



Annexure 8

Service Level Standards

2019/2020

**Medium Term
Revenue and Expenditure
Framework (MTREF)**

Service Title	Service Description	Department	Service Level	Changes April 2017	NEW Service Level	Departmental Comments
FIRE SERVICES:	Chemical Spills	Community Services	1			
FIRE SERVICES:	Commercial Building Fires	Community Services	1			
FIRE SERVICES:	Complaints	Community Services	1			
FIRE SERVICES:	Domestic Building Fires	Community Services	1			
FIRE SERVICES:	Field Fires	Community Services	1			
FIRE SERVICES:	Hazardous Fires	Community Services	1			
FIRE SERVICES:	Plot Clearing	Community Services	21			
FIRE SERVICES:	Plot Clearing: Open Spaces	Community Services	7			
FIRE SERVICES:	Vehicle Fires	Community Services	1			
LAW ENFORCEMENT:	Animal Control	Community Services	1			
LAW ENFORCEMENT:	Beach Control	Community Services	1			
LAW ENFORCEMENT:	Illegal Dumping: Notices	Community Services	7			
LAW ENFORCEMENT:	Noise Control	Community Services	1			
LAW ENFORCEMENT:	Nuisance Control Vagrants	Community Services	1			
LAW ENFORCEMENT:	Nuisance Control: Car guards	Community Services	1			
LAW ENFORCEMENT:	Road Marking	Community Services	2			
LAW ENFORCEMENT:	Signage: Street Names	Community Services	14			
LAW ENFORCEMENT:	Signage: Traffic Signs	Community Services	14			
LIBRARIES:	Libraries: Condition of Halls (weekdays)	Community Services	1			
LIBRARIES:	Libraries: Maintenance	Community Services	90			
LIBRARIES:	Libraries: Material	Community Services	90			
PARKS:	Horticulture: CBD Maintenance	Community Services	5			
PARKS:	Open Spaces: Bush Clearing	Community Services	20			
PARKS:	Open Spaces: Grass Cutting	Community Services	30			
PARKS:	Open Spaces: Tree Cutting	Community Services	20			
SOLID WASTE:	Cemeteries	Community Services	3			
SOLID WASTE:	Illegal Dumping	Community Services	5			
SOLID WASTE:	Public Ablution: Condition	Community Services	1			
SOLID WASTE:	Public Ablution: Maintenance	Community Services	7			
SOLID WASTE:	Refuse Collection	Community Services	1			
SOLID WASTE:	Septic Tank Removals	Community Services	1			
SOLID WASTE:	Street Cleaning CBD	Community Services	2			
TRAFFIC SERVICES:	Drivers License: Renewal	Community Services	1			
TRAFFIC SERVICES:	Drivers License: Test	Community Services	90			
TRAFFIC SERVICES:	Learners License: Test	Community Services	60			
TRAFFIC SERVICES:	Motor Vehicle License	Community Services	1			
TRAFFIC SERVICES:	Motor Vehicle Registration	Community Services	1			
TRAFFIC SERVICES:	Traffic Control Complaints	Community Services	2			
TRAFFIC SERVICES:	Traffic Fines	Community Services	1			
ADMINISTRATION:	Complaints: Protest Action	Community Services	7			

