KNYSNA LOCAL MUNICIPALITY

Notice is hereby given of a

GOVERNANCE AND ECONOMIC DEVELOPMENT COMMITTEE MEETING

which will be held on

Wednesday, 3 April 2019

at

09:00

in the Council Chamber

to consider the following items

MUNICIPAL OFFICES

KNYSNA

P MAKOMA

ACTING MUNICIPAL MANAGER

AGENDA

Chairperson: Cllr P Myers (MMC)
Members: Cllr E Bouw-Spies
          Cllr L Tyokolo
          Cllr C Croutz
          Cllr T Matika
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1. Opening and Welcome

2. Attendance (as per attendance register)
   2.1 Members: Present
   2.2 Members: Absent with Leave
   2.3 Members: Absent Without Leave
   2.4 Other Councillors Present
   2.5 Officials Present
   2.6 Members of the Audit Committee Present
   2.7 Members of the Public Present

3. Noting of the Provisions of Code of Conduct for Councillors and Declaration of Interest
4. CONFIRMATION OF MINUTES

4.1 GOVERNANCE AND ECONOMIC DEVELOPMENT COMMITTEE MEETING : 6 FEBRUARY 2019

RESOLVED

That the minutes of the Governance and Economic Development Committee meeting held on 6 February 2019, be accepted.
KNYSNA LOCAL MUNICIPALITY

MINUTES

of a meeting of the
GOVERNANCE AND ECONOMIC DEVELOPMENT COMMITTEE MEETING

held in the Council Chamber on

Wednesday, 6 February 2019

at

9:00
1. Opening and Welcoming

The Chairperson welcomed Councillors, Directors, officials and members of the public to the meeting.

2. In Attendance:

2.1 Members Present

- Cllr E van Aswegen (MMC) Chairperson
- Cllr E Bouw-Spies
- Cllr L Tyokolo
- Cllr C Croutz
- Cllr T Matika (from 09:11)

2.2 Members Absent with leave

None

2.3 Members Absent without leave

None

2.4. Other Councillors Present

- Cllr L Davis (from 09:16)
- Cllr S Kwinana
- Cllr M Matiwane (from 09:36)
- Cllr P Myers
- Cllr M Naki (from 10:17)
- Cllr D Pofadder (from 09:29)
- Cllr M Salaze (from 09:24)
- Cllr M Skosana (from 09:36)
- Cllr I Uys

2.5 Officials Present

- Makoma, P Acting Municipal Manager and Director : Corporate Services
- Memani, M Director : Financial Services
- Boyce, M Director : Planning and Development
- Boshoff, G Director : Community Services
- Mattheus, C Manager : Administration
- Huddy, G Manager : Information Technology
- Bezuidenhout, C Manager : Communications and Customer Relations
- Kalani, J Manager : Public Participation
- Paulsen, M Manager : Legal Services
- Phillips, L Manager : Human Resources
- Phillips, E Manager : IDP
- Van Niekerk, P Acting Manager : LED
- Vumazonke, S Coordinator : Public Participation
- Gutas, Z Risk Management Officer
- Kalawe, C Communication Officer
GOVERNANCE AND ECONOMIC DEVELOPMENT COMMITTEE MEETING
AGENDA
3 APRIL 2019

Botha, M  Legal Advisor
Hobson, B  Executive Assistant
Lakay, J  Head : Council and Committees
Burger, T  Committee Officer

INTERPRETER
Ngxolwana, B  Interpreter

2.6. Members of the Audit Committee Present:
Barrell, R

2.7. Members of the Public Present
As per attendance register.

3. Noting of the Provisions of Code of Conduct for Councillors and Declaration of Interest

RESOLVED
That the provisions of the Code of Conduct for Councillors, be noted.

4. CONFIRMATION OF MINUTES

4.1  FINANCE AND GOVERNANCE COMMITTEE MEETING : 9 OCTOBER 2018

RESOLVED
That the minutes of the Finance and Governance Committee meeting held on 9 October 2018, be noted.

4.2  CONTINUATION OF THE FINANCE AND GOVERNANCE COMMITTEE MEETING : 25 OCTOBER 2018

RESOLVED
That the minutes of the Continuation of the Finance and Governance Committee meeting held on 25 October 2018, be noted.

5. MATTERS ARISING FROM THE MINUTES (EXECUTION LIST)

RESOLVED
[a]  That the matters arising from the minutes of scheduled meetings held on 20 November 2017, 8 February 2018 and 9 October 2018, be noted; and

[b]  That a comprehensive report on the Container Park, Sanlam Mall and Informal Trading be submitted to a Special Governance and Economic Development Committee Meeting to be arranged with the Chairperson in consultation with the Speaker.
Tea break from 10:00 until 10:17

6. **MATTERS SUBMITTED BY THE ACTING MUNICIPAL MANAGER**

**G01/02/19**  
**SDBIP 18/19 : QUARTERLY PERFORMANCE REPORT – QUARTER 2 OF 2018/19: CORPORATE SERVICES DIRECTORATE**

**UNANIMOUSLY RESOLVED**

That the Quarterly SDBIP Performance Report of the Corporate Services Directorate for the second quarter of 2018/19, be noted.

File Number: 9/1/2/9  
Execution: Director: Corporate Services  
Manager: PIARM

**PRESENTATION : WESGRO** (See Item G10/02/19)  
By Tim Harris and Judy Lain

*Cllr Tyokolo stepped out at 11:07*  
*Cllr Tyokolo returned at 11:09*

**G02/02/19**  
**REPORT ON LEGAL SERVICES MATTERS FOR QUARTER 2 OF 2018/2019 FINANCIAL YEAR**

**UNANIMOUSLY RESOLVED**

That the Governance and Economic Development Committee notes the quarterly report on the status of legal matters for the second quarter of 2018/19.

File Number: 9/1/2/9  
Execution: Director: Corporate Services  
Manager: Legal Services

*Cllr Myers stepped out at 11:35*  
*Cllr Croutz stepped out at 11:39*  
*Cllr Croutz returned at 11:42*  
*Cllr Myers returned at 11:44*
UNANIMOUSLY RESOLVED

That the Governance and Economic Development Committee notes the Quarterly Report on the Human Resources activities for the second quarter of 2018/19.

File Number : 9/1/2/9
Execution : Director : Corporate Services
Manager : Human Resources

UNANIMOUSLY RESOLVED

That the report on the activities of the Community Development Workers for the period October – December 2018 be accepted.

File Number : 9/1/1/1
Execution : Director : Financial Services

Cllr Tyokolo stepped out at 12:09
Cllr Tyokolo returned at 12:12

UNANIMOUSLY RESOLVED

That the contents of the report of the Community Works Programme for the second quarter of 2018/19, be accepted.

File Number : 9/1/1/1
Execution : Acting Municipal Manager
Director : Financial Services
Manager : Public Participation

UNANIMOUSLY RESOLVED

[a] The Governance and Economic Development Committee adopts the Risk Management Report; and

[b] That, in future, the Risk Management Status Report be submitted to each Portfolio Committee with the relevant information per Directorate.

File Number : 9/1/2/14
Execution : Acting Municipal Manager
UNANIMOUSLY RESOLVED

That the report from the Acting Municipal Manager with regard to Customer Relations for the period 1 to 31 January 2019 be noted.

File Number : 9/1/2/14
Execution : Acting Municipal Manager
Manager : Communications and Customer Relations

Cllr Bouw-Spies stepped out at 13:06
Cllr Matika stepped out at 13:08
Cllr Matika returned at 13:10
Lunch break from 13:14 until 14:01
Cllr Bouw-Spies returned at 14:01
Cllr Matika returned at 14:03
Cllr Croutz returned at 14:04
Cllr Tyokolo stepped out at 14:11
Cllr Tyokolo returned at 14:14

UNANIMOUSLY RESOLVED

That the monthly reports of the Economic Development Department, be noted.

File Number : 9/1/2/13
Execution : Director : Planning and Development
Manager : Economic Development

UNANIMOUSLY RECOMMENDED

[a] That the project status report on the Grey Street infrastructure upgrade, be noted;

[b] That the inputs made by the public, be noted;
[c] That the final report on the Grey Street Urban Design Framework Concept Plan and Traffic Impact Assessment with the inputs from the public be submitted to the Mayoral Committee to be held on 6 March 2019.

File Number: 9/1/2/13  
Execution: Acting Municipal Manager  
Director : Planning and Development  
Manager : Economic Development

G10/02/19   WESGRO REPORT ON TOURISM FUNCTION WITHIN THE GREATER KNYSNA MUNICIPAL AREA

UNANIMOUSLY RECOMMENDED

Presentation done by WESGRO : Tim Harris and Judy Lain

[a] That the report on the Service Level Agreement that was entered into on 23 October 2018 between Knysna Municipality and WESGRO, be noted;

[b] That the WESGRO Quarterly Performance Report, be noted; and

[c] That WESGRO be requested to make a presentation at a Special Council Meeting to be arranged by the Speaker.

File Number : 9/1/2/13  
Execution: Director : Planning and Development  
Manager : Economic Development

Body break from 15:08 until 15:22

Cllr Tyokolo stepped out at 15:35

G11/02/19   MANAGEMENT OF CAR GUARDS

UNANIMOUSLY RECOMMENDED

That the amended Roads and Traffic By-law be submitted to the Mayoral Committee to be held on 6 March 2019.

File Number : 9/1/2/5  
Execution: Director : Community Services  
Manager : Protection Services

Cllr Tyokolo returned at 15:49

G12/02/19   REPORT ON THE REVIEW OF THE TARIFF BY-LAW

UNANIMOUSLY RECOMMENDED

[a] That the report on the review of the Tariff by-law be noted; and
[b] That the draft by-law be approved and promulgated in the Western Cape Government Gazette.

File Number : 9/1/2/9
Execution : Director : Corporate Services
Manager : Legal Services

Cllr Tyokolo left at 15:53 with permission from the Chairperson

G13/02/19 LOVE LIFE LEASE AGREEMENT

UNANIMOUSLY RECOMMENDED

[a] That the report from the Director : Community Services, be noted; and

[b] That Council considers the proposal by Love Life for a 9 year, 11 months and 31 days – cost neutral lease agreement past the expiration of the current lease as stipulated in the Memorandum of Agreement in 2006;

[c] That a public participation process be followed on the right of use for the Love Life property; and

[d] That the Draft Love Life Lease Agreement be submitted to the Governance Committee Meeting on 10 April 2019.

File Number : 9/1/2/5
Execution : Director : Community Services
Manager : Legal Services

Cllr Matika stepped out at 16:15

G14/02/19 STATUS OF LEASES ON MUNICIPAL PROPERTIES

UNANIMOUSLY RECOMMENDED

[a] That the report on the Status of Leases on Municipal Properties, be noted; and

[b] That the Status of Leases on Municipal Properties be referred to a Workshop to be arranged by the Speaker and be submitted to a future Ordinary Council Meeting.

File Number : 7/2/2/1
Execution : Acting Municipal Manager
Director : Corporate Services
Manager : Administration

Cllr Matika returned at 16:18
APPLICATION TO PURCHASE A PORTION OF ERF 1626 SEDGEFIELD, ADJACENT TO ERF 1569, SEDGEFIELD

UNANIMOUSLY RECOMMENDED

[a] That the report and annexure’s regarding the application to purchase a portion of Erf 1626, Sedgefield, abutting Erf 1569, Sedgefield, submitted to the Governance and Economic Development Committee meeting dated 6 February 2019, be noted;

[b] That in terms of Section 14(2)(a) of the Local Government: Municipal Finance Management Act, 2003, and on reasonable grounds, the Municipal Council hereby confirms that a portion of Erf 1626, Sedgefield to be alienated, is deemed not needed to provide the minimum level of basic Municipal Services;

[c] That in terms of Section 14(2)(b) of the Local Government: Municipal Finance Management Act, 2003, the Municipal Manager should be instructed to appoint the Municipal Valuer, DDP Valuers to determine the fair market value of the relevant portion of Erf 1626, Sedgefield;

[d] That in terms of Section 5(b)(ii) of the Local Government: Municipal Finance Management Act (56/2003): Municipal Asset Transfer Regulations Council approve in principle that a portion of Erf 1626, Sedgefield may be disposed of;

[e] That in terms of the Knysna Municipality’s Management of Immovable Property Policy, a portion of Erf 1626, Sedgefield, Knysna may be sold to the owner of Erf 1569, Sedgefield at the Market Related value determined by the Municipal Valuer, DDP Valuers;

[f] That all costs relating to the alienation be for the account of the applicant, and owner of Erf 1569, Sedgefield;

[g] That the Municipal Manager be hereby instructed to appoint DDP Valuers to determine the Market Related Value for the portion in question;

[h] That the owner of Erf 1569, Sedgefield be informed that the portion of Erf 1626, Sedgefield, to be alienated, will have to be consolidated with Erf 1569 after successful alienation;

[i] That the Municipal Manager advertises the intended alienation of a portion of Erf 1626, Sedgefield to the owner of Erf 1569; and

[j] That a further report be submitted to a following Governance and Economic Development Committee meeting after the advertising as mentioned in [i] above have been completed.
Cllr van Aswegen did not agree with the recommendation

G16/02/19 APPLICATION FOR A LEASE AGREEMENT FOR A PORTION OF ERF 1339, AUCTION MART AVENUE, KNYSNA

UNANIMOUSLY RECOMMENDED

[a] That the report and annexure regarding the request for a lease agreement on a portion of Erf 1339, Auction Mart Avenue, Knysna for the applicant, be submitted to the Governance Committee meeting dated 6 February 2019 be noted;

[b] That the request for a Lease Agreement for a Portion of Erf 1399, Auction Mart Avenue, not be approved; and

[c] That the Acting Municipal Manager advertises for proposals for Recreation facilities on a Portion of Erf 1399, Auction Mart Avenue.

File Number : 7/2/2/1
Execution : Acting Municipal Manager
Director : Corporate Services
Manager : Administration

G17/02/19 APPLICATION FOR THE INSTALLATION OF CELLULAR COMMUNICATION EQUIPMENT ON MUNICIPAL OWNED WATER TOWER LOCATED ON ERF 3912, RIO STREET, KNYSNA

UNANIMOUSLY RECOMMENDED

[a] That the report and annexure’s regarding Warren Petterson Planning’s application for a lease agreement for Telkom Mobile for telecommunication base station on a Portion of Erf 3912, Rio Street, Knysna be noted;

[b] That the Municipal Manager appoints the Municipal Valuer to determine the monthly rental payable;

[c] That the applicant be informed that all costs relating to this application will be for the account of Telkom Mobile,

[d] That Council’s intention to enter into a lease agreement with Telkom Mobile for a lease for 4 years and 11 months on a Portion of Erf 3912, Knysna for the installation of a telecommunication base station be advertised for comments and objections;

[e] That a report back report be submitted to the next Governance and Economic Development Committee after the advertising period have ended.

File Number : 7/2/2/1
Execution : Acting Municipal Manager
Director : Corporate Services
Manager : Administration
APPLICATION TO PURCHASE A PORTION OF ERF 19049 DINANGWE CONCORDIA, KNYSNA

UNANIMOUSLY RECOMMENDED

[a] That the report and annexure’s regarding the application to purchase a portion of Erf 19049, abutting Erf 19167, Dinangwe, Concordia, Knysna, submitted to the Governance Committee meeting dated 6 February 2019, be noted;

[b] That in terms of Section 14(2)(a) of the Local Government: Municipal Finance Management Act, 2003, and on reasonable grounds, the Municipal Council hereby confirms that the portion of Erf 19049, Dinangwe Concordia Knysna to be alienated, is deemed not needed to provide the minimum level of basic Municipal Services;

[c] That in terms of Section 14(2)(b) of the Local Government: Municipal Finance Management Act, 2003, the Municipal Manager should be instructed to appoint the Municipal Valuer, DDP Valuers to determine the fair market value of the relevant portion of Erf 19049, Dinangwe Concordia Knysna;

[d] That in terms of Section 5(b)(ii) of the Local Government: Municipal Finance Management Act (56/2003): Municipal Asset Transfer Regulations Council approve in principle that a portion of Erf 19049, Dinangwe Concordia may be disposed of;

[e] That in terms of the Knysna Municipality’s Management of Immovable Property Policy, a portion of Erf 19049, Dinangwe Concordia Knysna may be sold to the owner of Erf 19167, Dinangwe Concordia at the Market Related value determined by the Municipal Valuer, DDP Valuers;

[f] That all costs relating to the alienation be for the account of the applicant, and owner of Erf 19167, Dinangwe Concordia Knysna;

[g] That the Municipal Manager appoints DDP Valuers to determine the Market Related Value for the portion in question;

[h] That the owner of Erf 19167, Dinangwe Concordia be informed that the portion of Erf 19049, Dinangwe Concordia Knysna, to be alienated, will have to be consolidated with Erf 19167 after successful alienation;

[i] That the Municipal Manager advertises the intended alienation of a portion of Erf 19049, Knysna to the owner of Erf 19167; and

[j] That a further report be submitted to a following Finance and Governance Committee meeting after the advertising as mentioned in [i] above have been completed.

File Number : 7/2/1/2
Execution : Acting Municipal Manager
Director : Corporate Services
G19/02/19  REPORT ON IRRECOVERABLE DEBT OF CORNUTI’S RISTORANTE

UNANIMOUSLY RECOMMENDED

[a] That the content of the report on the lease of Cornuti Ristorante, be noted; and

[b] That the amounts due and owing by Cornuti’s Ristorante be written off as irrecoverable.

File Number : 9/1/2/10
Execution : Acting Municipal Manager
Director : Corporate Services
Director : Financial Services
Manager : Administration

Cllr Bouw-Spies stepped out at 16:49
Cllr Bouw-Spies returned at 16:50

G20/02/19  REPORT ON INVESTIGATION INTO OVERTIME

UNANIMOUSLY RECOMMENDED

[a] That the Committee notes the actions adopted by the Management to address the excessive overtime claims;

[b] That the Committee supports the recommendations that were made by Internal Audit and be implemented; and

[c] That where there is evidence of fraudulent overtime claims, necessary action should be taken.

File Number : 9/1/2/9
Execution : Acting Municipal Manager
Director : Corporate Services
Manager : Human Resources

C21/02/19  DETAILED CAPITAL BUDGET REPORT FOR THE 2018/2019 FINANCIAL YEAR AS AT 23 JANUARY 2019

UNANIMOUSLY RECOMMENDED

That the Detailed Capital Budget Report : 2018/2019 as submitted in terms of Section 52(a) of the Local Government : Municipal Finance Management Act 56 of 2003, be noted.

File Number : 9/1/2/10
Execution : Director : Financial Services
7. In committee Items (See separate agenda)

8. Closure

The Chairperson thanked everyone and the meeting concluded at 17:00.

Approved

Chairperson : Cllr E van Aswegen

Date

-oOo-
### EXECUTION LISTS

#### MATTERS ARISING OF THE MEETING HELD ON 20 NOVEMBER 2017

**FG07/10/17  FLEET MANAGEMENT**

[a] That an investigation be undertaken to determine if the Fleet Management function should be outsourced in part or in entirety and that a report be submitted to the Finance and Governance Committee Meeting to be held on 8 February 2018.

File Number: 9/1/2/14  
Execution: Municipal Manager

The organogram should address the root of the issues we experienced. The required report should be written by the Technical Directorate as the function resides within their structure.

**FG05/12/17  DEBTORS AGE ANALYSIS BY SECTOR FOR OCTOBER 2017**

[b] That a Detailed Analysis report on Debtors for 90 days and over, be submitted to the Finance and Governance Committee Meeting to be held on 8 February 2019.

File Number: 9/1/2/10  
Execution: Director : Financial Services  
Manager : Expenditure

Report to be submitted to next meeting

**FINANCE AND GOVERNANCE MEETING (8 FEBRUARY 2018)**

**FG06/02/18  REPORT ON VARIOUS NOTICES IN TERMS OF SECTION 3 OF THE INSTUTION OF LEGAL PROCEEDINGS AGAINST CERTAIN ORGANS OF STATE ACT NO. 40 OF 2002**

[b] That a further report on any developments on the matter be submitted to the Finance and Governance Committee meeting scheduled to take place on the 5th of April 2018.

File Number: 9/1/2/9  
Execution: Municipal Manager  
Acting Director : Corporate Services  
Manager : Legal Services

There is no further report on the fire claims. We have had no further reports from our insurers on the matter and still await further communication from them. In the absence of such communication there is no further report to be
FG17/02/18  APPLICATION TO LEASE A PORTION OF ERF 3101, KNYSNA BY THE OWNER OF ERF 3129, KNYSNA

The report on the Application to Lease a Portion of Erf 3101, Knysna by the owner of Erf 3129, Knysna was withdrawn.

File Number: 7/2/1/2/1  Execution: Municipal Manager  Acting Director: Corporate Services  Manager: Administration

FG18/02/18  APPLICATION FOR USE OF PUBLIC OPEN SPACE ON ERF 4421, KNYSNA FOR PARKING PURPOSES

The report on the Application for use of Public open space on Erf 4421, Knysna for Parking purposes was withdrawn.

File Number: 7/2/1/2/1  Execution: Municipal Manager  Acting Director: Corporate Services  Manager: Administration

FINANCE AND GOVERNANCE MEETING (9 OCTOBER 2018)

FG07/10/18  MONTHLY REPORTS : PLANNING AND DEVELOPMENT [LOCAL ECONOMIC DEVELOPMENT]

UANIMOUSLY RESOLVED


UANIMOUSLY RECOMMENDED

[b] That a comprehensive report on the concerns raised, amongst others, the Container Park, Sanlam Mall and Informal Trading, be submitted to the next Finance and Governance Committee Meeting.

File Number: 9/1/2/13  Execution: Director: Planning and Development  Manager: LED

submitted to the committee.

Application for encroachment was submitted and approved.

Application for encroachment was submitted and approved.
### FG16/10/18  RISK MANAGEMENT STATUS REPORT

**UNANIMOUSLY RESOLVED**

[a] That the Risk Management processes and status reports, be noted;

**UNANIMOUSLY RECOMMENDED**

[b] That the detailed reports be submitted to the Risk Management Committee, Audit Committee and Finance and Governance Committee; and

[c] That a report be submitted to the next meeting of the Finance and Governance Committee on the risks exceeding the Risk Appetite for the Acting Municipal Manager, Financial Services and Corporate Services.

File Number : 9/1/2/14  
Execution : Acting Municipal Manager  
Manager : PIARM

### GOVERNANCE AND ECONOMIC DEVELOPMENT COMMITTEE MEETING (6 FEBRUARY 2019)

**G06/02/19  RISK MANAGEMENT STATUS REPORT**

**UNANIMOUSLY RESOLVED**

[a] The Governance and Economic Development Committee adopts the Risk Management Report; and

[b] That in future the Risk Management Status Report be submitted to each Portfolio Committee with the relevant information per Directorate.

File Number : 9/1/2/14  
Execution : Acting Municipal Manager  
Manager : Performance, Internal Audit and Risk Management

**RECOMMENDED**

That the matters arising from the minutes of scheduled meetings held on 20 November 2017, 8 February 2018, 9 October 2018 and 6 February 2019, be accepted.
6. MATTERS SUBMITTED BY THE ACTING MUNICIPAL MANAGER

6.1

**G01/04/19 WESGRO PROGRESS REPORT ON TOURISM FUNCTION DELIVERY WITHIN THE GREATER KNYSNA MUNICIPAL AREA**

**REPORT FROM THE DIRECTOR: PLANNING AND DEVELOPMENT**

**PURPOSE OF THE REPORT**

The purpose of this item is to introduce WESGRO to present their progress report, business plan and implementation plan as required by the Service Level Agreement that was entered into on 23 October 2018 between Knysna Municipality and WESGRO, in accordance with Council Resolution C09/08/18.

**Previous resolutions**

Ordinary Council meeting 13 August 2018:

**C09/08/18 TOURISM MANDATE AND FUNCTIONS**

**RESOLVED BY MAJORITY**

[a] That resolution [b] of Item C10/05/17 taken on 26 May 2017, regarding the three-year term of procuring an external service provider for the local tourism function, is hereby rescinded;

[b] That it be noted that the current SLA with Knysna and Partners expired on the 30 June 2018 and is not renewed;

[c] That the Acting Municipal Manager be instructed to appoint a service provider to give effect to Sections 76 and 78 of the Local Government: Municipal Systems Act, 2000 insofar it relates to the Local Tourism function;

[d] That the above investigations/assessment should include the following options: Municipal entity; develop in-house capacity; and the use of other organs of state or service provider through a service delivery agreement that complies with all the legislative and regulatory requirements;

[e] That an intergovernmental contract in terms of the Local Tourism responsibilities as per Schedule 4 Part B of the South African Constitution be negotiated and entered into with WESGRO to carry out the functions of Local Tourism on behalf of the municipality, while the Sections 76 and 78 investigations as per the Local Government: Municipal Systems Act, 2000 and the current organisation reviews take place;
That the intergovernmental contract be negotiated on behalf of the municipality by the Acting Municipal Manager,

That the intention of council as indicated in resolutions [c] and [e] be advertised in the local media.

