From the Mayor’s Desk

Dear Reader,

Although the holiday season may seem like a distant memory to many, I take this opportunity to wish you and your loved ones well for the rest of 2017.

We ended 2016 on a high, winning various awards. Two of these, awarded by the Department of Water and Sanitation and Water Institute of South Africa (WISA), warrant a special mention. Our own Ben van Jaarsveldt received two awards, Best Process Controller Water and Best Process Controller Wastewater for ensuring the supply of good potable water for our communities. His dedication towards this important task definitely does not go unnoticed by the Western Cape Government or the Knysna Municipality.

I hope that we will at least match or perhaps even improve on all our achievements during 2017.

I am happy to have heard feedback from residents and businesses alike that the recently past 2016/17 holiday season was possibly one of the best for Greater Knysna. To ensure that we maintain this important economic growth, we need to develop our various initiatives to enable Greater Knysna to move from having a competent, good local government, to a great, innovative local government.

There is a great deal of work that still needs to be done to achieve what we have set out to do, and I ask for your assistance and valuable inputs. It worries me that many of our Public Meetings are still so poorly attended. Not only does this result in your important input being lost, but also misinformation being spread.

We have already started with our Ward Committee meetings throughout our 11 Wards. If your Ward Committee Meeting is still to take place (see schedule elsewhere in this Council News), I urge you to attend. Let your voice be heard. Only those who participate can have an impact on the way Greater Knysna develops.

In closing I once again wish each and every resident of Greater Knysna a very productive and peaceful 2017. Let’s ensure that Greater Knysna is the area where people and nature prosper.

With warm regards,

Eleanore Bouw-Spies
LEVEL 2 WATER RESTRICTIONS STILL APPLICABLE IN GREATER KNYSNA

Despite January and February rainfall, Greater Knysna remains on Level 2 Water Restrictions and residents and businesses are still encouraged to continuously conserve water.

Please note that the following measures apply during Level 2 Water Restrictions:

- **Punitive water tariffs to be billed:** An additional 50% of the approved water consumption tariff will be applied. This means that all water usage above 20kl/month will be charged at 1.5 times the normal tariff, i.e. 50% increase.

- **Water for human consumption only:** Knysna Municipal potable water is restricted for human consumption and business only (no watering of gardens, washing of vehicles or boats, etc. - not even with a bucket).

- **Water recycling:** Businesses within Greater Knysna will need to implement water recycling systems. Artificial water features and fountains are permitted to use only recycled water.

- **Water efficient installations:** All residents are required to retrofit their taps, showerheads and other plumbing equipment with water efficient devices.

PUNISHING WATER TARIFFS FOR NON-COMPLIANCE

- Businesses and residents who continue to exceed 20kl/month will be charged at 1.5 times the normal tariff, i.e. 50% increase.

- An additional 50% of the approved water consumption tariff will be applied.

WATER SAVING TIPS

- Instead of turning up the cold water to balance out the temp of the shower water, rather turn DOWN the hot water, and turn water off completely in between wetting, soaping and rinsing.

- Use hand cleanser where possible instead of washing hands with water.

- Use a cream face-wash that can be removed with cotton-wool/tissue paper.

- Use the ‘warm-up’ water in the kitchen sink and shower to fill the kettle and toilet cistern.

- Place a brick or filled 2l bottle in the toilet cistern to reduce water consumption.


**GET CONNECTED TO THE MUNI APP**

The Knysna Municipality encourages residents to make use of the available channels to lodge complaints or queries pertaining to all aspects of its operations and services. By making use of these channels the complaints lodged will not only receive the proper attention, but also be registered on the municipal system. By utilising these channels all complainants will receives feedback via sms or email.

Posting complaints on the many local social media pages will not allow us to ensure that the complaints receive the attention they require. The municipal Customer Care officials are only able to deal with enquiries and complaints that are directed to the municipality via the following municipal channels:

- **Mobile APP (application)**
  Download our community APP on play/app store or http://knysna.community.me (see details on how to do this on the right).

