

SWARTLAND MUNICIPALITY
CLIENT SERVICE EVALUATION
JANUARY 2012



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CONTENTS

	<u>Page number</u>
1. Background and Introduction	1
2. Research Objectives	1
3. Research Methodology and Sample Structure	1
4. Notes on presentation of results	2
5. Main findings	3
6. Detail findings	
EVALUATION OF MUNICIPALITY'S SERVICE DELIVERY	
6.1. Awareness of Client Service Charter	5
6.2. Overall evaluation of municipality's service delivery	6
6.3. Directorate of Civil Engineering	7
6.4. Directorate of Electrical Engineering	10
6.5. Directorate of Protection services	11
6.6. Directorate of Development services	13
6.7. Directorate of Financial services	15
6.8. Directorate of Corporate services	16
6.9. Client service at municipal offices	17
6.10. Strengths and weaknesses of the municipality	18
LOCAL STRUCTURES	
6.11. Awareness of ward councillor and ward committee	19
6.12. Evaluation of ward councillor and ward committee	19
COMMUNICATION PREFERENCES	
6.13. Best source of information regarding the municipality	20
6.14. Sources that will be consulted when in need of information about municipality	20
6.15. The importance of regular communication	21
6.16. Preferred channel of communication	22

Motivations for low scores

Appendix A: Overall evaluation of municipality's service delivery	23
Appendix B: Malmesbury residents	24
Appendix C: Wesbank residents	31
Appendix D: Ilinge Lethu residents	34
Appendix E: Kalbaskraal residents	37
Appendix F: Abbotsdale residents	38
Appendix G: Chatsworth residents	40
Appendix H: Riverlands residents	41
Appendix I: Darling residents	42
Appendix J: Riebeek Kasteel residents	47
Appendix K: Riebeek Wes residents	50
Appendix L: Moorreesburg residents	55
Appendix M: Koringberg residents	62
Appendix N: Yzerfontein residents	64
Appendix O: Grotto Bay residents	66
Appendix P: What does the municipality do exceptionally well?	67
Appendix Q: Where does the municipality lack?	72
Appendix R: Other comments/suggestions	79
Appendix S: Questionnaire	80

1. **Background and Introduction**

Swartland Municipality introduced a Client Service Charter during 2009 in which the services that the municipality offers to rate payers are communicated; the Service Charter also set out the service standards of each service as well as provide the contact details of the different municipal offices.

The Client Service Charter is available in 3 languages, i.e. Afrikaans, English and Xhosa.

2. **Research Objectives**

Since service delivery is a key focus area for Swartland municipality, the need was expressed to do a survey amongst rate payers in order to determine how well the municipality fares in maintaining the standards as set out in the service charter.

3. **Research Methodology and Sample Structure**

The target audience for the survey was identified as rate payers in each of the different towns within Swartland municipality's area of responsibility. Towns include Malmesbury (and all the surrounding areas that fall under Malmesbury), Moorreesburg (including Koringberg), Darling, Riebeek Wes and Riebeek Kasteel as well as Yzerfontein (including Grotto Bay). (Please note: Although Jakkelsfontein was originally part of the sample structure, it was excluded during the fieldwork phase since it became clear that residents receive very little services from the municipality.)

Telephonic interviews were conducted with 348 rate payers; contact details were obtained from the municipality's debtor's book. The sample was stratified per town, taking into account the population sizes of the different towns as well as the debtor's information. That means that the results are representative of the area that the municipality serves.

A structured questionnaire was used according to which rate payers had to evaluate the different services of the municipality.

The table below provides a summary of the number of interviews per town:

Town/area	Number of interviews		Town/area	Number of interviews	
TOTAL	348	100%	Moorreesburg	60	17%
Malmesbury	182	52%	• Moorreesburg town	55	
• Malmesbury town	92		• Koringberg	5	
• Wesbank	40		Darling	50	14%
• Ilinge Lethu	25		Yzerfontein	25	7%
• Abbotsdale	10		• Yzerfontein town	20	
• Chatsworth	5		• Grotto Bay	5	
• Kalbaskraal	5		Riebeek Kasteel	15	4%
• Riverlands	5		Riebeek Wes	16	5%

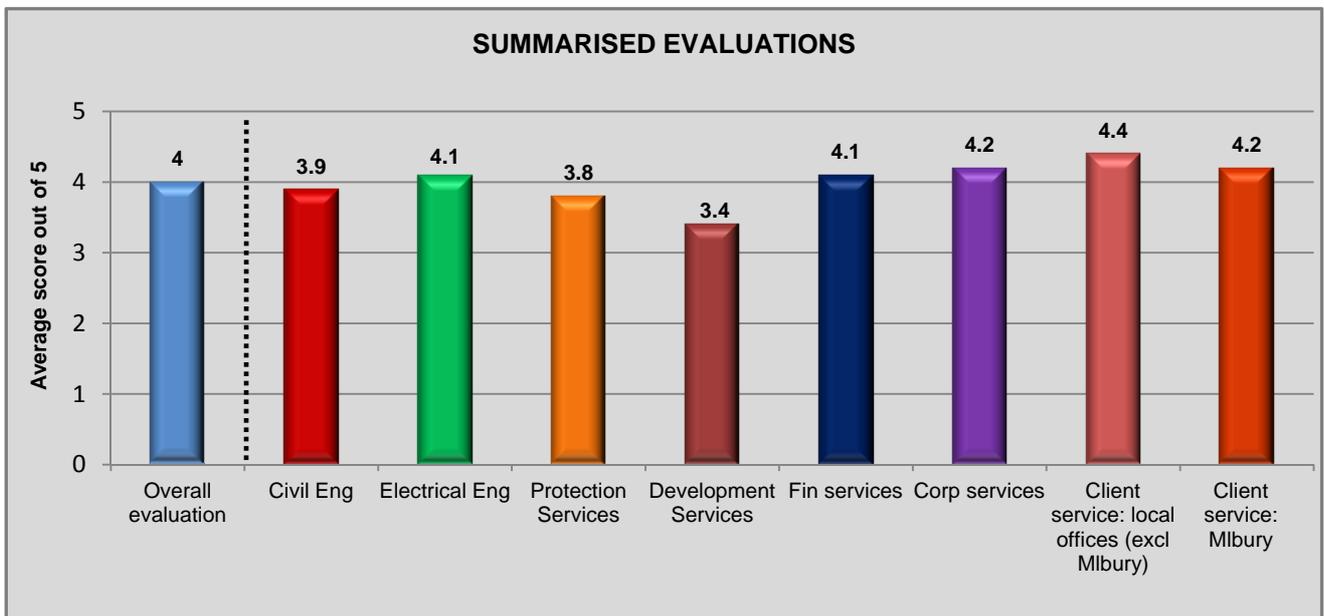
4. Notes on presentation of results

- Survey results will be analysed in Total as well as according to the following areas: Malmesbury, Moorreesburg, Darling, Riebeek Wes/Riebeek Kasteel and Yzerfontein. The following abbreviations will be used in the report:
 - Mlbury: Malmesbury (including all the surrounding areas)
 - Mrburg: Moorreesburg (including Koringberg)
 - Drling: Darling
 - Yzfmt: Yzerfontein (including Grotto Bay)
 - RWes/RKst: Riebeek Wes and Riebeek Kasteel
- Please note: The sample sizes for Yzerfontein and Riebeek Wes/Riebeek Kasteel are relatively small (25 and 31 respectively) - results should therefore be treated with caution. With small sample sizes, any major deviation might be attributed to the small sample size. Results of these 2 areas were however very consistent and it does not seem as if the small sample sizes had an impact on the results.
- Respondents were asked to evaluate the different service aspects on a five point scale; feedback with respect to these aspects are presented as an average score out of 5 which was calculated as follows:
 - Excellent = 5
 - Good =4
 - Average =3
 - Poor = 2
 - Very poor =1
- Evaluations were only provided by those who had knowledge of a particular service aspect, or to whom the service is delivered (e.g. many respondents could not provide an evaluation of the service rendered w.r.t. building plans since they have not had any dealings with it).
- Respondents also had the opportunity to motivate their scores in the event of a poor/very poor score. Although the main reasons for low scores will be highlighted in the report, detail motivations are provided, per town/area, in Appendixes. In all cases, the number of respondents citing a specific reason will follow in brackets after each comment/reason; if no indication is given, it means that just one respondent gave that reason.
- “n” refers to the base size, i.e. the number of respondents who answered a specific question.

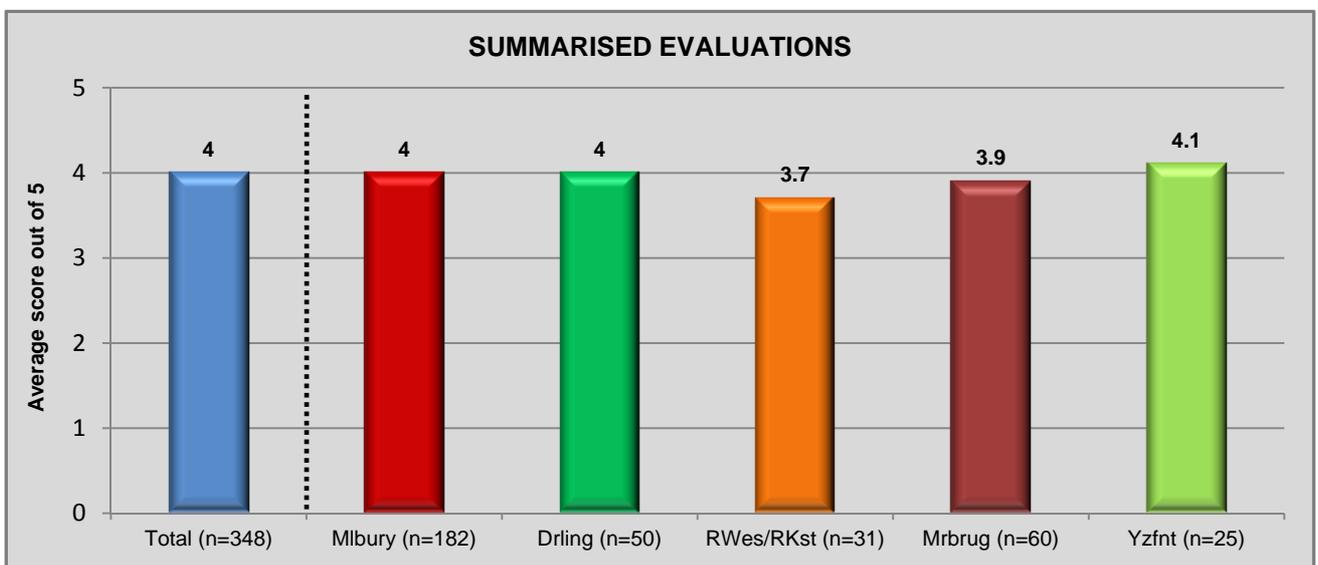
5. Main findings

When calculating an average score by taking into account **all** individual aspects that were evaluated, Swartland Municipality's performance is rated as "good"; some Directorates are rated slightly higher whilst others are rated slightly lower:

- Client service (at the local offices as well as the Malmesbury office) is rated best, followed by the services delivered by the Directorates of Corporate Services, Financial Services and Electrical Engineering.
- The Directorate of Development services are rated lowest with a slightly higher than average performance.



Again, calculating an average score by taking into account **all** individual aspects, Yzerfontein, followed by Malmesbury and Darling rated the municipality best; Riebeek Wes/Riebeek Kasteel evaluated the municipality lowest (although not a low score).



The table below provides a summary of all the individual aspects that were rated; from here it is clear what can be regarded as strengths and weaknesses of the municipality (weaknesses are defined in relation to strengths and might not be weaknesses per se).

Specific service delivery aspect	Average out of 5	
Local office: Telephone etiquette	4.5	<p>Strengths: Maintain at all cost: (i) Service to rate payers at municipal offices</p> <p>(ii) Basic service delivery (water supply, electricity supply, sewerage, refuse removal)</p> <p>(iii) Value added "services", e.g. museums, libraries, swimming pool, sports fields/grounds</p>
Local office: Friendliness and helpfulness of staff	4.5	
Museums	4.4	
Local office: Handling of general enquiries	4.4	
Local office: Knowledge and expertise of staff	4.3	
Libraries	4.3	
Maintenance: Municipal swimming pool	4.3	
Malmesbury office: Friendliness and helpfulness of staff	4.2	
Malmesbury office: Telephone etiquette	4.2	
Handling of accounts	4.2	
Malmesbury office: Knowledge and expertise of staff	4.2	
Sewerage	4.1	
Electricity and Electricity services	4.1	
Municipal property tax	4.1	
Malmesbury office: Handling of general enquiries	4.1	
Refuse removal	4.1	
Handling of motor vehicle registrations/licenses	4.1	
Water supply	4.1	
Preparation/Maintenance of sports fields/grounds	4.0	
Maintenance: Municipal buildings and grounds	4.0	
Street lighting, lighting of buildings and sports fields	4.0	
Fire fighting and emergency services	3.9	<p>Mediocre: Some aspects of the specific service need attention to a greater or lesser extent</p>
Communication with rate payers	3.9	
Storm water system	3.7	
Land use	3.7	
Effectiveness and functioning of ward committee	3.7	
Municipal Police Service	3.7	
Traffic services	3.7	
Maintenance: Parks and gardens	3.6	
Building plans	3.5	<p>Weaknesses: Should receive attention, especially the maintenance of streets and roads, the municipal cemetery and quality of low cost housing</p>
Property valuations	3.5	
Effectiveness and functioning of ward councillor	3.5	
Streets and roads	3.4	
Maintenance: Municipal cemetery	3.4	
Quality of low cost housing schemes	3.2	

Awareness of ward councillors and ward committees is low; these are also not rated particularly well.

95% of respondents regard regular communication from the municipality as important; the written media is preferred when the municipality communicates with respondents.

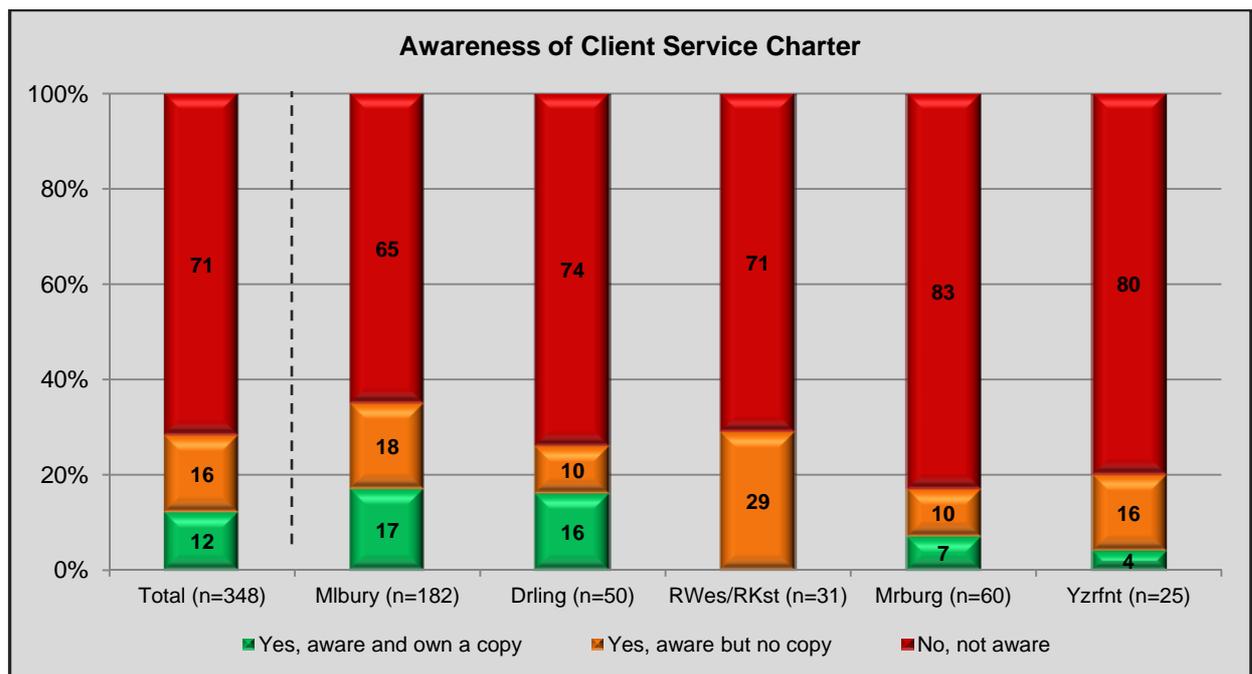
It therefore does not come as a surprise that respondents regard the municipal newsletter as the source providing the best information regarding the municipality; when they are in need to find out more about the municipality's services, the municipal office or municipal officials will be consulted.

6. Detail findings

EVALUATION OF MUNICIPALITY'S SERVICE DELIVERY

6.1. Awareness of Client Service Charter

At the start of the interview, respondents were reminded of the Client Service Charter that the municipality introduced during 2009; they were asked whether they are aware of the charter and if so, whether they own a copy of it.



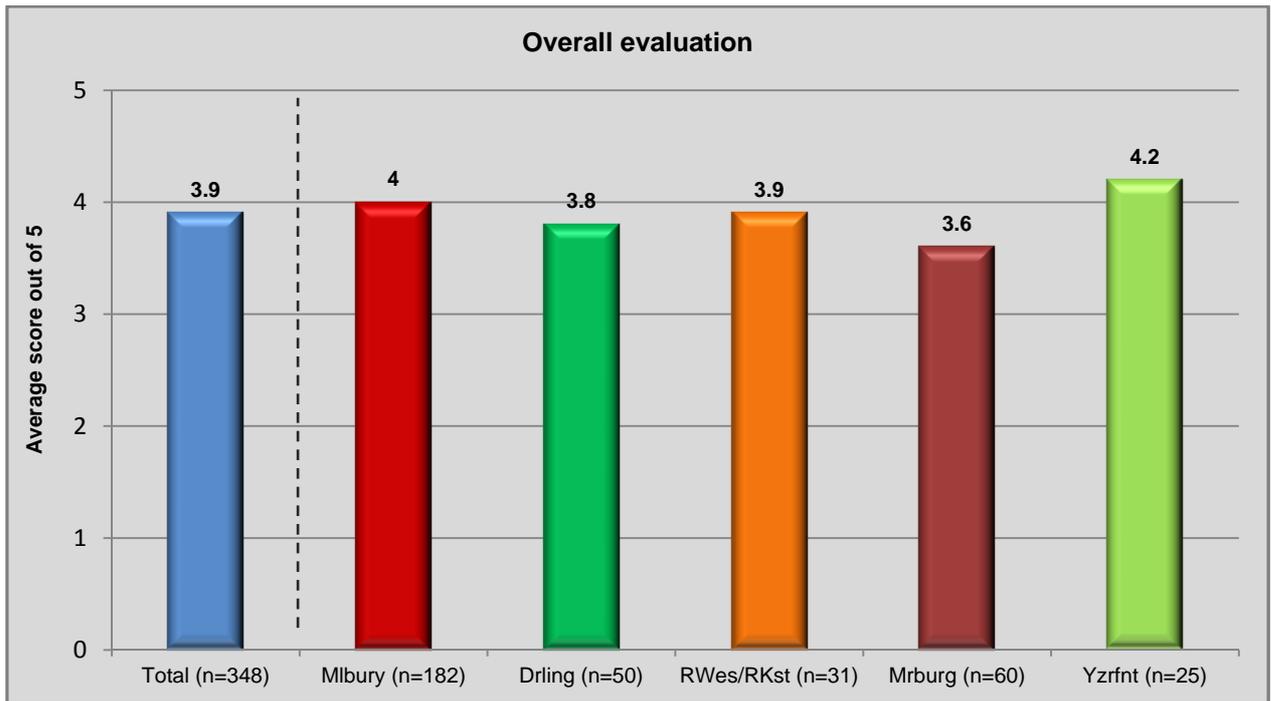
Overall, only 12% of respondents indicated that they are aware of the Client Service Charter and that they own a copy of it; a further 16% are aware of the charter but do not own their own copy. A very high 71% of respondents are not aware of the Client Service Charter.

Awareness and ownership of the Client Service Charter is highest in Malmesbury and lowest in Moorreesburg. Not one respondent who were interviewed in Riebeek Wes or Riebeek Kasteel own a copy of the Client Service Charter.

6.2. Overall evaluation of municipality's service delivery

Respondents were asked “*Before I ask you to rate the specific services that the municipality renders, I want to ask that you give me an overall evaluation of how well you think the Municipality fares in terms of service delivering.*”

According to the graph below, Swartland municipality's overall service delivery is rated as 3.9 out of 5; this is equal to a “good” evaluation. On an overall level, Yzerfontein rated the municipality highest (4.2 out of 5) followed by Malmesbury (4 out of 5); Moorreesburg rated the municipality lowest with an average score of 3.6 out of 5.

