

THE LANGEBERGER

INTERNAL NEWSLETTER OF THE LANGEBERG MUNICIPALITY
APRIL 2025



MOBILE SWOP-SHOP PROJECT GAINS MOMENTUM IN LANGEBERG



Since its launch on November 30, 2023, the mobile Swop-Shop project has made significant progress in the Langeberg region. The Langeberg Municipality, in collaboration with Broadlake, MMA Recruitment, and volunteers from Robertson Angels, kicked off the project with its first outreach at Dagbreek Primary School in Robertson.

What began as a trial phase has now expanded to include De Villiers Primary School, Logos Christian School, and the Herberg Children's Home. Soon, Vergesig Primary School will also join the initiative, pending confirmation of a suitable date.

To date, an impressive 10,350 kg of recyclable waste has been collected, thanks to the enthusiastic participation of 5,173 students. These learners have embraced the project by regularly bringing in bags of recyclable materials, demonstrating a strong commitment to protecting the environment.

The Swop-Shop operates on a bi-monthly schedule, visiting a different participating school every two weeks. On outreach days, the Langeberg Municipal Waste Department collects the recyclable materials and transports them to the Materials Recovery Facility in Ashton. There, the materials are sorted into categories: glass, paper, cardboard, plastic, and tin for appropriate disposal or repurposing.

This innovative initiative not only helps reduce waste and alleviate pressure on overflowing landfills but also empowers learners to become environmental ambassadors. As an added incentive, students receive small gifts from the Swop-Shop in exchange for the recyclables they bring in.

Community members are encouraged to get involved by donating items to the Swop-Shop, which is a registered Non-Profit Company (NPC).

For more information, please contact:

- Glenn Slingers at 023 616 8000, gslingers@langeberg.gov.za
- Dawie J van Rensburg at 083 286 2569, dawie.vrensburg@gmail.com





MESSAGE FROM THE MUNICIPAL MANAGER

MUNICIPAL MANAGER OF LANGEBERG MUNICIPALITY: MR DP LUBBE

I want to convey my sincere gratitude to the residents of and visitors to the Langeberg municipal area for their patience and understanding during the road works taking place.

Voortrekker Road (R60) is the main road through Robertson. A sinkhole formed in the direction towards Ashton, situated in front of the Saggy Stone Restaurant, at a sewer manhole which caused a safety risk to motorists. The one lane was closed to ensure the safety of motorists.

A detailed assessment was carried out on the sewer pipeline and manhole. It was found that there were no physical problems with the sewer pipe. The cause of the continuous blockages was due to the insufficient gradient of the pipe that caused a build-up of sand and silt in the pipe. As an interim measure, the pipe will be continuously cleaned until a more permanent solution can be found.

The manhole that collapsed was however urgently repaired in order to open the road to traffic before the Easter weekend. It was critical to repair the manhole and road section as failure to undertake the necessary repairs could have resulted in the complete collapse of the manhole, which would have led to the obstruction of the main sewer line serving Robertson which would have had serious consequences for the entire town.

The repair work was crucial for ensuring the safety and functionality of Voortrekker Road, as well as maintaining the integrity of Robertson's sewer system. Given the importance of Voortrekker Road as a main traffic route through Robertson, the timely completion of the project was imperative to restore safe travel conditions for all road users and safeguard Robertson's essential services.

Yet another important road refurbishment project which will require the patience of our residents, businesses and visitors, is the upgrading of the Bath- and Cross Street intersection in Montagu. A temporary road closure of Bath- and Cross Streets for the upgrading of the intersection has already occurred and is anticipated to endure for four months. Access to all premises will be maintained for businesses and private residents during the construction period.

ROAD USERS WILL EXPERIENCE THE FOLLOWING DETOUR



Also, we need to carefully schedule and plan for an approximate 12-hour electricity outage in Robertson for the undertaking of essential routine preventative maintenance. We have been postponing the 12-hour electricity outage due to the school holiday and the long weekends of Easter as well as at the end of April 2025, being mindful of the detrimental effect that a 12-hour electricity outage will have on households, businesses, schools, offices and industries. As a result, the electricity outage is provisionally planned for a Saturday in July 2025. The specific day will be advertised on all media platforms.

MESSAGE FROM THE MUNICIPAL MANAGER

CONTINUED

A matter that I also wish to touch on, is the continuous communication problem that is being experienced with our Robertson Offices' landline telephone numbers and the frustration of our residents, not being able to reach our offices, which frustration is clearly understood. As the problem with the landlines to our office was confirmed to be an external problem, and not the municipality's own telephone system, urgent discussions were held with Telkom to address the continuous and recurring problem.

In closing, I wish to mention that we had a very productive first meeting of the Langeberg Multi Party Women's Committee on 15 April 2025 in Robertson.



The South African Local Government Association (SALGA) District Women's Commissioner as well as representatives of the Provincial Department of Local Government and Commission for Gender Equality, attended the meeting.

The meeting primarily focused on the institutionalisation of Gender Mainstreaming within Langeberg Municipality, as well as the identification of a Focal Person for the municipality. Langeberg Municipality was also applauded and commended for being the first municipality in the Western Cape for having successfully established a Multi-Party Women's Committee.

We are at present most busy with the Annual Integrated Development Plan (IDP) Community Participation sessions in our twelve wards, which will continue until end of April 2025.

I wish to take the opportunity to wish each and every citizen of and visitor to Langeberg safe travels on the road during the long week-ends during April, leading into May 2025.

Best wishes, Danie Lubbe
Municipal Manager

CALL FOR COMMENTS ON DRAFT BUDGET AND INTEGRATED DEVELOPMENT PLAN (IDP)

Notice is hereby given in terms of sections 22(a) and 129(3) of the Local Government: Municipal Finance Management Act, 2003 (Act No. 56 of 2003), sections 21 and 34(b) of the Local Government: Municipal Systems Act, (Act 32 of 2000) and Regulation 3(4)b of the Local Government: Municipal Planning and Performance Regulations, 2001 that the following items were tabled to Council on 26 March 2025 and are now open for inspection.

View the related documents at Municipal Offices, Libraries, or click here . 

SUBMIT YOUR INPUTS MARKED "BUDGET/IDP 2025-2026" BY 09 MAY 2025

Late submissions will not be considered.



Submit a contact form
www.langeberg.gov.za



Email us on
mm@langeberg.gov.za



Written letter handed in at
any Langeberg Municipal
Office or sent to Private Bag
X2, Ashton, 6715



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



Message us on
Facebook, X, or
Instagram

UPDATE ON THE SEWER LINE NEXT TO THE RAILWAY IN ROBERTSON



The sewer pipeline from Nkqubela to the Nestle sewer pumpstation was investigated due to the number of sewer spillages that took place on the pipeline as well as at the Nestle sewer pumpstation.

The replacement of this pipeline with the correct pipe size, was prioritised and budgeted for, to provide a permanent solution.

FIRST PHASE

The first phase was to install a new sewer pipeline from the Nestle pump station to the main sewer line connection that connects to the sewer treatment works. This pipeline has been installed and is operational.

SECOND PHASE

The second phase was to replace the section from the Nkqubela entrance to Tecko and has been completed and operational since December 2024.

LAST PHASE

The last phase of the sewer line between Tecko and the Nestle pump station (new sewer line) is expected to be completed before end of June 2025.

Upon completion of the replacement of the sewer line, the entire sewer line from the Nkqubela entrance to the main sewer line connection will be replaced.

Feedback on recent complaints of sewage overflow at one manhole and odour :

- The pipeline behind the abattoir is still the old pipeline. This section will be replaced soon and is expected to be completed by the end of June 2025.
- This explains the sewage overflow at one manhole and the accumulation of sewage water, as well as the odour.
- It is anticipated that the problem will be resolved with the replacement of the last section of the pipeline.

LANGEBERG CALL CENTRE: HERE TO HELP, 24/7

Lucrecia Marthinus - Administrator: Customer Care



For more than 10 years, the Langeberg Municipality's 24/7 Emergency and Customer Care Call Centre has been a reliable lifeline for residents. Based in Ashton, the call centre operates day and night, 365 days a year. Staffed by eight permanent call centre operators who work on a 24-hour shift system to ensure that help is always just a phone call away whenever municipal service issues arise.

