

EXPRESS

EDITION 120 - JULY 2024



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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



MESSAGE FROM THE MUNICIPAL MANAGER

MUNICIPAL MANAGER OF LANGEBERG MUNICIPALITY: MR DP LUBBE

When my colleagues in Public Relations informed me that it was once again time to write an editorial for the MM's Corner, I was taken aback to realize that we had reached the end of our financial year, 30 June 2024.

The last part of May 2024, leading into the month of June 2024, has been extremely busy and challenging, not only due to the National and Provincial Elections having taken place, but also for our 5-year Integrated Development Plan, 3-year Medium Term Expenditure Framework Budget and related Budget policies that had to be successfully passed by end of May 2024, for the 2024/25 financial year, commencing 1 July 2024.

This is quite a unique period in the calendar for municipalities, where we are simultaneously busy with two financial years. We have to successfully conclude the 2023/24 financial year, which involves Annual Financial Reporting and Annual Performance Reporting, as well as Service Delivery and Budget Implementation (SDBIP) final scorecard reporting for the municipality's organizational scorecard, MM's Office, Directorates and participating Departments.

At the same time, we must finalize all new Performance Agreements and SDBIP's with Key Performance Areas (KPA's) and Key Performance Indicators (KPI's), aligned to the 2024/25 budget.

Annual Procurement Plans must also be drafted by all Directorates in terms of planned capital expenditure for the new financial year.

I am most proud to say that the 2024/25 financial year budget will present a capital budget (infrastructure development budget) that will cover all our 5 towns and surrounding areas within Langeberg.

More than R100 million is invested in much-needed infrastructure development, of which more than R93 million is coming from the municipality's own funding, with only a small balance representing grant funding.

Also in our operational budget, provision has been made for much needed maintenance of

infrastructure, such as the ongoing pothole repair programme, stormwater drainage, water- and wastewater works, electrical maintenance, and maintenance of community facilities, like our sports facilities, and community halls.

A recent success is the Material Recovery Facility (MRF) in Ashton where the tonnage of recyclable waste received, has exceeded all expectations week after week, and bodes well for rolling this initiative out to all our residential areas.

It is also a huge pleasure for me to announce that, effective 1 July 2024, the vacant position of Director: Engineering Services will be filled by a full-time Professional Engineer, Mr Deon Louwrens. The position was vacant for approximately 18 months, and the municipality welcomes the expertise of a professional engineer which will head this critical infrastructure development and services delivery directorate. Engineering Services is responsible for the biggest slice of the annual capital and maintenance budgets.

In closing, I wish to sincerely thank our Executive Mayor and our Speaker, our Deputy Mayor, our MAYCO members and each and every Councillor for their leadership and decisions taken to pave the way for us, as officials, to execute our duties. I therefore thank all my colleagues, Directors, Managers and each and every employee for their diligence, efforts and hard work to successfully conclude this financial year.

Lastly, I would also like to express my heartfelt gratitude to every resident, consumer, and ratepayer who diligently paid their monthly municipal accounts. Your contribution to our municipal revenue stream, have made every budget item of the past 2023/24 financial year a reality, and played a significant part in the Local Government Social Contract between the Community, Councillors and the Administration. I sincerely thank you and look forward to the 2024/25 financial year.



PAYMENT DATE OF MUNICIPAL ACCOUNT WILL CHANGE TO THE 15TH OF EACH MONTH

Starting July 2024, Langeberg Municipal accounts will be billed at the end of the month and will be payable by the 15th of the following month.

How does this affect my bill?

Account received in July and payable on the 15th of August 2024 will have approximately more than 40 days reading cycle, because meter readers will only start reading for the mentioned account on the 27th of June 2024.

Since the account will cover more days, please take note that a portion of the account will be billed against the old financial year tariffs and a small portion, if applicable, will be billed against the new financial year's increased tariffs. If you wish to have a 30 day account, please load your meter readings on the My Municipal Meter app (available on Google's Playstore, Apple's Appstore or the Huawei App Gallery) or send a mail to debiteure@langeberg.gov.za. The last reading date will be displayed on the June 2024 account.

Account circulation and email statements:

Account statements will be sent by electronic mail at the end of each month after monthly billing is completed. Posted statements will be sent to the Post Office by no later than the 5th of each month.

If you want to receive your account via email, please send a request to debiteure@langeberg.gov.za or visit your nearest Municipal office. You can also view your municipal bill through the Collab Citizen App once you're registered.

When do I need to start paying by the 15th?

The bill you receive in June must be paid by July 7, 2024. Then, the next bill you receive in July will be due by August 15, 2024. Subsequent bills will follow the pattern of being payable by the 15th of each month.

Monthly debit orders:

Monthly debit orders will continue as normal and be deducted on the 7th of each month. If you wish to arrange for a monthly debit order, please send the details to debiteure@langeberg.gov.za or visit your nearest Municipal office.

What if I miss getting my bill?

If you haven't received your bill by the 15th of the month, please reach out to us. We can send it to you digitally, or you can visit your nearest municipal cashier.

You can also view your municipal bill through the Collab Citizen App (available on Google's Playstore, Apple's Appstore or the Huawei App Gallery) once you're registered.

Download the app here: <https://onelink.to/jjzt2k>.

Alternatively, you can proceed with the payment based on the average amount of your municipal account.

Need more assistance?

Feel free to contact your nearest Langeberg Municipal Office or send an email to Debiteure@langeberg.gov.za



LANGERBERG'S R19 MILLION MATERIAL RECOVERY FACILITY WELCOME ALL OF YOUR RECYCLABLE WASTE

Our new R19 million Waste Material Recovery Facility (MRF) in Ashton is now operational as part of Langeberg Municipality's commitment to becoming a more sustainable and green municipality.

The MRF is located next to the Transfer station at Abattoir Weg in Ashton and serves the entire Langeberg Municipality as a public drop-off area where residents can bring all recyclable materials.

Langeberg Municipality also collects recyclables from households and businesses, which are then transported here to be sorted, baled, and distributed to companies for use as raw materials in the production of new products.

The sorted recyclables have a much higher value and are well accepted into the booming recycling market. The MRF has the potential to process 100 tons of recyclable material per month.

The project provides temporary job opportunities to our residents registered in the unemployment database. Currently, the MRF operations are run by 26 Temporary General Workers, one Temporary Supervisor, and one Forklift Operator with the potential to employ up to 30 people once fully operational.

