



LANGEBERG

MUNISIPALITEIT MUNICIPALITY MASIPALA

CLIENT SERVICES CHARTER:

Langeberg Municipality

KLIENTEDIENSHANDVES:

Langeberg Munisipaliteit

UMQULU WAMALUNGELO

ENKONZO ZABAXUMI:

Umasipala wase-Langeberg



EMERGENCY NUMBERS NOODNOMMERS IINOMBOLO ZEXESHA LIKAXAKEKA

Fire Emergencies Brand Noodgevalle Iimililo Kaxakeka	023 615 8911
All after-hours emergencies and customer care/service requests Alle na-ure noodgevalle en kliënte diens/diens versoeke linkonzo zikaxeka emveni kwezesho lomsebenzi	0860 88 1111 WhatsApp: 065 211 7822 023 615 2219
Disaster Management Rampbestuur Ulawulo lwentlekele	0860 88 1111 WhatsApp: 065 211 7822 023 615 2219
Law Enforcement Wetstoepassing Unyanzeliso lomthetho	0860 88 1111 WhatsApp: 065 211 7822 023 615 2219
Traffic Services Verkeersdienste linkonzo yezasezindleleni	0860 88 1111 WhatsApp: 065 211 7822 023 615 2219
Anti-Land Invasion Teen-Grondbesetting Ukuchaswa kongenelo lomhlaba	0860 88 1111 WhatsApp: 065 211 7822 023 615 2219
Fraud Hotline Bedrog Blitslyn Umnxeba woBuqhophololo	0800 701 701
Ambulance Ambulans Inqwelo yezigulana	10177
Police Polisie Mapolisa	10111

CLIENT SERVICES CHARTER:
Langeberg Municipality

MESSAGE FROM THE MUNICIPAL MANAGER | MR DP LUBBE

It is indeed an honour for us to introduce the Client Services Charter for the Langeberg Municipality. This Charter is evidence of our commitment to deliver excellent services to our clients, the community of the greater Langeberg area. Regular adjustments will keep it up to date and relevant, and it will be used as an instrument to measure our performance. At Langeberg Municipality excellent client services entail more than just lip service. Our budget and planning processes aim to give priority to satisfy the needs of the community.

As set out in this charter, our clients also have a responsibility to assist us in this regard:

- to provide the correct information;
- be reasonable and understand there are various priorities requiring attention
- to trust that we have your interest at heart.

We endeavor to be professional and transparent in our dealings with you, and to maintain the highest possible service standards in our strive to uphold the Batho Pele principles. You are welcome to provide us with feedback.

PROVIDING SERVICE EXCELLENCE

We commit ourselves to values of dedication and commitment, service excellence, respect for human dignity, integrity, efficiency, effectiveness and accountability, and therefore we will:

- Be friendly, enthusiastic and helpful;
- Listen and promptly respond to comments, suggestions and complaints;
- Be attentive and sensitive to individual needs and requirements;
- Provide information and explanations so decisions can be easily understood;
- Serve you as equal, irrespective of race, gender, colour, language, creed or sexual orientation;
- Be honest and transparent;
- Employ competent staff to provide the best possible service

DIRECTORATE: FINANCE

Services	Standards
Answering telephone calls	Within 5 rings
Return your call	1 working day
Acknowledge all correspondence telephone calls/ faxes/emails and other communications	1 working day
Reply to all formal correspondence received	7-10 working days
Notice of tariffs increases	5 working days after council's approval
Customer information updates	1 working day
General account enquiries	2 working days
Leave a notice with contact details if we call at your residence and you are not home	Immediately
Meter reading enquiries	3 working days
Account disputes	As per credit control policy in conjunction with section 95 and 102 of the MSA
Application for indigent subsidy	From next billing run after approval
Water and Electricity meter readings	Monthly

DIRECTORATE: STRATEGY AND SOCIAL DEVELOPMENT

Services	Standards
Approval of business licenses	21 working days
Issuing of informal trading permits	Initial permit – 2 working days Thereafter, daily and monthly permits are issued immediately at the cashiers desk
Approval of tourism related road signage applications	2 months from the date of application
Approval of event applications	10 to 15 working days from the date of receiving a complete event application
Deal with air quality, noise, odour and dust complaints	Respond to the complainant within 1 working day. Follow up and respond to complainant within 5 working days



DIRECTORATE: ENGINEERING SERVICES

Electric Engineering

(All Electro-technical services apply to the Langeberg Municipality area of supply and exclude Eskom areas)

Services	Standards	
Repair unforeseen power outages (electrical faults, malfunctioning equipment etc.)	• Restore 95% of municipal power interruptions within 4 hrs (NRS047) (own network)	• Restore 98% of power interruptions within 24 hrs (NRS047) (own network)
Scheduled power outages (for upgrading, maintenance etc.)	• Maximum of three planned and six forced outages per year, limited to a total of 12 hours per outage per point of supply • The municipality endeavours to give at least 7 days' notice of scheduled power outages by means of notice boards, advertisements, SMS, Langeberg Municipality social media platforms	
Electrical new electrical connections, reconnections, upgrades and changes	• Standard reconnections – two working days • Provision of standard connections – within 14 days after payment and if the building is ready and the necessary documentation is completed • Provision of non-standard connections: Quotation basis of 21 days, negotiable subject to delivery times of equipment from suppliers to municipality	
Reports of faulty street lighting, area, building and sports field lighting	• 95% of cases within seven working days • 100% of cases within 10 working days • Faulty street lighting will only be attended to after hours if the area affected is relatively large	