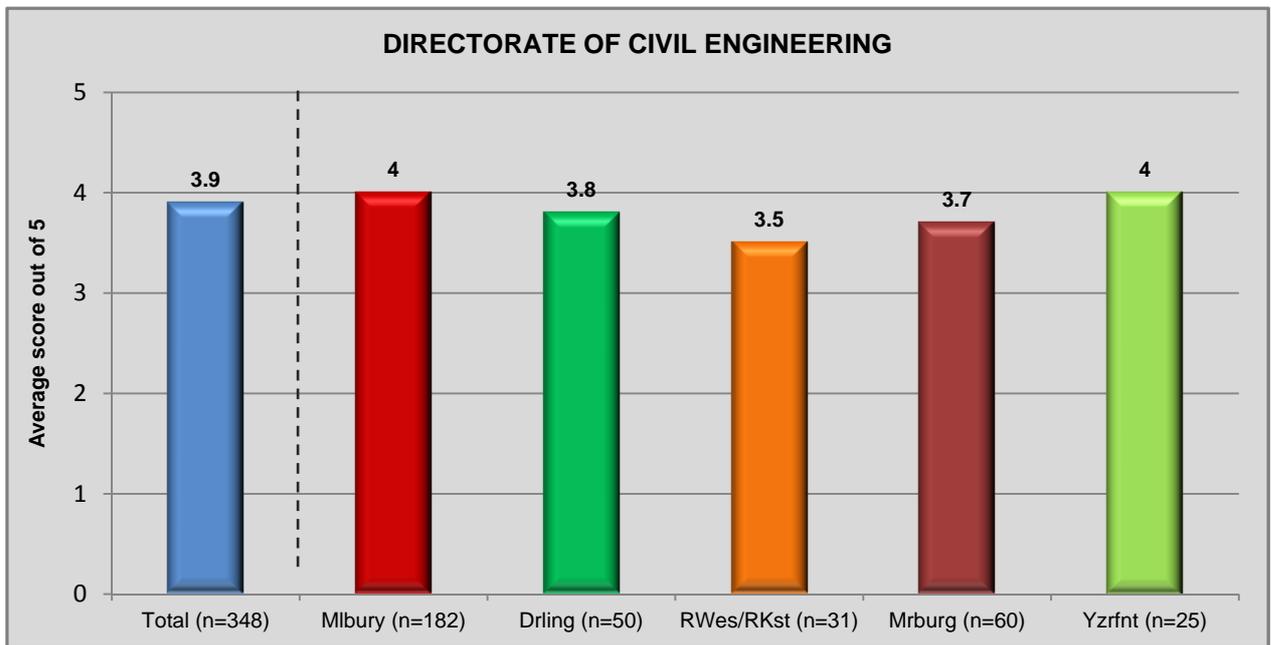


Respondents who rated the municipality's overall service delivery as “poor/very poor” had to provide a reason for their rating; please see Appendix A (page 23) for a list of these (an indication of the town/area is given in brackets).

6.3. Directorate of Civil Engineering

The Directorate of Civil Engineering is responsible for the effective provision and maintenance of the municipal infrastructure; in this regard it oversees water supply, sewerage, refuse removal, storm water, preparation and maintenance of sport fields/grounds, maintenance of streets and roads as well as maintenance of the municipal cemetery, municipal swimming pool, municipal buildings and grounds, parks and gardens.

Taking all services within the Directorate of Civil Engineering into account, rate payers rate the service delivery of the Directorate as “good”. Riebeek Wes/Riebeek Kasteel’s received the lowest average score (3.5 out of 5) and Malmesbury and Yzerfontein, the highest average scores (4 out of 5).



The table on the next page lists the evaluations that each service within the Directorate of Civil Engineering have received. Scores that are significantly lower than the overall evaluation are indicated in red bold text whereas scores that are significantly higher than the overall evaluation are indicated in green bold text.

Service aspect	n=**	Total	Mlbury	Drling	Rwes/ RKst	Mrburg	Yzrfnt
		n=348	n=182	n=50	n=31	n=60	n=25
Average score out of 5							
Maintenance of swimming pool <i>(applicable to Malmesbury, Darling and Moorreesburg only)</i>	84	4.3 [#]	4.4 [#]	4.1 [#]		4.1 [#]	
Water supply	338	4.1	4.2	4.1	3.8	3.9	4.3
Sewerage	313	4.1	4.2	4.1	3.8	4.1	4.4
Refuse removal	340	4.1	4.1	4.1	4.0	4.0	4.3
Preparation and maintenance of sport fields/grounds	189	4.0 [#]	4.0	4.2 [#]	3.4 [#]	4.3	4.0 [#]
Maintenance of municipal buildings and grounds	326	4.0	4.1	4.0	3.6	3.9	3.9
Maintenance and cleaning of storm water system	294	3.7	3.9	3.4	3.4	3.5	3.9
Maintenance of parks and gardens	259	3.6	3.8	3.3	3.0	3.7	4.0 [#]
Streets and Roads	342	3.4	3.6	3.4	3.1	2.8	3.5
Maintenance of municipal cemetery	159	3.4 [#]	3.6 [#]	3.3 [#]	3.4	2.9 [#]	- [#]
Overall evaluation	348	3.9	4.0	3.8	3.5	3.7	4.0

** The number of respondents out of a possible 348 who provided an evaluation for the specific aspect

Big proportions of respondents could not evaluate the specific aspect; the sample size is therefore (much) lower than the total for the town/area

The municipality is rated as “good” (average scores of 4.1 out of 5) when it comes to the delivery of basic services, i.e. water supply, sewerage and refuse removal. Although still a very positive rating, respondents in Riebeek Wes/Riebeek Kasteel rated water supply and sewerage slightly lower than respondents elsewhere.

The maintenance of streets and roads as well as the maintenance of the cemetery are rated lowest – these two aspects seem to be especially problematic in Moorreesburg where average scores are below 3 out of 5.

Respondents who provided a poor or very poor evaluation, were asked to motivate their evaluations. Motivations appear per town/area and service aspect in Appendix B to O (page 24 to 66); some respondents also spontaneously mentioned issues related to the different service aspects; these are also indicated in the Appendixes under the heading “Comments”.

Aspects that stand out and are worth mentioning appear on the next page:

Water supply:

- Water pipes in Riebeek Kasteel/Riebeek Wes are old and burst regularly; the municipality repairs it, but it should rather be replaced.
- Some comments were made about the water that tastes/smells bad in Moorreesburg.

Refuse removal:

- A strong plea for refuse bins comes from residents in Ilinge Lethu.

Preparation and maintenance of sportsfields/grounds:

- Complaints that the sportsfields/grounds in Riebeek Wes are not maintained and are a sight for soar eyes.

Maintenance and cleaning of storm water system:

- Some comments from Moorreesburg residents that the storm water system is not sufficient: it blocks and overflows.

Maintenance of parks and gardens:

- Some parks in Malmesbury are not in a good condition; place for beggars and vagrants.
- Darling residents feel parks and gardens in their town are not maintained: workers don't know how to trim/prune trees.
- Riebeek Kasteel's town square is seen as messy and should be upgraded.
- Riebeek Wes residents feel their parks/gardens are dirty and not maintained; place for drunk people.
- Moorreesburg residents complain about play equipment in parks that are broken and parks without any grass (Rosenhof).

Streets and roads:

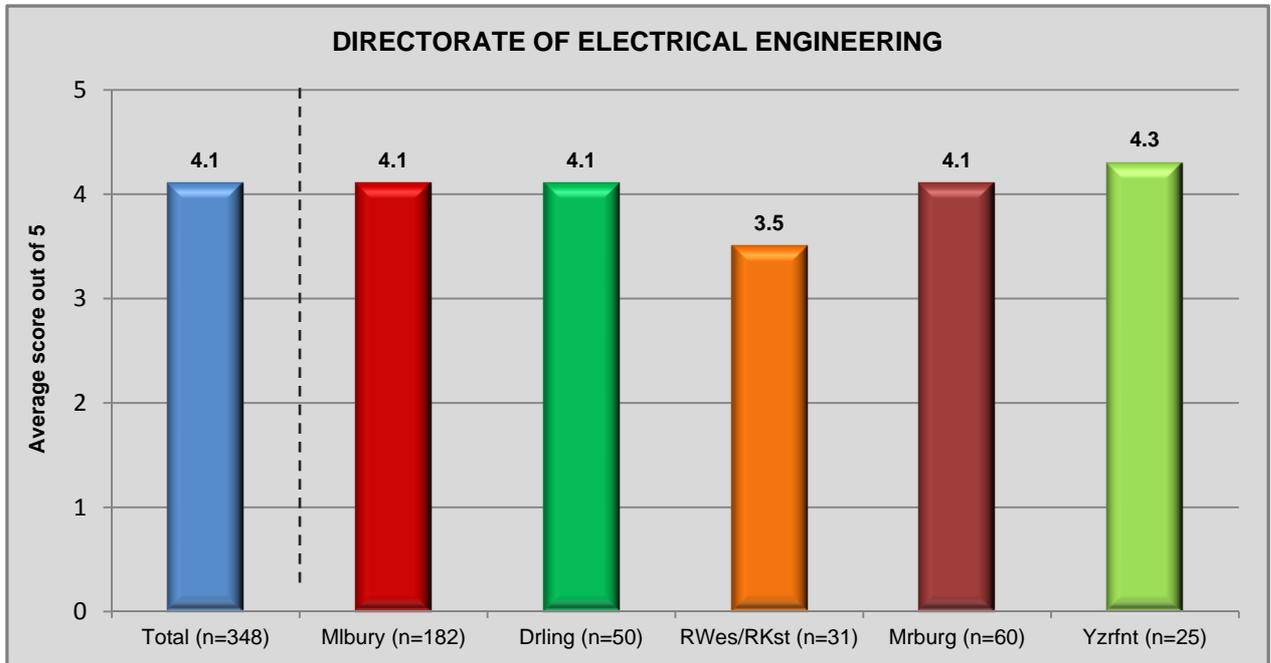
- In nearly all towns, residents complain about potholes in streets (this is especially an issue in Moorreesburg), that it takes long to repair and that repairs are not done well since there are potholes soon after it has been fixed.
- In Riebeek Wes and Riebeek Kasteel mentions were also made about pavements that are not clean and which is dirty, untidy and full of weeds.
- In addition to potholes, Moorreesburg residents also indicated that streets are not swept and pavements not cleaned on a regular basis.

Municipal cemetery:

- Generally the feedback is that municipal cemeteries are not well maintained: it is overgrown with weed, dirty, untidy and run down (especially some cemeteries). Some don't have any fencing and is subject to vandalism.

6.4. Directorate of Electrical Engineering

Overall, i.e. taking all aspects that were rated w.r.t. Electrical Engineering into account, this directorate received an average score of 4.1 out of 5. Compared to the other towns/areas Riebeek Wes/Riebeek Kasteel is rated lowest (3.5 out of 5) and Yzerfontein, highest (4.3 out of 5).



Service aspect	n=**	Total	Mlbury	Drling	Rwes/RKst	Mrburg	Yzrfnt
		n=348	n=182	n=50	n=31	n=60	n=25
Average score out of 5							
Electricity and Electricity Services <i>(not asked to Riebeek Kasteel)</i>	313	4.1	4.1	4.1	4.0	4.1	4.3
Street lighting, lighting of buildings and sports fields	337	4.0	4.0	4.0	3.4	4.1	4.3
Overall evaluation	348	4.1	4.1	4.1	3.5	4.1	4.3

** The number of respondents out of a possible 348 who provided an evaluation for the specific aspect

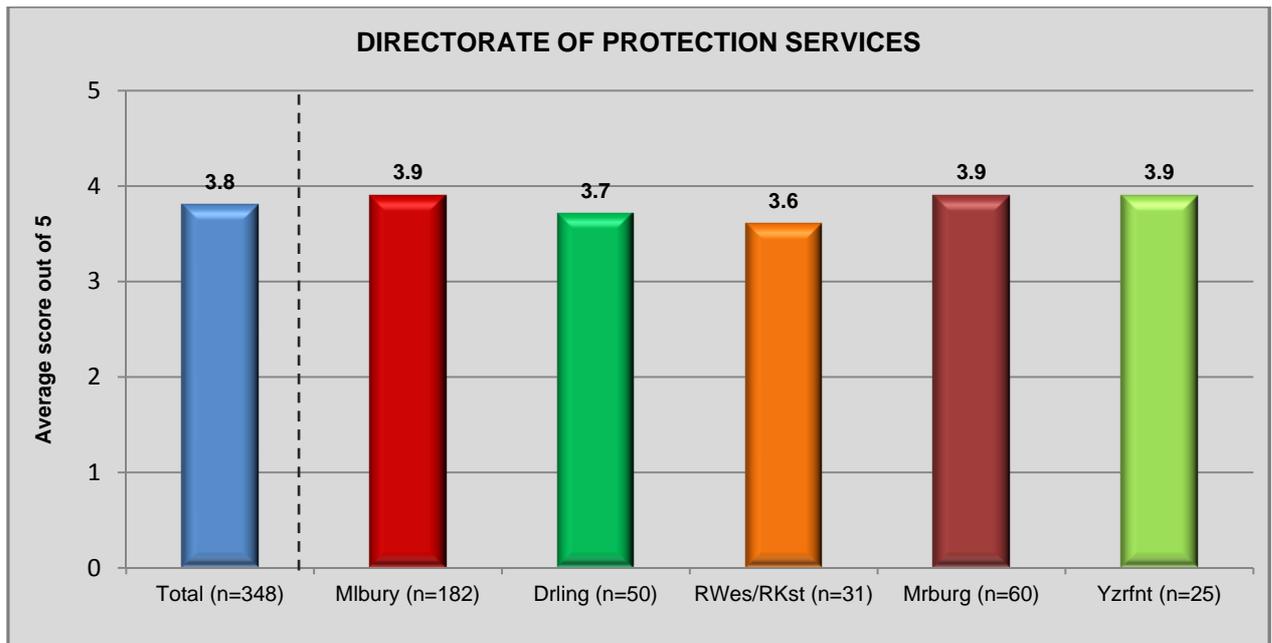
Both aspects received a “good” evaluation across all the towns/areas; the only exception is Riebeek Wes/Riebeek Kasteel where street lighting, lighting of buildings and sports fields is rated lower than elsewhere. Residents complain that street lighting is not sufficient and when bulbs are out of order, it is not being fixed.

Riverlands residents made mention of lights that are not very bright and also complain that bulbs which are out of order, are not being replaced. Please see Appendix B to O, page 24 to 66 for motivations of low scores.

6.5. Directorate of Protection Services

The Directorate of Protection Services is responsible for the operation of municipal police services (including Traffic services) as well as fire and emergency services.

Overall, the Directorate received an average score of 3.8 out of 5 which is equal to an above average to good rating. Malmesbury, Moorreesbrug and Yzerfontein are rated similar (3.9 out of 5) followed by Darling (3.7 out of 5) with Riebeeck Wes/Riebeeck Kasteel again receiving the lowest average score of 3.6 out of 5.



Service aspect	n ^{**}	Total	Mlbury	Drling	Rwes/ RKst	Mrburg	Yzrfnt
		n=348	n=182	n=50	n=31	n=60	n=25
Average score out of 5							
Handling of motor vehicle registrations and licenses	294	4.1	4.0	4.3	4.1	4.1	4.4
Fire fighting and emergency services	190	3.9 [#]	4.1 [#]	3.2 [#]	3.5 [#]	4.1	3.6 [#]
Traffic services	277	3.7	3.8	3.6 [#]	3.1	3.6	3.7 [#]
Municipal Police Services	245	3.7	3.9	3.4 [#]	3.5	3.6	3.2 [#]
Overall evaluation	348	3.8	3.9	3.7	3.6	3.9	3.9

^{**} The number of respondents out of a possible 348 who provided an evaluation for the specific aspect

[#] Big proportions of respondents could not evaluate the specific aspect; the sample size is therefore (much) lower than the total for the town/area

The municipality fares well when it comes to the handling of motor vehicle registrations and licenses; traffic services and municipal police services are rated lower: traffic services are rated especially low in Riebeeck Wes/Riebeeck Kasteel, whilst those in Yzerfontein (who could provide a rating) rated the municipal police services low.

Appendix B to O (page 24 to 66) highlights the reasons for low scores; from here the following is worth mentioning:

Handling of motor vehicle registrations and licenses:

- Long queues are experienced in Malmesbury.

Fire fighting and emergency services:

- Comments about poor equipment and a lack of knowledge regarding fire fighting: when there are fires, there is no water in the tank to extinguish the fire.

Traffic services:

- Accusations that traffic services in Malmesbury focus on the “wrong” things (they fine people for petty things) and don’t attend to “real” problems; they don’t act in a consistent way.
- Darling residents complain that traffic services are not visible in their town.
- Speeding is taking place to a large extent in Riebeek Wes and Riebeek Kasteel and the experience is that traffic services don’t do anything about it.

Municipal Police Services:

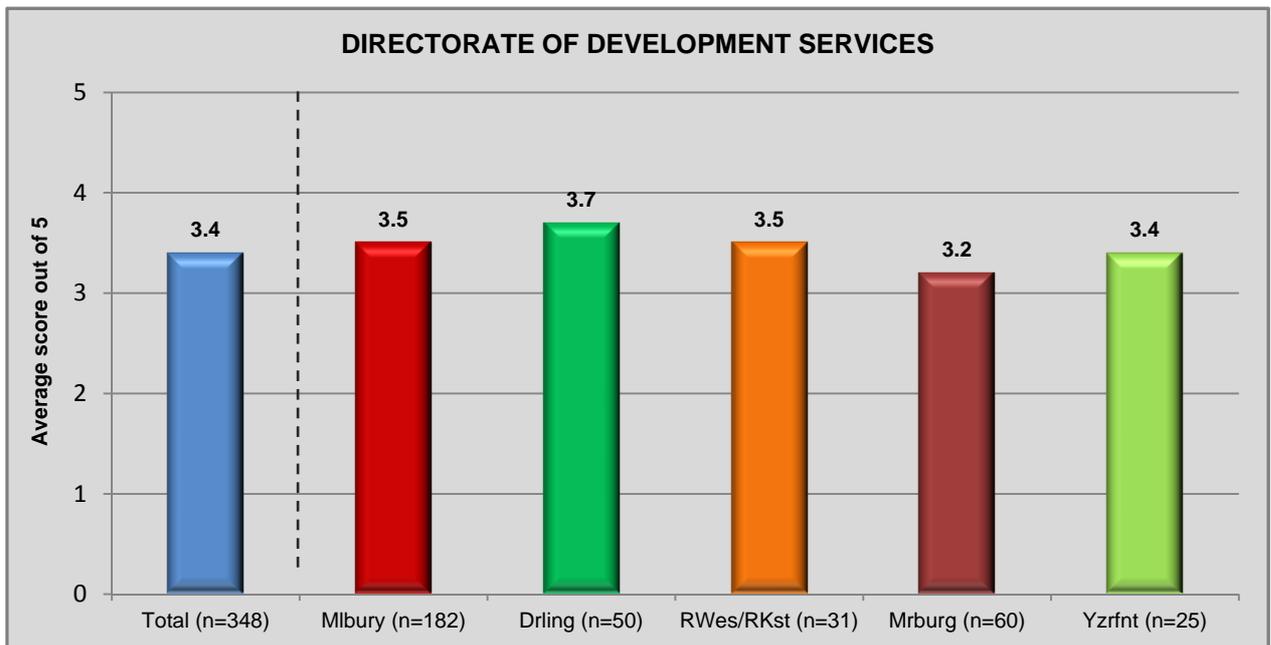
- Complaints that Municipal Police is slow to respond in Malmesbury; also no vehicles to come out if needed.

6.6. Directorate of Development Services

The Directorate of Development Services is responsible for the effective provision of occupational and environmental health services as well as housing services to the community. It looks after planning, building control and valuations as well as community development.

Of all Directorates, this Directorate received the lowest average score, i.e. 3.4 out of 5 which represents a slightly higher than average evaluation. Moorreesburg is rated lowest (3.2 out of 5) and Darling, highest (3.7 out of 5).

Of note is also the high proportion of respondents who could not evaluate the different services looked after by the Directorate since they do not have any knowledge about it.



According to the table on the next page, the quality of low cost housing schemes is rated lowest with an average score of 3.2 out of 5; Moorreesburg received the lowest score on this aspect, i.e. 2.7 out of 5.

Most of those in Riebeeck Wes/Riebeeck Kasteel who could evaluate building plans rated it as “good”.

Service aspect	n=**	Total	Mlbury	Drling	Rwes/ RKst	Mrburg	Yzrfnt
		n=348	n=182	n=50	n=31	n=60	n=25
Average score out of 5							
Land use	31	3.7 [#]	3.7 [#]	4.3 [#]	3.7 [#]	3.4 [#]	4.0 [#]
Building plans	107	3.5 [#]	3.6 [#]	3.7 [#]	3.9 [#]	3.2 [#]	3.5 [#]
Property valuations	239	3.5	3.6 [#]	3.6	3.4	3.4	3.4
Quality of low cost housing schemes	183	3.2 [#]	3.2 [#]	3.7 [#]	3.3	2.7 [#]	- [#]
Overall evaluation	348	3.4[#]	3.5[#]	3.7[#]	3.5[#]	3.2[#]	3.4[#]

** The number of respondents out of a possible 348 who provided an evaluation for the specific aspect

Big proportions of respondents could not evaluate the specific aspect; the sample size is therefore (much) lower than the total for the town/area

From Appendix B to O (page 24 to 66) the following stands out as why a specific service aspect was rated as “poor/very poor”:

Property valuations:

- Across most towns, the complaint is that the valuations are too high, higher than the selling or purchase price; questions also exist about how the valuations were done since no one came out to do it.