"As a Municipality we have shifted our focus on minimising the waste that reaches our landfill sites by reducing, reusing, and recycling waste within our area," says Mr Glen Slingers (Manager: Solid Waste Management)

"Waste Disposal Facilities across South Africa, including our own, is filling up and will reach capacity soon. While building new landfill sites is not sustainable or environmentally feasible, the new MRF, along with other waste minimisation initiatives, is a significant step in preserving our environment and maximising landfill airspace for future generations."

To help make this project a success, we need all your recyclable materials. To get started, please collect a free clear plastic bag from your nearest municipal office. Fill your bag with all your paper, carton, plastic, tin and glass waste. Recyclable items should be rinsed before placing it in a clear bag.

You don't have to put out recyclables every week. Only once your bag is full, place the clear bag outside on your pavement on top or next to the wheelie bin on Recycling Waste collection days. Your next clear bag will then be left at your home in exchange for your full bag of recyclables.



RINSE AND RECYCLE

Thank you for recycling!
Remember to rinse it before you bag it.

JUICE AND MILK
CARTONS

GLASS

FOOD & COOLDRINK
TINS

PLASTIC
BOTTLES & CONTAINERS

- 1 Keep recyclable waste separate, e.g. plastics, tins, paper, cardboard and glass.
- 2 Rinse recyclable containers and place it in the clear refuse bag that is provided by Langeberg Municipality at no cost.
- 3 When your clear bag is full, place it on the pavement by 07:45 on refuse collection days, or bring clean recyclable materials to the Ashton Material Recovery Facility during operating hours.

ASHTON MRF OPERATING HOURS:

📍 Abattoir Road, Ashton

Mondays -Thursdays: 08H00 -16H00, Fridays: 08H00 - 15H00,
Saturdays: 08H00 - 14H00, Public Holidays: 08H00 - 16H00.
Closed on Sundays, Christmas Day and New Year's Day.

🌐 www.langeberg.gov.za ☎ 023 626 8200 ✉ info@langeberg.gov.za


LANGEBERG
MUNISIPALITEIT MUNICIPALITY MASIPALA



KEEPING HEALTHY AT HOME THIS WINTER

The Western Cape Department of Health and Wellness wants to ensure that your visit to your local clinic is safe and comfortable amidst cold and wet winter conditions.

Healthcare facilities across the province have appointment systems in place to ensure that you can cut down on longer waiting times. Avoid unnecessarily exposing yourself to the early morning cold by only coming to your clinic or community day centre ('day hospital') when the facility is open between 07:30 and 16:00 or 30 minutes before your appointment.

If you are unhappy with your experience at your local clinic, please report it to the correct channels, such as your facility manager, the facility suggestion box, your health committee or reaching out to the provincial client support centre to share your concerns.

Here are more ways that we can stay warm and safe this winter:

1. Avoid queues: Reduce early queueing in cold and wet conditions by making use of the appointment system. By scheduling your visit, you can ensure a smoother experience upon arrival.

2. Arrive on time: Arriving on time not only helps us to manage queues but can reduce waiting times for others. If you cannot attend your appointment and need to reschedule, please reach out to your clinic to set a new date.

3. Prioritising vulnerable groups: We understand the importance of protecting our vulnerable patients, such as the elderly and children during cold weather. We ask for your understanding as we prioritise their needs on bad weather days.

5. Speak to us, be heard: Your feedback matters. Whether it's concerns about long queues or discomfort during cold weather conditions. Provide us suggestions on how we can improve services. Help us serve you better by sharing your feedback with our facility managers through the following channels:

- **SMS:** Send the word "Help" followed by your name, the nature of your suggestion or complaint, facility, and, if applicable, the name of a staff member to 31022.
- **Call:** Dial 0860 142 142 and press "1" to speak with a representative.
- **Please Call Me:** Reach out via 079 769 1207, and we'll promptly assist you.
- **Email:** Send your concerns to service@westerncape.gov.za, and we'll address them with care and urgency.
- **Share anonymous feedback:** Share your concerns by adding your name or remaining anonymous. Simply add your feedback to your facility's suggestion or complaints box.

What about accessing emergency care?

You can access emergency care at your local hospital. Remember, we follow the triage system. This means patients are assessed and triaged to ensure that they are seen according to the degree of urgency their condition requires.

Patients are triaged green, yellow, orange or red, with red representing being the most urgent cases. If you are triaged yellow and green and you do not require a life-saving intervention, this could mean that you will have a much longer waiting time if visiting a facility's emergency centre, especially when it is very busy over weekends and after hours.

[Click here to find your closest facility.](#)

KEEPING HEALTHY AT HOME THIS WINTER

In addition to preparing for your visit, it's important to protect your overall health during the colder month. Remember to stay proactive by getting your flu vaccine at a private service provider and making healthy choices to keep your immune system strong. "Prevention is better than cure, as antibiotics are not effective against viral infections like flu.

The body must fight and overpower the virus to cure," says Pharmacist Liana Horn. "Ensure that you assist your body in all the ways we recommend, to protect you from serious illness."

Here are some additional tips for staying healthy this winter, including simple steps you can take at home:



Practice good hygiene:

Wash your hands frequently with soap and water for at least 20 seconds, especially after coughing, sneezing, or touching common surfaces. Use hand sanitiser if soap and water are not available. Remember to assist children by teaching them the importance of keeping their hands clean.



Stay active:

Exercise regularly to boost your immune system and improve overall health. Even simple activities like walking or stretching can make a difference. Join a community wellness group, if you are able to.



Eat a balanced diet:

Take care of your body with healthy foods. Eating a variety of nutrient-rich foods can help support your immune system. If you require support, please speak to a healthcare worker.



Stay hydrated:

Drinking water throughout the day protects your health. Aim to drink at least 8 glasses of water per day.



Get plenty of rest:

Prioritise sleep and aim for 8 hours of quality sleep each night. A well-rested body is better equipped to fight infections.



Manage stress:

Find healthy ways to cope with stress, speak to someone you trust if you're feeling stressed or engage in hobbies you enjoy. If you need to speak to someone, remember you can reach out to a healthcare worker.