DIRECTORATE: ENGINEERING SERVICES

Water and Sanitation

Services

Standards

Voluntary disconnection and reconnection

As per customer requested date: Within 2 working days

Application forms process time

2 working days

Customer enquiries on meter reading

3 working days

Meter reading cycle

30 days

Bulk meter processing

Same day

Damaged meter, no meter and buried meter processing

1 working day

Respond to water leaks and overflows on pipes

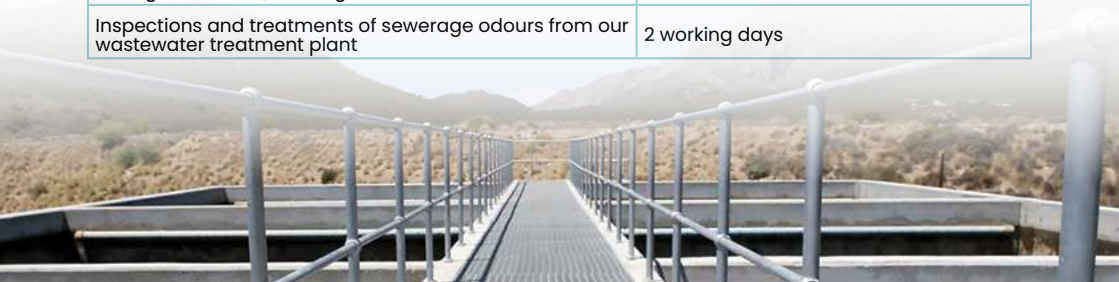
Residential: 24 hours
Commercial: 2 hours

Responding to pipe bursts, extensive flooding and sewage overflows/blockages

1 hour

Inspections and treatments of sewerage odours from our wastewater treatment plant

2 working days



DIRECTORATE: ENGINEERING SERVICES

Roads and Stormwater

Services

Standards

Repair of potholes

Per work schedule

Respond to gravel roads surface complaints

Per work schedule

Respond to complaints of flooding

2 hours

Opening of stormwater blockages after complaint lodged

Per work schedule

Respond to complaints about uneven side walks

Per work schedule

Construction of vehicle access after payment

14 days

Town Planning and Building Control

Services

Standards

Building plan approval less than 500 m²

30 days

Building plan approval more than 500 m²

60 days

Response to all building control and illegal building activity complaints

5 working days

Respond to land use management and property administration complaints

5 working days

Acknowledge receipt of land use applications and inform applicants of any missing information

14 working days

DIRECTORATE: COMMUNITY SERVICES	
Housing	
Services	Standards
Respond to any housing and informal settlement complaints and enquiries. Telephone calls, emails and written communications	2 working days
Updating of housing waiting list	As per application
Parks & Amenities	
Services	Standards
Maintenance of parks and open spaces	As per pre-scheduled bookings programme
Maintenance of sport grounds and community facilities	As per pre-scheduled bookings programme
Attend to complaints about overgrown erven	30 days
Booking of community facilities	2 working days once payment has been received
Cleaning of cemeteries	As per pre-scheduled programme
Community Facilities	
Services	Standards
Bookings for community hall	Immediately. If payment is made and proof of payment submitted

DIRECTORATE: COMMUNITY SERVICES

Libraries	
Services	Standards
Feedback on special request for books	On availability & interlibrary lending facility
Community outreach programmes	Monthly at all libraries, special/school holiday programmes are promoted on the Municipality's website
General enquiries	Immediately
Feedback on complaints	As soon as possible
Audio & electronic resources	Available via the LIBBY App accessible with library membership only
ICT, printing and scanning facility	Available at all public libraries
Free WIFI	At Robertson, Nkqubela, Mountain View, Montagu, Sunnyside for the time being. Bonnievale and Happy Valley installed but not yet active.

DIRECTORATE: COMMUNITY SERVICES

Solid Waste Management

Services

Standards

Waste collection from businesses

1 – 3 Removals per week

Waste collection in 240 Lt wheelie bin from households

1 collection per week

Cleaning of street bins

As and when needed

Removal of refuse dumped illegally

As per request

Street cleaning frequency in CBD

Daily

Street cleaning frequency in areas excluding CBD

Monthly

Fire Fighting Emergency Services

Services

Standards

Fire and emergency rescue services

Reaction time 15 – 20 minutes (in town areas) after receipt of a call

Disaster management

Receive immediate attention and feedback when attended to

DIRECTORATE: CORPORATE SERVICES

Traffic Services

Services

Standards

Reaction time to emergencies / fire / accidents

After receipt of a call

Registration of motor vehicles and drivers licenses

After receipt of a call

Bookings for learner and driver license testing

Immediately pending availability on the eNatis system

Application for discount or acquittal of fines

14 days

Acknowledgement and registration of general complaints

3 working days

Call Centre

Services

Standards

Reaction time on enquiries and requests

It varies from immediate up to 12 hours

Time to respond to a verbal customer enquiry or request

It varies from immediate up to 2 working days

Time to respond to a written customer enquiry or request

10 working days

CONTACT US

Ashton Municipal Offices	28 Main Road, 6715 – Tel: 023 615 8000 Monday – Friday 08:00–16:30. Closed on public holidays.
Robertson Municipal Offices	52 Church Street, 6705 – Tel: 023 626 8200 Monday – Friday 08:00 – 16:30
Kommando Building	04 Church Street, 6705 – Tel: 023 626 8201 Monday – Friday 08:00 – 16:30
Montagu Municipal Offices	03 Piet Retief Street, 6720 – Tel: 023 614 8000 Monday – Friday 08:00 – 16:30
Bonnievale Municipal Office	OfficeHoofweg, 6730 – Tel: 023 616 8000 Monday – Friday 08:00 – 16:30
McGregor Municipal Offices	24 Voortrekker Road, 6708 – Tel: 023 625 1630 Monday – Friday 08:00 – 16:30
Robertson Thusong Centre	Cnr of Wesley & Paddy Street, 6705 – Tel: 023 626 3247 Monday – Friday 08:00 – 16:30
Ashton Traffic Office	Abattoir Road – Tel: 023 615 8901 Monday–Thursday: 08:00 – 15:30, Friday: 08:00 – 14:00
Bonnievale Traffic Office	Langeberg Municipal Office, Main Road – Tel: 023 616 8000 Tuesday and Thursday: 08:00 – 15:30
Montagu Traffic Office	Piet Retief Street – Tel: 023 614 8000 Monday, Wednesday and Friday: 08:00 – 15:30
Robertson Traffic Office	Church Street – Tel: 023 626 8200 Monday–Thursday: 08:00 – 15:30, Friday: 08:00 – 14:00

A photograph of a worker in an orange safety vest and yellow cap, bent over and using a long-handled tool to work on a dark, possibly wet, road surface. In the background, several other people are visible, some standing and some walking. The image is partially obscured by a dark, wavy, topographic-like pattern on the left side.

