

# WASTE COLLECTION DAYS



KNYSNA	
Monday:	Concordia, Bongani, Kanonkop, Dam-se-Bos, Edamini Qolweni, Robololo, Witlokasie, Flenters, Greenfields, Knoetzie, Heuwelkruin, Hornlee-West, Punt, Tannenhof, Welbedacht, Paradise, Knysna Heights, Eastford Downs, Brenton-on-Lake, Brenton-on-Sea
Tuesday:	Concordia, Bo-Dorp, Jood-se-Kamp, Nekkies, Ou Pad, Entambeni, Hlalani, Hornlee East, Green Pastures, Eastford Country Estate, Eastford Glen
Wednesday:	Costa Sarda, Fisher Haven, Hunters Home, Rexford, Onderdorp, Sparrebosch, Pezula, Thesen's Island
Thursday:	Industrial Area, Leisure Island, The Heads, Khayaletu
Friday:	Ouplaas, Belvidere, Westford
SEDFIELD/RHEENENDAL AND SURROUNDS	
Monday:	Groenvlei area
Tuesday:	Sedgefield Central, Bibbeyshoek, Rheenendal
Wednesday:	Sedgefield Island, Smutsville area
Thursday:	Karatara
Friday:	Zeegezigt, Extensions 3 and 4, Cola and Myoli Beach

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# EVENTS CALENDAR

Should you know of any events or festivals that do not appear here, or for more information on any of the events and festivals listed below, please contact the

**Knysna Tourism office on 044 382 5510**

<b>28 JUNE-7 JULY</b>
Knysna Oyster Festival – <a href="http://www.oysterfestival.co.za">www.oysterfestival.co.za</a>
<b>22 JULY-1 AUGUST</b>
Rastafarian Earth Festival – <a href="http://www.rastaeearthfestival.co.za">www.rastaeearthfestival.co.za</a>
<b>9-11 AUGUST</b>
Southern Cross 3-day Trail run – <a href="http://www.southerncrossadventure.co.za">www.southerncrossadventure.co.za</a>
Ross Taylor Benefit Surf Contest – <a href="https://facebook.com/rosstailorsurfcontest">facebook.com/rosstailorsurfcontest</a>
<b>19-21 SEPTEMBER</b>
Dr Evil Classic 3 Day stage race – <a href="http://drevilclassic.com">http://drevilclassic.com</a>
<b>22 SEPTEMBER</b>
Karoo to Coast Mountain Bike Challenge – <a href="http://www.karootocoast.com">www.karootocoast.com</a>
<b>24-29 OCTOBER</b>
Knysna Woodworkers Festival – <a href="http://knysnawoodworkers.co.za/2013-festival">knysnawoodworkers.co.za/2013-festival</a>

EMERGENCY NUMBERS	
KNYSNA POLICE	10111 or 044 302 6600
SEDFIELD POLICE	10111 or 044 343 1321
KNYSNA MUNICIPALITY	044 302 6300
FIRE DEPARTMENT	All hours 044 302 8911
ELECTRICAL DEPARTMENT	044 384 0422
RESCUE SERVICES (SEA)	044 384 0211
KNYSNA PROVINCIAL HOSPITAL	044 382 6666
KNYSNA PRIVATE HOSPITAL	044 384 1083
ER24	084 124
KNYSNA CREW ER24	083 320 1199
AMBULANCE	0800 22 5599

# HEADLINES

June 2013



**KNYSNA**  
Municipality Munisipaliteit uMasipala

## FIRST IDP REVIEW MEETINGS COMPLETED



The fire station in Concordia was identified as a priority through the municipality's IDP process. Executive mayor Georlene Wolmarans officially opened the station in December last year.

The first year review of the third generation Knysna Integrated Development Planning (IDP) is in its final stages following a series of public participation meetings in all ten wards of the Knysna municipal area.

Knysna Municipal Manager Lauren Waring said the IDP, which was finalised last year and planned for a five-year period from 2012 to 2017, identified and prioritised needs and projects in each ward.

“Every year from now onwards, the IDP will be reviewed to determine the status of the identified projects for the previous year and whether the remaining projects are still relevant and priority. As wards and circumstances are dynamic, new projects may be identified that require more urgent attention than the ones previously identified.”

