

**KOUGA MUNICIPALITY HEREBY RESPONDS TO THE PETITION RECEIVED FROM THE  
JEFFREYSBAY RESIDENTS ASSOCIATION DATED 06 FEBRUARY 2015 @ 10H00.**

**Electricity**

1. Poor maintenance and development of electrical infrastructure. Damage to foodstuffs and electrical appliances during long outage

**Answer:**

Maintenance of electrical infrastructure take place within the constraints of the operating budget. Upgrading over the last 4 years has taken place as follows: A new 22kV overhead line between Main Substation and Appiesdraai was build.

Installing of an additional 10MVA, 66/22kV transformer and switchgear at Main Substation.

Refurbishment of 22kV overhead line (Waterworks, Sewer works and Farm line). Purchasing of 240 mm 11kV cable (1000 meter) for the fourth cable to Wavecrest.

2. Meter readings are not consistently monitored and not managed properly

**Answer:**

Agree, Meter readings are not consistently monitored due to inclement weather and during public holidays.

3. Pre-paid meter Admin Fee should not apply

**Answer:**

All holiday towns trough SA applies Pre-paid meter admin fees. Option to increase pre-paid meter electrical tariffs (Kwh) to recover cost.

5. Illegal connections not disconnected

**Answer:**

Illegal connections are attended to with the assistance of the SAPS and at times the situation turns violent and the Police advises us to evacuate in

order to protect our staff. In most instances our law enforcement stay in the same areas which complicates their execution of municipal work. This Municipality has taken firm action to formalise all informal settlements as the remedy which would have lasting impact for all involved.

### **Waste Management**

6. Non removal of fallen trees and foliage.

**Answer:** Kouga remove all fallen trees outside the boundaries of residential areas. Where trees has fallen inside a property it's the responsibility of the owner

7. Dustbins not serviced in the Central business District and Beaches, not enough dustbins in other areas. Areas like Pellsrus have none.

**Answer:** Not true: Kouga has a dedicated team on litter picking doing it daily. We agree with the shortage of street waste bins and is a matter that is currently address in the IDP 2015/2016

8. There is no Garden Refuse Dumping site in town wasting fuel in tough economic times making it difficult to eradicate alien overgrowth thus increasing risk of fires and crime.

**Answer:** Garden refuse is a tariff income item, so residents must remove it themselves, or alternatively pay and then council will remove the garden refuse.

9. There is no General Refuse Dump site in town wasting fuel in tough economic times and causing people to dump anywhere thus further degrading the town.

**Answer:** Yes agree, a transfer station is on the IDP to address the matter. However the campaign to clean our areas cannot be the sole responsibility of the municipality. The communities cannot dump just about anywhere and later protest about this being the task of the Municipality. The Municipality is aware of white business companies who dump their building material in Ocean-view as if that area is suitable to be a dumping site.

10. Pick up litter not only in tourist areas. More dustbins and refuse control in township areas.

**Answer:** Litter picking is done daily and be collected. We are aware of the shortage of refuse bins and making use of black refuse bags. The level of payment by the communities has the ability to minimise our capacity to achieve our desired objectives.

### **Water**

11. No proper budgeting for water infrastructure maintenance. Money still owing for P.E. water. Wavecrest residents is drinking dirty unhealthy water for a few years now. No proper solutions to fix the dirty unhealthy water.

**Answer:** This is a piling of separate items into one and we will attempt to respond to all the issues. Firstly the story of the Kouga Municipality owing Nelson Mandela Metro has both the context and history into it. However for the purpose of this petition we have entered into an agreement with Metro which saw them writing off the interest and us paying regularly. This debt will be liquidated by June 2015. Secondly on the quality of water the council's position is that the water is fit for human consumption. Thirdly individual boreholes sometimes produce water with an Fe and Mn not complying with SANS 241, but when blended with other boreholes, tests within the limits – All tests is available and gets reported monthly to Council and will in future also be placed on the website – tests are performed by accredited laboratories and is Sanas accreditation certificates available upon request.