File Number: 8/1
Execution: Acting Municipal Manager

BACKGROUND

The Municipal Council resolved to enter into a service level agreement with WESGRO to deliver certain aspects of the Municipality's local tourism function. This agreement was entered into between WESGRO and the Knysna Municipality on 23rd October 2018 and the agreement is subject to the above Council resolutions. A copy of the SLA was included in the Finance and Governance Section 80 committee meeting of 6th February 2019.

DISCUSSION

In accordance with the provisions of the SLA, the WESGRO report on the deliverables that are due in the third quarter are hereby submitted. The report is attached hereto as Annexure A. In addition the business plan, implementation plan and performance agreement is presented as attached as Annexure B and Annexure C for approval. The Wesgro SLA is attached as Annexure D for reference.

FINANCIAL IMPLICATIONS

The estimated expenditure for delivery of the function for the contract period is:
Year 1: R4 million incl. VAT paid as R1 million per quarter;
Year 2: R 4.4 million incl. VAT paid as R1.1 million per quarter;
Year 3: R4.84 million incl. VAT paid as R1.21 million per quarter.

RELEVANT LEGISLATION

Constitution of the Republic of South Africa Section 155 (6) (a) and (7) Schedule 4 Part B.

RECOMMENDATION OF THE ACTING MUNICIPAL MANAGER

[a] That WESGRO's progress report and presentation on achievement of deliverables aligned to the scope of services in the SLA, be noted; and

[b] That the submission of WESGRO's business plan, implementation plan and performance agreement as required by the SLA, be noted and approved.

APPENDIX / ADDENDUM

Annexure A : WESGRO Progress Report
Annexure B : Business Plan
Annexure C : Implementation Plan and Performance Agreement
Annexure D : WESGRO Service Level Agreement

File Number : 9/1/2/13
Execution : Director Planning and Development
Manager : Economic Development
SERVICE LEVEL AGREEMENT

Knysna Local Municipality

(Herein represented by Johnny Douglas in his/her capacity as Acting Municipal Manager)

(Hereinafter referred to as "the Municipality")

and

Entered into by and between

Wesgro

(a provincial public entity established in terms of section 2 of the Western Cape Investment and Trade Promotion Agency Act 3 of 1996 and a Schedule 3 public entity under the Public Finance Management Act 1 of 1999, as amended)

(Hereinafter referred to as "the Agency")
1. DEFINITIONS AND INTERPRETATIONS

1.1 In this agreement unless the context otherwise indicates, the following words and expressions shall bear the meanings assigned thereto and cognate words and expressions shall bear corresponding meanings:

1.1.1 “Agreement” means this agreement and all annexures and/or schedules thereto;

1.1.2 “Business Day” means any day other than a Saturday, Sunday or official public holiday in the Republic of South Africa;

1.1.3 “Commencement Date” means 1 November 2018;

1.1.4 “Contract Period” means three years, subject to early termination provision in clause 13;

1.1.5 “Expiry Date” means 31 October 2021;

1.1.6 “Greater Knysna” refers to municipal area of Knysna and includes Brenton, Buffalo Bay, Karatara, Rhenendal, Sedgefield and Knysna;

1.1.7 “Intellectual Property” means any intellectual property rights of whatever nature whether registered or not, including but not limited to copyright, patents, designs, trademarks, service marks and logos.

1.1.8 “The Knysna Brand” means any existing Knysna Municipality designs, patents, copyrights, trademarks, know-how and other intellectual property, whether registered or not. All designs, patents, copyrights, trademarks, know-how and other intellectual property, whether registered or not developed during the contract period is the property of Wesgro;

1.1.9 “The Municipality” means Knysna Local Municipality, established in terms of section 12 of the Local Government Municipal Structures Act 117 of 1998, represented by Johnny Douglas, in his capacity as the Acting Municipal Manager, he being duly authorised herein;

1.1.10 “The Municipality’s Address” means P.O. Box 21, Clyde Street, Knysna, 5570. For other purposes: The Municipal Offices, Clyde Street, Knysna, 6570;

1.1.11 “The Parties” mean the parties to this Agreement, being the Municipality and Wesgro;

1.1.12 “Services” mean collectively the services referred to as set out in Annexure A;

1.1.13 “Signature Date” means the date on which the agreement has been signed by all parties thereto;

1.1.14 “Termination Date” means the date of termination in terms of the provisions of clause 11 or 12;

1.1.15 “Wesgro” means Wesgro who draw their mandate from the Wesgro Act, 1996 as amended. According to the Western Cape Investment and Trade Promotion Agency Amended Act, Act No. 6, 2013. As a 3C entity, Wesgro is an extension of the Department of Economic Development and Tourism with the mandate to fulfill tourism, trade and investment promotion for the Western Cape Government. Wesgro is herein represented by Tim Harris as Chief Executive Officer he/she has duly authorised herein; and

1.1.16 “Wesgro address” means: 18th Floor, SA Reserve Bank Building, 60 St Georges Mall, Cape Town, 8001.

1.2 The head notes to the paragraphs to this agreement are inserted for reference purposes only and shall not affect the interpretation of any of the provisions to which they relate.

1.3 This agreement shall be binding on and enforceable by the trustees, permitted assigns, liquidators or other legal successors of the Parties as fully and effectually as if they had signed this agreement in the first instance and reference
to any party shall be deemed to include such party’s trustees, permitted assigns, liquidators or other legal successors, as the case may be.

1.4 Whenever a number of days is prescribed in this Agreement, such number shall be calculated excluding the first and including the last day, unless the last day falls on a day which is not a business day, in which event the last day shall be the next day which is a business day.

1.5 Where any term is defined within the context of any particular clause in this agreement, the term so defined shall, unless it appears clearly from the clause in question that such term has limited application to the relevant clause, bear the meaning ascribed for all purposes in terms of this agreement, notwithstanding that such term has not been defined in this clause 1.

1.6 The terms defined in this agreement shall bear the same meanings in annexed schedules which do not contain definitions.

1.7 This Agreement includes all annexed schedules which are an integral part of this Agreement.

2. RECORDAL

It is recorded that:

2.1 WESGRO hereby agrees and undertakes to render the services to Knysna Municipality, the scope of such services being as set out in the implementation plan 4.2.

3. COMMENCEMENT DATE AND DURATION

3.1 This agreement shall commence on the Commencement Date, notwithstanding the Signature Date, and shall terminate on the earlier of the Expiry Date or the Termination Date.

4. SCOPE OF APPOINTMENT

4.1 The Municipality appoints Wesgro, which appointment Wesgro accepts, to provide the Services to the Municipality in accordance with the terms of conditions of this Agreement.

4.2 It is specifically agreed that Wesgro shall within 60 days of signature hereof submit an implementation plan for the services set out in Annexure A to the Municipality.

4.3 It is further agreed that Wesgro shall enter into a performance agreement within 90 days of signature hereof, whereby performance as a service provider will be evaluated, quarterly against pre-determined performance objectives.
5. ORGANISATIONAL STRUCTURE

5.1 Upon signature of SLA, Wesgro shall commence recruitment process of staff. Each staff member will align to Wesgro's Performance Management Policy and KPIs will be set within 90 days of Signature Date of employment contracts.

5.2 The team will be structured into functional areas based on the Service delivery requirements and the rationalisation of resources with Wesgro. The structure of the organogram will be applied in terms of that outlined in Annexure B for the duration of the contract.

5.3 Any amendments to Annexure B will be in accordance with the Human Resources Policy of Wesgro and approved by the Wesgro Board of Directors and its committees.

6. SERVICES

6.1 Wesgro shall provide the services in accordance with the terms of this agreement, and as set out in Annexure A with effect from Commencement Date for the duration of the agreement.

6.2 Wesgro shall carry out the services (each as a separate and distinct obligation):

6.2.1 in accordance with the service specifications in Annexure A;

6.2.2 in accordance with the relevant legislation and regulations of the Republic of South Africa;

6.2.3 in a manner that complies and meets with the requirements of Provincial Financial Management Act and all applicable law;

6.2.4 in a manner which ensures that the services are provided in accordance with the agreed and approved implementation plan (Addendum D);

6.2.5 so that all persons employed in connection with the performance of the services have the necessary skills and experience as required by their respective professions, trades and callings and taking into account their roles and responsibilities in relation to the services; and

6.2.6 so that all aspects of the services are supervised by sufficient numbers of persons having adequate knowledge of such matters for the satisfactory and performance of the services.

6.3 Wesgro shall keep and maintain a comprehensive record of all agreements, client data, business contacts and the like relating to service specification.

7. MONITORING AND EVALUATION

7.1 The monitoring and evaluation shall be done in accordance with the approved business plan (Addendum E) and performance criteria against agreed deliverables.
7.2 Wesgro shall be responsible to monitor its performance against an agreed upon set of services, and shall implement appropriate monitoring, quality controls and management procedures.

7.3 Wesgro shall prepare and deliver a quarterly monitoring and evaluation report detailing the provision of services, which will be comprehensive enough to enable the Municipality to assess whether Wesgro is in compliance with this agreement, its provision of services, and generally its ongoing performance. The quarterly monitoring and evaluation report (and cash flow) will be provided to the Municipality within 7 (seven) business days after the end of the quarter.

8. **CONTRACT AMOUNT AND PAYMENT**

8.1 The total contract amount for the services to be rendered by Wesgro is **R13,240,000** over the 3 (three) year period as provided in clause 3.

8.2 The total contract amount will be paid during the contract period as follows:

8.2.1 Year 1: R4 million paid as R1 million per quarter

8.2.2 Year 2: R4.4 million paid as R1.1 million per quarter

8.2.3 Year 3: R4.84 million paid as R1.21 million per quarter

8.3 The Municipality shall make payment of the amount in clause 8.1 on quarterly basis to Wesgro within 30 (thirty) days of receipt of a valid invoice sent at the start of the first month of the respective quarter.

8.4 Payment shall be made to Wesgro (or such other third party agreed to between the parties in writing) by electronic transfer, into the bank account stipulated for such purpose in writing to the Municipality.

8.5 If the Municipality disputes in good faith any portion of an original invoice, The Municipality shall be obliged to pay the undisputed amount of such invoice or statement when due and may withhold the disputed portion pending resolution of the dispute in accordance with clause 15 of the Agreement. Upon resolution of the dispute, the Municipality shall pay to Wesgro such portion, if any, of the disputed amount determined to be owing to Wesgro within 30 (thirty) days of the resolution of such dispute.

9. **BRANDING AND INTELLECTUAL PROPERTY**

9.1 Wesgro acknowledges that the Knysna brand (including website, social media platforms and trademarks) shall remain the sole and exclusive property of the Municipality, and Wesgro shall in no way dispute the Municipality’s right thereto and shall not in any way make use of the Knysna brand outside of the confines of this agreement.

9.2 The copyright and all other intellectual property rights subsisting in all works (regardless of format) undertaken, created or developed by or on behalf of Wesgro during the contract period shall vest with Wesgro.

9.3 The parties undertake to not do anything or omit to do anything which may negatively affect the reputation and credibility of the Knysna brand.

INCLUSIVE INNOVATIVE INSPIRED
9.4 The parties undertake to protect the Knysna brand from any third-party infringement and use all reasonable endeavours in this respect infringement.

9.5 Wesgro agrees that it shall not use, register or attempt to register in the Republic of South Africa or any other location worldwide any mark or name which may be confusingly similar to or in competition with the Knysna brand.

9.6 For avoidance of doubt the parties record and agree that all intellectual property, branding rights and trademarks in respect of the Knysna brand currently vests and shall vest in the Municipality, whether during this agreement or subsequent to the termination of the agreement, and Wesgro shall acquire no rights and have no claim in respect thereof.

9.7 Upon termination of this agreement, Wesgro shall hand over to the Municipality any advertising material, printed material or the like, featuring the business names and/or trademarks and/or intellectual property of the Municipality, if there are no disputes pending.

10 PREMISES

10.1 Wesgro shall occupy the premises of 40 Main Street, Knysna for the nominal lease of R1.15 (one rand) incl. VAT annum, on the terms agreed upon by all parties, which lease shall subsist for as long as this agreement remains in effect, unless for reasons outside Wesgro’s control the premises would need to move. Refer to Addendum C for lease agreement.

11 TERMINATION

11.1 This agreement shall automatically be terminated on the Expiry Date, unless it has been terminated earlier in accordance with the provisions set out in clause 12.

11.1.2 Without prejudice to clause 12 ("Breach"), each of the Parties shall be entitled to voluntarily terminate this agreement, provided that a period of three months from Commencement Date has expired, on three month’s written notice to the other Party indicating such termination, should Wesgro and the Municipality not meet the agreed upon joint targets as set out in clause 4.3 above; and to avoid doubt, the Municipality shall pay compensation to Wesgro for all costs and expenses incurred by Wesgro up to the Termination Date, including (without limitation) staff costs and hard costs. The Municipality will make payment to Wesgro in respect of the aforesaid costs and expenses within 60 (thirty) days of receipt of invoice from Wesgro.

11.2 The Parties may agree to terminate this contract by way of mutual agreement (mutatis mutandis) at any time during the duration of the Agreement, where

11.2.1 the Municipality shall pay compensation to Wesgro for all costs and expenses incurred by Wesgro up to the Termination Date, including (without limitation) staff costs and hard costs; and

11.2.2 the Municipality will make payment to Wesgro in respect of the costs and expenses provided for in clause 11.2.1 within 60 (thirty) days of receipt of invoice from Wesgro.

INCLUSIVE INNOVATIVE INSPIRED
11.3 The contract may also be terminated in the event that the Section 78 process identifies another mechanism for the provision of services, other than an external mechanism. In such case, it will be terminated in accordance with provisions set out in clause 11.2

12 BREACH

12.1 Should any party (the “guilty party”) commit a breach of this agreement and fail to or refuse to rectify the breach within 21 days after receipt of a written notice from the other party (the “innocent party”), calling upon the guilty party to rectify that breach, the innocent party shall be entitled, without prejudice to any other of its rights and remedies in law, to:

12.1.1 cancel this agreement by written notice to the guilty party; or

12.1.2 to claim specific performance and/or payment of all the obligations of the defaulting party in terms hereof, together with damages, if any, suffered by the innocent party.

12.2 Either party may furthermore cancel this agreement by written notice to the other of them to such effect should the other of them commit an act which, if the other of them was a natural person, would have constituted an act of solvency as contemplated by section 8 of the Insolvency Act, 24 of 1936 (as amended) or should the other of them be liquidated, whether compulsorily or voluntarily (except in accordance with a reconstruction of amalgamation) or placed under judicial management.

12.3 Neither party (“the affected party”) shall be liable to the other for the non-performance of its obligations under this Agreement to the extent that such non-performance is due to any event beyond its reasonable control (including but not limited to natural disasters, riots and acts of God), provided that the affected party notifies the other in writing upon becoming aware of such event, giving an indication of the nature and anticipated duration thereof and provided further that should any such event endure for 90 (ninety) consecutive days or more, this Agreement as a whole may be terminated by the other party on written notice to the affected party, in which case, the termination provisions in clause 13 shall apply.

13. OBLIGATION TO RESTORE UPON TERMINATION

13.1 The parties record and agree that during the currency of this agreement, and dependant on the future delivery of the services, negotiations shall take place, having regard to the relevant law, in respect of the handover to the Municipality, on termination date, of all data and information, including all electronic data, pertaining to the provision of the services, including (without limitation) all records, directories, agreements and any other material held by or in the possession of Wesgro.

13.2 All Intellectual Property belonging to the Parties, which has come into the custody of the other Party during the term of this Agreement, shall be returned to the respective owner thereof on termination of this Agreement, and the Parties shall under no circumstances retain the other’s Intellectual Property including copies or extracts of any documents, without the prior written approval of the other Party.
14. GENERAL WARRANTIES AND SPECIFIC WARRANTIES ON GOODS/SERVICES AND LIMITATION OF LIABILITY

14.1 Each party warrants to the other that:

14.1.1 it has the full right, title and authority to enter into this Agreement;

14.1.2 it is free and able to grant the rights and perform the obligations undertaken by it in terms of this Agreement;

14.1.3 it has not entered into any agreement with any third party that conflicts with the terms of this Agreement; and

14.1.4 its trademarks, name, logos and other Intellectual Property rights do not infringe the trademarks, names, logos or other Intellectual Property rights of any third parties.

14.2 Wesgro hereby undertakes that it shall perform its obligations in terms of this Agreement in a professional and workmanlike manner, and that it shall exercise the care and skill when supplying the goods and/or rendering the services, in line with industry best practices.

14.3 Save for the warranties in clause 14.1, the Parties give no warranties in terms of this agreement.

14.4 Notwithstanding anything to the contrary anywhere else in this agreement, any liability of any of the Parties under this agreement howsoever arising shall be limited to direct damages only and in no event shall either Party be liable to the other for any indirect, incidental or consequential losses or damages including but not limited to loss of income, loss of business opportunities or loss of profits howsoever arising. Subject to the aforesaid, Wesgro’s aggregate liability in respect of all claims against it by the Municipality shall be limited to and shall not exceed the amount actually paid by the Municipality to Wesgro pursuant to this agreement at the time of institution of such claims.

15. JUDICIAL PROCEEDINGS AND DISPUTE RESOLUTION

15.1 A dispute in the widest sense in connection with this Agreement or which relates in any way to any matter affecting the interests of the Parties in terms of this Agreement ("Dispute"), shall be deemed to have arisen when either party notifies the other party in writing to that effect.

15.2 Should any Dispute (other than a Dispute in respect of which urgent or interim relief may be obtained from a court of competent jurisdiction) arise, the parties shall first use reasonable endeavours to resolve such Dispute through good faith negotiations. This entails one of the parties inviting the other in writing to meet, either in person or by means of telephone or video conferencing facilities, and to attempt to resolve the Dispute within 10 (ten) business days from date of written invitation. In the event that such negotiations do not result in a mutually acceptable resolution within 10 (ten) business days of the commencement thereof, the Dispute shall be handled in accordance with clause 15.3.

INCLUSIVE INNOVATIVE INSPIRED
15.3 Subject to clause 15.2, any Dispute shall be referred to arbitration on notice by one party to the other, and be finally resolved in accordance with the rules of the Arbitration Foundation of the Republic of South Africa. The arbitration shall be held in Cape Town and conducted in the English language and shall commence as reasonably possible after the dispute has been submitted to arbitration, and with a view to it being completed within thirty days after the appointment of the arbitrator.

15.4 The arbitrator appointed in accordance with the rules of the Arbitration Foundation of the Republic of South Africa shall be a practicing Attorney or Advocate of at least 10 years’ standing as agreed upon by the parties. If the parties are unable to agree upon an arbitrator within 5 days of the dispute being submitted to arbitration, the arbitrator shall be appointed by the Chairman of the Cape Law Society (or its successor), upon request by either party.

15.5 Any arbitration award will be final and not subject to appeal. This agreement to arbitrate shall be enforceable in, and judgement upon any award may be entered in any court of any country having appropriate jurisdiction.

15.6 These provisions shall not prevent either party from approaching any court with competent jurisdiction to obtain timely interim or other relief in cases of urgency.

15.7 The provisions of this clause constitute an irrevocable consent by the parties to any proceedings in terms hereof and no party shall be entitled to withdraw therefrom or claim at any such proceedings that it is not bound by such provisions.

15.8 The provisions of this clause are severable from the rest of this Agreement and shall remain in effect despite the termination of or invalidity for any reason of this Agreement.

16. GENERAL PROVISIONS

16.1 No extension of time or indulgence granted by either party to the other shall be deemed in any way to affect, prejudice or derogate from the rights of such party in any respect under this agreement, nor shall it in any way be regarded as a waiver or any rights hereunder, or a novation of this agreement.

16.2 No variations of this agreement shall affect the terms hereof unless such a variation shall be reduced to writing and signed by each of the parties.

16.3 In the event that any of the terms of this Agreement are found to be invalid, unlawful or unenforceable, such terms will be severable from the remaining terms, which will continue to be valid and enforceable.

16.4 This document contains the entire agreement between the parties relating to the matters recorded herein and no party shall be bound by any undertakings, representations, warranties, promises or the like not recorded herein, unless reduced to writing and signed by the duly authorised representatives of both of the parties.

16.5 The parties shall respectively cause all resolutions to be passed and undertake to sign all such other documents and do such other things as shall be necessary or requisite to give proper and due effect to the terms of this agreement, or any other matters arising therefrom, according to its intent and purpose.

INCLUSIVE INNOVATIVE INSPIRED
16.6 Nothing in this Agreement shall be deemed to constitute a partnership, joint venture, franchise or the like and the Parties shall under no circumstances be authorized to incur any liability to any third party on behalf of the other of the Parties nor be entitled or permitted to represent or hold out to any third party that the relationship between the Parties is that of partnership, joint venture, franchise or the like.

16.7 Each party agrees to co-operate with the other in accordance with the principles of utmost good faith in respect of the implementation of this Agreement and to provide all such assistance as may be reasonably required of the other party to protect and enforce its rights and commercial interests in relation to this Agreement.

16.8 This Agreement shall be governed by, construed and interpreted in accordance with the laws of the Republic of South Africa, save that any rule of interpretation whereby a contractual ambiguity, gap or inconsistency shall be interpreted against the party responsible for its drafting shall be excluded from the interpretation of this Agreement. Reference to any law or section thereof shall be deemed to include any amendment to any such law or section insofar as the context reasonably permits.

16.9 Subject to the provisions of clause 15, the parties hereby consent and submit to the jurisdiction of the High Court of South Africa (Western Cape Provincial Division, Cape Town).

16.10 WESGRO shall not be entitled to assign or transfer any of its obligations in terms of this Agreement to any other person without the prior consent in writing of The Municipality, which shall not unreasonably be withheld.

17. NOTICES AND DOMICILIA

17.1 The parties hereby choose domicilium citandi et executandi ("domicilium") for the purposes of the giving of any notice, the serving of any process and for any other purposes arising from this agreement at their respective addresses in clause 1.

17.2 Each of the parties shall be entitled, by written notice to the other vary its domicilium to any other address within the Republic of South Africa which is not a post office box or poste restante.

17.3 Any notice given by the party to any of the others ("the addressee") which:

17.3.1 is delivered by hand during the normal business hours of the addressee at the addressee's domicilium for the time being shall be presumed, unless the contrary is proved by the addressee, to have been received by the addressee at the time of delivery;

17.3.2 is posted by prepaid registered post from an address within the Republic of South Africa to the addressee at the addressee's domicilium for the time shall be presumed, unless the contrary is proven by the addressee, to have been received by the addressee 7 (seven) business days after the day of posting.

17.4 Where, in terms of this agreement any communication is required to be in writing, the term "writing" shall include communications by electronic mail. Communications by electronic mail shall, unless the contrary is proved by the addressee, be deemed to have been received by the addressee one hour after the time of transmission.
18. CO-OPERATION

18.1 Each of the parties hereto undertake to:

18.1.1 Do and to procure the doing by other persons and to refrain and procure that other persons will refrain from doing, all such acts; and

18.2 Pass, and to procure the passing of all such resolutions or directors or shareholders of any company; to the extent that the same lies within such party’s power and may be required to give effect to the import or intent of this agreement, or another contract concluded pursuant to the provisions of this agreement.
ANNEXURE A | Scope of Services

Legislative mandate of Wesgro


PREMABLE

WHEREAS the government of the province of the Western Cape holds responsibility for the promotion of tourism, trade and investment promotion in the province, and whereas it believes that the promotion of these objects is best achieved in partnership with the private sector and local government, and whereas government is desirous of establishing by provincial stature, a provincial public entity to promote environmentally sustainable and socially responsible tourism, trade and investment in the provincial economy.

Powers of the agency

In order to achieve its objects the Agency through its Board is entitled:-

(h) To act as a tourism, trade and investment promotion agency on behalf of the Province and to facilitate co-ordinated destination marketing activities for the Western Cape;

(q) To promote the alignment of provincial marketing activities in all tourism sectors in the Province in collaboration with private and public entities.

In terms of the PFMA, No.1 of 1999 Wesgro is a 3C public entity. As a 3C entity, Wesgro is an extension of the Department of Economic Development and Tourism with the mandate to fulfil tourism, trade and investment promotion for the Western Cape Government.

