

# EXPRESS

EDITION 96 - MARCH/APRIL 2022



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## MESSAGE FROM THE MAYOR



AS EXECUTIVE MAYOR OF THE LANGEBERG MUNICIPALITY, I CAN STATE THAT THE LAST 100 DAYS HAVE BEEN VERY BUSY. APART FROM HAVING TO LOOK AT THE INTEGRATED DEVELOPMENT PLAN (IDP) AND BUDGET 2022/2023 WE ALSO HAD TO COME UP WITH A PLAN FOR THE PERIOD 2023/2027

# FIRST 100 DAYS

The plan manifested through various strategic sessions which was attended by the respective Mayoral Committee members and me along with the Municipal Manager and the Directors of the various departments. As well as workshops which included the various councilors.

Currently, Langeberg Municipality is in a coalition with the Freedom Front Plus. Although we have different manifestos, we were able to find common ground and shape a five-year plan that speaks to both parties.

Herewith the first 100 days of office, keeping our strategic goals in mind, which are:

- Good Governance
- Financial Sustainability
- Waste Management
- Water Provision
- Sewerage Management
- Electricity Provision
- Infrastructure Maintenance
- Reclaim Public Spaces and Parks
- Roads and Transport
- Safety and Security
- Job Creation and Investment
- Sustainable Housing
- Health
- Environmental Protection
- Devolution of Power

The following reports from each directorate will show how they speak directly to these strategic goals along with the strategic objectives (SO) of Langeberg's fourth generation Development Plan, which are the following:

### *SO 1 Housing:*

Effective approach to integrated human settlements and improved living conditions of all households

### *SO 2 Basic Service Delivery:*

Maintain infrastructure to provide basic services to all citizens

### *SO 3 Local Economic Development:*

Create an enabling environment for economic growth and decent employment

### *SO 4 Accountable Administration:*

Maintain an efficient, effective and responsive administration

### *SO 5 Sound Financial Management:*

Adherence to all laws and regulations applicable to LG

### *SO 6 Effective Stakeholder Engagements:*

Promote civic education



# FIRST 100 DAYS

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In the office of Strategy and Social Development a database was established which encompasses Agri businesses, tourism, and industrial business for the purpose of the IDP. Furthermore, an investigation into the need of a steering committee relating to the research of renewable energy has commenced.

Discussions have also been initiated with Robertson Winery and Robertson Co-op regarding development in the area to renew and re-establish public participation in local government after the harsh effects Covid has had on this area of local government. Meeting with various other major stakeholders within the Langeberg area has also taken place. In the office of

Engineering there has been a tangible effect felt by the public of Langeberg with the fixing of 756 potholes throughout the Langeberg area. As well the approval of 60 building plans along with 17 zoning/ rezonings. The water filters in the water works plant was also upgraded. In the office of Finance many wins were achieved.

Most importantly, Langeberg Municipality received its clean audit outcome. A debtor ratio payment of 106% was also achieved. In January 2022 an adjustment budget was approved with a focus on accelerating spending to improve service delivery. The midyear assessment of Langeberg also indicated that the Municipality is still financially viable.

Langeberg Municipality also continues its financial internship program supported by the Financial Management grant to groom future financial practitioners. In the office of Corporate Services capital spending is as close to 100% as it could be. A reasonable number of staff members have been equipped with the necessary skills needed to legally comply with the requirements of their job titles, focusing on water works and sewerage works. There has also been a concerted effort to reclaim the parks and open spaces with discussions and action between law enforcement and the SAP. Consistent monitoring and control of crowds, by law enforcement, during some of Langeberg's hottest heat waves at the public swimming pool has prevented the loss of any life.

The process of ward committees has also been finalised. In the office of Community Services new aluminium roller doors were fitted in our park in Montagu. General maintenance was done at our fire station to ensure effective service delivery along with training of new fire fighters. Roofs were replaced at no less than four of our community halls as well as the construction of better cloak rooms at van Zyl street sports grounds, which is one of largest sports fields serving the community. Two courts were also resurfaced along with the repairs done out our public pool. The building of 172 houses is still ongoing in Nkqubela.

