS DATABASE**

Please provide us with the following information:

- Name & Surname
- Cell Number and or E-mail address
- Street Address
- Municipal Account Number
- Language Preference (Afrikaans or English)
- Ward Number

on any the following platforms:

- Email: [debiteure@langeberg.gov.za](mailto:debiteure@langeberg.gov.za)
- SMS & WhatsApp: 066 101 1632 or 066 163 9862
- Facebook, Twitter & Instagram: Langeberg Municipality

## REPORT YOUR SERVICE COMPLAINTS

The Langeberg Municipality has a 24 hour, seven-day-a-week Emergency and Customer Care Call Centre that has been in operation for more than a decade.

### What type of complaints can be reported?

To speed up service delivery in your ward, the following type of complaints can be reported directly to the call centre:

- *Water and Sanitation Services*
- *Streets and Storm Water*
- *Electricity Services*
- *Environmental Services*

### How to report a complaint?

- Call: 0860 88 1111 / 023 615 2219
- WhatsApp: 065 211 7822
- E-mail: [complaints@langeberg.gov.za](mailto:complaints@langeberg.gov.za)

## MELD JOU DIENSKLAGTES

Die Langeberg-munisipaliteit het 'n 24-uur-noodsentrum vir noodsituasies en klantediens wat al langer as 'n dekade in werking is.

### Watter soort klagtes kan aangemeld word?

Om die dienslewering in u afdeling te bespoedig, kan die volgende soort klagtes regstreeks by die inbelsentrum aangemeld word:

- *Water- en riooldienste*
- *Strate en stormwater*
- *Elektrisiteitsdienste*
- *Omgewingsdienste*

### Hoe moet ek 'n klagte aanmeld?

- Skakel: 0860 88 1111 / 023 615 2219
- WhatsApp: 065 211 7822
- E-pos: [complaints@langeberg.gov.za](mailto:complaints@langeberg.gov.za)

## XELA ISIKHALAZO SAKHO NGENKONZO

UMasipala waseLangeberg uneZiko lokuTsalela Iminxeba kaXakeka nelokuKhathalelwa koLuntu elisebenza iiyure ezingama-24, iintsuku ezisixhenxe ngeveki esele lineminyaka engaphezu kweshumi lisebenza.

### Loluphi uhlobo lwezikhalazo ezinokuxelwa?

Ukukhawulezisa ukuhanjiswa kweenkonzo kwiwadi yakho, olu hlobo lwezikhalazo lulandelayo lunokuxelwa ngqo kwiziko lotsalela iminxeba:

- *linkonzo zaManzi kunye nezeLindle*
- *Izitalato kunye naManzi Emvula*
- *linkonzo zoMbane*
- *linkonzo zokusiNgqongileyo*

### Indlela yokuxela isikhalazo?

- Tsalela: 0860 88 1111 / 023 615 2219
- WhatsApp: 065 211 7822
- I-imeyile: [complaints@langeberg.gov.za](mailto:complaints@langeberg.gov.za)



## TOP COMPLAINTS APRIL 2022

1

WARD 10 - ASHTON  
NUMBER OF COMPLAINTS RECEIVED: 96  
ELECTRICITY (POWER FAILURES)

2

WARD 2 - ROBERTSON  
NUMBER OF COMPLAINTS RECEIVED: 71  
CIVIL (SEWERAGE BLOCKAGES)

3

WARD 2 - ROBERTSON  
NUMBER OF COMPLAINTS RECEIVED: 62  
ELECTRICITY (POWER FAILURES)

4

WARD 9 - ASHTON  
NUMBER OF COMPLAINTS RECEIVED: 52  
ELECTRICITY (POWER FAILURES)

5

WARD 10 - ASHTON  
NUMBER OF COMPLAINTS RECEIVED: 39  
ELECTRICITY (CABLE THEFT)

6

WARD 4 - BONNIEVALE  
NUMBER OF COMPLAINTS RECEIVED: 35  
ELECTRICITY (POWER FAILURES)

7

WARD 9 - ASHTON  
NUMBER OF COMPLAINTS RECEIVED: 30  
CIVIL (SEWERAGE BLOCKAGES)

8

WARD 8 - BONNIEVALE  
NUMBER OF COMPLAINTS RECEIVED: 27  
CIVIL (SEPTIC TANKS)

9

WARD 12 - MONTAGU  
NUMBER OF COMPLAINTS RECEIVED: 23  
ELECTRICITY (POWER FAILURES)

9

WARD 1 - ROBERTSON  
NUMBER OF COMPLAINTS RECEIVED: 23  
ELECTRICITY (STREET LIGHTS)

# EVENTS IN THE LANGEBERG VALLEY



## LOCAL IS LEKKER IN MCGREGOR 4 JUNE 2022

info@tourismmgregor.co.za



## MONTAGU WELLNESS FAIR 17 - 27 JUNE 2022

mareletta@loudadvertising.co.za



## MONTAGU BOOK FESTIVAL 21 - 24 JULY 2022

mareletta@loudadvertising.co.za

**12 & OLDER ?**

**CLICK HERE TO REGISTER FOR COVID-19 VACCINE**

### 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 Willy-John Gordon at [wgordon@langeberg.gov.za](mailto:wgordon@langeberg.gov.za)

### 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 Willy-John Gordon by [wgordon@langeberg.gov.za](mailto:wgordon@langeberg.gov.za)

### IMIBUZO OKANYE IINGCEBISO?

Ingaba unazo kusini na iingcebiso malunga nendlela esinokuphucula ngalo unxibelwano kunye nawe? Okanye, ingaba unemibuzo ethile malunga nelinye lamangaku ethu? Nceda ke uqhagamshelane no-Willy-John Gordon, ku-[wgordon@langeberg.gov.za](mailto:wgordon@langeberg.gov.za)



## WATER RESULTS - APRIL 2022



TREATED WATER	REQUIREMENT MEASUREMENT BLUE DROP STANDARDS	ASHTON	BONNIEVALE	MCGREGOR	MONTAGU	ROBERTSON
Inflow ML						
pH (at 25°C)	≥5.00 - ≤9.70	7,26	7,54	7,23	7,33	6,93
Conductivity (at 25°C)	≤170	54,6	55,1	13,5	59	9,94
Turbidity (NTU)	≤1.0 Operational ≤5.0 - Aesthetic	0,57	<0,30	0,47	<0,30	1,53
Colour (mg/L as Pt)	≤15	<10	<10	<10	<10	<10
Aluminium (µg/L as Al)	≤300	50,9	42,3	14,6	36,6	17,2
Iron (µg/L as Fe)	≤300 Aesthetic ≤2000 Chronic Health	<20	<20	<20	<20	<20
Free Chlorine (mg/L)	>0.0 - ≤5	-	0,1	0,36	-	0,37
E.Coli (cnt/100ml)	Not Detected	0	0	0	0	0
Total Coliform Bacteria	≤10	0	0	0	0	4