KLIENTEDIENSHANDVES:
Langeberg Munisipaliteit

BOODSKAP VAN DIE MUNISIPALE BESTUURDER | MNR DP LUBBE

Dit is inderdaad 'n eer vir ons om die Kliëntedienshandves vir die Langeberg Munisipaliteit bekend te stel. Hierdie handves dien as bewys van ons toewyding om uitstekende dienste aan ons kliënte, die gemeenskap van die groter Langeberg area te lewer. By Langeberg Munisipaliteit behels uitstekende kliëntediens meer as net lippediens. Ons begroting en beplanning prosesse het ten doel om prioriteit te gee aan die behoeftes van die gemeenskap.

Soos uiteengesit in hierdie handves, het ons kliënte ook 'n verantwoordelikheid om ons in hierdie verband by te staan:

- om die korrekte inligting te verskaf;
- om te verstaan daar is verskeie prioriteite wat aandag verg;
- om redelik te wees, en
- om te vertrou dat ons u belange op die hart dra.

Ons streef daarna om professioneel en deursigtig te wees in ons handelinge met u, asook om die hoogste moontlike diensstandaarde in ooreenstemming met die Batho Pele-beginsels te handhaaf. U is welkom om terugvoering te gee.

VOORSIENING VAN UITSTEKENDE DIENSLEWERING

Ons verbind ons tot waardes van toewyding en uitnemende diens, respek vir menswaardigheid, integriteit, doeltreffendheid asook aanspreeklikheid, en daarom sal ons:

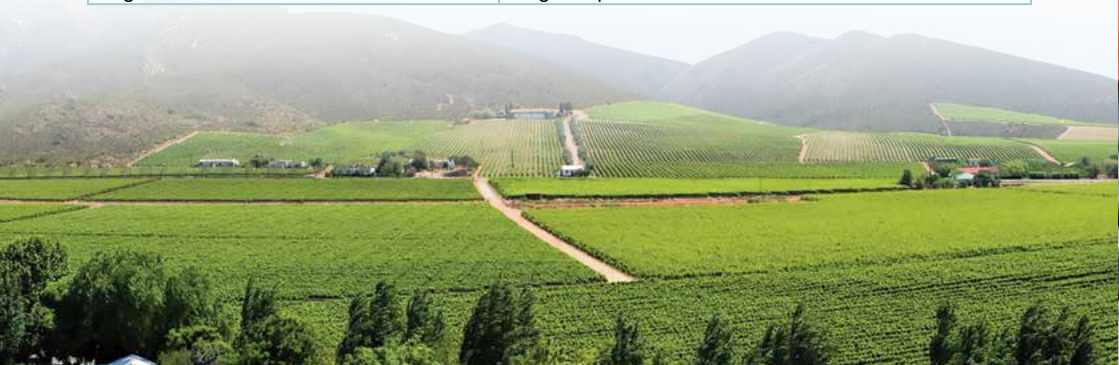
- Vriendelik, entoesiasies en behulpsaam wees;
- Aandagtig luister en spoedig reageer op insette, voorstelle en klagtes;
- Sorgsaam en sensitief te wees vir individuele behoeftes en vereistes;
- Inligting en verduidelikings verskaf sodat besluite maklik verstaan kan word;
- U as gelyke dien, ongeag ras, geslag, kleur, taal, geloof of seksuele oriëntasie;
- Eerlik en deursigtig wees;
- Bekwame personeel in diens neem, om die beste moontlike diens te lewer

DIREKTORAAT: FINANSIES

Dienste	Standaarde
Beantwoord telefoonoproepe	Binne 5 luie
Bel u terug	1 werksdag
Bevestig alle korrespondensie telefoonoproepe /fakse /e-posse en ander kommunikasie	1 werksdag
Beantwoord alle formele korrespondensie wat ontvang is	7-10 werksdae
Kennisgewings van tariefverhogings	5 werksdae na die raad se goedkeuring
Kliënteinligting opgraderings	1 werksdag
Laat 'n nota met kontakbesonderhede indien ons u nie tuis vind by u woning nie	Onmiddellik
Meterlesingsnavrae	3 werksdae
Rekening geskille	Volgens kredietbeheerbeleid tesame met artikel 95 en 102 van die Munisipale Stelsels Wet
Aansoek om deurnishulp (Subsidie)	Vanaf volgende rekening na goedkeuring
Water en Elektrisiteit meterlesings	Maandeliks

DIREKTORAAT : STRATEGIESE EN SOSIALE ONTWIKKELING

Dienste	Standaard
Goedkeuring van Besigheidslisensies	21 werksdae
Uitreik van informele handelspermitte	Aanvanklike permit -2 werksdae Daarna word daaglikse en maandelikse permitte onmiddellik uitgereik by die kassiere lessenaar of toonbank
Goedkeuring van toerisme verwante padtekens aansoeke	2 maande vanaf die datum van aansoek
Goedkeuring van byeenkoms aansoeke	Tien tot 15 werksdae vanaf die datum van ontvangs van 'n volledige byeenkomsaansoek
Hanteer luggehalte, geraas, reuk en stof klagtes	Reageer aan die klaer binne 1 werksdag. Volg op en reageer op klaer binne 5 werksdae