In conclusion, Langeberg Municipality's actions speak directly to the strategic goals set out by the Mayoral Committee and will continue to do so under the leadership of its Mayor and Mayoral Committee Members.

Thank You.

**Executive Mayor**  
**Ald. S.W van Eeden**



*Photos from top to bottom: Van Zyl Street Netball Courts were resurfaced, Nkqubela Housing Project is still ongoing, 756 potholes were fixed throughout the Langeberg Municipal Area*



# WARD COMMITTEE MEMBERS GET INDUCTED

Langeberg Municipality's Ward Committee recently went through a series of induction sessions. The aim of these 2-day training sessions, held during March 2022, was to create a sound engagement platform regarding service delivery issues. Ward Councillors for the respective wards were also in attendance.

Councillor P Hess (Speaker of Council) opened the training sessions and Mr AB Brönn (Assistant Manager: Governance Support), Mrs C Matthys (Director: Strategy and Social Development) and Mr M Tamsanqa (Provincial Department of Local Government: Public Participation and Community Liaison Workers) facilitated the sessions.

Topics that were covered included:

- Ward Committee Rules, Roles & Function
- IDP, Municipal Performance Management & SDBIP
- Communication and Community Participation Policy
- Community Development and Outreach Events
- Municipal Budget and Service Delivery
- Legislative Framework
- Facilitation and Conflict Management.

The new ward committee members serve their respective wards until the next Local Government Election. During this period the Ward Committees play a vital role to assist their Ward Councillors in identifying the needs and concerns in their wards, and in communicating it to Council.

## Role & Responsibilities of Ward Committees

- Advise the ward councillor in identifying the needs and concerns of the ward, & communicating these to the council

- Be an active participant in the ward committee and take responsibilities such as managing a portfolio or an area of interest
- Facilitate proper communication and form a link between Council and the residents that they represent
- Assist the ward councillor to inform the community of their rights and entitlements, work as a team and speak with one voice
- Assist the ward councillor with the management of community grievances and complaints
- Show leadership by starting projects which will improve the lives of people in the ward
- Compile a profile of each block so that the committee can learn more about the blocks and the ward as a whole
- Help the Ward Councillor to consult with people who have a stake in a particular issue, and work with partners in the community to benefit the ward committee's work
- Be involved in community outreach events
- Increase the participation of residents in municipal decision-making processes
- Represent a block in the local ward without being politically aligned
- Be involved in municipal matters (IDP process, municipal performance management, annual budget etc.)
- Identify and initiate projects to improve the lives of people in the ward
- Assist with community awareness campaigns
- Report back to the community through their various blocks or geographical areas.
- Serve as a mobilizing agent for community action within the ward

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

**COTA APHA UFUNDE NGESIXHOSA**



# MEET YOUR WARD COMMITTEE MEMBERS

## WARD 1



Block 1  
Regan Van Ryneveld  
066 563 6636



Block 2  
Ernest Liebich  
079 587 8765



Block 3  
Curtley Rossouw  
083 259 5667



Block 4  
Marie Kannemeyer  
082 872 0403



Block 5  
Peter Wessels  
071 705 0786



Block 6  
Murray Macdonald  
084 667 0615



Block 7  
Piet Veldsman  
060 868 9698



Block 8  
Sarie Davids  
073 695 1805



Block 9  
Monica Tiras  
074 659 6410



Block 10  
Anita Joseph  
023 626 1713

[CLICK HERE TO VIEW WARD MAP FOR WARD 1](#)