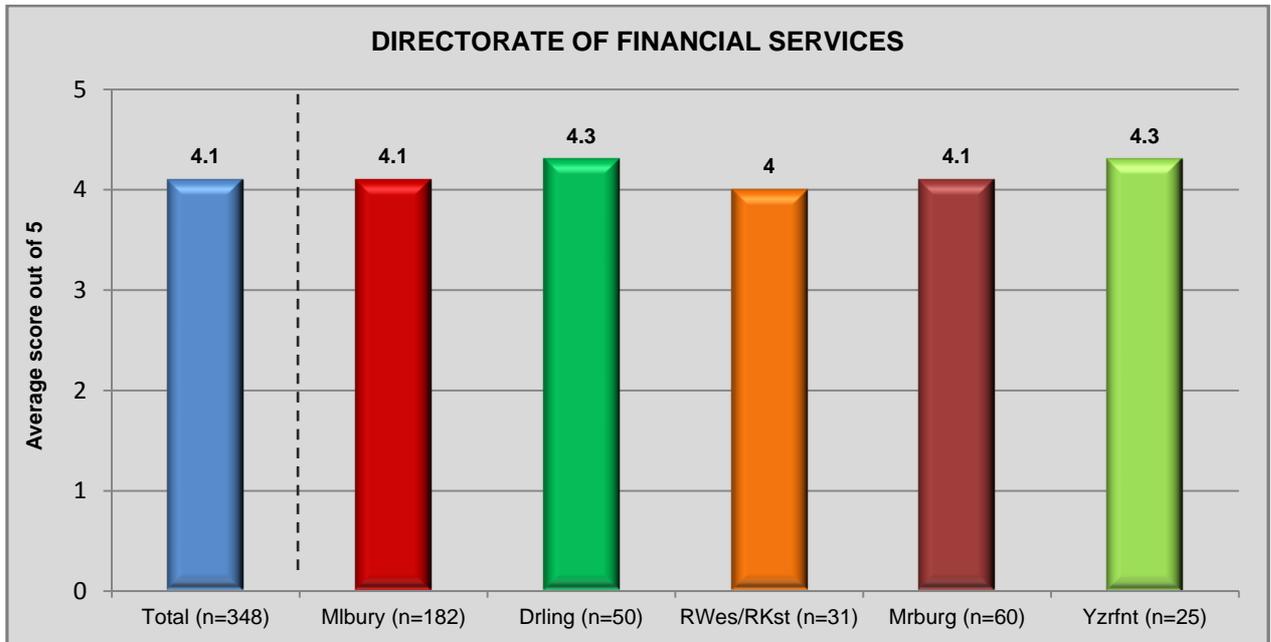
Quality of low cost housing:

- Generally the feedback is that the low cost housing is not of a good quality: it is badly built with low quality material; roofs leak, wet in winter, not plastered, no ceilings, no bathroom or shower – only 4 walls with no partitions. Mentions were made of roofs that are blown off by the wind and doors that fall off.

6.7. Directorate of Financial Services

Although the Directorate of Financial Services mainly deliver a service to internal stakeholders (i.e. not rate payers directly), it is responsible for sending out rate payers' accounts as well as for calculating municipal property tax.

Overall the Directorate of Financial Services is rated as "good" with an average score of 4.1 out of 5; all towns/areas provided average scores of 4 and higher out of 5.



Evaluations per service aspect are as follows:

Service aspect	n=**	Total	Mlbury	Drling	Rwes/ RKst	Mrburg	Yzrfnt
		n=348	n=182	n=50	n=31	n=60	n=25
Average score out of 5							
Handling of accounts	343	4.2	4.1	4.4	4.0	4.2	4.4
Municipal property tax	288	4.1	4.1	4.2	3.9	4.0	4.3
Overall evaluation	348	4.1	4.1	4.3	4.0	4.1	4.3

** The number of respondents out of a possible 348 who provided an evaluation for the specific aspect

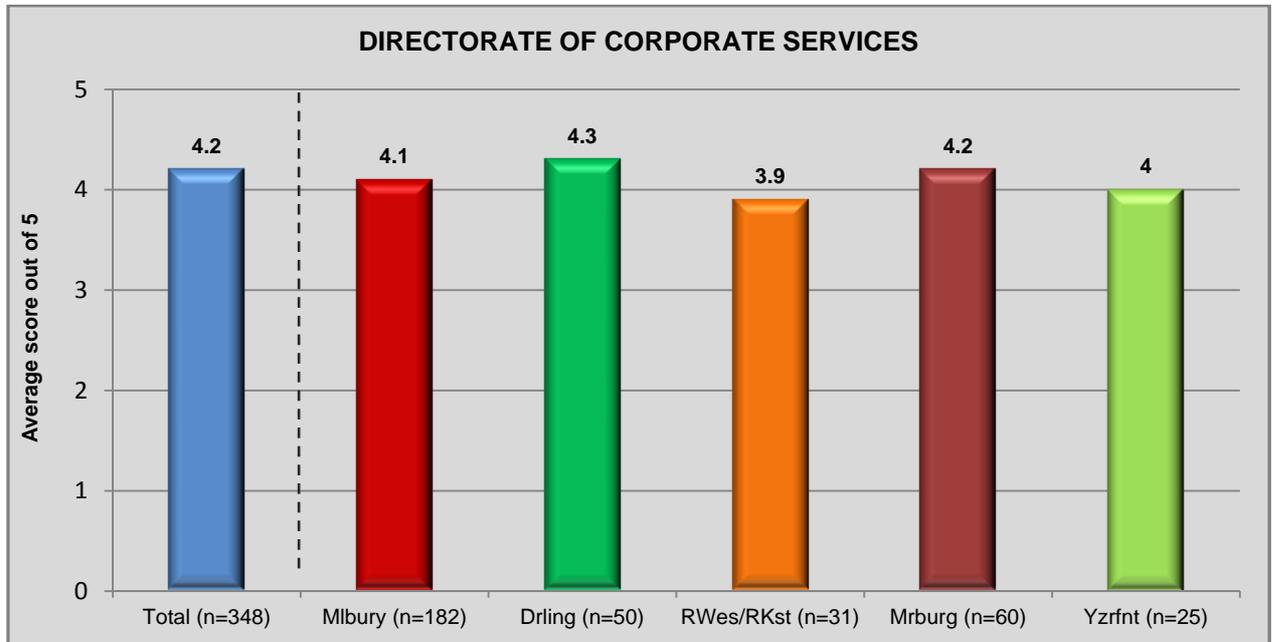
The municipality's handling of municipal accounts and municipal property tax are rated well across all towns/areas.

Please see Appendix B to O (page 24 to 66) for motivations that were given for "poor/very poor" scores.

6.8. Directorate of Corporate Services

The Directorate of Corporate Services is responsible for the effective functioning of all Swartland Municipality's corporate affairs; among others it looks after tourism, client services, libraries and the ward committees.

This is one of the best rated Directorates with an average score of 4.2 out of 5; Riebeek Wes/Riebeek Kasteel's rating is slightly lower on 3.9 out of 5.



An evaluation of each aspect indicates that museums are rated particularly well amongst those who could provide a rating followed closely by libraries. Communication with rate payers is rated as “good” (an average score of 3.9 out of 5). Residents of Riebeek Wes/Riebeek Kasteel feel slightly less positive about communication than residents of other towns/areas.

Service aspect	n=**	Total	Mlbury	Drling	Rwes/RKst	Mrburg	Yzrfnt
		n=348	n=182	n=50	n=31	n=60	n=25
Average score out of 5							
Museums	174	4.4 [#]	4.3 [#]	4.7	4.1 [#]	4.5	4.4 [#]
Libraries	248	4.3	4.3	4.4	4.1	4.4	4.0 [#]
Communication with rate payers	333	3.9	4.0	3.8	3.7	3.9	3.9
Overall evaluation	348	4.2	4.1	4.3	3.9	4.2	4.0

** The number of respondents out of a possible 348 who provided an evaluation for the specific aspect

[#] Big proportions of respondents could not evaluate the specific aspect; the sample size is therefore (much) lower than the total for the town/area

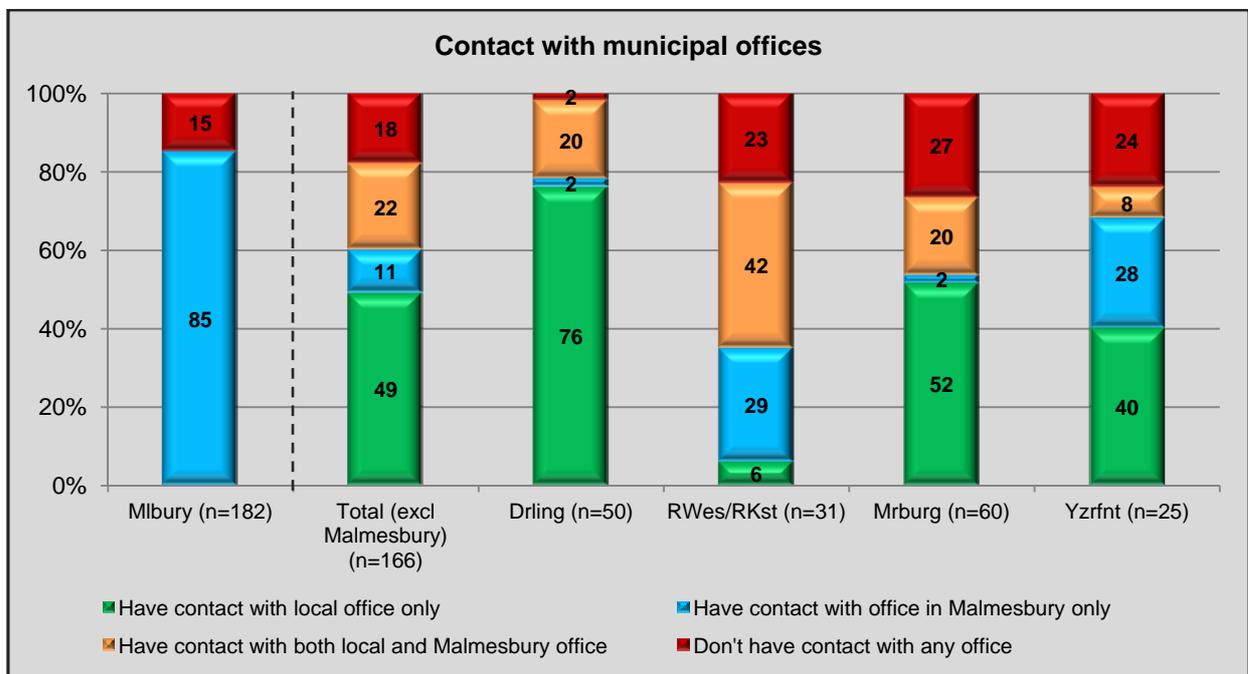
Please see Appendix B to O (page 24 to 66) for motivations that were given for “poor/very poor” scores.

6.9. Client service at municipal offices

Respondents were asked whether they have regular contact with their local municipal office; those living outside Malmesbury were also asked whether they liase with the office in Malmesbury.

According to the graph below, approximately half of respondents living outside Malmesbury have contact with their local municipal office only; the incidence of contacting the local office only is highest amongst Darling residents and lowest amongst Riebeek Wes/Riebeek Kasteel residents; Riebeek Wes/Riebeek Kasteel residents display a high incidence of contacting the office in Malmesburg (either in combination with contacting their local office or on its own).

A high 85% of respondents from Malmesbury claim to have regular contact with the municipal office in Malmesbury.



Respondents who have regular contact with a municipal office were asked to rate the service of the specific office.

Base: Had contact with the respective municipal office	Malmesbury (n=209)	Darling (n=48)	Riebeek Wes / Kasteel (n=15)*	Moorreesburg (n=43)	Yzerfontein (n=12)*
	Average score out of 5				
Telephone etiquette	4.2	4.5	4.2	4.4	4.6
The friendliness, helpfulness of staff	4.2	4.5	4.2	4.4	4.5
Knowledge and expertise of staff	4.2	4.3	4.3	4.3	4.5
Handling of general enquiries done in writing, via telephone, in person	4.1	4.4	4.3	4.4	4.6
Overall evaluation	4.2	4.4	4.3	4.4	4.5

* Please note: Very small sample size

Overall, the service at the different municipal offices is rated very well with average scores of just higher than 4 out of 5. Although only 12 respondents evaluated the office in Yzerfontein, their experience of this office is very positive (ratings vary between “good” and “excellent”). Please see Appendix B to O (page 24 to 66) for motivations that were given for “poor/very poor” scores.

6.10. Strengths and weaknesses of the municipality

On the question “*What do the municipality do exceptionally well? And where do they lack?*” respondents were of the opinion that ..

- (i) the municipality succeeds in keeping their towns clean (mentioned by all except Riebeek Kasteel and Riebeek Wes), and
- (ii) that service delivery in general is good.

Most respondents could not mention anything in which the municipality lacks; Moorreesburg respondents are however of the opinion that the municipality is lacking when it comes to the maintenance of streets, roads and pavements.

Please see Appendixes P (page 67) and Q (page 72) respectively for feedback on these two aspects per town/area.

LOCAL STRUCTURES

6.11. Awareness of ward councillor and ward committee

On the question “Are you aware who your ward councillor is? And who serves on your ward committee?” respondents reacted as follows:

	Total	Malmesbury	Darling	Riebeeck Wes/Kasteel	Moorreesburg	Yzerfontein
n=	348	182	50	31	60	25
	%	%	%	%	%	%
Ward councillor						
• Yes, aware who s/he is	33	30	38	58	27	24
• No, not aware who s/he is	67	70	62	42	73	76
Ward committee						
• Yes, aware who s/he is	14	19	8	13	8	4
• No, not aware who s/he is	86	81	92	87	92	96

Awareness of who the ward councillor and ward committee is, is low, especially when it comes to the ward committee: awareness of the ward councillor stands at 33% whilst awareness of the ward committee stands at 14%.

Respondents from Riebeeck Wes/Riebeeck Kasteel claim to be far more aware of who their ward councillor is than what is the case elsewhere; respondents from Yzerfontein display the lowest awareness of their ward councillor and ward committee.

6.12. Evaluation of ward councillor and ward committee

Respondents who were aware of the ward councillor and ward committee were asked to rate the effectiveness and functioning of these. Both the ward councillor and ward committee received a score between average and good. Approximately a quarter of those aware of their ward councillor however indicated that they cannot evaluate him/her since they don't know what they should do or that they don't see him/her at all – only saw them during elections.

Please note: Since awareness is very low, it is not possible to provide evaluations per town/area.

	n=**	Total Average out of 5
Effectiveness and functioning of ward committee	48	3.7
Effectiveness and functioning of ward councillor	114	3.5
Overall evaluation		3.6

** The number of respondents who provided an evaluation for the specific aspect

Please see Appendix B to O (page 24 to 66) for motivations that were given for “poor/very poor” scores.

COMMUNICATION PREFERENCES

6.13. Best source of information regarding the municipality

Respondents were read a list of information sources and asked “Which of the following provide you with the best information regarding the municipality?” Without doubt the municipal newsletter which is distributed with respondents’ accounts is seen as the best source of information regarding the municipality. That is followed in a distant 2nd place by the local newspaper.

Provide best information regarding the municipality ↓	Total n=348	Mlbury n=182	Drling n=50	Rwes/ RKst n=31	Mrburg n=60	Yzrfnt n=25
	%	%	%	%	%	%
Municipal newsletter	83	82	80	100	82	80
Local newspaper	31	43	8	17	23	20
Personal contact	15	17	18	3	12	16
Public meetings	4	5	2	3	3	4
Municipality’s website	2	2	8	-	-	-
Ward committee	1	1	-	-	-	8
Other**	2	1	4	-	2	8

** “Other” includes single mentions of the following: Staff at office, Pamphlets, Ward councillor, Church newsletter (for something specific such as power failures), Information delivery by hand at home

From figures which are not shown, it is clear that residents from Ilinge Lethu regard personal contact as the source providing the best information regarding the municipality.

6.14. Sources that will be consulted when in need of information about the municipality

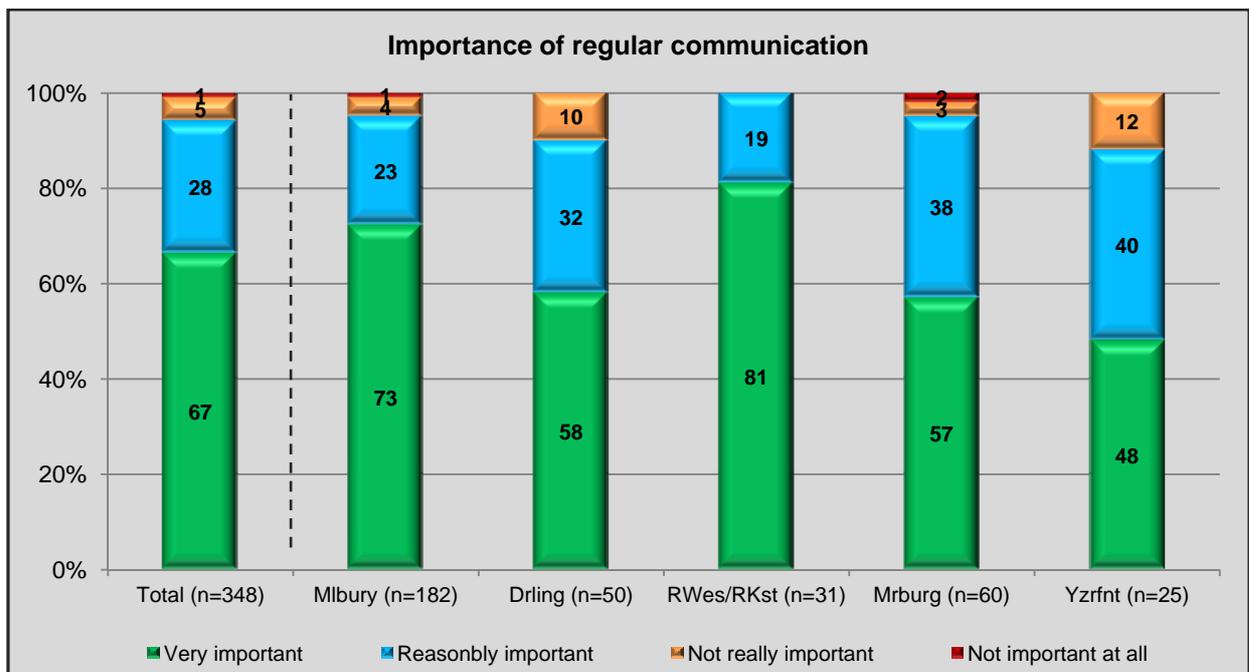
Respondents were also asked “Say you want to find out more about the municipality’s services, where would you look for information?” According to the table on the next page the municipal office or officials will mainly be approached when in need to find out more about the municipality’s services. Although pamphlets, newsletters, the local newspaper and municipality’s website will also be consulted, the likelihood of that happening is significantly lower.

Will look for information about the municipality in.... ↓	Total n=348	Mlbury n=182	Drling n=50	Rwes/ RKst n=31	Mrburg n=60	Yzrfnt n=25
	%	%	%	%	%	%
Municipal office or official	82	81	78	87	83	84
Pamphlets, newsletters	14	15	20	3	13	8
Local newspaper	13	21	2	10	5	4
Municipality's website	12	11	8	16	10	24
Public meetings	5	8	4	-	-	-
Local radio	4	8	-	-	-	-
Other**	1	1	2	-	3	4

** "Other" includes mentions of the following: Posters, Residence board, Family member on ward committee

6.15. The importance of regular communication

When questioned about the importance of the municipality communicating with residents on a regular basis on municipal matters and activities, approximately two-thirds of respondents indicated that it is very important with a further 28% indicating that such communication is reasonably important. This means that 95% of respondents were of the opinion that regular communication from the municipality is important. See the graph below for full details per town/area.



6.16. Preferred channel of communication

Majority of respondents prefer that the municipality communicates with them via a written medium, e.g. newsletters, newspapers, pamphlets; “meetings” follow in a distant 2nd place.

Prefer that the municipality communicates via... ↓	Total n=348	Mlbury n=182	Drling n=50	Rwes/ RKst n=31	Mrburg n=60	Yzrfnt n=25
	%	%	%	%	%	%
Written media, e.g. newsletters, newspapers, pamphlets	89	92	84	87	87	92
Meetings	12	14	6	3	17	-
Email	8	8	8	19	-	8
Local radio	6	11	-	3	-	-
Sms	1	1	-	-	2	4
Telephone	1	1	2	-	2	-
Other**	3	4	8	-	-	4

** “Other” includes mentions of the following: Local newspaper, Postal drop-off, Person from the municipality, Ward councillor, Announcements made from a car that is driving in the community

From figures which are not shown, it is clear that residents from Ilinge Lethu also have a strong preference for local radio as a channel to be used by the municipality when communicating with them.

Motivation for low scores: Overall evaluation of municipality's service delivery

Malmesbury

- No fresh water. (Kalbaskraal)
- Property was registered 4-5 months ago; have not received any bill as yet. Had contact with a lady by the name of Heidi who has her facts wrong. Has had problems with septic tank – feel the municipality has over charged her. (Kalbaskraal)
- They don't do their work: streets are dirty, don't have dirty bins. When asked for bins, municipality says I must buy it myself. Papers are blown by the wind all over our community. (Ilinge Lethu)

Comment:

- A problem with a very big fig tree in their street: it blocks water supply. The municipality charges R250 every time that they have to fix it; the invoice should go to the municipality since they refuse to prune/remove the tree. The tree's roots lift their floors, it breaks their pipes, the fruit gets rotten and then it results in the road to be slippery and dangerous (Malmesbury)

Darling

- Have not swiped the streets before; only recently started doing it.
- There are 5 transactions on the electricity bill; the municipality cannot explain for what the levies are. Has enquired numerous times.