12. Old water mains pipes need to be replaced, not just constantly repaired at huge ongoing costs. Brown water filters through on a regular basis to residents as a result of this.

**Answer:** Burst water mains is unfortunate and unplanned – It is being envisaged to budget investigate the installation of PR-valves to control and regulate water pressure in the system network, which we belief is the major problem –unfortunately there are no other way but flushing the system to clean out the network after pipe bursts.

13. Excessive wastage of water from burst pipes and through bleeding from fire hydrants. This is the only way currently that the Municipality use to get rid of brown unhealthy water of Wavecrest residents.

**Answer:** See comment as above – There are now other way to clean the system of “dirty” water after a burst pipe than flushing through hydrants.

14. Residents have to constantly replace geysers and elements at ongoing extra costs because of dirty water with excessive Manganese.

**Answer:** Council is in the process of attending to the discolouring of water caused by the non-precipitation of iron – With the financial assistance of DWAS a consultant and contractor has been appointed and is presently on site at the J/Bay treatment works conducting chemical tests and installing a pilot dosing plant – Originating from this a comprehensive report will be compiled as to what process to follow – Also with the financial assistance of DWAS, a contractor has been appointed to rehabilitate the existing boreholes in order to obtain a better quality water containing less Fe and Mn

15. Linen and clothes are permanently stained and ruined by brown water with Manganese. This cost should be refunded by the Municipality.

**Answer:** This is not possible

16. Water unhealthy to drink because of excess Manganese. There is not enough permanent Technical staff at the water purification plant and the permanent and non-permanent staff is not properly trained on using chemicals and equipment .They are also not working on a 24 hour cycle and therefore do not manage the Plant effectively . Equipment is not maintained and utilized properly and are out of order continuously. The water purification plant are not funded properly and not monitored by management in order to ensure healthy drinking water. This cannot be ignored any longer because of excess Manganese. This situation needs to be treated as an emergency situation and is not negotiable any longer.

**Answer:** The opinion expressed herein is not true except when it deals with the training levels of the staff in our plants. There is Municipal Infrastructure Agency (MISA) which is currently contracted by the National government in order to train staff in our plants. Training is a progressive and continuous activity in the fast developing world. Again lets us restate the fact that

Water is not unhealthy, it complies with SANS 241 requirements in terms of allowable limits for Fe and MN – The three PC's at the plant is all suitably qualified in terms of the requirements of DWA for the size (Class C) treatment plant and all is registered and certified by DWA – (NQF 2 in Water and Wastewater Treatment) – Certificates available – It is at this stage not necessary to introduce a shift roster as the demand decreases during off-peak periods during night as is there is enough retaining capacity in the reservoirs –As far as the rest of the question is concerned, it is a repetition of question number 11 – See comment above

17. Technical staff at water purification plant are not properly trained or absent from duties and do not manage the plant on a 24 hour cycle

**Answer:** We have responded to this above.

18. Water facilitation and management in townships is inadequate

**Answer:** The mere fact that with the exception of the informal settlements, all households have a erf connection and do we comply with the standards that informal settlements have communal standpipes within a radius of 200m. We are in compliance with the legislation and the affected communities have agreed with us in the previously disadvantaged communities.

19. Water tests are never made public or revealed. How safe is our drinking water really? According to available reports, the water with Manganese cannot be consumed and it cannot be boiled. Children and older people need to drink water that is bought. Allot of residents cannot afford to buy water daily.

**Answer:** All potable water (in this case they obviously refer to the borehole water), is tested on a weekly basis and reported to Council as part of the department's monthly report – I can understand that everybody does not have access to the monthly report, so we will in future place the results on the website on a monthly basis as well as the results of our micro compliance of all areas as well as the chemical and physical compliance results quarterly.

Dr. Steynberg who did one of the Reports for the Department of Water Affairs said that: As soon as the water is brown it is unhealthy. (He is entitled to his opinion and we are in line with the law)

## **Sewerage**

20. No Plans, delay of plans for, or non-implementation of water borne sewerage in many areas

**Answer:** The implementation of water borne reticulation is a capital funded project. Estimated cost to install waterborne sewer in Wavcrest ± R30.0m. With the level of non-payment of services we cannot do other than to apply for grants as we did in 2013/2014 when we received R146 million from the department of Human Settlement.

