

# EXPRESS

EDITION 98 - MAY/JUNE 2022



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## COVER PHOTO

This month's cover photo of the Express was taken by Joni-Leigh Doran a South African artist working predominantly in the traditional medium of oil paint on canvas and linen. The cover photo of Fynbos Hugenoot and Langsig Lamont, two South African Boerperd horses was taken at home with her in McGregor.

Formally trained as a graphic designer, Joni-Leigh is largely self-taught, having worked under renowned South African artist Ryno Swart during his later years. She is influenced by the techniques of the Classical Masters, and her work combines a sense of realism with deep emotional undertones.

She aims to depict the beauty and fragility of the non-human world through her work. A percentage of the proceeds of all painting sales goes directly into funding various conservation programs and charities.

You can connect with Joni-Leigh on Instagram - [@jonileighdoran](#) or at [www.Joni-Leigh.com](http://www.Joni-Leigh.com)

**Your photo could possibly also be on the cover the Express!**  
Simply submit your photo (max 4 MB) to [communications@langeberg.gov.za](mailto:communications@langeberg.gov.za) and we will be in contact with you.

# LANGEBERG MUNICIPALITY'S 2022-23 BUDGET APPROVED

Langeberg Municipality's 2022-'23 budget, which amounts to R1 081 493 000 was approved on 31 May 2021 at a council meeting in Robertson.

The approved budget comprises the following:

- Capital budget of R126 294 000
- Operating budget of R955 099 000.

The primary operating budget revenue and expenditure categories reflect the following year-on-year budget value increases (estimated 2022-'23 vs. adjusted 2021-'22 budget):

Revenue/tariff increases

- The tariff for property rates will increase by 5% for residential properties
- Electricity 7.47%
- Water 6%
- Solid Waste/Refuse removal 8%
- Sanitation 6%

**The amended tariffs will be applied from 1 July 2022.**

The projected increase results from a combination of factors, such as (relatively low) generic growth- to core tariff-based services, operational efficiencies and revenue-related policies aimed at optimising and sustaining all revenue sources.

Expenditure category increases

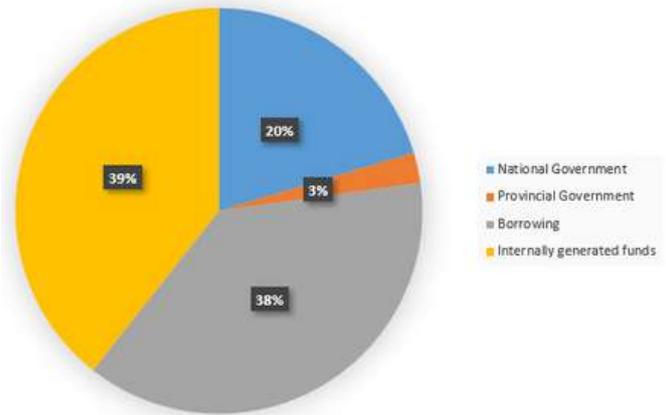
- Salaries and wages (including increments and social contributions): 4.9%
- Other expenses, including repairs and maintenance: 6%
- Bulk purchases, comprising the following: Water (6%) and Electricity (7.47%)

The following property rates will be levied from 1 July 2022:

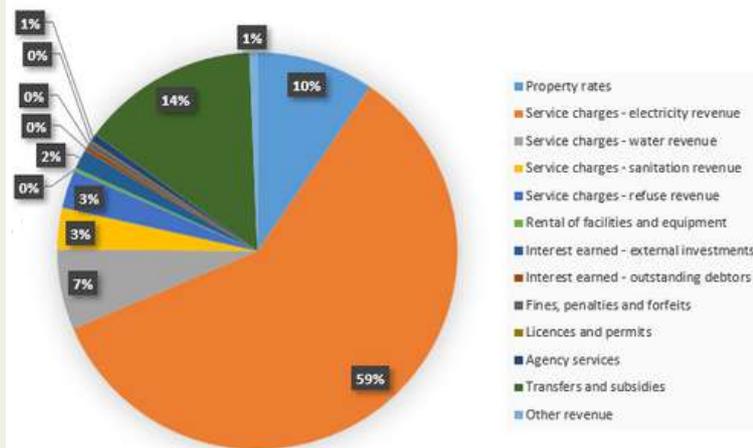
- Businesses, industrial and government: 0,0140 cent/Rand
- Agricultural property: 0,0018 cent/ Rand
- Residential properties: 0,0070 cent/ Rand
- Public service infrastructure property: 0,0018 cent/Rand
- Public benefit organisations: 0,0018 cent/Rand

The full details of the council resolution, rebates on property rates and particulars of the determined tariffs are available on the [municipal website](#) and at all public libraries in the Langeberg municipal area.