Steering Committee

The Steering Committee will consist of representatives of key organisations from the tourism industry within the Greater Knysna area. The Steering Committee’s role will be to provide advice and guidance into the development of the brand and marketing strategy as aligned to this Service Level Agreement and to raise any industry concerns when relevant to the strategy. The Steering Committee does not have oversight of this Service Level Agreement. Individual Steering Committee members will not be directly responsible for managing project activities or budgets, but may provide support and guidance to those who do so.

Description of Services

Wesgro will be responsible for the delivery of tourism promotion services only on behalf of Knysna Municipality and will work closely with the Local Economic Development (LED) department of Knysna Municipality to ensure better alignment between tourism development and promotion. Wesgro shall present to the relevant Section 80 committee when required.

INCLUSIVE INNOVATIVE INSPIRED
Wesgro will provide the following services to Knysna Municipality in relation to this Service Level Agreement. These services will be provided by both the Wesgro office in Cape Town and the newly formed office in Knysna.

- Wesgro to submit for approval the following within three months of appointment:
  - Brand and marketing strategy for domestic and international tourists
  - Social media and digital marketing strategy
  - Creative platform
  - Marketing implementation plan
  - Brand manual
  - Event marketing strategy
  - Tourism Trade strategy
- To hold quarterly stakeholder engagements for local tourism stakeholders to engage with Wesgro, over and above the Steering Committee engagements.
- To present quarterly reports to the relevant Section 80 committee
- Update of the tourism map and the delivery of hard copies and electronic copies to the local tourism industry in the Greater Knysna area. Quantity and format budget dependent.
- Tourism Ambassador training in partnership with SKAL
- Management of printing, application and removal of the signage for the event tourism signage board at both entrances to town
- Update tourism stakeholder database
- Management of visitor information centre and services including general town and tourism information, assistance to walk-in accommodation bookings, activity bookings, event ticket sales etc.
- Membership Services Strategy and the implementation thereof
- Provide market and data insights and tourism research
- Visitor experience strategy (including the visitor information centre) and implementation thereof in partnership with Knysna Municipality
- Cape Town Air Access to provide joint marketing opportunities with airlines if possible
- Strong working relationship and joint marketing opportunities with South African Tourism
- Strong working relationship and joint marketing opportunities with private sector and association bodies such as SATSA and FEDHASA
- Administrative and compliance support
Service Standards

These services will only be provided to Wesgro based on the agreed upon funding. Any changes to the funding will result in a change in the scope of services.

Service tracking, reporting and change process

Effectiveness of services will be set out in Annexure “B” and will be accessed and communicated on a quarterly basis to council as a presentation, and will include a cash flow report. This will also be provided to the Municipality in a report format. Modifications to the description of services and tracking may be implemented to address changing service needs and priorities. These will need to be agreed upon by both parties and addendums to be drawn up.
ADDENDUM B

The team will be structured into functional areas based on the Service delivery requirements and the rationalisation of resources with Wesgro.

Diagram due based on deliverables

ADDENDUM C

Insert lease agreement here

ADDENDUM D

Implementation plan

ADDENDUM E

Business plan
## STRATEGY 1: PROMOTE THE GREATER KNYSNA AREA

### Agency:
- RFP Creative Agency
- Select Agency
- Marketing Campaign
- Campaign Buy In
- Development of White Label for industry to use
- Look and Feel for Greater Knysna area

In place by August 2019, then ongoing

### Social Media:
- Development of content calendar (esp focusing on niches)
- Implementation of the calendar
- Development of content

Ongoing

When applicable

### Editorial:
- Leverage of content creator for articles

### Media Releases:
- Alternative weekly media releases (with Wesgro)

Fortnightly

### Printed Collateral:
- Local maps
- Promotional maps, including electronic version
- Pull up banners (double sided, experiential base)

Ongoing supply

### Radio Campaigns:
- Radio Advertising (Re-positioning & niche focussed)
- Live Reads (Event awareness & competitions)

Seasonal

Ongoing
### STRATEGY 2: IMPROVE THE ATTRACTION OF THE GREATER KNYSNA AREA

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<tr>
<th>TSI : 3 year contract</th>
<th>3 year contract</th>
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<tr>
<td>Document for completion &amp; submission</td>
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<td>TSI information collation &amp; reports</td>
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#### Information Centre(s)

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<tr>
<td>Loving Local crafts - Contract Renewal</td>
<td>Signed: until 29 Feb 2020</td>
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<tr>
<td>Parking safety for visitors</td>
<td>With KM LED &amp; Parks</td>
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<td>Better signage to direct visitors to offices</td>
<td>In place: May 2019</td>
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<td>RFP Sedgefield, including appointment</td>
<td>In place: April 2019</td>
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<td>Sedgefield Signage costing</td>
<td>Ongoing, from May 2019</td>
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<td>Sedgefield Tourism Office</td>
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### STRATEGY 3: TRADE & CONSUMER PARTNERSHIPS

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<th>Ongoing: min 2 / year</th>
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<td>Stakeholder Committee meeting</td>
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<td>Newsletters</td>
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#### Trade shows - options:

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<th>Trade shows - options</th>
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<td>* ITB Germany 2020</td>
<td>Minimum 1 per year</td>
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<td>* Nordic Road Show</td>
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### STRATEGY & MARKETING IMPLEMENTATION & PERFORMANCE AGREEMENT

**IMPLEMENTATION & PERFORMANCE**

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<th>Apr</th>
<th>May</th>
<th>June</th>
<th>Jul</th>
<th>Aug</th>
<th>Sept</th>
<th>Oct</th>
<th>Nov</th>
<th>Dec</th>
<th>Jan</th>
<th>Feb</th>
<th>PERFORMANCE</th>
</tr>
</thead>
</table>

### Consumer shows - options:
- **Vakantiebeurs (including day 1 - trade)**
- **Getaway Johannesburg**
- **Getaway Cape Town or alternative**

**Minimum 2 per year**

### Memberships
- **SATSA Garden Route**
- **SKAL**

**Annual**

**to be considered**

### STRATEGY 4: EVENT MARKETING

#### Town / Community Events:
- **Calendar**
- **Signage Boards - rotational**
- **Radio advertising (Event awareness)**

**Ongoing**

#### Knysna Oyster Festival:
- **Concept**
- **Marketing proposal to Exec Mayor for funding**
- **Community engagement**
- **Committee: co-ordinating role only**
- **Role out of marketing plan (funding dependant)**

**for End June 2019**
### STRATEGY 5: BUSINESS TOURISM

<table>
<thead>
<tr>
<th>Meeting planners guide (digital)</th>
<th>May 2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Audit of facilities / venues : collate</td>
<td>1 per year, incentive focus</td>
</tr>
<tr>
<td>Pre- and post-show hosting : familiarisation trips</td>
<td>Ongoing</td>
</tr>
<tr>
<td>Encourage local business forum (NPC) : networking</td>
<td>Ongoing</td>
</tr>
<tr>
<td>Advocacy / Networking / Lobbying</td>
<td></td>
</tr>
</tbody>
</table>

### STRATEGY 6: SOCIAL & DIGITAL MEDIA

**Website:**

<table>
<thead>
<tr>
<th>Task</th>
<th>Due Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>RFP for new website</td>
<td></td>
</tr>
<tr>
<td>Award RFP</td>
<td>Functional from October 2019</td>
</tr>
<tr>
<td>New website development &amp; content population</td>
<td></td>
</tr>
<tr>
<td>Content calendar</td>
<td></td>
</tr>
<tr>
<td>Digital marketing plan</td>
<td></td>
</tr>
</tbody>
</table>

**Social Media:**

<table>
<thead>
<tr>
<th>Task</th>
<th>Due Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Develop social media campaign</td>
<td>Ongoing, from May 2019</td>
</tr>
<tr>
<td>Implement</td>
<td></td>
</tr>
</tbody>
</table>
VISIT KNYSNA - BUSINESS PLAN

EXECUTIVE SUMMARY

Due to the lack of information available on tourism in general for the Greater Knysna area, both the Local Economic Development Department and Grant Thornton (on behalf of Knysna Tourism Association) undertook foundational consumer and industry research in the form of questionnaires during 2017 and 2018.

The outtake of these two reports is that the Greater Knysna area has a stronger appeal to the international market (top markets are United Kingdom, Germany, Netherlands) compared to the domestic market over the high season. The international market is only staying about 2 – 3 nights (short stays) and are predominately first time visitors, travelling with a tour group.

Domestic numbers are higher in the winter season around July, driven by attendance to the collection of events held during the Knysna Oyster Festival. The majority of visitors are from the Western Cape, stay approximately 6 nights and view the Greater Knysna area as their regular holiday spot.

Challenges highlighted by both markets are the high cost of flights to George Airport, driving distance from Cape Town and Gauteng to the area is far for short stays / weekend getaways, and the perception of it being an expensive destination with little to do.

The Greater Knysna area also suffered a heavy blow in June 2017 with the fires that ripped through Knysna and Plettenberg Bay. The fires resulted in the loss of seven lives, over 1 000 homes destroyed, with insurance companies estimating damages were between R3 billion and R4 billion.

Although much has been done to rebuild Knysna and ensure visitors know that we are open for business, there are still some concerns regarding the state of the Greater Knysna area after the fires from international visitors.

Our challenge is clear, we need to refocus our marketing spend and invest more in marketing opportunities, in partnership with the tourism industry, towards showcasing the great natural beauty and vast array of unique experiences across the Greater Knysna area.

This approach ensures geographic spread across the area, attracts more visitors during the shoulder season, helps increase the independent traveller market and find new domestic tourism opportunities.

On organised and inclusive tourism industry at a local level that is supportive and collaborative will be the quickest route to ensuring return on investment. An increase in tourism arrivals, spend and geographic spread across the area will benefit businesses, create jobs and create opportunities for all.

The big shift for Visit Knysna will be the conversion into an organisation that understands and is adaptable to being a demand led organisation. This means each person in the organisation understands who their audience is, what their consumer journey is and how to assist trade in converting them.

Due to the lack of existing facilities to host large international conferences, our focus for the three years of this SLA will be on to grow incentive travel and corporate meetings.
WHAT DO WE WISH TO ACHIEVE?

THE BIG PICTURE SUCCESS

The big-picture success for tourism has been sketched out in the Knysna Municipality Destination Report, they are:

- Improve the attractiveness of the Greater Knysna area
- Improve arrival numbers

RESEARCH HIGHLIGHTS

The following documents were reviewed and used for input into the research. Highlights are listed below.

ضریب 2019 Megatrends

Knysna Municipality Destination Report Tourism Infographics – international visitors

Knysna Municipality Destination Report Tourism Infographics – domestic visitors

Knysna and Partners Marketing Plan 1718

Steering Committee Branding Workshop – December 2018

SKIFT 2019 MEGATREND REPORT

The annual Skift Megatrend report is one of the most referenced and used trend reports in the tourism industry. Built by a highly skilled and relevant team of researchers and writers, it gives us as Destination Marketing Organisations (DMOs) a good insight into the future of travel and assists us in finding the opportunities. Below are the highlights that are most applicable to this strategy.

Trend 1: Giving travellers more control over their experience

- Travellers are weary of commodity travel and want a more active role in curating their experiences
- Digital platforms (e.g. Airbnb Experiences, TripAdvisor and Google) are seamlessly integrating into this consumer need
- Emergence of co-creation and collaboration between the travel company and the traveller has become the most impactful change the industry has seen
- Enabling travellers to choose, instead of pushing them offers and deals they don’t want will soon become the new norm for smart travel brands
- Build a platform that serves by locals and travellers, locals also eat at restaurants and crave unique local experiences to do
- This change will also flatten the ecosystem, allowing smaller service providers of experiences to compete against larger businesses
- Consumers value convenience and affordability above all else
Trend 2: Under tourism

- As under tourism enters the industry’s collective consciousness, offbeat destinations or those with new stories to tell are marketing immersive experiences that build relationships with people, places, culture, and community over Instagram-worthy photos ops and mass touring
- More destinations are cultivating their “orange economy” (the orange economy includes all creative industries such as arts and culture) in neighbourhoods beyond the fabled tourist districts

Trend 3: Wellness is the new hook in travel marketing

- It used to be food that created the buzz that lured travellers to all sorts of destinations. Now, wellness is taking over as travellers seek out healthier, more active vacations. Food is still the draw, of course, but it better satisfy a wellness craving as well
- To take advantage of this momentum, smart destinations have begun prioritising wellness in their messaging, luring tourists who want to escape otherwise stressful lives or further their quest toward inner peace
- If marketed in a strategic way, wellness can draw people away from beyond-crowed cities and into more tranquil, less-touristy locals that could use the economic boost

Knysna Municipality Destination Report – international visitors

- When researching a destination, TripAdvisor, Bookings.com and the travel agent were the top three sources of information
- Reasons for travelling included to appreciate natural resources, sight see, relax physically and spend time with family
- When in destination, main activities were scenic drives, nature activities, adventure and going to the beach (please note that shopping and restaurants also featured but they form part of everyday usual activities)
- Top source markets are: United Kingdom, Germany and Netherlands
- Age: 35 – 44 and travel predominately in pairs

Knysna Municipality Destination Report – Domestic visitors

- When researching a destination, TripAdvisor and Bookings.com were the top two sources of information
- Reasons for travelling included getting away, to relax physically, sight see and spend time with family
- When in destination, going to the beach, nature activities, adventure and scenic drives where the main activities (please note that shopping and restaurants also featured but they form part of everyday usual activities)
- Top source markets are: Western Cape, Gauteng and the Eastern Cape
- Age ranges from 16 – 55 and travel either in pairs or fours predominately

In summary, there are many similarities with regard to the international and domestic market, allowing us the opportunity to be more focused in terms of budget spend and messaging.
Knysna & Partners Marketing Plan 1718

- Tourism business is best from October – April
- Most international visitors come en-route to somewhere, resulting in short stays, around 2 days
- Domestic focus is in Easter, July and other school holidays
- 62% of visitors to Knysna are international with key source markets being the UK, Germany, Holland, Scandinavia and France
- 36% of domestic visitors came from Gauteng, 25% from Cape Town, 9% from the Eastern Cape and 8% from the Free State.

Steering Committee Branding Workshop 2018

- The Greater Knysna area is not a cheap, bright lights town for the masses
- The Greater Knysna is about nature and protecting it, it’s about the community and uplifting it, It’s about adventure and family time all year round
- The Greater Knysna area is mysterious, seductive yet charming

BARRIER TO CONVERSION - DISCUSSIONS WITH STAKEHOLDERS, TRADE AND DOMESTIC CONSUMERS

Tourism trade feedback revealed that marketing to date had not highlighted the unique selling points of the Greater Knysna area. The experiential offering felt vanilla and the same was being offered by the majority of tour operators selling the Greater Knysna area.

To re-ignite interest and a reason to convert, domestic consumers felt that the area should run an attention grabbing campaign with a compelling and strong reason to buy. To date consumers felt that there had been very little marketing aimed at them.

Local stakeholders agreed that there had been a breakdown in the relationship between private and public sector and even various private sector players. There is a desperate need and appetite by many to start again and build a new relationship. This has resulted in external trade being confused and frustrated in working at a local level and certain parts of the Greater Knysna area feeling excluded. A new collaborative and inclusive approach would be beneficially to all parties and help grow local tourism.

Leveraging the urgency and excitement of events to help drive arrivals outside the traditional periods has not been exploited enough.

TARGET AUDIENCE

Places mean different things to different people. What a local might find charming about their hometown maybe different to what a potential visitor finds an exciting reason to visit. This is a challenge that all DMOs face, regardless of what size their budget is. How does one create a marketing campaign that appeals to a diverse set of people?

One way is to find a common interest between a diverse set of people, an experience and the positive emotions that come from it, is the common ground. Visit Britain is an example of a destination that has done this very effectively with a single
campaign that resonates both with potential visitors and citizens. It places the experience first, supported by the beautiful imagery of the environment.

To ensure our budget is not stretched too thinly by trying to target everyone in a large number of markets (internationally and domestically) we need to focus on travellers in markets with the highest opportunity to convert.

OUR TRAVEL PERSONAS

We have created three travel personas of the type of people who would find the Greater Knysna area attractive.

The Memory Makers

<table>
<thead>
<tr>
<th>Memory Makers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Families and couples</td>
</tr>
<tr>
<td>2 years old to 52 years old (travelling party)</td>
</tr>
<tr>
<td>Booking and planning primarily done by the mother</td>
</tr>
<tr>
<td>Domestic and international market</td>
</tr>
</tbody>
</table>

Holidays are about making memories with family and friends. It’s about filling the days with a balance of sun, fun and relaxation. Memory Makers like to be in familiar surroundings and if they love their holiday, they’ll keep coming back to the same destination. They want a trip that is easy to plan, with anchor, yearly experiences such as hike up to the heads or lunch of fresh fish at the quay plus something new. Social media sharing is done by the kids mainly, the parents or older travellers are not hunting for the perfect Insta-post. Life is too much fun to worry about that. Word of mouth is one of the strongest influencers in terms of choosing a destination.
The Ebullient Explorer is joyously unrestrained. Financially and timewise they have the ability to change plans and explore last minute experiences. They enjoy affordable luxury and immersing themselves into the destination. They enjoy a mix of good food, active outdoor experiences and long lazy drinks at sunset. They don’t want to be with the masses or late nights in clubs. They like to plan and manage all the aspects of their trips. Magazines, online, word of mouth, social media and online are where they go for inspiration.

The Road Trippers

The Road Trippers are all about immersing themselves into as much as possible on their journey. The journey is the holiday, not the destination. The seek out anchor unique experiences along the route they go, searching social media and online to find something unique and extraordinary. They don’t stay long, but they love to share incredible experiences with their friends all over the world. Planning is loose and last minute – but it will include as much as possible.

MARKETS

From all the data provided, it is clear that the following markets are the most favourable in terms of marketing:
United Kingdom

This market is historically the biggest international source market for the Western Cape, the Garden Route and the Greater Knysna area. The similarity in language, lifestyle and history makes it an easy market to convert. Target personas are the Ebulient Explorer and the Road Tripper. Due to certain economic conditions it has shown slow growth over the past year. There is a direct flight between Cape Town and Gatwick / Heathrow and there lies an opportunity to drive arrivals during the shoulder season. In terms of online searching and viewing on TripAdvisor for the Western Cape, the United Kingdom ranks highest. Our biggest short haul competitor is Spain and long haul is the United States.

Germany

This market is also a large source market for the Western Cape, Garden Route and Greater Knysna area. Target personas are the Ebulient Explorer and the Road Tripper. According to South African Tourism, this is a large market that is showing fast growth. There is a direct flight between Cape Town and Frankfurt / Munich. There is an opportunity to drive arrivals during the shoulder season. In terms of online searching and viewing on TripAdvisor for the Western Cape, Germany ranks second. The Germans, by nature, are very outdoorsy people and enjoy activities. Our biggest short haul competitor is Italy and long haul competitor is the United States.

The Netherlands

Although the Netherlands is only the 6th largest market for the Western Cape, it is the third largest market for the Garden Route and Greater Knysna area. Target personas are the Ebulient Explorer and the Road Tripper. There is a direct flight between Cape Town and Amsterdam. There is an opportunity to drive arrivals during our shoulder season. The Netherlands ranked 5th in terms of markets searching for the Western Cape on TripAdvisor. Our biggest short haul competitors is France and long haul is the United States.

South Africa

The biggest source of domestic tourists for the Greater Knysna area is the Western Cape, Gauteng and the Eastern Cape. The target personas are the Memory Makers and potentially the Ebulient Explorer who are choosing to rather do a staycation than travel overseas. Durban offers our market an alternative for a staycation.

SCHOOL HOLIDAYS, DRIVE TIMES AND AIR ACCESS PER MARKET

<table>
<thead>
<tr>
<th>HIGH SEASON</th>
<th>SHOULDER SEASON</th>
<th>LOW SEASON</th>
<th>SHOULDER SEASON</th>
<th>HIGH</th>
</tr>
</thead>
<tbody>
<tr>
<td>January</td>
<td>February</td>
<td>March</td>
<td>April</td>
<td>May</td>
</tr>
<tr>
<td>United Kingdom</td>
<td>London Direct Flight</td>
<td>Germany</td>
<td>Frankfurt, Munich Direct Flight</td>
<td>Holland Amsterdam Direct Flight</td>
</tr>
<tr>
<td>Deutschland</td>
<td>Austria</td>
<td>Belgium</td>
<td>France</td>
<td>Panama</td>
</tr>
<tr>
<td>United States</td>
<td>No direct flight</td>
<td>No direct flight</td>
<td>No direct flight</td>
<td>No direct flight</td>
</tr>
<tr>
<td>Western Cape</td>
<td>Direct Flight, 5 hr</td>
<td>Drive</td>
<td>Gauteng Direct Flight, 13 hr</td>
<td>Drive</td>
</tr>
<tr>
<td>Eastern Cape</td>
<td>Direct Flight, 3 hr</td>
<td>Drive PE, 6 hr drive</td>
<td>Drive</td>
<td>Drive</td>
</tr>
</tbody>
</table>

Source: Wesgro, 2019
Scandinavia, France, Italy and the UAE also show great potential, but due to limited budget we are unable to put financial resources into these markets at present. We are however able to assist trade non-financially that go into these markets.

**BARRIERS TO CONVERSION**

![Diagram](image)

*Except for the gaps at Long-term and Short-term Consideration leakages, all the leakages have reduced during 2014-18*

Source: South African Tourism, 2018

The Greater Knysna area’s marketing starts to play an important role in the purchase funnel at the *plan to seek info* stage. The key barriers at this stage are the appeal of another destination or the cost to get there. The opportunity is to communicate a compelling message that resonates with the travel persona, articulates the convenience to get here (direct flights to Cape Town) and affordability (value and depth & breadth of experiences), all year round.

The challenge we do face with affordability is the high cost of flights from Cape Town International Airport and OR Tambo International Airport to George Airport.
THE DESTINATION – THE GREATER KNYSNA AREA

The Greater Knysna area is one of great natural beauty, with the estuary, known as the Knysna Lagoon to the locals, at its heart.

During the branding Steering Committee workshop, the Greater Knysna area was described as:

- Natural
- Premium
- Community driven
- Connected to its marine life through the estuary and unique marine life
- A place for families
- A place for outdoor adventures
- Romantic
- Diverse in experiences and communities
- Full of history
- A year round destination with our Mediterranean climate

The area is made up of Karatara, Barrington, Buffelsbaai, Brenton, Rheenedal, Sedgefield, Noetzie and Knysna. Each of these towns have their own unique proposition, their own unique experience, their own tourism industry. To build the attractiveness of these areas, we need to help the potential visitor make sense of the geographic area, not by municipal borders but by other factors such as unique offering, primary attraction and potential travel patterns of visitor – as this is what will impact the purchase decision.
Helping the potential visitor understand the geographic area of Greater Knysna

The following set of criteria has been developed by Destination Think! to help towns define what they stand for and what they offer. This methodology has worked successfully in other regional and local towns globally.

This approach helps DMOs define their area by experiences and assists potential visitors in understanding the geographic area not by borders but by experiences – the objective: getting them to stay longer, explore more and spend more.