21. Sewerage spills at public toilets in Season and all of town the whole year.

**Answer:** Sewer blockages are an unforeseen occurrence which cannot be predicted. Residents are urged to report spillages to ensure prompt response. Unfortunately some of the comments are exaggerated.

22. Sewerage running into public areas, sea and beach and lagoon at Kabeljous and Main Beach

**Answer.** This was an unfortunate occurrence during the festive season period that was aggravated due the high influx of visitors and electrical outages. Infrastructure is sized and constructed to only operate within its design parameters, larger volumes of effluent generated places strain on the system.

23. Poor reactive maintenance of pump stations

**Answer.** The majority of pump stations and electrical switchgear were commissioned during the mid-80 and has a limited lifespan and are due for upgrade. The current budget allocation is not only insufficient but totally inadequate to implement a proper preventive maintenance programme

La mer, Duine road, Trevor Manual and Apiesdraai sewer pump stations are currently being upgraded.

24. No backup generators for peak periods or load shedding effects like December.

**Answer.** There is 53 sewer pump stations of various sizes throughout Kouga of which 26 is located in Jeffrey's Bay. A small portion of these are provided with back-up generators. A process plan is being develop to source funding for additional back-up generators.

25. Sewerage in public areas must be treated as an emergency situation and must be acted on immediately.

**Answer.** The Jeffrey's Bay waste water treatment plant was recently upgraded to be able to handle 8ML per day. The staff all received training in the operation and maintenance of the plant during the construction phase. Training is ongoing through the skills development program. The advice is however noted

26. No properly trained permanent local staff at sewerage reticulation plant **(See Response above).**

27. Not enough ablution facilities on different beach areas and not properly managed. We do not look after tourists who are on Holiday! **(Response: this is an incorrect opinion)**

28. Backlog in mobile sewerage removal. Not enough trucks. Drivers must be bribed to act.

**Answer.** The availability of suction tankers remains a challenge especially during peak periods. Additional tankers were hired in during the festive period. We handle request for suction tankers services on a first come first serves basis. Residents paying bribes and drivers taking bribes are not acceptable. Complaints and allegations form residents claiming that bribes are paid were received, but these residents are not willing to testify, provide evidence or affidavits to enable disciplinary processes to be implemented. The very community that complains and protest about bribes are willing contributors to this illegal and criminal activity. We appeal to all to desist from paying and encouraging illegal actions as your short term gain is the delay of services to deserving others.

29. Proper sewerage and sanitation facilities in the townships is a major problem and is not being addressed properly or not at all.

**Answer.** All formal sites are provided with waterborne reticulation. Informal areas make use of buckets or chemical toilets. Formalization and township establishment to enable construction of low cost houses will assist in reducing buckets and chemical toilets.

### **Finance**

30. Traffic Department in Humansdorp has not paid R21 million plus 3 million interest per month owing to E Natis.

**Answer:** There is an agreement between DOT and Kouga is honouring this agreement while we dispute the figures we will not be drawn to misrepresentation and suspicion

31. Increase of salaries are not performance based which leads to low standards and low service delivery levels

**Answer:** Salaries of staff are negotiated at a National Level (Bargaining Council)

### **Kouga Municipality Service and Staff**

32. Why is tourism not a priority?

**Answer:** all departments are a priority especially those that are service Delivery focused.

33. Outsourcing should be focused on locals as a priority

**Answer:** We agree but we are subject to Preferential Procurement policy of Government.

34. Kouga Management does not live in the local area and therefor do not experience the problems in town first hand.

**Answer:** The Group Areas Act and Separate Development Act of the previous discriminatory system prevented certain groups to live and work in certain areas. With the advent of democracy every person in South Africa is allowed to live and work where he/she chooses. That is why most of the ratepayers of Jeffrey's Bay have chosen to work in Gauteng and

other Provinces and only come back to their areas of residence in Jeffrey's Bay only in December. The Section 56 Managers are contractual personnel and cannot be expected to uproot their families every five years their contractual agreements are not renewed. This is just common sense decision to be made by an individual.