Since December 2024, the call centre has seen a positive shift in capacity and service delivery with the appointment of four additional permanent Call Centre Operators. This expansion now allows the call centre to operate with two permanent operators per shift, a significant improvement from the previous setup of only four permanent operators across all shifts.

Previously, these operators were supported by rotating EPWP participants who changed every three to six months. The addition of more permanent staff has strengthened consistency, improved response times, and enhanced the overall quality of customer service.

Improving Service Delivery Together

The Langeberg Municipality's 24/7 call centre plays a vital role in strengthening communication between the municipality and the community. It helps ensure quicker responses to municipal service requests, general enquiries, and complaints from across the Langeberg Municipal area, including surrounding farms.

As part of the municipality's ongoing commitment to good service delivery, the Customer Care Unit reviews all complaints received every month. This helps identify areas where problems occur most often and where more attention is needed.

What Can I Report to the Call Centre?

You can contact the call centre to report any municipal service-related problems, including:

- 💧 Burst water pipes
- 🚰 Sewer blockages
- 💧 Water meter leaks
- ⚡ Power outages
- 🗑️ Dirty streets and pavements
- 🚮 Illegal dumping
- 🕳️ Potholes

What Should I Not Report?

Please note the following issues cannot be reported to the call centre:

- Loadshedding schedules: Please use loadshedding apps or the Langeberg Municipality WhatsApp Channel.
- Arrear accounts: Please contact the Credit Control Office on:
 - Ashton - 023 615 8000
 - Bonnievale - 023 616 8000
 - Montagu - 023 614 8000
 - McGregor - 023 625 1630
 - Robertson - 023 626 8200

How to Log a Call

When reporting a problem, please provide:

- Your name and surname
- The address where the problem is
- Municipal account number or meter number
- Your contact number
- Details of the problem

Once the operator logs your complaint, you will receive a reference number by SMS. If you do not have a cell phone, you can still request the reference number during the call. Please write it down, keep it safe, and use this number when following up. All calls are categorised by department, ward, and town before being sent to the relevant department for action.

LANGEBERG CALL CENTRE: HERE TO HELP, 24/7

Contact Details for the Call Centre

- Emergency Number: 0860 88 11 11
- Fire Emergencies: 023 615 8911
- Cell phone: 061 005 6381
- Landlines: 023 615 2219 / 1085 / 3740 / 1736
- Email: complaints@langeberg.gov.za
- WhatsApp: 065 211 7822
- Collab Citizen App: <https://onelink.to/jjzt2k>

Feedback and Follow-ups

Call centre staff will contact you once your complaint has been attended to. If no contact number was provided, the call centre will still follow up with the relevant department to check that the problem was resolved. Residents are encouraged to share feedback about any municipal service by contacting the call centre using any of the above contact details.

STAY INFORMED

Join Our WhatsApp Channel

Stay updated about loadshedding schedules, water and power outages, road closures, refuse removal, and other important municipal notices. Send a WhatsApp message to 065 211 7822 and request to be added to the Langeberg Municipality WhatsApp Channel, scan the QR code or click the link: <https://t.co/TijLL3gZCx>

Receive SMS Updates

Residents can also receive important municipal alerts via SMS even if they do not have data on their phone. This SMS service allows the municipality to send specific messages to affected areas or residents as needed. To register, send the following details to the municipality:

- Name and surname
- Town
- Municipal account number
- Ward and block
- Cell phone number

CALL CENTRE OPERATORS



Narischka Leoschut



Vuyokazi Kambi



Charlene Eyssen



Brendon Snyman



Janey Pedro



Shandre Booysen



Diane Joseph



Christopher Lekota

SERVICE REQUEST REPORT

MARCH 2025

NUMBER OF SERVICE
REQUESTS RECEIVED
BY THE CALL CENTRE

2130



976 (PHONE CALL)



954 (WHATSAPP)



108 (IN PERSON)



29 (E-MAIL)



10 (2-WAY RADIO)



15 (APP)



1 (SMS)



37 (LETTER)

SERVICE REQUESTS/ COMPLAINTS PER TOWN

ASHTON **439**

BONNIEVALE **389**

McGREGOR **118**

MONTAGU **389**

ROBERTSON **788**

TOP REQUESTS/ COMPLAINTS

84

Civil (Sewerage Blockages)
Ward 2, Robertson

48

Civil (Septic Tanks)
Ward 8, Bonnievale

43

Civil (Sewerage Blockages)
Ward 3, Robertson

42

Civil (Sewerage Blockages)
Ward 9, Ashton

40

Electrical (Power Failures)
Ward 10, Ashton

40

Civil (Septic Tanks)
Ward 5, McGregor

37

Electrical (Power Failures)
Ward 8, Bonnievale

36

Electrical (Power Failures)
Ward 4, Bonnievale

35

Civil (Sewerage Blockages)
Ward 4, Bonnievale

31

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

PROJECT UPDATE

Capital projects are identified through the Integrated Development Planning (IDP) public participation process and prioritised based on community needs and available resources.

T33/2024 : SUPPLY, DELIVERY AND INSTALLATION OF HIGH MAST LIGHTS KING EDWARD SPORTS FIELD



Project Status: In the designing phase

Contractor: Kaddon Project CC

Tender Value: R 721 050.00

Location: Montagu

Commencement Date: 22/01/2025

Estimated Completion Date: 16 June 2025

T35/2024: SUPPLY AND INSTALLATION OF PERIMETER FENCING WALLING, FOR A PERIOD OF THREE (3) YEARS



Project Status: 14 of 18 sites have been completed.

Contractor: Sharon Rose Trading cc / Jonty Engineering Trading SA

Tender Value: R 7 072 071,90

Location: Langeberg Municipal Area

Commencement Date: 17/02/2025

Estimated Completion Date: 30/06/2025

T01/2024 : ELECTRIFICATION OF BOEKENHOUTSKLOOF, BONNIEVALE



Project Status: Overhead distribution kiosks are being installed and busy with Network installation.

Contractor: Adenco Construction

Tender Value: R 7 764 083.04 (Vat incl)

Location: Bonnievale

Commencement Date: 22/11/2024

Estimated Completion Date: 21/04/2025

QUOTATION 21/2024: SUPPLY AND DELIVERY OF GYM EQUIPMENT TO THE LANGEBERG MUNICIPALITY'S FIRE STATION



Project Status: Equipment installed.

Contractor: Obhejane Trading (PTY) LTD

Tender Value: R 129 514,15 VAT inclusive

Location: Robertson Fire Station

Commencement Date: 11/03/2025

Completion Date: 02/04/2025



POTHOLE REPAIR PROGRAMME APRIL 2025

Langeberg Municipality urges the community to log complaints about 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

Roads with high volume of traffic are prioritised.

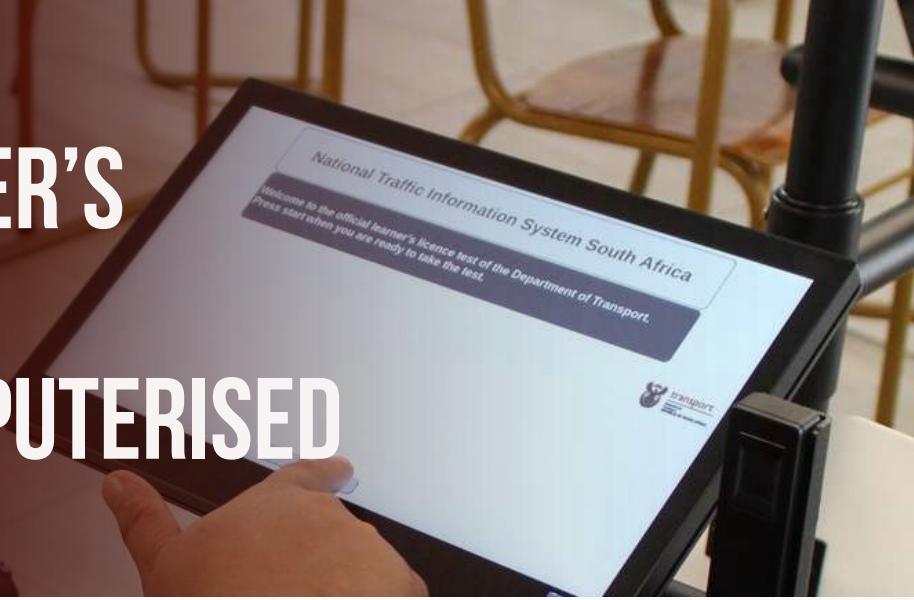
All potholes reported will receive attention according to the programme that is updated monthly and available on the website [here](#).