The municipal App provides residents with access to a wide range of data and services such as information about the municipality and emergency contact details. It also allows users to receive alerts related to municipal services such as electricity, water and roads. Furthermore users are also able to log complaints regarding any municipal operation or service relating to any Department.

Complaint can also be logged via:

- **EMAIL**
  Residents are also encouraged to send an email to customer@knysna.gov.za

- **CALL**
  Alternatively phone the municipality to lodge a complaint:
  - General enquiries (office hours) 044 302 6300
  - Emergencies (after hours) 044 302 8911
  - Electricity Faults 044 302 6397
  - Water and Sewerage 044 302 6331

KNYSNA MUNICIPALITY APPOINTS DIRECTOR: PLANNING AND DEVELOPMENT

We are pleased to announce that Marlene Boyce has been appointed as the new Director: Planning & Development, effective from Wednesday, 1 February.

Having been in the employ of the municipality for the past 10 years, more recently in the position of Acting Director for this post, Boyce is certainly no newcomer to the organisation nor the department. She previously has filled the posts of Compliance Officer, Neighbourhood Development, Marlene Boyce

Newly appointed Knysna Municipal Director: Planning and Development, Marlene Boyce

According to Acting Municipal Manager Johnny Douglas, Boyce excelled during the interview and assessment process. “After a vigorous selection process it was decided that, with her excellent credentials to serve as Director: Planning & Development within this Municipality, Ms Boyce...”
Boyce is legally qualified having obtained her Bachelor of Arts Degree in Law and her L.L.B. from the University of the Western Cape. She also holds a certificate in Municipal Governance & Legislation from Stellenbosch University and a Master of Arts Degree in Development Studies from the Nelson Mandela Metropolitan University.

“We are fortunate to have an employee with her experience and expertise, and I am confident that Ms Boyce will contribute significantly to our vision of creating a Knysna, where people and nature prosper,” Douglas concluded.

### MUNICIPAL MEETINGS

<table>
<thead>
<tr>
<th>Date</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>27 FEB</td>
<td>Ward Committee: Ward 11</td>
</tr>
<tr>
<td>2 MAR</td>
<td>Mayoral Committee Meeting</td>
</tr>
<tr>
<td>6 MAR</td>
<td>Ward Committee: Ward 5</td>
</tr>
<tr>
<td>9 MAR</td>
<td>Ward Committee: Ward 6</td>
</tr>
<tr>
<td>10 MAR</td>
<td>Ward Committee: Ward 10</td>
</tr>
<tr>
<td>16 MAR</td>
<td>Ward Committee: Ward 7</td>
</tr>
<tr>
<td>22 MAR</td>
<td>Ward Committee: Ward 9</td>
</tr>
<tr>
<td>23 MAR</td>
<td>Council Meeting</td>
</tr>
<tr>
<td>23 MAR</td>
<td>Ward Committee: Ward 4</td>
</tr>
<tr>
<td>28 MAR</td>
<td>Ward Committee: Ward 3</td>
</tr>
<tr>
<td>30 MAR</td>
<td>Ward Committee: Ward 2</td>
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</tbody>
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### COMMEMORATIVE DAYS & EVENTS

<table>
<thead>
<tr>
<th>Date</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>21 MAR</td>
<td>Human Rights</td>
</tr>
<tr>
<td>14 – 16 APR</td>
<td>Sedgefield’s Slow Festival</td>
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<tr>
<td>1 – 9 OCT</td>
<td>Knysna Arts Festival</td>
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### MUNICIPAL WORKING HOURS AMENDED

As per Section 9 of the Basic Conditions of Employment Act and Clause 7 of the Main Collective Agreement, the current working hours of Municipal staff equals 40 hours per week.

Although these hours remain the same, all staff, except Cleansing, Fire, Traffic and Customer Care employees, have had their working hours restructured.

Following a suggestion by the Local Labour Forum, Council resolved on 6 December 2016 that the office hours of its staff be amended, for a trial period of six months, starting on February 1, as follows:

**MONDAY TO THURSDAY**

- **Start**: 07:30
- **Lunch**: 13:00 – 13:30
- **Closure**: 16:30

**FRIDAY – NO LUNCH**

- **Start**: 07:30
- **Closure**: 13:30