Take your medication:

It is important to continue taking your medication, even if you are feeling better. Take your medication as discussed with your healthcare provider. If you have any questions about your medication, remember to reach out, speak to your healthcare provider or call your clinic.

MOBILE E-CENTRE VISITS LANGEBERG

The Western Cape Government (WCG) Mobile E-Centre visited the Langeberg Municipal Area during the week of 24-28 June 2024, providing ICT services to residents as part of their community outreach programme.

The Mobile E-Centre visited Ashton, Bonnievale, McGregor, and Montagu as part of their programme. The bus was equipped with ten user workstations, a staff station, a generator, and a server. It featured windows to provide natural light and a screen at the rear.

The bus also hadhas satellite capability, access for people with disabilities, a side flap for additional workstations, and a side canopy to provide shelter for the disabled workstations. Trained staff were available to assist residents with drafting CVs, web navigation, and creating email addresses.

Services Provided on the Mobile E-Centre included:

- Free internet for research purposes
- Computer training and support
- Ten pages of free printing per day
- Access to Word, Excel, and PowerPoint
- Scanning and email services
- Access to social media sites such as YouTube, Facebook, Instagram, and Twitter

Even though the Mobile E-Centre has left, residents can still access these services on weekdays throughout the year at the Robertson E-Centre, located in the Thusong Centre at the corner of Wesley Street and Paddy Street, Robertson, and at the Zolani E-Centre, located in the Zolani Library on Building Street, Ashton, Zolani.

"We are delighted to have successfully brought our Mobile E-Centre to the Langeberg Municipal Area, providing essential ICT services to the community," said Mr Klaus Pockpas (Operations Manager). "We extend our heartfelt thanks to the Langeberg Municipality for their invaluable assistance and to the residents who visited the bus. Your participation and enthusiasm made this outreach truly rewarding."



Pictured from left to right: Connie Pretorius (Mobile E-centre Operator), Vinelic Afrikaner (Mobile E-centre Administrator), Felicia Gumede (Manager: Libraries - Langeberg Municipality), Klaus Pockpas (Operations Manager), and Jason August (Regional Manager Assistant).



FIRST NATIONAL BANK SPREADS JOY THROUGH CORPORATE INVESTMENT



First National Bank has made a significant impact in our community by supporting various crèches and old age homes throughout the area. Their generous donations have brought smiles to the faces of many beneficiaries. Here's a detailed list of the items donated to each site:

SHINE STARS DAYCARE WARD 2



- 17 Mattresses
- 11 Small Kids' Tables
- 45 Small Kids' Chairs
- 5 Wall Posters
- 4 Floor Fans

OLOTHANDO EDUCARE WARD 2



- 40 Mattresses
- 10 Small Kids' Tables
- 40 Small Kids' Chairs
- 5 Kids' Play Mats
- 10 Power Paints (various colors)
- 4 Packs of 12 Paint Brushes
- 40 Plastic Cups, Plates, and Spoons

JOSEPH MATAWA OLD AGE HOME WARD 2



- 1 (10kg) Auto Washing Machine
- 25 Bath Towels
- 25 Hand Towels
- 15 Sets of Cutlery
- 2 Mops
- 10 Dominoes, Cards, Chess Sets
- 10 Blockout Curtains
- 25 Balls for Hand Stimulation
- 2 Heavy-Duty Brooms

VROLIKE VINKIES WARD 3



- 5 Wall Posters (shapes, colours, alphabet, numbers)
- 5 Puzzles (various)
- 20 Mattresses
- 2 Math Sets
- 1 Paint for School (outside)
- 1 Paint for School (inside)
- 4 Floor Fans

ANNE FREDERICKS WARD 3



- 8 Wall Posters (shapes, colors, alphabet, numbers)
- 2 Kids' Play Mats
- 5 Puzzles (various)
- 8 Playdough Packs
- 10 Hula Hoops
- 6 Soccer Balls
- 16 Ice Cream Sticks
- 10 Ribbons (various colors, material + paper)
- 10 Power Paints (various colors)
- 6 Packs of 12 Paint Brushes
- 20 Large Crayons (12 per pack)
- 1 Pack of Big Paper Plates (50)
- 1 Pack of Small Paper Plates (50)
- 20 Coloring Books
- 1 First Aid Kit

VULINDLELA EDUCARE WARD 10



- 20 Mattresses
- 4 Wall Posters (shapes)
- 4 Wall Posters (numbers)
- 4 Wall Posters (alphabet)
- 4 Wall Posters (colors)
- 1 First Aid Kit

PHAKAMANI EDUCARE WARD 10



- | | |
|----------------------------|---|
| • 10 Mattresses | • 10 Wall Posters (shapes, colors, alphabet, numbers) |
| • Puzzles (various) | • 4 Kids' Play Mats |
| • 5 Hula Hoops | • 1 Defy 4-Plate Electric Stove |
| • 5 Soccer Balls | |
| • 2 Wooden Building Blocks | |
| • 4 Kids' Play Mats | |

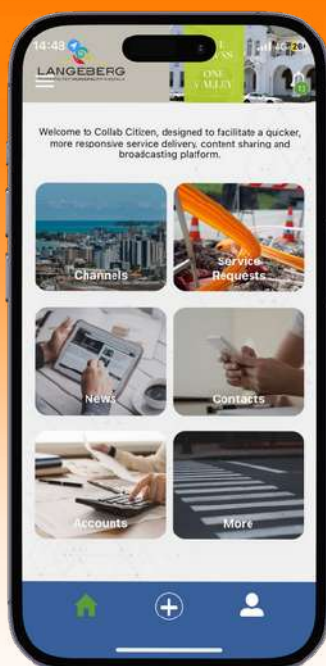
TINKIE WINKIE: WARD 9



- 1 Defy 4-Plate Electric Stove
- 1 Defy Fridge
- 65 Plastic Plates
- 65 Plastic Cups
- 65 Plastic Spoons

First National Bank's thoughtful contributions have provided much-needed resources, enhancing the learning environment for children and improving the quality of life for the elderly. The community extends heartfelt thanks for their continuous support and generosity.

STAY IN TOUCH WITH LANGEBERG



COLLAB CITIZEN

Easily log service requests, including a GPS location pin, description, and images. Users will also be able to monitor the progress of logged service requests.

CLICK HERE OR SCAN QR CODE TO DOWNLOAD APP



WHATSAPP CHANNEL

Stay up to date with municipal news, service related issues, and events in the Langeberg Municipal area.