Given that the Management of Kouga belong to the democratic South Africa almost all have chosen to relocate to Jeffrey's Bay on their own volition instead of responding to repressive laws that dictate to them what to do and when to do it. We must engage the Kouga Staff on the basis of their performance than to attack their choices which are allowed in a Constitutional democracy

35. Selective pick up of refuse. Also they leave a mess

**Answer:** Disagree, Household refuse is collected on a weekly bases. Where problems arise the department respond immediately. The recent satisfactory survey done by Council on services is a proof that refuse collection is the top service delivery program in Kouga

36. Lack of By Law Enforcement.

**Answer:** This department acknowledge that there is a by law enforcement problem and are currently looking at supervision and control measures in order to improve the situation further.

37. Lack of Traffic Officials at Peak Times

**Answer:** Disagree, Kouga recently appointed 6 additional Traffic Officers during the Festive Season in order to alleviate an anticipated influx of holiday makers in Jeffrey's Bay and St Francis Bay. However the availability of resources will dictate what can be done at times

38. Lack of forward planning for maintenance and service delivery

**Answer:** IDP is reviewed every 5 years and community members are encouraged to participate in these processes in order to ensure that they understand the Municipal planning processes and what is to be implemented, when, in the light of limited resources.

39. Staff attitude is negative. No performance management system, therefore no performance

**Answer:** This is untrue. In the event of any member of the public being dealt with negatively by any employee, which would be an exception, that member has a right to lay misconduct charges against that employee. We are aware also of members of the public who are burdened by their own personal problems and vent their anger to our staff members in a manner which is completely unacceptable. In both cases we recommend that there be better personal relationship for our own collective good.

40. Staff leave in December is not managed properly. Emergency staff should not be able to go on leave. Traffic personnel should be on duty every day during holiday periods

**Answer:** It is standard practice that no leave be granted to staff (senior or operational) in the service delivery departments during the festive season.

41. Employees do not keep to working hours. No supervision and disciplinary procedures.

**Answer:** This is a matter that this institution deals on a continuous bases. Disciplinary actions are definitely enforced but in any situation there must be a willing witness.

42. Low standards and slow reactive action are acceptable for employees. Reason no supervision and management, no established work standards and no performance management. Residents will not accept this. Proactive planning and action is essential.

**Answer: See 41 above**

43. Kouga employees have no work pride. Reason can be unclear or no job specifications and job standards. Example: Robot that was fixed in December but flashed yellow and green at the same time.

**Answer:** The Robot was repaired by our staff but due to outages it kept no keeping its timing and it has since been attended.

44. Role and Functions of Councilors are not clear to the community.

**Answer:** The role of Councilors is clearly spelt out in the Municipal Structures Act, Municipal Systems Act and the Municipal Finance Management Act. Should members of the public seek better clarity they are advised to consult their Ward Councilor together with His/ Her Ward Committee.

45. Procedures and processes for reporting of problems by residents are not acted upon. Reference numbers in order to monitor solutions is essential. Feedback channels should be established.

**Answer:** This is a constructive and welcomed advice and Management must continue to find areas how we can improve the Management of Complaints by Citizens.

### Communication

46. No Public Participation with regard to By Law enforcement

**Answer:** No By Law can be approved without proof of Public Participation. Members of the Public can challenge any By Law which does not meet this requirement in a Court of Law, in 2006 some members of the Public successfully challenged our Liquor By Law in the Constitutional Court.

47. The KM website, [www.kouga.gov.co.za](http://www.kouga.gov.co.za) is not updated regularly enough and is outdated

**Answer:** We agree but it has now been updated

48. No transparency in dealing with public matters

**Answer:** Unless proof can be provided we can only deal with the matter but in general all our Policies, Practices and matters of Public are discussed in an open Council.

49. No timeous notice of meetings. Venues changed at last minute

**Answer:** This is not true but in one instance on a matter dealing with the Budget this happened. It was not a norm but an exception which was later dealt with and explained in the Council Meeting.