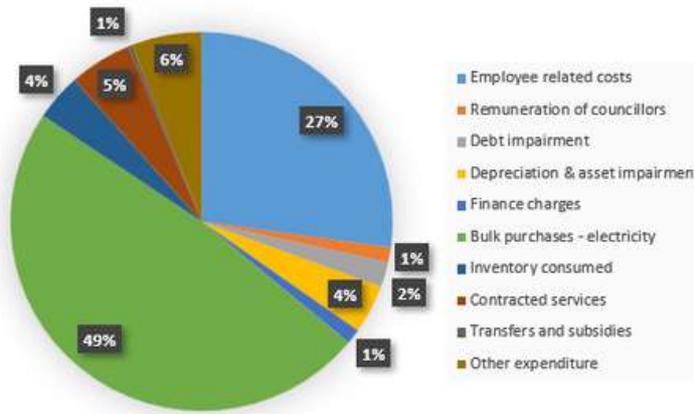
## REVENUE BY SOURCE



## REVENUE BY SOURCE



## EXPENDITURE BY TYPE



# MEET YOUR WARD COMMITTEE MEMBERS

# WARD 9



Block 1  
Dawid Geduld  
060 481 4353



Block 2  
Sonia Douwrie  
071 640 0081



Block 3  
Henry Abrahams  
073 471 3726



Block 4  
Pieter Januarie  
023 626 1458



Block 5  
Chantelle Fortuin  
061 758 9595



Block 6  
Nicole van Eck  
078 607 5516



Block 7  
Stoffelina Buis  
061 979 7083



Block 8  
Nicolaas Nel  
082 771 6611



Block 9  
Lilian Patsy Du Toit  
082 520 2039



Block 10  
Ashley Gertse  
072 794 7687

[CLICK HERE TO VIEW WARD MAP FOR WARD 9](#)

# MEET YOUR WARD COMMITTEE MEMBERS

# WARD 10



Block 1  
Ntshokoleng Kumeke  
078 520 4621



Block 2  
Sakhumzi November  
068 322 6163



Block 3  
Siyabonga Nkomonye  
073 122 7720



Block 4  
Nomapostile Ntlalombi  
078 028 6194



Block 5  
Vuyo Mrubata  
076 1969 306



Block 6  
Khaka Mpiko  
078 071 1880



Block 7  
Mbuyiselo Selani  
083 818 5506



Block 8  
Billyboy Xabela  
060 334 7071



Block 9  
Aphiwe Matroos  
081 360 5532



Block 10  
Nomahlubi Mzini  
072 986 1591

[CLICK HERE TO VIEW WARD MAP FOR WARD 10](#)

# MEET YOUR WARD COMMITTEE MEMBERS

# WARD 11



Block 1  
Moos Baartman  
076 874 4299



Block 2  
Piet Engelberg  
083 414 7393



Block 3  
Di Doms  
082 560 3166



Block 4  
Armando Baartman  
072 734 8036



Block 5  
Rosslyn Fuller  
079 850 7798



Block 6  
Abraham Jacobs  
079 976 4143



Block 7  
Francois Tredoux  
064 668 6272



Block 8  
Vincent Abrahams  
079 380 0505



Block 9  
Elize du Toit  
073 997 7158



Block 10  
Lincoln Padiachy  
065 814 6422

[CLICK HERE TO VIEW WARD MAP FOR WARD 11](#)

# MEET YOUR WARD COMMITTEE MEMBERS

# WARD 12



Block 1  
Arnold Pekeur  
073 698 8784



Block 2  
Jan Hoffman  
072 598 1148



Block 3  
Dawid De Koker  
076 799 7298



Block 4  
Calvin Pekeur  
060 885 2992



Block 5  
Alfredew Wewers  
083 540 6504



Block 6  
Maria Soldaat  
074 881 5923



Block 7  
Heseley-Anne Julies  
063 837 2595



Block 8  
Antonie Klein  
023 100 0437



Block 9  
Martin Booysen  
079 717 8557



Block 10  
Cupido Appolis  
073 430 6730

[CLICK HERE TO VIEW WARD MAP FOR WARD 12](#)

# ELECTRICITY AND WATER BLOCK TARIFFS

In an attempt to mitigate the impacts of such increases on the electricity and water accounts of poor households, Inclining Block Tariffs (IBTs) have been implemented in the Langeberg Municipality.