DIREKTORAAT: INGENIEURSDIENSTE

Elektriese Ingenieurswese

(Alle Elektro-tegniese dienste is van toepassing op die Langeberg Munisipaliteit voorsieningsbeleid en sluit Eskom-gebiede uit)

Dienste	Standaarde	
Herstel onvoorsiene kragonderbrekings (elektriese foute, onklaar toerusting, ens.)	• Herstel 95% van munisipale kragonderbrekings binne 4 uur (NRS047) (eie netwerk)	• Herstel 98% van kragonderbrekings binne 24 uur (NRS047) (eie netwerk)
Beplande kragonderbrekings (vir opgradering, instandhouding)	• Maksimum drie beplande en ses gedwonge onderbrekings per jaar, beperk tot 'n totaal van twaalf uur per onderbreking per toevoerpunt. • Die munisipaliteit poog om ten minste 7 werksdae kennis te gee van beplande kragonderbrekings deur middel van kennisgewingsborde, advertensies, sms'e en Langeberg Munisipaliteit se sosiale media platforms.	
Nuwe elektriese aansluitings, heraansluitings, opgraderings en veranderinge	• Standaard heraansluitings – twee werksdae. • Voorsiening van standaard aansluitings – binne veertien dae na betaling en indien die gebou gereed is en die nodige dokumentasie voltooi is. • Voorsiening van nie-standaard aansluitings: Kwotasiebasis van een-en-twintig dae, onderhandelbaar onderhewig aan afleweringstye van toerusting vanaf verskaffers na munisipaliteit.	
Rapportering van foutiewe straatbeligting, gebied-, gebou- en sportveldbeligting	• 95% van gevalle binne sewe dae. • 100% van gevalle binne tien dae. • Foutiewe straatbeligting sal slegs na-ure aandag kry indien die gebied wat geraak word, relatief groot is.	

DIREKTORAAT: INGENIEURSDIENSTE

Water en Sanitasie

Dienste	Standaarde
Vrywillige onderbreking en heraansluiting	Na versoek van kliënt. Binne 2 werksdae
Aansoekvorms verwerkingstyd	2 werksdae
Kliënt navrae oor meterlesing	3 werksdae
Meterlesingsiklus	30 dae
Grootmaatmeters verwerking	Dieselfde dag
Beskadigde meter, geen meter en bedekte meter	1 werksdag
Reageer op waterlekkasies en oorloop van pype	Residensieël: 24 uur Kommersieël: 2 uur
Reageer op pypbarste, oorstromings en riool oorloop/verstopings	1 uur
Inspeksies en behandeling van rioolreuke	2 werksdae



DIREKTORAAT: INGENIEURSDIENSTE

Paaie en Stormwater

Dienste

Standaard

Herstel van slaggate

Soos per geskeduleerde program

Reageer op gruispad oppervlak klagtes

Soos per geskeduleerde program

Reageer op klagtes van oorstromings

2 ure

Oopmaak van stormwaterblokkasies nadat klagte ingedien is

Soos per geskeduleerde program

Reageer op klagtes oor ongelyke sypaadjies

Soos per geskeduleerde program

Konstruksie van voertuigtoegang na betaling

14 dae

Stadsbeplanning en Boubesker

Dienste

Standaard

Bouplangoedkeuring minder as 500 m²

14 werksdae

Bouplangoedkeuring meer as 500 m²

60 dae

Reaksie op alle klagtes van boubesker en onwettige bou aktiwiteite

5 werksdae

Reageer op klagtes oor grondgebruik en eiendomsadministrasie

5 werksdae

Erken ontvangs van grondgebruik aansoeke en stel aansoekers in kennis van enige ontbrekende inligting.

14 werksdae

DIREKTORAAT: GEMEENSKAPSDIENSTE

Behuising

Dienste

Standaard

Reageer op klagtes en navrae oor behuising en informele nedersetting. Telefonies, e-pos en skriftelik.

2 werksdae

Opdatering van behuisingswaglys

Soos per aansoek

Parke en Geriewe

Dienste

Standaard

Instandhouding van parke en oop ruimtes

Soos per geskeduleerde program

Instandhouding van sportterreine en gemeenskapsfasiliteite

Soos per geskeduleerde program

Gee aandag aan klagtes oor oorgroeide erwe

30 dae

Bespreking van gemeenskapsfasiliteite

2 werksdae sodra betaling ontvang is

Skoonmaak van begraaftase

Soos per vooraf geskeduleerde program

Gemeenskapsfasiliteite

Dienste

Standaard

Besprekings van Gemeenskapsaal

Onmiddellik. Indien betaling gemaak word en bewys van betaling ingedien is

DIREKTORAAT: GEMEENSKAPSDIENSTE

Biblioteke	
Dienste	Standaarde
Terugvoer op spesiale versoek vir boeke	Op beskikbaarheid & interbiblioteekleenfasiliteit
Gemeenskapsuitreikprogramme	Maandeliks by alle biblioteke, spesiale/ skoolvakansie programme word op die Munisipaliteit se webverf geadverteer
Algemene navrae	Onmiddelik
Terugvoer oor klagtes	So gou as moontlik
Oudio en elektroniese hulpbronne	Beskikbaar via die LIBBY App toeganklik slegs vir biblioteeklede
Inligtingstegnologie, druk- en skanderingsfasiliteit. Beskikbaar by alle openbare biblioteke	Beskikbaar by alle openbare biblioteke
Gratis WIFI	Vir eers net by Robertson, Nkqubela, Mountain View, Montagu, Sunnyside. Bonnievale en Happy Valley is geïnstalleer, maar nog nie aktief nie.