50. No feedback on grievances and reporting on faults.

**Answer:** This is untrue and evidence would be required to substantiate this allegation. It is experienced in many instances that certain members of the public do not accept the responses given because they hold a certain view and would not accept the Council deliberated and concluded view

51. Communication feedback by the spokesperson of the Municipality should be the truth and carefully considered. For example the KM has not apologized on the chaos in December as a result of the power failure, sewerage in public areas and appalling condition of water and the effect on the community and holidaymakers.

**Answer:** The views expressed are views based on internal investigation of facts. There should be a distinction between cold facts and the attitude of the messenger towards those facts.

52. Communication with residents should immediately be given attention and communication channels like newspapers, Facebook and other mediums should be used to communicate continuously. This lack of communication shall not be tolerated any longer

**Answer:** This is a welcomed, constructive and valid point. The Municipality can build on such constructive views that shows both maturity and extending the hand of co-operation.

53. Proper planning for Holiday time periods should be done in advance and residents and community leaders should give input in this regard

**Answer:** Council on a yearly bases submit a seasonal preparedness plan before the season

54. Inaccurate Statistics of Local Population or not made public.

**Answer:** We cannot make up this grievance allegation or fact

## **Road Maintenance / Parking lots / Cars**

55. No proper Car Guard Association. Drunk car guards. Unregistered car guards. Irritating car guards. The worst are the CBD and Beachfront, the most important areas for Tourism and Business. SAP – needs to establish a committee with all relevant stakeholders.

**Answer:** The powers and Functions of the Municipality are clearly spelt out in Schedule B of the Constitution of the Republic and Car Guards is not our responsibility.

56. No Heavy Duty vehicles weight management for causeway.

**Answer.** 3.5 Ton GVM weight limit applies to causeway. Traffic law enforcement need to be increased.

57. Fail to maintain dirt road to R102 while causeway is in disrepair or repair

**Answer:** Road between Paradise Beach and R102 is a Provincial road (DR 01767). Maintenance is the responsibility of the Provincial department and not Kouga Municipality

58. Short stretches of tar roads need to be re screeded, not constantly repairing potholes that constantly reform. KM does not prioritize

**Answer:** Road repairs are done within the constraints of the annual operating budget.

59. Dogwood danger dip stretch needs to be properly and permanently re screeded and fixed for 20 meters

**Answer:** Noted, will be placed on the 2015/2016 budget as a priority for funding.

60. Residential sidewalks are not maintained. Weeds growing or overgrown and impassable in unpaved areas.

**Answer:** Disagree, weekly mowing program that includes entrances, walk ways and sidewalks in some areas we have the assistance by residence in mowing in front of their houses  
No proper pedestrian or/and cycling pavements. No maintenance of these

61. Beachfront parking areas are not maintained

**Answer:** Road repairs are done within the constraints of the annual operating budget. Where funds are available main routes are priorities.

62. Cattle and stray dogs are a menace and a danger.

**Answer:** Kouga is currently looking at commonage with the Department of Rural Development. Currently we working closer with SPCSA for the impound of stray animals

63. Pavement weeds are not removed, even in the main roads. This is the Municipality's job

**Answer:** Noted, spraying of herbicide to road edges is will be considered within the 2015/16 budget.

64. Roads in areas like St Francis are in a terrible state. The roads in Paradise Beach and Aston Bay are falling apart. These should be properly tarred and maintained in stretches, not just repair individual pot holes. Damage to Residents' vehicles will not be tolerated any longer.

**Answer:** Road repairs are done within the constraints of the annual operating budget. Annual budget 2014/15 is only R 1,8m for resealing of roads in the entire Kouga area. An annual estimated amount of R 5,6m is required. Road repair is not an income generating services and is funded from annual rates.

### **Integrated Development Plan / Budget**

65. Ineffective or outdated Integrated Development Plan documentation and implementation.

**Answer:** Our IDP is developed in line with the Guidelines and was rated amongst the best in the Province and the MEC Comment are available for scrutiny of the Public if required.

