

LANGEBERG

ASHTON | BONNIEVALE | MCGREGOR | MONTAGU | ROBERTSON



MORE THAN JUST NEWS AND VIEWS * MEER AS NET INSIGTE EN BERIGTE

Holiday fun!



Langeberg gets kids moving

Thusong Centre offers many services

The Langeberg Thusong Centre, situated on the corner of Westley and Paddy Street, Robertson, opened its doors to the community in September 2012 with a mission to ensure equitable and effective access to government information and services by this year (2014).

The Thusong Service Centres (TSCs), formerly known as Multi-Purpose Community Centres, now bring government information and services closer to where people live. Various government departments visit the areas that do not have government offices and where people would otherwise have to travel long distances (eg to Worcester) to access the wide range of public services.

The following services are now available to you at the TSC:

1. Department of Social Development: Social development programs, community upliftment programmes, early childhood and youth development.
2. Sassa: Help with the pension, disability and child grants etc.
3. Department of Agriculture: Agricultural support services, information with regards to farming devel-

opment and training.

4. Independent Electoral Commission (IEC): Registration for the elections.

5. Cape Access: Free access to the internet and basic training to the community.

6. Adult Education and Training (AET): Provides education and training for adults, offers opportunities to school leavers to complete their matric exams and provides skills and training to unemployed persons.

7. Western Cape Education Department: Provides assistance to schools and school-related psychological issues.

8. Housing Department of the municipality: Manages all RDP housing applications and queries.

9. South African Child Welfare.

Lease agreements were entered into with the Department of Home Affairs and the Department of Labour to start operating by middle May of this year. These departments will operate within their own hours while the Thusong Centre operates weekdays from 08:00 to 16:30.

For more information on the services offered, please call Meagan Williams on 023 626 3247.



Iziko i-Thusong, Lizisa iinkcazelo kananjalo likwasondenza neenkonzo ebantwini

Iziko i-Thusong, Lizisa iinkcazelo kananjalo likwasondenza neenkonzo ebantwini iziko i-Thusong laselangeberg, nelime ekudibaneni kwesitalato i-Westley kunye ne-Paddy, e-Robertson, lazivula iingcango zalo kuluntu ngeyoMsintsi (Septemba) 2012 iinjongo zalo ikukuqinisekisa ukufikeleleka ngokulinganayo nangokuyimpumelelo kwiinkcazelo nakwiinkonzo zikarhulumente ngo2014.

Amaziko Eenkonzo ii-Thusong (TSCs) naweysakwaziwa njengeMaziko oLuntu Emiba Eyahlukeneyo kungoku nje ngawo asondeza iinkcazelo neenkonzo zikarhulumente kufutshane nalapho bahala khona abantu. Amacandelo ohlukeneyo karhulumente aye atyelele ezo ngingqi zingenazo ii-ofisi zikarhulumente nalapho abantu bekuye kufuneka bahambe umgama omde ukuya e-Worcester ukuze babe nakhona ukufikelela kwiinkonzo zikarhulumente eziphangaleleyo.

Ezi zinkonzo ezifumanekayo kungoku nje kwiZiko i-Thusong:

1. Icandelo lokuPhuhlisa koLuntu – Iinkqubo zokuphuhlisa uluntu, iinkqubo zokuphakanyiswa kwezinga loluntu, Ezokuphuhlisa kwabantwana noLutsha
2. SASSA- Unceda ngendodla yabadala, abakhubazekileyo, nesibonelelo sabantwana nezinye izinto.
3. Icandelo leZolimo – Ukuxhasa ngeenkonzo

kwezolimo, iinkcazelo ezimalunga nophuhliso kunye noqeqesho lwasezifama

4. IEC- Ukubhalisela uvoto

5. Cape Access – Ukuvuleleka kweenkonzo ezimihla ze-intanethi kunye noqeqesho olusiseko kuluntu

6. AET- ukubonelela ngemfundo kunye noqeqesho lwabadala, ukunika amathuba abo bashiye phakathi esikolweni ukuba babenakho ukugqibezela iimviwo zematriki, kunye nokubonelela ngezakhono noqeqesho kubantu abangasebenziyo

7. Icandelo lezeMfundo laseNtshona-koloni – libonelela ngoncedo ezikolweni kunye nangemiba ephathelene ngokwegqondo

8. Icandelo leZindlu likaMasipala - kulawulwa zonke izicelo kunye nemibuzo emalunga nezindlu zeRDP.

9. SA Intlalontle yaBantwana

Isivumelwano sokugqibezela kwesakhiwo senziwa kunye neCandelo leMicimbi yaseKhaya kunye neCandelo labaSebenzi saze saqalisa ukusebenza phakathi kuMeyi (kwekaCanzibe) 2014. Lama-candelo azakusabenza ngokwawo amaxesha ngoxa lona Iziko i-Thusong lizakusebenza ngeentsuku zeveki ukusuka ngo-08:00-16:30. Ngeenka-zelo ezithe vetshe malunga neenkonzo ezifumaneka apho, nceda uqhagamshelane no-Meagan Williams ku-023 626 3247.

Thusong-sentrum bied vele dienste

Die Langeberg Thusong-sentrum, op die hoek van Westley- en Paddystraat in Robertson, het sy deure in September 2012 geopen met die missie om teen vanjaar bilke en effektiewe toegang tot regeringsinligting en -dienste te verseker.

Die Thusong-dienssentrum, voorheen bekend as meerdoolge gemeenskapsentrum, bring regeringsinligting en -dienste nou nader aan die areas waarbinne inwoners leef. Verskeie regeringsdepartemente besoek die areas wat nie regeringskantore het nie en waar mense andersins na Worcester sou moes reis vir toegang tot 'n wye verskeidenheid openbare dienste.