Block tariffs work as a stepped pricing mechanism applied to residential electricity and water consumers. Charges per unit of electricity or water consumed increase as the level of consumption increases. This means people who use less electricity and water, pay lower rates. The primary objective of this tariff structure is to make electricity and water affordable to the poor and to promote energy and water saving.

## Understanding block tariffs

The price of water and electricity is divided into several blocks or costs. The first block tariff for electricity (50 kWh) and water (6kl) is at the lowest price. As the customer uses or purchases more electricity or water during the month, they will eventually move into block two, which is a bit more expensive. This process of moving into a higher tariff block happens automatically as the customer use/purchase more electricity or water. At the end of the month, the history is reset and the customer will again start the next month from block 1.

## Electricity block tariffs

For conventional customers the process to move from the one

block to the next is automatic and depends only on the amount of electricity acquired by the customer. If you are using prepaid electricity it is important that you only buy enough electricity for one month. Buying electricity in bulk will mean you end up paying more for it. The movement to the next block is not at all affected by whether the purchases are spread over many transactions, or if all the electricity is part of one transaction. So only buy the amount of electricity you need for the month. Then wait until the next month to buy again at the lower price.

## Who will receive incline block tariffs on electricity?

The Incline Block Tariffs have been implemented for all single-phase connection electricity (60AMP). This includes households and it means prepayment and conventional customers will have the same block tariffs and pay the same price for electricity.

## Water block tariffs

The prescribed charges for water supplied to a customer through a water meter will include a volumetric water tariff charged per kilolitre of the measured volume of water supplied to consumer.

*Note: Inclining water block tariffs are applicable to all residential tariffs and not dependent on the size of the water connection. Only property used exclusively for residential property qualifies for residential tariffs.*

## LANGEBERG MUNICIPAL AREA TARRIFS FROM 1 JULY 2022

ELECTRICITY				
		ELECTRICITY PURCHASE BLOCKS (PREPAID METER: SINGLE PHASE CONNECTION <=60 AMP) Price (cent/kWh)	Single Phase Conventional Metering (<=60 AMP) Price (cent/kWh)*Monthly levy of R257.93 per month are applicable to the following tariffs:	Electricity Purchase Blocks Indigent Tariff (Income =< R4 020 per month) Price (cent/kWh)*
Block 1	0 - 50 kWh	R1.3509 c/kWh	R1.3509 c/kWh	R0.00 c/kWh
Block 2	51 - 350 kWh	R1.7389 c/kWh	R1.6518 c/kWh	R1.6518 c/kWh
Block 3	351 - 600 kWh	R2.4471 c/kWh	R2.3246 c/kWh	R2.3246 c/kWh
Block 4	Above 601 kWh	R2.8780 c/kWh	R2.7340 c/kWh	R2.7340 c/kWh

## WATER BLOCK RESIDENTIAL TARIFF PRICE (CENT/KL)\*

Residential Basic per month (<=22mm connection)	Residential Basic per month (>22<=25mm connection)	Residential Basic per month (>40<=50mm connection)	Water Block Indigent Tariff (Income =< 4020 Per Month) Price (cent/kl)*
Monthly levy = R103.00	Monthly levy = R162.17	Monthly levy = R666.21	Monthly levy = R103.00 (100% subsidized)
Block 1 (0 – 6 kl) R2.76 p/kl	Block 1 (0 – 6 kl) R2.76 p/kl	Block 1 (0 – 6 kl) R2.76 p/kl	Block 1 (0 – 6 kl) free
Block 2 (6 – 15 kl) R6.76 p/kl	Block 2 (6 – 15 kl) R6.76 p/kl	Block 2 (6 – 15 kl) R6.76 p/kl	Block 2 (>6kl) R7.77 p/kl
Block 3 (15 – 30 kl) R7.45 p/kl	Block 3 (15 – 30 kl) R7.45 p/kl	Block 3 (15 – 30 kl) R7.45 p/kl	
Block 4 (30 kl- 40 kl) R8.23 p/kl	Block 4 (30 kl- 40 kl) R8.23 p/kl	Block 4 (30 kl- 40 kl) R8.23 p/kl	
Block 5 (40 – 60 kl) R11.10p/kl	Block 5 (40 – 60 kl) R11.10p/kl	Block 5 (40 – 60 kl) R11.10 p/kl	
Block 5 (> 60 kl) R12.21 p/kl	Block 5 (> 60 kl) R12.21 p/kl	Block 5 (> 60 kl) R12.21 p/kl	