CLICK HERE OR SCAN QR CODE TO FOLLOW OUR CHANNEL



MY MUNICIPAL METERS

Submit and keep track of your municipal water and electricity meter readings. View a full history of your readings on record. Analyse your consumption

CLICK HERE OR SCAN QR CODE TO DOWNLOAD APP



INVITATION TO REGISTER OR UPDATE INFORMATION ON THE COMMUNITY ORGANISATIONS DATABASE

The Langeberg Municipality cordially invites all community organisations to register or verify and update their information on our community organisations database.

WHO CAN JOIN?

We welcome registrations from all types of community organisations involved in local affairs, including but not limited to NGOs, CBOs, churches, unions, schools, healthcare agencies, social service groups, fraternities, clubs, political organisations, and businesses.

PURPOSE

Our database serves as a vital tool to maintain accurate records of community organisations within the municipal area and to inform these organisations about opportunities for participation in municipal activities. This includes involvement in the Integrated Development Plan (IDP) and budget-related engagements at both the local and district levels.

BENEFITS

Organisations listed in our database are eligible to apply for free usage of community halls once per quarter, subject to approval, for meetings related to municipal affairs. Please note that these facilities cannot be used for political activities.

HOW TO APPLY

Application forms are available at the IDP Office, Commando Building (Robertson) or on the municipal website: www.langeberg.gov.za

CONTACT INFORMATION

If your organisation is already registered, please ensure your information is correct by contacting Mr. Jongi Mfutwana:

- Telephone: 023 626 8201
- Email: jmfutwana@langeberg.gov.za or idp@langeberg.gov.za

**We look forward to your active participation in fostering a collaborative
community environment.**

PROJECT UPDATE



UPGRADE WASTE-WATER TREATMENT WORKS

Project Status: Construction Work on inlet works, bio-reactor and clarifier are within the programme and expenditure on track with 100% expenditure of the MIG annual allocation achieved. Progress on site good with chlorine contact channels progressing.

Contractor: T41/2023 awarded to Hiload Inyanga Construction Company (Pty) Ltd.

Value: R100 124 052.65 (vat inclusive)

Location: Robertson

Commencement date: 18 January 2023



SUPPLY AND INSTALL PRECAST CONCRETE WALLING AND ANTI-SCALE TYPE FENCING

Project Status: Posts and under dig completed, were required on both Van Zyl Street sportsground and Happy Valley sportsground. Installation of panels commenced on the 2nd week June 2024. (Slow progress due to technical difficulties)

Contractor: Tender 36/2023 awarded to Batsini (Pty) Ltd

Tender Value: R2 800 000.00

Location: Robertson

Commencement date: 11 January 2024



UPGRADING OF ROBERTSON INFORMAL TRADING AREA

Project Status: Progress of work is 50% completed.

The majority of the steel structure work commenced the 1st week of June 2024.

Contractor: Tender 44/2023 awarded to Potts Devco (Pty) Ltd

Tender Value: R 3 687 956.65

Location: Robertson

Commencement date: 15 April 2024



UPGRADING ASHTON TRAFFIC TESTING YARD

Project Status: The contractor is on site; The ramp is being reconstructed and the ally-test is being relocated.

Contractor: Q05/2024 awarded to Ludify (Pty) Ltd

Tender Value: R 312 155.75

Location: Ashton

Commencement date: 19 June 2024



WATER PIPE REPLACEMENT, ROBERTSON

Project Status: Pipe replacement is underway in Hospital-, Jasmyn- and Affodil Street

Contractor: T43/2023 awarded to Lwazi Construction (Pty) Ltd

Tender Value: R 2 427 678.00

Location: Robertson

Commencement date: 20 May 2024



MEET OUR NEW MANAGER: PARKS AND AMENITIES: MS VUYOLWETHU FLEPU

We are happy to announce that Ms Vuyolwethu Flepu, has joined Langeberg Municipality as Manager: Parks & Amenities, from the 01 of June 2024.

Ms Flepu graduated from the University of the Western Cape with a Bachelor of Science degree in Biodiversity and Conservation Biology. She completed a BSc Honors Research Project that was published in the Journal of Arid Environments in 2019.

Her previous position for the past 6 years was as Superintendent in the Recreation and Parks Department for the City of Cape Town, after serving four years as the Principal Technical Assistant in the same department. During this time, she served as a Field Ranger for City of Cape Town's Environmental Management Department in the Biodiversity Management Branch.

During her internship, she worked on the South African National Biodiversity Institute's DNA Barcoding of Alien Invasive Species Project in 2012, and later as an Assistant Reserve Manager Intern at the Environmental Management Department of the City of Cape Town's Biodiversity Management Branch.

Ms Flepu report to the Director: Community Services and manages the Langeberg Municipality's parks, hiking trails, nature reserves, public open spaces and cemeteries.

With an emphasis on environmental hygiene and neatness, her responsibilities include tree management, cleaning and beautifying open spaces, developing and maintaining play parks and dealing with problem animals, public disturbances and complaints regarding environmental services.

She oversees the Parks and Amenities department's budget and performs administrative duties including statistics, records, and reporting while managing the Parks and Amenities staff team, vehicle fleet and equipment.

We welcome Ms Flepu's vast experience and skills in planning, organizing, problem solving, workplace safety, and communication.

We look forward to her contributions to the improvement of municipal processes while motivating and inspiring employees to achieve the municipality's shared goals.

[CLICK HERE FOR MORE INFO ABOUT MUNICIPAL PARKS AND NATURE RESERVES](#)

MACRO ORGANISATIONAL STRUCTURE OF LANGEBERG MUNICIPALITY

Council approved the Langeberg Municipality's 2024-2025 Macro Organisational Structure at its meeting of 27 March 2024.

Members of the Strategic Management Team proposed that the Langeberg Municipality's current macrostructure be retained for the financial year 2024-2025, with some minor changes in the transfer of functions between directorates.

Members of MAYCO took the proposal into consideration and the finalized draft Macro Organisational Structure, that accompanied the draft IDP and draft Budget, was submitted to Council.

The macro structures comprise of the Municipal Manager's Office with five directorates as indicated in the below chart.