Die volgende dienste is nou by die plaaslike Thusong-sentrum beskikbaar:

1. Departement van maatskaplike ontwikkeling: Maatskaplike ontwikkelingsprogramme, gemeenskapsopheffing en vroeë kind- en jeugontwikkeling.
2. SASSA: Hulp met ouderdomspensioene, ongeskiktheid- en kindertoelae en so meer.
3. Departement van landbou: Landbou-ondersteuningsdienste, insluitend met betrekking tot landbou-ontwikkeling en opleiding.

4. Onafhanklike Verkiegingskommissie (OVK): Registrasie vir die verkiesing.

5. Cape Access: Gratis internettoegang en basiese opleiding.

6. Volwasse onderrig en opleiding (VOO): Verskaf onderrig en opleiding vir volwassenes, bied geleenthede vir skoolverlaters om hul matriekexamens te voltooi en verskaf vaardighede en opleiding aan werkloos.

7. Wes-Kaapse departement van onderwys: Bied ondersteuning aan skole en skool-sielkundige kwessies.

8. Munisipale departement van behuising: Bestuur alle HOP-huis aansoeke en navrae.

9. Kindersorg Suid-Afrika.

Huurooreenkomste is met die departement van behuising sowel as die departement van arbeid aangegaan om vanaf middel-Mei vanjaar in diens te tree. Dié departemente sal hul eie diensure hê, terwyl die Thusong-sentrum weksdae van 08:00 tot 1:30 oop sal wees.

Vir meer inligting, bel Meagan Williams by 023 626 3247.



Hoe om informeel handel te dryf

Die Langeberg Munisipaliteit erken die bydrae wat informele handel tot die area se ekonomiese groei en werkverskaffing maak en hoe dit tot armoedeverligting en die verbetering van inwoners se lewensgehalte bydra.

"Informele handel" verwys na verkope van wettige ware en dienste deur individue of groepe in areas wat spesifiek vir informele handel aangewys is, vanuit straatstalletjies of kiosks vir 'n liniêre mark, mobiele woonwandel of spesiale geleenthede.

Inwoners van die Langeberg-area wat 'n addisionele inkomste wil verdien deur die verkoop van goedere, kan om 'n informele handelslisensie (Besigheidswet nr. 71 van 1991) by die Robertson-, Montagu- of Bonnievale-munisipale kantoor aansoek doen.

Die aansoekproses vereis dat aansoekers 'n geldige ID en munisipale rekening moet kan verskaf. Permitte word op 'n eerste-kom-eerste-gehelp basis uitgereik en is geldig vir een dag of een maand, waarna dit op die eerste werksdag van die volgende

maand hernu kan word

Indien handelaars kos aan die publiek verkoop word daar van hulle verlang dat hulle beskik oor 'n R962 (Sertifikaat van Aanvaarbaarheid) soos uitgereik deur die Kaapse Wynland Distriksmunisipaliteit, tesame met hul handelslisensie.

Alle informele handelaars wat suksesvol was in die verkryging van 'n handelslisensie sal 'n handelsruimte ontvang waarbinne hulle mag handel dryf. Daar is tans drie toegekende handelsareas in die Langeberg-munisipale area: Hoopstraat in Robertson, Markstraat in Montagu en die hoofstraat in Bonnievale.

Alle informele handelaars moet straat-ordonnansies eerbiedig. Wetstoepassers sal geen onwettige of verbode gedrag duld nie.

Voorgestelde permittariewe vir die
2014/2015-boekjaar

Perseel per dag	R30
Perseel per maand	R600



Linkcazelo ngamashishini asakhulayo izakhuhlaziywa

uMasipala waseLangerberg ulithathela ingqalelo igalelo elenziwa ngamashishini asakhulayo lokunyusa uqoqosho kunye nasekudaleni imisebenzi kusiliwa intlupheko ukuze kube nokuphuculwa umgangatho wobomi babemi.

La mashishini asakhulayo kuthethwa ngalawo athengisa izinto ezisemthethweni, kunye/okanye iinkonzo ezinikela ngabantu kunye/okanye amaqela, eqhutyelwa kwezo ndawo zisikwelo lo mashishini asakhulayo ukusela kulawo athengisela ezitalatweni okanye ezivenkileni ukuya kulawo aqhutyelwa kwikharaveni ezijikelezayo okanye kwiminyadala ekhethekileyo. Ukushishinela kwindlu yakho ngohlobo olufana, phakathi kwazo, iivenkile zespaza, iindawo zentsolo, oko akubandakanywa kulo mqaqo-nkqubo.

Abahlali baseLangeberg, nabafuna ukuzenzela imali-ingeniso eyongezelelweyo ngokuthengisa izinto, bangafaka isicelo sephempu-mvume lamas-hishini asakuhlulayo(Umthetho Woshishino wesi-71 ka-1991) kwi-ofisi zakaMasipala waseLangeberg ezise-Roberts, e-Montagu okanye e-Bonnievale. Indlela yokwenziwa kwesicelo kulindeleke ukuba use nencwadi yakho yesazisi kunye ne-akhawunti yakwamasipala. Imvume zokushishisa zakunika-

lowo usifake kuqala esakhe isicelo kwaye sivumele-
ke ukusebenza usuku lube lunye okanye inyanga
ibenywe nalapho khona ungasihlaziya kwakhona ku-
suku lokugala lenvanga oluphakathi evekini.

Xana osomashishini bethengisela uluntu ukutya kulindeleke ukuba babe ne-R962 (Isiqinisekiso Sokwamkeleka) nesikhutshwa nguCWDM kunye ne-phepha-mvume lokushishina.