## 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 - MAY 2022 💧

TREATED WATER	REQUIREMENT MEASUREMENT BLUE DROP STANDARDS	ASHTON	BONNIEVALE	MCGREGOR	MONTAGU	ROBERTSON
pH (at 25°C)	≥5.00 - ≤9.70	7,12	8,1	7,19	7,38	7,2
Conductivity (at 25°C)	≤170	68,2	79,8	12,6	58	9,37
Turbidity (NTU)	≤1.0 Operational ≤5.0 -Aeshetic	2,64	1,53	0,6	<0,30	0,81
Colour (mg/L as Pt)	≤15	<10	<10	<10		<10
Aluminium (µg/L as Al)	≤300	35,7	44,5	11,6	13,9	13,6
Iron (µg/L as Fe)	≤300 Aesthetic ≤2000 Chronic Health	<20	<20	<20	<20	<20
Free Chlorine (mg/L)	>0.0 - ≤5	1,09	0,36	0,35	0,44	0,27
E.Coli (cnt/100ml)	Not Detected	0	0	0	0	0
Total Coliform Bacteria	≤10	13	2	1	0	0

# SERVICE DELIVERY AND BUDGET IMPLEMENTATION PLAN 2022-2023

*The Local Government: Municipal Finance Management, 2003 (Act No 56 of 2003) (MFMA) requires that municipalities prepare a Service Delivery and Budget Implementation Plan (SDBP) as a strategic financial management tool to ensure that budgetary decisions are implemented by the municipality for the financial year, aligned with the strategic planning tool, the Integrated Development Plan (IDP). The SDBIP is a contract between the Council administration and the community. The detailed SDBIP for the financial year 1 July 2022 - 30 June 2023 is available on our municipal website ([www.langeberg.gov.za](http://www.langeberg.gov.za)) and all public libraries.*



## OFFICE OF THE MUNICIPAL MANAGER

Mr M Mgajo  
(Acting Municipal Manager)

- Municipal Manager
- Internal Audit



## DIRECTORATE COMMUNITY SERVICES

Mr M Mgajo

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



## DIRECTORATE STRATEGY AND SOCIAL DEVELOPMENT

Mrs CO Matthys

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



## DIRECTORATE CORPORATE SERVICES

Mr A Everson

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



## FINANCIAL SERVICES

Mr M Shude

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



## DIRECTORATE ENGINEERING SERVICES

Mr M Johnson

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

OFFICE OF THE MUNICIPAL MANAGER									
IDP Objective [R]	KPI Name [R]	Unit of Measurement	Ward	Target Type	Annual Target	Q1	Q2	Q3	Q4
SO2: Basic Service Delivery: Maintain infrastructure to provide basic services to all citizens	The percentage of the municipal capital budget spent on projects as at 30 June 2023 {(Actual amount spent on capital projects excluding orders/Total amount budgeted for capital projects) x 100}	Percentage (%) of capital budget spent	All	Percentage	95,00%	0,00%	20,00%	60,00%	95,00%
SO4: An efficient, effective, responsive and accountable administration	Develop a Risk Based Audit Plan and submit to the Audit Committee by 30 June 2023	Developed and submitted Plan	All	Number	1	0	0	0	1

DIRECTORATE COMMUNITY SERVICES									
IDP Objective [R]	KPI Name [R]	Unit of Measurement	Ward	Target Type	Annual Target	Q1	Q2	Q3	Q4
SO1: Housing: Effective approach to integrated human settlements and improved living conditions of all households	Complete the construction of 112 IRDP units (top structures) for Phase 2 Nkqubela (erf 136) by 30 June 2023	Number of IRDP units constructed	2	Number	112	0	0	0	112
SO4: An efficient, effective, responsive and accountable administration	Develop a preventative maintenance plan for community facilities and submit to Council for approval by 30 November 2022	Maintenance plan developed and submitted for approval	All	Number	1	0	1	0	0
SO2: Basic Service Delivery: Maintain infrastructure to provide basic services to all citizens	Complete the construction of the boundary wall for the Van Zyl Street Sport Facility by 30 June 2023	Project completed by 30 June 2023	1	Number	1	0	0	0	1