UNPACKING THE TOWNS

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Definition</th>
<th>Value</th>
<th>Source of data</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unique identity</td>
<td>What makes this town unique compared to the other towns in the Greater Knysna area?</td>
<td>To create an experiential USP to help tell the story</td>
<td>Industry workshops and surveys</td>
</tr>
</tbody>
</table>
### AGENDA

- **3 APRIL 2019**

<table>
<thead>
<tr>
<th>Access point</th>
<th>How do people get there?</th>
<th>Marketing route development and signage</th>
<th>Google maps</th>
</tr>
</thead>
<tbody>
<tr>
<td>Primary reason to visit / attraction</td>
<td>Each town should have an icon attraction or experience</td>
<td>Adds to the story been told</td>
<td>Industry workshops and surveys</td>
</tr>
<tr>
<td>Main geographic feature</td>
<td>What makes the area unique geographically</td>
<td>Natural environment is key in the messaging</td>
<td>Industry workshops and surveys</td>
</tr>
<tr>
<td>Seasons to visit</td>
<td>Outside the high season, where do opportunities lie</td>
<td>Improve arrivals by offering out of high season options</td>
<td>Industry workshops and surveys</td>
</tr>
<tr>
<td>3 - 5 hour’s drive</td>
<td>3 - 5 hours can equate to 4 night’s stay</td>
<td>Create collaborations with towns 3 - 5 hour’s drive away (growing the pie)</td>
<td>Google maps</td>
</tr>
</tbody>
</table>

Source: *Destination Think!*

### WHAT WE STAND FOR

<table>
<thead>
<tr>
<th>Unique Identity</th>
<th>Access point</th>
<th>Primary attraction or experience</th>
<th>Main geographic feature</th>
<th>Season to visit (outside high season)</th>
<th>3 – 5 hour drive</th>
<th>Positioning</th>
</tr>
</thead>
<tbody>
<tr>
<td>Karatara &amp; Barrington</td>
<td>Forestry land</td>
<td>Seven Passes Road</td>
<td>Bike Park</td>
<td>Forestry</td>
<td>Shoulder and winter</td>
<td>Cape Town to Port Elizabeth</td>
</tr>
<tr>
<td>Buffelsbaai</td>
<td>Beach</td>
<td>N2</td>
<td>Blue Flag Family Beach</td>
<td>Walker Point</td>
<td>Shoulder and winter</td>
<td>Cape Town to Port Elizabeth</td>
</tr>
<tr>
<td>Brenton</td>
<td>Hiking</td>
<td>N2</td>
<td>Brenton Blue Butterfly Nature Reserve</td>
<td>Unique vegetation</td>
<td>Shoulder and winter</td>
<td>Cape Town to Port Elizabeth</td>
</tr>
<tr>
<td>Rheenendal</td>
<td>Outdoor hiking</td>
<td>Seven Passes Road</td>
<td>Knysna Elephants</td>
<td>Jubilee Creek</td>
<td>Shoulder and winter season</td>
<td>Cape Town to Port Elizabeth</td>
</tr>
<tr>
<td>Sedgefield</td>
<td>Slow town</td>
<td>N2</td>
<td>Organic market</td>
<td>Wild Oats Community Market</td>
<td>Shoulder and winter season</td>
<td>Cape Town to Port Elizabeth</td>
</tr>
<tr>
<td>Knysna</td>
<td>Estuary</td>
<td>N2</td>
<td>Estuary</td>
<td>Knysna Heads</td>
<td>Shoulder season and winter</td>
<td>Cape Town to Port Elizabeth</td>
</tr>
<tr>
<td>Noetzie</td>
<td>Castles</td>
<td>N2</td>
<td>Castles</td>
<td>Castles</td>
<td>Shoulder season and winter</td>
<td>Cape Town to Port Elizabeth</td>
</tr>
</tbody>
</table>

Source: *Visit Knysna Steering Committee Workshop, 2016*
EXPERIENTIAL POSITIONING MAP

By allowing the visitor to see the Greater Knysna area, not by town names but by experiences, it allows them to truly appreciate the experience one can have when you visit. From high octane outdoor adventures to the simple pleasure of sitting with locals sharing a drink in a local township or market. It happens naturally in Knysna.

Source: Wesgro, 2019

CREATIVE PLATFORM – WHAT MAKES US STAND OUT?

The value proposition below is not the consumer-facing message that will be put on collateral, but rather the creative platform upon which marketing will be developed.

Simple pleasures. Big adventures.
Naturally, in the Greater Knysna area

From this platform, the messaging will be “come to the Greater Knysna area and do something specific, be adventurous and make memories”.
STRATEGIES AND MARKETING IMPLEMENTATION TACTICS

Strategy 1 : Promote the Greater Knysna area

Purpose
To improve interest, consideration and preference to visit the Greater Knysna area

Tactics
Digital and social media marketing campaign aimed at travel personas
Message amplification through partnership with South African Tourism country offices
Message amplification through partnerships with local industry

Metrics
Engagement
Shares
Likes

Marketing Implementation Plan

- Put out an RFP for creative agencies to submit proposals: this in order to develop a “look and feel” for the greater Knysna area
- Select creative agency
- Agency to conceptualise marketing campaign
- Campaign to be presented to municipality and industry for buy in
- Develop white label content and collateral for Industry to use
- Run campaign via earned, paid and owned media
- Radio and Social medial campaigns: focusing on niches as listed below.

Request for Proposal for creative agency

An RFP will be put out in March/April 2019 for a three-year contract with a creative agency. The requirement of the agency will be to develop brand look and feel, message and content. The content will need to be kept fresh and updated regularly and managed through a content calendar.

White label content and collateral

Visit Knysna will develop content (videos, imagery, copy) quarterly without any logos on it. The industry has the opportunity to use this content and collateral free of charge with their own logos, websites and contact details on. Space will be created for businesses to add images of their establishments and special offers. The concept is the power of a single voice – we will make a bigger impact if we all go out with the same destination message.
Earned, paid and owned media

Website, Facebook and Instagram will be our primary channels of owned media. However, to have an degree of effectiveness in terms of reach and engagement, financially resources will need to be allocated around boosting posts and running campaigns (refer to Strategy 6).

The writing and issuing of media releases will be done by the Wesgro Communications team, this shared resource approach takes pressure off the Visit Knysna budget and allow the team in office to focus on destination marketing.

Due to the high cost of traditional advertising and the change in model from outbound to inbound marketing, Visit Knysna will not look at placing traditional media unless joint marketing or media hosting opportunities are presented that show high return on investment and meet the metrics.

In time, do an updated video incorporating the Greater Knysna area.

Radio & Social Media Campaigns: an internal Content Calendar to be developed:

- Radio Campaigns:
  - KFM (reach: travellers, as well as Western Cape = largest domestic market: early morning and afternoon drive slots)
  - Algoa FM (reach: Local information, as well as “weekend away” visitors: general daily slots.)
    - Encourage opportunities for mobi-van / live crossings with radio station / business.
  1. Generic advert of activities, each “area” mentioned
    a. Take a Sunday drive on the Rheenenal Ramble: watch model aeroplane flying or a local game of cricket
    b. Head down to the beach in Sedgefield, Buffalo Bay / Buffelsbaai, Brenton on Sea or Noetzie
    c. Walk the streets of Knysna and Sedgefield and discover the local offerings, nooks & crannies. There’s something for everyone...
    d. Take a township tour and discover the hidden gems / treasures of the Greater Knysna region.
  2. Event happenings advert (i.e. what to do in Greater Knysna area during a specific time): possibly “Live reads” ***
    - ALL ending with “VisitKnysna.co.za” and refer people to our Events page on our website for further details.
  3. Seasonal Campaigns: e.g. Winter specials, directing visitors to our website for promotions on offer by our products (accommodation, activities, campaigns - e.g Bottomless Bubbles & Gnocchi evenings - and events)
  4. Competitions – products / radio station (could be time-specific e.g. Tourism Month, around an Event incl event entry, Mother’s / Father’s Day, etc).

Regular PR / Social media updates:
  - Editorials: development of content, alternate weeks (also with Wesgro)
  - Blogs
  - Photographs & Videos
    - Experiences first (including labelling to all photos, etc), town names after: to be incorporated to all photographic material.
  - General content sharing / dissemination
  - Stakeholders engagement: newsletters and meetings

56 | Page
Niche marketing: - as per concept “Simple Pleasures. Big Adventures”

- Beach tourism
  - Sedgefield
    - Fishing, water sports,
  - Buffelsbaai
    - Blue Flag Beach - swimming, beach walk to Brenton-on-Sea
  - Brenton-on-Sea
    - Blue Flag Beach during Dec / Jan, beach walk to Buffelsbaai, Fishing
  - Noetzie
- Auto enthusiasts
  - Simola Hill Climb
  - Pezula “owner’s collection”
  - Car museum - on Main Road, Knysna
  - Sedgefield – owner’s collection
  - Motorbikers Mecca for getaways / breakfast runs
- Weddings
  - Honeymoons (packages)
- Self-drives / amble / discover the nooks & crannies
  - 7 Passes
  - The church in Belvidere
- Local engagement
  - Rotary Clubs
  - Model aeroplane club in Rheenendal (Sunday 09h00 – 13h00)
  - Club cricket on Sundays in Rheenendal, then lunch at “Totties”
  - Township tour
  - Buy Local, from the Local Loving shop within the Visit Knysna office
  - Sedgefield Saturday Market
  - Friday Market next to the Knysna Montessori School, Welbedacht
  - Lions Club of Sedgefield
- Active / Adventure
  - Paragliding (?) in Sedgefield
  - Hiking in the various forests
  - Mountain Biking: short trips or multi-day outings
  - Fishing (deep sea ???)
- Golf
  - Pezula
  - Knysna Golf Club
  - Simola
- Unique tours: include list of local tourist guides.
  - Turbine Hotel’s power station plant (???)
  - Oyster Tour
  - Rastafarian tour
o Brenton Butterfly (????)
o 7 Passes

- Family
  o Mashie Golf at Blackwaters Lodge
  o Sandboarding or Kayaking in Brenton-on-Sea
  o Regular fairs & festivals: check the Visit Knysna’s calendar of events
  o Fishing spots (note: ensure relevant licences are in place)
  o Sedgefield Links – Mashie Golf

- Rainy Days
  o Maritime Museum at the Old Gaol, and other museums
  o Art Galleries
  o Township Tours
  o Knysna Elephant Park

- Cruise Tourism: Apparently the guests on the Cruise Liners just want to come to Knysna – bus trip (this from Mossel Bay at LTO meeting of 2019-02-28).

- Cultural Tourism:
  o Township Tours
  o Rastafarian Village
  o Local experiences

Strategy 2: **Improve the attractiveness of the Greater Knysna area**

**Purpose**
To measure and manage online sentiment of the destination using big data. By tracking online sentiment we gain knowledge and understanding of how potential and existing travellers view the area through the online discussions, we can track issues especially relating to experiences (e.g. accommodation, activities, restaurants) and help diffuse negativity, we can track if our marketing is changing the narrative and other strategic issues that can be measured in real time and managed.

**Tactics**
Tourism Sentiment Index ([https://destinationthink.com/about-tsi/](https://destinationthink.com/about-tsi/)) : with Management of the Visit Information Centre and feedback from visitors
Visitor Experience Audit
Business (& Tourism) Forum / Chamber with the former Tourism NPC
Promotional material: maps, banners, etc

**Metrics**
KPIs
Benchmarking against competitors
Tourism asset performance
Visit Experience review and feedback to industry

**Implementation Plan**
- Host event with Destination Think! to take industry through tool
- Set up KPIs for TSI
- Local surveys on Visitor Experience to present to Municipality and Industry with corrective measures and opportunities to improve visitor experience

**Tourism Sentiment Index**

In partnership with Wesgro and Destination Think! (also with Stellenbosch and Cape Town) we will be running a three year study (2018, 2019 and 2020). The study has three parts to it:

**Category:** Scan all online conversations happening around the world related to our area. The system looks at thousands of words and images, then classify them into tourism categories and experiences that are relevant to our strategy.

**Quantity:** The data is then classified into the content according to whether the sentiment is positive, neutral or negative. The Tourism Sentiment Score formula is applied to assess the area’s performance and compare it to a competitive set of destinations we as the DMO with our funding partners has selected. (Wesgro is funding 50% of this cost)

**Report:** The completed analysis results reveal how people feel about 50 different experiences and services. Wesgro and Visit Knysna will then receive a turnkey report that summarizes all the data and builds on it with key insights and next steps. These reports will be shared with the industry in workshops and feedback sessions.
Visitor Experience Audit

By controlling the experience, you control the message. Visitors today are quick to jump onto social media to complain about an experience, and this impact’s the sentiment and attractiveness of destinations.

By working with the industry to understanding how first time visitor perceive their experience, we can help willing businesses find low-cost effective ways to upgrade (if necessary) and improve market performance. These great experiences will also help manage the narrative that people are putting onto their social media platforms.

Visitor Information office, services to include
- Tourist engagement / interaction
  - Community service
  - Research / Surveys / Visitor experiences feedback and comment (incl stats from Sedgefield)
- Signage
- Loving Local – crafts
- Safety & Security
  - Office location (and rental)
- Reservations
- Centralised database

Business “Forum” Engagement

Engage with the business sector to assist with / drive a continued improvement and management of the Greater Knysna area, whilst with them, identifying partnerships for strategic opportunity / interventions (e.g. walking / cycling tour signage around the towns, directing the walking / cycling tourist to attractions : these could be assisted-funded by private partnership e.g. Discovery Health = Vitality or an Energy Drink brand, etc)

Promotional materials :
- Local Map / brochure (dated)
  - What to see / do when you’re in the Greater Knysna area
- Promotional Map / brochures (dated)
  - Activity driven, to attract visitors to the Greater Knysna area.
- Pull-up banners : focussing on the main “locations of the greater Knysna area”
Strategy 3: Trade partnerships

Purpose
To develop a trusting and effectively partnership with the local industry and assist in creating marketing opportunities for them.

Tactics
Produce set of white label marketing tools that they can brand and use
Do joint media and trade hosting, using a common "thread" to promote (e.g. Visit Knysna 'flag' to each stand, uniform shirt, etc)
Hold quarterly stakeholder engagements and workshops
Provide maps
Provide market and data insights
Create platforms at trade and road shows
Assist with the Tourism Ambassador Training Programme in partnership with SKAL
Up to date stakeholder database
Visit Knysna Partnership Services Programme / Opportunities
   (We will not have a Membership programme as, because we are funded by the KM for the promotion of the Greater Knysna area, we can exclude: we have to be all inclusive in our promotional actions)
Networking & Lobbying

Metrics
Uptake of white label marketing collateral
Support of trade and media hosting
Attendance to engagements and workshops
Partnership sign up

Implementation Plan
- Trade & Consumer Show attendance / participation: promote to tour operators, industry representatives, etc
   Possible options to be considered, with our stakeholders:
      o WTM Africa
      o Indaba
         ▪ On the above, it needs to be taken into consideration that the District Municipality do book stand space to which product can apply. Their stand space is offered cheaper than that that has been offered by Wesgro to our products. Greater Knysna area products will thus invariably choose to go on the District stand rather than on the Wesgro: this needs to be considered....
   From LTO meeting of 2019-02-28, Mossel Bay says “stand not successful for them. Only do Speed Marketing workshop presentation, through SATSA application. Direct presentation to operators: works best. Product should be on stand.”
      o We do not believe Meetings Africa is a necessary platform at which to be represented by Visit Knysna: Post Meetings Africa 2019: Internationals incentives are only 6 days in / out SA, therefore too far. Possibly only Domestic Association or Corporate Incentives only.
      o International Shows: with South African Tourism (- proposed below is based on comment from our product owners of where their guests are coming from):
         ▪ German = ITB (possibly with Wesgro)
- Nordic Road Show
- Vakantiebeurs (Netherlands): Day 1 = trade, Days 2 – 5 = consumer.
  - This is / can possibly be linked to the SAT Dutch Road Show, post event.
  - For consideration:
    - South America
    - America – “On Show Solutions” = trade road show
    - China and / or India (road) shows
- Consumer Shows: including the promotion of the niche markets, as referred to in Strategy 1.
  - Getaway Shows x 2: Johannesburg & Cape Town (Somerset West)
  - Round Robin Workshops e.g. Travel Marketing Experts – Michelle, Travel People – Louise
  - Bridal Fairs (especially honeymoon packages)
  - The above all need to be in conjunction with product: encouraged to all be in a similar location within the promotional area.
- Mall Shows: At LTO meeting of 2019-02-28, suggestion was to do a collective Mall Expo, with radio ads & competitions.
- Develop itineraries that support the marketing campaign and share with inbound operators
- Partner at exhibitions and shows, utilising a “common thread” to identify all relevant Greater Knysna role-players (e.g. flag to each stand, uniform shirts, etc)
- Partner with SATSA Garden Route to host a Mega Fam to launch marketing campaign and new positioning (based off the 2018 MegaFam held)
- Set up stakeholder engagement and workshop calendar and share with industry
  - Quarterly stakeholder engagements
- Host stakeholder engagements and workshops
- Develop baseline research and build onto annually to track visitor value to the Greater Knysna area
- Update stakeholder database
- Develop and implement a Visit Knysna Services Programme, utilising opportunities whenever they arise
- Supply marketing materials: maps, brochures, etc

Strategy 4: Event Marketing

Purpose
To leverage the urgency and experience of local events to help drive awareness and attractiveness of the Greater Knysna area.

Tactics
Knysna Oyster Festival
Other local festivals
New infrastructure for the event boards at the entrance to the town
Management of printing, application and removal of event signage on event board
Social media marketing
Due to high cost of new infrastructure, Visit Knysna will not be able to provide financial event support during Year 1

Metrics
Visitor numbers

Implementation Plan

Knysna Oyster Festival:
- Host small industry workshops to discuss Knysna Oyster Festival
- Present strategic and creative approach to stakeholders for buy in
  - Invite activity proposals from the greater community: A Community Affair (not Corporate Fair !!!!)
  - Collate offerings
  - Promote offerings: Website & Social media
    - To community
    - To visitors (i.e. those coming to do the Cycle and or Marathon)
    - Downloadable calendar of the offerings

Put out an RFP for new signage board

Erect new signage boards

Manage signage boards

Set up content calendar and run social media around events in the Greater Knysna area:
- IMPORTANT: Focus will not only be on the Knysna Oyster Festival week, but ALL events coming to town: as Visit Knysna, we need to (be seen to) promote them all !!!

The calendar must be expanded to incorporate all events being hosted in the Greater Knysna area, including regular local activities. This will encourage “movement” of people to “check out what’s on offer, locally” / a local experience.

Identify potential opportunity to link local sporting events to international sporting events in CT - and promote these through these events and to tour operators (ambush marketing ;-) !!): e.g.
- Host a shorter distance road race (10 / 15 km) the weekend after the 2 Oceans Marathon
- Host a shorter cycle race after the CT Cycle Tour

Radio station: Mobi-van at events: live engagement and crossings.

Provide financial event support from Year 2. Events are able to apply to Wesgro for financial support.

Strategy 5: Business Tourism

Purpose

To leverage the high spend of the meetings, incentive, conferences and exhibitions market. Due to limitations of venue facilities, focus will be on the incentive and corporate markets.

Tactics

Development and marketing of a digital Meeting Planners guide to showcase venues and facilities

Dedicated web page on Visit Knysna website

Development and marketing of a digital Incentive Planners guide with itinerary ideas to showcase accommodation and experiences

Pre and post show hosting

Advocacy and networking to promote the Greater Knysna area as a business tourism destination

Attendance at Meetings Africa

Implementation Plan
• Audit of all venues in the Greater Knysna area
• Content development of all venues in the Greater Knysna area
• Leverage the Visitor Experience audit for Incentive Guide, develop content: incentive focus / “free activity” options, need to be our focus (see the Niche offerings in Strategy 1)
• Attend Meetings Africa: 2019
• Organise two trips per year to Port Elizabeth, East London and Gauteng for possible corporate meetings

Meetings Africa

Meetings Africa is the premium Business Tourism Trade Show in Africa, hosted by South African Tourism in Johannesburg (https://www.meetingsafrica.co.za) on the 26th and 27th February 2019. Visit Knysna has the opportunity to join Wesgro as a roaming exhibitor to meet local corporative executives who are booking business travel and travel agents that specialise in incentive, business and conference travel, in-house event co-ordinators and incentive houses.

Post Meetings Africa 2019: Incentives* offering – focussing on domestic corporate & associations (medical industry, Retail, etc)

Digital Meeting Planners and Incentive Guide

Will feature all products relevant and market ready for corporate meetings and incentives on a dedicated website page on Visit Knysna. This will also be shared with the Cape Town & Western Cape Convention Bureau team (unit within Wesgro) and the National Convention Bureau (unit within South African Tourism).

Strategy 6: Social media and digital

Purpose
To rebuild and stack all digital and social media platforms for the Greater Knysna area into a single platform ensuring consistent brand message and visual identity

Metrics
Likes
Followers
Engagement
Shares

Implementation Plan
• Put out a RFP to rebuild Website and align with social media platforms
• Rebuild website
  o Website address to every form of collateral
  o Drive traffic to website
  o Events calendar / links
  o Electronic map (downloadable)
  o “Expedia Specials” offering: possible partnerships.
  o Sponsored advertising
Strategy 7 : Crisis management plan

Purpose
To set up a crisis management communication plan in the event of a disaster

Tactics
Communication plan

Metrics
Online sentiment tracking

Tactics
- Crisis communication plan
  Include a disclaimer excluding Visit Knysna from any claims associated to (recommendations /) suggestions for activities, reservations made on behalf of the tourist, etc. (Possibly also, a sign inside the Visit Knysna tourism office)
BUDGET

At present the only funding received by Visit Knysna is the R4m grant funding from Knysna Municipality. As part of the strategy, the agency will look at membership fees and collaborative marketing opportunities to assist in raising additional funding for marketing purposes only. No additional funding raised will be used to cover staff and opex costs.

In our first year, we are required to invest spend into a new website, new brand and marketing collateral, new event signage outdoor billboard, new computers and new office equipment. This will impact funding available for event marketing in the first year. As part of Wesgro, certain costs relating to HR, finance and administration can be carried by the agency on behalf of Visit Knysna.

These are budget allocations only (below) and are subject to change.

<table>
<thead>
<tr>
<th>Action</th>
<th>Year 1</th>
<th>Year 2</th>
<th>Year 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staff, Opex and Sedgefield Tourism</td>
<td>53,25%</td>
<td>52,28%</td>
<td>50,00%</td>
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<td>Strategy 1: Awareness marketing</td>
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<td>27,05%</td>
<td>27,50%</td>
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<td>0,45%</td>
<td>0,42%</td>
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<tr>
<td>Strategy 3: Trade Partnerships Marketing</td>
<td>2,50%</td>
<td>4,77%</td>
<td>5,21%</td>
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<tr>
<td>Strategy 4: Event Marketing</td>
<td>2,50%</td>
<td>4,77%</td>
<td>5,20%</td>
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<tr>
<td>Strategy 5: Business Tourism Marketing</td>
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<td>2,50%</td>
<td>4,17%</td>
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<tr>
<td>Strategy 6: Social media and digital media marketing</td>
<td>11,50%</td>
<td>8,18%</td>
<td>7,50%</td>
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<tr>
<td>Strategy 7: Crisis Management Plan</td>
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<td>0,00%</td>
<td>0,00%</td>
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<tr>
<td>Total</td>
<td>100,00%</td>
<td>100,00%</td>
<td>100,00%</td>
</tr>
</tbody>
</table>

Percentage Spend for Year 1

![Pie chart showing budget allocations](image-url)
Percentage spend for Year 2

52.28% 47.27%

0.45%

- Marketing
- Research
- Staff, Opex & Sedgefield

Percentage spend for Year 3

50.00% 49.58%

0.42%

- Marketing
- Research
- Staff, Opex & Sedgefield
Visit Knysna (Wesgro)

Report to
Governance & Economic Development
Section 80 meeting
10 April 2019
Scope of Appointment

- **Addendum A**
  - Part of Service Level Agreement, submitted to Council

- **Addendum B**
  - Staff organogram, submitted to Council

- **Addendum C**
  - Lease agreement, presented to Knysna Municipality Properties Department Section 80 Meeting
    See next slide

- **Addendum D**
  - Implementation timeline and Performance objectives, submitted to Council

- **Addendum E**
  - Business plan (including marketing, branding, social and digital strategies, creative platform, event marketing strategy and tourism trade strategy), submitted to Council
Office update

40 Main Road:

- Safety and security:
  - Visitors to the office vehicles have been broken into when parking in the public car park behind the office: CONCERN
  - Not all windows have burglar bars

- Visitor experience
  - Lack of tidiness in the public car park area behind office and in front of the office is creating a negative visitor experience

- Loving Local MOU
  - Extended for an additional year due to success of it over the festive season for local crafters
Office update

• Appointment of General Manager
  • Over 18 years experience in tourism
  • Has taken on the role of business owner, marketing manager, managing director and CEO in various private and public sector entities during her career
  • Last role was Race Director of IRONMAN, Port Elizabeth
  • She brings a wealth of knowledge and experience, running running a local tourism office to running a global event
  • Start date: 11th February 2019
  • 3 year fixed term contract

“Colleen walks and works with purpose”
Office update

• **Contract staff**
  
  • Period: 1 November 2018 – 30 April 2019
  
  • Positions:
    
    • Tourism Information Officer
    
    • Website, social media and co-ordinator and marketing assistant
    
    • Office manager, membership, product and event co-Ordinator
    
    • Tea lady : 2 x per week
Addendum B: Staff Organogram
(team to be structured into functional areas based on the service delivery requirements and the rationalization of resources with Wesgro)
Membership Services Strategy

• Membership Fees – update on scenario
  • Moved away from the “old approach” of charging members a monthly fee to a more collaborative, all-inclusive, approach for all
    • For e.g. collaborative marketing campaigns, trade hostings, etc

• Quarterly Engagements
  • 1st engagement held on the 6th March (see separate presentation supplied)
  • Next engagements: June 2019, October 2019 and February 2020

• Industry Advisory Board
  • Evolution of the MOU signed with KT NPC (see below)
Membership Services Strategy, cont.