Bonke abanamashishini asakuhlulayo nabathe bakwazi ukuzifumanela amaphepha-mvume okuqhuba ishishini banikwa indawo apho banokuqhubela khona ishishini. Zintathu kuphela iindawo ezilungi-selewele ukuqhuba ushishino kuMasipala wasel-anseberg: kwitalato sase-Hoop e-Robertson, kwitalato saseMarket e-Montagu kunye nesitalato esikhulu sase-Bonnievale. Bonke abanikazi bamashishini asakuhlulayo kufuneka bazibophelele kwimithetho kamasipala; abagcini-mthetho abasayi kunyamezela zenzo zingekho semthethweni nezinyumelekanga.

Irhafu yokufumana imvume yokushishina

Ngosuku	R30
Ngenyanga	R600



Getting started in informal trading

The Langeberg Municipality acknowledges informal trading's contribution to the area's economic growth and job creation, which aids the alleviation of poverty and the improved quality of life for its citizens.

Informal trading refers to the sale of legal goods, and/or services by individuals and/or groups in locations designated for informal trading from street stalls or kiosk trading to a linear market, mobile caravan trading or special events. Trading in private residences in the form of, among others, spaza shops, shebeens and taverns, is not subject to this policy.

Langeberg residents who want to earn an extra income by selling goods can apply for an informal trading license (Business Act no 71 of 1991) at the Robertson, Montagu or Bonnievale municipal offices.

The application process requires that you can provide a valid ID and a municipal account. Per-

mits are issued on a first-come, first-served basis and are valid for one day or one month whereafter it can be renewed on the first working day of the new month.

When traders are selling food to the public they are required to have a R962 (Certificate of Acceptability) issued by Cape Winelands District Municipality together with their trading licence.

All informal traders who have been successful in obtaining a trading license are issued with a space in which to trade. There are currently three dedicated trading areas within the Langeberg Municipal area: Hoop Street in Robertson, Market Street in Montagu and the Main Road in Bonnievale.

All informal traders should abide by the street bylaws. Law enforcement will not tolerate illegal and prohibited conduct.

Proposed permit tariffs

Plot per day	R30
Plot per month	R600



Projekte vir armoede-verligting op tyd

Al 12 individuele armoede-verliggende wyksprojekte vir die 2012/2013 finansiële jaar sal voltooi wees binne die geskatte spertyd, voor die einde van die finansiële jaar.

Sewe van die 12 projekte is verlede jaar suksesvol voltooi met die res van die projekte wat op dreef is vir voltooiing teen Junie vanjaar.

'n Begroting van R100 000 is aan elke wyk beskikbaar gestel vir die doel van die vermindering van armoede en die verbetering van woonbuurte binne die 12 wyke van die Langeberg-munisipaliteit.

Die projekte sluit in:

■ Die opgradering van die speelpark in Jansensingel in wyk 3 is in die proses van finalisering met die laaste speeltoerusting wat tans geïnstalleer word.

■ Die opknapping van die syaadjie in Jonesstraat in wyk 6 is voltooi om veilige voetgangerbeweging in die area te verseker.

■ Die opgradering van die ontspanningspark in McGregor se wyk 5 sal bydra tot die verfraaiing van die ingang na die dorp. Die projek bestaan uit die verskaffing van ablusiegeriewe, parktafels, die aanplant van bome en die aanlê van ondergrondse besproeiing om die plantegroei in die area in stand te hou.

■ Die opgradering van die ingang na die Zolani-begraafplaas, tesame met 'n 10-voertuig parkeerarea, is goed op dreef.

■ Die syaadjie in Bonnievale se Voortrekkerstraat (wyk 8) is begin om 'n veilige voetgangerfasiliteit vir een van die hooftoegangsroetes na die dorp te verseker. Hierdie projek sal ook probleme aanspreek wat ondervind word gedurende reënweer deurdat afloopwater in die stormwaterstelsel gekanaliseer word.

■ Die syaadjie-opgradering in Bonnievale se Milnerstraat is reeds aan die gang vir Happy Valley-inwoners. Probleme is ondervind met afloopwater.



Ward projects on schedule



All twelve individual poverty alleviation ward projects for the 2012/2013 financial year will be completed within the estimated deadline, before the financial year end. Seven of the twelve projects were successfully completed last year with the remaining projects on track for completion by June this year.

A budget of R100 000 was made available to each ward to be used for the purpose of reducing poverty and improving the neighbourhoods within the Langeberg Municipality's twelve wards.

Amongst the projects are:

■ The upgrading of the play park at

Jansen Singel in Ward 3 is being finalised with the last play park equipment being installed.

■ The rejuvenation of the sidewalk in Jones Street in Ward 6 has been completed to ensure safe pedestrian movement in the area.

■ The upgrading of a recreational park at McGregor Ward 5 will add to beautifying the entrance of the town. The project comprises the supply of ablution facilities, park tables, planting of trees and underground irrigation to main-

tain the greenery in the area.

■ The upgrade of the Zolani graveyard entrance and ten car port parking area is well under way for ward 10.

■ The sidewalk of Voortrekker Road, Bonnievale (Ward 8), has been initiated to formalise a safe pedestrian facility for one of the main entrance roads to the town. This project will assist in the problems that occurred during rainy days, for runoff water channelling into the storm water system.

■ The sidewalk upgrade for Milner Street, Bonnievale (Ward 4), is in progress for Happy Valley pedestrians. This area also had problems of channelling storm water during rainy days.



Iiprojekti zewadi zika 2012/2013 ziya ekugqityweni

Zolishumi elinesibini iiprojekti zeewadi nezi zezokulwisana nendlala zikanyakamali ka2013/2014 zizakugqitywa kanye ngexesha ebeziqikelelwe ukugqitywa ngazo, phambi kokuphela kamnyakamali. Ezisixhenxe kwezoprojekti zilishumi elinesibini zigqitywe ngempumelelo kulo nyaka uphelileyo ezi zilandelayo iiprojekti zisendleleni yokuba zigqitywe ngoJuni (KweyeSilimela) ka2014.