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

ASHTON	BONNIEVALE	McGREGOR	MONTAGU	ROBERTSON
WEEK 1 : 1-4 APRIL 2025				
• Barry • George • Paul Kruger • Riviera	• Rigg • Myrtle Rigg • Forrest • Buite Cres	• Kerk • Bree	• Geelhout Ave • Sipres Ave • Doringboom Ave • Akasia Ave	• Muller • Malva
WEEK 2 : 7- 11 APRIL 2025				
• Faure • Loop • Acacia • Ranonkel • Coronation Ave	• Louisiana • Bester • Reitz	• Buitekant	• Bad • Cross • Du Toit • Park	• Lakay • Meyer Singel
WEEK 3 : 14 - 18 APRIL 2025				
• Sipres • Mahonie • Iris • Disa • Voortrekker	• Protea Ave • Keurboom • Snyman	• Lang	• Van Riebeeck • Kerk • Hospitaal • Swanepoel	• Warren • Neethling Singel • Albert Laan
WEEK 4 : 21 - 25 APRIL 2025				
• Lelie • Bluebells • Delphinium • Spofana • Zwedala	• Hoofweg • Vyn Zyl • New cross	• Keerom • Willie Meyer Singel	• Castle • Badskop Cres • Wessel • Uitvlugt	• Adderley • Scholtz • Park
WEEK 5 : 28 - 30 APRIL 2025				
• Building • Mketsu • Mantlana	• Bloekom Ave • Vygie Ave • Madeliefie		• Wilhelm Thys Ave • Pekeur • Stevens	• Bloubos • Burwana

ENATIS LEARNER'S LICENSE TESTS ARE NOW COMPUTERISED



The Ashton, Bonnievale, and Robertson Driving License Testing Centres have officially introduced the eNaTIS Computerised Learner's License Testing (CLLT) system. Each centre is equipped with eight touchscreen tablets, enabling faster and more efficient test result processing compared to the traditional pen-and-paper method.

BOOK YOUR LEARNER'S LICENSE TEST DATE

To schedule a test, visit your nearest Driving License Testing Centre with the following:

- Your original Identification Document (ID)
- Two ID-size photographs
- The booking fee of R68.00
(2024-2025 Financial Year Tariff)
- Proof of residential address (Account or bank statement in the applicant's name not older than 3 months)

You must complete the Learner's License Application Form (LL1) and undergo an eye test at the centre or submit a completed form from a qualified optometrist. Your learner's license test will take place at the centre where your booking is made.

PREPARE FOR THE TEST

Ensure you study the [Learner Driver Manuals](#) available online at www.natis.gov.za

Go to "Downloads" and select "Learner Driver Manual" and study all three files:

- Rules of the Road,
- Road Signs, and
- Motor Vehicle Controls.

You can also use the K53 Test App to assist in preparation.

ON THE DAY OF THE TEST

Arrive 15 minutes before your scheduled test time and bring:

- Your booking confirmation or application receipt
- Your valid Identification Document
- Payment for the Learner's License fee (required upon passing the test)

FOR MORE INFORMATION, CONTACT:

📞 Ashton Traffic Office: 023 615 8000

🕒 Monday-Thursday:

🕒 08:00-15:30 | Friday: 08:00-14:00



SCHOOL RECYCLING CHALLENGE



ENTRIES NOW CLOSED.

Grades 1–7 Scholars in the Langeberg Municipal area were given the challenge of finding a new purpose for their recyclable waste.

VOTING NOW OPEN UNTIL 05 MAY 2025

From April 25th, 2025, photos of each creation will be posted on the Langeberg Municipality's official Facebook page.

CLICK HERE TO VIEW AND VOTE FOR YOUR FAVOURITE ENTRY

Community members can vote for their favourites by clicking 'Like' until May 5th, 2025. The top ten winners will be announced shortly thereafter.



SPECIAL PRIZE

The top 10 creations that receive the most 'likes' on the Langeberg Municipality's official Facebook page will win a fun Goodie Bag!

More Information

★ communications@langeberg.gov.za
★ 023 626 8274

INSTALLING ALTERNATIVE ENERGY SYSTEMS IN LANGEBERG



ALL NEW AND EXISTING ALTERNATIVE ENERGY SYSTEMS MUST BE APPROVED BY THE LANGEBERG MUNICIPALITY.

OBTAIN WRITTEN AUTHORISATION FROM LANGEBERG MUNICIPALITY:

If you are planning to install a system that connects to your distribution board and the Municipal connection in any way (even just for charging the batteries), you need to obtain written authorisation.

FOR SYSTEMS BELOW 1 MVA (1000 KVA):

Click here to apply online. Use the "Applicant Login" to first register and then login to begin the authorisation process by creating a New Application.

Click here to view the Requirements for alternative electrical generation (below 1 MVA capacity).

This includes solar photovoltaic systems (including Solar photovoltaic Geysers), Uninterrupted power supplies, Alternative power supplies, Peak shaving or any additional power source equipment and LV standby generators in the Municipality's Licensed area of supply.

FOR SYSTEMS LARGER THAN 1MVA (1 000KVA):

Contact the Electrical Department directly at ae@langeberg.gov.za

DO NOT PROCEED WITH INSTALLATION UNTIL WRITTEN AUTHORISATION HAS BEEN GRANTED.

- Stand-alone systems must be registered with the Municipality but are not required to go through the full authorisation process.
- Backup generators must also be registered with the Municipality.



CONNECTING ANY ALTERNATIVE ENERGY SYSTEM WITHOUT APPROVAL IS DANGEROUS AND ILLEGAL



HOW TO SAFELY INSTALL ALTERNATIVE ELECTRICAL GENERATION EQUIPMENT :

Obtain a structural assessment:

Generally, roofs can withstand the weight and wind load of PV panels. However, it is advisable to obtain a structural assessment of the roof to determine whether it can withstand these loads. A structural engineer can help with this.

No need to submit building plans for PV systems -

unless the panels protrude more than 600 mm above the highest point of the roof, or they are raised more than 1.5m above any point on the roof, or if ground mounted, the panels in their installed position project more than 2.1m above the natural/finished ground level.

Buy the correct inverter:

If you are planning to install a system that connects to your distribution board and the Municipal connection in any way (even just for charging the batteries), be sure to use a NRS097 certified inverter.

Check PV panel standards:

At the very least, ensure that the PV panels you will use have a Certificate of Compliance for the IEC standard: EC 61215 – Crystalline silicon terrestrial PV modules. IEC standards are the international version of the SABS and are a good indication of panel quality. Ask your service provider for proof.

Store batteries safely:

In a properly racked, well ventilated, dry room and in accordance with the Occupational Health and Safety (OHS) Act, Act 85 of 1993.

For quality installations, make use of an installer accredited by SAPVIA who can issue a Green Card for your installation. See www.pvgreencard.co.za

For more information about Rooftop Photovoltaic Systems please contact Mr C Opperman at 023 626 8266 or ae@langeberg.gov.za

All documents relating to Alternative Energy Generation are available here.

The Langeberg Municipality: Electricity Supply By-law is available here.



**VANDALISM
COSTS YOU**

A SAFER COMMUNITY

Last year, approximately R40 million was spent fixing vandalised infrastructure. Millions are spent annually fixing damage caused by vandalism. Millions that could have been spent on making your area safer with more streetlights and more visible policing.