Waring thanked residents for attending the IDP meetings, which took place in April and May, and in general went very well. “We welcome the fact that communities are increasingly becoming involved in the development of their town. It is important that residents understand that the IDP process is linked to the municipality's budget and that capital and operational projects on the IDP are much more likely to become a reality on the ground.

“The public has told us their needs and priorities in terms of development and these will now be considered and possibly placed on the IDP projects list. Projects that may not be suitable for this process could be met in other ways such as council's annual ward allocations.”

# MESSAGE FROM THE MAYOR'S DESK

Georlene Wolmarans



While winter may not be everyone's favourite time of year, it is a time of new beginnings for the Knysna Municipality. The municipal financial year starts on 1 July and with it a whole new budget and projects.

By the time of this edition's deadline, the 2013/2014 budget was still being finalised, so there is not much I can say about that yet. Look out for a special edition of Headlines in July, though - the basics of the budget will be explained in there.

Winter is of course also Oyster Festival time and I encourage all residents to embrace it as a time of welcome economic injection in a time that would otherwise be dire. I thank in advance all the municipal staff who will be working really hard during this time of year. Your great attitude and willingness to serve have been commented on many times in the past, and I appreciate the contribution you make to the wonderful atmosphere and good image of our town.

Included in this newsletter are extracts from a speech I gave at the Freedom Day Celebrations in April. It calls on residents to become part of the solution and to do more than just complain. I ask that you consider these words carefully and to make a decision to use your skills, talents, knowledge and experience for the improvement of your communities.

It is time that we pull our resources together so that the relatively little we have can go as far as it possibly can.

Please note that the special edition Headlines in July will be the last to be forwarded with ratepayers' accounts. The municipality continues to communicate through its monthly newsletter, Council News, which is published in Action Ads and The Edge. It is also available on our website at <http://www.knysna.gov.za/information-centre/media/newsletters/>

## STORMWATER AND SEWER CONNECTION AUDIT UNDERWAY

A door-to-door audit of Knysna's stormwater and sewerage connections started at the end of April. The audit is a key project within the ongoing Knysna Estuary Pollution Action Plan, which was launched by the municipality together with other stakeholders last year to reduce pollution into the Knysna Lagoon.

Knysna Municipal Manager Lauren Waring, who is also the chairperson of the Knysna Estuary Pollution Control Task Committee, said the audit was aimed at detecting and correcting illegal stormwater and sewer connections as well as determining the overall status of these systems in and around town.

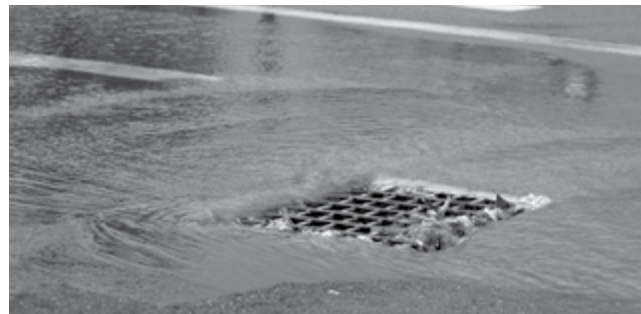
"During the compilation of the Estuary Action Plan, the stormwater system was identified as one of the main sources of pollution into the lagoon. This was mainly because of illegal sewer connections that fed into the stormwater systems, as well as other unlawful connections to stormwater such as swimming pool pumps and rainwater outlets.

"As the Garden Route is an all-year rainfall area that experiences significant amounts of rain at a time, stormwater can be substantial in built-up areas. When it rains, up to seven times more water runs into the sewers than should be the case, based on the water that is released from the Water Treatment Works. This extra water causes overflows of the sewerage system," said Waring.

The first phase of the audit focussed on areas in and around Central Knysna including Paradise, Heuwelkruin, the Knysna CBD, Lelieskloof, residential areas just above the Knysna CBD and White Location.

Survey personnel, accompanied by a person who owns or lives on the premises, record details of all water and sewerage connections on a pre-determined survey form. Homes and premises of which all connections are legal and in order are signed off. Incorrect or illegal connections are identified and the owner presented with a list of corrections that will have to be made to ensure compliance with the relevant bylaws. The owner is required to rectify all illegal connections on the property, possibly with the assistance of a qualified plumber, within three weeks from the date that he or she was notified of the illegal and incorrect connections.