Isabelo-mali esingange-R100 000 siye sanikezelwa kwiwadi nganye ukuze kuncitshiswe indlala kananjalo kuphuculwe nenkangeleko yeendawo ezihlala abantu kuzo zolishumi elinesibini iiwadi zakaMasipala waseLangeberg.



Ukuphuculwa kwebala lokuzonwabisa elikwa-wadi 5 e-McGregor lizakongezelela kubuhle bendawo engenela kule dolophu. Le projekti iquka iindawo zangasese, iitafile, ukulinywa kwemithi kunye nokufakelwa kwemibhobho yokuncenceshela ehamba ngaphantsi komhlaba ukuzama ukugcina le ngingqi iluhlaza.



Kwawadi 8: Indledlana yokuhamba abantu kwisitalato i-Voortrekker, e-Bonnievale luyalisiwe kulungiselelwa indlela ekhuselekileyo yabahambi ngenyawo kwesinye sezitalato esikhulu nesingenela kulo dolophu. Le projekti izakunceda kwiingxaki evamise ukubakho-na ngemini zemvula, amanzi abalekayo atyhalelwe kwimijelo yamanzi emvula.



Ukuphuculwa kwendawo engenela kumangcwaba aseZolani kunye nendawo yokumisa imoto ezilishumi luyaqhubeka kwawadi 10.



Ukuphuculwa kwendawo yokudlala abantwana eselansen Singel kwawadi 3 iyagqityezelwa kushiyeke nje ukufakelwe izixhobo zokudlala.



Ukuvuselelwa kwendledlana yokuhamba ngenyawo yasalato i-Jones kwawadi 6 seligqitywe kulungiselelwa ukhuseleko lwabahambi ngenyawo abahla-benyuka kule ngingqi.



Ukuphuculwa kwendawo yokuhamba abantu kwisitalato i-Milner, e-Bonnievale kwawadi 4 luyaqhubeka kusenzelwa abahambi ngenyawo baseHappy Valley. Le ngingqi ibinengxaki yokutyhalelwa kwamanzi kwimijelo yamanzi emvula ngexesha lokuna kweemvula.



Landela indlela efanelekileyo yenkqubo yokulawulwa kwezikhaziso yakamasipala.

Zeziphi indlela ezinoksetyenziswa kuMasipala waselangeberg ukufaka izikhaziso ezimalunga neenkonzakamasipala?

Njengomasisipala onenkqubo, onophuhliso nogxile ekuseni iinkonzo eluntwini, icandelo lokunyamkela izikhaziso zabahlali luyazi khuthaza kakhulu into yokuba nixiselele yintoni esingayanze ukuphucula iinkonzo zethu.

UMasisipala waselangeberg Uneziko Lokutsalela Umxeba Lamaxesha kaXakeka neloKunyamkela izikhaziso Zabahlali(0860 88 1111) nekuyiminyaka emithandathu lisebenza, linabasebenzi abane abasigxina nabasebenza beshintshisana iyure ezingama-24. Eli ziko lisebenza ngezinto abantu abafuna ukuziqonda kwakunye nezikhaziso jikelele ingakumbi ezo zenziwa emva-kwexesha lomsebenzi, ngeeholide zoluntu nangeempela-veki. Umsebenzi weli ziko lokutsalela iminxeba igalelo kunxibelelwano noluntu kunye nokuphucula ukunyaniseka nokwaliseka koluntu lwakulo masipala. Njengesongezelelo kwiZiko Lokutsalela Iminxeba, yiwebhusayithi kamasisipala(www.langeberg.gov.za) nekwebonelela uluntu nokuthi babenakho ukushiya kuyo izimvo okanye izikhaziso.

Zeziphi iinkqubo ezimiselelweyo ukuze kube nokulandela izikhaziso ezifunyenweyo?

Xana uluntu lungenisela izikhaziso okanye luvakalisa izinto olofuna ukuziqonda, umsebenzi weZiko Lokutsalela Iminxeba uye asishicilele kwikhompuyutha efaka iingcukacha zalowo utsaleleyo abahle nokuba simalunga nantoni isikhaziso esebenzisa lonkqubo yenzelwe ukunyamkela izikhaziso zoluntu. Icandelo elibandakanyekayo liye laziswe kwangoko. Amalungu asekuhlaleni anakho ukucizelela inombolo yezikhaziso ukuze umntu abenakho ukusilandela ngenz-

me zokuqonda ngomgama seluhlanjwe ngaso. Izikhaziso ezishiywe kwiwebhusayithi zona ziye zithunyelwe kulo macandelo abandakanyekayo zize zilandelwe yi-Ofisi kaMphathi kaMasipala.

Icandelo lokunyamkela kwezikhaziso zoluntu luye lwenze uvavanyo-zimvo eleke nyanga nalapho kuye kukhethwe izikhaziso ezilishumi nezi zezona zitshotshentla ngakwicandelo, ngakwadi nakwidolophu. Oku kuphawulwa kwezikhaziso zilishumi zitshotshentla olwenziwa ngenyanga, kuye kunike ukondwa konobangela wengxaki kulo macandelo ohlukeneyo kaMasipala. Olo holisiso lwezikhaziso nolwenziwa eleke nyanga luye luthunyelwe kwabo bamphathi balo macandela abandakanyekayo.

Olo holisiso lwezikhaziso olwenziwa ngenyanga luye luthunyelwe Kubangxibelelanisi be-Komiti zeWadi kwaye lo nkcazelo iye incede iikomiti zewadi ngexesha lokwenziwa kokusetyelwa ngokwewadi kananjalo nakwimisebenzi ephathalene nekomiti zewadi.