DIREKTORAAT: GEMEENSKAPSDIENSTE

Vaste Afvalbestuur

Dienste	Standaard
Vullis verwydering van besighede	1 – 3 verwyderings per week.
Vullis verwydering van 240 Lt wiele asblik by huishoudings	1 verwydering per week
Skoonmaak van straat asblikke	Soos en wanneer nodig
Verwydering van onwettige gestorte vullis	Op versoek
Straat skoonmaak in Sentrale Sake Kern	Daaglik
Straat skoonmaak in gebiede uitgesluit Sentrale Sake Kern	Maandeliks

DIREKTORAAT: GEMEENSKAPSDIENSTE

Brandbestryding Nooddienste

Dienste	Standaard
Brandbestryding	Reaksjetyd 15 – 20 minute (in die dorp areas) na ontvangs van 'n oproep.
Ander noodgevalle	Ontvang onmiddellike aandag en terugvoering wanneer aandag gegee word.

DIREKTORAAT: KORPORATIEWE DIENSTE

Verkeersdienste

Dienste

Standaard

Reaksietyd vir noodgevalle / brand / ongelukke

Onmiddellik

Uitreiking van motorregistrasie en lisensies

Onmiddellik

Besprekings vir leerling- en bestuurslisensietoetsing

Soos beskikbaar

Aansoek vir afslag of vryspraak van boetes

14 dae

Erkenning en registrasie van algemene klagtes

3 werksdae

Inbelsentrum

Dienste

Standaard

Reaksietyd op navrae en versoeke

Dit wissel van onmiddellik tot binne 12 ure

Reaksietyd op 'n mondelinge kliëntnavraag of versoek

Dit wissel van onmiddellik tot 1 dag of op die meeste 2 dae

Reaksietyd op 'n skriftelike kliëntnavraag of versoek

10 dae

KONTAK ONS	
Ashton Munisipale Kantore	28 Main Road, 6715 – Tel: 023 615 8000 Monday – Friday 08:00–16:30. Closed on public holidays.
Robertson Munisipale Kantore	52 Church Street, 6705 – Tel: 023 626 8200 Monday – Friday 08:00 – 16:30
Kommando Gebou	04 Church Street, 6705 – Tel: 023 626 8201 Monday – Friday 08:00 – 16:30
Montagu Munisipale Kantore	03 Piet Retief Street, 6720 – Tel: 023 614 8000 Monday – Friday 08:00 – 16:30
Bonnievale Munisipale Kantore	OfficeHoofweg, 6730 – Tel: 023 616 8000 Monday – Friday 08:00 – 16:30
McGregor Munisipale Kantore	24 Voortrekker Road, 6708 – Tel: 023 625 1630 Monday – Friday 08:00 – 16:30
Robertson Thusong Sentrum	Cnr of Wesley & Paddy Street, 6705 – Tel: 023 626 3247 Monday – Friday 08:00 – 16:30
Ashton Verkeerskantoor	Abattoir Road – Tel: 023 615 8901 Monday–Thursday: 08:00 – 15:30, Friday: 08:00 – 14:00
Bonnievale Verkeerskantoor	Langeberg Municipal Office, Main Road – Tel: 023 616 8000 Tuesday and Thursday: 08:00 – 15:30
Montagu Verkeerskantoor	Piet Retief Street – Tel: 023 614 8000 Monday, Wednesday and Friday: 08:00 – 15:30
Robertson Verkeerskantoor	Church Street – Tel: 023 626 8200 Monday–Thursday: 08:00 – 15:30, Friday: 08:00 – 14:00

**UMQULU WAMALUNGELO
ENKONZO ZABAXUMI:**
Umasipala wase-Langeberg



UMYALEZO OVELA KUMPHATHI KAMASIPALA | MR DP LUBBE

Kuliwonga ngokwenene kuthi ukwazisa uMqulu weeNkonzo zaBathengi kuMasipala waseLangeberg. Lo Mqulu bubungqina bokuzibophelela kwethu ekunikezeleni ngeenkonzo ezigqwesileyo kubathengi bethu, kuluntu lommandla omkhulu waseLangeberg. Iinkonzo ezigqwesileyo zabaxumi zoMasipala waseLangeberg zibandakanya okungaphezulu nje kokuthetha ngomlomo. Ezi nkonzo zingqina ukukulungela kwethu ukwanelisa iimfuno zabaxumi bethu.

Njengoko kuchaziwe kulo mqulu, abaxumi bethu nabo banoxanduva lokusinceda kulo mba: uxanduva lokubonelela ngolwazi oluchanekileyo; uxanduva lokuqonda kukho amalungelo aphambili ahlukeneyo afuna ingqwalasela; uxanduva lokuba nengqiqo, kunye noxanduva lokuthemba ukuba sineminqweno yakho entliziyweni. Uhlengahlengiso oluqhelekileyo luya kuyigcina ihlaziyiwe kwaye ifanelekile, kwaye iya kusetyenziswa njengesixhobo sokulinganisa ukusebenza kwethu. Sizama ukuba ngobuchule kwaye singafihli ekusebenzelaneni kwethu nani, kunye nokugcina eyona migangatho yenkonzo iphezulu kangangoko kumzamo wethu wokuthobela imithetho-siseko yeBatho Pele. Wamkelekile ukuba usinike ingxelo.