# MEET YOUR WARD COMMITTEE MEMBERS

## WARD 2



Block 1  
Musewenkosi Nyamana  
072 229 1691



Block 2  
Monwabisi May  
061 246 1520



Block 3  
Babalwa Madonono  
071 747 1305



Block 4  
Xolile Mxakaza  
084 699 6615



Block 5  
Ndiyakholwa Yokwana  
076 336 6322



Block 6  
Nomzi Siqangwe  
060 407 2172



Block 7  
Morris Kopina  
063 995 9303



Block 8  
Solomon Khuselo  
079 782 2932



Block 9  
Zolani Sokutapa  
074 442 0048



Block 10  
Zolile Silwana  
084 523 5089

[CLICK HERE TO VIEW WARD MAP FOR WARD 2](#)

# MEET YOUR WARD COMMITTEE MEMBERS

## WARD 3



Block 1  
Dirk Hagendoorn  
079 619 8700



Block 2  
Edward Jeneke  
079 075 9199



Block 3  
Susan Hartzenberg  
071 485 1457



Block 4  
Hendrick Arendse  
072 744 5170



Block 5  
Ferdenand van Wyk  
082 068 4700



Block 6  
Jeflin Smith  
073 606 1392



Block 7  
Christine Jacobs  
064 434 5109



Block 8  
Karel Fortuin  
078 675 4407



Block 9  
Andries Hektoer  
084 594 0103



Block 10  
Colleen Mc Krige  
079 294 4829

[CLICK HERE TO VIEW WARD MAP FOR WARD 3](#)



# MEET YOUR WARD COMMITTEE MEMBERS

## WARD 4



Block 1  
Azalma Ross  
064 985 5324



Block 2  
William Kortje  
063 725 2271



Block 3  
Mbawgi Ngwenya  
072 561 9719



Block 4  
Sina Conradie  
072 227 4573



Block 5  
Brendoline Siegelaar  
072 863 1294



Block 6  
Lilian Pawuli  
072 220 7036



Block 7  
Annaline Dampies  
083 633 1142



Block 8  
Dora Willemse  
081 458 4253



Block 9  
Pauline Palse  
082 622 3329



Block 10  
Nashdean Hansen  
078 018 2112

**THE WARD  
COMMITTEE  
MEMBERS OF  
WARD 5-12 WILL BE  
FEATURED IN THE  
SUBSEQUENT  
ISSUES OF THE  
EXPRESS**

[CLICK HERE TO VIEW WARD MAP FOR WARD 4](#)

# LET'S TALK ABOUT THE PLANS FOR THE NEXT FINANCIAL YEAR

**KOM ONS GESELS OOR DIE PLANNE VIR DIE FINANSIËLE JAAR.  
MASITHETHE NGEZINGCWANGCISO ZONYAKA-MALI OLANDELAYO.**

Residents are encourage to take part in the decisions of council and comment on the draft Budget, draft IDP and related documents before 30 April 2022. Comments on the below documentation must be submitted for the attention of the Municipal Manager, clearly marked: "BUDGET 2022-2023".

Inwoners word aangemoedig om deel te neem aan die besluite van die raad en kan kommentaar lewer op die konsepbegroting, konsep GOP en verwante dokumente voor 30 April 2022. Kommentaar op die onderstaande dokumentasie moet ingedien word vir die aandag van die Munisipale Bestuurder, duidelik gemerk: "BEGROTING 2022 -2023".

Abahlali bayakhuthazwa ukuba bathathe inxaxheba kwizigqibo zebhunga kananjalo bahlomle kuHlahlo-lwabiwo mali olusayilwayo, kwi-RDP esayilwayo nangamanye amaxhwebhu phambi komhla wama-30 Apreli 2022. Izimvo malunga nalamaxhwebhu angezantsi zingathunyelwa ukuba ziqwalaselwe nguMphathi kaMasipala, uziphawulwe ngokucacileyo: "UHLAHLO-LWABIWO MALI LUKA 2022-2023".