*Call for nominations: Mid March
Wesgro board review: Mid April
Appointed: May
Board meetings: June, Oct & Feb
Financial management

Year 1:

- Quarter 1: Invoice submitted November 2018 and paid
- Quarter 2: Invoice submitted March 2019, payment due end March
Financial management
Cash Flow I November – February 2019 inclusive

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<tr>
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<td>Salaries</td>
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<td>Operational costs</td>
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<td>Travel (to Jan, incl to KM* / incl shows~)</td>
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<td>Capital expenditure (new laptops)</td>
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<td><strong>TOTAL</strong></td>
<td></td>
<td><strong>R 785 713.99</strong></td>
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Marketing strategy pillars and topline actions
Immediate marketing actions

- Event board signage
- Radio campaign driving local events of the greater Knysna area
- Trade shows
  - Vakantiebeurs – feedback on show, below
  - Meetings Africa
    - Attended show with Wesgro
    - Opportunity going forward – corporate meetings and incentives
  - WTM Africa
    - On the Wesgro platform with local products
    - Opportunity – one hour media engagement to present the Greater Knysna area
- Indaba
  - On the Wesgro platform with local products
Shows & Expos:

- **Strategy 3**: Vakantiebeurs (Netherlands) – Attended by Acting G.M.
Additional items to report back on from February Section 80 Meeting

- Sedgefield Tourism RFP
  - RFP has been published
  - Applications close 29th March 2019

- Township Tourism
  - Grow database of market ready products and experiences
  - Opportunity to work with the KT NPC (new name, with business, still to be confirmed)
  - Look at promoting niche experiences
Additional items to report back on from February Section 80 Meeting

- Knysna Oyster Festival
  - No private sector sponsorship for the week between the anchor events (cycling and running)
  - Visit Knysna has submitted a proposal to Knysna Municipality for additional funding for marketing and PR to re-position, re-brand and promote the event. Note: Wesgro and Visit Knysna have already provided funding to this activity
  - Presented new logo and look & feel to the industry at stakeholder engagement for buy-in
  - Given the festival back to the community and encourage them to “own it”
  - Set up an event co-ordinating forum to assist in the management of activities during the week
  - Visit Knysna’s role will be to act as the event marketing arm (in line with our mandate as per the Service Level Agreement)
Design concepts only: not necessarily actual events
Thank you

Colleen Durant
Visit Knysna: General Manager (Wesgro)
GM@VisitKnysna.co.za
044 382 5510 / 083 786 7559
6.2

G02/04/19 REPORT ON HUMAN RESOURCES MATTERS FOR QUARTER 3 OF 2018/2019 FINANCIAL YEAR

REPORT FROM DIRECTOR: CORPORATE SERVICES

PURPOSE OF THE REPORT

To report to the Committee on the human resources matters and activities for the third quarter of 2018/2019.

DISCUSSION

The tables below give an account of HR activities for the second quarter, starting from January to March 2019 and will address the following:

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<tr>
<td>NAME</td>
<td>JOB DESIGNATION</td>
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<tr>
<td>Ms L Ngqumshe</td>
<td>Senior: Superintendent Water&amp; Sewer</td>
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<tr>
<td>Mr JD Grootboom</td>
<td>Small: Plant Operator</td>
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<tr>
<td>Mr MG Songca</td>
<td>Small: Plant Operator</td>
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<tr>
<td>Mr WR Booysen</td>
<td>Small: Plant Operator</td>
</tr>
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<td><strong>FEBRUARY 2019</strong></td>
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<tr>
<td>Mr J Lawrence</td>
<td>Manager: Electrical</td>
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<tr>
<td>Ms L Koopa</td>
<td>OHS : Officer</td>
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<td><strong>MARCH 2019</strong></td>
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<tr>
<td>Mr P Van Niekerk</td>
<td>Manager: LED</td>
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<tr>
<td>Mr M Hili</td>
<td>Senior Clerk: Public Participation</td>
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<tr>
<td>Mrs N Pike</td>
<td>Cashier</td>
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<th>2. TERMINATIONS</th>
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<td>Ms S Oelf</td>
<td>General Assistant: Parks</td>
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<tr>
<td>Ms C Phillips</td>
<td>General Assistant: Parks</td>
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<tr>
<td>Mr M Booysen</td>
<td>Driver: Operator Parks</td>
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<td>Ms U Titus</td>
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### GOVERNANCE AND ECONOMIC DEVELOPMENT COMMITTEE MEETING

#### AGENDA

3 APRIL 2019

---

| 2. Mr LWJ Lucas | Principle Clerk: Finance | Resigned |
| 3. Mr L Ngabase | Fieldworker Planning & Development | Resigned |
| 4. Mr ZG Santi | General Assistant Technical Services | Death |
| 5. Mr A Du Plooy | Senior Clerk: LED Planning & Development | Resigned |

#### MARCH 2019

| 1. Mr M Penxa | Manager: Human Settlement Planning & Development | Resigned |
| 2. Mr Z Blou | General Assistant: Roads Technical Services | Early Retirement |
| 3. Mr R Pedro | Building Inspector Planning & Development | Resigned |
| 4. Mr J Campher | Driver: Operator Technical Services | Early Retirement |
| 5. Mr J Nkampi | Driver: Operator Technical Services | Deceased |
| 6. Mr MM Jordan | Superintendent: Water & Sewer Technical Services | Resigned |

---

#### TRAINING AND DEVELOPMENT

##### JANUARY 2019

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<th>NAME OF TRAINING PROGRAMME AND TRAINING PROVIDER</th>
<th>NUMBER OF PARTICIPANTS</th>
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<th>AMOUNT PAID</th>
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<td>2. Herbicide Application</td>
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<td>3. Disaster Management</td>
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##### FEBRUARY 2019

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<td>4. Customer Care</td>
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<td>5. Chairperson &amp; Initiator Training</td>
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##### MARCH 2019

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<tr>
<th>NAME OF TRAINING PROGRAMME AND TRAINING PROVIDER</th>
<th>NUMBER OF PARTICIPANTS</th>
<th>DIRECTORATE AFFECTED</th>
<th>AMOUNT PAID</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. NC: Horticulture NQF</td>
<td>7</td>
<td>Community Services</td>
<td>R16 600.00</td>
</tr>
<tr>
<td>2. 2 Time Management</td>
<td>2</td>
<td>Planning</td>
<td>R7 100.00</td>
</tr>
<tr>
<td>3. AET</td>
<td>8</td>
<td>Technical &amp; Comm.</td>
<td>R9600.00</td>
</tr>
</tbody>
</table>

**TOTAL**

| 130 | **R306825.00** |
### 4. DISCIPLINARY HEARINGS, CONCILIATIONS AND ARBITRATIONS

<table>
<thead>
<tr>
<th>No. of Empl.</th>
<th>Directorate</th>
<th>Nature of Charge</th>
<th>Details of Discip. Hearing / Appeal</th>
<th>Disciplinary Hearing held within time limit</th>
<th>January Outcome</th>
<th>February Outcome</th>
<th>March Outcome</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Community Services</td>
<td>Absenteeism; Not informing your employer timeously of your absence; Late coming.</td>
<td>Disciplinary Hearing</td>
<td>Within three (3) months period</td>
<td>Dismissed</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>Community Services</td>
<td>Absenteeism; Not informing your employer timeously of your absence.</td>
<td>Disciplinary Hearing</td>
<td>Within three (3) months period</td>
<td>Dismissed</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>Community Services</td>
<td>Sexual Assault</td>
<td>Disciplinary Hearing</td>
<td>Within three (3) months period</td>
<td>Not Guilty</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>Community Services</td>
<td>Private work; Misuse of Municipal property and tools</td>
<td>Disciplinary Hearing</td>
<td>Within three (3) months period</td>
<td>Dismissed</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>Community Services</td>
<td>Assisting and Supporting in Private work; Misuse of Municipal property and tools</td>
<td>Disciplinary Hearing</td>
<td>Within three (3) months period</td>
<td>Final Written Warning</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Community Services</td>
<td>Assisting and Supporting in Private work; Misuse of Municipal property and tools</td>
<td>Disciplinary Hearing</td>
<td>Within three (3) months period</td>
<td>Guilty. 10-day unpaid suspension</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>Community Services</td>
<td>Absenteeism; Rude and abusive language, threatening behaviour; late coming.</td>
<td>Disciplinary Hearing</td>
<td>Within three (3) months period</td>
<td>Await finding</td>
<td>Dismissed</td>
<td></td>
</tr>
</tbody>
</table>
5. CCMA, CONCILLIATION AND ARBITRATIONS

<table>
<thead>
<tr>
<th>No. of Empl.</th>
<th>Directorate</th>
<th>Nature of Charge / Dispute</th>
<th>Details of Con / Arb</th>
<th>January Outcome</th>
<th>February Outcome</th>
</tr>
</thead>
</table>

RELEVANT LEGISLATION

Local Government: Municipal Systems Act, as amended
Labour Relations Act, as amended;
Skills Development Act

FINANCIAL IMPLICATIONS

MTREF Operational budget – 2018/2019

RECOMMENDATION OF THE ACTING MUNICIPAL MANAGER


File Number : 9/1/2/9
Execution : Acting Municipal Manager
Director : Corporate Services
Manager : Human Resources
REPORT FROM THE DIRECTOR: CORPORATE SERVICES

PURPOSE OF THE REPORT

To report to the Committee on the status of legal matters for the third quarter of 2018/2019.

DISCUSSION

The tables below give an account of the legal activities for the third quarter, starting from January 2019 – March 2019.

<table>
<thead>
<tr>
<th>1. COURT PLEADINGS / ORDERS ROUTED INTERNALLY</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Department</strong></td>
</tr>
<tr>
<td>Routed to: IHS, Building Control, Debt Collection &amp; Credit Control, Income Department</td>
</tr>
<tr>
<td>All new litigation matters routed to relevant officials and the MM</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>2. LITIGATION MATTERS</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>2.1 ERF 4, KNYSNA – ILLEGAL BUILDING WORKS</strong></td>
</tr>
<tr>
<td><strong>Commencement Date</strong></td>
</tr>
<tr>
<td>Mosdell, Pama &amp; Cox</td>
</tr>
<tr>
<td>June 2011</td>
</tr>
</tbody>
</table>

**Status update – Where we are in the process & the way forward**

The *status quo* remains. This matter is still in the settlement phase. In terms of the draft settlement agreement the owners of Erf 4 requested that their application fees be waived. An item on the possible waiver will be submitted to the next Planning & IHS committee meeting.

<table>
<thead>
<tr>
<th><strong>2.2 KNYSNA MUNICIPALITY &amp; ROAD ACCIDENT FUND // PHILLIPUS BRUWER</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Commencement Date</strong></td>
</tr>
<tr>
<td>Harker Attorneys</td>
</tr>
<tr>
<td>October 2013</td>
</tr>
</tbody>
</table>

**Status update – Where we are in the process & the way forward**

We await the bill of cost prepared by our cost consultant based on the October 2018 court order in terms of which the plaintiff has to pay the municipality’s wasted costs occasioned by the postponement of this matter. We also await the allocation of a new trial date.
A pre-trial conference was scheduled for the 14th of March 2019 but was postponed by the plaintiff. Our attorneys proposed that we appoint an expert witness to construct the accident scene when this matter is set down but due to budget constrains we advised that no expert witnesses be appointed.

### 2.3 KNYSNA MUNICIPALITY // CORNUTI’S RISTORANTE

<table>
<thead>
<tr>
<th>Commencement Date</th>
<th>Legal Costs Spent to date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Logan Martin Inc.</td>
<td>R 669 878.86 of which R 207 697.99 was in respect of advocate fees. (No new invoices)</td>
</tr>
<tr>
<td>June 2013</td>
<td></td>
</tr>
</tbody>
</table>

**Status update – Where we are in the process & the way forward**

Our battle with Cornuti’s with regards to an arrear rental and services municipal account arose in June 2013. We successfully obtained judgment against them and the court granted a cost order in our favour. The status quo of this matter however remains as we still await payment of our outstanding account.

An item served at the Mayoral Committee held on 6 March 2019, with a recommendation to Council that the money due and owing be written off as irrecoverable. We await the council decision herein on 28 March 2019.

### 2.4 GARTH BOCK // KNYSNA MUNICIPALITY

<table>
<thead>
<tr>
<th>Commencement Date</th>
<th>Legal Costs Spent to date</th>
</tr>
</thead>
<tbody>
<tr>
<td>CJ Ballan</td>
<td>R 69 010, 49. (No new invoices)</td>
</tr>
<tr>
<td>April 2014</td>
<td></td>
</tr>
</tbody>
</table>

**Status update – Where we are in the process & the way forward**

_Status Quo remains_ – Plaintiff to arrange a trial date and set the matter down for hearing. To date, no further action taken.

### 2.5 GREVE // MUELLER // KM (REVIEW)

<table>
<thead>
<tr>
<th>Commencement Date</th>
<th>Legal Costs Spent to date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mosdell, Pama &amp; Cox</td>
<td>R 108 416.55</td>
</tr>
<tr>
<td>November 2014</td>
<td></td>
</tr>
</tbody>
</table>

**Status update – Where we are in the process & the way forward**

_Status Quo remains as per last update_ - Our attorneys of record have been in regular contact with the applicant’s attorney in order to agree on a date to hear this matter. No date was ever confirmed. On 7 September 2018, the applicant’s attorney informed us that Mr Mueller has passed away. Adv. Senior counsel believes that this is the end of this matter. We await further correspondence from the applicant’s attorney.

### 2.6 22 RAWSON STREET // KNYSNA MUNICIPALITY (MOSQUE REVIEW)

<table>
<thead>
<tr>
<th>Commencement Date</th>
<th>Legal Costs Spent to date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cliff, Dekker &amp; Hofmeyer</td>
<td>R888 184. 30</td>
</tr>
<tr>
<td>September 2015</td>
<td></td>
</tr>
</tbody>
</table>

**Status update – Where we are in the process & the way forward**


Status Quo remains - This matter is finalised and party costs were paid. We are currently awaiting instructions regarding the applicant’s attorney request to waive payment of the costs and the return of the amounts paid. At the S80 committee meeting held in August 2018, the Manager: Legal Services recommended that if an application for waiver is submitted, it be refused.

At date of submission of this report we have had no indication as to when above-mentioned request to waive the payment of costs will be submitted to Council by the applicants.

### 2.7 REINHARD ROTTER // KNYSNA MUNICIPALITY

<table>
<thead>
<tr>
<th>Commencement Date</th>
<th>Legal Costs for Reporting Period</th>
</tr>
</thead>
<tbody>
<tr>
<td>CJ Ballan</td>
<td>R 18 850.00</td>
</tr>
<tr>
<td>March 2016</td>
<td>No new invoices</td>
</tr>
</tbody>
</table>

**Status update – Where we are in the process & the way forward**

Status Quo as per the last update remains - to date no further action taken by the plaintiff. Should plaintiff proceed further particulars will be provided.

### 2.8 YO ART // KNYSNA MUNICIPALITY

<table>
<thead>
<tr>
<th>Commencement Date</th>
<th>Legal Costs Spent to date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Stadler &amp; Swart Attorneys</td>
<td>R 149 908.55</td>
</tr>
<tr>
<td>October 2016</td>
<td>No new invoices</td>
</tr>
</tbody>
</table>

**Status update – Where we are in the process & the way forward**

The plaintiff herein still has to apply for a trial date. Our attorneys of record are monitoring the situation and we were informed that some of the attorneys representing the other parties have withdrawn from this matter.

### 2.9 THABO MABULA // KNYSNA MUNICIPALITY (VARIOUS MATTERS)

<table>
<thead>
<tr>
<th>Commencement Date</th>
<th>Legal Costs Spent to date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Harker Attorneys</td>
<td>R 360 116 (on all 6 Mabula matters)</td>
</tr>
<tr>
<td>November 2016</td>
<td>No new invoices received</td>
</tr>
</tbody>
</table>

**Status update – Where we are in the process & the way forward**

**Case No: 21933/16**
The pleadings have now been closed and we await the Plaintiff to proceed with obtaining a trial date herein.

**Case No: 21934/16**
The Sheriff duly attached assets of the Plaintiff which resulted in the latter making an offer to the municipality. Instructions to be given on whether this offer will be accepted or rejected.

**Case No: 21935/16**
The Sheriff duly attached assets of the Plaintiff which resulted in the latter making an offer to the municipality. Instructions to be given on whether this offer will be accepted or rejected.

**Case No: 21936/16**
The Sheriff duly attached assets of the Plaintiff which resulted in the latter making an offer to the municipality. Instructions to be given on whether this offer will be accepted or rejected.

**Case No: 21937/16**
The pleadings have now been closed and we await the Plaintiff to proceed with obtain a trial date herein.
### 2.10 THABO MABULA // KNYSNA MUNICIPALITY - LABOUR COURT

<table>
<thead>
<tr>
<th>Commencement Date</th>
<th>Legal Cost Spent to date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Harker Attorneys</td>
<td>June 2016</td>
</tr>
<tr>
<td></td>
<td>See above. Awaiting amended invoices.</td>
</tr>
</tbody>
</table>

**Status update – Where we are in the process & the way forward**

*Status Quo* remains - We await feedback from the Labour Court regarding a set down date.

### 2.11 LEISURE ISLAND RESIDENTS ASSOCIATION // KNYSNA MUNICIPALITY // SANPARKS

<table>
<thead>
<tr>
<th>Commencement Date</th>
<th>Legal Costs Spent to date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Stadler &amp; Swart Attorneys</td>
<td>August 2017</td>
</tr>
<tr>
<td></td>
<td>R 169 590, 50</td>
</tr>
</tbody>
</table>

**Status update – Where we are in the process & the way forward**

At the Governance Committee held in February 2019, the department provided a short summary on the court judgment delivered in December 2018. The court dismisses the applicants’ claim and awarded costs in favour of the municipality. We were however provided with a Notice of Applicants’ Leave to Appeal.

### 2.12 KM // NEW LINE INVESTMENTS & OTHERS (SEDGEFIELD CEMETERY):

<table>
<thead>
<tr>
<th>Commencement Date</th>
<th>Legal Costs Spent to date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Raubenheimer Attorneys</td>
<td>November 2017</td>
</tr>
<tr>
<td></td>
<td>R 305 817.02</td>
</tr>
</tbody>
</table>

**Status update – Where we are in the process & the way forward**

This matter is set down for hearing on the 14th, 15th, and 16th of May 2019. Our attorneys of record have been very proactive in preparing for the trial.

### 2.13 KM // D HARKER & OTHERS – EVICTION APPLICATION

<table>
<thead>
<tr>
<th>Commencement Date</th>
<th>Legal Costs Spent to date</th>
</tr>
</thead>
<tbody>
<tr>
<td>CJ Ballan/Lulama Prince Attorneys</td>
<td>November 2017</td>
</tr>
<tr>
<td></td>
<td>R 38 704,35</td>
</tr>
</tbody>
</table>

**Status update – Where we are in the process & the way forward**

Our founding affidavits will be filed in due course as we are allocating this matter to a firm on our new panel of attorneys as CJ Ballan is not on the legal services panel anymore. We await the final founding affidavits for signature by the Municipal Manager.

### 2.14 ADONIS & OTHERS // KM

<table>
<thead>
<tr>
<th>Commencement Date</th>
<th>Legal Costs Spent to date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Le Roux Inc.</td>
<td>October 2017</td>
</tr>
<tr>
<td></td>
<td>R 14 985, 87</td>
</tr>
<tr>
<td></td>
<td>No new invoices</td>
</tr>
</tbody>
</table>
The attorneys for the applicant submitted correspondence to the municipality proposing settlement discussions. The proposals were discussed with the relevant officials and political office bearers and it was agreed to obtain an external legal opinion on our prospects of success in this matter.

### 2.15 4 Falcon Street, Knysna – Eviction Proceedings

<table>
<thead>
<tr>
<th>Commencement Date</th>
<th>Legal Costs  Spend to date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Harker Attorneys Dec 2018</td>
<td>R 20 427</td>
</tr>
</tbody>
</table>

**Status update – Where we are in the process & the way forward**

Our founding affidavit and supporting affidavit have been signed by the Acting Municipal Manager and the relevant official. The court papers have been served on the occupiers during the week of the 11th. We await their notice to defend or to either abide.

### 2.16. Eskom Holdings SOC Limited // KM // Municipal Manager: KM

<table>
<thead>
<tr>
<th>Commencement Date</th>
<th>Legal Costs  Spend to date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bula Bula Inc January 2019</td>
<td>R 94 868.00</td>
</tr>
</tbody>
</table>

**Status update – Where we are in the process & the way forward**

On 8 January 2018, we were served with a notice of motion whereby Eskom Holdings intends to make an application to the High Court for an order in the following terms:

– That the decision of the municipality to refuse the applicant’s application for rezoning of property describe as Portion 52 of Farm Westford No. 191 be reviewed, corrected and set aside;
– That the decision of the first respondent aforesaid be substituted with an order that the application for rezoning is granted;
– That alternatively, the matter be remitted back to the municipal council to make the decision afresh; and
– That the municipality be ordered to pay the costs of the application.

A consultation between the Portfolio Chairperson and the relevant officials were scheduled for the 24th of January 2019. It was decided that an opinion be obtained from senior counsel on our prospects of success before we proceed with the filing of opposing papers. We await the legal opinion. We have in the interim filed the Rule 53 record of proceedings. Attorneys for the applicant requested an extension to file supplementary papers of which extension was granted. We will be filing a supplementary record in the next two weeks.

### 2.17. Waxa // KM // Speaker of KM // KM’s Disciplinary Committee // MEC for Local Government

<table>
<thead>
<tr>
<th>Commencement Date</th>
<th>Legal Costs  Spend to date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bula Bula Inc January 2019</td>
<td>R 392 795.38</td>
</tr>
</tbody>
</table>

**Status update – Where we are in the process & the way forward**

We were served with a Notice of Motion late December 2019, whereby the applicant, Velile Waxa intends to make application to the High Court on a matter of semi-urgency for an order in the following terms:

**Part A:**

– That the application be heard as one of semi-urgent;
– That the first respondent, the IEC, be interdicted and restrained form holding by-elections on 13 February 2019, for the election of a ward councillor for ward 4, Knysna Municipality;
That any of the respondents (IEC, MEC for Local Government, Speaker: Knysna Municipality and the Chairperson: Disciplinary Committee, Knysna Municipality) who oppose this application be ordered to pay the costs thereof; and
– That the applicant be granted further/alternative relief.

Part B:
– Declaring that the decision taken by the second respondent, the MEC, to remove the applicant as a councillor of the Knysna Municipality is unlawful and invalid;
– Reviewing and setting aside the decision of the second respondent, the MEC to remove the applicant as councillor of the Knysna Municipality;
– Declaring the decision of the fourth respondent, the Chairperson of the Disciplinary Committee, to proceed with the disciplinary hearing in the absence of the applicant to be unlawful and invalid;
– Reviewing and setting aside of the decision of the fourth respondent to proceed as per above;
– Reviewing and setting aside the findings of the disciplinary committee chaired by the fourth respondent;
– Reviewing and setting aside the decision of the disciplinary committee to recommend to the Council to request the second respondent to remove the applicant as councillor of the Knysna Municipality;
– Declaring the decision of the third respondent, the Speaker, to refuse to provide the applicant with sufficient particularity in respect of the allegations against him to be unlawful and invalid;
– Reviewing and setting aside the decision of the third respondent to refer the complaints against the applicant to the Council of the Knysna Municipality for referral to the fourth respondent;
– Ordering the second, third and fourth respondent to pay the costs of the application; and
– Granting the applicant further / alternative relief.

In terms of part A above, the court on 11 February 2019, dismissed the relief sought by the applicant with costs of two counsel. Tax consultants have been appointed to prepare our bill of cost. With regards of the relief sought under part B above, correspondence have been addressed to the attorneys for the applicant to enquire about a court date. We await responses herein.

2.18. Metlerkamp // KM Matter

<table>
<thead>
<tr>
<th>Commencement Date</th>
<th>Legal Costs Spend to date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cliff Dekker Hofmeyer January 2019</td>
<td>New matter no invoices yet</td>
</tr>
</tbody>
</table>

Status update – Where we are in the process & the way forward

On the 8th of January 2019, we were served with a Notice of Motion whereby the applicants, Metlerkamp and Others, intends to make application to the High Court for an order in the following terms:

– That the first respondent, the municipality, shall make a final determination regarding the issuing of a certificate in terms of section 14 of the NBRSA Act, in respect of erf 5395, Knysna, within two weeks from the date of the order;
– That the municipality shall pay the costs of this application.