**Western Cape
Government**
FOR YOU

**REPORT VANDALISM TO YOUR
LOCAL MUNICIPALITY**



NEWLY ELECTED LANGEBERG SPORT COUNCIL



Photo from left: Mr Mike Mgajo (Langeberg Municipality Director Community Services), Mr Gerrit Abrahams (Langeberg Sport Council Vice Chairperson), Mr Cecil Fielies (Langeberg Sport Council Chairperson), Mr Deon Bure (Langeberg Sport Council Secretary), Mr Lorenzo Arendse (Chairperson Cape Winelands Sport Council), Mr Andre Enslin (Department of Cultural Affairs and Sport), Cllr Danie September (Mayco Community Services), Mrs Lenchen April (Langeberg Municipality Manager: Community Facilities)

On 13 March 2025, the official Sport Council election was held, with Deputy Mayor Ald. Grootboom stating the establishment of a Sport Council was long overdue to ensure a proper structure is in place to foster better relationships and develop sports within the Langeberg Municipality.

19 Clubs participated in the elections for four positions: Chairperson, Vice Chairperson, Treasury, Secretary, and a member from the municipality serving as a liaison officer between Council and the Municipality.

Mr. Andre Enslin and Mr. Lorenzo Arendse, representatives from the Department of Cultural Affairs and Sport, were in attendance to advise and ensure a proper selection process.

Mr Lorenzo Arendse, Chairperson of the Cape Winelands District Sport Council who facilitated the election process, gave a message of support to the newly elected council, who will now be the voice for the Langeberg area to ensure sport codes are included in events that the District Sport Council arrange annually together with the Department of Cultural Affairs and Sport for example, their Sport Legends Event.

The sport codes include: Bowling, Table tennis, Tennis, Pigeon Racing, Gymnastics, Karate, Soccer, Cricket, Netball, Rugby.

Mr. Fielies, Langeberg Sport Council Chairperson, mentioned in his vote of thanks that it has been a long journey to establish a Sport Council for the Langeberg area, but now clubs can work closely together and foster better relationships between clubs and the municipality.

The newly elected Sport Council aims to promote societal change by ensuring access to sports, promoting women, girls, and disability sports. They aim to inspire change and create hope for growth in sport development.

The Langeberg Municipality's Director of Community Services, Mr. Mgajo, congratulated the new Council for making a difference by taking on the task of fostering good relationships with all sports codes and promoting economic development.

All sport codes in Langeberg Municipality that are currently not part of the Municipality's database of sportcodes, please contact Deon Bure at 083 376 8139 / deonbure@gmail.com

MEET OUR LOCAL TOURISM ASSOCIATIONS AND BECOME A MEMBER

Let's journey together and make Langeberg a top destination for local and international travellers. Contact your nearest Local Tourism Association to become a member and benefit from these teams efforts to promote local attractions, create networking opportunities, provide marketing support, preserve our community's unique heritage, and more.

[Click here to see the business benefits to become a member.](#)



AMANDA BARNARD

Bonnievale Tourism Office

92 Main Road, Bonnievale, 6730

079 914 8357

manager@bonnievaletourism.co.za

www.bonnievaletourism.co.za



I am Amanda Barnard, and my mission is to operationalise the new Bonnievale Tourism Office, attract more visitors, support local businesses, and in doing so, create job opportunities for the community.

What sets the Langeberg region apart from other Tourism destinations?

Langeberg, surrounded by majestic mountains, lush valleys, and the Breede River, is a natural beauty with unique flora. Its charming towns, including Bonnievale, McGregor, Montagu, Ashton, and Robertson, offer diverse tourism experiences, warm hospitality and rich culture.

If you could create a new tourism attraction in Bonnievale, what would it be?

To establish Bonnievale as the Cheese Republic of the Western Cape—a destination where visitors can immerse themselves in the world of cheese. From tasting artisanal varieties to learning about the craft of cheesemaking.

What's the best kept secret in the Langeberg region that you think tourists should know about?

Bonnievale is home to small, family-run wineries offering a personal, exclusive tasting experience. Visitors can connect with passionate winemakers and enjoy exceptional wines. The town also features unique historical attractions like the Danie Le Roux Museum and Myrtle Rigg Memorial Church.

I am Mareletta Munday, Tourism Manager for Montagu-Ashton Tourism, with a background in Marketing, Advertising, and Brand DNA. I moved to Montagu 20 years ago and love promoting tourism for this town and region that I love.

What successful initiatives or projects have you been involved in?

Some passion projects include Dancescape SA, Zolani Youth Choir, and Boland Chamber Choir, highlighting talented young people overcoming challenges and achieving success, including international accomplishments like Zolani Youth Choir that received a Grand Prix Award in Moscow.

What is your vision for the future of Tourism in the Langeberg region?

My vision is to create a destination that offers combined experiences, capturing the visitor's attention with mountains, nature, local people expertise, flavours, sounds and more, with a dream package stay for each target audience, that keeps a visitor in our area for longer stays of 5-7 days.

What's the craziest things that's happened to you while working in Tourism?

Crazy requests and unbelievable questions come through to our office every day. Like when someone wanted us to find them horse, cow and chicken manure – the craziest thing is – we did! A regular question we get is about predicting the weather – what date and time it will snow, where and how much? I guess you should be a weather expert if you want to work in Tourism.



MARELETTA MUNDEY

Montagu/Ashton Tourism Office

27 Bath Street, Montagu, 6720

023 614 2471 / 023 614 2728

info@montagu-ashton.info

www.montagu-ashton.info



MEET OUR LOCAL TOURISM ASSOCIATIONS AND BECOME A MEMBER



RENATE KUSCHKE

Robertson Tourism Office
2 Reitz Street, Robertson, 6705

023 626 4437

info@robertson.org.za

www.robertsontourism.co.za



I am Renate Kuschke, part of the Robertson Tourism team, working with a network of people and businesses to promote Langeberg to the world.

If you could create a new Tourism attraction in the Langeberg region, what would it be and why?

The dream project is to establish a sustainable arts and crafts center in Langeberg, where residents may create and sell their artwork while also encouraging tourists to participate in the creative process. The center may serve as a welcoming destination that highlights the Langeberg community's history, traditions, and stories, as well as a rejuvenated location for the local museum. The center's goal should be to instill community pride and drive sustainable tourism growth with displays, workshops, and performances, in support of economic growth and ecotourism.

What is the most delicious local food you've tried?

It's impossible to pick one, I like Kleinhoekloof's charcuterie, Penhill's family-style meals, Ragazzi's bruschetta and wagyu patty starter, Kapokbos' food and view, Pot-Luck Homestead's butter chicken curry and roti, and La Mont's cheese tasting and table braai.

What advice would you give to someone who is just starting out in the Tourism industry, or looking to get involved with the association?

Get involved in local initiatives through volunteering. Attend events, conferences, and meetings to build relationships and gain insights. Stay updated on industry trends and innovations by subscribing to publications and joining online forums. Be open to the diverse roles and perspectives.

I am Rhowena Arendorf, Office Manager of the McGregor Tourism Association, employed here for 12 years. My responsibilities include attending committee and LTA meetings, drafting reports, submitting funding and event applications, and preparing reports for Langeberg Municipality, CWDM, and Wesgro. I handle website updates, visitor liaison, shop sales, member inquiries, and accommodation inquiries.

What successful initiatives or projects have you been involved with?

The Lost Trade Fair attracts a large number of locals with many ideas and hidden talents. It reminded me of my heritage. It makes me proud to see how our ancestors made a life with the equipment. Yes, technology has taken over, but the fundamentals remain the same.

What do you think sets the Langeberg region apart from other destinations?

The people are friendly, the air is cleaner and the atmosphere is always peaceful and relaxing. Our Valley is a place where time can stand still. Well known for its wine route, arts and historical buildings, nature reserves, hiking, and cycling trails.

What advice would you give to someone who is just starting out in the Tourism industry, or looking to get involved with the association.

Love your village/town, believe in change, and work towards that change.