DIRECTORATE COMMUNITY SERVICES									
IDP Objective [R]	KPI Name [R]	Unit of Measurement	Ward	Target Type	Annual Target	Q1	Q2	Q3	Q4
SO2: Basic Service Delivery: Maintain infrastructure to provide basic services to all citizens	Spend 95% of the capital budget allocated to construct a Fire Station in Robertson by 30 June 2023 (Total actual expenditure for the project/Total amount budgeted for the project) x 100	Percentage (%) of the approved capital budget spent	11	Percentage	95,00%	0,00%	0,00%	60,00%	95,00%
SO2: Basic Service Delivery: Maintain infrastructure to provide basic services to all citizens	Spend 95% of the capital budget allocated for the expansion of the silo cemetery in Ashton by 30 June 2023 (Total actual expenditure for the project/Total amount budgeted for the project) x 100	Percentage (%) of the approved capital budget spent	1, 10	Percentage	95,00%	0,00%	30,00%	60,00%	95,00%

DIRECTORATE STRATEGY AND SOCIAL DEVELOPMENT									
IDP Objective [R]	KPI Name [R]	Unit of Measurement	Ward	Target Type	Annual Target	Q1	Q2	Q3	Q4
SO3: Local Economic Development: Create an enabling environment for economic growth and decent employment	Create job opportunities through the Expanded Public Works Programme (EPWP) by 30 June 2023	Number of job opportunities created through EPWP	All	Number	400	150	50	150	50
SO6: Effective stakeholder engagements to promote civic education	Compile the 5th Generation IDP and submit to Council for consideration by 31 March 2023	IDP compiled and submitted for consideration	All	Number	1	0	0	1	0
SO4: An efficient, effective, responsive and accountable administration	Submit the draft Annual Report to Council by 31 January 2023	Draft annual report submitted to Council by 31 January 2023	All	Number	1	0	0	1	0

DIRECTORATE STRATEGY AND SOCIAL DEVELOPMENT									
IDP Objective [R]	KPI Name [R]	Unit of Measurement	Ward	Target Type	Annual Target	Q1	Q2	Q3	Q4
SO4: An efficient, effective, responsive and accountable administration	Review the Communication Strategy and submit to Council for approval by 31 March 2023	Reviewed Strategy submitted for approval	All	Number	1	0	0	1	0
SO3: Local Economic Development: Create an enabling environment for economic growth and decent employment	Develop a Local Economic Development Strategy and submit to Council for approval by 31 March 2023	Developed Strategy submitted for approval	All	Number	1	0	0	1	0
SO3: Local Economic Development: Create an enabling environment for economic growth and decent employment	Sign service level agreements (SLA's) with 3 Local Tourism Associations (LTA's) for their annual tourism operational expenditure by 30 September 2022	Number of signed service level agreements (SLA's)	All	Number	3	3	0	0	0
SO4: An efficient, effective, responsive and accountable administration	Purchase two generators (Montagu and Bonnievale) by 30 June 2023	Number of generators purchased	All	Number	2	0	0	0	2
SO4: An efficient, effective, responsive and accountable administration	Spend 95% of the budget allocated to purchase security cameras by 30 June 2023 (Total actual expenditure for the project/Total amount budgeted for the project) x 100	Percentage (%) of the approved budget spent	All	Percentage	95,00%	0,00%	30,00%	60,00%	95,00%
SO3: Local Economic Development: Create an enabling environment for economic growth and decent employment	Complete the upgrade of the informal trading areas in Bonnievale and Montagu by 30 June 2023	Number of upgrades completed	11	Number	2	0	0	0	2