Moorreesburg

- Sewage pipes are constantly blocked; refuse is removed only once per week; they cut off electricity without any warning. (Moorreesburg)
- Pavements are swept and the refuse is left in a heap on the pavement. (Moorreesburg)
- The refuse schedule indicates that refuse is removed by 7.30 am but then the lorry comes earlier and refuse was not put outside to be removed. (Moorreesburg)
- Grass is growing high around stand in Hooikraal. Water is standing in gutters; complain about it, but they don't do anything about it. (Moorreesburg)
- Pay the same rate as Malmesbury but have no metro police, no swimming pool, no pavements, no library, no gutters, no sewerage; only have gravel roads. (Koringberg)
- No pavements; water dams up in front of house. They spray the plants on the side walks; they don't use a weed-eater to cut it down. Refuse removal: suppose to come by 8 am, but only arrive during the afternoon. (Koringberg)

Motivation for low scores: Malmesbury residents

	Motivations for a poor/very poor score as well as General comments regarding the specific aspect
Directorate of Civil Engineering	
Water supply: think e.g. about the provision of water, the speed with which new connections are done, meters replaced, damage to pipelines are repaired	<ul style="list-style-type: none"> • Did not want to move the water metre to outside the property. <p><u>Comments:</u></p> <ul style="list-style-type: none"> • Staying in the older part of Malmesbury; water pressure is a problem: pipes are old and blocked.
Sewerage: the speed with which new connections are done, obstructions are cleared, conservancy tanks are drained, etc.	<ul style="list-style-type: none"> • They do not come immediately – must first make an appointment and pay. • Septic tank same day drainage costs R600! • It blocks all the time due to a tree in the street which the municipality does not want to remove.
Refuse removal: domestic refuse, garden refuse, street bins and illegal dumping, sweeping of streets in central business district	<ul style="list-style-type: none"> • Refuse is never removed; don't know where to put it as well as on which day.
Streets and Roads: reparation of potholes, regravelling, tarring and resealing, weeding of sidewalks, spraying of insecticides and street sweeping	<ul style="list-style-type: none"> • When they sprayed weed-killer, they killed proteas on the pavement as well as flowers within yard. • Pipe bursted, had to phone 5 times. It was not repaired well. • They repair potholes, but after 2 days the pothole is there again. • The streets are only swept once in a blue moon. • Have been a pothole in the road in front of house for 2 months; have lost 2 tyres due to it. • Need to clean the pavements yourself, the municipality does not do that. <p><u>Comments:</u></p> <ul style="list-style-type: none"> • A few potholes, but they are working on it / Many potholes but they try to repair it. (3) • Many potholes which are repaired but it does not last long, then there are potholes again. • They patch it up but soon it is broken again. • Streets are uneven in some parts of the town. • They killed lawn.
Maintenance of municipal buildings & grounds	<p><u>Comments:</u></p> <ul style="list-style-type: none"> • The garden in front of the building is not very nice. • Please think of air conditioning in the municipal hall, often attend functions and the heat is unbearable.
Preparation and maintenance of sport fields/grounds, e.g. mowing of grass and marking or playing fields	<p><u>Comments:</u></p> <ul style="list-style-type: none"> • Cloakroom facilities are bad. • Cricket grounds: no grass, mud in winter and during summer it is just weed.

	Motivations for a poor/very poor score as well as General comments regarding the specific aspect
<p>Maintenance and cleaning of the storm water system, also when flooded</p>	<ul style="list-style-type: none"> • Despite complaining about the storm water system in street, the municipality does not come out. • It goes into the river and municipality does not clean the river. • Pipes are often blocked. • There is a constant overflow on the corner of Vredehoek and Dirkie Uys streets. • No drain in front of house; house flooded and had a lot of damage. It took a month before they came to install a drain.
<p>Maintenance of parks and gardens, e.g. the mowing of grass, pruning of trees and shrubs in open areas, maintenance of the recreational equipment in the parks</p>	<ul style="list-style-type: none"> • A lot of open spaces and some of the shrubs have died. • Vagrants hang their washing on the trees and use the toilets as a laundry; does not look good. • Not much is done in the park close to her: only cut the grass now and then. • Thorns and weed in the parks: children cannot play there. • The parks in town are a den for beggars; further from the "CDB" is better. • Opposite Spar is a park: the grass is cut, but there are vagrants lying around the whole day and night. • Van Riebeeck garden is very run down and the toilets on the corner attract the vagrants and are dirty; there is water around the toilets all the time. • Area at the river is filthy with too many vagrants. • The park at the river is not cleaned, it is very dirty. <p><u>Comments:</u></p> <ul style="list-style-type: none"> • Must develop parks more; have started to do that himself since the municipality says there is no money for it. • Should plant more plants. • It is going backwards; only a few trees. • Too many vagrants that ruin the parks. • Please don't built up the open spaces.
<p>Maintenance of municipal cemetery</p>	<ul style="list-style-type: none"> • The old cemetery is overgrown and run down / The old part is run down and many things are stolen from the graves / The old one looks bad; the new one is also going backwards due to theft / The old cemetery is overgrown with weed, it is not maintained at all. (4) • Don't maintain the area: they don't fill up holes or graves which have lowered. • No fence, dirty, vagrants' sleeping place, tombstones are vandalised, unsafe. • No fencing, vandalism and untidy.

	Motivations for a poor/very poor score as well as General comments regarding the specific aspect
Directorate of Electrical Engineering	
Electricity and Electricity services: think e.g. about the provision of electricity, the speed with which new connections are done, meters replaced, outages repaired, notices regarding power outages are given, etc.	<p><u>Comments:</u></p> <ul style="list-style-type: none"> • Would like to buy electricity online; currently needs to drive to the shop to buy it – will be much easier to do it via the internet.
Street lighting, lighting of buildings and sports fields	<ul style="list-style-type: none"> • No lights are on in the side roads (think they have switched it off?) • A few of the smaller roads don't have street lighting; those that have are very poor. Main roads are fine. • The "rooipad's" lighting is very poor; dangerous. Girls have been raped there. <p><u>Comments:</u></p> <ul style="list-style-type: none"> • Need more lights (especially at Tierfontein). • School street has a dark spot.
Directorate of Protection Services	
Fire fighting and emergency services: think of their response times and the attention that they give to emergencies	<ul style="list-style-type: none"> • A building burnt down in town (the disco): the fire brigade did not have enough water, they did not know where to get water, the place that they got in the end, was tarred (i.e. they could not get to the water point), They called in Piketberg's fire brigade, when they arrived, the building was in ashes. (2) • It takes too long – house burnt down before they arrive.
Municipal Police Service	<ul style="list-style-type: none"> • Very slow response; had to call 2-3 times / Very slow to come out if you need them. (2) • People phone them when they are in need, but then they don't have a vehicle. • Of no use to phone them: never anyone to help or no vehicles available ("<i>... but go to Pick n Pay and see how many police vans are parked there with police men doing shopping or standing at KFC buying food</i>") • Not a good example for people; people are not trained well. • They fine people all the time for not wearing safety belts but they themselves do not wear it! • Too many who do too little; they are wasting tax payers' money.

	Motivations for a poor/very poor score as well as General comments regarding the specific aspect
<p>Traffic services</p>	<ul style="list-style-type: none"> • The traffic services in the morning at the bridge are not very effective / Please provide a longer service at the bridge in the mornings and afternoons when the Cape Town people enter. The Bokomo intersection as well as the one in Voortrekker Road is very difficult. (2) • Not consistent in the way they operate. • Some of them fine drivers for driving under the influence; the next day they themselves are drunk. They also don't drive well. • They set up a lot of speed traps, but do nothing about taxis that is dangerous and not roadworthy. • Should be more active on the N7, but they just sit in town all the time and hand out fines. • Constant speed trapping in Bokomo street whereas the side streets should rather be monitored as people jump the stop streets and cause accidents. People speaking on cell phones are never fined. • Someone just quickly dropped something off in front of house and is fined; should rather do something about all the people speeding on the main roads. • Speeding takes place during the night; it seems as if the traffic cops are hand in glove with the speed maniacs; they don't stop at stop streets, no one does something about it. • They cannot control the traffic; they don't the hand signs. • Don't think they do the work that they are paid for. <p><u>Comments:</u></p> <ul style="list-style-type: none"> • Very long queues in the mornings.
<p>Handling of motor vehicle registrations and licences</p>	<ul style="list-style-type: none"> • Queues are very long and they don't inform you what you need to bring with: need to go back all the time. • Went in the week and waited very long. • Queue too long; too few people who can help, especially during busy times. • Wife's car was registered incorrectly and it has not been corrected as yet. <p><u>Comments:</u></p> <ul style="list-style-type: none"> • Queue is too long / Queue is very long (2) • The queue is very long; have however received licence within 3 weeks. • Office is okay but there is a long waiting list to obtain a drivers license. • Not friendly • Install Speedpoint so that one can pay with a card and don't need to carry a lot of money with you.

	Motivations for a poor/very poor score as well as General comments regarding the specific aspect
Directorate of Development Services	
Building plans, i.e. how long it takes to approve building plans, inspections to see if buildings are built according to plans	<ul style="list-style-type: none"> • It takes very long and they do not come back to say why it is taking so long. • Took very long, had to phone all the time. Inspectors just laughed at him; left messages but they did not come back. • Have submitted building plans recently; they wanted extra information all the time. For long periods we did not hear anything and when we phoned, there is something else that is outstanding. Eventually went to see someone, then it got better.
Land use: think about the speed with which acknowledgement of receipts are given, how long it takes for applications to be finalised, how quickly feedback is given on enquiries, etc.	<ul style="list-style-type: none"> • Very slow
Property valuations	<ul style="list-style-type: none"> • Too high for Malmesbury / Too high: no one visits, they just value the property / Very high and no one came in person to have a look. (3) • Jump too much from one category to the next. • Unfair: neighbours with bigger properties who are paying less. • Increased a lot; will complain about it, since it is unaffordable to pay. <p><u>Comments:</u></p> <ul style="list-style-type: none"> • Very high / Too high (2) • Out of proportion • No one was at the house but they have done an evaluation. How can that be?
Quality of low cost housing schemes	<ul style="list-style-type: none"> • Too few houses and they don't build any new ones. (2) • Too small and a shortage of houses. • Very small and badly built. • Very cold in winter, and hot in summer. Buildings were erected without much thought. • Badly built, material is of bad quality. • No ceilings, basic facilities can be better, e.g. a bathroom with a shower.
Directorate of Financial Services	
Municipal property tax: correctness of calculations and handling of enquiries/requests	<ul style="list-style-type: none"> • Too high. • Account was incorrect.

	Motivations for a poor/very poor score as well as General comments regarding the specific aspect
<p>Handling of accounts: think of the handling of enquiries about accounts, the correctness of adjustments, the sending out of accounts on time, etc.</p>	<ul style="list-style-type: none"> • He is owner of flats; the municipality pays the tenants' deposit back to them. If tenants are behind with payments, then they recover it from him. • Moved 3 times; it took long to sort out the changes. • Debit order and credit card payments have extra costs attached to them which is unfair. • Not fair that he has to pay for each call-out when the sewerage is blocked due to the tree in the street. • Accounts are always late; not up to date. Then electricity is cut off (account is sent via email). • Had problems with electricity accounts that were not sent out, paid according to previous months' amounts but then the electricity was still cut off. This happened twice, when I phoned to ask if they could do something about it, they were not very helpful. • Account is incorrect: water usage is more during the winter months than summer months.... cannot be right.
Directorate of Corporate Services	
<p>Libraries</p>	<p><u>Comments:</u></p> <ul style="list-style-type: none"> • Slow in buying new books. • Students make a lot of noise in library; books are very outdated.
<p>Communication with rate payers</p>	<p><u>Comments:</u></p> <ul style="list-style-type: none"> • Newsletters are not very detailed. • No other communication than the newsletter and that is not sufficient. • Have emailed twice with an enquiry but have not received any response. • Receives very little information, have not seen any newsletters as yet. • Don't know of any communication that contains information; do not receive any information. • They can use the media and internet more to inform us well in advance of meetings, especially when it is about budgets.
Client service: Malmesbury office	
<p>Knowledge and expertise of municipal staff</p>	<ul style="list-style-type: none"> • Not 100% fit for the job. • Sometimes have to hold on for a long time; also depends on who you are speaking to on the day – some are good, some not. • They took long to reconnect electricity after they have disconnected it due to no payment.

	Motivations for a poor/very poor score as well as General comments regarding the specific aspect
Handling of <u>general</u> enquiries that are done in writing, via telephone or in person	<ul style="list-style-type: none"> • Never receive any feedback / They don't come back. (2) • Must hold on for long, then they say person is in meeting and will phone back. They never come back; especially at the Engineering department. • They never came back to me regarding my application for a shebeen licence. • Payment was done via email; the municipality never let her know that she is overdue; it was their mistake because of wrong allocation. • Experienced problems with a connection for electricity. • When you phone, you are sent from pillar to post. • Enquiry about building: speak to different people who contradict one another.
Telephone etiquette	<ul style="list-style-type: none"> • Not very professional and helpful. • Not friendly. • Senior management is very arrogant. • Is sent from pillar to post. • They take long when you phone, sometimes calls are not answered. • The person she dealt with has no telephone skills. <p><u>Comment</u></p> <ul style="list-style-type: none"> • There should be more English speaking staff. (She is Greek)
The friendliness and helpfulness of municipal staff	<ul style="list-style-type: none"> • Not friendly. • Senior management is very arrogant. • Unfriendly; it feels as if they are doing you a favour to help.
Ward councillor / Ward Committee	
Effectiveness and functioning of ward councillor	<p><u>Comments:</u></p> <ul style="list-style-type: none"> • Not sure of the councillor's role within the committee and never sees him except around election time / Except for election time, he is not visible at all. (3) • Know nothing about him. • Don't know, have never met him.
Effectiveness and functioning of ward committee	<ul style="list-style-type: none"> • Very quiet. <p><u>Comments:</u></p> <ul style="list-style-type: none"> • Queries the fairness of the decisions made. Favouritism is a problem.

Motivation for low scores: Wesbank residents

	Motivations for a poor/very poor score as well as General comments regarding the specific aspect
Directorate of Civil Engineering	
Water supply: think e.g. about the provision of water, the speed with which new connections are done, meters replaced, damage to pipelines are repaired	<ul style="list-style-type: none"> • Reported a bursted water pipe in the road about a month ago. Someone came and drove past it. They only came to repair it the next day. A lot of water was wasted.
Refuse removal: domestic refuse, garden refuse, street bins and illegal dumping, sweeping of streets in central business district	<p><u>Comments:</u></p> <ul style="list-style-type: none"> • Would like the municipality to please provide bins; the dogs rip open the refuse bags.
Streets and Roads: reparation of potholes, regravelling, tarring and resealing, weeding of sidewalks, spraying of insecticides and street sweeping	<ul style="list-style-type: none"> • Car is damaged because of all the potholes in the road which are not repaired. • Not all the potholes are repaired; when it rains, we have big problems. • Pavements are broken and definitely need attention. • Heaps of sand stay behind on the pavement after they have cleaned it. It is in the way. • The municipality threw red gravel/sand in front of gate (in front of everyone in the streets' gates). It is a big problem, especially when it gets wet. It fouls everything.
Maintenance and cleaning of the storm water system, also when flooded	<ul style="list-style-type: none"> • Streets are flooded frequently.
Maintenance of municipal cemetery	<ul style="list-style-type: none"> • It is not cleaned, roads are full of potholes, weeds and bushes are not taken out; muddy when it rains. • A lot of weed. • Overgrown with weed and grass; no water point.
Preparation and maintenance of sport fields/grounds, e.g. mowing of grass and marking or playing fields	<ul style="list-style-type: none"> • Dust, no grass; only the field has grass. Need to sit in the dust when watching athletics or rugby.
Maintenance of parks and gardens, e.g. the mowing of grass, pruning of trees and shrubs in open areas, maintenance of the recreational equipment in the parks	<ul style="list-style-type: none"> • Have a park close-by but it is unsafe. People walk thru it, children are afraid to play there. Grass is very long, no fencing.
Maintenance of municipal buildings & grounds	<ul style="list-style-type: none"> • Funny smells at the clinic; they should keep it clean. • Clinic is dirty and revolting; cannot even use the cloakrooms.

	Motivations for a poor/very poor score as well as General comments regarding the specific aspect
Directorate of Electrical Engineering	
Electricity and Electricity services: think e.g. about the provision of electricity, the speed with which new connections are done, meters replaced, outages repaired, notices regarding power outages are given, etc.	<ul style="list-style-type: none"> • Electricity is cut off if I do not pay on a certain day; battle to get them so far to understand that I have not received my money by that day and that they must please not cut off the electricity since then I need to pay extra to get it connected again. They refuse to see reasoning.
Street lighting, lighting of buildings and sports fields	<ul style="list-style-type: none"> • Not enough street lights; stay close to the river and it is dangerous (do have lights in front, but nothing at the river's side). • When walking home from the shops, need to walk over Darling street, past the Liebenberg Primary School: there are no street lights and recently many assaults took place in that area. Do not have any other way to get home, it is the only road. • Lights are not replaced when they go out.
Directorate of Protection Services	
Traffic services	<ul style="list-style-type: none"> • People are speeding in Darling road; it does not seem as if the traffic services have any control. • Have given names and registration numbers to traffic cops of people who drive without licenses; they don't mind, think it is because it is their friends. • Battle in the mornings to get from Wesbank into the main stream of traffic. Sometimes sit for 10 minutes without moving. Traffic cops are aware of this, but don't do anything about it.
Municipal Police Service	<ul style="list-style-type: none"> • Crime is still a big problem; police does not do their best. <p><u>Comments:</u></p> <ul style="list-style-type: none"> • Have written numerous letters regarding shebeens, but they don't do anything about it. Feel unsafe and it is also a health risk.
Directorate of Development Services	
Building plans, i.e. how long it takes to approve building plans, inspections to see if buildings are built according to plans	<ul style="list-style-type: none"> • Waited 2-3 months; it is also a case of who you know. • Long story: nearly waited 2 months for approval.
Property valuations	<ul style="list-style-type: none"> • Has doubled – will definitely dispute it. • Very high; unhappy with the valuation that was done recently.

	Motivations for a poor/very poor score as well as General comments regarding the specific aspect
Quality of low cost housing schemes	<ul style="list-style-type: none"> • Cracks in walls, holes in the roofs, badly built. • Is built by ragtag and bobtail, bad craftsmanship, roofs blow off, etc. • Roof leaks here and there, not plastered on the inside, don't have a washbasin. • The houses are small and not finished off well; does not look good. • Not well built: bathroom has mildew, very wet, roof leaks. • Want to go and ask for a new door; the existing one has rotten and fallen off. • Houses have mildew, stay wet. Badly built.
Directorate of Corporate Services	
Libraries	<u>Comments:</u> <ul style="list-style-type: none"> • Only one photocopier; children battle in the afternoons.
Ward councillor / Ward Committee	
Effectiveness and functioning of ward councillor	<u>Comments:</u> <ul style="list-style-type: none"> • Newly appointed, no dealings as yet / Have not met him as yet. (3) • Only saw when it was election time, never after that. • Have not seen him/her at all.
Effectiveness and functioning of ward committee	<u>Comments:</u> <ul style="list-style-type: none"> • Don't know what their function is.

Motivation for low scores: Ilinge Lethu residents

	Motivations for a poor/very poor score as well as General comments regarding the specific aspect
Directorate of Civil Engineering	
<p>Water supply: think e.g. about the provision of water, the speed with which new connections are done, meters replaced, damage to pipelines are repaired</p>	<ul style="list-style-type: none"> • Why do they cut off the electricity when you have not paid for water? Electricity is pre-paid / Sometimes they switch off the water because you have not paid your electricity – so you have to stay without water or electricity. It is very bad. (2)
<p>Refuse removal: domestic refuse, garden refuse, street bins and illegal dumping, sweeping of streets in central business district</p>	<ul style="list-style-type: none"> • No refuse bin supply. People decide to dump their rubbish in the street because we are not given even plastic bags to put out our rubbish / Had to buy own dirty bins and black bags. Municipality never supplies. Most times they don't even collect the rubbish / Our community is very dirty. No refuse bins, no supply of black bags. Rubbish is scattered on the streets / No refuse bins: please provide us with refuse bins / Do not have refuse bins; the municipality even does not supply us with black bags – we have to buy them out of our own pockets, that is bad. / It is bad to say: have never be given refuse bins but they expect us to keep our community clean / Would be nice if we could be provided with refuse bins / Stay in a newly built area, don't have refuse bins, don't even provide us with refuse bags. No one sweeps our streets, papers are all over because not all of us can afford to buy black bags / The municipality should at least give us black bags – will be very happy about that / Buy our own refuse bins and plastic bags. Other people can't afford it, so their rubbish is blown by the wind and scattered on the streets. (11) • Don't have a refuse bin, keep on bringing a 25 litre drum from work to use as my dust bin, When they collect the rubbish they take drum with. • The lorry comes, picks up the bag and throws the rubbish in a bin. They do not take everything.

	Motivations for a poor/very poor score as well as General comments regarding the specific aspect
<p>Streets and Roads: reparation of potholes, regravelling, tarring and resealing, weeding of sidewalks, spraying of insecticides and street sweeping</p>	<ul style="list-style-type: none"> • Municipality used to send people to sweep, but they are very scarce these days./ here used to be someone who came and swept out street when we moved in, but not anymore / It has been a long time since they last swept the streets / Papers are like flowers in the beautiful road, no street sweeping is taking place. (4) • Roads are tarred, no potholes but rubbish is packed on our streets; dogs rip sealed plastics open. No one sweep or pick up papers; we have no sidewalks because of the rubbish. • Stay in Tshwete street; there is a dangerous corner at the end of the street. Many times cars have hit each other because they don't see ahead that there is another car coming. Have reported it to the municipality but nothing has been done. They must put a board there. • Streets are very dirty especially in the new houses of Ilinge Lethu, They sweep them today, tomorrow they are back to normal because of no refuse bins.
Directorate of Electrical Engineering	
<p>Electricity and Electricity services: think e.g. about the provision of electricity, the speed with which new connections are done, meters replaced, outages repaired, notices regarding power outages are given, etc.</p>	<ul style="list-style-type: none"> • Unhappy: buy R100 of electricity but it just lasts for 1 week; municipality does not want to come and look at box, they say he must buy more electricity. • Although electricity services is working well, especially with the pack they gave us that saves electricity, they don't inform us on time when electricity is going to be interrupted. • They quickly switch off the electricity when you do not pay. You go and pay, they take forever to switch it back, sometimes 3-4 days. • Buy electricity every month, I pay my rent but I don't get any free units. Surprisingly a person who do not rent or pay any rates, get free units of electricity. They don't explain fully to us why that is so. What is the point of me paying for all municipal services and get no reward?
Directorate of Protection Services	
<p>Municipal Police Service</p>	<ul style="list-style-type: none"> • Too few police men, they don't walk around; when we go to work, our houses are burgled.