Iindlela zokusebenzisa idesika yoncedo(amaqanuka aluncedo)

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

) Ukutsalela umxeba: Xana utsalela umxeba kwiziko lokutsalela iminxeba kubalulekile kakhulu ukuba unike umsebenzi weziko lokutsalela iminxeba iinkcu-



kacha kangangoko unako.

Lo mntu uzakucela umnike ingombolo efana negama lakho, idilesi, inombolo ye-akhawunti yakamasipala kunye nenombolo abenokuqhagamshelana ngayo naye nokuba yintoni ingxaki.

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

) Ukulandela kweminxeba: Iinkcukacha ezibalulekileyo eziphelelwe ngumsebenzi weziko lokutsalela iminxeba zimenza abenolwazi ngobunjani bengxaki. Siye siyihlelele yonke iminxeba engenileyo ngo-

kweNkqubo yokuLawula Kokunyanisekelwa Kwezikhaziso ntolelo yenziwa ngokwewadi, ngokwenombolo yomfakisikhaziso kunye nedolophu. Xana umsebenzi weziko lokutsalela iminxeba ewuhlelele umxeba, uyakwazi kengoku ukusitshumela isicelo sakho kwicandela elibandakanyekayo.

) Amaxesha Okusabela Kwisikhaziso: Kuxhomekeka ukuba sithini isizathu sokutsalwa komxeba; mhlawumbi sesomilo, sesengozi zenqwelo nayo yonke eminye iminxeba yamaxesha onxamiseko; ukusabela kwenjalo iminxeba kwenzeka kwangoko.

Amaxesha okusabela nokulungisa umonakalo oqhelekileyo, oko kwenziwa phakathi kweeyure ezisi-8 ukuya kwezingama-24 noko kuxhomekeka kubungakanani bomonakalo nezinto ezinokusetyenziswa ukuyihlangabeza.

) Uyinkwa kanjani ingxelo umntu ebefake isikhaziso? Uye uyinkwa kwangoko ingxelo isenziwa ngomxeba. Kodwa ke, ukuba isikhaziso simalunga nomonakalo wento ethile, Umsebenzi Weziko Lokutsalela Iminxeba umtsalele lowo ebefake isikhaziso emva kokuba ulungiswe ngokuyimpumelelo lo monakalo. Unxibelelwano kunye noluntu ngumsebenzi wethu wemihla ngemihla kwaye abo bafake isikhaziso kuqhagamshelwane nabo kuphela xana benikezele ngenombolo zabo.

Zithini iingcukacha zokufakwa kwezikhaziso? Inombolo yexesha likaxakeka: 0860 88 1111 Idilesi ye-imeyili: admin@langeberg.gov.za Inombolo yefeksi: 023 615 1563

Klientediens 'n prioriteit

Die Langeberg-munisipaliteit moedig sy inwoners aan om die munisipaliteit in kennis te stel van enige klagtes.

Die munisipaliteit beskik oor verskeie meganismes en prosedures wat benut word om klagtes oor munisipale dienste te hanteer.

As vooruitstrewende en ontwikkelende, diensgefokusde munisipaliteit, moedig die klientediensdepartement inwoners aan om die munisipaliteit te sê wat hy kan doen om sy diens te verbeter.

Die munisipaliteit het 'n 24-uur nood- en klientediens inbelsentrum (0860 88 1111) wat al vir ses jaar operasioneel is en vier permanente hulplynoperateurs, met 'n 24 uur skofstelsel, het. Die sentrum hanteer algemene navrae en klagtes, hoofsaaklik ná ure of gedurende naweke en openbare vakansiedae.

Die doel van die inbelsentrum is om by te dra tot gemeenskapskaking en om klientelajaliteit en -tevredenheid te verbeter.

Die munisipale webtuiste (www.langeberg.gov.za) bied ook aan die publiek die geleentheid om klagtes of kommentaar te laat.

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

Wanneer klagtes of algemene navrae van die publiek ontvang word, word die klagte, tesame met die besonderhede van die klaer en die aard van die klagte, elektronies deur die operateur op die klientediens-rekenaarstelsel vasgelê. Die relevante departement word dan onmiddellik in kennis gestel.

Klaers kan versoek dat hulle voorsien word van 'n klagtenommer om só op te volg op die vordering ten opsigte van die klagte. Klagtes wat op die webtuiste aangemeld word, word na die relevante departement gestuur en opgevolg deur die kantoor van die munisipale bestuurder.

Die klientediensdepartement het deurlopende maandelikse opnames gedoen op grond waarvan 'n lys van die top-tien klagtes per departement, wyk en dorp saamgestel is. Dié lys gee 'n aanduiding van probleme binne die onderskeie departemente. 'n Analise van die maandelikse

klagtes word ook aan die wykskoördineerder gestuur. Die inligting help wykskomitees met hul wyksgebaseerde beplanningsprosesse en die relevante wykskomitee-aktiwiteite.

Hulplynprosedure (handige wenke)

Hulplynpersoneel ontvang dikwels vrae ten opsigte van die hulplynprosedure. Om onsekerheid op te klaar is die volgende gids saamgestel:

■ Die aanmeld van 'n klagte: Wanneer 'n klagte aangemeld word, is dit belangrik om soveel inligting moontlik aan die operateur te verskaf. Dié persoon sal basiese inligting soos die klaer se naam, adres, munisipale rekeningnummer en kontakbesonderhede aanvaar tesame met inligting oor die aard van die klagte. Die operateur sal dan 'n verwysingsnommer verskaf wat gebruik kan word in alle verdere korrespondensie oor die spesifieke klagte wat oproepnasporing vir beide partye verseker.