UKUNIKEZELELA NGENKONZO EBALASELEYO

Sizibophelela kwiindlela ezixabisekileyo zokuzinikezela negenkonzo ezigqwesileyo, ukuhonipha isidima somntu, ubulungisa, inkuthalo, kakuhle kunye nokuphendula, kwaye ke ngoko siya kuthi:

- Sibe nobuhlobo, inzondelelo, sibe luncedo;;
- Simamela kwaye siphendule ngokukhawuleza kwizimvo, iingcebiso nezikhalazo;;
- Siyakuba nocoselelo kwaye sibe novelwano kwizidingo kunye neemfuno zomntu ngamnye;
- Siyakunikezela ngolwazi kunye neengcaciso ukuze izigqibo ziqondwe lula;;
- Siyakunanceda ngokulinganayo, nokuba ungowaluphi na uhlanga, isini, ibala, ulwimi, inkolo okanye utyekelo lwezesondo;
- Siyakunyaniseka kwaye singafihli nto;
- Siqesha abasebenzi abanobuchule ukuze babonelele ngeyona nkonzo ibalaseleyo

ICANDELO: EZEMALI

Inkonzo	Imigangatho
Ukuphendula iminxeba	WXa ikhale ka 5
Ukubuyeka kuwe ngomnxeba	usuku olu 1 lokusebenza
Ukuphendula yonke imbalelwano ngomnxeba/ iifeksi/ii-imeyile nolunye unxibelelwano	usuku olu 1 lokusebenza
Phendula yonke imbalelwano esesikweni efunyenweyo	iintsuku eziyi 7-10 zokusebenza
Isaziso sokunyuswa kwamaxabiso	lintsuku ezi-5 zokusebenza emva kokuphunyezwa libhunga
Uhlaziyo lweNgcaciso yabaThengi	usuku olu 1 lokusebenza
Shiya isaziso esineenkukacha zoqhagamshelwano ukuba sikutsalela umnxeba kwikhaya lakho xa ungekho	Ngoko nangoko
Imibuzo yokufundwa kwemitha	iintsuku ezi 3 zokusebenza
Ukuphikiswa kwe akhawunti	Ngokomgaqo-nkqubo wolawulo lwamatyala ngokubambisana kunye necandelo lama-95 nele-102 le-MSA
Ukufakwa kwesicelo senkxaso-mali yabasweleyo	Ukusuka kwintlawulo elandelayo emva kokuphunyezwa
Ukufundwa kweemitha zamanzi noMbane	Ngenyanga

IQHINGA NOPHUHLISO LOLUNTU

linkozo	Imigangatho
Ukuphunyezwa kweeLayisensi zeShishini	Iintsuku ezingama-21 zokusebenza
Ukukhutshwa kweemvume zokurhweba ngokungekho sikweni	Imvume yokuqala - iintsuku ezi-2 zokusebenza Emva koko, iimvume zemihla ngemihla nezenyanga ziyakhutshwa ngokukhawuleza kwidesika yabamkeli bemali
Ukuphunyezwa kwezicelo zempawu zezendlela ezayamaniswa nezokhenketho	Iinyanga ezi-2 ukususela kumhla wokufaka isicelo
Ukuvunywa kwezicelo zoMsitho	Iintsuku ezilishumi ukuya kwezili-15 zokusebenza ukususela kumhla wokufumana
Jongana nomgangatho womoya, ingxolo, ivumba kunye nezikhalazo zothuli	Phendula kummangali kusuku olu-1 lokusebenza. Landelelela kwaye uphendule ummangali kwisithuba sentsuku ezi-5 sokusebenza



ICANDELO LEENKONZO ZOBUNJINELI

Ubunjinieli boMbane

(Zonke iinkonzo zoBuchule-Bombane zisebenza kummandla wonikezelo loMasipala waseLangeberg kwaye azibandakanyi imimandla kaEskom)

Iinkonzo	Imigangatho	
Ukulungisa ukucinywa kombane okungalindelekanga (iimpazamo zombane, izixhobo ezingasebenzi kakuhle, njal,njal)	• Ukubuyisela i-95% yokuphazamiseka kombane kamasipala phakathi kweeyure ezi-4 (NRS047) (euthungelwano lwethu)	• Ukubuyisela i-98% yeziphazamiso zombane kwiayure ezingama-24 (NRS047) (uthungelwano lwethu)
Ukucima kombane okucwangcisiweyo (ukuphucula, nokulungiswa)	• Ubuninzi bezinto ezintathu ezicwangcisiweyo kunye nezintandathu zokucima ngenkani ngonyaka, zilinganiselwe kwiayure ezilishumi elinesibini zizonke zokucima kwindawo nganye yobonelelo. • Umasipala uyazama ukunika ubuncinane isaziso seentsuku ezisi-7 sokumka kombane okucwangcisiweyo ngebhodi yezaziso, iintengiso, iSMS, namakhasise ezonxibelelwano oMasipala waseLangeberg.	
Uqhagamshelo olutsha lombane, ukuqhagamshelwa kwakhona, ukuphuculwa kunye notshintsho	• Uqhagamshelo olusemgangathweni - iintsuku ezimbini zokusebenza • Ubonelelo ngoqhagamshelo olusemgangathweni - kwisithuba seentsuku ezilishumi elinesine emva kwentlawulo kwaye ukuba isakhiwo silungile kwaye namaxwebhu ayimfuneko agqityiwe. • Ubonelelo ngoqhagamshelo olungelulo mgangatho: Isiseko sengxelo yamaxabiso seentsuku ezingamashumi amabini ananye, kuxhomekeke kuvisiswano lwexesha lokunikezela kwezixhobo ukusuka kubathengisi ukuya kumasipala.	
Iingxelo ngezibane zezitalato ezonakeleyo, indawo, isakhiwo kunye nezibane zebala lezemidlalo	• I-95% yamatyala kwisithuba seentsuku ezisixhenxe zokusebenza. • I-100% yamatyala kwisithuba seentsuku ezilishumi zokusebenza. • Izibane zasesitalatweni ezingalunganga ziya kuhoywa kuphela emva kweeyure zomsebenzi ukuba indawo echaphazelekayo inkulu ngokwentelekiso	