	Motivations for a poor/very poor score as well as General comments regarding the specific aspect
Directorate of Development Services	
Quality of low cost housing schemes	<ul style="list-style-type: none"> • Experience problems with roof: they put in a new ceiling, but the roof still leaks when it rains. • Not good quality at all; house is new but already full of cracks. • Houses are of low quality, they are busy building quality museums and libraries that are used once in a while.
Directorate of Financial Services	
Handling of accounts: think of the handling of enquiries about accounts, the correctness of adjustments, the sending out of accounts on time, etc.	<ul style="list-style-type: none"> • They treat some people different from others; others pay very little money for rent because they say they cannot afford it, they are not working. But you can be working and still can't afford it. Want to know the criteria they use to see whether someone can afford it or not.
Directorate of Corporate Services	
Communication with rate payers	<ul style="list-style-type: none"> • Think communication can be improved through a local radio. Person from municipality telling us about the developments even if it is just 30 minutes. • Don't hear a thing from the municipality unless I go to the office.
Ward councillor / Ward Committee	
Effectiveness and functioning of ward councillor	<ul style="list-style-type: none"> • They don't explain under which circumstances a person is qualifying to pay little rent. They allow some and others not. They need to explain the criteria they use for that. <p><u>Comments:</u></p> <ul style="list-style-type: none"> • The councillor does not call meetings for us to voice our views and complaints. I don't even know who he is. Would like him to visit the township and ask us questions about their services. We are the ones who must advise them on what they must do.
Effectiveness and functioning of ward committee	<p><u>Comments:</u></p> <ul style="list-style-type: none"> • They don't do what they are supposed to do. They are supposed to be the ones who see to refuse bins. Go to the offices and tell managers what they need to supply, i.e. work between the community and the office.

Motivation for low scores: Kalbaskraal residents

	Motivations for a poor/very poor score as well as General comments regarding the specific aspect
Directorate of Civil Engineering	
Sewerage: the speed with which new connections are done, obstructions are cleared, conservancy tanks are drained, etc.	<ul style="list-style-type: none"> • Does not like the attitude of the drivers.
Streets and Roads: reparation of potholes, regravelling, tarring and resealing, weeding of sidewalks, spraying of insecticides and street sweeping	<ul style="list-style-type: none"> • Don't cut the weeds properly, more of a party. Workers are not doing their work, lazy and lie around.
Maintenance and cleaning of the storm water system, also when flooded	<ul style="list-style-type: none"> • Only once in 5 months; not doing this frequently enough.
Directorate of Electrical Engineering	
Street lighting, lighting of buildings and sports fields	<ul style="list-style-type: none"> • None available.
Municipal property tax: correctness of calculations and handling of enquiries/requests	<ul style="list-style-type: none"> • Keeps on asking for account; no feedback from them.

Motivation for low scores: Abbotsdale residents

	Motivations for a poor/very poor score as well as General comments regarding the specific aspect
Directorate of Civil Engineering	
Water supply: think e.g. about the provision of water, the speed with which new connections are done, meters replaced, damage to pipelines are repaired	<ul style="list-style-type: none"> • System is pathetic: must pay high tariffs to subsidise “hop” houses.
Sewerage: the speed with which new connections are done, obstructions are cleared, conservancy tanks are drained, etc.	<ul style="list-style-type: none"> • Nothing is drained.
Refuse removal: domestic refuse, garden refuse, street bins and illegal dumping, sweeping of streets in central business district	<ul style="list-style-type: none"> • Do not sweep streets in his area. <p><u>Comments:</u></p> <ul style="list-style-type: none"> • Never see them, they don’t collect garden refuse, must do that themselves.
Streets and Roads: reparation of potholes, regravelling, tarring and resealing, weeding of sidewalks, spraying of insecticides and street sweeping	<ul style="list-style-type: none"> • Need to do this themselves, no-one sees to this. • The gravel they use is like mud when it gets wet. • A lot of sand/gravel in streets; the municipality does not do a lot in Abbotsdale. • Do not sweep pavements. <p><u>Comments:</u></p> <ul style="list-style-type: none"> • Do not scrape the road on a regular basis. • Roads are poor.
Maintenance and cleaning of the storm water system, also when flooded	<ul style="list-style-type: none"> • The channel floods and blocks; they do not clean this.
Maintenance of municipal cemetery	<ul style="list-style-type: none"> • The taps are stolen, dumping area for old flowers is not cleaned. They need to put bins out for these. • A lot of dirt and weed.
Directorate of Electrical Engineering	
Street lighting, lighting of buildings and sports fields	<ul style="list-style-type: none"> • It took very long to get it. Is not according to legislation: too far apart (Malmesbury’s is closer together).
Directorate of Development Services	
Property valuations	<ul style="list-style-type: none"> • Abbotsdale does not have any facilities; only now got sewerage and water. They pay a lot and don’t get any services. <p><u>Comments:</u></p> <ul style="list-style-type: none"> • Valuations are too high.

	Motivations for a poor/very poor score as well as General comments regarding the specific aspect
Quality of low cost housing schemes	<ul style="list-style-type: none"> • It is not plastered and can see through the door posts. • The 1st phase just had 4 walls; no partitions, no privacy. Bad for marriages, results in violence and poor household circumstances because man and wife do not have privacy.
Directorate of Corporate Services	
Communication with rate payers	<ul style="list-style-type: none"> • Too little communication with rate payers.
Ward councillor / Ward Committee	
Effectiveness and functioning of your ward councillor	<p><u>Comments:</u></p> <ul style="list-style-type: none"> • Not visible enough.
Effectiveness and functioning of your ward committee	<ul style="list-style-type: none"> • Do not know when meetings take place. Do not get informed regularly; it is important that illiterate people rather attend meetings than receive written communication.

Motivation for low scores: Chatsworth residents

	Motivations for a poor/very poor score as well as General comments regarding the specific aspect
Directorate of Civil Engineering	
Streets and Roads: reparation of potholes, regravelling, tarring and resealing, weeding of sidewalks, spraying of insecticides and street sweeping	<ul style="list-style-type: none"> • They only resurface the road once in a while. • The road is very bad.
Maintenance and cleaning of the storm water system, also when flooded	<ul style="list-style-type: none"> • Never seen them clean it; it does not look good.
Directorate of Development Services	
Quality of low cost housing schemes	<p><u>Comments:</u></p> <ul style="list-style-type: none"> • Looks good, but bad quality though.
Directorate of Corporate Services	
Communication with rate payers	<ul style="list-style-type: none"> • No communication.
Ward councillor / Ward Committee	
Effectiveness and functioning of ward councillor	<ul style="list-style-type: none"> • He does not do much for them – want sports fields (there is land for it). • Have never had any contact with him.

Motivation for low scores: Riverlands residents

	Motivations for a poor/very poor score as well as General comments regarding the specific aspect
Directorate of Civil Engineering	
Streets and Roads: reparation of potholes, regravelling, tarring and resealing, weeding of sidewalks, spraying of insecticides and street sweeping	<ul style="list-style-type: none"> • Is not done at all; pavements are dirty, streets are dirty and in a bad condition.
Preparation and maintenance of sport fields/grounds, e.g. mowing of grass and marking or playing fields	<ul style="list-style-type: none"> • Old rugby grounds which is not looked after. • They don't care about Riverlands: "<i>We don't have anything</i>".
Maintenance of parks and gardens, e.g. the mowing of grass, pruning of trees and shrubs in open areas, maintenance of the recreational equipment in the parks	<ul style="list-style-type: none"> • No place for the children to play. • There is nothing in Riverlands; it is poorer than poor. <p><u>Comments:</u></p> <ul style="list-style-type: none"> • Grass is high and many foreign trees, very run down.
Directorate of Electrical Engineering	
Street lighting, lighting of buildings and sports fields	<ul style="list-style-type: none"> • Bulbs are dead and it is not replaced; those that are in working order, are very weak (dim) / Too few lights and very weak bulbs / Very dark; bulbs are dead and it is not replaced; dangerous. (3)
Directorate of Development Services	
Quality of low cost housing schemes	<ul style="list-style-type: none"> • No ceilings, only 4 walls and a top. Nothing more; badly built.
Ward councillor / Ward Committee	
Effectiveness and functioning of ward councillor	<ul style="list-style-type: none"> • Don't see him – he does not have time for them; he must come to Riverlands. • He only looks after himself, he does not mean anything to them.

Motivation for low scores: Darling residents

	Motivations for a poor/very poor score as well as General comments regarding the specific aspect
Directorate of Civil Engineering	
Water supply: think e.g. about the provision of water, the speed with which new connections are done, meters replaced, damage to pipelines are repaired	<ul style="list-style-type: none"> • Pipes bursted twice in 11th Avenue. They repaired it, but don't replace it. Pipes are old and run down. <p><u>Comments:</u></p> <ul style="list-style-type: none"> • Many times it is cut off without any notice. • Takes very long for someone to come out when a pipe leaks or when spreaders spray water for hours.
Sewerage: the speed with which new connections are done, obstructions are cleared, conservancy tanks are drained, etc.	<ul style="list-style-type: none"> • Man hole was blocked; it was repaired but 3 weeks later it was blocked again. The workers don't know their work and then the municipality wants her to pay everytime they come out. Mr Engelbrecht came out and he fixed everything properly.
Refuse removal: domestic refuse, garden refuse, street bins and illegal dumping, sweeping of streets in central business district	<ul style="list-style-type: none"> • Especially on a Sunday: the streets in the town is full of refuse – a shame. • They don't remove garden refuse at all. • Dogs scratch in black refuse bags; then the municipality does not want to pick up the refuse outside the bag. They should fine the people with stray dogs. <p><u>Comments:</u></p> <ul style="list-style-type: none"> • They don't easily remove garden refuse.
Maintenance and cleaning of the storm water system, also when flooded	<ul style="list-style-type: none"> • They don't come ahead of time and clean drains, so the system is often blocked / Is not cleaned: when it rains, it is flooded. (2) • Drains are not adequate. • Pipes are blocked in Long street, Queen Victoria and Fountain street. • Poor road maintenance: there is no storm water drain in Vygie street. <p><u>Comments:</u></p> <ul style="list-style-type: none"> • The river/stream needs to be kept clean. • Gutters are not cleaned well enough.
Maintenance of municipal swimming pool	<p><u>Comment:</u></p> <ul style="list-style-type: none"> • They put something in the water which gives children a rash.

	Motivations for a poor/very poor score as well as General comments regarding the specific aspect
<p>Streets and Roads: reparation of potholes, regravelling, tarring and resealing, weeding of sidewalks, spraying of insecticides and street sweeping</p>	<ul style="list-style-type: none"> • Many potholes and battle to get it repaired / Potholes take months to repair / Many potholes in the street and it takes long to repair. And soon after there is a pothole again / Don't repair potholes well enough since soon after there is another pothole. (4) • Don't repair roads; it takes too long to fill potholes / Don't do this at all (2) • They regularly regravell the road but then they leave the heaps of scrapped gravel on the side of the road which then turns to mud in the winter / Scraping is not done too well; heaps up at the side of the road and when it rains it forms a quagmire. (2) • Don't clean the pavements, or sweep the streets – must do it herself. (2) • Kalkoentjie street does not have correct drainage. The road gets flooded and is covered with gravel which is dangerous. • Road between Darling and Malmesbury and Darling and Atlantis is not good: they just patch it. • They don't spray pavement, just around her house. When she complains, they just ignore her. <p><u>Comments:</u></p> <ul style="list-style-type: none"> • Pavements are very uneven and need smoothing out.
<p>Maintenance of parks and gardens, e.g. the mowing of grass, pruning of trees and shrubs in open areas, maintenance of the recreational equipment in the parks</p>	<ul style="list-style-type: none"> • Don't do anything; gardens are neglected / Grass is long and it is very dirty / They don't maintain this. (3) • They just cut and saw, not supervision. Not trained to do the job / Workers need training: they have no idea/ knowledge of how to trim trees and shrubs, they ruin the trees. (2) • Does not plant indigenous plants and trees. Just not doing a good job. • In Coloured areas everything is in tatters. • They damaged her fence when they cut off branches from trees. <p><u>Comments:</u></p> <ul style="list-style-type: none"> • They clean but don't do it properly. • Trees need pruning. • They spray too much poison; they prune and chop trees off too quickly. Don't allow trees to grow nicely.
<p>Preparation and maintenance of sport fields/grounds, e.g. mowing of grass and marking or playing fields</p>	<ul style="list-style-type: none"> • Clock room facilities are poor.
<p>Maintenance of municipal buildings & grounds</p>	<ul style="list-style-type: none"> • The gutters and pipes of the municipal buildings are broken and overflow.

	Motivations for a poor/very poor score as well as General comments regarding the specific aspect
Maintenance of municipal cemetery	<ul style="list-style-type: none"> • Weed is growing knee high / Overgrown with weeds. (4) • No water to wash tombstones; walls have holes in and fall over. (2) • No bins – cemetery is dirty. • It looks as if it was vandalized by kids. Not looking good at all.
Directorate of Electrical Engineering	
Electricity and Electricity services: think e.g. about the provision of electricity, the speed with which new connections are done, meters replaced, outages repaired, notices regarding power outages are given, etc.	<ul style="list-style-type: none"> • Currently make use of pre-paid since the accounting system of the alternative to pre-paid is poor. They want to receive payment on the 30th or 31st ; no money available in the account. System's dates are not flexible. • Notices regarding power outages are not put in post boxes anymore, only on posters at municipality. <p><u>Comments:</u></p> <ul style="list-style-type: none"> • They sometimes don't inform about power failures / Receive few notices. (2)
Street lighting, lighting of buildings and sports fields	<ul style="list-style-type: none"> • Many lights are out of order; they don't repair it. Dangerous for children and elderly. <p><u>Comments:</u></p> <ul style="list-style-type: none"> • Street lights are on in the new areas where no one is staying as yet.
Directorate of Protection Services	
Handling of motor vehicle registrations and licences	<ul style="list-style-type: none"> • Only open for 2 days (from 5 days previously) – very inconvenient.
Traffic services	<ul style="list-style-type: none"> • Don't ever see them / Not very visible. (2) • Does not do much. Don't see them. People ignore stop streets and speed in the streets. • A waste of money: never in Darling, more in Atlantis. <p><u>Comment:</u></p> <ul style="list-style-type: none"> • Not really visible – need to be more visible.
Municipal Police Service	<ul style="list-style-type: none"> • Nothing is done about alcohol and drug abuse. They can just carry on. • Never see them. They have just become traffic cops. • Not doing their job, not really visible. Corrupt officials. <p><u>Comments:</u></p> <ul style="list-style-type: none"> • Don't appear to be doing much: they just sit around at the station.

	Motivations for a poor/very poor score as well as General comments regarding the specific aspect
<p>Fire fighting and emergency services: think of their response times and the attention that they give to emergencies</p>	<ul style="list-style-type: none"> • Just a bakkie with a hose. / Fire fighting is poor: tank is too small / Tank on bakkie is too small and cannot handle fires, then Malmesbury needs to come out (3) • Very slow and don't know what they must do. Sometimes also don't have water. • Hopeless! Only came after 12 hours. Not enough water. No blankets to wrap them to go into the building; equipment is poor. Did not know where water connection is. • Had a fire at church. The fire brigade came late, they could not use the hose because by the time they connected it, the hose was on fire, Then they left, and by the time they came back the neighbours had already put out the fire. • Fire at the river: tank did not have enough water and pipe was too short. • Spar had a fire and they did not have water to extinguish the fire. <p><u>Comment:</u></p> <ul style="list-style-type: none"> • Very little equipment.
Directorate of Development Services	
<p>Building plans, i.e. how long it takes to approve building plans, inspections to see if buildings are built according to plans</p>	<ul style="list-style-type: none"> • Recently submitted building plans; it did not go through all their departments, so when he was finished building, he had to dig up pavements for street lights. Communication problem in the building plans department. • Building inspector does not know what is going on; some people get preferential treatment and can deviate, others cannot.
<p>Property valuations</p>	<ul style="list-style-type: none"> • Valuation is too high. (2) • Never had this – they estimate it. <p><u>Comments:</u></p> <ul style="list-style-type: none"> • Too high / Too high – much higher than the purchase amount. (9)
<p>Quality of low cost housing schemes</p>	<ul style="list-style-type: none"> • The first phase is built badly. • Poor quality of building. <p><u>Comments:</u></p> <ul style="list-style-type: none"> • Improved a lot. (2)

	Motivations for a poor/very poor score as well as General comments regarding the specific aspect
Directorate of Financial Services	
Handling of accounts: think of the handling of enquiries about accounts, the correctness of adjustments, the sending out of accounts on time, etc.	<ul style="list-style-type: none"> • No one is doing anything, they don't come back. Had a very high water account and had to pay it in the end. <u>Comments:</u> <ul style="list-style-type: none"> • Improved a lot. • Can send it in black and white: colour is very expensive.
Directorate of Corporate Services	
Libraries	<u>Comments:</u> <ul style="list-style-type: none"> • Too small. • Closes early and not open over weekends.
Communication with rate payers	<ul style="list-style-type: none"> • No communication is taking place / Very little communication is taking place / No communication: now and then a notice. (3) • They announce meetings via loudspeakers, but not everywhere. Some don't hear it. They should rather put up notices at cafes, shops, etc. <u>Comments:</u> <ul style="list-style-type: none"> • Newsletters are repetitive, nothing new. • Have not received any communication.
Client service: Darling office	
Handling of <u>general</u> enquiries that are done in writing, via telephone or in person	<ul style="list-style-type: none"> • The person to whom he is referred is never available and also does not come back to him.
Knowledge and expertise of municipal staff	<u>Comments:</u> <ul style="list-style-type: none"> • Wait long at pay point. The lady is not professional; she speaks of "bokkie" and "skattie".
Ward councillor / Ward Committee	
Effectiveness and functioning of ward committee	<ul style="list-style-type: none"> • He does nothing; not involved at all.

Motivation for low scores: Riebeeek Kasteel residents

	Motivations for a poor/very poor score as well as General comments regarding the specific aspect
Directorate of Civil Engineering	
Water supply: think e.g. about the provision of water, the speed with which new connections are done, meters replaced, damage to pipelines are repaired	<ul style="list-style-type: none"> • Pipes burst on a weekly basis (sometimes 2-4 times a week) and then we are without water. • Pipes burst constantly and when it happens I have a lot of debris in pipes and filters need to be cleaned out; wish they would make the effort and replace the pipes.
Sewerage: the speed with which new connections are done, obstructions are cleared, conservancy tanks are drained, etc.	<ul style="list-style-type: none"> • Have been complaining for many years about sewerage that is draining from neighbours to own property; it seems as if something will be done eventually. • Have been trying for many years to get connection, but no success so far (part of a farm).
Refuse removal: domestic refuse, garden refuse, street bins and illegal dumping, sweeping of streets in central business district	<ul style="list-style-type: none"> • Refuse bags are left around for weeks until dogs rip them open. • Rubble, empty bottles, etc. gets dumped and it is not cleaned up by the municipality.
Streets and Roads: reparation of potholes, regravelling, tarring and resealing, weeding of sidewalks, spraying of insecticides and street sweeping	<ul style="list-style-type: none"> • Pavements are not cleaned; need to spray weed-killer herself / Have to clean pavements herself, also when people walk past and leave rubble. (2) • Sweeping of the streets is not good. Sidewalks are untidy, weeding does get done but the weeds are left on the pavements in bags, vagrants come and empty the bags to carry their own goods in. • Streets and pavements are not kept clean and neat, streets must be tarred, potholes take very long to be repaired. • Some roads are full of potholes and are not repaired regularly. <p><u>Comments:</u></p> <ul style="list-style-type: none"> • Don't want insecticides sprayed on sidewalk in front of house. • The road where I live is not tarred, it is only 500m of dirt road between Riebeeek and Blom streets; would really appreciate it if the municipality could tar this bit of road.
Maintenance and cleaning of the storm water system, also when flooded	<ul style="list-style-type: none"> • Often flooded because of huge trucks going through our little village and damaging our systems. • Do not have sufficient systems in place. • Some parts of the town does not have a storm water system and it is a problem.

	Motivations for a poor/very poor score as well as General comments regarding the specific aspect
Maintenance of parks and gardens, e.g. the mowing of grass, pruning of trees and shrubs in open areas, maintenance of the recreational equipment in the parks	<ul style="list-style-type: none"> • Central Square is messy, we are desperate to get it cleaned up. / The central park area in our village needs to be upgraded, it is an eye sore at the moment and not good as we have a lot of tourists and visitors to our village. (2) • The playing equipment is not painted, grass is full of papers and other dirt/refuse; it is not cleaned regularly. <p><u>Comments:</u></p> <ul style="list-style-type: none"> • Only have a town square and part of that is dust; it should be replanned.
Directorate of Electrical Engineering	
Street lighting, lighting of buildings and sports fields	<ul style="list-style-type: none"> • There is not enough street lights, people feel unsafe at night. • We complain a lot about the fact that there are too little street lights, but no one is paying attention to our complaints; they just say it is too expensive. • New extension is very dark, very dangerous. <p><u>Comments:</u></p> <ul style="list-style-type: none"> • A few more lights would be helpful for security reasons.
Directorate of Protection Services	
Fire fighting and emergency services: think of their response times and the attention that they give to emergencies	<ul style="list-style-type: none"> • Houses burn down long before the fire brigade arrives from Malmesbury.
Traffic services	<ul style="list-style-type: none"> • Have not seen any traffic cops for the last 2-3 years / Never seen them, stop street outside our house: people don't stop; speeding is taking place, never see traffic police / Don't see them. (3) • Motorists are speeding in our town and it does not seem if much is done to stop the speeding / Speeding between Riebeek West and Riebeek Kasteel is a huge problem and the traffic department does not do anything about it. (2)
Handling of motor vehicle registrations and licences	<ul style="list-style-type: none"> • Long queues; it takes a whole day. Staff works slowly, according to their own rate.
Municipal Police Service	<ul style="list-style-type: none"> • Don't see them, not even sure if there is a difference between them and the traffic cops..
Directorate of Development Services	
Building plans, i.e. how long it takes to approve building plans, inspections to see if buildings are built according to plans	<ul style="list-style-type: none"> • Not enough staff, only one person who needs to do everything.