SOLID WASTE:	General - Correspondence	Community Services	1		5	
COMMUNITY SERVICE:	General Correspondence	Community Services	1		5	
PARKS:	Sport Field: Buildings	Community Services	5			
EVENTS:	Events & Festivals	Community Services			5	NEW
PARKS:	Garden Refuse	Community Services			5	NEW
ADMINISTRATION:	No response to correspondence	Corporate Services	5			
ADMINISTRATION:	Records: Misplaced & Lost Documents	Corporate Services	14			
HUMAN RESOURCES:	Job Applications: Not shortlisted	Corporate Services	7			
LEGAL SERVICES:	Complaints: By-Laws Enforcement	Corporate Services	14			
LEGAL SERVICES:	Complaints: Contract Management	Corporate Services	14			
LEGAL SERVICES:	Complaints: Land Use Planning Ordinance	Corporate Services	14			
LEGAL SERVICES:	RDP House: Illegal Sale	Corporate Services	5			
HUMAN RESOURCE:	General - CV's	Corporate Services	1		5	
CORPORATE SERVICES:	General - Correspondence	Corporate Services	1		5	
PUBLIC PARTICIPATION:	General - Correspondence	Corporate Services	1		5	
ELECTRICAL SUPPLY:	Faulty Cable Repair	Electricity	1			
ELECTRICAL SUPPLY:	Faulty Load Switches	Electricity	1			
ELECTRICAL SUPPLY:	New Connections	Electricity	14		14	
ELECTRICAL SUPPLY:	No Electrical Supply	Electricity	1			
ELECTRICAL SUPPLY:	Reconnections	Electricity	1		2	
ELECTRICAL SUPPLY:	Scheduled Outages	Electricity	1			
ELECTRICAL SUPPLY:	Unforeseen Outages	Electricity	1		1	
ELECTRICAL SUPPLY:	Upgrades/Downgrades	Electricity	1			
LIGHTING:	Faults Sports field Lights	Electricity	7			
LIGHTING:	Faults Street Lights	Electricity	7		7	
METERING:	Faulty Pre-paid Meter	Electricity	1			
METERING:	Meter Tampering	Electricity	1			
TRAFFIC LIGHTS:	Faults	Electricity	1			
ELECTRICITY:	General - Correspondence Acknowledge	Electricity	1		5	
ACCOUNT ENQUIRIES:	Account Accuracy	Financial Services	5			
ACCOUNT ENQUIRIES:	General Enquiries (Financial)	Financial Services	5			
ACCOUNT ENQUIRIES:	General Enquiries (Other Departments)	Financial Services	10			
ACCOUNT ENQUIRIES:	Property Valuations	Financial Services	21			
ACCOUNT ENQUIRIES:	Rates	Financial Services	7			
CREDIT CONTROL:	Indigent Applications	Financial Services	21			
CREDIT CONTROL:	Payment Arrangements	Financial Services	1			
CREDIT CONTROL:	Rebates	Financial Services	21			
CUSTOMER INFORMATION:	Change of Address	Financial Services	1			
CUSTOMER INFORMATION:	Name Change: Pre-Paid only	Financial Services	1			
TRADE SERVICES:	Electricity: New Connections	Financial Services	14			
TRADE SERVICES:	Electricity: Reconnections	Financial Services	2			

TRADE SERVICES:	Electricity: Upgrades/Downgrades	Financial Services	1		
TRADE SERVICES:	Meter Readings	Financial Services	3		
TRADE SERVICES:	Suspended Services	Financial Services	3		
TRADE SERVICES:	Water: New Connections	Financial Services	7		
TRADE SERVICES:	Water: Reconnections	Financial Services	1		
ASSETS & INSURANCE:	Acknowledge receipt of Insurance claim	Financial Services	5		
ASSETS & INSURANCE:	Processing time (after receipt of all documents requested from other departments)	Financial Services	14		
ASSETS & INSURANCE:	Notification of decision (after receipt of decision from insurers)	Financial Services	5		
FINANCIAL SERVICES:	General - Correspondence	Financial Services	1	5	
BUILDING INSPECTORATE:	Inspection of Complaints	Planning and Development	5	10	
BUILDING INSPECTORATE:	Issue Completion Certificates	Planning and Development	10	14	
BUILDING INSPECTORATE:	Process Plans larger than 500m?	Planning and Development	60		
BUILDING INSPECTORATE:	Process Plans smaller than 500m?	Planning and Development	30		
HOUSING:	Emergency Housing Kits: Fire Damage	Planning and Development	5		
HOUSING:	Emergency Housing Kits: Storm Damage	Planning and Development	5		
HOUSING:	Enquiries: General	Planning and Development	5		
HOUSING:	Enquiries: Title Deeds	Planning and Development	14		
HOUSING:	Enquiries: Waiting List	Planning and Development	1		Remove
HOUSING:	New RDP House: No services (excl Electricity)	Planning and Development	2		Remove
HOUSING:	RDP Erven: Allocated to Non-qualifier	Planning and Development	5		Remove
HOUSING:	RDP Erven: Encroachments	Planning and Development	14		Remove
BUILDING INSPECTORATE:	RDP Erven: Illegal Building	Planning and Development	14		
HOUSING:	RDP House: Illegal Occupation	Planning and Development	5		Remove
HOUSING:	Retaining Walls: Written response	Planning and Development	14		Remove
LAND USE APPLICATIONS:	Acknowledge Completed Application	Planning and Development	14		
LAND USE APPLICATIONS:	Advertising (if necessary)	Planning and Development	21		
LAND USE APPLICATIONS:	Comments provided to Applicant (after closing date)	Planning and Development	14		
LAND USE APPLICATIONS:	Decision on Authorised Official applications (after receipt of response to comments)	Planning and Development	30	60	
LAND USE APPLICATIONS:	Inspection of Complaints	Planning and Development	5		
LAND USE APPLICATIONS:	Notification of Council decision	Planning and Development	14		
LAND USE APPLICATIONS:	Processing time (excl advertising & comments time)	Planning and Development	90		
LAND USE APPLICATIONS:	Submission to Authorised Official since applicant's comment period	Planning and Development		120	
LAND USE APPLICATIONS:	Submission to Council (if necessary)	Planning and Development	30		Remove
LOCAL ECONOMIC DEVELOPMENT:	Local Economic Development: General Enquiries	Planning and Development	5		
INTEGRATED DEVELOPMENT PLAN:	Integrated Development Plan: General Enquiries	Planning and Development	5		
ENVIRONMENTAL HEALTH:	Environmental Health: General Enquiries	Planning and Development	5		
PLANNING AND DEVELOPMENT:	General - Correspondence	Planning and Development	1	5	
ENVIRONMENTAL MANAGEMENT:	General - Correspondence	Planning and Development	1	5	