RHOWENA ARENDORF

McGregor Tourism Office
Corner of Church & Voortrekker
Street, McGregor, 6708

023 625 1954

info@tourismmcgregor.co.za

www.tourismmcgregor.co.za



CLICK HERE TO VIEW UPCOMING EVENTS

HOW TO APPLY TO HOST AN EVENT

FOLLOW US ON SOCIAL MEDIA

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LANGEBERG MUNICIPAL NEWS & UPDATES**



on Facebook - Langeberg Municipality



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.

CONNECT 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



LANGEBERG HOLIDAY PROGRAMME HIGHLIGHTS IMPORTANT SOCIAL TOPICS



Langeberg Municipality in collaboration with ACVV Montagu and WA Rossouw Primary hosted the Holiday Program in Montagu from 31 March – 4 April 2025. The purpose of the program was to address different social topics, and it was attended by more than 80 children daily.

The week's programme covered a range of important topics, with guest speakers from Breede River Hospice, Montagu SAPS, and Sanbona also contributing to the discussions. Topics included:

- Anti-bullying
- Teenage Pregnancy Awareness
- Substance Abuse
- The Impact of Drug Abuse and Other Risky Behaviours
- The Importance of Keeping Nature Clean

Montagu Cares and Langeberg Municipality offered refreshments and interactive activities for the children during the week.



LANGEBERG'S NPO COMPLIANCE ROADSHOW SUPPORTS LOCAL ORGANISATIONS

Langeberg Municipality, in partnership with the Department of Social Development (DSD), hosted a Non-Profit Organisation (NPO) Compliance Roadshow from 17 to 24 March 2025 across the Langeberg area. A total of 54 participants attended the roadshow sessions across the region, with 19 attendees in Robertson, 20 in Ashton, 6 in McGregor, 3 in Bonnievale, and 6 in Montagu.

The purpose of the roadshow was to assist existing and new NPOs with compliance requirements, address registration queries, and help organisations avoid deregistration. The sessions also raised awareness that registering an NPO with DSD is free of charge.

The roadshow forms part of Langeberg Municipality's ongoing efforts to strengthen and support NPOs working within our communities.

Need help registering your Non-Profit Organisation (NPO)?

The Department of Social Development provides NPOs with registration assistance, compliance support to avoid deregistration, and training opportunities. Contact the Western Cape NPO Help Desk to find out more about their organisational capacity-building training and how they can assist your NPO.

Visit the Western Cape Government website for a step-by-step guide:

- <https://www.westerncape.gov.za/service/non-profit-organisation-npo-information>

Help Desk Operating Hours:

- Monday to Thursday (Closed on Fridays)
- 08:00 – 14:30

Contact Details:

- Email: npo.helpdesk@westerncape.gov.za
- Telephone: (021) 483 0987 / 3808





BUILDING CONTRACTOR DEVELOPMENT PROGRAMME EMPOWERS LOCAL CONTRACTORS

Langeberg Municipality, in partnership with the Small Enterprise Development & Financial Agency (SEDFA), hosted the Building Contractor Development Programme on 7 April 2025 at the Callie de Wet Centre in Robertson. A total of 15 local contractors participated in the session.

The program aims to empower and upskill compliant building contractors, providing them with access to accredited training and the opportunity to develop into independent businesses. This is made possible through support from SEDFA and the National Home Builders Registration Council (NHBRC).

During the session, SEDFA and NHBRC shared valuable insights with contractors, including:

- An overview of support services available to assist them
- Access to free accredited training through NHBRC-approved providers
- New laws introduced by the government in early 2025
- A step-by-step guide on registering with NHBRC online

SEDFA remains committed to mentoring and supporting all participating contractors.

Those who attended the session have been added to the SEDFA database for continued assistance. A follow-up session is scheduled for May 2025.

Meanwhile, NHBRC is encouraging contractors to begin their registration process online. As part of this, they will have the opportunity to write an open-book industry knowledge test in May.

Those who pass will be officially registered and will receive further guidance from NHBRC until they are ready to operate independently.

This initiative highlights Langeberg Municipality's dedication to supporting small businesses and fostering opportunities for local contractors to grow and succeed.

Need More Information

For inquiries, contact the LED Office:

Octavia Richards-Liemens

- 023 626 8222
- ORichardsLiemens@langeberg.gov.za

Peter-John Rosant

- 023 626 8293
- prosant@langeberg.gov.za



LANGEBERG SEDFA DATES FOR 2025

The Small Enterprise Development and Finance Agency (SEDFA) is partnering with Langeberg Local Municipality to provide business development services to small businesses in Robertson, McGregor, Nkqubela, Ashton, Bonnievale, Montagu, and Zolani. SEDFA Business Advisors will be available in Community Halls every month on the following dates:

VENUE	TIME	DATES
Wilhelm Thys Hall, Montagu	10:00 – 16:00	• 29 April 2025 • 29 May 2025 • 24 June 2025
Happy Valley Side Hall, Bonnievale	10:00 – 16:00	• 15 May 2025 • 26 June 2025
Community Hall, Robertson	10:00 – 13:00	• 20 May 2025 • 19 June 2025
Community Hall, Nkqubela	14:00 – 16:00	• 20 May 2025 • 19 June 2025
Community Hall, McGregor	10:00 – 16:00	• 22 May 2025 • 24 June 2025
Barnard Hall, Ashton	10:00 – 13:00	• 22 May 2025 • 10 June 2025
Zolani Library, Zolani	14:00 – 16:00	• 22 May 2025 • 10 June 2025



Langeberg Municipality
Private bag X2, Ashton, 6715
Phone: 023 626 8201



SEDFA
62 High Street, 2nd Floor, Worcester
Phone: 023 342 2381



On 11 March 2025, Deputy Director of Fire Rescue Services, Mr Etienne Du Toit and MEC For Local Government, Environmental Affairs and Development Planning, Mr. Anton Bredell handed over 1316 smoke alarms to the Langeberg Municipality that will be installed at informal townships and high fire risk neighbourhoods. Smoke alarms detect and warn occupants of the presence of a fire, allowing them to escape the dwelling and increasing their chances of surviving a fire.

Our research shows that people have less than 3 minutes from the start of a shack fire to the likelihood of serious burn injuries or fatalities. Because of the speed at which these fires develop and spread, our focus with the smoke alarms is for effective early detection that will save people in the first place, and property in the second place," Minister Bredell explained.

Fire Chief Mdluli further elaborates: "We are seeing an increase in the number of emergency incidents in the Langeberg Municipal area and drastic measures needs to be taken as far as reasonably practical to 'first and foremost' save lives. In the previous financial year of 2023-2024 there were 355 emergencies attended to, of which 83 emergencies were shack fires and 9 deaths came from fire emergency incidents.

Fire Chief Mdluli emphasizes that fire prevention is a shared responsibility. Simple precautions by individuals can make all the difference in stopping a fire before it starts.



"The installation process of the smoke alarm initiative is accompanied by fire awareness and safety training in these communities. This ultimately contributes to fire safety behavioral change, helping to keep people safe," Minister Bredell said.

Keep your home, family, and community safe:

- Never leave fires, stoves or candles unattended.
- Extinguish braai fires, coals, and hot ash with water or sand before leaving.
- Rubbish may not be burned without a permit.
- Never throw cigarette butts out of a car window.
- Keep your property clean by cutting grass and removing dry vegetation.
- Ensure smoke alarms and carbon monoxide detectors are working.
- Even small fires should be reported immediately to prevent escalation.

For veld or mountain fires contact:

Cape Winelands Call Centre: 021 887 4446

For structural, vehicle, or industrial fires, contact:

Langeberg Municipality Fire Line: 023 615 8911

WARNING ABOUT FRAUDULENT TENDER ACTIVITIES

The Municipality is warning bidders about recent scams using management information to demand illegal bribes. Reports suggest that an individual is impersonating management team members and providing false banking details to trick tenderers into making payments. Please note that any attempt to solicit bribes is strictly forbidden.

If anyone approaches you, claiming to represent the Municipality or asking for money in exchange for favours, please report it immediately. Participation in illegal activities, including bribery, will lead to severe consequences. Any company found guilty will be blacklisted and banned from future opportunities on the Central Supplier Database (CSD).