We have filed a Notice to Oppose and received correspondence from the 2nd respondent’s attorney to engage with settlement discussion which is currently being considered. Should settlements discussions fail, we will be preparing our answering affidavits.
a. Erf 3651 Sedgefield Matter – Illegal Land Use
KM // Wallace & Wallace

<table>
<thead>
<tr>
<th>Commencement Date</th>
<th>Legal Costs Spend to date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mosdell, Pama &amp; Cox November 2018</td>
<td>R 9 660.00</td>
</tr>
</tbody>
</table>

| Status update – Where we are in the process & the way forward |

The instant matter is an application in terms of section 90, alternatively, section 97 of the Knysna Municipality Standard By-Law on Municipal Land Use Planning (2016) (“the act”) for an order directing the first and second respondents to demolish a cellular communications base station which has been unlawfully erected on the property known as erf 3651 Sedgefield, situated in the municipality and division of Knysna (“the property”), which property is owned by the respondents.

As the applicant, we seek the following relief to be granted:

- Restraining first and second respondents from continuing the unlawful utilisation of Erf 3651, Sedgefield (“the property”);
- Directing first and second respondent to, without the payment of compensation:
  1. Demolish and/or remove the illegal cellular communications base station erected on the property;
  2. Rehabilitate the land concerned;

1. That the first and second respondents pay the costs of this application on such a scale as the above honourable court may deem meet.
2. Such further and/or alternative relief as the above honourable court may deem meet.

We have received the founding- and supporting affidavits for signature and upon perusal thereof it will be submitted for signature and returned to our attorneys of record.

3. LIQUOR BY-LAW APPLICATIONS:

<table>
<thead>
<tr>
<th>EXTENSION OF LIQUOR TRADING DAYS &amp; HOURS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date Received</td>
</tr>
<tr>
<td>----------------</td>
</tr>
<tr>
<td>03 February 2019</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>APPLICATIONS FOR TEMPORARY / PERMANENT LIQUOR LICENSES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rout ed for Comments Internally</td>
</tr>
<tr>
<td>---------------------------------</td>
</tr>
<tr>
<td>Manager: Legal Services; Manager: Protection Services; Manager: TP &amp; Building Control; Ward Councillor</td>
</tr>
<tr>
<td>Manager: Legal Services; Manager: Protection Services; Manager: TP &amp; Building Control; Ward Councillor</td>
</tr>
<tr>
<td>Manager: Legal Services; Manager: Protection Services; Manager: TP &amp; Building Control; Ward Councillor</td>
</tr>
<tr>
<td>Manager: Legal Services; Manager: Protection Services; Manager: TP &amp; Building Control; Ward Councillor</td>
</tr>
</tbody>
</table>
4. MUNICIPAL COURT

**MUNICIPAL COURT**

**STATUS UPDATE**

We are awaiting the outcome of the evaluation and adjudication process for the tender.

5. TITLE RESTORATION PROJECT

**TITLE RESTORATION PROJECT**

**STATUS UPDATE**

The Title Restoration Project (TRP) is well underway. We are in the process of finalising the project for Sedgefield and allocated 51 sale agreements to the conveyancers already. We are also nearing the end of the Joodse Kamp project and during April 2019, the department will commence with the title deed restoration project for Flenter Location and Robololo. According to the information from Provincial Government the backlog for this area is 511 but we have determined that some of these erven had already been transferred or the department already gave instruction for some. We are therefore looking at an amended amount in the region of 290.

A feedback meeting have been scheduled for the 3rd of April 2019 with Western Cape Department of Human Settlements.

**FINANCIAL IMPLICATIONS**

MTREF Operational budget – 2018/2019

**RECOMMENDATION OF THE ACTING MUNICIPAL MANAGER**

That the Quarterly Report on the Status of Legal Matters for the period January to March 2019, be noted.

File Number: 9/1/2/9
Execution: Director: Corporate Services
Manager: Legal Services
6.4

<table>
<thead>
<tr>
<th>WARD/VENUE</th>
<th>ACTIVITIES</th>
<th>DATE</th>
<th>SPHERE OF GOV</th>
</tr>
</thead>
<tbody>
<tr>
<td>5 Knysna Municipality</td>
<td>Assist a client who wants to start a Soup Kitchen.</td>
<td>08/01/2019</td>
<td>Local</td>
</tr>
<tr>
<td></td>
<td>Assist with Forensic Pathology project.</td>
<td>09/01/2019</td>
<td>Provincial</td>
</tr>
</tbody>
</table>

**NOMVULA FLEPISI**

<table>
<thead>
<tr>
<th>WARD/VENUE</th>
<th>ACTIVITIES</th>
<th>DATE</th>
<th>SPHERE OF GOV</th>
</tr>
</thead>
<tbody>
<tr>
<td>Town Office</td>
<td>Called and mobilize people for the Pathology Lab</td>
<td>23/01/2019</td>
<td>Provincial.</td>
</tr>
<tr>
<td>Town Office</td>
<td>Discuss logistics for the Thusong mobile to be held in Sizamile/Smutsville and Rheenendal</td>
<td>29/01/2019</td>
<td>Provincial</td>
</tr>
</tbody>
</table>

**WELCOME KOBi**

<table>
<thead>
<tr>
<th>WARD/VENUE</th>
<th>ACTIVITIES</th>
<th>DATE</th>
<th>SPHERE OF GOV</th>
</tr>
</thead>
<tbody>
<tr>
<td>7</td>
<td>Mobilise people for the CLO position.</td>
<td>24/01/2019</td>
<td>Local</td>
</tr>
</tbody>
</table>

**FEBRUARY 2019**

<table>
<thead>
<tr>
<th>WARD/VENUE</th>
<th>ACTIVITIES</th>
<th>DATE</th>
<th>SPHERE OF GOV</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Mobilization for the Thusong mobile</td>
<td>04/02/2019</td>
<td>Provincial</td>
</tr>
<tr>
<td>1</td>
<td>Assist at the Thusong Mobile</td>
<td>06/02/2019</td>
<td>Provincial</td>
</tr>
</tbody>
</table>
## WELCOME KOBI

<table>
<thead>
<tr>
<th>WARD/VENUE</th>
<th>ACTIVITIES</th>
<th>DATE</th>
<th>SPHERE OF GOV</th>
</tr>
</thead>
<tbody>
<tr>
<td>3</td>
<td>Attended a Ward Committee meeting.</td>
<td>14/02/2019</td>
<td>Local</td>
</tr>
</tbody>
</table>

## MEETINGS ATTENDED BY THE COMMUNITY DEVELOPMENT WORKERS

### DEVOLINE KOOPMAN

<table>
<thead>
<tr>
<th>DATE</th>
<th>AREA</th>
<th>ACTIVITY</th>
</tr>
</thead>
<tbody>
<tr>
<td>08/01/2019</td>
<td>Ward 5</td>
<td>Referral to DSD: opening of a soup kitchen.</td>
</tr>
<tr>
<td>11/01/2019</td>
<td>Knysna Municipal Office</td>
<td>Meeting with ward committees about the Forensic Lab</td>
</tr>
<tr>
<td>17/01/2019</td>
<td>PPU board room</td>
<td>Meeting with contractors about the Forensic Lab</td>
</tr>
<tr>
<td>29/01/2019</td>
<td>Rhenendal Youth Centre</td>
<td>Meeting with Community of Stakeholders</td>
</tr>
<tr>
<td>07/02/2019</td>
<td>Rhenendal</td>
<td>Thusong Mobile: assist at the Thusong.</td>
</tr>
</tbody>
</table>

### NOMVULA FLEPISI

<table>
<thead>
<tr>
<th>DATE</th>
<th>AREA</th>
<th>ACTIVITY</th>
</tr>
</thead>
<tbody>
<tr>
<td>22/01/2019</td>
<td>Ward 4</td>
<td>Pathology Lab : request CV’s</td>
</tr>
<tr>
<td>29 01/2019</td>
<td>Town office</td>
<td>Thosong Mobile: discuss logistics.</td>
</tr>
<tr>
<td>06/02/2019</td>
<td>Rhenendal Karatara</td>
<td>Assist at Thusong Mobile</td>
</tr>
<tr>
<td>14/02/2019</td>
<td>Libraries in knysna.</td>
<td>Distributing posters for EPWP</td>
</tr>
</tbody>
</table>

## WELCOME KOBI

<table>
<thead>
<tr>
<th>DATE</th>
<th>AREA</th>
<th>ACTIVITY</th>
</tr>
</thead>
<tbody>
<tr>
<td>14/02/2019</td>
<td>Ward</td>
<td>Attend ward committee meeting.</td>
</tr>
<tr>
<td>19/02/2019</td>
<td>Bitou</td>
<td>Attended a regional staff meeting.</td>
</tr>
<tr>
<td>20/02/2019</td>
<td>Cape Town</td>
<td>Attended a stakeholders meeting</td>
</tr>
</tbody>
</table>

## FINANCIAL IMPLICATIONS

The re-classification of the CDW grant is still a matter that the Provincial Local Governemnt is sorting out with municipalities.

## RELEVANT LEGISLATION

Memorandum of Agreement

### RECOMMENDATION OF THE ACTING MUNICIPAL MANAGER

That the report on the Community Development Workers for January and February 2019, be accepted.

File Number : 9/1/2/14  
Execution : Acting Municipal Manager  
Director : Corporate Services  
Manager : Public Participation
6.5

G05/04/19 PUBLIC PARTICIPATION BI-MONTHLY REPORT : COMMUNITY WORKS PROGRAMME – QUARTER 3 OF 2018/19

REPORT FROM THE DIRECTOR : CORPORATE SERVICES (PUBLIC PARTICIPATION)

PURPOSE OF THE REPORT

To inform the Municipal Council of the Community Work Programme (CWP) activities in the Greater Knysna Municipal Area.

BACKGROUND

Knysna Municipality resolved to support the rolling out of the Community Works Programme on 27 August 2015. Currently all the wards in the Knysna Municipal Area have the presence of CWP participants. The Knysna CWP site was upgraded to a 600 site in 2017 up from 500 site in 2016.

Highlights

1. A participant from Rheenendal was upskilled to fill the position of Health and Safety officer;
2. 10 new supervisors commenced for duty in January 2019
3. Knysna Municipality’s Solid Waste department partnered with CWP participants in Ward 8 to clean the Ward 8 area.
4. Tools and Materials were delivered to Knysna Site in February and the many creches, food gardens, old age homes, homes for terminally ill patients have benefitted from the home-based care kits, First-Aid kits, brooms, spades, wheelbarrows, cleaning chemicals and other materials donated from CWP to our communities.

Various partnerships are continuously been forged with CBO’s and NGO’s, continued training is being rolled out and participants exist the CWP programme into permanent employment.

Challenges and risks

The Knysna CWP site is currently unable to embark upon further recruitment of participants into the programme.

Attached is the detailed summary of the January and February 2019 monthly CWP performance reports as well as details of the current supervisors.

FINANCIAL IMPLICATIONS

Provision of transport to the Ward Committee members to attend Local Reference Committee (LRC) Meetings.

RELEVANT LEGISLATION

Community Worker Programme: Terms of Reference
RECOMMENDATION OF THE ACTING MUNICIPAL MANAGER

That the Public Participation Report on the Community Works Programme for Quarter 3 of 2018/19, be accepted.

APPENDIX / ADDENDUM

CWP Monthly Performance report: January and February 2019
Supervisors details 2019

File Number : 9/1/2/14
Execution : Acting Municipal Manager
            Director : Corporate Services
            Manager : Public Participation
MONTHLY PERFORMANCE REPORT
Western Cape Province

<table>
<thead>
<tr>
<th>IMPLEMENTING AGENT</th>
<th>Aids Foundation South Africa</th>
</tr>
</thead>
<tbody>
<tr>
<td>PROVINCE</td>
<td>Western Cape Province – Knysna</td>
</tr>
<tr>
<td>REPORTING PERIOD</td>
<td>January 2019</td>
</tr>
<tr>
<td>SUBMISSION DATE</td>
<td>January 2019</td>
</tr>
</tbody>
</table>

Table of Contents
1 BACKGROUND
2 NARRATIVE PERFORMANCE REPORT
   2.1 Executive summary (narrative extract of key issues only - no comprehensive data
   2.2 Key success/ Achievements
   2.3 Lessons Learnt
   2.4 Challenges and proposed solutions
   2.5 Emerging risks and their mitigation
   2.6 Interventions required
3 SCHEDULE OF DATA TABLES
   3.1 Table 1. Sites and Participation rates
   3.2 Table 2. Demographics breakdown
   3.3 Table 3. Financial status
   3.4 Table 4. Outputs per site
   3.5 Table 5. Partnerships
   3.6 Table 6. Trainings
   3.7 Table 7. Participants Exit
4. CONCLUSION AND PICTURES
1 Background

- CWP KNYNA was upgraded in November 2017 to a 600 Site.
- CWP started in 2016 as a 500 Site.
- We have many pending applications and hope to be upgraded soonest to a 1000 site.
- CWP has many good relations with the Stakeholders and Municipality.

1.1 Executive summary

2.2 Key Success/ Achievements

- CWP Knyrna has a new position for Health and Safety Officer filled and a regular participant from Rheenendal was upskilled to this position starting in January 2019.
- 10 x New Supervisors have started in January. 7 Participants upskilled to Skilled Participants.
- Ward 8 CWP partnered with Solid Waste from Municipality and attended a clean up project in Concordia in January.
- Site Visits from Site Manager to every ward was done to discuss changes of Supervisors and inform Participants of changes in 2019 and to Motivate the Participants to be employable and work harder and smarter in 2019 to benefit the communities in Knyrna.

2.3 Lessons learnt (for sharing with other sites or provinces)

- Sharing and exchange of tools between sites is available.

2.4 Challenges and proposed solutions

<table>
<thead>
<tr>
<th>Challenges</th>
<th>Proposed Solutions</th>
</tr>
</thead>
<tbody>
<tr>
<td>NYP 1700 and 1800 is a total of 400 applications that we urgently need to approve.</td>
<td>Email sent to National office to assist</td>
</tr>
<tr>
<td></td>
<td>Assist in a faster turn around time to have applications processed and approved.</td>
</tr>
<tr>
<td>Bank changes time frame.</td>
<td>Participants are informed to try not to change bank details unless urgent.</td>
</tr>
<tr>
<td>Participants have not been paid over 3 months</td>
<td>Gogta to investigate for solutions.</td>
</tr>
</tbody>
</table>

2.5 Emerging risks and their mitigation (if any)

<table>
<thead>
<tr>
<th>EMERGING RISKS</th>
<th>RISK MITIGATION EFFORTS TO BE APPLIED</th>
</tr>
</thead>
<tbody>
<tr>
<td>The credibility of the CWP Programme due to slow applications approved for all</td>
<td></td>
</tr>
<tr>
<td>outstanding NYP since 2017. The credibility of the CHF Programme due to slow applications approved for the Special Partnership project with CHW from the Hospital Volunteer project and the Car Guard project.</td>
<td>Cogta was informed by AFSA and Knysna now awaits feedback of the contracts sent again in January 2019</td>
</tr>
</tbody>
</table>

### 2.6 Interventions required

<table>
<thead>
<tr>
<th>Interventions required</th>
<th>BY KHGM</th>
</tr>
</thead>
<tbody>
<tr>
<td>Application forms outstanding for CHW and NYP to be approved</td>
<td>Cogta and Provincial office</td>
</tr>
</tbody>
</table>
3. Schedule of data tables

3.1 Participation Rates

<table>
<thead>
<tr>
<th>Targeted Participation Rate Year</th>
<th>Actual Participation Month</th>
<th>Accumulated Participation</th>
<th>Targeted Days Worked Year</th>
<th>Targeted Days Worked till period</th>
<th>Actual days worked till period</th>
<th>Variance days worked vs year to date target</th>
<th>Variance days worked vs annual target</th>
</tr>
</thead>
<tbody>
<tr>
<td>586</td>
<td>612</td>
<td></td>
<td>0</td>
<td>0</td>
<td>14 786</td>
<td>-</td>
<td>-</td>
</tr>
</tbody>
</table>

3.2 Participation Demographics

<table>
<thead>
<tr>
<th>Actual Participation Month</th>
<th>Accumulated participation</th>
<th>Non youth male</th>
<th>Non youth female</th>
<th>Youth male</th>
<th>Youth female</th>
<th>Male total</th>
<th>Female total</th>
<th>Non youth total</th>
<th>Youth total</th>
<th>Disabled total</th>
<th>Disabled non youth male</th>
<th>Disabled non youth female</th>
<th>Disabled youth male</th>
</tr>
</thead>
<tbody>
<tr>
<td>586</td>
<td>612</td>
<td>52</td>
<td>345</td>
<td>10</td>
<td>205</td>
<td>62</td>
<td>550</td>
<td>397</td>
<td>215</td>
<td>50</td>
<td>12</td>
<td>32</td>
<td>0</td>
</tr>
</tbody>
</table>

Table 5. Partnerships and Stakeholder Relations management

<table>
<thead>
<tr>
<th>Name</th>
<th>Organization</th>
<th>Position</th>
<th>Contact details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ruth Maseko</td>
<td>Epilepsy</td>
<td>Social worker</td>
<td>0874307827</td>
</tr>
<tr>
<td>Jenniefer grey</td>
<td>Epilepsy</td>
<td>Manager</td>
<td>0843073691</td>
</tr>
<tr>
<td>Cherly Britz</td>
<td>Community police forum</td>
<td>Chairperson</td>
<td>0825740957</td>
</tr>
<tr>
<td>GR wolmarans</td>
<td>Knyasa municipality</td>
<td>Speaker</td>
<td>0826668541</td>
</tr>
<tr>
<td>Jacky Kalani</td>
<td>Knyasa municipality</td>
<td>Public participation manager</td>
<td>0843124486</td>
</tr>
<tr>
<td>Veronic Klein</td>
<td>Knyasa municipality</td>
<td>Owp coordinator</td>
<td>0734301461</td>
</tr>
<tr>
<td>Eben Philips</td>
<td>Knyasa municipality</td>
<td>IDF manager</td>
<td>0823380964</td>
</tr>
<tr>
<td>Michael spies</td>
<td>Department of education</td>
<td>District manager</td>
<td>0844577323</td>
</tr>
<tr>
<td>Grace Titus</td>
<td>Department social service</td>
<td>Manager</td>
<td>0443820191</td>
</tr>
<tr>
<td>Nomuva fempisi</td>
<td>Knyasa mun</td>
<td>Community development worker</td>
<td>0840714956</td>
</tr>
<tr>
<td>Irena Kotani</td>
<td>Crèche forum</td>
<td>Chairperson</td>
<td>0835534271</td>
</tr>
</tbody>
</table>
## Ward Committee Members Part of LBC

<table>
<thead>
<tr>
<th>Ward</th>
<th>Committee member</th>
<th>Contact number</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Ms Nadia Hardnick</td>
<td>073 200 9706 <a href="mailto:seddiefieldgarageadmin@telkomsa.net">seddiefieldgarageadmin@telkomsa.net</a></td>
</tr>
<tr>
<td>1</td>
<td>Mr Luyolo Gxagxa</td>
<td>084 270 2591 <a href="mailto:luyolesochgxagxa@rocketmail.com">luyolesochgxagxa@rocketmail.com</a></td>
</tr>
<tr>
<td>2</td>
<td>Mr Hendrias Morris</td>
<td>061 632 1619 <a href="mailto:hendriasmorris@gmail.com">hendriasmorris@gmail.com</a></td>
</tr>
<tr>
<td>2</td>
<td>Mr Vernon Meyer</td>
<td>060 746 7570 <a href="mailto:vmeyer007@gmail.com">vmeyer007@gmail.com</a></td>
</tr>
<tr>
<td>3</td>
<td>Ms Rosemary Kolanisi</td>
<td>063 065 4421</td>
</tr>
<tr>
<td>3</td>
<td>Lukhanyiso Nohana</td>
<td>071 890 6484</td>
</tr>
<tr>
<td>5</td>
<td>Ms Candace Myers</td>
<td>083 447 9315 <a href="mailto:Candacemyers29@gmail.com">Candacemyers29@gmail.com</a></td>
</tr>
<tr>
<td>5</td>
<td>Mr Wayne Jacobs</td>
<td>084 655 8967 <a href="mailto:Wayneiscoha309@gmail.com">Wayneiscoha309@gmail.com</a></td>
</tr>
<tr>
<td>6</td>
<td>Ms Rolanda George</td>
<td>062 844 0659 <a href="mailto:rolandageorge@gmail.com">rolandageorge@gmail.com</a></td>
</tr>
<tr>
<td>6</td>
<td>Ms Kay Andrews</td>
<td>063 313 0724 <a href="mailto:Kayandrews55@gmail.com">Kayandrews55@gmail.com</a></td>
</tr>
<tr>
<td>7</td>
<td>Mr Mteteledi Mndeke</td>
<td>082 408 3638</td>
</tr>
<tr>
<td>7</td>
<td>Ms Nobesuthu Delihlazo</td>
<td>078 488 2123</td>
</tr>
<tr>
<td>9</td>
<td>Mr Cobus Albrecht</td>
<td>083 444 3385 <a href="mailto:cobus@perulagolfestate.com">cobus@perulagolfestate.com</a></td>
</tr>
<tr>
<td>9</td>
<td></td>
<td></td>
</tr>
<tr>
<td>10</td>
<td>Mr Richard Sohn</td>
<td>082 783 6599 <a href="mailto:richard@sohn.co.za">richard@sohn.co.za</a></td>
</tr>
<tr>
<td>10</td>
<td>Mr Schalk Van Der Merwe</td>
<td>082 891 2476 <a href="mailto:kynsa@telkomsa.net">kynsa@telkomsa.net</a></td>
</tr>
<tr>
<td>11</td>
<td>Ms Lorraine Opperman</td>
<td>076 938 3094</td>
</tr>
</tbody>
</table>
Table 6: Participant Exit Information

<table>
<thead>
<tr>
<th>Participant Name</th>
<th>Workgroup</th>
<th>Reason for exiting</th>
<th>Duration of participant in the programme</th>
<th>Exit to where</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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<td></td>
</tr>
</tbody>
</table>

Table 7: Training Information

<table>
<thead>
<tr>
<th>Date of Training: (Day, Month and Year)</th>
<th>Area of Training (e.g., Supervisors Training and Code of Conduct, Refresher Training)</th>
<th>Duration (No. of Days / Hours)</th>
<th>Accredited or Non Accredited</th>
<th>Internal or Outsourced</th>
<th>Evidence Provided (Yes/No)</th>
</tr>
</thead>
<tbody>
<tr>
<td>11 January 2019</td>
<td>Supervisors Training and Code of Conduct, Refresher Training</td>
<td>1 Day</td>
<td>Non Accred</td>
<td>Site Manager Internal</td>
<td>Yes</td>
</tr>
<tr>
<td></td>
<td></td>
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<td></td>
</tr>
</tbody>
</table>
Table 8: Participant rate monitoring

<table>
<thead>
<tr>
<th>Targeted Allocation</th>
<th>Actual participation</th>
<th>Recruited this month</th>
<th>Approved and Placed for next cycle</th>
<th>Pending</th>
<th>Projected Total for next cycle</th>
</tr>
</thead>
<tbody>
<tr>
<td>EXAMPLE</td>
<td></td>
<td>600</td>
<td>670</td>
<td>0</td>
<td>468</td>
</tr>
</tbody>
</table>

Table 9: LRC Information (only if changed from previous month)

<table>
<thead>
<tr>
<th>LRC Member Title, Name and Surname</th>
<th>Constituency Represented</th>
<th>Position in LRC</th>
<th>Cellphone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
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<td></td>
</tr>
</tbody>
</table>

Table 10: Partnership Information (only if changed from previous month)

<table>
<thead>
<tr>
<th>Name</th>
<th>Organization</th>
<th>Position</th>
<th>Contact details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ruth Maseko</td>
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<td>Social worker</td>
<td>0874307827</td>
</tr>
<tr>
<td>Jennifer grey</td>
<td>Epilepsy</td>
<td>Manager</td>
<td>0843073691</td>
</tr>
<tr>
<td>Cheryl Britz</td>
<td>Community police forum</td>
<td>Chairperson</td>
<td>0825749057</td>
</tr>
<tr>
<td>GR Wolmarana</td>
<td>Knyana municipality</td>
<td>Speaker</td>
<td>0826668541</td>
</tr>
<tr>
<td>Jacky Kalani</td>
<td>Knyana municipality</td>
<td>Public participation manager</td>
<td>0843124486</td>
</tr>
<tr>
<td>Veronica Klein</td>
<td>Knyana municipality</td>
<td>Cwp coordinator</td>
<td>0738301461</td>
</tr>
<tr>
<td>Eben Philips</td>
<td>Knyana municipality</td>
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<td>0823380964</td>
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<tr>
<td>Michael Spies</td>
<td>Department of education</td>
<td>District manager</td>
<td>0844577323</td>
</tr>
<tr>
<td>Grace Titus</td>
<td>Department social service</td>
<td>Manager</td>
<td>0443820191</td>
</tr>
</tbody>
</table>
GOVERNANCE AND ECONOMIC DEVELOPMENT COMMITTEE MEETING
AGENDA
3 APRIL 2019

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nomvula flepisi</td>
<td>Knysna mun Community development worker</td>
<td>0848714956</td>
</tr>
<tr>
<td>Irena Kotani</td>
<td>Creche forum Chairperson</td>
<td>0835534271</td>
</tr>
<tr>
<td>Kenneth maseleni</td>
<td>Social development Manager</td>
<td></td>
</tr>
<tr>
<td>Phumla Mekatsha</td>
<td>Department of agriculture</td>
<td>0832565875</td>
</tr>
<tr>
<td>Marshall Lamini</td>
<td>KADC - Knysna Alcohol &amp; Drug Centre Director</td>
<td>0832199884</td>
</tr>
</tbody>
</table>

Photos of useful work and event
Ward 8 Concordia
Factions with Solid Waste
Municipality to clear up community by the 2nd of January 2019
MONTHLY PERFORMANCE REPORT
Western Cape Province

<table>
<thead>
<tr>
<th>IMPLEMENTING AGENT</th>
<th>Aids Foundation South Africa</th>
</tr>
</thead>
<tbody>
<tr>
<td>PROVINCE</td>
<td>Western Cape Province – Knyana</td>
</tr>
<tr>
<td>REPORTING PERIOD</td>
<td>February 2019</td>
</tr>
<tr>
<td>SUBMISSION DATE</td>
<td>February 2019</td>
</tr>
</tbody>
</table>

Table of Contents
1 BACKGROUND .................................................................