**DIRECTORATE CORPORATE SERVICES**

IDP Objective [R]	KPI Name [R]	Unit of Measurement	Ward	Target Type	Annual Target	Q1	Q2	Q3	Q4
SO4: An efficient, effective, responsive and accountable administration	Percentage of municipality's personnel budget actually spent on implementing its workplace skills plan measured as at 30 June 2023 ((Total Actual Training Expenditure/Total Personnel Budget)x100	Percentage (%) of municipality's personnel budget actually spent	All	Percentage	1,00%	0,00%	0,00%	0,00%	1,00%
SO4: An efficient, effective, responsive and accountable administration	Limit vacancy rate to 15% of budgeted posts by 30 June 2023 [(Number of funded posts vacant/ budgeted posts)x100)	Percentage (%) of vacancy rate	All	Percentage	15%	15,00%	15,00%	15,00%	15,00%
SO4: An efficient, effective, responsive and accountable administration	Number of people from the EE target groups employed by 30 June 2023 in the 3 highest levels of management in compliance with the approved EE plan	Number of people from the EE target groups employed in the highest 3 levels of management by 30 June 2023	All	Number	1	0	0	0	1
SO4: An efficient, effective, responsive and accountable administration	Develop a preventative maintenance plan for all administrative offices and submit to Council for approval by 30 November 2022	Plan developed and submitted for approval	All	Number	1	0	1	0	0
SO6: Effective stakeholder engagements to promote civic education	Develop a Safety and Security Plan and submit to Council for approval by 30 September 2022	Plan developed and submitted for approval	All	Number	1	1	0	0	0
SO6: Effective stakeholder engagements to promote civic education	Develop a Service Charter and submit to Council for approval by 31 March 2023	Service Charter developed and submitted for approval	All	Number	1	0	0	1	0
SO4: An efficient, effective, responsive and accountable administration	Review staff establishment and submit to Council for approval by 31 January 2023	Reviewed staff establishment submitted for approval	All	Number	1	0	0	1	0
SO4: An efficient, effective, responsive and accountable administration	Develop an HR Strategy and submit to Council for approval by 31 March 2023	Strategy developed and submitted for approval	All	Number	1	0	0	1	0

FINANCIAL SERVICES									
IDP Objective [R]	KPI Name [R]	Unit of Measurement	Ward	Target Type	Annual Target	Q1	Q2	Q3	Q4
SO2: Basic Service Delivery: Maintain infrastructure to provide basic services to all citizens	Provide water to the formal residential properties that are connected to the municipal water infrastructure network as at 30 June 2023	Number of formal residential properties connected to the water infrastructure network and provided with water	All	Number	14500	14500	14500	14500	14500
SO2: Basic Service Delivery: Maintain infrastructure to provide basic services to all citizens	Provide electricity to the formal residential properties connected to the municipal electrical infrastructure network as at 30 June 2023	Number of formal residential properties connected to the electrical infrastructure network and provided with electricity	All	Number	16800	16800	16800	16800	16800
SO2: Basic Service Delivery: Maintain infrastructure to provide basic services to all citizens	Provide waste water services (sanitation/sewerage) to the formal residential properties connected to the municipal waste water network service as at 30 June 2023, irrespective of the number of water closets (toilets) and which are billed for sanitation/sewerage	Number of formal residential properties connected to the municipal waste water (sanitation/sewerage) services and are provided with sanitation/sewerage services	All	Number	14500	14500	14500	14500	14500
SO2: Basic Service Delivery: Maintain infrastructure to provide basic services to all citizens	Provide refuse removal once per week to formal residential properties which are billed for refuse removal as at 30 June 2023	Number of residential properties which are billed for refuse removal	All	Number	14500	14500	14500	14500	14500
SO2: Basic Service Delivery: Maintain infrastructure to provide basic services to all citizens	Provide free basic water to indigent households as at 30 June 2023	Number of indigent households provided with free basic water	All	Number	7000	7000	7000	7000	7000
SO2: Basic Service Delivery: Maintain infrastructure to provide basic services to all citizens	Provide free basic electricity to indigent households as at 30 June 2023	Number of indigent households provided with free basic electricity	All	Number	7000	7000	7000	7000	7000

FINANCIAL SERVICES									
IDP Objective [R]	KPI Name [R]	Unit of Measurement	Ward	Target Type	Annual Target	Q1	Q2	Q3	Q4
SO2: Basic Service Delivery: Maintain infrastructure to provide basic services to all citizens	Provide free basic sanitation to indigent households as at 30 June 2023	Number of indigent households provided with free basic sanitation services	All	Number	7000	7000	7000	7000	7000
SO2: Basic Service Delivery: Maintain infrastructure to provide basic services to all citizens	Provide free basic refuse removal to indigent households as at 30 June 2023	Number of indigent households provided with free basic refuse removal services	All	Number	7000	7000	7000	7000	7000
SO5: Sound Financial Management: Adherence to all laws and regulations applicable to LG	Financial viability measured in terms of the municipality's ability to meet its service debt obligations as at 30 June 2023 (Short Term Borrowing + Bank Overdraft + Short Term Lease + Long Term Borrowing + Long Term Lease) / (Total Operating Revenue - Operating Conditional Grant)	Percentage (%) of debt coverage	All	Percentage	25,00%	0,00%	0,00%	0,00%	25,00%
SO5: Sound Financial Management: Adherence to all laws and regulations applicable to LG	Financial viability measured in terms of the outstanding service debtors as at 30 June 2023 (Total outstanding service debtors, including property rates/revenue received for services, including property rates and rental from fixed assets) x 100)	Percentage (%) of outstanding service debtors	All	Percentage	12,00%	0,00%	0,00%	0,00%	12,00%