We urge all bidders to uphold high standards of integrity and cooperate with us to maintain a fair and transparent tendering process. Stay vigilant and protect yourself from fraud.

REPORT FRAUD AND CORRUPTION

Contact 'Advance Call' 24 hours a day:

- Call toll-free: 0800 869 666
- WhatsApp: 0860 004 004
- Email: langebergmun@behonest.co.za
- SMS Number: 48691
- Online and chat: www.behonest.co.za

CONTACT LANGEBERG MUNICIPALITY AT

- Call: 0860 88 1111 or 023 615 2219
- WhatsApp: 065 211 7822
- Email: info@langeberg.gov.za



ILLEGAL DUMPING: REPORT IT. STOP IT.

Illegal dumping continues to impact the cleanliness and health of our communities. But when residents speak up, change happens.

After reporting a dumping issue in Ashton, Ms Sugene Gallant shared her appreciation: "I would like to extend my sincere thanks for the excellent service and quick response I received. I truly appreciate your professionalism and efficiency. I'm very satisfied and impressed with how smoothly everything was handled."

HELP KEEP LANGEBERG CLEAN:

- 📞 Emergency Number: 0860 88 11 11
- ✉ Email: complaints@langeberg.gov.za
- 💬 WhatsApp: 065 211 7822
- 📱 Collab Citizen App: <https://onelink.to/jjzt2k>

The minimum fine for illegal dumping is R1 000 — but it could go up to R3 000. See it? Report it. Let's protect our public spaces together.



MUNICIPAL NOTICES

ROBERTSON CIVIC TEMPORARILY CLOSED FROM 1 APRIL - 31 MAY 2025 FOR FLOORING REPLACEMENT

Please be advised that a contractor will be onsite from 1 April to 31 May 2025 to carry out the replacement of the floor tiles at the Robertson Civic Hall. To ensure the timely completion of the work, all bookings during this period have been contacted and will be accommodated at alternative halls where possible. Thank you for your understanding and cooperation.

CLICK HERE 

REFUSE REMOVAL ON PUBLIC HOLIDAYS: APRIL - MAY 2025

Refuse removal on the public holidays of 28 April and 01 May 2025 will continue as normal, with waste facilities open from 08:00 - 16:00 on these days

CLICK HERE 

ADVERTISED TENDERS AND QUOTATIONS FOR INTERESTED BIDDERS

- Tender 04/2025: Rates based 3 year tender, for the supply of material and labour for the installation of brick paving and kerbing to low traffic areas
- Tender 06/2025: Langeberg Municipality: Panel of suppliers to do maintenance and repairs on vehicles and equipment for a period of three (3) years
- Tender 07/2025: Supply, installation and maintenance for reprographical services, for a period of three (3) years
- Tender 10/2025: Removal and or clearing of illegal dumping, open space, sidewalks and stormwater channels, over a period of three (3) years, langeberg municipality
- and more...

CLICK HERE 

COUNCIL RESOLUTIONS THAT SERVED BEFORE COUNCIL

- Khaya Labantwana Educare Centre: Renewal of lease for the municipal building situated on unregistered erven 131;132 & 133, (portion of erf 137) Nkqubela, Robertson
- Naming of new streets in Boekenhoutskloof, Bonnievale
- and more...

CLICK HERE 

CLICK HERE FOR MORE NOTICES AND MUNICIPAL INFORMATION

How to Register to Vote



To vote in elections in South Africa you need to first register as a voter.

Who can register as a voter?

- You must be a South African citizen with a green bar-coded identity document (ID), a smartcard ID or a temporary ID.
- You must be 16 years or older (**but you will only be able to vote when you are 18 years or older**).
- You have to register **in person**. Nobody can do it for you.

Where can you register to vote?

- At a registration station in the voting district in which you live.
- At your local IEC office from Monday to Friday during office hours.

Make sure that the address you provide is correct and complete. The address shows where you normally live.

REMEMBER: If you give false address information, it is a crime. You could go to jail for up to 10 years.

How does registration work?

The barcode of your ID or smartcard will be scanned. The registration official will place a receipt in your ID book or on a form.

How do you check if you are registered?

- Check at your local IEC Office from Monday to Friday during office hours.
- SMS your ID number to 32810.
- Go to the IEC website (www.elections.org.za) and follow the link "Am I registered to vote?"
- Before general elections, check the voters' roll at your voting station where you are registered to vote.



For more information contact the IEC

National office

IEC call centre

Tel: 012 622 5700 Fax: 012 622 5784

0800 11 8000 (during the election)

www.facebook.com/IECSouthAfrica www.twitter.com/IECSouthAfrica www.youtube.com/IECSouthAfrica
iec@elections.org.za www.elections.org.za