ENVIRONMENTAL MANAGEMENT:	Emergencies	Planning and Development			1	
ENVIRONMENTAL MANAGEMENT:	OSCAE permit	Planning and Development			21	
PUBLIC WORKS:	Major Repairs	Technical Services	30			These items cause confusion as complainants tend to go to the shortest turnaround time. The department is best suited to determine the severity of the action required. Shaun
PUBLIC WORKS:	Minor Repairs	Technical Services	2			These items cause confusion as complainants tend to go to the shortest turnaround time. The department is best suited to determine the severity of the action required. Shaun
ROADS:	Grading Gravel Roads	Technical Services	180	90	240	The housing Department is building new gravel roads on a continuous basis and therefore the time must extend. Shaun
ROADS:	General Road Repairs Kerb & Pavement Repairs	Technical Services	90	14	90	This will cover all complaints other than potholes and blocked drains.
ROADS:	Pothole Repairs	Technical Services	60	5	90	
SEWERAGE:	Blockages: Sewer Reticulation	Technical Services	3		2	
SEWERAGE:	Broken Sewer Pipes	Technical Services	14		14	
SEWERAGE:	Manhole Covers: Sewer	Technical Services	14		28	Same comment as Gravel roads.
SEWERAGE:	New Connections: Sewer	Technical Services	14		7	
SEWERAGE:	Sewer Smells: Investigate	Technical Services	2			
STORMWATER:	Blocked Drains	Technical Services	60	14	90	Same comment as Gravel roads.
WATER:	Burst Pipe: Minor Leakage	Technical Services	2		2	
WATER:	Faulty Meters	Technical Services	90		14	
WATER:	Fire Hydrant Leakages	Technical Services	14		14	
WATER:	Meter Testing	Technical Services	60		60	
WATER:	New Connections: Water	Technical Services	14		7	
WATER:	Valve Leakages	Technical Services	14		14	
WATER:	Water: Quality Check	Technical Services	7		7	
WATER:	Water: Tanker Delivery	Technical Services	2		2	
STORMWATER:	Manhole Covers	Technical Services	14	28	90	
WATER:	Burst Pipe: Major Leakage	Technical Services	2			
TECHNICAL SERVICES:	General - Correspondence	Technical Services	1	5	10	
PUBLIC WORKS:	Making Safe	Technical Services	1			
AUGMENTATION	Augmentation (General - Correspondence)	Technical Services			5	NEW
OFFICE OF THE MAYOR:	General - Correspondence	Office of the Mayor	1		5	
OFFICE OF THE MUNICIPAL MANAGER:	General - Correspondence	Office of the Municipal Manager	1		5	
GENERAL:	General - advertisements, promotions etc.	Office of the Municipal Manager	1		5	
COMMUNICATIONS:	Social media enquiries, comments, complaints and requests	Office of the Municipal Manager	1			
OFFICE OF THE MUNICIPAL MANAGER:	Instruction from Office of Municipal Manager	Office of the Municipal Manager	5			