FINANCIAL SERVICES									
IDP Objective [R]	KPI Name [R]	Unit of Measurement	Ward	Target Type	Annual Target	Q1	Q2	Q3	Q4
SO5: Sound Financial Management: Adherence to all laws and regulations applicable to LG	Financial viability measured in terms of the available cash to cover fixed operating expenditure as at 30 June 2023 ((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 operational expenditure covered by available cash	All	Number	2,2	2,2	2,2	2,2	2,2
SO5: Sound Financial Management: Adherence to all laws and regulations applicable to LG	Submit the Annual Financial Statements to the Auditor-General by 31 August 2022	Annual Financial Statements submitted to Auditor-General	All	Number	1	1	0	0	0
SO5: Sound Financial Management: Adherence to all laws and regulations applicable to LG	Achieve a debtor payment percentage of 95% as at 30 June 2023 {(Gross Debtors Opening Balance + Billed Revenue - Gross Debtors Closing Balance - Bad Debts Written Off)/Billed Revenue} x 100}	Payment % achieved	All	Percentage	95,00%	35,00%	80,00%	85,00%	95,00%

**DIRECTORATE ENGINEERING SERVICES**

IDP Objective [R]	KPI Name [R]	Unit of Measurement	Ward	Target Type	Annual Target	Q1	Q2	Q3	Q4
SO2: Basic Service Delivery: Maintain infrastructure to provide basic services to all citizens	Limit unaccounted electricity to less than 7.5% as at 30 June 2023 {(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} x 100}	Percentage (%) unaccounted electricity captured in the report	All	Percentage	7,50%	7,50%	7,50%	7,50%	7,50%
SO2: Basic Service Delivery: Maintain infrastructure to provide basic services to all citizens	95% of Water samples comply with SANS241 micro biological indicators on a monthly basis {(Number of water samples that comply with SANS241 indicators/Number of water samples tested) x 100}	Percentage (%) compliance of samples tested	All	Percentage	95,00%	95,00%	95,00%	95,00%	95,00%
SO2: Basic Service Delivery: Maintain infrastructure to provide basic services to all citizens	Limit unaccounted water to less than 15% as at 30 June 2023 {(Number of Kiloliters Water Purchased or Purified - Number of Kiloliters Water Sold (incl free basic water) / Number of Kiloliters Water Purchased or Purified) x 100}	Percentage (%) of unaccounted water captured in the report	All	Percentage	15,00%	15,00%	15,00%	15,00%	15,00%
SO4: An efficient, effective, responsive and accountable administration	Develop a Municipal Spatial Development Framework (SDF) and submit to Council for approval by 31 March 2023	Spatial Development Framework developed and submitted for approval	All	Number	1	0	0	1	0

DIRECTORATE ENGINEERING SERVICES									
IDP Objective [R]	KPI Name [R]	Unit of Measurement	Ward	Target Type	Annual Target	Q1	Q2	Q3	Q4
SO2: Basic Service Delivery: Maintain infrastructure to provide basic services to all citizens	80% of Effluent samples comply with permit values on a monthly basis {(Number of effluent samples that comply with permit values/Number of effluent samples tested) x 100}	Percentage (%) compliance of samples	All	Percentage	80,00%	80,00%	80,00%	80,00%	80,00%
SO2: Basic Service Delivery: Maintain infrastructure to provide basic services to all citizens	Spend 95% of the capital budget allocated for the upgrade of the Waste Water Treatment Works in Robertson by 30 June 2023 (Total actual expenditure for the project/Total amount budgeted for the project) x 100	Percentage (%) of the budget spent	1, 2, 3, 6, 11	Percentage	95,00%	10,00%	30,00%	60,00%	95,00%
SO2: Basic Service Delivery: Maintain infrastructure to provide basic services to all citizens	Spend 95% of the capital budget allocated to rehabilitate roads in the municipal area by 30 June 2023 (Total actual expenditure for the project/Total amount budgeted for the project) x 100	Percentage (%) of the budget spent	1,3,6,4,7,11,12, 9	Percentage	95,00%	0,00%	30,00%	60,00%	95,00%
SO2: Basic Service Delivery: Maintain infrastructure to provide basic services to all citizens	Spend 95% of the grant allocated for the construction of a second entrance in Nkqubela by 30 June 2023 (Total actual expenditure for the project/Total amount budgeted for the project) x 100	Percentage (%) of the grant spent	2	Percentage	95,00%	0,00%	30,00%	60,00%	95,00%

