



Medium Term Revenue and Expenditure Framework (MTREF)

Annexure 9 Service Level Standards 2016/2017

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

Department	Service Description	Service Level Days	Service Title
Community Services	Libraries: Maintenance	90	LIBRARIES:
Community Services	Libraries: Material	90	LIBRARIES:
Community Services	Horticulture: CBD Maintenance	5	PARKS:
Community Services	Open Spaces: Bush Clearing	20	PARKS:
Community Services	Open Spaces: Grass Cutting	30	PARKS:
Community Services	Open Spaces: Tree Cutting	20	PARKS:
Community Services	Cemeteries	3	SOLID WASTE:
Community Services	Illegal Dumping	5	SOLID WASTE:
Community Services	Public Ablution: Condition	1	SOLID WASTE:
Community Services	Public Ablution: Maintenance	7	SOLID WASTE:
Community Services	Refuse Collection	1	SOLID WASTE:
Community Services	Septic Tank Removals	1	SOLID WASTE:
Community Services	Street Cleaning CBD	2	SOLID WASTE:
Community Services	Drivers License: Renewal	1	TRAFFIC SERVICES:
Community Services	Drivers License: Test	90	TRAFFIC SERVICES:
Community Services	Learners License: Test	60	TRAFFIC SERVICES:
Community Services	Motor Vehicle License	1	TRAFFIC SERVICES:
Community Services	Motor Vehicle Registration	1	TRAFFIC SERVICES:
Community Services	Traffic Control Complaints	2	TRAFFIC SERVICES:
Community Services	Traffic Fines	1	TRAFFIC SERVICES:
Community Services	Complaints: Protest Action	7	ADMINISTRATION:
Community Services	General - Correspondence	1	General - Correspondence
Community Services	General Correspondence - Solid Waste	1	General Correspondence - Solid Waste
Community Services	General Correspondence	1	General Correspondence
Corporate Services	No response to correspondence	5	ADMINISTRATION:
Corporate Services	Records: Misplaced & Lost Documents	14	ADMINISTRATION:
Corporate Services	Job Applications: Not shortlisted	7	HUMAN RESOURCES:
Corporate Services	Complaints: By-Laws Enforcement	14	LEGAL SERVICES:
Corporate Services	Complaints: Contract Management	14	LEGAL SERVICES:
Corporate Services	Complaints: Land Use Planning Ordinance	14	LEGAL SERVICES:
Corporate Services	General - CV's	1	General - CV's

Department	Service Description	Service Level Days	Service Title
Corporate Services	General Correspondence	1	General Correspondence
Corporate Services	General Correspondence-Public Participation	1	General Correspondence-Public Participation
Corporate Services	General - advertisements, promotions etc.	1	General - advertisements, promotions etc.
Electricity	Faulty Cable Repair	1	ELECTRICAL SUPPLY:
Electricity	Faulty Load Switches	1	ELECTRICAL SUPPLY:
Electricity	New Connections	14	ELECTRICAL SUPPLY:
Electricity	No Electrical Supply	1	ELECTRICAL SUPPLY:
Electricity	Reconnections	1	ELECTRICAL SUPPLY:
Electricity	Scheduled Outages	1	ELECTRICAL SUPPLY:
Electricity	Unforeseen Outages	1	ELECTRICAL SUPPLY:
Electricity	Upgrades/Downgrades	1	ELECTRICAL SUPPLY:
Electricity	Faults Sports field Lights	7	LIGHTING:
Electricity	Faults Street Lights	7	LIGHTING:
Electricity	Faulty Pre-paid Meter	1	METERING:
Electricity	Meter Tampering	1	METERING:
Electricity	Faults	1	TRAFFIC LIGHTS:
Electricity	General - Correspondence	1	General - Correspondence
Financial Services	Account Accuracy	5	Account Enquiries
Financial Services	Account Accuracy	5	ACCOUNT ENQUIRIES:
Financial Services	General Enquiries (Financial)	5	ACCOUNT ENQUIRIES:
Financial Services	General Enquiries (Other Departments)	10	ACCOUNT ENQUIRIES:
Financial Services	Property Valuations	21	ACCOUNT ENQUIRIES:
Financial Services	Rates	7	ACCOUNT ENQUIRIES:
Financial Services	Indigent Applications	21	CREDIT CONTROL:
Financial Services	Payment Arrangements	1	CREDIT CONTROL:
Financial Services	Rebates	21	CREDIT CONTROL:
Financial Services	Change of Address	1	CUSTOMER INFORMATION:
Financial Services	Name Change: Pre-Paid only	1	CUSTOMER INFORMATION:
Financial Services	Electricity: New Connections	14	TRADE SERVICES:

Department	Service Description	Service Level Days	Service Title
Financial Services	Electricity: Reconnections	2	TRADE SERVICES:
Financial Services	Electricity: Upgrades/Downgrades	1	TRADE SERVICES:
Financial Services	Meter Readings	3	TRADE SERVICES:
Financial Services	Suspended Services	3	TRADE SERVICES:
Financial Services	Water: New Connections	7	TRADE SERVICES:
Financial Services	Water: Reconnections	1	TRADE SERVICES:
Financial Services	Acknowledge receipt of Insurance claim	5	ASSETS & INSURANCE:
Financial Services	Processing time (after receipt of all documents requested from other departments)	14	ASSETS & INSURANCE:
Financial Services	Notification of decision (after receipt of decision from insurers)	5	ASSETS & INSURANCE:
Financial Services	General Correspondence	1	General Correspondence
Office of the Mayor	General - Correspondence	1	General - Correspondence
Office of the Municipal Manager	General - Correspondence	1	General - Correspondence
Planning and Development	General Correspondence - Environmental Management Matters	1	General Correspondence - Environmental
Planning and Development	Inspection of Complaints	5	BUILDING INSPECTORATE
Planning and Development	Inspection of Complaints	5	BUILDING INSPECTORATE:
Planning and Development	Issue Completion Certificates	10	BUILDING INSPECTORATE:
Planning and Development	Process Plans larger than 500m?	60	BUILDING INSPECTORATE:
Planning and Development	Process Plans smaller than 500m?	30	BUILDING INSPECTORATE:
Planning and Development	Emergency Housing Kits: Fire Damage	5	HOUSING:
Planning and Development	Emergency Housing Kits: Storm Damage	5	HOUSING:
Planning and Development	Enquiries: General	5	HOUSING:
Planning and Development	Enquiries: Title Deeds	14	HOUSING:
Planning and Development	Enquiries: Waiting List	1	HOUSING:
Planning and Development	New RDP House: No services (excl Electricity)	2	HOUSING:
Planning and Development	RDP Erven: Allocated to Non-qualifier	5	HOUSING:

Department	Service Description	Service Level Days	Service Title
Planning and Development	RDP Erven: Encroachments	14	HOUSING:
Planning and Development	RDP Erven: Illegal Building	14	HOUSING:
Planning and Development	RDP House: Illegal Occupation	5	HOUSING:
Planning and Development	RDP House: Illegal Sale	5	HOUSING:
Planning and Development	Retaining Walls: Written response	14	HOUSING:
Planning and Development	Acknowledge Completed Application	14	TOWN PLANNING /
Planning and Development	Advertising (if necessary)	21	LAND USE APPLICATIONS
Planning and Development	Comments provided to Applicant (after closing date)	14	LAND USE APPLICATIONS
Planning and Development	Decision on delegated applications (after receipt of response to comments)	30	LAND USE APPLICATIONS
Planning and Development	Inspection of Complaints	5	LAND USE APPLICATIONS
Planning and Development	Notification of Council decision	14	LAND USE APPLICATIONS
Planning and Development	Processing time (excl advertising & comments time)	90	LAND USE APPLICATIONS
Planning and Development	Submission to Council (if necessary)	30	LAND USE APPLICATIONS
Planning and Development	General - Correspondence	1	General - Correspondence
Planning and Development	Local Economic Development: General Enquiries	5	Local Economic Development: General Enquiries
Planning and Development	Integrated Development Plan: General Enquiries	5	Integrated Development Plan: General Enquiries
Planning and Development	Environmental Health: General Enquiries	5	Environmental Health: General Enquiries
Planning and Development	General Correspondence	1	General Correspondence
Technical Services	Major Repairs	30	Public Works
Technical Services	Major Repairs	30	PUBLIC WORKS:
Technical Services	Minor Repairs	2	PUBLIC WORKS:
Technical Services	Grading Gravel Roads	180	ROADS:
Technical Services	Kerb & Pavement Repairs	90	ROADS:
Technical Services	Pothole Repairs	60	ROADS:
Technical Services	Blockages: Sewer Reticulation	3	SEWERAGE:
Technical Services	Broken Sewer Pipes	14	SEWERAGE:

Department	Service Description	Service Level Days	Service Title
Technical Services	Manhole Covers: Sewer	14	SEWERAGE:
Technical Services	New Connections: Sewer	14	SEWERAGE:
Technical Services	Sewer Smells: Investigate	2	SEWERAGE:
Technical Services	Blocked Drains	60	STORMWATER:
Technical Services	Burst Pipe: Minor Leakage	2	WATER:
Technical Services	Faulty Meters	90	WATER:
Technical Services	Fire Hydrant Leakages	14	WATER:
Technical Services	Meter Testing	60	WATER:
Technical Services	New Connections: Water	14	WATER:
Technical Services	Valve Leakages	14	WATER:
Technical Services	Water: Quality Check	7	WATER:
Technical Services	Water: Tanker Delivery	2	WATER:
Technical Services	Manhole Covers	14	STORMWATER
Technical Services	Burst Pipe: Major Leakage	2	WATER
Technical Services	General - Correspondence	1	General - Correspondence