**VIEW THE RELATED DOCUMENTS AT  
WWW.LANGEBERG.GOV.ZA**

Kry die verwante dokumente by [www.langeberg.gov.za](http://www.langeberg.gov.za)  
Funda amaxhwebhu apha ku-[www.langeberg.gov.za](http://www.langeberg.gov.za)



- DRAFT BUDGET/KONSEP-BEGROTING/UHLAHLO-LWABIWO MALI OLUSAYILWAYO
- SERVICE TARIFFS/ DIENSTARIEWE/ ISICWANGCISO ESINXUBELELENEYO SOPHUHLISO
- INTEGRATED DEVELOPMENT PLAN/ GEÏNTEGREERDE ONTWIKKELINGSPLAN/ ISIKHOKELO SOPHUHLISO LWEMIHLABA
- RELATED POLICIES/ VERWANTE BELEIDE/ IMIGAQO-NKQUBO ENXIBELELENEYO
- SPATIAL DEVELOPMENT FRAMEWORK/ RUIMTELIKE ONTWIKKELING RAAMWERK/ IIRHAFU ZEENKONZO

**SUBMIT YOUR INPUTS BY 30 APRIL 2022**  
LATE SUBMISSIONS WILL NOT BE CONSIDERED.

**STUUR JOU INSETTE TEEN  
30 APRIL 2022**  
LAAT INDIENINGS SAL NIE  
OORWEEG WORD NIE.

**FAKA IZIMVO ZAKHO NGOMHLA  
WE-30 APRELI 2022**  
IZIMVO EZIFIKE EMVA KWEXESHA AZIYI  
KUQWALASELWA.



Email us on  
[mm@langeberg.gov.za](mailto:mm@langeberg.gov.za)



A written submission can be handed in at any Langeberg Municipal Office or sent to Private Bag X2, Ashton, 6715



Reply to any  
Municipal SMS  
(R1.50 per SMS)



Message us on  
Facebook, Twitter,  
or Instagram

# INFORMAL TRADING AREAS TO BE UPGRADED

The informal trading areas in Bonnievale and Montagu are soon to be upgraded. Project-funding was made available by the SMME Booster Fund of the Department: Economic Development and Tourism (DEDAT).

These projects, estimated to cost R3 078 000.00, aim to improve and stimulate local economic activity.

The municipality applied for funding to upgrade the Robertson informal trading area in the new financial year too. In the meanwhile, anti-cut and anti-climb fencing had been erected at the Robertson Informal Trading Area by Langeberg Municipality

Each of the informal trading areas were assessed, to identify its needs. A service provider, appointed by the municipality, will design the upgrades, and develop the necessary project plans.

The upgrades will vary per town, but may include any of the following:

- Upgrading of the ablution facilities to provide a toilet for the disabled
- Upgrading of the current stalls
- Providing covered stalls
- Providing additional stores
- Providing a storeroom with a toilet
- Providing access to prepaid electricity
- Providing a water point
- Resurfacing of the site
- Providing security lighting
- Providing a lockable refuse site
- Miscellaneous items

Upgrading of the Bonnievale and Montagu informal trading areas are to be completed by the end of 2022.

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

**COTA APHA UFUNDE NGESIXHOSA**



Photos 1-3: Artist rendering of the upgrades planned at the Bonnievale Informal Trading Area.  
Photos 4-6: Artist rendering of the upgrades planned at the Montagu Informal Trading Area.



# ARE YOU FOLLOWING US ON SOCIAL MEDIA?



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# WESTERN CAPE HUMAN SETTLEMENTS OPENS INDIVIDUAL SUBSIDY APPLICATIONS

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

**COTA APHA UFUNDE NGESIXHOSA**

## Western Cape Human Settlements opens Individual Subsidy Applications

The Western Cape Department of Human Settlements opened applications for its Individual Subsidy. Applications only open once a year, in April, and close as soon as the subsidy allocation limit has been reached. The Individual Subsidy is aimed at residents with a household income of between R0 and R3500 and allows buying an existing house, buying a house on a plot-and-plan basis, or finishing an incomplete house. The subsidy amount is just over R200,000 and is paid directly to a seller, conveyancer, financier, or contractor - depending on the case. Successful applicants will receive this subsidy only once.