	Motivations for a poor/very poor score as well as General comments regarding the specific aspect
Property valuations	<ul style="list-style-type: none"> • Unrealistic valuations, will be objecting again / Very high – will object to it / Very high, will most certainly make enquiries. (3) <p><u>Comments:</u></p> <ul style="list-style-type: none"> • Very high.
Quality of low cost housing schemes	<ul style="list-style-type: none"> • Houses are not plastered and when the wind blow, the roofs are blown off. <p><u>Comments:</u></p> <ul style="list-style-type: none"> • Eye soar, little boxes.
Directorate of Financial Services	
Municipal property tax: correctness of calculations and handling of enquiries/requests	<ul style="list-style-type: none"> • Unhappy about the calculation thereof. <p><u>Comments:</u></p> <ul style="list-style-type: none"> • Can only hope that calculations are done correctly.
Directorate of Corporate Services	
Libraries	<ul style="list-style-type: none"> • Selection of books is poor and librarian aloof and unfriendly.
Museums	<ul style="list-style-type: none"> • It can be made much more interesting.
Communication with rate payers	<ul style="list-style-type: none"> • Language is combined; find it much too difficult to read the Afrikaans section, previously newsletters were printed in both languages.
Ward councillor / Ward Committee	
Effectiveness and functioning of ward councillor	<p><u>Comments:</u></p> <ul style="list-style-type: none"> • Don't know what he is supposed to do.

Motivation for low scores: Riebeeck Wes residents

	Motivations for a poor/very poor score as well as General comments regarding the specific aspect
Directorate of Civil Engineering	
Water supply: think e.g. about the provision of water, the speed with which new connections are done, meters replaced, damage to pipelines are repaired	<ul style="list-style-type: none"> • Pipe line is old, it has been joined/fixed so many times that it breaks often; should rather be replaced with a new pipe. • Serious problems in area: pipes are old and they are forever bursting, the road gets chopped up, pipes repaired and soon it starts all over again. Why don't they just replace the pipes?
Sewerage: the speed with which new connections are done, obstructions are cleared, conservancy tanks are drained, etc.	<ul style="list-style-type: none"> • There is only one truck available to service a huge area, from Kalbaskraal to just short of Moorreesburg. When the truck is not available, we have regular problems with sewerage overflowing into the road. Pay rates and taxes and also have to pay huge amounts of money to have tanks pumped.
Refuse removal: domestic refuse, garden refuse, street bins and illegal dumping, sweeping of streets in central business district	<ul style="list-style-type: none"> • Illegal dumping takes place on open stand and it is not cleaned, despite many phone calls.
Streets and Roads: reparation of potholes, regraveling, tarring and resealing, weeding of sidewalks, spraying of insecticides and street sweeping	<ul style="list-style-type: none"> • Pavements do not look good: full of weed, no weed-killer is sprayed / Pavements are dirty and untidy; pay municipal rates and taxes but then still need to pay for someone else to clean pavement. (2) • Roads are not tarred: in winter it is just mud; especially bad in Apollis and Adam street. New part at "hop" houses is tarred. • Roads are neglected, potholes are not repaired. • The main road looks like a patched old pair of trousers; every time that the pipes burst, they have to excavate to get to the pipes.
Maintenance and cleaning of the storm water system, also when flooded	<ul style="list-style-type: none"> • They use sub-contractors and it is not supervised properly. • Is not cleaned regularly enough and when it rains, everything is flooded. • When it rains, the water dams in the main road; this is dangerous for the traffic. • Must drive through holes and gutters because there is not storm water system where I stay.

	Motivations for a poor/very poor score as well as General comments regarding the specific aspect
<p>Maintenance of municipal cemetery</p>	<ul style="list-style-type: none"> • It looks untidy and run down / Looks bad: dirty and weeds everywhere / Dirty and untidy. (3) • The Coloured part of the cemetery is not maintained: dirty and untidy. • Lots of rubble lying around, it is there for weeks and is not picked up. • Taps are broken, no water and weeds are not taken out.
<p>Preparation and maintenance of sport fields/grounds, e.g. mowing of grass and marking or playing fields</p>	<ul style="list-style-type: none"> • Rugby and cricket grounds are not watered frequently, players sometimes need to water the grounds themselves. Outside season, the grass dies because of a lack of water. • Cricket grounds are neglected: no water, grass is dry and toilet facilities are unsatisfactorily. • Sight for soar eyes: grass and weeds are very long. • What was once a wonderful sport ground has now become an extreme bone of contention. It is not used and as a result it has become a place for drunks to lie around. There is a cricket club who tries to play on the fields but there are no facilities for them.
<p>Maintenance of parks and gardens, e.g. the mowing of grass, pruning of trees and shrubs in open areas, maintenance of the recreational equipment in the parks</p>	<ul style="list-style-type: none"> • Trees are not pruned, sometimes it is dirty and untidy. • Gardens are vandalised by drunk people; municipality has not control. Should appoint someone to control it, put notice boards up. • Dirty, drinking place, municipality does not do anything to clean it. • Parks are neglected and not kept tidy. <p><u>Comments:</u></p> <ul style="list-style-type: none"> • Fences are down, it looks very bad, it is a place for unwanted vagrants.
<p>Maintenance of municipal buildings & grounds</p>	<ul style="list-style-type: none"> • Very dirty, grounds are used as toilets (public toilets are closed). • Is occupied by drunk people, vagrants, full of rubble and bottles; it is a shame. • Shocking state, don't spend any money on it, has not been painted in 15 years. The Town Hall is a beautiful old building but it is being abused by dreadful dances with terrible noise over week-ends, these events have led to murders and rapes.

	Motivations for a poor/very poor score as well as General comments regarding the specific aspect
Directorate of Electrical Engineering	
Street lighting, lighting of buildings and sports fields	<ul style="list-style-type: none"> • Not enough street lights and many of the lights are also out of order. • Lights are out of order and it is not replaced; when you complain it takes a few weeks before it is replaced. • No street lights where we stay, dangerous since most people are elderly. • Too few lights; those out of order are not replaced.
Directorate of Protection Services	
Fire fighting and emergency services: think of their response times and the attention that they give to emergencies	<ul style="list-style-type: none"> • Fire brigade takes too long. • Buildings are burnt down before the fire brigade arrives. • They have to come from Malmesbury: one of my properties caught fire and by the time the fire department arrived it was too late.
Traffic services	<ul style="list-style-type: none"> • Saturdays are bad: drinking takes place, speeding everywhere but no traffic cops are in sight / On Saturdays, trucks speed through the town at 120 km/h: everyone speeds, don't see any traffic cops. (2) • Traffic is a huge problem: they are quick to fine people for little things but they do nothing about people speeding. / Only one camera, people speed and just do like they want; traffic cops see or hear nothing. (2) • Have been battling for years with cars and trucks that speed in the main road, but nothing is being done about it.
Handling of motor vehicle registrations and licences	<ul style="list-style-type: none"> • Don't get any notices anymore when licenses need to be renewed.
Municipal Police Service	<ul style="list-style-type: none"> • Sometimes see them on Saturdays (when it is going mad) and sometimes not (then things are getting out of hand). • Very bad, have reported drunkenness, but they don't care about that. • Not of much use, they work from 8h00 to 16h00 only, The SAPS has to do everything on their own.
Directorate of Development Services	
Property valuations	<ul style="list-style-type: none"> • Have fought for a long time about this: house was built in 1950 and the valuation is the same than a new house. Valuations are done haphazardly, some too high and some too low. Apparently it will be done soon again. • Own 5 houses in the same block; evaluator stood outside and just estimated what it looked like inside. Will be challenging them about this.

	Motivations for a poor/very poor score as well as General comments regarding the specific aspect
Quality of low cost housing schemes	<ul style="list-style-type: none"> • Roofs often blow off although the wind is not very strong. • It looks bad, dirty and the roads are bad. • Dirty, untidy; don't know if the blame is to be put on the people living there, or the municipality for not having any control. • Bad quality building material is used.
Directorate of Financial Services	
Handling of accounts: think of the handling of enquiries about accounts, the correctness of adjustments, the sending out of accounts on time, etc.	<ul style="list-style-type: none"> • Mistakes are not handled well. • Many mistakes take place and battle to rectify that. • Problems are not rectified; water account was high, requested that someone comes out to ensure no mistake was made when the reading was taken; they just don't mind, and you just need to pay.
Municipal property tax: correctness of calculations and handling of enquiries/requests	<ul style="list-style-type: none"> • Dad passed away 11 years ago and still experience problems with property tax. The municipality claims that the stand did not belong to dad which is not the case. Still in discussions with municipality but without any success.
Directorate of Corporate Services	
Libraries	<ul style="list-style-type: none"> • Bad quality books.
Communication with rate payers	<ul style="list-style-type: none"> • They do not take into account the demographics of this area; there are a lot of English-speaking rate payers and communication takes place in Afrikaans only. <p><u>Comments:</u></p> <ul style="list-style-type: none"> • Would appreciate a notice to inform one on when property tax will be increased, with what amount and what they intend doing with the extra monies.
Client service: Riebeek Wes office	
The friendliness and helpfulness of municipal staff	<ul style="list-style-type: none"> • Does not trust the person; have a suspicion that she is dishonest. Does not give correct change; she claims she was given the wrong amount.
Ward councillor / Ward Committee	
Effectiveness and functioning of ward committee	<ul style="list-style-type: none"> • Don't know how to evaluate them, don't see them, don't really know what they are supposed to do; they operate under the "radar".

	Motivations for a poor/very poor score as well as General comments regarding the specific aspect
Effectiveness and functioning of ward councillor	<ul style="list-style-type: none">• Cannot say that he has managed a lot as yet, he maintains a very low profile.• Only a big mouth, does nothing.• He listened to complaints, took papers but have not received any feedback from him. Have phoned him, but still did not hear anything. Have given up since it does not seem as if he is interested to help (Zain Adams). <p><u>Comments:</u></p> <ul style="list-style-type: none">• Have met him shortly after he was elected and it was the last that he was seen. Not sure if he has managed to do something as yet.

Motivation for low scores: Moorreesburg residents

	Motivations for a poor/very poor score as well as General comments regarding the specific aspect
Directorate of Civil Engineering	
<p>Water supply: think e.g. about the provision of water, the speed with which new connections are done, meters replaced, damage to pipelines are repaired</p>	<ul style="list-style-type: none"> • Water tastes bad; too much lime in at times. Also dirty at times / Water is salty, tastes bad. Have to buy water – it costs a lot. (2) • In past pipe bursted and lots of water went to waste; they took 24 hours to repair it. Water damaged paving in private property. They just said it is a problem with the stopcock. They should attend to this. • Had a pipeline leak down the street which was left for about a week. <p><u>Comments:</u></p> <ul style="list-style-type: none"> • Water tastes bad and sometimes smells bad.
<p>Sewerage: the speed with which new connections are done, obstructions are cleared, conservancy tanks are drained, etc.</p>	<ul style="list-style-type: none"> • Reported problem with drain 3 weeks ago; they just came to have a look but did nothing about it.
<p>Refuse removal: domestic refuse, garden refuse, street bins and illegal dumping, sweeping of streets in central business district</p>	<ul style="list-style-type: none"> • Illegal dumping behind the rugby stadium; did complain about it, but nothing has been done about it. <p><u>Comment:</u></p> <ul style="list-style-type: none"> • Is a pensioner with only one small PnP bag of refuse every week; have to pay R84 p.m. for refuse removal. Can they not give discount? • They say they don't remove garden refuse anymore. • The day before the strike, they were asked to remove garden refuse; it was left for 2 weeks. • Do not come on fixed times and cannot put out refuse before the time since the dogs tear open the bags.

	Motivations for a poor/very poor score as well as General comments regarding the specific aspect
<p>Streets and Roads: reparation of potholes, regravelling, tarring and resealing, weeding of sidewalks, spraying of insecticides and street sweeping</p>	<ul style="list-style-type: none"> • Condition of roads is bad – needs urgent attention. / Many potholes; only some potholes are fixed and then they move on. / Lots of potholes in the roads / Many potholes – it is not repaired / Roads: take very long before they repair potholes / Potholes in the road are left for 2 weeks before something is done about it / Roads have many potholes and it takes very long to repair. / Potholes are filled up after a long time. / Potholes are not attended to. (17) • Papers are lying around in the street. / Sweeping of street is not done on a regular basis. / Streets are not swept. / Does not sweep “Landboustraat. / Sweeping of streets is poor. (7) • Pavements are not maintained. Spray haphazardly. / Pavements are not cleaned regularly. / All pavements are not cleaned on a regular basis. Clean own pavement. / Pavements are not weeded. / Sweeping of pavements is bad – leave heaps for too long before it is picked up. Refuse is blowing away again. (5) • Must spray for weed-killer himself / Do not spray weed regularly enough / Weeds are not sprayed (or they seek out whose is sprayed and whose not). (4) • Pavements in Hooikraal are not neat / Streets in Hooikraal are dirty. (2) • Streets are swept but refuse are left in a heap on the pavement; it takes very long before they spray weed-killer. • Names on pavements are off; waits long for cleaning of pavements. Weeds on open stands are only cut after it has seeded; should be done when weeds are still short. • In Rosenhof they just sweep the main road; stones lie in the road. Problems with potholes: they fix it, a few weeks later there are again potholes in the same places. • When it rains, the gravel road that runs past small holding is full of potholes and lots of water. They do not scrape the road on a regular basis; the weeds are also not cut alongside the road. • “Hopland’s” roads are better than others. • Pavements are dirty; black bags on pavements with garden refuse. • Roots of trees cause hobbles in pavements where elderly people walk. Have reported it a long time ago, but nothing has been done about it. <p><u>Comments:</u></p> <ul style="list-style-type: none"> • Potholes. (2) • Roads are fixed badly.

	Motivations for a poor/very poor score as well as General comments regarding the specific aspect
<p>Maintenance and cleaning of the storm water system, also when flooded</p>	<ul style="list-style-type: none"> • It is flooding at us / Often it is overflowing. (2) • It floods and they do nothing about it; should look if there is enough connections. • The water does not run away; it runs into private property. • Drains do not have the right lids: it blocks and overflows. They do not come to fix it regularly. • The storm water system blocks frequently; nothing is done about it. <p><u>Comments:</u></p> <ul style="list-style-type: none"> • Storm water pipes are too small to take water away and then it overflows (old part of the town). • They should put grids in front of the opening so that refuse do not wash into the system.
<p>Maintenance of municipal cemetery</p>	<ul style="list-style-type: none"> • One cemetery is very neat, but the Rosenhof cemetery has no gates. Lots of weed and not supervision. Tombstones are vandalised / One in Rosenhof is very dirty; fencing is bad and refuse are dumped. Malherbe cemetery does not have good security; tombstones are vandalised, no gate. Please see that it gets gates and only open it during certain times with control / Over grown with weeds; fencing is broken down, no supervision (4) • Weeds grow very high in Rosenhof cemetery / Rosenhof: grass and weeds grow high; should get supervision / Rosenhof: over-grown and dirty. It is not maintained (3) • Very dirty (Coloured one) / Dirty. (2) • Weed grows between graves and on top of it; things are thrown onto graves and things are removed from it. • Lots of weeds and thorns; tombstones are broken. There should be someone looking after it. • Lots of weeds.
<p>Preparation and maintenance of sport fields/grounds, e.g. mowing of grass and marking or playing fields</p>	<p><u>Comment:</u></p> <ul style="list-style-type: none"> • The factory next to Rosenhof's sports fields blows a lot of dust over the field which is not very healthy.
<p>Maintenance of municipal swimming pool</p>	<ul style="list-style-type: none"> • Too much chloor in water; it breaks one's hair. Swimming pool for small children is dirty.
<p>Maintenance of parks and gardens, e.g. the mowing of grass, pruning of trees and shrubs in open areas, maintenance of the recreational equipment in the parks</p>	<ul style="list-style-type: none"> • Selective: park in town is neat; Rosenhof: fencing has been broken down, play equipment is broken, no grass. / Rosenhof play equipment and fencing have been broken down. No grass. The one in the town is well maintained; the 3rd one is full of weeds and scary. (2) • No grass; play equipment is broken. • No play equipment; trees and shrubs are not well maintained.

	Motivations for a poor/very poor score as well as General comments regarding the specific aspect
Maintenance of municipal buildings & grounds	<ul style="list-style-type: none"> • Sometimes it looks neglected. <p><u>Comments:</u></p> <ul style="list-style-type: none"> • The city hall's fascia boards have not been maintained.
Directorate of Electrical Engineering	
Electricity and Electricity services: think e.g. about the provision of electricity, the speed with which new connections are done, meters replaced, outages repaired, notices regarding power outages are given, etc.	<ul style="list-style-type: none"> • Lid of metre box is broken; has asked them 3 times to repair it but no one does anything about it. • Municipal power box is in driveway; it is very difficult to pull out of driveway. The municipality refuses to move it except if I pay the costs – R25 000. <p><u>Comments:</u></p> <ul style="list-style-type: none"> • They cut electricity on the 1st of the month; they should wait until the 7th since most people only get paid then.
Street lighting, lighting of buildings and sports fields	<ul style="list-style-type: none"> • Dark spots in Hooikraal.
Directorate of Protection Services	
Traffic services	<ul style="list-style-type: none"> • Victimise people to an extent: write out tickets for the same people all the time. • Traffic services drive like hooligans. • They focus on stupid things; very high fines (R1 500) because something has fallen from trailer whilst there is people on wheelchairs who ride in the main street and poses big risks. • Have reported things; they said it was 3:45 and they close at 4:00. Had to do a declaration but did not hear anything after that. • Trucks are speeding, did complain about it but nothing happens. • Phone them about illegal operators and then they say they only work in the afternoons; they should keep calls on complaints anonymous. • Not visible over weekends.
Handling of motor vehicle registrations and licences	<ul style="list-style-type: none"> • Their behaviour is racist. • Experienced problems with photos – fraud.

	Motivations for a poor/very poor score as well as General comments regarding the specific aspect
Municipal Police Service	<ul style="list-style-type: none"> • Not visible over weekends: people race in circles like mad. <p><u>Comments:</u></p> <ul style="list-style-type: none"> • Same people than traffic services. • A few arrogant people. • They must target registration numbers of other places; they concentrate on Moorreesburg only. • Had big burglary; municipal police does not patrol despite being asked to do so.
Directorate of Development Services	
Building plans, i.e. how long it takes to approve building plans, inspections to see if buildings are built according to plans	<ul style="list-style-type: none"> • Some need to have plans to build, others built without plans. Build with planks/boards where they should have used bricks. When complaining, nothing is done about it. • Building plans take very long; can take up to 6 months since they have to wait for the Council meeting. • Some people just do what they want – do extensions without any plans. It took very long to approve own plans. Malmesbury’s office contradict themselves regarding building lines: at first they say yes, and then they say no.
Land use: think about the speed with which acknowledgement of receipts are given, how long it takes for applications to be finalised, how quickly feedback is given on enquiries, etc.	<ul style="list-style-type: none"> • No feedback; need to follow-up all the time.
Property valuations	<ul style="list-style-type: none"> • Municipal valuation is much higher than selling valuation / Property valuations are too high. Selling valuation is lower than property valuation / Too high: more than twice the value which you can get when you want to sell the property. (4) • Valuation prices vary tremendously – no consistency. Think valuers are incompetent. • Over valued. <p><u>Comments:</u></p> <ul style="list-style-type: none"> • Don’t know how it is calculated. (2) • Too high. (2)

	Motivations for a poor/very poor score as well as General comments regarding the specific aspect
<p>Quality of low cost housing schemes</p>	<ul style="list-style-type: none"> • Problems with sewage system; no fencing, no baths or showers, no ceilings. • In winter there are problems with water: some of the houses leak and lots of water around the houses (cannot move around houses). • Rains in during winter; no ceilings and not plastered inside or outside. • Houses leak; each house does not have its own drain. People throw water for washing on pavements. • Rains in during winter; only one water point. Power boxes burnt out. Was not informed beforehand that they could get a bathroom for a few Rands extra. • Very small, very cold in winter: walls are wet and it rains in. • Cold, walls are not plastered. Doors fall off when it is pulled; no shower or bath. • One room houses; doors don't last long, galvanized iron roofs; sewage not sufficient. • Not even a shower; sewage is blocking; roofs and windows are leaking. • No attempt to plant trees on pavements; pavements and roads are dreadful. Very small (Hooikraal). • People rent "hop" houses to others. • Houses do not have ceilings; not plastered. Only one big room which people have to divide themselves. <p><u>Comments:</u></p> <ul style="list-style-type: none"> • Too few houses: they do not build new ones / There is a shortage of houses. (2) • The problem with these is that the people rent it out for lots of money. • Should speak to the people about painting; municipality should set the standards for maintenance. It is very untidy there.
Directorate of Financial Services	
<p>Handling of accounts: think of the handling of enquiries about accounts, the correctness of adjustments, the sending out of accounts on time, etc.</p>	<ul style="list-style-type: none"> • Battled a long time to get late husband's initials from the account.
<p>Municipal property tax: correctness of calculations and handling of enquiries/requests</p>	<ul style="list-style-type: none"> • Too high for pensioners.
Directorate of Corporate Services	
<p>Libraries</p>	<p><u>Comments:</u></p> <ul style="list-style-type: none"> • At one library more facilities than at another.