66. Ineffective facilitation of Integrated Development Plan by KM staff.

**Answer:** It is our desire to improve and should the public have advises it will be to make these would be welcomed.

67. Ward Committee recommendations and proposals are not considered or acted upon

**Answer:** We shall consider developing guidelines as their suggestion recommendation which must be considered by Council before it makes decision.

68. No effective functional committees for e.g. Financial Committee.

**Answer:** All Standing Committees are Functional and recommends to the Mayoral Committee which in turn makes recommendations to the Full Council

69. Public input is not recognized when compiling budget

**Answer:** The law creates space during the budget compilation for the public to make inputs to be considered by Council. The law does not impose the obligation to Council to accept those views but to consider them and if it accept them that will be welcomed and if it reject them it must advance reason as to why it did not accept those input and views.

70. Inefficient Tourism funding, implementation and promotion.

**Answer:** Funding is always dictated by competing needs and the available resources.

### **General**

71. Indigenous Fauna and Flora and natural areas not protected properly or not at all.

**Answer:** Whilst we acknowledge that this is not one of our constitutional mandate we are working closely with the Department Of Environmental Affairs as they are the custodians of this function

72. No Tourism Development for entire region.

**Answer:** The Municipality has even established a directorate to look after Tourism.

73. No established Disaster Management Plan in place. What happens in an Emergency? Water, Sewerage, Security, Epidemic and Health Disaster Emergency!

**Answer:** Revised disaster management plan is awaiting adoption by Council in April 2015

74. Lifesavers have no shade or shelter while doing their duties Blue flag beach lifesavers have shelters, however other beaches has none.

**Answer:** This matter is on the IDP 2015/2016

75. Mismanagement or no encouragement to Re Cycle Waste.

**Answer:** Waste minimization processes are in place throughout Kouga. Programs are in place – 4 awareness educators appointed by DEA who are busy throughout Kouga. Various waste minimization processes are in operation within Kouga

76. Ongoing knock on effect of poor service delivery lowers town standards.

**Answer:** The Statement is correct but the context is not correct.

77. Political infighting is causing incongruences, apathy, mismanagement and non-performance.

**Answer:** The Statement is correct and the facts have not be supplied.

78. Poor and ineffective Kouga Municipality management is causing social confusion, discord and disharmony. Apathy among residents and ratepayers.

**Answer:** The sentiment is correct but unfortunately it is not supported by facts

79. The inadequate unenclosed sewerage pit at the new high school where the cows are drinking from the sewerage and urinating near the school. This is a serious Health hazard.

**Answer:** The exact location not supplied.

80. Where is the transparency and accountability? The Kouga Municipality is not transparent in the management of functions and are not held responsible for poor service delivery.

**Answer:** We need evidence to back up this sentiment for us to give a detailed response

81. Each town in Kouga has its own unique and different needs and attributes. These should be developed and maintained with the town's specific needs in mind and with local concerns in mind and involved for proper consideration

**Answer:** We agree.

82. Improper utilization of available land assets. Selling off the same to pay ill earned debts. These should be developed and utilized and not just sold off.

**Answer:** Where land is sold it will be sold for infrastructure development not to pay any loans. Truth be told this administration has not incurred any loans except to service the inherited loans

83. A proper well established environmental implemented plan for Jeffrey's Bay and Kouga areas that deserve conserving. We live in a unique place, let us preserve and protect it properly for future generations.

**Answer:** When we speak of constructive and well thought contribution by any citizen we mean this contribution. It is forward looking and aimed to build a better Kouga for all of us. We are encouraged. Draft coastal management plan in place, DEA to assist with estuaries management plan and reflect in the IDP 2015/2016

84. No education on local flora and fauna for schools using our natural areas for this education.

**Answer:** Kouga to approach the Department of environmental affairs for this program for the schools

85. Little or no practical promotion of Local Arts and Crafts.

**Answer:** We operated in the environment of limited resources and competing need but the comments are well received

86. No Credit Card or Debit Card facilities to pay Kouga Municipality accounts;

**Answer:** The concern is noted and shall be investigated and be reported.

87. Lack of security at beaches during the day and night No 24 hour operation elsewhere, however daily security services are provided.