There are various housing subsidies available from the Department that does not require citizens to wait for a government housing development in an area. The Individual Subsidy allows residents to, for example, identify a house for sale for the subsidy amount, or to use it as a top-up, to purchase a home. As there is a limited budget, assistance with this subsidy is only provided once a year and it is allocated on a first-come-first-serve basis. Priority is given to applicants who are elderly, or those having special needs (i.e., disabled).

"The Individual Subsidy is one of the subsidy programmes that can assist Western Cape residents with a housing opportunity, without waiting for a specific government housing development to be built in an area. The subsidy can be used to purchase an existing house, or to build a house on a vacant plot owned by the applicant" commented Ms Phila Mayisela, Acting Head of Department.

To qualify for this subsidy residents must:

- Be registered on the housing demand database (i.e. waiting list) at their nearest municipality;
- Must have been on the housing database for a minimum period of 10 years in Cape Town, and 5 years in areas outside of Cape Town;
- Be a South African citizen, or have a permanent residency permit.
- Be 18 years or older;
- Be married or living with a partner;
- Be single or divorced, and have proven financial dependents living with him/her permanently;
- Not have owned a property before;
- Earn a monthly household income of R3500 or less, before deductions;
- Not have received a housing subsidy from government before.

Western Cape residents who are still on the waiting list, meet the qualification criteria, and are interested in applying for the Individual Subsidy, are urged to submit their applications at the Department of Human Settlement's offices in Cape Town. More information, including application forms for this subsidy, can be found on the Department's website:

<https://www.westerncape.gov.za/service/individual-housing-subsidy>

# What happens if I get TB?

TB is a very serious disease, but you can be treated and make a full recovery.

## ? What treatment will I get?



- The TB nurse/doctor will decide what treatment to give you depending on the type of TB that you have.



- You will need to take tablets daily, 7 days a week from Monday to Sunday, for at least 6 months to cure TB. You will get a treatment card to record tablets taken every day.



- You will have more sputum tests during treatment to make sure the TB treatment is working.

## ? Will I get side effects from treatment?



- Sometimes TB treatment can cause side effects. Most side effects are mild and usually improve over time.



- If the side effects are bothering you, report them to your TB nurse/doctor before you decide to stop your treatment as some are easily treated.



- Your TB nurse/doctor will be able to support you to keep taking your treatment and treat any side effects. They may even change your treatment if the side effects are very bad.

## ? Keep healthy by keeping appointments



- It is important for you to keep all your clinic appointments. Your TB nurse/doctor will check to see that your treatment is working and decide when to stop some or all of your tablets.



- It is important to plan how you will get to the clinic and also think of the things that may interfere with you getting to the clinic.



- You must let the TB nurse know if you are too sick to get to the clinic or something happens that makes it impossible for you to get to the clinic.



- Make sure you have the clinic telephone number so you can contact them to let them know you cannot attend.
- Try not to just stay away from the clinic without telling anyone.



Western Cape  
Government  
FOR YOU

Health

Western Cape call centre: 0860 142 142



## ? Can I miss a few doses or stop treatment early?



- No! Stopping too soon or not taking it correctly can allow TB bacteria to survive and become resistant to TB treatment. This makes TB difficult to treat, but not impossible.



- Check with your nurse/doctor before using treatment from a shop or traditional healer - it may interfere with TB medication.

## ? What happens if I take my TB treatment well?



- You should start feeling better.



- You should start gaining weight.



- You will be healthier.
- Your sputum tests should come back negative.
- You will be protecting your loved ones from infection.
- You may be able to return to work/school.

## ? Visit the health facility urgently if you:



- Are breathing too fast to speak properly.



- Are coughing lots of blood.
- Have yellow skin or eyes.
- Are vomiting all your medicines.
- Have a skin rash that also involves the inside of your mouth.

## ? What to do if you need to travel



- Try and stay in your current home until you have finished your treatment.