■ Oproepkategorisering: Die basiese inligting wat deur die operateur ingewin word, sal die aard van die oproep aandui. Alle oproepe word gekategoriseer ingevolge die klientediensbestuurstelsel gebaseer op wyk, klagtekode en dorp. Sodra 'n klagte gekategoriseer is, word dit herlei na die betrokke departement of direktoraat.

■ Oproepreaksietyd: Reaksie hang af van die aard van die klagte. Reaksie op brande, voertuigongelukke en ander noodgevalle is onmiddellik. Die reaksie op en oplos van normale operasionele probleme kan tussen agt en 24 uur duur afhanging van die graad van die probleem.

■ Hoe word terugvoering aan die klaer gelever? Onmiddellike terugvoering word normaalweg telefonies gegee. Indien die klagte operasioneel van aard is, sal die operateur die klaer in kennis stel sodra die klagte suksesvol aangespreek is. Klienteskaking is deel van die munisipaliteit se daaglikse aktiwiteite en klaers word gebel waar kontaknommers beskikbaar is.

Kontakbesonderhede vir die aanmeld van klagtes

Noodnommer: 0800 88 1111
E-posadres: admin@langeberg.gov.za
Faksnommer: 023 615 1563

Client services a priority

The Langeberg Municipality encourages its residents to approach the municipality should they have any complaints.

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

As a progressive, developmental and service delivery focused municipality, the customer care department strongly encourages you to tell us what we need to do to improve our service.

The municipality has a 24 hour Emergency and Customer Care Call Centre (0860 88 1111) that has been in operation for more than six years now with four permanent call centre operators, operating on a 24-hour shift system. The centre deals with general enquiries and complaints essentially after hours, on public holidays and over weekends.

The aim of the call centre is to contribute to community liaison and improve on customer loyalty and customer satisfaction within our municipality.

In addition to the call centre, the municipal website (www.langeberg.gov.za) also offers the public the option to leave comments or complaints.

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

When receiving complaints or general enquiries from the public, the call centre operator electronically logs the caller's details as well as the nature of the query or complaint on the customer care computer system. The relevant department is then informed immediately.

Members of the public can request a customer complaint number to be able to follow up on the progress of a specific complaint. Website complaints are distributed and followed up by the office of the municipal manager.

The customer care department conducted ongoing monthly surveys from which it drew a list of the top ten complaints per department, ward and town. Based on the identification of the top ten complaints per month, it provides an indication where problems occur in the different departments of the municipality. An analysis of complaints per month is sent to the relevant managers of the departments in question.

The analysis of complaints per

month is also forwarded to the ward committee coordinator. The information provided assists ward committees during their respective ward-based planning processes and relevant ward committee activities.

Helpdesk procedures (helpful hints and tips)

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

■ Logging a call: When logging a call with our call centre it is very important to provide as much information as possible to the call centre operator. This person will request some basic information such as your name, address, municipal account number and contact number details as well as some high level information about the nature of the problem. The operator will then issue you with a call log reference number. It is important to take note of this number and to quote it in all correspondence or telephone discussions relating to that particular request as it provides call traceability for both parties.

■ Call Categorisation: The base information collected by the operator will give her more insight into the nature of your call. We categorise all calls logged via the Customer Care Management (CCM) system based on ward, complaint code and town. Once the operator has categorised the call, she will be able to direct your request to the department or directorate concerned.

■ Call response time: Depending on the nature of a call such as fires, vehicle accidents and all other emergency calls immediate call responses are applicable. The response and resolution times for normal operational faults range from eight to 24 hours depending on the severity and impact of the maintenance requests.

■ How is feedback provided to the complainant? Immediate feedback is usually offered via telephonic communication. However, if the complaint is an operational fault, call centre operators will call complainants once the complaint has been successfully resolved. Client liaison is also part of our day-to-day activities and complainants are contacted only where contact numbers of the complainant are available.

Contact details for submitting a complaint
Emergency number: 0860 88 1111
Email address: admin@langeberg.gov.za
Fax number: 023 615 1563

Water proves to be safe as per SANS standard 241

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

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

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

ANALYSES	ASHTON Sample no.: 2631 Date Sample: 6/2/2014 Date Analysed: 6/2/2014	BONNIEVALE Sample no.: 2621 Date Sample: 6/2/2014 Date Analysed: 6/2/2014	McGREGOR Sample no.: 2616 Date Sample: 6/2/2014 Date Analysed: 6/2/2014	MONTAGU Sample no.: 2625 Date Sample: 6/2/2014 Date Analysed: 6/2/2014	ROBERTSON Sample no.: 2611 Date Sample: 6/2/2014 Date Analysed: 6/2/2014	SANS 241-1 2011
pHs (at 25 °C)	8.50	8.40	9.90	8.70	9.40	≥5≤-9.7 Operational
pH (at 25 °C)	7.43	7.73	6.66	7.38	6.76	≥5≤-9.7 Operational
Conductivity (mS/m) (at 25 °C)	87.7	87.2	12.0	62.1	18.0	≤ 170 Aesthetic
Turbidity (NTU)	4.3	0.99	1.2	4.3	1.8	≤1 Aesthetic ≤5 Operational
Langelier Saturation Index (at 25 °C)	-1.0	-0.61	-3.3	-1.3	-2.7	N/A
Ryznar Index	9.6	9.1	13.1	10.0	12.0	N/A
Colour (mg/l as Pt)	18	19	13	16	13	≤15 Aesthetic
CaCO ₃ Precipitation Potential (mg/l)	-10.3	-5.6	-15.9	-10.4	-18.5	N/A
Total Alkalinity (mg/l as CaCO ₃)	60.0	68.0	12.0	48.0	20.0	N/A
Total Hardness (mg/l as CaCO ₃)	124	141	14.8	92.0	29.1	N/A
Calcium (mg/l as Ca)	18.5	21.0	2.7	14.1	5.3	N/A
Magnesium (mg/l as Mg)	19.0	21.5	1.9	13.8	3.9	N/A
Aluminium (ug/l as Al)	1 332	176	164	181	16	≤300 Operational
Iron (ug/l as Fe)	88	<10	26	<10	<10	≤15 Aesthetic ≤2 000 Chronic Health
Free Chlorine (mg/l)	0.40	0.09	0.06	1.0	0.74	≤5.0 Chronic Health
E.coli (count per 100ml)	<1	<1	<1	<1	<1	Not Detected Acute Health -1
Total Coliform Bacteria (count per 100ml)	<1	1	<1	<1	<1	
Calcium Hardness (mg/l as CaCO ₃)	46.3	52.5	6.9	35.2	13.2	N/A
Magnesium Hardness (mg/l as CaCO ₃)	77.9	88.2	7.9	56.8	15.9	N/A