LANGEBERG MUNICIPAL ADMINISTRATION

MACRO ORGANISATIONAL STRUCTURE



MR D.P. LUBBE

MUNICIPAL MANAGER

- Strategic Local Government Management
- Intergovernmental Relations
- Fraud and Financial Misconduct Prevention
- Internal Audit
- Risk Management
- Investment Office



MS C.O. MATTHYS

DIRECTOR
ECONOMIC, SOCIAL AND
INTEGRATED DEVELOPMENT
SERVICES

- Integrated Development Plan (IDP), Communication and Performance Management System (PMS)
- Local Economic Development (LED) and Rural Development
- Information Communication Technologies (ICT)



MR A. EVERSON

DIRECTOR
CORPORATE SERVICES

- Administrative Support and Property Management
- Governance Support (including Service Delivery Call Centre)
- Human Resources
- Labour Relations
- Traffic and Law Enforcement Services (including Security and Anti-Illegal Land Occupation Services – External Contractor)



MR M. SHUDE

DIRECTOR
FINANCIAL SERVICES

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



MR M. MGAJO

DIRECTOR
COMMUNITY SERVICES

- Community Facilities
- Parks & Amenities
- Human Settlements Administration
- Libraries
- Fire and Disaster Management Services (Including Public Emergency Communications Centre)



MR D. LOUWRENS

DIRECTOR
ENGINEERING SERVICES

- Civil Engineering Services
- Electrical Engineering Services
- Solid Waste Management
- Project Management
- Statutory and Town Planning

SERVICE REQUEST REPORT

MAY 2024

NUMBER OF SERVICE REQUESTS
RECEIVED BY THE CALL CENTRE

1786



751 (PHONE CALL)



678 (WHATSAPP)



115 (IN PERSON)



36 (E-MAIL)



9 (2-WAY RADIO)



193 (APP)



4 (COLLAB)



0 (LETTER)

SERVICE REQUESTS/COMPLAINTS PER TOWN

ASHTON

300

BONNIEVALE

211

McGREGOR

119

MONTAGU

275

ROBERTSON

813

TOP REQUESTS/ COMPLAINTS

88

Traffic Services (Road Safety & Emergency)
Ward 11, Robertson

51

Civil (Sewerage blockages)
Ward 2, Robertson

51

Civil (Sewerage blockages)
Ward 3, Robertson

49

Civil (Septic Tanks)
Ward 8, Bonnievale

34

Civil (Sewerage Blockages)
Ward 9, Ashton

31

Civil (Sewerage Blockages)
Ward 1, Robertson

30

Electrical (Power Failures)
Ward 10, Ashton

29

Civil (Water Meters - Leaks)
Ward 1, Robertson

28

Civil (Septic Tanks)
Ward 5, McGregor

27

Electrical (Power Failures)
Ward 2, Robertson

27

Electrical (Power Failures)
Ward 7, Montagu

HOW TO REPORT A COMPLAINT?

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

HOE MOET EK 'N KLAGTE AANMELD?

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

INDLELA YOKUXELA ISIKHALAZO?

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

POTHOLE REPAIR PROGRAMME JULY 2024



Langeberg Municipality urges the community to log complaints of potholes, uneven road surfaces, damaged pavements and road signage to the 24/7 customer call centre.

- Call 0860 88 1111
- WhatsApp 065 211 7822
- E-mail info@langeberg.gov.za

Reported potholes will be added to the programme.

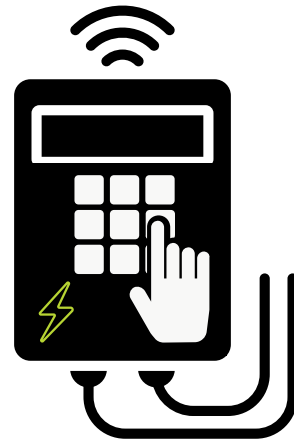
Roads with high volume of traffic are prioritised. All potholes reported will receive attention according to the programme.

The civil works team do their best to stay on schedule, but it is subject to the weather and other urgent matters that require the team's attention such as pipe bursts, stormwater issues and breakdowns among other things.

POTHOLE REPAIR PLAN - JULY 2024

	Ashton	Bonnievale	McGregor	Montagu	Robertson
Week 1 1-5 July	Uitspan Gardenia Olien Begonia Eike	Buitesingel Kruinsingel Coetzee	Voortrekker	Willem Thys Ismeal Park Buitekant	Reitz Jones Muller Orley
Week 2 8-13 July	Acacia Coronation Disa Bruwer Faure	Myrtle Rigg Forrest	Kantoor Kerk	Unie Tanner David Nel Bree	Industria Kort Lang
Week 3 15-19 July	Mantlana Matoti Mtebe Mketsu	Tuin Van der Merwe	Buitekant	Berg Roos Krom Lintvelt Van der Merwe	Barry Van Zyl Drommedaris Konstitusie
Week 4 22-26 July	Building Spofana Mantlana Wenzile Dudumashe	Karob Sierboom	Lang	Hofmeyer Swanepoel Kerk Brink	Keerom Freeman Cedar Smal
Week 5 29-31 July	Zwedala Paul Kruger Roodewal Buitekant George	Milners	Hoop	Bad Aster Renonka	Elim Denne

HOW TO UPDATE YOUR PREPAID ELECTRICITY METER BEFORE 24 NOVEMBER 2024



All STS prepaid electricity meter software in South Africa is being updated to prepare for a Token ID (TID) Rollover on 24 November 2024.

Langeberg Municipality launched an initiative in October 2023 in which appointed service provider, Syntell, made door-to-door visits to assist residents with the inspection and re-programming of prepaid electricity meters.

Syntell successfully configured 55% of prepaid meters to accept the new STS Edition 2 tokens, which will be generated from 24 November 2024.

What to do if my pre-paid meter box has not been updated?

The do-it-yourself phase of the project will begin on 01 July 2024. This process enables consumers to update their own meters. If this is not done, the prepaid meter will be unable to accept tokens, leaving the consumer without access to electricity from 24 November 2024.

How to update my pre-paid meter:

On the customer's next purchase, they will receive 3 x 20-digit update tokens:

- Two 20-digit update tokens and
- one regular credit token.

All three tokens must be entered into the meter in the order that they appear.

Any purchase thereafter will contain only the usual 20-digit token.

Prepaid meter users should recharge any previously purchased vouchers before they enter the codes to update the meter.