- If you are going away for less than two months:



- Tell the clinic TB nurse and ask for enough treatment for the time that you are going to be away.
- Never stop taking your TB treatment.
- Always carry your treatment card with you so that you can get treatment at another clinic if needed.



- If you are going away for more than two months:



- Tell the TB nurse the name of the clinic or the area you are going to before you leave.
- Ask the TB nurse for a transfer letter.



- Take your TB card to a clinic where you will be going to get your TB treatment.



# STOP ILLEGAL CONNECTIONS

The rapid growth and building of illegal structures in the Langeberg Municipal area is placing strain and overload on our electricity system. Overloading the system causes it to trip or crash and leads to constant power interruptions.

## What are illegal connections?

An electricity connection is considered illegal when it is made to the electrical network without the Municipality's permission. Examples are, providing electricity to illegal structures and connecting to a mini-substation or overhead pole. It bears great risk of overloading the system and leads to power failures.

## Overloading of the system

When the Municipality installs electricity connections in your community, consideration is given to how much electricity is needed by the number of households and the number of people per household. Illegal connections draw, from the same infrastructure, meant for only a certain number of households, resulting in equipment being overloaded, and causing the system to fail.

Illegal connections are usually unsafe and unprotected. It poses 'n huge danger and the risk of possible electrocution.

## Dangers of illegal connections

Too often, innocent people lose their lives due to illegal connections. Sadly, and most concerning is the fact that it is often children being electrocuted when they unwittingly touch unsafe and carelessly laid cables, left by those stealing electricity and installing illegal connections. These cables often carelessly lie across roads, pathways, and walkways where anyone passing by, can easily be electrocuted.

Illegally connected wires can also contact with roofs, gutters, and washing lines, making these items live and able to conduct electricity. Because water conducts electricity, the problem is amplified when it rains. Illegal connections can also cause fire.

Illegal connections are not safe, as it is usually installed by unqualified people. They not only risk electrocuting themselves, but also expose other people to grave danger, the risk of severe injury, and death.

## Report illegal connections

Please report all illegal connections:

- Call 0860 88 1111 / 0800 002 587;
- WhatsApp: 065 211 7822; or
- E-mail: [complaints@langeberg.gov.za](mailto:complaints@langeberg.gov.za)

Source: Eskom

Additional information: <https://www.eskom.co.za/distribution/customer-service/public-safety/>



# EXPLORE LANGEBERG

*Five Towns. One Valley.*

MORE THAN 50 ACTIVITIES TO CHOOSE FROM



SCAN THE QR CODE  
TO VIEW OUR  
ACTIVITY MAP



LANGEBERG  
MUNICIPALITY



## ORGANIZE YOUR TRIP TODAY

### INFO BONNIEVALE

023 616 3052 or [reservations@info-bonnievale.co.za](mailto:reservations@info-bonnievale.co.za)  
[www.info-bonnievale.co.za](http://www.info-bonnievale.co.za)

### MCGREGOR TOURISM

023 625 1954 or [info@tourismmcgregor.co.za](mailto:info@tourismmcgregor.co.za)  
[www.tourismmcgregor.co.za](http://www.tourismmcgregor.co.za)

### MONTAGU - ASHTON TOURISM ASSOCIATION

023 614 2471/2728 or [info@montagu-ashton.info](mailto:info@montagu-ashton.info)  
[www.montagu-ashton.info](http://www.montagu-ashton.info)

### ROBERTSON TOURISM

023 626 4437 or [info@robertson.org.za](mailto:info@robertson.org.za)  
[www.robertsontourism.co.za](http://www.robertsontourism.co.za)



*Fresh Air. Wide Open Spaces. No Limits.*





## RDATA DONATES MORE THAN 250 PAIRS OF SCHOOL SHOES FOR PUPILS

As a service provider to Local Government across South Africa, Rdata understands the importance of private companies partnering with Local Municipalities to give back to the communities they operate within. Langeberg Municipality is one of Rdata's longest standing clients of the Rdata EMS Desktop ERP Solution, serving the community together for over 40 years.