GET CONNECTED TO YOUR CITY'S SMS DATABASE

Langeberg Municipality wants to notify account holders about matters in the area via SMS notices. We hereby request account holders to provide their cellphone numbers, to help the Municipality update the database.

Register your contact number
at your nearest Municipal Office
or email debiteure@langeberg.gov.za

Only one telephone number per Municipal Account

Please provide us with the following information:
Name and Surname, Municipal Account Number, Cell Number, Street Address & Ward Number.

Receive information on floods, power outages, pipe burst, road works, water and electricity services, public meetings etc.

Langeberg stuur kennisgewings per sms

Die Langeberg-munisipaliteit maak tans gebruik van 'n stelsel waar ons kennisgewings per SMS aan rekeninghouers kan stuur.

Die munisipaliteit rig hiermee 'n versoek aan alle rekeninghouers om hulle selfoonnommers te verskaf sodat die munisipaliteit se databasis opdateer kan word. Dit sal die munisipaliteit in staat stel om in die toekoms kennisgewings rakende noodsituasies soos vloede,

kragonderbrekings en bars van pype in die omgewing per SMS aan u te kommunikeer. U word hiermee vriendelik versoek om die kassierspunte by die verskillende kantore in die dorpe te besoek en u rekeningnommer sowel as selfoonnommer en wyknommer te verskaf of per e-pos aan te stuur na debiteure@langeberg.gov.za. U samewerking in die verband sal baie waardeer word.

Abafumana ii-akhawunti zakamasipala-bazakwaziswa nge-SMS

UMasipala waseLangeberg ngoku usebenzisa inkqubo apho izazi-so ze-SMS zinokuthunyelwa kwabo abafumana iikhawunti zakamasipala.

Sicela bonke abafumana iikhawunti zakamasipala ukuba basibonelele ngenombolo zabo zeselufowni, ukusinceda sikwazi ukuhlaziya uluhlu lweenkcukacha-magama.

Oku kuzakusinceda ukuba sibonakho ukuchaza ngemeko zongxamiseko ezimalunga nezikhukhula, ukumka kombane kunye

nokugqabhuka kwemibhobho kule ngingqi sisebenzisa i-SMS.

Uyacelwa ukuba utyelele ezondawo kubhatalwa kuzo kwezo-ofisi zahlukeneyo kule ngingqi kamasipala, ubanike inombolo yakho yeselufowni, iinkcukacha ze-akhawunti kunye nenombolo yewadi, okanye ungazithumela nge-email ku-debiteure@langeberg.gov.za.

Le dilesi ye-email ikhuselwe kwi-spambot. Ngoku udinga i-JavaScript ukuze ubonakho ukuyivula.



ANOTHER CLEAN AUDIT: The Langeberg Municipality has once again proven itself as a leader amongst municipalities by receiving a clean audit for the 2013 financial year. The trophy for this excellent achievement was handed over to Executive Mayor Diana Gagliano and Municipal Manager Soyisile Mokweni during a gala event in April. This marks the second consecutive clean audit received by the Langeberg Municipality.

NOG 'N SKOON OUDIT: Die Langeberg-munisipaliteit het homself opnuut as 'n leier onder munisipaliteite bewys toe hy 'n skoon audit vir die 2013 finansiële jaar gekry het. Die trofee vir dié uitnemende prestasie is tydens 'n gala-geleentheid in April aan die uitvoerende burgemeester, Diana Gagliano, en munisipale bestuurder, Soyisile Mokweni, oorgehandig. Dit is die tweede agtereenvolgende skoon audit vir die Langeberg-munisipaliteit.

OLUNYE UPHICOTHO OLUNGENACHAPHAZA: UMasipala waseLangeberg uphinde wazibonakalisa ubunkokheli phakathi kwabanye oomasipala ngokuthi bafumane uphicotho olungenachaphaza kunyaka-mali ka2013. Indebe yokuqweka ngokubalasele inikezelwe kuSodolophu weSigqeba uDiana Gagliano nakuMphathi Masipala uSoyisile Mokweni kumyadala wethoko ngo-Apreli(kwekaTshazimpunzi). Oku kuphawula ithuba lesibini elandelelana uMasipala waseLangeberg efumana uphicotho olungenachaphaza.



Gesonde pret in vakansie

Leerders van die Langeberg-area het die afgelope April-vakansie groot pret gehad danksy 'n sportontwikkelings-inisiatief van wykskomiteelede van die Langeberg-munisipaliteit.

Sowat 400 leerders het op die Robertson-, Ashton- en McGregor-sportterrein aan die program, wat rugby, netbal, krieket, hoelaheopel- en dans-aktiwiteite ingesluit het, deelgeneem.