Should you have any queries or need assistance, contact the Syntell Service desk at:

- Phone: 0218121877
- WhatsApp: 0727289229
- Email: servicedeskagents@syntell.co.za

HOW TO UPDATE YOUR PRE-PAID ELECTRICITY METER 3 STEPS TO DO-IT-YOURSELF

1

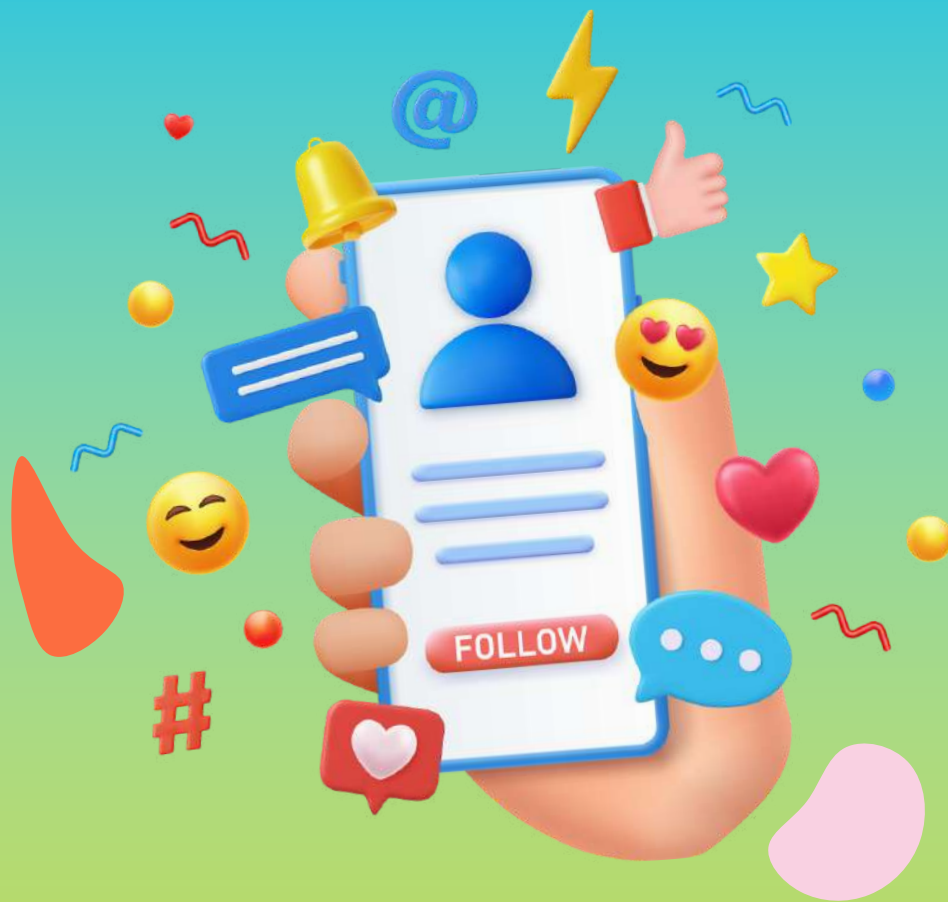
Purchase electricity from your normal vendor or online channel. If your pre-paid electricity meter box has not yet been updated, the system will provide three 20-digit token numbers on your slip.

2

Before updating your pre-paid electricity meter, ensure that any previously purchased electricity vouchers have been processed into your meter box.

3

Enter the first 20-digit token numbers and wait for it to accept. Next, enter the second 20-digit token number and wait for it to accept. Finally, enter the third 20-digit token to recharge your units as usual.



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LANGEBERG MUNICIPAL NEWS & UPDATES**



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on X (previously Twitter) @Langeberg_Muni



on Instagram @langebergmunicipality

DID YOU KNOW?



YOU CAN ALSO INBOX US YOUR SUGGESTIONS, QUESTIONS AND NON-EMERGENCY SERVICE REQUESTS DURING OFFICE HOURS ON ANY OF THE ABOVE PLATFORMS.



BE PREPARED FOR CHALLENGING WINTER ROAD CONDITIONS

Between 2 and 9 June 2024, there have been 19 crashes reported on Western Cape roads. Wind, rain, flooding, and fog are key features of Western Cape winters and present unique challenges for all road users. While we haul out our winter wardrobe and heat up our homes to combat inclement weather, we seldom take the time to prepare our vehicles and take precautions for overall safety on our roads.

When planning journeys over short or long distances during winter, motorists are particularly encouraged to check the condition of wiper blades, tyres, lights and the weather conditions before taking to the road.

During stormy weather or heavy rains, avoid driving, walking or cycling if possible.

Due to poor visibility, pedestrians and cyclists need to be extra cautious during winter. Tips for pedestrians and cyclists:

- Wearing bright-coloured and reflective clothing is essential to improve visibility.
- Avoid dark roads, particularly at night.
- Put as much distance between the road and yourself where possible.
- Use designated pedestrian crossings, pavements and cycle lanes, facing oncoming traffic where possible.

Winter driving preparedness and safety tips for motorists:

- Check your wiper blades to ensure the windscreen can be cleaned effectively.
- Check your tyres to ensure they have adequate tread for better traction on the road.
- Check that your headlights, brake lights, and indicators are functioning properly.
- Check that defrosters and heating equipment is in good working order.
- Increase the distance between your vehicle and the vehicle in front of you.
- Turn on your headlights to see and be seen in dark weather conditions. Avoid using high beams as they reflect off wet and foggy conditions and can temporarily blind other drivers.
- Slow down when it rains.
- Avoid sudden braking as this may cause your car to skid.
- Avoid driving through deep puddles or flowing water if possible.
- Be aware of other vehicles in the rear and blind spot areas, as it can be difficult to see through wet side windows and side mirrors.

The Western Cape Government strongly encourages all road users to be vigilant and take the necessary precautions when out and about during winter.



LANGEBERG MUNICIPAL DAM LEVELS: 28 JUNE 2024

APPRECIATE EVERY DROP

Let us always be pro-active in saving water.