ELECTORAL COMMISSION
ENSURING FREE AND FAIR ELECTIONS
S O U T H A F R I C A

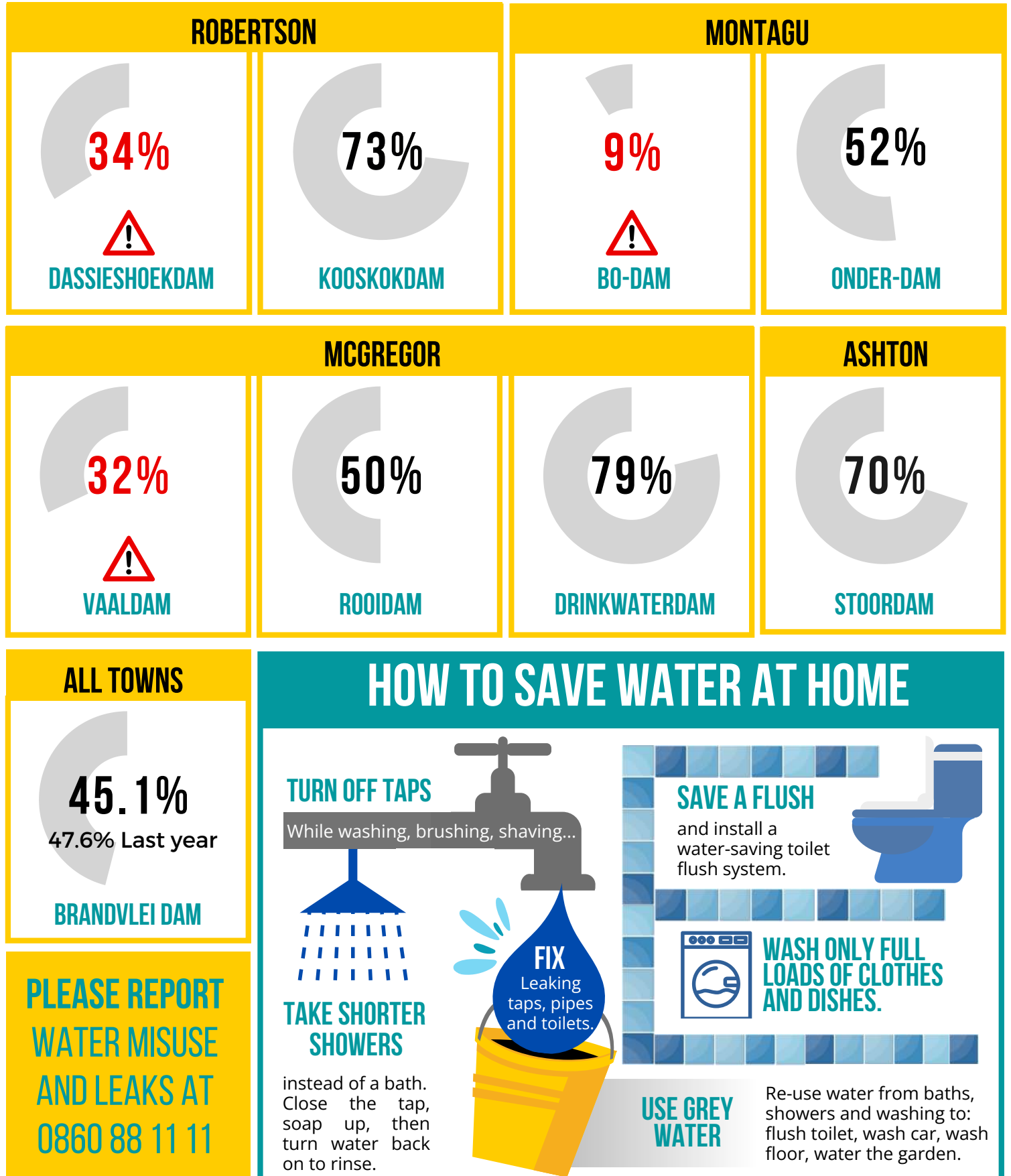




LANGEBERG MUNICIPAL DAM LEVELS: 22 APRIL 2025

LEVEL 1 WATER RESTRICTIONS IN ROBERTSON WAS LIFTED ON 28 FEBRUARY 2025

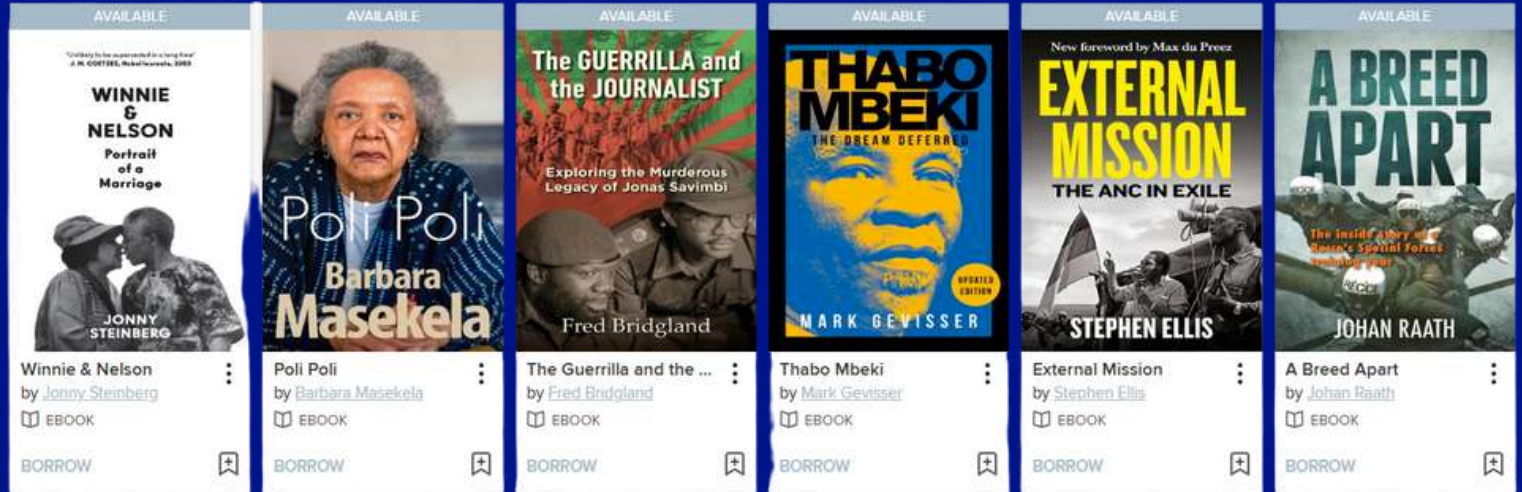
All towns in Langeberg, are encouraged to continue to use water sparingly to ensure a sustainable water supply of this valuable resource.



good reads

APRIL is Freedom month / Vryheidsmaand / INyanga yeNkululeko

South Africans celebrate "Freedom Day" every April 27. They remember their country's pivotal first democratic election in 1994 that announced the official end of the racial segregation and oppression of apartheid.



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WATER RESULTS - MARCH 2025



TREATED WATER	REQUIREMENT MEASUREMENT BLUE DROP STANDARDS	ASHTON	BONNIEVALE	MCGREGOR	MONTAGU	ROBERTSON
Inflow ML		120		14	60	130
pH (at 25°C)	≥5.00 - ≤9.70	7	7.07	7.06	7.37	6.84
Conductivity (at 25°C)	≤170	57.1	71.5	11.4	68.1	10.2
Turbidity (NTU)	≤1.0 Operational ≤5.0 -Aesthetic	0.4	0.45	0.98	0.26	1.6
Colour (mg/L as Pt)	≤15					
Aluminium (µg/L as Al)	≤300	<4	<4	<4	<4	<4
Iron (µg/L as Fe)	≤300 Aesthetic ≤2000 Chronic Health	92	99	367	141	<40
Free Chlorine (mg/L)	>0.0 - ≤5	<20	<20	<20	<20	<20
E.Coli (cnt/100ml)	Not Detected	1.2	1.8	0.37	1.7	1.7
Total Coliform Bacteria	≤10	<1	<1	<1	<1	<1

CLICK HERE FOR MORE
WATER RESULTS

STAFF NEWS



A WARM WELCOME TO OUR NEW APPOINTEE'S : MARCH 2025

Ms S Nomngenge	01/04/25	Principal Clerk: Budget
Mr SR Van Wyk	01/04/25	Supervisor: Roads & Stormwater
Mr S Mnyama	02/04/25	Snr Clerk: Assets



CONGRATULATIONS TO OUR CERTIFICATE RECIPIENTS : MARCH 2025

10
Years

LONG SERVICE AWARDS

Mr DC Steyn
Mr JJ Snyman

30
Years

LONG SERVICE AWARDS

Mr S Katsi
Ms WM Wiese

25
Years

LONG SERVICE AWARDS

Mr F Swanepoel



NO LONGER EMPLOYED AT LANGEBERG MUNICIPALITY

Ms N Carolus	31/03/25	Early Retirement
Mr AZ Willemse	30/04/25	Resignation
Ms DS Fielies	30/04/25	Resignation

As we approach Worker's Day, we want to take a moment to recognize and celebrate you — the driving force behind our infrastructure, our communities, and our nation.

The world is built on your hands, your effort, and your dedication. Every service, and every innovation exists from the hard work of people like you. You are the makers of progress, the builders of dreams, and the strength of our society.

On this special day, we say thank you — for the long hours, the unwavering commitment, and the pride you take in what you do.

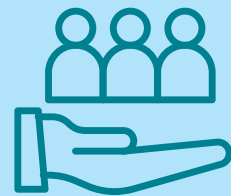
Your work matters, and it does not go unnoticed.

Enjoy this upcoming Worker's Day. You've earned it!

*Happy
Workers
Day*



BATHO PELE – PUTTING THE NEEDS OF OTHERS FIRST



"Batho Pele," meaning "People First" in Sotho-Tswana, is a South African political initiative aimed at improving public service delivery to enhance efficiency, effectiveness, and customer satisfaction.

As officials we should at all times promote and maintain a high standard of professional ethics; Provide services in an impartial, fair and equitable way; Use resources in an efficient, economic and effective way; be responsive to people's needs; Encourage the public to participate in policymaking; and be accountable, transparent and development oriented.

THE FOLLOWING 8 BATHO PELE PRINCIPLES SHOULD BE IMPLEMENTED:

1. CONSULTATION

This is about finding out from our customers how we can best meet their needs. This may be done by questionnaires, or by talking to customers, suggestion boxes, emails or open forums, etc. It's important to consult as many of our customers as we can and to use the information we receive to help improve our service to them. It's important to respond to customers in a timely manner, and to our staff so they know what is expected from us.

2. SERVICE STANDARDS

As staff we must continually strive to improve the service we render, it's also about how well we promise to deliver our service at any time. If we already know what is important to our customers, then we must deliver our services as per the required standards realistically depending on the resources we have. We should also be able to measure these standards so that everyone can see if they are being met. (See Langeberg Municipality Service Level Charter ([available here](#)) that sets out clear standards for service delivery and continuously strive for improvement.

3. ACCESS

All residents should have equal access to the services we rendered to which they are entitled. Access applies especially to the previously disadvantaged sectors of the community and to people with special needs. These needs may include access to our department for the physically disabled or having services which are too far away for people to visit.