DIRECTORATE ENGINEERING SERVICES									
IDP Objective [R]	KPI Name [R]	Unit of Measurement	Ward	Target Type	Annual Target	Q1	Q2	Q3	Q4
SO2: Basic Service Delivery: Maintain infrastructure to provide basic services to all citizens	Complete the reconstruction of the MRF in Ashton by 30 June 2023	Project completed	10	Number	1	0	0	0	1
SO4: An efficient, effective, responsive and accountable administration	Develop preventative maintenance plans for water, electricity, sanitation and solid waste and submit to Council for approval by 30 November 2022	Number of plans developed and submitted for approval	All	Number	4	0	4	0	0
SO4: An efficient, effective, responsive and accountable administration	Review Streets By-law and Solid Waste Management By-law and submit to Council for approval by 30 June 2023	Number of By-laws reviewed and submitted for approval	All	Number	2	0	0	0	2
SO2: Basic Service Delivery: Maintain infrastructure to provide basic services to all citizens	Spend 95% of the capital budget allocated to the electrical engineering department by 30 June 2023 (Total actual expenditure for the project/Total amount budgeted for the project) x 100	Percentage (%) of the approved capital budget spent	All	Percentage	95,00%	0,00%	30,00%	60,00%	95,00%
SO4: An efficient, effective, responsive and accountable administration	Purchase fleet for the municipality in terms of the approved budget by 30 June 2023	Number of vehicles purchased	All	Number	17	0	0	0	17

## 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 MAY 2022

1

WARD 2 - ROBERTSON  
NUMBER OF COMPLAINTS RECEIVED: 97  
ELECTRICITY (POWER FAILURES)

2

WARD 10 - ASHTON  
NUMBER OF COMPLAINTS RECEIVED: 78  
ELECTRICITY (POWER FAILURES)

3

WARD 2 - ROBERTSON  
NUMBER OF COMPLAINTS RECEIVED: 56  
CIVIL (SEWERAGE BLOCKAGES)

4

WARD 1 - ROBERTSON  
NUMBER OF COMPLAINTS RECEIVED: 47  
CIVIL (SEWERAGE BLOCKAGES)

5

WARD 4 - BONNIEVALE  
NUMBER OF COMPLAINTS RECEIVED: 45  
ELECTRICITY (POWER FAILURES)

6

WARD 9 - ASHTON  
NUMBER OF COMPLAINTS RECEIVED: 43  
ELECTRICITY (POWER FAILURES)

7

WARD 10 - ASHTON  
NUMBER OF COMPLAINTS RECEIVED: 38  
CIVIL (SEWERAGE BLOCKAGES)

8

WARD 3 - ROBERTSON  
NUMBER OF COMPLAINTS RECEIVED: 33  
CIVIL (SEWERAGE BLOCKAGES)

9

WARD 8 - BONNIEVALE  
NUMBER OF COMPLAINTS RECEIVED: 28  
CIVIL (SEPTIC TANKS)

10

WARD 12 - MONTAGU  
NUMBER OF COMPLAINTS RECEIVED: 26  
ELECTRICITY (POWER FAILURES)

# CONNECT WITH THE LANGEBERG MUNICIPALITY

## REGISTER ON OUR 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



**ADD US ON  
WHATSAPP  
065 211 7822**

- ✓✓ **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**

## GET CONNECTED FOR OUR LATEST NEWS & UPDATES



on Facebook - Langeberg Municipality



on Twitter @Langeberg\_Muni



on Instagram @langebergmunicipality



on TikTok @langebergmunicipality

**SCAN THE  
QR CODE**



**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#**