ICANDELO LEENKONZO ZOBUNJINELI

Amanzi noGutyulo

Iinkonzo

Imigangatho

Ukuqhawulwa ngokuzithandela kunye nokudibanisa kwakhona

Ngokomhla ocelwe ngumthengi: Ngaphakathi kwentsuku ezi 2 zokusebenza

Ixesha lenkqubo yamaxwebhu ezicelo

iintsuku ezi 2 zokusebenza

Imibuzo yabathengi ngokufundwa kwemitha

iintsuku ezi 3 zokusebenza

Umjikelo wokufunda imitha

Iintsuku ezingama-30

Ukulungiswa kweemitha ezininzi

Kwangalo mini

Imitha eyonakeleyo, akukho imitha kunye nenkqubo yolungiso lwemitha ezingcwabekileyo

usuku olu 1 lokusebenza

Phendula ekuvuzeni kwamanzi kunye nokuphuphuma kwimibhobho

Indawo yokuhlala: iiyure ezingama-24
Ezorhwebo: iiyure ezi-2

Ukusabela kugqabhuko-dubulo, izikhukula ezininzi kunye nogutyulo luyaphuphuma/zithintele

Iyure eyi 1

Ukuhlolwa kunye nokunyangwa kwamavumba ogutyulo olusuka kwindawo yethu yokucoca amanzi amdaka

Iintsuku ezi 2 zomsebenzi



ICANDELO LEENKONZO ZOBUNJINELI

Iindlela kunye Nemibhobho Yamanzi

Iinkonzo

Imigangatho

Ukulungiswa kwemingxuma

Iintsuku ezi-5 zokusebenza

Ukusabela kwizikhalazo zomphezulu weendlela zegrabile

Iintsuku zokusebenza ezili-10

Ukusabela kwizikhalazo zezikhukhula

Iyure e-1

Ukuvulwa kwemibhobho yamanzi emvula emva kokuba kufakwe isikhalazo

Iiyure ezi-5

Ukusabela kwizikhalazo malunga nendawo zokuhamba ecaleni kwendla ezingalinganiyo

Iintsuku ezi 2 zokusebenza

Ukwakhiwa kokufikelela kwisithuthi emva kwentlawulo

Iintsuku ezili-14

UCwangciso lweDolophu kunye noLawulo loKwakha

Iinkonzo

Imigangatho

Imvume yesicwangciso sokwakha ngaphantsi kwe-500 m²

Iintsuku ezingama-30

Imvume yesicwangciso sokwakha ngaphezulu kwe-500 m²

Iintsuku ezingama-60

Ukusabela kulo lonke ulawulo lwezakhiwo kunye nezikhalazo zomsebenzi wokwakha ngokungekho mthethweni

Iintsuku ezi-5 zokusebenza

Ukusabela kulawulo lokusetyenziswa komhlaba nezikhalazo zolawulo lwemihlaba

Iintsuku ezi-5 zokusebenza

Ukwazisa ngokufunyanwa kwezicelo zokusetyenziswa komhlaba kwaye kwaziswe abafaki-zicelo ngalo naluphi na ulwazi olungaphelelanga

Iintsuku ezili-14 zokusebenza

ICANDELO: IINKONZO ZOLUNTU

Izindlu	
Iinkonzo	Imigangatho
Ukusabela kuyo nayiphi na indlu kunye namatyotyombe kwizikhalazo kunye nemibuzo. Ngomnxeba, i-imeyile nange mbalelwano	Iintsuku ezi 2 zomsebenzi
Ukuhlaziywa koluhlu lokulinda izindlu	Ngokwesicelo
IiPaki kunye nezinto eziluncedo	
Inkonzo	Imigangatho
Ukulungiswa kweepaki kunye neendawo ezivulekileyo	Ngokwenkqubo yokubhukisha esele icwangcisiwe
Ulungiso lwamabala ezemidlalo nezibonelelo zoluntu	Ngokwenkqubo yokubhukisha esele icwangcisiwe
(Izikhhalazo) Izaziso: Iziza eznokhula oluninzi	Iintsuku eziyi 30
Ukubhukisha amaziko oluntu	Iintsuku ezi-2 zokusebenza emva kokuba intlawulo yenziwe yamkelwe
Ukucocwa kwamangcwaba	Ngokwenkqubo ecwangcisiweyo
Amaziko oLuntu	
Inkonzo	Imigangatho
Ukubhukisha kweHolo yoluntu	Ngoko nangoko . Ukuba intlawulo yenziwe nobungqina bentlawulo bungenisiwe

ICANDELO: IINKONZO ZOLUNTU

Amathala Ecwadi

Iinkonzo

Ingxelo ngesicelo esikhethekileyo seencwadi

Iinkqubo zokufikelela eluntwini

Imibuzo ngokubanzi

Ingxelo ngezikhalazo

Izixhobo zesandu kunye nombane

I-ICT, iziko loShicilelo kunye neSikena

i-WIFI yasimahla

Imigangatho

Ubukho kunye nesibonelelo sokuBoleka kweThala leeNcwadi

Rhoqo ngenyanga kuwo onke amathala eencwadi, iinkqubo ezikhethekileyo/zeeholide zesikolo ziyakhuthazwa kwi website kaMasipala

Ngoko nangoko

Yakuba ifumanekile

Ifumaneka nge-LIBBY App efikelelekayo kumalungu ethala leencwadi kuphela

Ziyafumenaka kuwo onke amathala encwadi oluntu

E Robertson, Nkqubela, Mountain View, Montagu, Sunnyside okwangoku. Bonnievale nase Happy Valley ifakelwe kodwa ayika-setyenziswa.

ICANDELO: IINKONZO ZOLUNTU

Ulawulo Lwenkunkuma Eqinileyo

Inkonzo

Imigangatho

Ukuqokelelwa kwenkunkuma kumashishini

Ukususwa kaNnye-Kathathu ngeveki.