ROBERTSON

100%

DASSIESHOEKDAM

100%

KOOSKOKDAM

MONTAGU

25%



BO-DAM

78%

ONDER-DAM

MCGREGOR

93%

VAALDAM

79%

ROOIDAM

84%

DRINKWATERDAM

ASHTON

70%

STOORDAM

ALL TOWNS

52.5%

67.3% Last year

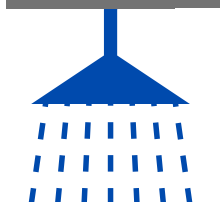
BRANDVLEI DAM

**PLEASE REPORT
WATER MISUSE
AND LEAKS AT
0860 88 11 11**

HOW TO SAVE WATER AT HOME

TURN OFF TAPS

While washing, brushing, shaving...



TAKE SHORTER SHOWERS

instead of a bath. Close the tap, soap up, then turn water back on to rinse.



FIX

Leaking taps, pipes and toilets.

SAVE A FLUSH

and install a water-saving toilet flush system.



WASH ONLY FULL LOADS OF CLOTHES AND DISHES.

USE GREY WATER

Re-use water from baths, showers and washing to: flush toilet, wash car, wash floor, water the garden.



ELECTRICITY INVESTMENT OPPORTUNITIES IN LANGEBERG MUNICIPALITY

Langeberg Municipality hosted a US delegation organised by Power Africa in Montagu on 24 May 2024. Following their attendance at the Enlit Africa exhibition in Cape Town earlier the week, a group of fifteen representatives from American energy development organisations met with Langeberg Municipality to learn about opportunities for investment in electricity supply to the area.

As Langeberg Municipality endeavour to become a load-shedding-free destination for the sake of our economy and future growth, we aim to invite bids in a Request for Proposal (RFP) process and to investigate Public-Private Partnerships. This approach will attract competitive bids to supply much needed electricity to the Langeberg Municipality.

The meeting with the delegation was a wonderful platform to harness the collective capabilities of several international role players in this sector, identifying realistic investment opportunities.

We have been in discussions with the South African Local Government Association (SALGA), the Southern African Energy Projects (SAEP) and International Finance Corporation (IFC) to investigate the feasibility of solar power and energy storage as a means of moving forward with independent and carbon-free power generation. Eskom is also making strides regarding just energy transition, and we want to be a part of the green solution.

Langeberg Municipality has six Eskom feed-in points with a combined notified maximum demand 75 MW. The Eskom corridor into the Langeberg region is congested and in need of upgrading.

To support the expansion of new developments and the area's growth, we need to boost capacity to reach just over 100MW. The bulk of our electricity is supplied by Eskom, and the cost estimates for a slight increase in electrical capacity, the last bit of capacity available before the major upgrade is required, is very high and borderline unrealistic.

There is, however a pressing need for us to increase our capacity. Due to migration trends, many people wish to relocate and establish their businesses in the Langeberg, alongside established businesses eager to expand their operations and new real estate developments in the pipeline.

South Africa will likely follow suit by adopting an international multi-market energy procurement model. This model allows utilities to procure energy from several providers through an open market that will deliver electricity at competitive rates.

Investors will find this an enticing prospect given our municipality's financial standing and 99% account payment collection rate.

There is still a lot of work to be done, from updating our initial energy strategy to navigating government and regulatory processes. This project is on a timeline of at least another two to three years before it might materialise for our community.

For more information contact Mr George Lotter (Manager: Electrical Services):

- Call: 023 626 8266
- E-mail: glotter@langeberg.gov.za



MUNICIPAL NOTICES

TEMPORARY CLOSURE OF ASHTON TRAFFIC DRIVING LICENSE TESTING YARD 18 JUNE - 12 JULY 2024

We are pleased to announce the upcoming upgrading project for the Ashton Traffic Driving License Testing Yard. This project is aimed at improving our facilities to better serve our community.

Key Dates:

- Project Start Date: Tuesday, 18 June 2024
- Estimated Completion Date: Friday, 12 July 2024

During the construction period, the Ashton Traffic Driving License Testing Yard will be closed for driver's license tests. We kindly ask for your understanding and cooperation during this time. We appreciate your patience and support as we work to enhance our facilities.

CLICK HERE



SCAM ALERT: DISCONNECTION OF ELECTRICITY

Be aware of a Phone call, WhatsApp and SMS scam of a person claiming to be from Langeberg Municipality that have an electricity disconnection scheduled at your property, unless a payment is made.

Do NOT make any payments to account information that are provided telephonically or provide any information about your bank accounts or bank cards. It's a SCAM!

CLICK HERE



RE-APPLICATION OF INDIGENT SUBSIDY FOR A THREE-YEAR PERIOD STARTING JULY 2024

All approved indigent subsidies expire on 30 June 2024.

New applications need to be made which will be implemented as from 1 July 2024. The Municipality will provide an opportunity and assistance to account holders to submit applications, where the joint household income do not exceed R4400.00 per month.

CLICK HERE



**CLICK HERE FOR MORE NOTICES AND
MUNICIPAL INFORMATION**

IMPACT STORIES

at the library

CLAUDINE KARELSE AT HAPPY VALLEY LIBRARY

The library is a place where people are allowed to be invited into another world just by using their eyes. There is a wealth of knowledge available, whether on the computers or between the shelves. When I was in school, this was the place where I could find information. The staff is very helpful, friendly, and caring. I enjoy taking out Christian books and have learned so much from them. Happy Valley Library is more than just books; you can feel the love as you enter. Thank you for all you do! Keep it up.



ELREGAN W PAPA (30) AT ASHTON LIBRARY

My relationship with Ashton Library spans many years. As I reflect back on everything, I get nostalgic because I now realise that this relationship has existed for more than 20 years.

I first visited the "Bib" as a little child, probably 8 or 9 years old. In my family, I was known as Benny the Bookworm because I read everything, even the information on the back of a chip packet.

We lived on a farm, while the rest of the family lived in town. Nearly every nephew and niece in town were library members and could borrow books.

I was very jealous of this and decided to become a member myself. Thus beginning a great journey.

I have to give a thumbs up to the "grumpy Aunty Salies." She was the cleaner at the time, but she was feared and kept us on our toes. Our hands had to be clean, and nobody could say a word.