2 NARRATIVE PERFORMANCE REPORT ........................................
2.1 Executive summary (narrative extract of key issues only – no comprehensive data
2.2 Key success/ Achievements ..............................................
2.3 Lessons Learnt ............................................................
2.4 Challenges and proposed solutions ...................................
2.5 Emerging risks and their mitigation ..................................
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3.2 Table 2. Demographics breakdown ....................................
3.3 Table 3. Financial status ................................................
3.4 Table 4. Outputs per site ............................................... 
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4. CONCLUSION AND PICTURES
GOVERNANCE AND ECONOMIC DEVELOPMENT COMMITTEE MEETING
AGENDA
3 APRIL 2019

1 Background

- CWP KNYSHA was upgraded in November 2017 to a 600 Site.
- CWP started in 2016 as a 500 Site.
- We have many pending applications and hope to be upgraded sooner to a 1000 site.
- CWP has many good relations with the Stakeholders and Municipality.

1.1 Executive summary

2.2 Key Success/ Achievements

- Tools and Materials were delivered to Knysna Site in February and many creches, food gardens, old age homes, homes for terminally ill patients have benefitted from the home-based care kits, First aid kits, brooms, spades, wheelbarrows, cleaning chemicals and other materials donated from CWP to our communities.
- A victory for Knysna Hospital volunteer partnership has come about with the approval of 14 Volunteer applications that will now be placed as CHW – community health workers in different wards across Knysna.

2.3 Lessons learnt (for sharing with other sites or provinces)

- Sharing and exchange of tools between sites is available.

2.4 Challenges and proposed solutions

<table>
<thead>
<tr>
<th>Challenges</th>
<th>Proposed Solutions</th>
</tr>
</thead>
<tbody>
<tr>
<td>• NYP 1700 and 1800 is a total of 400 applications that we urgently need to approve.</td>
<td>• Email sent to National office to assist</td>
</tr>
<tr>
<td>• Bank changes time frame.</td>
<td>• Assist in a faster turn around time to have applications processed and approved.</td>
</tr>
<tr>
<td>• Participants have not been paid over 3 months</td>
<td>• Participants are informed to try not to change bank details unless urgent.</td>
</tr>
<tr>
<td></td>
<td>• Gogta to investigate for solutions.</td>
</tr>
</tbody>
</table>

2.5 Emerging risks and their mitigation (if any)

<table>
<thead>
<tr>
<th>EMERGING RISKS</th>
<th>RISK MITIGATION EFFORTS TO BE APPLIED</th>
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<tbody>
<tr>
<td>The credibility of the CWP Programme due to slow applications approved for all outstanding NYP since 2017.</td>
<td></td>
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</table>

2.6 Interventions required

<table>
<thead>
<tr>
<th>Interventions required</th>
<th>BY WHOM</th>
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</thead>
<tbody>
<tr>
<td>Application forms outstanding for CHW and NYP to be approved</td>
<td>CoGa and Provincial office</td>
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</table>
3. Schedule of data tables

3.1 Participation Rates

<table>
<thead>
<tr>
<th>Targeted Participation Rate Year</th>
<th>Actual Participation Month</th>
<th>Accumulated participation</th>
<th>Targeted Days Worked Year</th>
<th>Targeted Days Worked till period</th>
<th>Actual days worked till period</th>
<th>Variance days worked vs year to date target</th>
<th>Variance days worked vs annual target</th>
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<tr>
<td>586</td>
<td>612</td>
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<td>0</td>
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<td>14 786</td>
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3.2 Participation Demographics

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<tr>
<th>Actual Participation Month</th>
<th>Accumulated participation</th>
<th>Non youth male</th>
<th>Non youth female</th>
<th>Youth male</th>
<th>Youth female</th>
<th>Male total</th>
<th>Female total</th>
<th>Non youth total</th>
<th>Youth total</th>
<th>Disabled total</th>
<th>Disabled non youth male</th>
<th>Disabled non youth female</th>
<th>Disabled youth male</th>
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<tr>
<td>586</td>
<td>612</td>
<td>52</td>
<td>345</td>
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<td>205</td>
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<td>50</td>
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Table 5. Partnerships and Stakeholder Relations management

<table>
<thead>
<tr>
<th>Name</th>
<th>Organization</th>
<th>Position</th>
<th>Contact details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ruth Maseko</td>
<td>Epilepsy</td>
<td>Social worker</td>
<td>0674307827</td>
</tr>
<tr>
<td>Jenniefer grey</td>
<td>Epilepsy</td>
<td>Manager</td>
<td>0843073691</td>
</tr>
<tr>
<td>Cherly Britz</td>
<td>Community police forum</td>
<td>Chairperson</td>
<td>0825749057</td>
</tr>
<tr>
<td>GR wolmarana</td>
<td>Kuyana municipality</td>
<td>Speaker</td>
<td>0826668541</td>
</tr>
<tr>
<td>Jacky Kalaria</td>
<td>Kuyana municipality</td>
<td>Public participation manager</td>
<td>0843124486</td>
</tr>
<tr>
<td>Veronica Klein</td>
<td>Kuyana municipality</td>
<td>Cwp coordinator</td>
<td>0734301461</td>
</tr>
<tr>
<td>Eben Philip</td>
<td>Kuyana municipality</td>
<td>IDF manager</td>
<td>0823380964</td>
</tr>
<tr>
<td>Michael Spies</td>
<td>Department of education</td>
<td>District manager</td>
<td>0844577323</td>
</tr>
<tr>
<td>Grace Titus</td>
<td>Department social service</td>
<td>Manager</td>
<td>0443820191</td>
</tr>
<tr>
<td>Nomvela Blemisi</td>
<td>Kuyana mun</td>
<td>Community development worker</td>
<td>0848714956</td>
</tr>
<tr>
<td>Irena Kotani</td>
<td>Crèche forum</td>
<td>Chairperson</td>
<td>0835534271</td>
</tr>
<tr>
<td>Ward Committee Member</td>
<td>Contact number</td>
<td></td>
<td></td>
</tr>
<tr>
<td>-----------------------</td>
<td>----------------</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ms Nadia Hardnick</td>
<td>073 200 9706</td>
<td></td>
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<td>Mr Luyolo Gxagna</td>
<td>084 270 2591</td>
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<td>Mr Hendrias Morris</td>
<td>061 632 1619</td>
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<td>Mr Vernon Meyer</td>
<td>060 746 7519</td>
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<tr>
<td>Ms Rosemary Kolanisi</td>
<td>063 065 4421</td>
<td></td>
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<tr>
<td>Ms Lukhanyiso Nohana</td>
<td>071 890 6484</td>
<td></td>
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<tr>
<td>Ms Candace Myers</td>
<td>083 447 9315</td>
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<tr>
<td>Mr Wayne Jacobs</td>
<td>084 655 8987</td>
<td></td>
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<tr>
<td>Ms Rolanda George</td>
<td>062 844 0659</td>
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<tr>
<td>Ms Kay Andrews</td>
<td>063 313 0724</td>
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<tr>
<td>Mr Mxolisi Mlakana</td>
<td>082 408 3638</td>
<td></td>
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<tr>
<td>Ms Nolwazi Dlambo</td>
<td>078 488 2123</td>
<td></td>
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</tr>
<tr>
<td>Mr Cobus Albrecht</td>
<td>083 444 3385</td>
<td></td>
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</tr>
<tr>
<td>Mr Richard Sohn</td>
<td>082 783 6599</td>
<td></td>
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<tr>
<td>Mr Schalk Van Der Merwe</td>
<td>082 891 2476</td>
<td></td>
<td></td>
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<tr>
<td>Ms Lorraine Opperman</td>
<td>076 938 3094</td>
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</table>
Table 6: Participant Exit Information

<table>
<thead>
<tr>
<th>Participant Name</th>
<th>Workgroup</th>
<th>Reason for exiting employment</th>
<th>Duration of participant in the programme</th>
<th>Exit to where</th>
</tr>
</thead>
<tbody>
<tr>
<td>182 Exit Participants</td>
<td>182 have found other employment</td>
<td>2 years</td>
<td>Permanent Employment</td>
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Table 7: Training Information

<table>
<thead>
<tr>
<th>Date of Training: (Day, Month and Year)</th>
<th>Area of Training (e.g., Agriculture, Welding)</th>
<th>Duration (No. of Days / Hours)</th>
<th>Accredited or Non Accredited</th>
<th>Internal or Outsourced</th>
<th>Evidence Provided (Yes/No)</th>
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<tbody>
<tr>
<td>4 &amp; 5 February</td>
<td>Supervisors Training</td>
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<td>Yes</td>
<td>Outsourced</td>
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<tr>
<td>6 &amp; 7 February</td>
<td>Supervisors Training</td>
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<td>Non Accredited</td>
<td>Outsourced</td>
<td>Yes - ArS</td>
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<td>1</td>
<td>Non Accredited</td>
<td>Internal</td>
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Table 8: Participant rate monitoring
## Table 9: LRC Information (only if changed from previous month)

<table>
<thead>
<tr>
<th>LRC Member</th>
<th>Title, Name and Surname</th>
<th>Constituency Represented</th>
<th>Position in LRC</th>
<th>Cellphone Number</th>
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</thead>
<tbody>
<tr>
<td></td>
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<tr>
<td></td>
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</tbody>
</table>

## Table 10: Partnership Information (only if changed from previous month)

<table>
<thead>
<tr>
<th>Name</th>
<th>Organisation</th>
<th>Position</th>
<th>Contact details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ruth Maseko</td>
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<td>Social worker</td>
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<td>Epilepsy</td>
<td>Manager</td>
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<td>Speaker</td>
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<td>Public participation manager</td>
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<tr>
<td>Veronica Klein</td>
<td>Kuyana municipality</td>
<td>Owp coordinator</td>
<td>0734301461</td>
</tr>
<tr>
<td>Eben Philips</td>
<td>Kuyana municipality</td>
<td>IDF manager</td>
<td>0823380964</td>
</tr>
<tr>
<td>Michael Spies</td>
<td>Department of education</td>
<td>District manager</td>
<td>0844577323</td>
</tr>
<tr>
<td>Grace Titus</td>
<td>Department social service</td>
<td>Manager</td>
<td>0443820191</td>
</tr>
<tr>
<td>Nomvula flepisi</td>
<td>Kuyana mun</td>
<td>Community development worker</td>
<td>0840714956</td>
</tr>
</tbody>
</table>
Irena Kotani  Crèche forum  Chairperson  0835534271
Kenneth Mazeleni  Social development  Manager  
Fhuma Mkhathwa  Department of agriculture  0832565875
Marshall Lamini  KADC – Knysna Alcohol & Drug Centre  Director  0832199884

<table>
<thead>
<tr>
<th>Photos of useful work and event</th>
</tr>
</thead>
<tbody>
<tr>
<td>Picture</td>
</tr>
</tbody>
</table>


CWP making a difference by donating homebased care kits to disabled and people in need.
Homebased Care Kits were donated from CWP to 3 Old age homes, to a terminally ill care house, a first aid community centre and to individual members of our community that are disabled and in need of Adult nappies.
Tools and Cleaning materials handed over to creches, old age home, clean and green work groups.

GOVERNANCE AND ECONOMIC DEVELOPMENT COMMITTEE MEETING
AGENDA
3 APRIL 2019
### Supervisors Details 2019

<table>
<thead>
<tr>
<th>Name</th>
<th>Ward</th>
<th>Position</th>
<th>Contact details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Marjory-Ann Prins</td>
<td>1</td>
<td>Supervisor</td>
<td>0649412736</td>
</tr>
<tr>
<td>Nomthandazo Ningiza</td>
<td>1</td>
<td>Storeperson</td>
<td>0719781905</td>
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<tr>
<td>Sandalina Afrika</td>
<td>2</td>
<td>Storeperson</td>
<td>0631459973</td>
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<tr>
<td></td>
<td></td>
<td>Supervisor</td>
<td></td>
</tr>
<tr>
<td>Sandiswa Mase</td>
<td>3</td>
<td>Storeperson</td>
<td>0780902965</td>
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<tr>
<td>Nokuthula Mhle</td>
<td>3</td>
<td>Supervisor</td>
<td>0731880014</td>
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<tr>
<td>Nomsebenzenzi Ntabeni</td>
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<td>Supervisor</td>
<td>0793223637</td>
</tr>
<tr>
<td>Sasanda Mberana</td>
<td>3</td>
<td>Supervisor</td>
<td>0718231148</td>
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<tr>
<td>William Jonas</td>
<td>4</td>
<td>Agriculture</td>
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</tr>
<tr>
<td>Vuyokazi Antoni</td>
<td>4</td>
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<td>0603482293</td>
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<tr>
<td>Zameke Tenge</td>
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<td>0737701531</td>
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<tr>
<td>Ntomboxolo Rebe</td>
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<td>0786372148</td>
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<tr>
<td>Johanna Flink</td>
<td>5</td>
<td>Supervisor</td>
<td>0737326220</td>
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<tr>
<td>Marlene Tsamouma</td>
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<td>Health &amp; Safety Supervisor</td>
<td>0795169140</td>
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<tr>
<td>Hendrik Hartzenberg</td>
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<td>Berenice Kasayna</td>
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<td>0785622304</td>
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<td>Samuel Wildemana</td>
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<tr>
<td>Natasha Palse</td>
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<td>0820910798</td>
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<tr>
<td>Andiswa Tyokolo</td>
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<td>0627473253</td>
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<tr>
<td>Nomvuselelo</td>
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<td>Supervisor</td>
<td>0785402556</td>
</tr>
<tr>
<td>Mgolombane</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Name</td>
<td>Position</td>
<td>Contact Number</td>
<td></td>
</tr>
<tr>
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<td>------------</td>
<td>----------------</td>
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<tr>
<td>Mmakgabo Batshebe Kgalale</td>
<td>Storeperson</td>
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<td></td>
</tr>
<tr>
<td>Ntshovelo Maduna</td>
<td>Supervisor</td>
<td>0627438433</td>
<td></td>
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<tr>
<td>Sipho Shovu Kgadi</td>
<td>Supervisor</td>
<td>0737033100</td>
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</tr>
<tr>
<td>Sipho Shovu Kgadi</td>
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<td>0736149378</td>
<td></td>
</tr>
<tr>
<td>Ntombizele Ntombi Peter</td>
<td>Supervisor</td>
<td>0732156279</td>
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<tr>
<td>Paulus Matla Pongia</td>
<td>Storeperson</td>
<td>0727071732</td>
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<tr>
<td>Vacant</td>
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<tr>
<td>Jotusisa Jase</td>
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<td>073197008</td>
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<tr>
<td>Justin Mabuza</td>
<td></td>
<td>073197567</td>
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<td>Luselwa Ntshingi</td>
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<tr>
<td>Phumla Nkom</td>
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<td>078265823</td>
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</tr>
<tr>
<td>Cleone Vanston</td>
<td></td>
<td>0621332825</td>
<td></td>
</tr>
</tbody>
</table>
6.6

G06/04/19 CUSTOMER RELATIONS REPORT

REPORT FROM THE ACTING MUNICIPAL MANAGER

PURPOSE OF THE REPORT

To inform the Municipal Council of Customer Relations matters for the month February 2019.

RECOMMENDATION OF THE ACTING MUNICIPAL MANAGER

That the report with regard to Customer Relations for the period 1 to 28 February 2019 be noted.

APPENDIX / ADDENDUM

Service Request Summary Per Type.

File Number: 9/1/2/14
Execution: Acting Municipal Manager
Manager : Communications and Customer Relations
# SERVICE REQUEST SUMMARY PER TYPE

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<thead>
<tr>
<th>Date Created From:</th>
<th>2019-02-01</th>
<th>Date Created To:</th>
<th>2019-02-28</th>
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</table>

<table>
<thead>
<tr>
<th>Service Description</th>
<th>Total Outstanding at Start of Period</th>
<th>Total Received in period</th>
<th>Total Completed Of New in Period</th>
<th>Still Outstanding of New</th>
<th>Total Outstanding at End</th>
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<tbody>
<tr>
<td><strong>Community Services</strong></td>
<td><strong>COMMUNITY SERVICE:</strong></td>
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<td>General - Correspondence</td>
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<td><strong>FIRE SERVICES:</strong></td>
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<td>Plot Clearing</td>
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<td>Plot Clearing: Open Spaces</td>
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<td><strong>LAW ENFORCEMENT:</strong></td>
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<td>Animal Control</td>
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<td>Illegal Dumping: Notices</td>
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<td>Open Spaces: Bush Clearing</td>
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**Total:**

| Count | 155 | 482 | 427 | 55  | 210 |
REPORT FROM THE DIRECTOR: PLANNING AND DEVELOPMENT

PURPOSE OF THE REPORT

The purpose of this item is to provide the consolidated monthly report for the Economic Development department to the Governance and Economic Development Section 80 Committee.

RECOMMENDATION OF THE ACTING MUNICIPAL MANAGER

That the monthly report of the Economic Development Department, be noted.

APPENDIX / ADDENDUM

Annexure B: Simola Hill Climb/Speed Festival Event Impact Assessment.

File Number: 9/1/2/13
Execution: Director: Planning and Development;
            Manager: Economic Development
“The best teamwork comes from men and woman who are working independently toward one goal in unison.” —James Cash Penney
1. EPWP Institutional Arrangement within Municipality

Manager: Local Economic Development

Senior Clerk: Economic Development

EPWP Data Capturer
2. EPWP Institutional Arrangement within Municipality

Proposed Municipal EPWP Coordinating Structure:
EPWP\Phase 3

Local Economic Development
(Overall coordination of EPWP)

- Political Champion
- Administrative Champion
- EPWP Steering Committee
- EPWP Sector Coordination and Implementation
- EPWP Cross-cutting Support

Executive Mayor

Municipal Manager

Director’s Forum

Managers/Project Managers

Finance
Human Resources
Communication etc.
### 3. 2018/2019 EPWP Business Plan

#### Registered Projects

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<td>Eastford Substation – Phase 2</td>
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<td>Hornlee/Oupad Power Upgrade</td>
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<td>MIG196405: Charlesford Pump Scheme</td>
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<td>Upgrade Phase 2</td>
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<td><strong>Upgrade Knysna WWTW</strong></td>
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<td>Electrification – housing (INEP)</td>
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<td>Hornlee infill scheme sewer p/station</td>
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<td><strong>Knysna Municipal Infrastructure Casuals</strong></td>
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<td>MIG221955: Upgrade CBD Sewer and Pump Station</td>
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## 4. Progress on Active Projects 2018/2019 Quarter 2

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</table>
## 4. Progress on Active Projects

### 2018/2019 Quarter 2

<table>
<thead>
<tr>
<th>PROJECT NAME</th>
<th>BUDGET ALLOCATION</th>
<th>EXPENDITURE</th>
<th>W/O TARGET</th>
<th>W/O ACHIEVED TO DATE ON REPORTING SYSTEM</th>
</tr>
</thead>
<tbody>
<tr>
<td>Knysna Municipal Library Casuals</td>
<td>R 41 456</td>
<td>-</td>
<td>-</td>
<td>13</td>
</tr>
<tr>
<td>Knysna Municipal Infrastructure Sector Casuals</td>
<td>R 200 000</td>
<td>-</td>
<td>-</td>
<td>20</td>
</tr>
<tr>
<td>Knysna Municipal Social Sector Casuals</td>
<td>R 200 000</td>
<td>-</td>
<td>-</td>
<td>20</td>
</tr>
</tbody>
</table>
### 5. Progress in terms of targets

<table>
<thead>
<tr>
<th>Knysna Municipality</th>
<th>W/O TARGET</th>
<th>W/O PERFORMANCE</th>
<th>FTE TARGET</th>
<th>FTE PERFORMANCE</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>353</td>
<td>393</td>
<td>105</td>
<td>57</td>
</tr>
</tbody>
</table>

#### IMPACTS

Internal 3 month EPWP employment contracts result in low FTE target. Late start of projects also affect FTE target.

#### PROCESSES

Motivated that internal EPWP employment contracts be extended to either 1 year or 6 months for longer term employment opportunities.
# 7. EPWP Integrated Grant Expenditure

## Expanded Public Works Programme Integrated Grant (PWPG)

**Monthly Report as per the Division of Revenue Act**

The onus is on the municipality to confirm that the return has been received by NT.

### Municipality

<table>
<thead>
<tr>
<th>WC548 Krysta</th>
<th>Municipality Code</th>
</tr>
</thead>
</table>

### Financial Year 2018/19

<table>
<thead>
<tr>
<th>Month</th>
<th>Financial Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>March</td>
<td>2018/19</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Financial Accounting for Grant Funds Received and Expended</th>
<th>Rand</th>
</tr>
</thead>
<tbody>
<tr>
<td>Received Prior Periods (Since Inception) - See Last Month's Form</td>
<td>7,540,000</td>
</tr>
<tr>
<td>Received This Month</td>
<td>0</td>
</tr>
<tr>
<td>Total PWPG Funds Received</td>
<td>7,540,000</td>
</tr>
<tr>
<td>Spent Prior Periods (Since Inception) - See Last Month's Form</td>
<td>7,148,744</td>
</tr>
<tr>
<td>Spent This Month</td>
<td>69,439</td>
</tr>
<tr>
<td>Total PWPG Funds Spent</td>
<td>7,218,183</td>
</tr>
<tr>
<td>Total PWPG Funds Received and Not Spent</td>
<td>321,817</td>
</tr>
<tr>
<td>Percentage of Funds Spent</td>
<td>96.73%</td>
</tr>
<tr>
<td>Funds Currently Committed but Not Spent</td>
<td>0</td>
</tr>
<tr>
<td>Scheduled Transfers Withheld</td>
<td>0</td>
</tr>
</tbody>
</table>

**Conditions:**

- [Print Name Below]
- [Sign]

The Accounting Officer or Delegate certify that the above information is correct and that this report has been submitted electronically as required.

Signed: [Signature]

Dated: 11/02/2019

**Percentage of funds spent – 96.73%**
8. EPWP IG Project Overview

**IG T25/2016/2017 MAINTENANCE OF MUNICIPAL FACILITIES (CG)**

- HR Recruitment process was followed to source beneficiaries from municipal database to employ beneficiaries ward based.
- Beneficiaries employed on temporary municipal contracts, in line with EPWP principles, ending June 2019. This will contribute to longer term contracts and contribute towards our FTE target,
- Beneficiaries employed on this basis are eligible to apply for internal posts.
- A total of 60 beneficiaries was recruited in this manner and employed.
- This will contribute to building a future relationship with our HR to ensure that EPWP beneficiaries are employed for longer periods, and not on 3 month basis contracts.
- The IG project also employs beneficiaries through ward based contractors
9. Expected Interventions from DPW/IDT

EPWP Technical support site visit - IDT – March 12, 2019.