	Motivations for a poor/very poor score as well as General comments regarding the specific aspect
Communication with rate payers	<ul style="list-style-type: none">• They communicate via the library and not everyone gets to the library; only small notice in the newspaper to say that the documents are available at the library.• Communication is not good; the change-over to the new electricity tariffs was not explained in newsletter. Just saw it on account. When the municipality was phoned, they said it was available at the library to inspect/see. Not everyone gets to the library. Do communicate that stands should e.g. by cleaned.• Too little communication.• Should have more meetings; they just do things and one just has to go along.• Did not make an appointment or inform that they are coming to do a property evaluation. Want to know how they do it and why it is so high.
Ward councillor / Ward Committee	
Effectiveness and functioning of ward councillor	<ul style="list-style-type: none">• Have not seen the ward councillor after the elections again. (2)

Appendix M

Motivation for low scores: Koringberg residents

	Motivations for a poor/very poor score as well as General comments regarding the specific aspect
Directorate of Civil Engineering	
Water supply: think e.g. about the provision of water, the speed with which new connections are done, meters replaced, damage to pipelines are repaired	<ul style="list-style-type: none"> • Pipeline leaks for at least 2 weeks before it is fixed. Then after 3 days it leaks again. Broken meter: took 3 months to fix it. <p><u>Comment:</u></p> <ul style="list-style-type: none"> • Quality of water is bad. Salty taste – it improved a bit. Drinks rain water; no reference number when reporting.
Refuse removal: domestic refuse, garden refuse, street bins and illegal dumping, sweeping of streets in central business district	<ul style="list-style-type: none"> • One bag is removed once a week at a very high price. • Don't collect garden refuse; domestic refuse is collected late.
Streets and Roads: reparation of potholes, regravelling, tarring and resealing, weeding of sidewalks, spraying of insecticides and street sweeping	<ul style="list-style-type: none"> • They are poisoning everything, we are on the flower route / They spray the plants dead instead of using a weed-eater. (2) • Took 8 months to repair one of the roads and it was done haphazardly / Potholes been around long and only filled with gravel. (2) • Massive potholes; no street sweeping. • Some of the streets are not tarred; that causes a lot of dust.
Maintenance and cleaning of the storm water system, also when flooded	<ul style="list-style-type: none"> • Overflows in winter. • Every winter the storm water overflows and causes a large gauge in the gravel street (Impala street). • Leaves are swept into piles and just left there. Causes blocking and overflowing of the system
Directorate of Protection Services	
Fire fighting and emergency services: think of their response times and the attention that they give to emergencies	<ul style="list-style-type: none"> • They had to come from Moorreesburg. Had no water in the pipes when they arrived. House burnt down completely. • Only little bakkie. Took long to come and the whole veld burnt out.

	Motivations for a poor/very poor score as well as General comments regarding the specific aspect
Traffic services	<ul style="list-style-type: none"> • Lots of speeding in Main Road. Don't do anything about it. They are intent on raising money and fine people for petty offences. • Very rarely see them. When we do, they sit in the main road and check licenses. Speeding farm trucks are not stopped. <p><u>Comment:</u></p> <ul style="list-style-type: none"> • Only occasionally drive through the town.
Municipal Police Service	<ul style="list-style-type: none"> • Phoned because of all the drunks in the street. They had to come from Moorreesburg and when they arrived they said it is not against the law to be drunk in the street.
Directorate of Development Services	
Building plans, i.e. how long it takes to approve building plans, inspections to see if buildings are built according to plans	<ul style="list-style-type: none"> • No one came to inspect when I built on. Next door neighbour built 2 houses next to me without submitting plans. Houses are not on standard.
Property valuations	<ul style="list-style-type: none"> • Far too high; since the recession it went up by 30%. • Valuation gone up by about 100%. Never seen the person since first evaluation.
Quality of low cost housing schemes	<ul style="list-style-type: none"> • It leaks in winter / Houses are wet. (2)
Directorate of Financial Services	
Handling of accounts: think of the handling of enquiries about accounts, the correctness of adjustments, the sending out of accounts on time, etc.	<ul style="list-style-type: none"> • Thieves stole our taps and pipes. Water ran away. An account of R300 more than normal was received for water. When I complained they said it was my problem even though they have no metro police to check on theft.
Client service: Moorreesburg office	
The friendliness and helpfulness of municipal staff	<ul style="list-style-type: none"> • Not friendly at all.
Ward councillor / Ward Committee	
Effectiveness and functioning of ward councillor	<ul style="list-style-type: none"> • Previous person did nothing. There is now a new person.

Motivation for low scores: Yzerfontein residents

	Motivations for a poor/very poor score as well as General comments regarding the specific aspect
Directorate of Civil Engineering	
Streets and Roads: reparation of potholes, regravelling, tarring and resealing, weeding of sidewalks, spraying of insecticides and street sweeping	<ul style="list-style-type: none"> • Many potholes in road which are not attended to quickly / Fixing of potholes is a problem. (2) • They resurface areas which were not necessary. Potholes are not given attention. • Road in front of house is red gravel; a lot of dust; they don't want to tar the road. <p><u>Comment:</u></p> <ul style="list-style-type: none"> • Very big pothole on road near municipal buildings. They spray insecticide on the beautiful wild flowers.
Maintenance of municipal buildings & grounds	<ul style="list-style-type: none"> • Community hall has electrical problems. Cupboards' locks are broken and are not fixed; no inspections are held to check whether previous hirers cleaned it properly.
Directorate of Electrical Engineering	
Street lighting, lighting of buildings and sports fields	<ul style="list-style-type: none"> • No street lighting in a big part of L Katz road. Has asked for it, but the municipality does not want to put it up – they say some residents complain about the lighting.
Directorate of Protection Services	
Fire fighting and emergency services: think of their response times and the attention that they give to emergencies	<ul style="list-style-type: none"> • Only an old lorry with a tank.
Traffic services	<ul style="list-style-type: none"> • People race and traffic services don't do anything about it. Do rapport it on a regular basis. <p><u>Comment:</u></p> <ul style="list-style-type: none"> • Surfers park illegally; no law enforcement.
Handling of motor vehicle registrations and licences	<ul style="list-style-type: none"> • Firstly they changed the hours, and now we need to go to Malmesbury to take out licences.
Municipal Police Service	<ul style="list-style-type: none"> • Rarely see anyone; one person wanders around, does nothing. A lot of speeding going on. • Over Christmas this is a problem; drinking takes place on beaches; law enforcement is not applied.

	Motivations for a poor/very poor score as well as General comments regarding the specific aspect
Directorate of Development Services	
Building plans, i.e. how long it takes to approve building plans, inspections to see if buildings are built according to plans	<ul style="list-style-type: none"> • Takes very long – pulling teeth! • Building inspections are poor. People built braais on the border of their properties which is not allowed. They apply afterwards. • No consistency with plans; different rules for people. No inspections are done.
Property valuations	<ul style="list-style-type: none"> • Property has been valued for the past 10 years, but no one was physically there to do it. Don't know how they value it. Inconsistent: double storey house at the sea front is valued for less than a wooden house 2 roads away from the sea. • Too high. • Puzzled by this: whoever is doing it, stops in front of the door, write something and they drive off. • Value is very high and they said it is because of the sea view. However, in front of house is another building which takes away the view but they refuse to bring down the valuation. • Municipal valuation is much higher than the amount house can be sold for. <p><u>Comments:</u></p> <ul style="list-style-type: none"> • Too high (however, did notice that it came down a bit) / Too high – price per square metre is too high. (2) • Municipal valuation is higher than market value. • Property has been devalued; in the dark as to why this has happened.
Directorate of Financial Services	
Municipal property tax: correctness of calculations and handling of enquiries/requests	<p><u>Comment:</u></p> <ul style="list-style-type: none"> • Very high.
Directorate of Corporate Services	
Libraries	<ul style="list-style-type: none"> • Books are old, nothing modern (in Darling's library).
Communication with rate payers	<ul style="list-style-type: none"> • Not much communication; only a municipal newsletter not very regularly.

Motivation for low scores: Grotto Bay residents

	Motivations for a poor/very poor score as well as General comments regarding the specific aspect
Directorate of Financial Services	
Handling of accounts: think of the handling of enquiries about accounts, the correctness of adjustments, the sending out of accounts on time, etc.	<ul style="list-style-type: none">• Experienced many problems; due to wrong allocations name was put on black list. It took months to rectify this.
Ward councillor / Ward Committee	
Effectiveness and functioning of ward councillor / committee	<ul style="list-style-type: none">• Has own board. (2)

What does the Municipality do exceptionally well?

Malmesbury (n=92)

- Nothing in particular / Don't know (25)
- They keep the town nicely clean / Workers is busy cleaning all the time / They keep the town clean and organised / Do their best to keep town clean (39)
- General services, water, sewerage / 100% for services / General services / The services are in all ways better than in any other town / Service delivery is excellent (9)
- Everything is done perfectly / Everything works / They attend to everything / Effective: everything gets done (8)
- Main road is tidy / They keep the streets nicely clean / Take a lot of trouble to clean the streets (5)
- They maintain the streets and repair the potholes / Take initiative with the maintaining the roads / They fixed the Paarl road / Roads are in a good condition (5)
- Handling of accounts / Service at the desk / Friendly staff / Quick response time (4)
- Good with refuse removal / Refuse removal and recycling is good (2)
- The town is very dirty on Saturdays but by Sunday morning it is clean again
- Cleaned the river
- Good management of staff – no strikes
- Public relationships
- No sewerage in the river (other people have that problem)
- Traffic department is active
- Festive season lights

Wesbank (n=40)

- Nothing in particular / Don't know (24)
- They keep the town clean / They try to maintain the town's image and to beautify it (5)
- They do what they can to accommodate one / They do their best / When you need them, they are available immediately (3)
- They do what they are supposed to / Overall they fare well (2)
- They keep the roads clean and tidy / Keep roads clean (2)
- Municipal police service does a lot to combat crime
- To cut off people's power (sarcastically said)
- I take my hat off for the people who clean the dumping site every Monday, where our people come and scratch every Saturday. Despite them knowing that it will be soiled again, they are on duty every Monday

- Must compliment the municipality for the frequency with which property valuations are done as well as the accuracy thereof.

Ilinge Lethu (n=25)

- Nothing in particular / Don't know (14)
- Municipality is doing good so far: streets are clean, refuse is collected every week, water supply is good / Doing a good job, don't have any complaints / Don't have a problem with their services / Good but more can still be done / Good work, well done (10)
- Delivering of housing issues and the provision of water services.
- Good service, except for the refuse bins for the rubbish.

Kalbaskraal (n=5)

- Nothing in particular / Don't know (2)
- General service delivery is good (2)
- They keep the lights on

Abbotsdale (n=10)

- Nothing in particular / Don't know (1)
- Everything is good / Services are good (2)
- Taking trouble to make Malmesbury look beautiful
- They keep the town clean
- Handling of enquiries
- They look after the roads
- Refuse removal
- Water supply is good
- Clinic is good
- Good planning and execution of plans

Chatsworth (n=5)

- Nothing in particular / Don't know (2)
- They maintain the roads
- The municipality understands rate payers' needs
- The clinic is very good
- Neatness of the town

Riverlands (n=5)

- Nothing in particular / Don't know (4)
- General service delivery

Darling (n=50)

- Nothing in particular / Don't know (15)
- Telephonic service and handling of enquiries / Admin office's service / Service delivery / General service delivery is good / Customer service is excellent (12)
- They keep the town clean / They keep the town in a good condition (4)
- Everything is done well / All services are 100% (4)
- Helpful and courteous / Very friendly service / Workers are always friendly (3)
- They keep people informed / Communication is very good (3)
- They maintain the tar road / They keep the roads up to date (2)
- The handling of complaints and problems / Good handling of complaints (2)
- Providing water, electricity, remove refuse / Refuse removal (2)
- They react quickly when there is a problem with water or electricity / Normal maintenance is done quickly (2)
- People relationships are good
- Overall service delivery from the traffic department and main office is better compared to other municipalities
- Billing system is very effective
- Ward councillor is always willing to listen

Riebeek Kasteel (n=15)

- Nothing in particular / Don't know (6)
- Refuse removal is excellent: despite strikes, refuse is always removed / Refuse removal (2)
- Applied to keep horses and to sell piece of land; the service was really excellent – very satisfied
- Finances are handled well
- Am very impressed by their willingness to have a survey like this done; find it exceptional and extraordinary positive that they have the strength of character to be open to criticism
- Have a huge problem concerning water pipes in the town; the way the municipality handles burst pipes is brilliant, no sooner are they informed and they are on hand to repair
- Think they do the best they can under the circumstances.
- Feel safe and think they can be trusted
- Communication is excellent

Riebeek Wes (n=16)

- Nothing in particular / Don't know (10)
- Streets are very tidy
- Roads are well maintained
- Refuse removal is good; dumping yard's staff is very helpful
- From the top down, they seem to be managing their finances fairly well
- They work to the benefit of the tax payer, i.e. they are aware of the fact that they work with tax payers' money
- Most of the time they just do what they are supposed to do

Moorreesburg (n=55)

- Nothing in particular / Don't know (11)
- Neatness of the town / The town is neat / Town is kept neat (12)
- Service received when power box was installed was excellent / Service delivery in general is good / Enquiries (12)
- Things get done when it is reported / React on requests / Reaction time from fire services and other services is good / Attend to problems immediately / Quick service to fix things that are broken / Service delivery is quick in general / Sewage blocks and other emergencies are attended to quickly / Office staff react quickly (8)
- Good services / Water and electricity supply / Refuse removal (3)
- Finances / Financing – clean record / Financial planning: do not waste money. Do the best they can with the money they have available (3)
- Accounting system / Accounting system works well (2)
- Information that they distribute / Interaction with rate payers is excellent (2)
- Museum and Library / Library (2)
- Helpful
- The main street is kept clean
- The management of the municipality runs well
- Quick handling of building plans
- A big plus: municipality has appointed people to sweep the streets instead of a lorry – job creation
- Maintenance of sport fields
- Lighting of the streets

Koringberg (n=5)

- Accounts department (IT department is excellent) / Sending out of accounts (2)
- Generally good service
- Communication with the rate payers
- Staying solvent

Yzerfontein (n=20)

- Nothing in particular / Don't know
- General maintenance of the town and the smooth working of services / General maintenance of the town / Town is kept clean (7)
- Service delivery overall is good / Services good in general / Service at office in Yzerfontein is good: staff is friendly and helpful (6)
- Quick response to enquiries / Handling of complaints and enquiries (2)
- Roads are cleaned
- Accounts
- Refuse removal
- Electricity and water supply
- Sewerage (pumping out drains)

Grotto Bay (n=5)

- Licence renewals / The licensing department does very well – exceptionally well (2)
- They keep rate payers updated
- Invoicing system is working well
- Plans were passed quickly
- When they had to empty sewage tank, it was done very quickly and they kept contact throughout the process

Where does the Municipality lack?

Malmesbury (n=92)

- Nothing in particular / Don't know (57)
- The inability to keep the green area alongside the Diep River clean (at the low water bridge). Broken bottles, etc.: the children cannot play or swim there / Park at the river and the river itself are not cleaned: very dirty and dangerous / The river that is supposed to be an asset is really a headache. Dirty, not only the river, also the grass and banks, at the high and low water bridges / The river as you enter Malmesbury from Klipheuwel's side is very dirty / The river is always full of rubbish and is dirty; it does not smell nice and it draws mosquitoes (5)
- Must repair potholes / Potholes: but they are working on it now (2)
- They should not allow the Chinese to stay in their shops – why do they do that? / People sleep in their shops; it is not very hygienic; there are many unhappy business owners in the area (2)
- Building department's communication is poor: takes very long to give feedback
- Should have first aid assistance at the swimming pool or the availability of a 'kit'
- When the swimming pool's tiles break they just patch it and lots of water is wasted. Should rather re-do the tiling
- Not doing enough to stop crime. Don't respond quick enough to calls (local Police).
- The traffic cops fine people unnecessarily e.g. if they don't wear their safety belts. They incorrectly fined his wife and then told her that she must rectify it since they cannot do it. They are not very clever.
- Traffic services can improve.
- Municipal police service can improve.
- The road in Ilinge Lethu is very bad.
- They must be strict on owners to clean vacant/open stands.
- When water pipes are leaking, it takes long for them to come out and repair it.
- Can beautify the town more by planting trees and shrubs.
- Refuse removal.
- Enquiries take time to handle: takes a whole afternoon at the office to sort out.
- Electricity is very expensive.
- Developments in the area need to be planned better. Some developments (shops) planned with too little parking, so the shops are empty.
- Wanting to build in parks, etc., wanting to change the green area. Every 5 years it comes up and we have to block it.

- Over weekends the central part of the town gets very dirty; it creates a bad impression.
- It gets very dirty at Spar where the vagrants stay.
- They do not communicate enough: they must send notifications out as to who our ward councillor is, when they are having public meetings, etc.
- Incorrect account.
- Building of “hop” houses.
- The traffic cops and police’s actions: there is constantly 4 or 5 of them that drive together in one car: where are they going? Personally feel they are wasting tax payers’ money.

Wesbank (n=40)

- Nothing in particular / Don’t know (31)
- Elderly receive their allowance only the 3rd of the month, but the municipality wants their money before then. It means that the elderly will be sitting in the dark for a day or 2.
- They are not accommodating towards pensioners; have asked to pay electricity bill on a certain date but they don’t want to know anything about it.
- Last summer we had a plague of scorpions; asked the municipality to spray, but they did not want to. They said it is part of nature, in the mean time the children is bitten and many of them landed up in hospital.
- Everyone wants to know why the municipal police officers are sitting 4-5 together in cars under trees (not traffic cops).
- The municipality does not do anything about people who drive under the influence of alcohol as well as shebeens. The municipality does not pay attention to the structures that people put up around the “hop” houses; must pay for everything and those people get their houses for free, they built structures for Nigerians that trade from there and are paid for it. Very unfair.
- They don’t foresee that they need more people at the end of the month in the office to help; then we must wait in long queues to be helped.
- We had a place where we could relax and braai over weekends; the municipality closed the “park” and did not provide us with an alternative.
- The gutter that runs from Wesbank to Platteklip river (under the N7) is full of plastic and other rubble.
- It still appears as if the municipality do more and spend more money on the old “white” area, no money is spared to beautify that part whilst the same does not happen in Wesbank.
- Ward councillors should consult with ratepayers before increasing rates and tariffs. They don’t consult with us.
- The Coloured area is neglected; the people in Illinge Lethu receive better service.

Ilinge Lethu (n=25)

- Nothing in particular / Don't know (15)
- Provide refuse bins and sweep the streets, please / Please provide refuse bins / Not only me, but most people are complaining about refuse bins and black bags to put our rubbish in; township is dirty because of that. (3)
- Library services can improve.
- Please inform residents when electricity is going to be off.
- They must set a rule in terms of people who struggle and can't afford the full rent. What kind of documents a person must submit that shows s/he cannot afford.
- Must process people's request as quickly as possible (applied for a liquor license); don't work and make a living from selling alcohol.
- Ward committee needs to serve the community in a satisfactory way. They need to be the office's eyes and ears, checking what is lacking and make necessary demands for the people. More meetings must be called.
- Boards with warning signs in the community, e.g. board to warn people about a dangerous corner, or indicate no dumping in front of open spaces.
- The municipality must come to Ilinge Lethu (new part) and see: the new section looks old and very dirty compared to the old section; the old section has refuse bins and the new section, not.

Kalbaskraal (n=5)

- Nothing in particular / Don't know (1)
- Would like fresh water / No water / Quality of water (3)
- Upkeep of properties: pavements and street

Abbotsdale (n=10)

- Nothing in particular / Don't know (6)
- Fix the roads / Improve the road (Kloof street). (2)
- Get on with the sewerage connections.
- The way they do their calculations: need to pay a lot to subsidize the "hop" houses.
- Use a better quality of gravel on the roads: in winter it is muddy and in summer it is just sand.
- Reluctant to support the disadvantaged; does not look at BEE. Little job opportunities.

Chatsworth (n=5)

- Nothing in particular / Don't know. (3)
- Provision of sports fields for Chatsworth.
- They don't improve the roads in Chatsworth.

Riverlands (n=5)

- Nothing in particular / Don't know (1)
- Please take note of the people in Riverlands: they are neglected / The municipality does not care about Riverlands; the young people drink, use tik, all because of the fact that we do not have any facilities in Riverlands: no sports grounds or parks – nothing to keep the young people from the streets. (2)
- They don't take into account people who want to partake in sport; the sports ground is in a very bad condition.
- Do not look after street lighting; it is very dark and unsafe.

Darling (n=50)

- Nothing in particular / Don't know (28)
- Maintenance of pavements, especially near to Spar / Maintenance: sweeping of streets and pavements; street names are also not put up everywhere yet / Pavements are dirty and not attended to. (3)
- No supervision at work teams: they just work as they like. There must be White or Black supervision (no Coloured over Coloured). / Workers are standing around because there is no supervision / Supervision of teams. (3)
- Cleaning services can improve / Cleaning of pavements and streets. (2)
- Reaction time when there are complaints: they take long to come out and repair/rectify the problem / They take long to come out and fix e.g. pipes that have bursted. (2)
- Road repairs / Road works not so good. (2)
- Road surfacing can improve.
- When they dig gutters, they don't fill it up well: it is uneven.
- They cut down the wild flowers in empty spaces in spring.
- Infrastructure is poor and can be improved.
- Sewerage can improve.
- Abuse of municipal vehicles.
- Cleaning of CBD on Saturdays and Sundays.
- More housing since there is a big need for houses.
- They don't clean the rivers (Hill street).
- Require more communication.

- Don't like the fact that certain people are getting preferential treatment with the approval of building plans.
- The cemetery is in a state.