Non-compliant properties are re-inspected about three weeks after the first site visit. Premises on which connections were corrected are signed off. Owners who do not comply after the three-week amnesty period will be fined per illegal connection, according to the bylaw fine structure. The auditors will be accompanied by law enforcement officers, who will issue fines on the spot. Fines range from R750 to R1500 depending on the transgression.



Should there be no person on site when auditors visit a particular property, auditors leave a slip on the premises requesting an appointment to visit the site for inspection.

Ms Waring appealed to all residents and businesses to co-operate with auditors, and to make every effort to ensure that stormwater and sewerage connections are legal and correct. "The correction of the stormwater connections in central Knysna will significantly reduce the impact on the Knysna Lagoon. This is a way in which every resident can directly contribute to the long term sustainability of our town. The fact is, our town is very dependent on the health of the lagoon and it is ultimately up to every resident and business to do its part in making this town work," she said.

The Stormwater and Sewer Connection Audit is performed on behalf of the municipality by consultants Royal HaskoningDHV. Auditing personnel have been carefully screened for security purposes and have been sufficiently trained in the relevant technical

requirements. In some cases, law enforcement officers may accompany auditing personnel. Regular reports of the audit results and actions to comply will be submitted to Council, and acted upon where applicable. Inquiries can be directed to the consultants at 044 302 4900.

*Detailed press releases and information regarding the Knysna Estuary Pollution Action Plan can be obtained at [www.knysna.gov.za/lagoon/](http://www.knysna.gov.za/lagoon/).*

## NEW DIRECTOR CORPORATE SERVICES

The Knysna Municipality has appointed Mr Bevan Ellman as new Director Corporate Services in March.

Mr Ellman takes on the position previously held by Mr Reggie Smit, whose contract ended with the municipality at the end of last year.



Originally from Oudtshoorn, Mr Ellman holds a BSc degree in Information Technology (IT) and Operational Research (Stellenbosch University), an Honours degree in Public Administration (Stellenbosch) as well as management qualifications from the Graduate School of Business of the University of Cape Town and the Business School of the University of Stellenbosch.

Until his appointment in Knysna he has worked at the Hessequa Municipality in Riverdale in various positions including Head of Supply Chain Management, IT Manager and Corporate Services Manager. His most recent position was Manager: IT and Strategic Monitoring, which made him responsible for the strategic planning and monitoring of the municipality and its performance as well as compliance, operation clean audit and all reporting.

The Director Corporate Services is responsible for the administrative processes that ensure good governance and the achievement of Council's strategic objectives. The Directorate incorporates the Departments of Administration, Committee Services, Estates, Human Resources, Legal Services, Property and Records Management and Public Participation.

## R630 000 TO LOCAL CHARITIES

The Knysna Municipality donated R630 000 to 40 charitable organisations in its municipal area in March. The donations were part of the municipality's Grant in Aid Programme, which has been operating since 2007. Charities apply annually and funds are allocated based on criteria such as the size and nature of the organisation, the purpose of funds, and whether the organisation is legally registered. Pictured here are Executive Mayor Georlene Wolmarans and Wilf Jonckheere, a representative of Masithandane in Sedgfield.



## KNYSNA MAYOR CALLS ON RESIDENTS TO DO THEIR PART

Knysna Executive Mayor Georlene Wolmarans called on residents to become part of the town's solution and to "do more than just complain."

Addressing crowds at Freedom Day celebrations at the Hornlee Sports Ground on 27 April, Ms Wolmarans said she realised that it could be frustrating when things did not work out the way people expected them to, but there were often things individuals could do to solve the problems.

**"As much as government wants to be the solution to all the issues in this country, the reality is that we may then wait for a very long time.** In Knysna, we don't want to wait until someone else decides our fate. And, while the Knysna Municipality will do everything in its power to deliver its mandate as effectively and efficiently as possible, there are a range of challenges that sometimes make it very difficult to get even the basics done.

"However, that being said, I believe that the people of Knysna can be their own solution. I believe we can work together to find other ways to get the work done. You, as members of the community, are in the best position to find practical solutions to the little and the big challenges our communities face every day. Because you walk through the streets and talk to people, you may see something or meet someone who just has the right plan or resources.