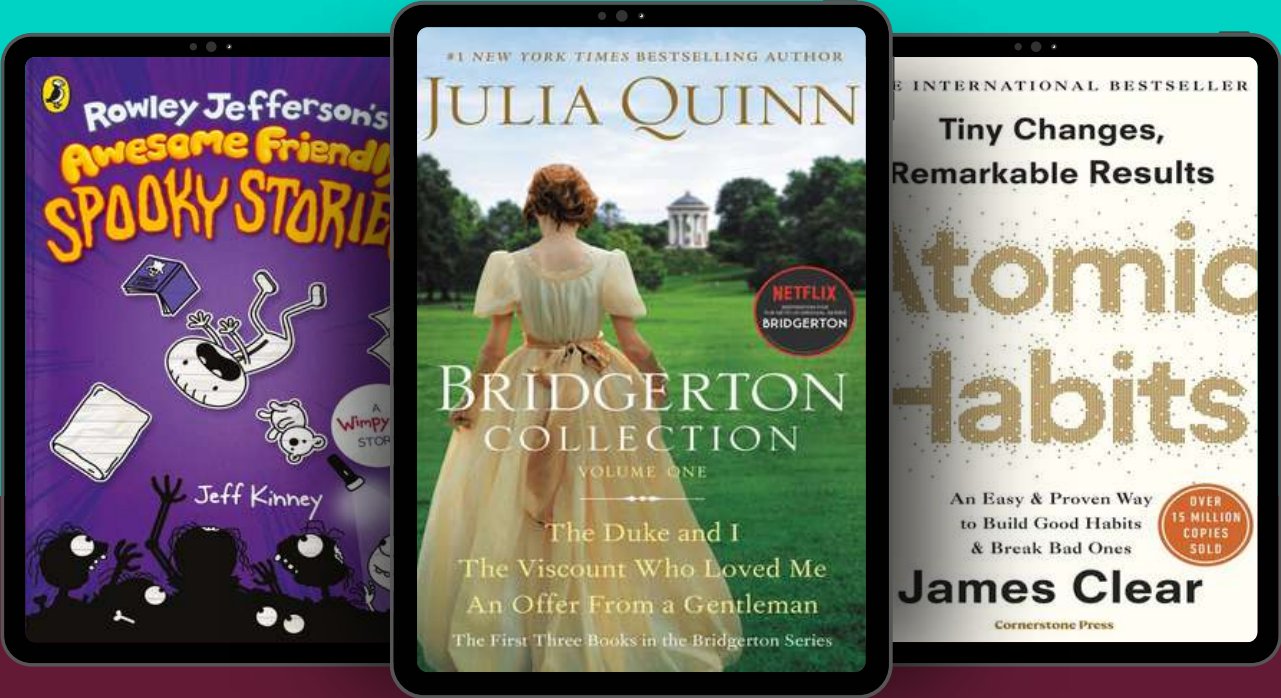
Over the years, my interests also evolved; first it was 'Vlooi en Biebie', later 'TinTin', and with time it became 'Trompie' and 'Die Uile'.

The library not only provided entertainment but also assisted with our schoolwork. Here, I did a lot of research on history, biology, and science in particular.

After school, I pursued my law degree at Stellenbosch University, often studying for exams in the library. My passion for language and reading developed at Ashton Library. I am currently completing my second degree and still rely on the library. The internet facilities and the silence in the hall allow me to spend quality time on my studies.

The library is truly a remarkable place. It made a contribution to my life as a child and continues to do so as a young adult. Ashton Library is a pearl of inestimable value.

1000S OF E- BOOKS AT YOUR FINGERTIPS



You'll find the same great titles from your library on the modern, easy-to-use Libby app. Plus, you can enjoy offline reading, Apple Carplay and Android Auto support, push notifications, and more.



[CLICK HERE TO LEARN MORE](#)

WATER RESULTS - MAY 2024						
TREATED WATER	REQUIREMENT MEASUREMENT BLUE DROP STANDARDS	ASHTON	BONNIEVALE	MCGREGOR	MONTAGU	ROBERTSON
Inflow ML						
pH (at 25°C)	≥5.00 - ≤9.70	7.51	7.37	6.52	7.48	6.43
Conductivity (at 25°C)	≤170	164	171	9.6	115	5
Turbidity (NTU)	≤1.0 Operational ≤5.0 -Aeshetic	0.76	1.1	0.83	1.1	1.3
Colour (mg/L as Pt)	≤15	<4	<4	<4	<4	<4
Aluminium (µg/L as Al)	≤300	62	247	345	<40	214
Iron (µg/L as Fe)	≤300 Aesthetic ≤2000 Chronic Health	<20	<20	<20	26	21
Free Chlorine (mg/L)	>0.0 - ≤5	>5	3	1.1	>5	1
E.Coli (cnt/100ml)	Not Detected	<1	<1	<1	<1	<1
Total Coliform Bacteria	≤10	<1	<1	<1	<1	<1

[CLICK HERE FOR MORE
WATER RESULTS](#)

LANGEBERG MUNICIPALITY 24/7 CALL CENTRE
0860 88 111



WHATSAPP: 065 211 7822

LANGEBERG'S DEDICATED FIRE LINE:
023 615 8911

LANGEBERG POLICE STATIONS

- ASHTON - 023 615 8120/8121
- BONNIEVALE - 023 616 8060/8062
- MCGREGOR - 023 625 8000/8002
- MONTAGU - 023 614 8300/ 8304
- ROBERTSON - 023 626 8340/ 8346

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



MOUNTAIN RESCUE
021 948 9900



**POISONS INFORMATION
HELPLINE OF THE W-CAPE**
0861 555 777



**HEALTH FACILITIES IN THE
LANGEBERG MUNICIPAL AREA**

HOSPITALS

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

CLINICS

- BERGSIG, ROBERTSON - 023 626 1035
- NKQUBELA, ROBERTSON - 023 626 6613
- MCGREGOR - 023 625 1932
- MONTAGU CLINIC - 023 614 8200
- COGMANSKLOOF, ASHTON - 023 615 2252
- ZOLANI, ASHTON - 023 615 3288/3323
- HAPPY VALLEY, BONNIEVALE - 023 616 3239

DENTAL CLINIC

ROBERTSON - 023 626 1602

CLINIC TIMES:

**07:30 - 16:00
(MON - FRI)
(CLOSED ON PUBLIC HOLIDAYS)**



SNAKE CATCHER
063 556 6338



**GENDER-BASED VIOLENCE
COMMAND CENTRE**
0800 428 428 or *120*7867#