Riebeek Kasteel (n=15)

- Nothing in particular / Don't know (10)
- They should undertake in writing that they will do something positive about stopping the huge trucks driving through our little village, the noise factor is huge and they are a danger as small children are on their bicycles.
- The ability or lack thereof to control the speeding traffic between Riebeek Kasteel and Riebeek West. No one is taking note of the 60 km speed limit.
- Open stands are neglected, owners receive letters to the effect but nothing happens. Do feel the municipality should make an effort to enforce owners to clean up their plots.
- If you phone or write, you do not get any feedback. Very big frustration.
- Not accepting responsibility for the problem we are dealing with, i.e. the house we bought that was built in 2004 was never cleared for occupation. I have been liasing with the building inspectors and it seems as if the municipality expects us to obtain all the necessary clearance certificates from electricians, plumbers, etc. Why did the municipality not make sure all this was done when the house was built?
- The local municipal office should be able to do more so that it is not necessary to liase with Malmesbury.

Riebeek Wes (n=16)

- Nothing in particular / Don't know (8)
- Subdivision lapsed; had to pay a fortune to have it surveyed again. They are good at money grabbing. (Land was not surveyed again, but had to pay). B&B Fees and guest house fees are ridiculously high.
- Rubble is dumped everywhere, have asked for notice boards but it is not been put up.
- Supervision over their work force should improve, productivity will also automatically improve.
- Cleaning of vacant stands: phone on a regular basis, they promise to clean, but nothing happens. Have many snakes and therefore it is important to keep vacant land clean and tidy.
- Maintenance of roads and sports fields.
- Maintenance of the "down town" roads, the maintenance of the dilapidated old school, the fences that are not repaired.
- Maintenance of public grounds.

- They lack in providing recreational facilities for young people; their water pipes need urgent attention.

Moorreesburg (n=55)

- Nothing in particular / Don't know (14)
- Maintenance of roads and pavements / Maintenance of streets / Pavements are untidy / Roads: sweeping and potholes. (13)
- Storm water / Storm water problem / Drains that block / Storm water that stands around "hop" houses and which runs into the houses; nothing is done about it. (4)
- Potholes in roads / Potholes in roads – especially at day hospital. (3)
- Maintenance of street names on the pavement / Paint of street names in Doornkloof / Roads and name boards. (3)
- Stay on the banks of a river: the river is very dirty and it is not cleaned / River that runs through the town is not kept clean. (2)
- Coloured cemetery is very dirty.
- Sweeping of streets.
- Entrance to the town should be beautified.
- Problem with water (pipes that burst and problem with stopcock).
- Drink water sometimes smells bad.
- Upgrading of sports fields and parks.
- Pay a lot of money to hire a hall or put up a tent (R200 per day).
- Reaction on emergency numbers.
- People in "hop" houses do not pay tax and receive subsidy for everything whilst rate payers need to pay for everything.
- Parks, roads and weed alongside roads in the area of the small holdings.
- Need to keep the town clean and maintain the parks better; more prominent refuse bins.
- Cleaning of open land/erven; weeds grow high and there are snakes. All the dirt is blown onto other properties.
- Weed around the stands at Hooikraal and the gutters full of water.
- After the workers receive their monthly pay, they are not available for a few days to deliver service. Nothing happens when we complain.
- More communication with the community; obtain more input from the community.
- Communication regarding electricity tariffs; other communication is good.
- Communicating with people regarding garden refuse and when they come with weed-eaters to weed the plants off on the pavement.
- Property valuations.
- Friendliness at the office.

- After hours number/emergency number at Malmesbury municipality: people are unprofessional, they don't even want to give their names as a reference. They say it is private. No problem at Moorreesburg.

Koringberg (n=5)

- Very arrogant. They seem to forget they are public servants. 98% of community (including Coloureds) voted against a bottle store. It was forced on Koringberg. We found out that the person's husband had a share in a winery. Now I have a lot of empty bottles being thrown on my property.
- Pot holes, traffic control and poisoning of flowers. Fighting with municipality about it.
- Cleaning of storm water system so that is ready for the winter rain.
- Pavements are untidy because weeds are not cleaned on a regular basis.
- Shocking service in general.

Yzerfontein (n=20)

- Nothing in particular / Don't know (4)
- Roads and pavements in certain parts of the town are not well maintained / Cutting of grass on pavements. (2)
- Bought a house; requested the plans at the municipality to build on and they can't find them. Referred us to original owners but we cannot contact them.
- Building department.
- Red gravel road in front of house.
- Costs: is wasting money on exceptionally high remuneration packages.
- Property valuations are ridiculously high.
- Slow to clean the beach.
- Environmental issues: when land is being cleared for development there is poaching: all the wild buck disappears They don't inform us before-hand so that we can save the tortoises and some of the plants. There should be more control on development.
- Don't clean up after they have done weed killing on pavements.
- People are rude and abrasive at meetings; don't cater for English-speaking people.

Grotto Bay (n=5)

- Nothing in particular / Don't know (3)

Other comments/suggestions

- Please let farmers (especially) and town people know when roadworks will take place and for how long so that they can plan their transport. (Darling)
- Riebeek Kasteel is a beautiful town which is visited by tourists; feel the municipality should do everything in their power to beautify the town's roads, parks and library; it is our pride. (Riebeek Kasteel)
- Many snakes (puff-adder and Cape cobras) in the town; think the municipality should do something about it. (Yzerfontein)

Questionnaire

SWARTLAND MUNISIPALITEIT DIENSOPNAME (Finale vraelys)

Naam: _____ Telefoonnr: _____ Onderhoudvoerder: _____

Inleiding: Goeie more/middag/naand My naam isen ek skakel namens ekko, 'n onafhanklike konsultasie maatskappy. Ons is deur u Munisipaliteit gekontrakteer om 'n opname in u dorp te doen om die Munisipaliteit se dienslewering te beoordeel. Dit vorm deel van 'n projek wat 2 jaar gelede binne die munisipaliteit geloods is en waartydens 'n dienshandves ontwikkel is. Het u 'n paar minute om aan die opname deel te neem? Ek sal u terugvoer baie waardeer. Ek wil u die versekering gee dat u terugvoer anoniem hanteer word en dat u naam onder geen omstandighede aan u terugvoer gekoppel sal word nie.

Introduction: Good morning/afternoon/evening My name is and I am phoning on behalf of ekko, an independent consultancy. We have been contracted by your Municipality to do a survey in your town to evaluate the Municipality's service. It forms part of a project that was started 2 years ago within the Municipality whereby a service charter was developed. Do you have a few minutes to take part in the survey? I will appreciate your feedback very much. I want to assure you that your feedback will be treated anonymously and that your name will under no circumstances be linked to your feedback.

Onderhoudvoerder: Indien nie geskikte tyd vir respondent, reël 'n ander datum & tyd:

1. Soos ek aan u genoem het, het die Munisipaliteit ongeveer 2 jaar gelede 'n Kliëntedienshandves bekendgestel waarin die dienste wat die munisipaliteit aan belastingbetalers lewer, die diensstandaarde van die munisipaliteit asook kontakbesonderhede van die verskillende munisipale kantore aangetoon word. Die kliëntedienshandves is beskikbaar in 3 tale, nl. Afrikaans, Engels en Xhosa en is beskikbaar gestel aan alle belastingbetalers. Is u bewus van die kliëntedienshandves? **INDIEN JA: Beskik u oor 'n kopie van die handves? / As I mentioned to you, the Municipality introduced a Client Service Charter about 2 years ago in which the services of the municipality, the service standards of the municipality as well as the contact details of the different municipal offices are listed. The Client Service Charter is available in 3 languages, i.e. Afrikaans, English and Xhosa. Are you aware of the Client Service Charter? IF SO: Do you have a copy of the charter?**

Bewus / Aware	1/1	➡	Besit kopie? / Own a copy?	Ja/ Yes	2/1	Nee/ No	2
Nie bewus / Not aware	2	➡	Na vraag 2				

2. Voordat ek u vra om die spesifieke dienste wat die Munisipaliteit lewer te beoordeel, wil ek vra dat u vir my 'n algehele beoordeling gee van hoe goed u dink die Munisipaliteit vaar in terme van die uitvoering van sy dienshandves. U kan vir my sê of hul Uitstekend (5), Goed (4), Gemiddeld (3), Swak (2) of Baie swak (1) vaar. / **Before I ask you to rate the specific services that the Municipality renders, I want to ask that you give me an overall evaluation of how well you think the Municipality fares in terms of delivering on its service charter. You can tell me whether you would rate them as Excellent (5), Good (4), Average (3), Poor (2) or Very poor (1).**

Punt uit 5	<u>Onderhoudvoerder:</u> Vra motivering vir Swak / Baie swak beoordeling:
(3)(4)

3. Ek gaan nou die spesifieke dienste wat die Munisipaliteit lewer aan u voorlees en ek wil vra dat u elkeen beoordeel aan die hand van die volgende skaal: u kan vir my sê of u dink die diens is Uitstekend, Goed, Gemiddeld, Swak of Baie swak. Indien u nie 'n spesifieke diens kan beoordeel nie, kan u net vir my sê. / **I am going to read you the specific services that the Municipality renders and I want you to evaluate each by using the following scale: you can tell me whether you think the service is Excellent, Good, Average, Poor or Very poor. If you cannot evaluate a specific service, you can just tell me.**

(Onderhoudvoerder: (i) Ken die volgende punte toe vir elke beoordeling: Uitstekend = 5; Goed = 4; Gemiddeld = 3; Swak = 2; Baie swak = 1. (ii) Vra motivering vir 'n Swak of Baie swak beoordeling.)

	Punt uit 5	Vra motivering vir Swak / Baie swak beoordeling: Waarom beoordeel u as Swak/Baie swak? / Why do you rate ... as Poor/Very poor?
<p><u>Vra slegs aan Malmesbury / Moorreesburg/ Darling/ Yzerfontein/ Ongegund (Riebeeck-Wes)</u></p> <p>Elektrisiteit en Elektrisiteitsdienste: dink bv. aan die voorsiening van elektrisiteit, die spoed waarteen nuwe aansluitings gedoen word, meters vervang word, onderbrekings herstel word, kennisgewings rakende onderbrekings gegee word, ens. / Electricity and Electricity services: think e.g. about the provision of electricity, the speed with which new connections are done, meters replaced, outages repaired, notices regarding power outages are given, etc.</p>	(5)	<p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....(29)</p>
<p>Water voorsiening: dink bv. aan die voorsiening van water, die spoed waarteen nuwe aansluitings gedoen word, meters vervang word, beskadige pype herstel word / Water supply: think e.g. about the provision of water, the speed with which new connections are done, meters replaced, damage to pipelines are repaired</p>	(6)	<p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....(30)</p>
<p>Riolering: die spoed waarteen nuwe aansluitings gedoen word, verstoppings herstel word, riooltenks uitgesuig word, ens. / Sewerage: the speed with which new connections are done, obstructions are cleared, conservancy tanks are drained, etc.</p>	(7)	<p>.....</p> <p>.....</p> <p>.....</p> <p>.....(31)</p>
<p>Vullisverwydering: huishoudelike vullis, tuin vullis, straatdromme, onwettige stortings, vee van strate in sentrale besigheidsarea / Refuse removal: domestic refuse, garden refuse, street bins and illegal dumping, sweeping of streets in central business district</p>	(8)	<p>.....</p> <p>.....</p> <p>.....(32)</p>

	Punt uit 5	Vra motivering vir Swak / Baie swak beoordeling: Waarom beoordeel u as Swak/Baie swak? / Why do you rate ... as Poor/Very poor?
Strate en Paaie: die herstel van slaggate, hergruising, teer en herseëling, skoonmaak van sypaadjies, spuit van onkruidododer en vee van strate / Streets and Roads: reparation of potholes, regravelling, tarring and resealing, weeding of sidewalks, spraying of insecticides and street sweeping	(9)(33)
Die instandhouding en skoonmaak van die stormwater-stelsel, ook wanneer oorstrom / Maintainance and cleaning of the storm water system, also when flooded	(10)(34)
Instandhouding van munisipale begraafplaas / Maintenance of municipal cemetery	(11)(35)
Vorbereiding en instandhouding van sport-velde/terreine bv. sny van gras, uitmerk van speel-oppervlakte / Preparation and maintenance of sport fields/grounds, e.g. mowing of grass and marking or playing fields	(12)(36)
<u>Vra slegs aan Malmesbury/Moorreesburg/Darling</u> Instandhouding van munisipale swembad / Maintenance of municipal swimming pool	(13)(37)
Instandhouding van parke en tuine, bv. sny van gras, snoei van bome en struike in oop ruimtes, instandhouding van speeltoerusting in die parke / Maintenance of parks and gardens, e.g. the mowing of grass, pruning of trees and shrubs in open areas, maintenance of the recreational equipment in the parks	(14)(38)
Instandhouding van munisipale geboue en gronde / Maintenance of municipal buildings & grounds	(15)(39)
Verligting van strate, geboue en sportterreine / Street lighting, lighting of buildings and sports fields	(16)(40)

	Punt uit 5	Vra motivering vir Swak / Baie swak beoordeling: Waarom beoordeel u as Swak/Baie swak? / Why do you rate ... as Poor/Very poor?
Brandweer en nooddienste: dink aan hul reaksie tyd en die aandag wat hul aan noodgevälle verleen / Fire fighting and emergency services: think of their response times and the attention that they give to emergencies	(17)(41)
Verkeersdienste / Traffic services	(18) (42)
Hantering van motorregistrasies- en lisensies / Handling of motor vehicle registrations and licences	(19)(43)
Munisipale Polisediens / Municipal Police Service	(20)(44)
Biblioteke / Libraries	(21)(45)
Museums / Museums	(22)(46)
Bouplanne, m.a.w. hoe lank dit neem om bouplanne goed te keur, inspeksies om te sien dat geboue volgens plan gebou word / Building plans, i.e. how long it takes to approve building plans, inspections to see if buildings are built according to plans	(23)(47)
Grondgebruik: dink aan hoe vinning ontvangserkennings verskaf word, hoe lank aansoeke neem om afgehandel te word, hoe flink terugvoer oor navrae gegee word, ens. / Land use: think about the speed with which acknowledgement of receipts are given, how long it takes for applications to be finalised, how quickly feedback is given on enquiries, etc.	(24)(48)
Eiendomswaardasies / Property valuations	(25)(49)
Kwaliteit van laekoste-behuisingskemas / Quality of low cost housing schemes	(26)(50)

	Punt uit 5	Vra motivering vir Swak / Baie swak beoordeling: Waarom beoordeel u as Swak/Baie swak? / Why do you rate ... as Poor/Very poor?
Hantering van rekeninge: dink aan die hantering van navrae oor rekenings, die korrektheid waarmee regstellings gedoen word, die tydige uitstuur van rekeninge, ens. / Handling of accounts: think of the handling of enquiries about accounts, the correctness of adjustments, the sending out of accounts on time, etc.	(27)(51)
Munisipale eiendomsbelasting: korrektheid van berekening en hantering van navrae/versoeke / Municipal property tax: correctness of calculations and handling of enquiries/requests	(28)(52)

4. Weet u wie u ... is? En wie op u wykskomitee dien? / **Are you aware who your is? And who serves on your ward committee?**

	Nee / No	Ja / Yes	
Wyksraadslid / Ward councillor	53/1	2	➔ Onderhoudvoerder: Vra Vraag 4.1
Wykskomitee / Ward committee	54/1	2	➔ Onderhoudvoerder: Vra Vraag 4.2

4.1. Hoe beoordeel u die effektiwiteit en funksionering van u wyksraadslid? / **How do you rate the effectiveness and functioning of your ward councillor?**

Punt uit 5	Vra motivering vir Swak / Baie swak beoordeling: Waarom beoordeel u as Swak/Baie swak? / Why do you rate ... as Poor/Very poor?
(55) (56)

4.2. Hoe beoordeel u die effektiwiteit en funksionering van u wykskomitee? / **And how do you rate the effectiveness and functioning of your ward committee?**

Punt uit 5	Vra motivering vir Swak / Baie swak beoordeling: Waarom beoordeel u as Swak/Baie swak? / Why do you rate ... as Poor/Very poor?
(57) (58)

5. Skakel u op 'n gereelde basis met u plaaslike munisipale kantoor? En met die kantoor in Malmesbury? /
Do you have regular contact with you local municipal office? And with the office in Malmesbury?

	Nee / No	Ja / Yes	
Plaaslike kantoor / Local office	59/1	2	➡ Onderhoudvoerder: Vra Vraag 5.1
Malmesbury kantoor / Malmesbury office	60/1	2	➡ Onderhoudvoerder: Vra Vraag 5.2

5.1. Hoe sal u u plaaslike munisipale kantoor ten opsigte van die volgende aspekte beoordeel? / **How would you rate your local municipal office on the following aspects?**

	Punt uit 5	Vra motivering vir Swak / Baie swak beoordeling: Waarom beoordeel u ... as Swak/Baie swak? / Why do you rate ... as Poor/Very poor?
Die hantering van <u>algemene</u> navrae wat skriftelik, telefonies of in persoon gerig word/ Handling of <u>general</u> enquiries that are done in writing, via telephone or in person	(61) (65)
Telefoonetiket / Telephone etiquette	(62) (66)
Die vriendelikheid en hulpvaardigheid van munisipale personeel / The friendliness and helpfulness of municipal staff	(63) (67)
Die kennis en vaardigheid van munisipale personeel / Knowledge and expertise of municipal staff	(64) (68)

5.2. Hoe sal u u die munisipale kantoor in Malmesbury ten opsigte van die volgende aspekte beoordeel? / **How would you rate the municipal office in Malmesbury on the following aspects?**

	Punt uit 5	Vra motivering vir Swak / Baie swak beoordeling: Waarom beoordeel u ... as Swak/Baie swak? / Why do you rate ... as Poor/Very poor?
Die hantering van <u>algemene</u> navrae wat skriftelik, telefonies of in persoon gerig word/ Handling of <u>general</u> enquiries that are done in writing, via telephone or in person	(69) (73)
Telefoonetiket / Telephone etiquette	(70) (74)
Die vriendelikheid en hulpvaardigheid van munisipale personeel / The friendliness and helpfulness of municipal staff	(71) (75)
Die kennis en vaardigheid van munisipale personeel / Knowledge and expertise of municipal staff	(72) (76)

6. Die laaste onderwerp waaroor ek graag u mening wil vra, is die kommunikasie van die Munisipaliteit met belasting-betalers. Hoe sal u dit beoordeel? / **The last subject that I want to get your opinion on is the Municipality's communication with rate payers. How would you rate that?**

Punt uit 5	Vra motivering vir Swak / Baie swak beoordeling: Waarom beoordeel u as Swak/Baie swak? / Why do you rate ... as Poor/Very poor?
(77) (78)

7. Watter van die volgende gee vir u die beste inligting rakende die Munisipaliteit? / **Which of the following provide you with the best information regarding the Municipality? (Onderhoudvoerder: Lees opsies voor; roteer beginpunt en merk beginpunt in linkerkantste kolom; meer as een antwoord is moontlik)**

Munisipale nuusbrief / Municipal newsletter	79/1
Plaaslike koerant / Local newspaper	2
Persoonlike kontak / Personal contact	3
Openbare vergaderings / Public meetings	4
Wykskomitees / Ward committees	5
Munisipaliteit se webruimte / Municipality's website	6
Ander (spes asb) / Other (please spec)	

8. Veronderstel u wil meer oor die Munisipaliteit se dienste uitvind, waar sal u vir inligting soek? / **Say you want to find out more about the Municipality's services, where would you look for information? (Onderhoudvoerder: Lees opsies voor; roteer beginpunt en merk beginpunt in linkerkantste kolom; meer as een antwoord is moontlik)**

Munisipale kantoor of personeellid / Municipal office or official	80/1
Plaaslike koerant / Local newspaper	2
Pamflette, nuusbriewe / Pamphlets, newsletters	3
Openbare vergaderings / Public meetings	4
Plakkate / Posters	5
Munisipaliteit se webruimte / Municipality's website	6
Plaaslike radio / Local radio	7
Ander (spes asb) / Other (please spec)	

9. Hoe belangrik is dit vir u dat die Munisipaliteit op gereelde basis met u oor munisipale aangeleenthede en aktiwiteite kommunikeer (*sake soos bv. verhoogde tariewe, nuwe ontwikkelings en dienste*)? Sal u sê dit is ...? / **How important is it that the Municipality communicates with you on a regular basis on municipal matters and activities (matters such as increased tariffs, new developments and services)? Would you say it is ...?**

Baie belangrik / Very important	81/1	Redelik belangrik / Reasonably important	2	Nie regtig belangrik nie / Not really important	3	Glad nie belangrik nie / Not important at all	4
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10. Deur watter medium verkies u dat die Munisipaliteit met u kommunikeer? / **Through which medium do you prefer that the Municipality communicates with you? (Onderhoudvoerder: Lees opsies voor; meer as een antwoord moontlik)**

Geskrewe media, bv. nuusbriewe, koerant, pamflette / Written media, e.g. newsletters, newspaper, pamphlets	82/1
Plaaslike radio / Local radio	2
Vergaderings / Meetings	3
Ander (spes asb) / Other (please spec)	

11. Laastens, na u mening en in geheel gesien wat hanteer die Munisipaliteit besonder goed? En vaar hul besonder sleg? / **Finally, according to you and looking at it overall, what does the Municipality do exceptionally well? And where do they lack?**

GOED:

 (83)

SLEG:

 (84)

BEDANK RESPONDENT EN SLUIT ONDERHOUD / THANK RESPONDENT AND CLOSE INTERVIEW

Malmesbury	85/1	Wesbank	2	Kalbaskraal	3	Abbotsdale	4
Chatsworth	5	Riverlands	6	Ilinge Lethu	7	Darling	8
Riebeek Kasteel	9	Riebeek-Wes	10	Moorreesburg	11	Koringberg	12
Yzerfontein	13	Grottoabaai	14	Jakkalsfontein	15		
Afrikaans	86/1	English	2	Xhosa	3		
Male	87/1	Female	2				