"When you come up with a good idea, mention it to you ward councillor. He or she may know someone else who can add to the process. If you have a specific talent or if you can help someone, let the people around you and your ward councillor know. Every bit of help and willingness can make a difference.

"If we can succeed in changing the way we perceive Government, we have a better chance to turn the ship around. That does not mean that we should stop pointing out the things that are wrong, but it most certainly is time that we do more than just complain.

"Of course, at the simplest level, it is every community member's responsibility to pay for the services he receives. If we all throw our money and resources together, we are all in a much better position to benefit from them," said Ms Wolmarans.

She also had a special message for 'born frees', persons born in 1994, who would have their first opportunity to vote next year. "I encourage you to register as voters and to go and vote on Election Day. This way, you become part of South Africa's history, and you make your wishes regarding governance known."

Ms Wolmarans encouraged the older generation to continue to vote, even if it sometimes felt that their lives had not improved much since 1994. "You may feel that your vote may make no difference, but what if your vote was the one that could have made all the difference? We all know that the Western Cape is a heavily contested province...and even one vote may tip the scale.

"I also ask that you participate in the governance of this town via your Ward Councillor and Ward Committees, as well as through Public Participation Processes such as Integrated Development Plan (IDP) meetings. Ward Councillors and Ward Committees were elected by you to represent your community. Speak to them about your needs and report to them the issues that concern you," said Ms Wolmarans.

## FREEDOM DAY



The Knysna Municipality hosted a music and entertainment day at the Hornlee Sport Fields to celebrate Freedom Day on Saturday 27 April 2013.

The three-hour programme was opened with a parade, showcasing Sunridge Primary drum majorettes, Knysna sea cadets, municipal protection services staff and the St James Brigade Brass Band.

Several local groups entertained crowds with music, drama and song.

The municipality also hosted a poetry competition, which was won by independent entry Jocelyn Holton, aged 10, of Knysna.



This is the last standard edition of Headlines, the ratepayers' newsletter which used to be distributed with your account every quarter. The municipality continues to communicate through its monthly newsletter, Council News, which is published in Action Ads and The Edge. It is also available on our website at <http://www.knysna.gov.za/information-centre/media/newsletters/>

## REPORTS AND COMPLAINTS

### So you want things done around here, right?

To ensure the quickest way of service, start by contacting the correct department:

- Switchboard: 044 302 6300
- Fire and Rescue All Hours: 044 302 8911
- Water and Sewerage leaks office hours: 044 302 1614
- Waste Removal office hours: 044 302 6405
- Electricity office hours: 044 384 0422
- Roads and Stormwater office hours: 044 302 1601
- Parks and horticulture office hours: 044 302 6327
- Account enquiries office hours: 044 302 7720/1
- Sedgefield office hours: 044 343 1640
- Belvidere, Buffalo Bay, Rheenendal, Brenton office hours: 044 302 6501

#### All after hours reports: 044 302 8911

When you report your problem, please provide your name and contact details so that we can follow up if necessary. Describe the problem clearly and give the exact address where the problem is.

According to the Knysna Municipality's Service Charter, you can reasonably expect response as follows:

<b>Service:</b>	<b>Response from time reported or applied at correct department:</b>
Accounts	10 working days. If applicable, corrections before next practicable account run
Fires	15 – 20 minutes in town areas
Sewer blockages	3 hours, any required reparations 3 days of emergency action (subject to procurement)
Draining septic tanks	24 hours
Water leaks	3 hours, any required reparations 2 days of emergency action (subject to procurement)
Refuse collection	Weekly according to the schedule
Unforeseen power outages	2 – 24 hours depending on situation
Faulty street lighting	7 – 10 days
Standard electricity reconnections	2 days
Mowing of grass	According to monthly schedule

If response is not according to the above-mentioned service charter stipulations, you should first contact the relevant department one more time to check if there is a reasonable explanation for the delay, and ask them when you can expect them to attend to your report.

Your report qualifies to be investigated by the Customer Relations Department if the department cannot provide a reasonable response to your problem. You can report such a complaint to SMS 44453 (normal SMS rates apply) or email [customer@knysna.gov.za](mailto:customer@knysna.gov.za) or 044 302 6594.

## NEW MANAGER ADMINISTRATION

The Knysna Municipality appointed Mr Carl Mattheus as Manager Administration. He fills the position previously held by Mr Johan Roux, who retired at the end of last year.