Die program was daarop gemik om 'n positiewe bydrae tot jeugontwikkeling te lewer en om bewusmaking te skep ten opsigte van programme (aan-

gebied deur die munisipaliteit) wat daarop gemik is om jongmense van die strate weg te hou en te help om dwelm- en alkoholmisbruik en misdaad hok te slaan.

Die program is gereël deur Andries Willemse ('n gemeenskapskakeelwerker), tesame met sportafrigters, gesondheidswerkers, vrywilligers, wykskomiteelede Henrieta Knapp, Evon Arendorff en raadslid Davin Hull.

Die borge wat dié geleentheid moontlik gemaak het word van harte bedank.



Fumana isakhono kwindibano yokwabelana ngamava

Bonke abo banomdla wokuzivulela okopoletyeni bamnyelwa kwindibano yokwabelana ngamava eyakube iqhutya liSebe Loriwebo Nemveliso. Lendibano yokwabelana ngamava iyakubanjelwa kwiHolo Yedolophu eRobertson ngomhla we15 ne-16 Meyi (KwekaCanzibe) ukusuka ngentsimbi ye-09:30 ukuya ku-16:00. Abo bathatha inxaxheba bayacelwa ukuba bazimase zombini ezintso. Ukuqinisekisa ukuba uza kuphumelela, nceda utsalele umnxeba ku-Octavia Liemens (023 626 8200) okanye ku-Riaan de Jong (023 615 8056) ngomhla we-9 Meyi (kwekaCanzibe) ukuze kwenziwe onke amalungiselelo ngokufanelekileyo.

Get skilled at workshop

All parties interested in forming a cooperative are invited to a workshop which will be presented by the Department of Trade and Industry (DTI). The workshop will take place in the Robertson Town Hall on 15 and 16 May from 09:30 to 16:00. Participants are requested to attend both days. To confirm attendance, please call Octavia Liemens (023 626 8200) or Riaan de Jong (023 615 8056) by 9 May to facilitate all logistics.

Leer vaardighede by werksessie

Enigiemand wat belangstel om 'n koöperasie te begin word genooi na 'n werksessie wat deur die departement van handel en nywerheid aangebied sal word. Die werksessie word op 15 en 16 Mei van 09:30 tot 16:00 in die Robertson-stadsaal aangebied. Belangstellendes word versoek om albei dae van die kursus by te woon. Om bywoning te bevestig, bel Octavia Liemens (023 626 8200) of Riaan de Jong (023 615 8056) teen 9 Mei sodat logistieke reëlings gefinaliseer kan word.

Abafundi bathatha inkxaxheba kwinyathelo lemidlalo elenzeke ngexesha leholide zesikolo

Abafundi baye bonwatyiswa ngethuba leholide zesikolo zika-Apreli(zikaTshazimpunzi) ngophuhliso lwemidlalo oluququzelelwe ngamalungu ekomiti yewadi kumabala ezemidlalo aseRobertson, e-Ashton naseMcGregor.

Babemalunga nama-400 abafundi abathatha inkxaxheba kulo nkqubo nebiquka umbhoxo, intenetya, ibhola yeqakamba, ugqaphu kusenziwa nemidaniso.

Le nkqubo ibijolise ekwenzeni igalelo eliphilelelo kuphuhliso lolutha kunye nasekunyuseni kokwaziwa

kweenkqubo ezinikezelwa ngumasipala, nezenzelwa ukushenxisa ulutha ezitalatweni nezinceda ukuthintela ubundlobongela, ukusetyenziswa kolywala neziyobisi.

Le nkqubo ibiququzelelwe nguAndries Willemse, nongumsebenzi onxubelelanisa noluntu, ebambisene nabaqeqeshi bezemidlalo, nengcaphophe yezempilo, ngamatsha-ntli-ziyo kunye namalungu ekomiti yewadi, u-Henrieta Knapp, u-Evon Arendorff kunye noCeba u-Hull. Kwenziwa nemibulelo kwabaxhasi nabenze lomsitho ubeyimpumelelo.

A holiday of fun

Learners were entertained during the April school holidays with a sports development initiative by Langeberg ward committee members at the Robertson, Ashton and McGregor sports grounds.

Approximately 400 pupils took part in the program that included rugby, netball, cricket, hula-hoop and dance activities.

The program was aimed at making a positive contribution to youth development and increasing awareness of the programmes – offered by the municipality – that are driven to keep our youth off the streets, helping to prevent crime, alcohol and drug use.

The programme was organised by Andries Willemse (a community liaison worker), together with sport coaches, health professionals, voluntary workers, and ward committee members Henrieta Knapp, Evon Arendorff and councillor Davin Hull. Many thanks to the sponsorships received to make this initiative possible.





LANGEBERG
MUNICIPALITY - MUNISIPALITEIT - MASIPALA

Emergency & Customer Call Centre
0860 88 1111

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 Melissa Jones at mjones@langeberg.gov.za or visit us at the Municipal Building, Main Road 28, Ashton, 6715.

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

Imibuzo okanye lingcebiso?
Ingaba unazo kusini na ingcebiso malunga nendlela esinokuphucula ngalo unxibelelwano kunye nawe?
Okanye, ingaba unemibuzo ethile malunga nelineye lamanqaku ethu?
Nceda ke uqhagamshelane no-Melissa Jones, ku-mjones@langeberg.gov.za okanye umyaleleli kwisakhiwo sakwaMasipala esise-28 Main Road, Ashton, 6715.

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MUNICIPALITY - MUNISIPALITEIT - MASIPALA
Private Bag X2, ASHTON, 6715, Tel: 023 615 8000



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Het jy al by ons aangesluit?
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