Ukuqokelelwa kwenkunkuma kumgqomo wamavili nobukhulu buyi-240 Lt ukusuka kumakhaya

Ukuqokelela kanye ngeveki

Ukucocwa kwemigqomo yesitalato

Xa kuyimfuneka

Ukususwa kwenkunkuma elahlwa ngokungekho mthethweni

Ngokwesicelo

Ukucocwa rhoqo kwezitalato kwi-CBD

Yonke imihla

Amaxesha okuCoca ezitalatweni kwiindawo ezingaquki i-CBD

Rhoqo Nenyanga

INKONZO YOLUNTU

Iinkonzo eziNgxamisekileyo zokuLwa uMlilo

Inkonzo

Imigangatho

Ukulwa Imililo

Ixesha lokuphendula 15 - 20 imizuzu (indawo eseedolophini) emva kokufumana umnxeba

Ezinye iimeko zikaNgxamiseko

Fumana ingqalelo ngokukhawuleza kunye nengxelo xa ijongiwe

IINKONZO ZOLAWULO

Traffic Services

Iinkonzo

Imigangatho

Ixesha lokuphendula kwiimeko zikaxakeka / umlilo / iingozi

Ngoko nangoko

Umba wobhaliso lweemoto kunye namaphepha-mvume

Ngoko nangoko

Ukubhukishwa kovavanyo lwelayisenisi yokuqhuba kunye neyabafundayo

Ngoko nangoko kuxhomekeka kukufumaneka kwi nkqubo ye eNatis

Isicelo sesaphulelo okanye ukucinywa kwesohlwayo

Iintsuku eziyi 14

Ukuvunywa kunye nokubhaliswa kwezikhalazo jikelele

Iintsuku zomsebenzi eziyi 3

Iziko leminxeba

Iinkonzo

Imigangatho

Ixesha lokuphendula kwimibuzo kunye nezicelo?

Iyahluka ukusuka kwangoko ukuya kwiyure eziyi-12

Ixesha lokuphendula umbuzo womthengi womlomo okanye isicelo? (iintsuku zokusebenza)

Iyahluka ukusuka kwangoko ukuya kusuku olu-1 okanye ngamaxesha amaninzi iintsuku ezi-2

Ixesha lokuphendula umbuzo obhaliweyo womthengi okanye isicelo? (iintsuku zokusebenza)

Iintsuku ezili 10

UFUNA ISIHLOKO

Ii-Ofisi zoMasipala zase Ashton	28 Main Road, 6715 – Tel: 023 615 8000 Monday – Friday 08:00–16:30. Closed on public holidays.
Ii-Ofisi zoMasiapla zase Robertson	52 Church Street, 6705 – Tel: 023 626 8200 Monday – Friday 08:00 – 16:30
Isakhiwo seKommando	04 Church Street, 6705 – Tel: 023 626 8201 Monday – Friday 08:00 – 16:30
I-Ofisi ka Masiapala yase Montagu	03 Piet Retief Street, 6720 – Tel: 023 614 8000 Monday – Friday 08:00 – 16:30
I-Ofisi kaMasiapal yase Bonnievale	OfficeHoofweg, 6730 – Tel: 023 616 8000 Monday – Friday 08:00 – 16:30
II-Ofisi zoMasipala se McGregor	24 Voortrekker Road, 6708 – Tel: 023 625 1630 Monday – Friday 08:00 – 16:30
Robertson Thusong Centre	Cnr of Wesley & Paddy Street, 6705 – Tel: 023 626 3247 Monday – Friday 08:00 – 16:30
I-Ofisi Yezendlela yase Ashton	Abattoir Road – Tel: 023 615 8901 Monday–Thursday: 08:00 – 15:30, Friday: 08:00 – 14:00
I-Ofisi Yezondlela yase Bonnievale	Langeberg Municipal Office, Main Road – Tel: 023 616 8000 Tuesday and Thursday: 08:00 – 15:30
I-Ofisi Yezendlela yase Montagu	Piet Retief Street – Tel: 023 614 8000 Monday, Wednesday and Friday: 08:00 – 15:30
I-Ofisi Yezendlela yase Robertson	Church Street – Tel: 023 626 8200 Monday–Thursday: 08:00 – 15:30, Friday: 08:00 – 14:00



CONTACT US

24/7 Customer Service
Call: 0860 88 1111 / 023 615 2219

Report Fire: 023 615 8911

WhatsApp: 065 211 7822

Email: info@langeberg.gov.za

www.langeberg.gov.za

CONTACT NUMBERS DURING OFFICE HOURS

Ashton Municipal Offices
28 Main Road, 6715
023 615 8000
Monday - Friday 08:00 - 16:30

Robertson Municipal Offices
52 Church Street, 6705
023 626 8200
Monday - Friday 08:00 - 16:30

Kommando Building
04 Church Street, 6705
023 626 8201
Monday - Friday 08:00 - 16:30

Montagu Municipal Offices
03 Piet Retief Street, 6720
023 614 8000
Monday - Friday 08:00 - 16:30

Bonnievale Municipal
Office Hoofweg, 6730
023 616 8000
Monday - Friday 08:00 - 16:30

McGregor Municipal Offices
24 Voortrekker Road, 6708
023 625 1630
Monday - Friday 08:00 - 16:30

Robertson Thusong Centre
Corner of Wesley and Paddy
Street, 6705
023 626 3247
Monday - Friday 08:00 - 16:30

Ashton Traffic Office
Abattoir Road, Ashton
023 615 8901
Monday-Thursday:
08:00 - 15:30,
Friday: 08:00 - 14:00

Bonnievale Traffic Office
Langeberg Municipal Office,
Hoofweg, Bonnievale
023 616 8000
Tuesday and Thursday:
08:00 - 15:30

Montagu Traffic Office
Piet Retief Street, Montagu
023 614 8000
Monday, Wednesday and Friday:
08:00 - 15:30

Robertson Traffic Office
Church Street, Robertson
023 626 8200
Monday-Thursday:
08:00 - 15:30,
Friday: 08:00 - 14:00