Good staff attitudes and addressing customers in their own language makes access easier.

4. COURTESY

All citizens must be treated with respect, dignity, and kindness.

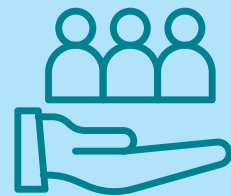
Courtesy is not only being polite to customers, but being friendly, helpful and treating everyone with dignity and respect. We must constantly monitor the relationship between front line staff and customers and help staff to give a warm and friendly service to everyone.

5. INFORMATION

Information is about reaching all our customers to make sure they are well informed about the services our departments provide. The community and staff can obtain information from the Langeberg Municipality's website, social media, WhatsApp channel and Collab Citizen app. All departments can request that information relevant to their function, to be shared on these platforms. It's important to remember that different customers have different needs, and they do not all speak the same language.

We have established a Service Charter to inform customers about the services we offer which are [available here](#) and at all municipal offices.

BATHO PELE – PUTTING THE NEEDS OF OTHERS FIRST (CONTINUED)



6. OPENNESS & TRANSPARENCY

The Batho Pele principle encourages our municipality to be open and honest about every aspect of our work. In the published annual report, we inform citizens how our resources were used, how much everything cost, including costs for staff, equipment, services, etc.

It should also include how well our department performed - did we keep our promises and deliver on time. If we did not meet our standards, we should list the reasons and find ways to improve our service.

We have regular engagements with members of the public through Ward Committee and IDP Meetings to discuss how the Municipality is managed, how services are delivered as per the available budget and the leadership in charge to understand how decisions are made.

7. REDRESS

Redress is making it easy for people to tell us if they are unhappy with our service. We should train staff to deal with complaints in a friendly and helpful manner. We should understand that complaints can help us to improve our service as they tell us what our customers want.

Make it thus easy for citizens to voice their concerns and complaints, providing avenues for redress. If the promised standard of service is not delivered, the public should be offered an apology, a full explanation and a speedy and effective remedy. When complaints are made the public should receive a sympathetic and positive response and the matter should be handled fast and efficiently. The public must receive feedback with regards to the progress and outcome of complaints and other matters raised.

As Langeberg Municipality we have a dedicated customer service team or helpdesk to handle queries and complaints. Ensure that there is a clear process for escalating and resolving issues within a reasonable timeframe.

8. VALUE FOR MONEY

This principle includes giving our customers the best service we can using all our resources. It also means eliminating waste, fraud and corruption and finding new ways of improving services at little or no cost. If we work efficiently and maximise our skills, we will add value and produce service excellence to give our customers the best value for their money.

The Municipality must ensure efficient savings and improved service delivery. Timeous adjustments will remove inefficiencies and enhance effectiveness

If we apply all the Batho Pele principles, and consider the impact of services on citizens, we will actively seek to improve their lives.



The Langeberg Municipality's Service Level Charter ([available here](#)) is evidence of our commitment to deliver excellent services to our clients, the community of the greater Langeberg area.

HAPPY BIRTHDAY

APRIL

Wishing you a happy birthday,
a wonderful year and success in all you do.

MR D HOOGBAARD
MS P KANA
MS JJ KLEINBOOI
MR J PIETERSEN
MR E VERWEY
MR D MOURIES
CLLR Y SIEGEL
MR TJ JAXA
MR MLA OOSTHUIZEN
MS S TUTU
MS FQ GUMEDE
MR R VAN DER WALT
MR S EDONS
MS N KHAN
MR PA SITONA
MR JH SWANEPOEL
MS JH SWANEPOEL
MS MH DAVIDS
MR MA SOKUTAPA
MR J FORTUIN
MR MMI GANTA
MR LFM WINDVOGEL
MR UB BAKACO
MR KK BANTOM
MR DF EYBERG
MR DA FULLER
MR R WEWERS
MR S GOCINA
MR S GOLIATH
MR WD ISAACS
MR GJ JANTJIES
MR J VAN DER BERG
MS ML VAN SCHALKWYK
MR AL BAARDMAN

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MR GJ HEYNS
MR XB NDUNA
MS L VOLSCHENK
MR J KÜHN
MR D LOUW
MR SR VAN WYK
MR RE CHASE
MR CB LE ROUX
MS SF MC GLOUGHLIN
MS AB SEPTEMBER
MS SNM NENTSA
MR CJ SWANEPOEL
MR VB HARTZENBERG
MR MC HENDRICKS
MS S JANSEN
MS MP PIETERSEN
MR ML ARENDORF
MS EL DU TOIT
MS A JANSEN
MR AG MINNAAR
MR B PIETERSE
MS TE FALENI
MR J JOHANN
MR M JANUARIE
MS CO MATTHYS
MS C SOLOMON
MS SD SWANEPOEL
MR HM HOHLO
MR MJ OPPERMAN
MR C PYL
MR LS THYS
MS MH FICKSTER
MR AT PIETERSEN
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HAPPY BIRTHDAY

MAY

Wishing you a happy birthday,
a wonderful year and success in all you do.

MR CC KLOPPERS	1-MAY
MS B DLANGAMANDLA	2-MAY
MR HN MOLIFE	2-MAY
MR MM JAMIE	3-MAY
MS N NEL	3-MAY
MR S QOSE	3-MAY
MS JG BAADJIES	4-MAY
MR FA WAWINI	4-MAY
MR CM CAROLISSEN	5-MAY
MR CR DU TOIT	5-MAY
MR AR FORTUIN	5-MAY
MS CJ JANTJIES	5-MAY
CLLR DJ SEPTEMBER	5-MAY
MR F SEPTEMBER	5-MAY
MS Z MBAWULI	6-MAY
MR T MLONYENI	6-MAY
MS ES TETANA	6-MAY
MR EE JANSEN	8-MAY
MS AD MARAIS	8-MAY
MS VM ADENDORF	9-MAY
MR DJP BUKWANA	9-MAY
MR M SAAYMAN	9-MAY
MR JJ SNYMAN	9-MAY
MR M BHEQEZI	10-MAY
MR MN GABUZA	10-MAY
MR MG RABIE	10-MAY
MR SA THOUSAND	11-MAY
MR PV BUSAKWE	12-MAY
MR SJ JOHNSON	12-MAY
MR M NORTJE	12-MAY
MS NL SIBARA	13-MAY
MS SM SIMONS	13-MAY
MR RW CLAASEN	14-MAY
MS M SAAIMAN	14-MAY
MR RAJ DE BRUYN	16-MAY
MR L MARAIS	16-MAY

MR ES TSHONA	16-MAY
MR JS FERREIRA	17-MAY
MR D JOOSTE	19-MAY
MR A REGUE	19-MAY
MR JP SASS	19-MAY
MR AWJ EVERSON	20-MAY
MR JP LEKAY	20-MAY
MR AT COOKSEN	21-MAY
MR EJ WILLEMSE	21-MAY
MS Z XIPU	21-MAY
MS BY MANUEL	22-MAY
MS R ESTERHUYSE	23-MAY
MR G JAFTA	23-MAY
MR O SWARTZ	23-MAY
MR E SHUDULA	24-MAY
MR MK SIDYIWO	24-MAY
MS RCM THEUNISSEN-MSITSHANA	24-MAY
MR BS WIESE	24-MAY
MR JJ PEKEUR	25-MAY
MR GH BOSMAN	26-MAY
MR C MAXON	26-MAY
CLLR A NDONGENI	26-MAY
MS AL WIESE	26-MAY
MS ML STAAL	27-MAY
CLLR JJJS JANUARIE	28-MAY
MR WJ ESPIN	29-MAY
MR K CAROLUS	30-MAY
MR BF NIEMAND	30-MAY
MR AJR RAYNERS	30-MAY
MR JS SAULS	30-MAY
MR LM STUURMAN	30-MAY
MS AJ SWARTS	30-MAY
MR AR THOMAS	30-MAY
MS N CUPIDO	31-MAY
MR BE SKIET	31-MAY
MS R WINDVOGEL	31-MAY

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 - 112
- 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 - 023 814 2704/ 2709
- 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#