**Answer:** Financial constraints is the challenge.

88. Improper and lagging development of informal areas. Sewerage, water, electricity, infrastructure. Creating discourse in these areas instead of developing them properly.

**Answer:** Please visit informal areas in order to see progress

89. Lack of proper facilities for Technical and Tertiary Education. Especially agricultural and basic technical skills (Technical Schools, Technicians, and University). To create avenues for self-employment, growth and development

**Answer:** We must work together in order to address the challenges you mention. It is our desire as the local state that when we no longer hold the reigns our generations would be able to point to the solid foundation we laid. The building of the Technical School in Jeffrey's Bay is a step in the right direction. Together we can move Kouga Forward.

90. Lack of improvement initiatives in underdeveloped areas such as community vegetable gardens, training in recycled goods, clean safe parks and social structure.

**Answer:** Agreed

91. Failure of disclosure of a Disaster Management Plan for in the event that the Thyspunt Nuclear Development go ahead, or if it does not go ahead. In either case, we should have a proper Disaster Management Plan in place. The public should be informed and prepared for this in either scenario. Where is the definition and transparency of the above? Draft disaster management plan – needs further stakeholders involvement.

**Answer:** We agree.

92. Inefficient regulation and conservation of electricity.

**Answer:** Regulation of electricity is the responsibility of NERSA.

Inadequate planning, maintenance or proper development, for the future

93. Failure to disclose plans for development and the future. Lack of transparency for the future. To give us proper meaningful incentive for our future.

**Answer:** Our future development plans are well captured in our IDP.

94. Accountability and transparency from our higher influences (Bishu , Port Elizabeth) . Some indication from higher leadership of the plans for our future development and success is vertically non-existent.

**Answer:** We as the Community of Kouga specially the advantaged community must begin to get involved in areas where we are not in need so that we will understand certain decision in their context. This Country belong to all who live in it united in our diversity. Also those who have the experience in areas of their profession must come closer not with the attitude of showing how others lack skills and knowledge but to provide their skills in a most humbled way for the betterment of our future and destiny as residents of Kouga.

95. Prevention is better than cure. Preparation makes for good management.

**Answer:** We agree

96. Kouga is unique and must be developed for Kouga. Each town and region in Kouga is unique with its own needs and potential for development.

**Answer:** This has been responded elsewhere above.

97. Plans on how to fix and promote our beautiful Town should be made as soon as possible. Residents should be involved in this regard. How are we going to get the Tourists back who left as a result of the chaos? They are our bread and butter.

**Answer:** We need to engage.

98. Procedures and processes for reporting of problems by residents are not in place at KM. Reference numbers in order to monitor solutions is essential. Feedback channels should be established. Kouga employees and officials do not react on communication of residents, for example e mails or calls.

**Answer:** This allegation is getting familiar and will definitely be attended.

99. Water, sewerage and Fires should be treated as emergency services. Employees in this Departments should be specialists and well trained. Sufficient employees should be employed for this important task. Training of this staff should be monitored by the community. This is not the situation currently.

**Answer:** Whilst we agree with sentiments, we are well aware that the idea will need to be financed and currently our financial situation is not kind to the proposal made.

100. Inefficient development , use and management of KM buildings .Many Kouga Municipality buildings , offices and meeting venues in serious disrepair and in need of maintenance for example the Old Country Club in Humansdorp and the Newton Hall.

**Answer:** The Kouga Council has noted your concern and has taken a firm view that we need a planned process to renovate all our existing buildings and ensure that those that we are not utilising must be alienated to the service providers that will maintain and use them in the best interest of all our people.

We thank the people of Kouga in their strides to ensure that Kouga is a better place for all its citizen.

Thus dated at Jeffrey bay on this 06<sup>th</sup> March 2015

Signed Electronically by :

Prepared for Kouga Municipality

**MR SS FADI  
MUNICIPAL MANAGER**

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