In conjunction with the Speaker's office as well as the Municipal Managers office, it was decided that Rdata would provide school shoes to some of the school children in the Robertson area. Klaasvoogds and Dagbreek Primary School were the two schools identified for the donation.

"The young learners of our country are also our future leaders, and their education is of paramount importance. We hope we can make getting to school a little bit easier with this donation and wish them all success for the rest of the school year", said Mr Roy Matthews, Rdata Regional Manager (Western Cape).

*Photos 1: (from left to right) Mr R Matthews (Rdata: Regional Manager, WC), Ms W Rabie (Teacher, Klaasvoogds Primary), Mnr J Kuhn (Speaker's Assistant), Mr Burger (Rdata), Ms S Rossouw (Principal, Klaasvoogds Primary), Cllr P Hess (Speaker of Council), Mr D Geduld (Ward Committee Member), Cllr Y Siegel, Cllr M Gertse.*

*Photo 2: Rdata donated over 250 pairs of shoes for pupils*

*Photo 3: (from left to right) Mrs C Matthys (Director: Strategy and Social Development), Mr Matthews, Mr Burger, Mr ASA De Klerk (Municipal Manager), Ald SW van Eeden (Executive Mayor), Cllr Hess, Mr N Padiachy (Principal: Dagbreek Primary).*



## 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 MARCH 2022

1

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

2

WARD 10 - ASHTON  
NUMBER OF COMPLAINTS RECEIVED: 61  
ELECTRICITY (POWER FAILURES)

3

WARD 1 - ROBERTSON  
NUMBER OF COMPLAINTS RECEIVED: 43  
CIVIL (SEWERAGE BLOCKAGES)

4

WARD 2 - ROBERTSON  
NUMBER OF COMPLAINTS RECEIVED: 41  
ELECTRICITY (POWER FAILURES)

5

WARD 8 - BONNIEVALE  
NUMBER OF COMPLAINTS RECEIVED: 40  
CIVIL (SEPTIC TANKS)

6

WARD 9 - ASHTON  
NUMBER OF COMPLAINTS RECEIVED: 38  
CIVIL (SEWERAGE BLOCKAGES)

7

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

8

WARD 9 - ASHTON  
NUMBER OF COMPLAINTS RECEIVED: 30  
ELECTRICITY (POWER FAILURES)

9

WARD 3 - ROBERTSON  
NUMBER OF COMPLAINTS RECEIVED: 30  
CIVIL (SEWERAGE BLOCKAGES)

10

WARD 9 - ASHTON  
NUMBER OF COMPLAINTS RECEIVED: 22  
CIVIL (WATERMETER LEAKS)