Municipal Manager Lauren Waring said the municipality was privileged to gain the expertise of Mr Mattheus who has more than three decades of local governance experience. "I am confident that his knowledge will enhance the functioning of our organisation.

Born and raised in Krugersdorp, Mr Mattheus gained his tertiary qualifications at the University of Pretoria and UNISA. His 33-year career, in eight different municipalities, includes more than 18 years at Senior Management level. Before his appointment at the Knysna Municipality, he was the Director Corporate Services at Bitou.



## MAIN LIBRARY MOVES AS R5 – MILLION EXTENSIONS BEGIN

The Knysna Main Library moved into temporary premises in Woodmill Walk Centre in Long Street in March while extensions and upgrades worth R5-million are made to the existing building.

"We are very excited that extensions to this vital resource are finally getting underway. There are 15 schools that are served by this library and our children's section in particular will benefit tremendously from the 460 square metre-additions to the existing building," said Waring.

The extensions are funded by R4, 4-million from the national Municipal Infrastructure Grant (MIG) with the remainder paid for by the Knysna Municipality.

The Main Library will operate from the Woodmill Walk Centre (the old Edgars building) for an estimated ten months until work on the Main Street building has been completed, and should therefore open in the first quarter of next year.

"We apologise for any inconvenience caused during this period of relocation and upgrades, and appeal to residents and regular library users to bear with us during this time. The end result will be a beautifully refurbished and extended building that will serve our community and its children for many years to come," said Waring.

The contact telephone numbers for the Main Library in Woodmill Walk will be 044 302 6308 and 044 302 3212.



The well-lit children's section of the temporary library in Woodmill Walk Centre is very popular on weekdays.

## A NEW PURPOSE FOR AN OLD BUILDING



Knysna Executive Mayor Georlene Wolmarans officially opened the new toilets at the Karatara cemetery in April. Pictured with her and Councillor Hart are local ward committee member JJ Meyer (left) and contractor Pieter Meyer. Picture: Desmond Scholtz

Many years ago, a small building was used for the laying out of bodies at the Karatara cemetery. In more recent years the practice has changed and the little building had stood empty and unused.

Local resident, Mr Zeelie, thought the disused building could be converted into toilets for funeral-goers as no such facilities were available at the cemetery, and he approached Ward 2 councillor Louise Hart with his idea. His timing was perfect as Council's ward allocation funding had just become available.

"The project is the perfect example of how the community and the municipality can work together for the advancement of our town and its people. It was wonderful to be involved in a solution that was practical, sustainable and relevant," said Councillor Hart.

## VIEW YOUR MUNICIPAL ACCOUNT ONLINE

The municipality has upgraded its online municipal account viewing facility to offer improved access to ratepayers' municipal accounts. This facility will have great benefit for persons who own or manage more than one property, as they can now be linked to the same account login. To access the online account facility, click on the 'Account Login' tab on the Knysna Municipality website [www.knysna.gov.za](http://www.knysna.gov.za) and click 'Register' if you are new to the system. Provide your cellphone number and your ID number to register.

## MPAC WELL UNDERWAY

Since its appointment at a council meeting in February, the Knysna Municipal Public Accounts Committee (MPAC) has already held several meetings to compile its first Oversight Report.

The MPAC was established in terms of Section 79 of the Municipal Structures Act. It is a further link in the accountability process by ensuring objective political oversight in addition to other governance structures such as Portfolio Committees, the Mayoral Committee and Council. It will meet at least four times a year and will include the following functions:

- to consider and evaluate the Annual Report and make recommendations in this regard,
- to compile an Oversight Report following the Annual Report,
- to monitor that all submissions and calls for comments have been correctly undertaken,
- to review whether matters raised in Annual Reports, as well as recommendations in previous Oversight reports, have been attended to,
- to report on the correct handling of unforeseen and unavoidable expenditure,
- to report on the appropriateness of actions regarding unauthorised, irregular or fruitless expenditure,
- to monitor annual IDP reviews,
- to consider and comment on a variety of reports and documents in term of legislation

The MPAC receives logistical support from the Manager: Administration.



Chaired by Councillor Stephen de Vries (back right), the Knysna MPAC includes (back left) Councillor Ray Barrell and (front from left) Councillors Mertle Gombo, Irene Grootboom and Beauty Tyokolo.