# 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**

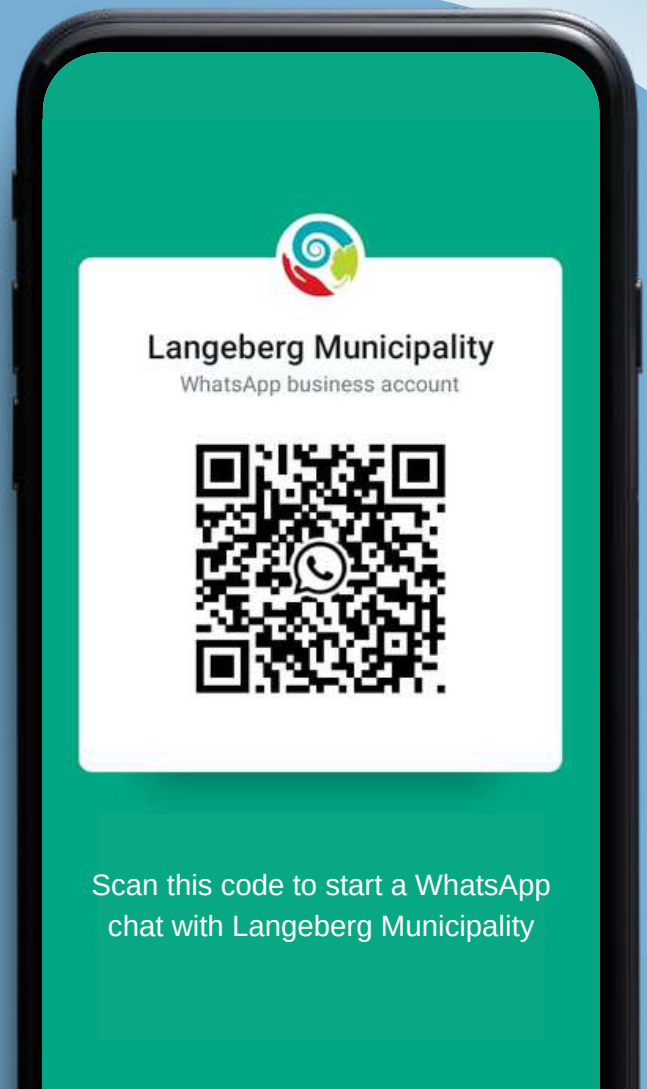


**ACTIVE 24 HOURS, 7  
DAYS A WEEK**



**FOLLOW UP ON  
SERVICE DELIVERY  
COMPLAINTS**

## SCAN THE QR CODE



Scan this code to start a WhatsApp  
chat with Langeberg Municipality



# 12 & ? OLDER

# CLICK HERE TO REGISTER FOR COVID-19 VACCINE

## FOR EMERGENCIES AND CUSTOMER SERVICE

Contact 0860 88 1111 / 023 615 2219 or e-mail [complaints@langeberg.gov.za](mailto:complaints@langeberg.gov.za)

DEDICATED FIRE LINE: 023 615 8911

### 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), or visit us at the Municipal Building, 28 Main Road, Ashton, 6750.

### 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) of besoek ons gerus by die munisipale gebou, Hoofweg 28, Ashton, 6715.

### IMIBUZO OKANYE IINGCEBISO?

Ingaba unazo kusini na iingcebiso malunga nendlela esinokuphucula ngalo unxibetwano kunye nawe? Okanye, ingaba unemibuzo ethile malunga nelineye lamanqaku ethu?

Nceda ke uqhagamshelane no-Willy-John Gordon, [ku-wgordon@langeberg.gov.za](mailto:ku-wgordon@langeberg.gov.za) okanye umtyelele kwisakhiwo sakwaMasipala esise-28 Main Road, Ashton, 6715.

### JOIN OUR SMS DATABASE

Email your municipal account number, ward number and cell number to [Debiteure@langeberg.gov.za](mailto:Debiteure@langeberg.gov.za), or visit our nearest Municipal Office.



**Have you joined us yet?**

**Het jy al by ons aangesluit?**

**Ngaba usijoyine?**



Langeberg Municipality



Langeberg\_Muni



## WATER RESULTS - MARCH 2022



TREATED WATER	REQUIREMENT MEASUREMENT BLUE DROP STANDARDS	ASHTON	BONNIEVALE	MCGREGOR	MONTAGU	ROBERTSON
Inflow ML						
pH (at 25°C)	≥5.00 - ≤9.70	7,59	7,91	7,08	7,44	6,38
Conductivity (at 25°C)	≤170	54,7	56,7	12,8	54,6	7,13
Turbidity (NTU)	≤1.0 Operational	0,66	<0,30	0,49	<0,30	1
	≤5.0 - Aesthetic					
Colour (mg/L as Pt)	≤15	<10	<10	<10	<10	<10
Aluminium (µg/L as Al)	≤300	102	136	42,7	43,2	31.0
Iron (µg/L as Fe)	≤300 Aesthetic ≤2000 Chronic Health	<20	<20	<20	<20	<20
Free Chlorine (mg/L)	>0.0 - ≤5	<0,02	<0,01	0,28	<0,01	0,68
E.Coli (cnt/100ml)	Not Detected	4	0	0	0	0
Total Coliform Bacteria	≤10	200	0	1	0	0