Entreprise Development Support – DPW – Formal communication received from DPW, date to be confirmed.
<table>
<thead>
<tr>
<th>CHALLENGES</th>
<th>MITIGATIONS/PROCESSES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Non-compliance in terms of requested EPWP information</td>
<td>• EPWP Steering Committee to engage and address this matter as it will result in poor quality of information for reporting purposes.</td>
</tr>
<tr>
<td>Inactive Projects</td>
<td>• Manager to continuously liaise with Project Managers to prevent underreporting as a result of inactive projects.</td>
</tr>
<tr>
<td>Late Start of Projects</td>
<td>• Manager ED/EPWP Steering Committee to continuously engage with affected Project Managers and be proactive to prevent late start of projects,</td>
</tr>
<tr>
<td>Tender periods</td>
<td>• EPWP unit requests of Project Managers to re-advertise tenders in advance to prevent any stops/delays in reporting on project.</td>
</tr>
</tbody>
</table>
11. Way Forward

- EPWP Steering Committee Meetings – platform to discuss project list matters
- Prioritize Beneficiary Induction Sessions prior to project start to prevent any possible complications
- Improve on Contractor Development to ensure compliance to:
  - Basic Business Principles
  - Compliance to labor
  - PPE Costing
  - Contractor Development Training
- Beneficiary Training
- Site Visits (M&E)
- Proper Beneficiary and Contractor Induction Sessions
- Improve Internal Communications pertaining to Data Validation process
- Ongoing support required from both District and Provincial
January 2019 EPWP Performance

Table 2. EPWP Data capture status per project for a public body

Period: JANUARY 2019

<table>
<thead>
<tr>
<th>Project Name</th>
<th>Work Opportunities</th>
<th>Number Men</th>
<th>Number Women</th>
<th>Number Youth</th>
<th>Number Disabled</th>
<th>Employment Days</th>
<th>Days Trained</th>
<th>Wages (Min wage)</th>
<th>Wages (Average wage)</th>
<th>Wages (Sector)</th>
<th>Subprogramme</th>
</tr>
</thead>
<tbody>
<tr>
<td>Krynsa Municipality Environmental Sector Casuals</td>
<td>53</td>
<td>36</td>
<td>17</td>
<td>36</td>
<td>1</td>
<td>1 736</td>
<td>0</td>
<td>1 756</td>
<td>227</td>
<td>622</td>
<td>Environment and Culture</td>
</tr>
<tr>
<td>Krynsa Municipal Library Casuals</td>
<td>17</td>
<td>12</td>
<td>4</td>
<td>12</td>
<td>0</td>
<td>2 189</td>
<td>0</td>
<td>2 189</td>
<td>96</td>
<td>576</td>
<td>Language Services</td>
</tr>
<tr>
<td>Krynsa Municipal Infrastructure Sector Casuals</td>
<td>61</td>
<td>46</td>
<td>4</td>
<td>46</td>
<td>1</td>
<td>2 046</td>
<td>0</td>
<td>2 046</td>
<td>123</td>
<td>312</td>
<td>Infrastructure</td>
</tr>
<tr>
<td>Krynsa Municipal Social Sector Casuals</td>
<td>25</td>
<td>16</td>
<td>9</td>
<td>25</td>
<td>0</td>
<td>1 533</td>
<td>0</td>
<td>1 533</td>
<td>145</td>
<td>80</td>
<td>Social Sector</td>
</tr>
<tr>
<td>Krynsa Municipal River Health Programme</td>
<td>96</td>
<td>54</td>
<td>26</td>
<td>54</td>
<td>0</td>
<td>2 722</td>
<td>0</td>
<td>2 722</td>
<td>128</td>
<td>135</td>
<td>Environment and Culture</td>
</tr>
<tr>
<td>K25/2016/2017: Maintenance of Municipal Facilities</td>
<td>61</td>
<td>39</td>
<td>2</td>
<td>39</td>
<td>2</td>
<td>1 939</td>
<td>0</td>
<td>1 939</td>
<td>130</td>
<td>157</td>
<td>Buildings</td>
</tr>
<tr>
<td>EPWP Contract Worker</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>0</td>
<td>149</td>
<td>0</td>
<td>149</td>
<td>349</td>
<td>54 713</td>
<td>Data Capture</td>
</tr>
<tr>
<td>Totals</td>
<td>274</td>
<td>147</td>
<td>127</td>
<td>182</td>
<td>4</td>
<td>12 365</td>
<td>0</td>
<td>12 365</td>
<td>1 149</td>
<td>2 853</td>
<td>4 586 728</td>
</tr>
</tbody>
</table>

Totals: 274, 147, 127, 182, 4, 12 365, 0, 12 365, 1 149, 2 853, 4 586 728
## February 2019 EPWP Performance

### Table 2. Data capture status per project for a public body

**Period: FEBRUARY 2019**

<table>
<thead>
<tr>
<th>Project Name</th>
<th>Work Opportunities</th>
<th>Number Men</th>
<th>Number Women</th>
<th>Number Youth</th>
<th>Number Disabled</th>
<th>Employment Days</th>
<th>Work days (exc/traing)</th>
<th>Minimum Wage</th>
<th>Average Wage</th>
<th>Wages</th>
<th>Sector</th>
<th>Subprogramme</th>
</tr>
</thead>
<tbody>
<tr>
<td>Krynsa Municipal Library Casuals</td>
<td>17</td>
<td>1</td>
<td>16</td>
<td>12</td>
<td>0</td>
<td>2,479</td>
<td>2,479</td>
<td>96</td>
<td>578</td>
<td>1,450,718</td>
<td>Environment and Culture</td>
<td>Language services</td>
</tr>
<tr>
<td>Krynsa Municipality Environmental Sector Casuals</td>
<td>63</td>
<td>36</td>
<td>17</td>
<td>38</td>
<td>1</td>
<td>1,756</td>
<td>1,756</td>
<td>227</td>
<td>622</td>
<td>851,665</td>
<td>Environment and Culture</td>
<td>Urban Renewal - Cleaning of Public Spaces</td>
</tr>
<tr>
<td>Krynsa Municipal Infrastructure Sector Casuals</td>
<td>65</td>
<td>61</td>
<td>4</td>
<td>40</td>
<td>1</td>
<td>2,454</td>
<td>2,454</td>
<td>123</td>
<td>314</td>
<td>791,101</td>
<td>Infrastructure</td>
<td>Water and Sanitation</td>
</tr>
<tr>
<td>Krynsa Municipal Social Sector Casuals</td>
<td>29</td>
<td>16</td>
<td>13</td>
<td>24</td>
<td>0</td>
<td>1,988</td>
<td>1,988</td>
<td>145</td>
<td>696</td>
<td>1,398,608</td>
<td>Social Sector</td>
<td>Youth Development</td>
</tr>
<tr>
<td>IG Krynsa Municipal River Health Programme</td>
<td>96</td>
<td>2</td>
<td>54</td>
<td>26</td>
<td>0</td>
<td>3,320</td>
<td>3,320</td>
<td>128</td>
<td>134</td>
<td>496,652</td>
<td>Environment and Culture</td>
<td>Urban Renewal - Cleaning of Public Spaces</td>
</tr>
<tr>
<td>IG T25/2016/2017 Maintenance of Municipal Fac(CQ)</td>
<td>77</td>
<td>46</td>
<td>31</td>
<td>44</td>
<td>2</td>
<td>2,483</td>
<td>2,483</td>
<td>90</td>
<td>170</td>
<td>352,293</td>
<td>Infrastructure</td>
<td>Buildings</td>
</tr>
<tr>
<td>IG EPWP Contract Worker</td>
<td>1</td>
<td>0</td>
<td>1</td>
<td>1</td>
<td>0</td>
<td>169</td>
<td>169</td>
<td>342</td>
<td>372</td>
<td>62,529</td>
<td>Social Sector</td>
<td>Data Capturers</td>
</tr>
<tr>
<td><strong>Totals</strong></td>
<td><strong>298</strong></td>
<td><strong>162</strong></td>
<td><strong>136</strong></td>
<td><strong>194</strong></td>
<td><strong>4</strong></td>
<td><strong>14,649</strong></td>
<td><strong>14,649</strong></td>
<td><strong>1,149</strong></td>
<td><strong>2,886</strong></td>
<td><strong>5,403,966</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Totals</strong></td>
<td><strong>298</strong></td>
<td><strong>162</strong></td>
<td><strong>136</strong></td>
<td><strong>194</strong></td>
<td><strong>4</strong></td>
<td><strong>14,649</strong></td>
<td><strong>14,649</strong></td>
<td><strong>1,149</strong></td>
<td><strong>2,886</strong></td>
<td><strong>5,403,966</strong></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Jaguar Simola Hillclimb
Event Impact Assessment Report
2018

Knysna Municipality
Economic Development Department
3 Church Street, Knysna, 6570
business@knysna.gov.za
1. INTRODUCTION

The first Knysna Hillclimb event took place in 2009 with the running of the first Knysna Hill Climb event. Since 2009 the event grew rapidly from 1500 spectators to over 16 000 spectators in 2018. The quality of the Knysna Jaguar Simola Hillclimb event together with its success can be compared to that of the renowned Goodwood Festival of Speed in the UK and the Pebble Beach Concours in the USA.

The three-day event caters for South African Motorsport fans by allowing them to indulge in a classic car parade; racing for pre-1980 cars and King of the Hill Racing. Other favorites of this festival includes for a golf day prior to the classic car display and a welcome cocktail party at the Simola Hotel.

The purpose of this report is to provide the Knysna Municipality and the Knysna Jaguar Simola Hillclimb event Organising Committee with the necessary statistical information to quantify the social and economic impacts of the Jaguar Simola Hillclimb event on the local economy. To achieve this outcome a participant survey was undertaken to identify the new expenditure that was generated by the event. Additional information such as ticket sales, total number of tickets sold and revenue generated from shuttle services have been obtained from the Jaguar Simola Hillclimb event Organising Committee.

This report has the benefit of assisting the Jaguar Simola Hillclimb event Organising Committee to justify support from local government; attract valuable sponsors as well as local business support.

2. SURVEY RESULTS

The following section details the methodology that was used to conduct the festival survey together with a summary of the key findings from the survey and data collection process.

2.1 SURVEY METHODOLOGY

a) Survey Design: The survey was designed to capture all the festival and tourism related trends that were considered feasible for the study.

b) Sample Design: The sample design strategy entails three steps: selecting the target (sample) population, determining who to sample (sample frame) and determining the appropriate sample size. The target population included all individuals who, at the time of the survey, visited the Simola Hill Climb Ground over the weekend. The sample frame for this study consisted over a diverse number of individuals from different provinces. Based on the estimated visitor number of the previous festivals held in the area, a sample size of 250 surveys
was anticipated. This is in line with the sample size estimates of 384 surveys per 100 000 population provided by Cooper and Emory (1995:207); and Krejcie and Morgan (1970:608). A total of 401 surveys were completed and captured at this year’s event.

c) Data Collection: It was agreed that a destination based survey would be conducted by fieldworkers over the duration of the Simola Hill Climb Event (See Appendix A for final survey). The field workers were trained to conduct one-on-one interviews and were supervised by the Knysna Municipality. The surveys followed a non – probability sampling method, thus visitors were chosen randomly. The quality of the surveys was tested at random intervals and the fieldworkers submitted the completed surveys continuously.

d) Data Capturing: The fieldworkers used tablets to capture event information from spectators and visitors which was transferred after the event to the Knysna Municipality’s event database.

e) Analysis & Reporting: All data was analyzed and this report is the product of that analysis to highlight the economic benefits of hosting the Knysna Jaguar Simola Hillclimb event in the Greater Knysna Area.
2.2 SURVEY TRENDS & ANALYSIS

2.2.1 Visitor numbers and expenditure

It is estimated that the Simola Hill Climb Event attracted a total of 16,915 spectators to the Greater Knysna Area in 2018 compared to 15,739 spectators in 2017. This is an increase of 7.47% from 2017 in relation to visitor numbers. The event has showed a steady growth since inception which indicates its attraction value as a tourism product and ability to consistently attract tourists to Knysna every year. The estimate is based on the number of ticket sales to adults plus the number of children that attended the festival for free.

Taking the increase in visitor number into account and analysis of visitor expenditure it is estimated that an average increase in expenditure by both day visitors, residents and non-residents during the course of the event took place. The total local spend and local economic benefit has thus increased from the 2017 to the 2018 festival.

2.2.2 Origin of visitors

![Origin of Visitors Chart]

(Source: Simola Hillclimb Survey, 2018)

Implications:

Sixty-six percent of the visitors originated from the Western Cape. Another 14% of spectators originated from the surrounding areas of the Eastern Cape and 1% originated from Northern Cape. There was a decline in visitors from the Eastern Cape which has traditionally been a growing target market. These figures confirm that the Knysna Jaguar Simola Hillclimb event could be viewed as a regional event with the potential to become a national event. The Knysna Municipality

2018 ©
number of visitors residing in Gauteng declined from 17% in 2017 to 13% in 2018. Interest was also shown from respondents residing in Mpumalanga with an increased from 0.1% in 2017 to 1% in 2018, KwaZulu Natal (2%). There was no change from the visitors who originated from Limpopo (1%) and the Free State (2%). The majority of these respondents visited the Greater Knysna Area to attend the Simola Hill Climb Event as a purpose of visit indicating that their trip was planned due to the event.

### 2.2.3 Travel group size

![Travel Group Size Chart](chart.png)

(Source: Simola Hillclimb Survey, 2018)

**Implications:**
The average group size attending the festival was 2 persons in 2018 compared to 3 persons in 2017. This indicates that the majority of visitors preferred to travel in pairs (40%), in threes (19%), in fours (13%) or in fives (4%). The remainder of spectators preferred to travel in bigger groups more than five (10%) or alone (15%).
2.2.4 Purpose of visit

**TABLE 2: MAIN PURPOSE OF VISIT TO THE GREATER KNYSNA AREA**

<table>
<thead>
<tr>
<th>MAIN PURPOSE OF VISIT TO THE GREATER KNYSNA AREA (2017 &amp; 2018)</th>
<th>2017</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Simola Hill Climb</td>
<td>74%</td>
<td>92%</td>
</tr>
<tr>
<td>Leisure/holiday</td>
<td>15%</td>
<td>0%</td>
</tr>
<tr>
<td>Classic Car Event</td>
<td>0%</td>
<td>3%</td>
</tr>
<tr>
<td>Business</td>
<td>8%</td>
<td>3%</td>
</tr>
<tr>
<td>Visiting friends</td>
<td>3%</td>
<td>1%</td>
</tr>
<tr>
<td>Other</td>
<td>0%</td>
<td>0%</td>
</tr>
</tbody>
</table>

(Source: Simola Hillclimb Survey, 2018)

**Implications:**
The Simola Hillclimb event ranks as the leading motivation for travel to Greater Knysna Area during this weekend with an increase from 74% in 2017 to 92% in 2018. This implies how the event has increased the attraction value to motivate travel to Knysna, as 92% of respondents indicated they specially traveled to attend the event. The number of respondents who were on holiday while attending the event decreased sharply from 15% in 2017 to 0% in 2018, and Classic Car Event increased from 74% in 2017 to 92% in 2018.
2.2.5 Average length of stay

![Bar chart showing average length of stay for different durations in 2017 and 2018.]

(Source: Simola Hillclimb Survey, 2018)

**Implications:**

The survey recorded 52% of respondents who indicated they were day visitors, 3% who were staying overnight. Twenty-two per cent of respondents extended their stay to a three-day visit compared to 28% of visitors in previous years. The number of respondents who preferred to spend 4 nights in Knysna decreased from 20% in 2017 to 6% in 2018. A similar trend can be observed in the number of respondents whose length of stay was 5 nights or more. This indicates that the event mainly is able to attract visitors mainly for the weekend primarily and not beyond from the surrounding areas to the Greater Knysna area.
2.2.6 Accommodation Type

<table>
<thead>
<tr>
<th>ACCOMMODATION TYPE</th>
<th>2018</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rented House</td>
<td>7%</td>
<td>8%</td>
</tr>
<tr>
<td>AirBnB</td>
<td>0%</td>
<td></td>
</tr>
<tr>
<td>Backpackers</td>
<td>1%</td>
<td></td>
</tr>
<tr>
<td>Friends &amp; Relatives</td>
<td>24%</td>
<td>27%</td>
</tr>
<tr>
<td>Self-Catering</td>
<td>8%</td>
<td>17%</td>
</tr>
<tr>
<td>Time Share</td>
<td>7%</td>
<td></td>
</tr>
<tr>
<td>Camping/Caravan</td>
<td>1%</td>
<td></td>
</tr>
<tr>
<td>Guest House/B&amp;B</td>
<td>30%</td>
<td>39%</td>
</tr>
<tr>
<td>Hotel/Boutique Hotel</td>
<td>9%</td>
<td>18%</td>
</tr>
</tbody>
</table>

(Source: Simola Hillclimb Survey, 2018)

Implications:
Guest House/Bed & Breakfast (36%) ranked as the overall top accommodation choice amongst visitors to the Knysna Jaguar Simola Hillclimb event in 2018. The remainder of visitors preferred to stay over at friends/relatives (27%) and 17% at self-catering units. Nine percent of visitors preferred staying at a hotel and 4% at a rented house.

2.2.7 Main activities undertaken

<table>
<thead>
<tr>
<th>TABLE 3: MAIN ACTIVITIES UNDERTAKEN BY VISITORS</th>
</tr>
</thead>
<tbody>
<tr>
<td>MAIN ACTIVITIES UNDERTAKEN BY VISITORS (2017 &amp; 2018)</td>
</tr>
<tr>
<td>2017</td>
</tr>
<tr>
<td>------</td>
</tr>
<tr>
<td>Scenic Drives</td>
</tr>
<tr>
<td>Whale Watching</td>
</tr>
<tr>
<td>Restaurants</td>
</tr>
<tr>
<td>Heritage/ Museums</td>
</tr>
<tr>
<td>Township Tours</td>
</tr>
<tr>
<td>Events/Festivals/Crafts</td>
</tr>
<tr>
<td>Expos/Exhibitions</td>
</tr>
<tr>
<td>Nature Activities</td>
</tr>
<tr>
<td>Adventure</td>
</tr>
<tr>
<td>Beaches</td>
</tr>
</tbody>
</table>

Knysna Municipality
2018 ©
MAIN ACTIVITIES UNDERTAKEN BY VISITORS (2017 & 2018)

<table>
<thead>
<tr>
<th>Activity</th>
<th>2017</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Business Meetings</td>
<td>1%</td>
<td>2%</td>
</tr>
<tr>
<td>Shopping</td>
<td>20%</td>
<td>5%</td>
</tr>
<tr>
<td>Golf</td>
<td>5%</td>
<td>1%</td>
</tr>
<tr>
<td>Trail Running</td>
<td>0%</td>
<td>2%</td>
</tr>
<tr>
<td>MTB</td>
<td>1%</td>
<td>1%</td>
</tr>
<tr>
<td>Other</td>
<td>1%</td>
<td>2%</td>
</tr>
</tbody>
</table>

(Source: Simola Hillclimb Survey, 2018)

Implications:
Events/festivals/craft (20%), scenic drives (20%), restaurants (15%) are the top three activities undertaken during the Knysna Jaguar Simola Hillclimb event. Whale watching and relaxing on beaches (7%), followed by nature activities (6%) and adventure (4%) emerged as the fourth, fifth and sixth most popular activity among visitors. One of the activities which indicated a significant decline was shopping by the visitors which dropped by 15% from 2017.

2.2.8 Information Sources

![Information Sources Chart]

(Source: Simola Hillclimb Survey, 2018)

Implications:
The main sources of information among all visitors was word of mouth (43%) followed by internet/website (24%), newspaper (12%) and brochures (7%) to hear about the Simola Hill Climb Event. The survey also confirms that word of mouth is a major marketing tool as a total of 99% of visitors indicated that they will recommend the event to a friend.

Knysna Municipality
2018 ©
2.2.9 Event Satisfaction Rating & General Feedback

As part of the survey a checklist was included to determine the overall level of satisfaction of respondents relating to 5 main elements of the event. Table 4 presents the results.

<table>
<thead>
<tr>
<th>Visitor Criteria of the Knysna Jaguar Simola Hill Climb Event</th>
<th>Overall Experience</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Dissatisfied</td>
<td>0%</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>2%</td>
</tr>
<tr>
<td>Moderately Satisfied</td>
<td>37%</td>
</tr>
<tr>
<td>Very Satisfied</td>
<td>60%</td>
</tr>
<tr>
<td>Completely Satisfied</td>
<td>57%</td>
</tr>
</tbody>
</table>

(Source: Simola Hillclimb Survey, 2018)

Implications: Eight percent of the respondents felt that the price of an event ticket was too high compared to the previous response of 1%. The feedback from respondents regarding the services from event staff were overall positive with only 0% of respondents being dissatisfied. Eight percent of visitors were not satisfied about the venue, 33% of respondents were satisfied and 19% of respondents very satisfied. The overall feedback was positive with 97% of respondents indicating that they would attend next year’s event as compare to 94% of 2017. This feedback is valuable in that it allows coordinators the opportunity to evaluate their hard work and dedication at the 2018 Simola Hill Climb Event with regards to what event goers are looking for in this type of event.

3. CONCLUSION

The overall success of this high quality event can be contributed to the public’s support for engaging in the Simola Hill Climb Event, the hard work and dedication of the Simola Hill Climb organizing committee as well as sponsor partners looking for new, exciting sport event content and opportunities.
REFERENCES

Cooper DR & Emory CW. 1995. Business research methods. 5 th ed. Chicago: Irwin


Simola Hill Climb Event Manager. 2018. Event Ticket Sales Data. Internal data resources
# Strategic Focus Areas: EPWP, Business Development, Trade & Investment Promotion

## Top 5 IDP Priorities
- Implementation of EPWP projects to facilitate job creation and the utilization of local skilled labour in capital projects
- Facilitation of economic opportunities for local entrepreneurs
- Facilitation of access to financial assistance for emerging entrepreneurs
- Facilitation of job creation initiatives for unemployed youth
- Marketing Knysna as a tourism destination to promote investment and development of a tourism strategy
- CBD renewal initiatives
- Facilitation of economic development initiatives to stimulate economic growth

## Inititative Monthly Progress

| 2. Economic Research Projects | 10. Rural Node Development |
| 4. SMME Training & Capacity Building |  |
| 5. SMME Incubator Support Programme |  |
| 6. Informal Trade Permit Management |  |
| 7. Economic Spaces |  |
| 8. Sector Support & Development Initiatives |  |

### KEY DELIVERABLES (SDBIP)

- Business Process Analysis tender awarded and project commenced.
- Invest Knysna Publication has been completed.
- Tourism Destination Plan being completed
- Large Event impact assessment completed.
3. EPWP:
   a. 274 EPWP work opportunities were created in January 2019.
   b. 298 EPWP work opportunities were created in February 2019.
   c. Presentation on overall performance of Knysna Municipality and registered EPWP projects attached as Annexure C

4. SMME Training & Capacity Building:
   a. SMME Business Workplace System Design was held on the 11-13 February 2019 at Smutsville Community Hall
   b. Basic HR Skills for SMME’s was held on 18-21 February 2019 at Smutsville Community Hall

5. SMME Incubator Support Programme:
   a. SMME Event Incubator Programme - Event managers had a workshop in the Best Practices to Grow Events and Festivals in the Western Cape that was held on the 5 March 2019 in Mosselbay.
   b. SMME Incubator Programme - the programme will end in May for this financial year. A revised small enterprise development programme will be initiated subject to private sector sponsorship and own funding approval. A handover ceremony will be held in May month after all participants have received their equipment.

6. Informal Trading:
   a. 41 Traders permits approved during January & February 2019.
   b. Internal meetings with solid waste management and law enforcement held to initiate coordinated action for cleansing, facility management and law enforcement efforts at informal trade areas.

7. Economic Spaces
   a. Draft Urban Design Framework for Grey Street has been completed and adopted as a guideline to inform the reconstruction and renewal of Grey Street. Budget of R18 million has been approved over 2 financial years and therefore construction will take place in phases. The estimated start date of the project is May 2019 after Easter holiday season. Project management will be done by the public works department.
   b. Consultants have been appointed to conduct a status quo assessment of urban management within the GKMA and compile a best practice urban management business model and operational plan for the Municipality. A draft report and presentation will be submitted to the Community Services Sect 80 committee meeting.
   c. Container Parks – the container parks proposal has been submitted to the Bid Specification Committee for consideration prior to advertising the RFI/RFP that would test the market appetite for the development concept of

- A total of 572 EPWP work opportunities were created in January & February 2019
- 17 SMMEs attended the Business Workplace System Design training.
- 18 SMME’s attended Basic HR Skills for SMME’s
- 4 event managers attended the events management incubation workshop from Knysna.
- 16 SMME Incubatees that will benefit from 2nd round of purchasing equipment.
- Grey St Urban Design Framework completed.
- Budget secured for Grey Street infrastructure upgrades.
- Grey Street traffic impact assessment completed.
- CBD urban management business plan and operational model being completed.
<table>
<thead>
<tr>
<th>8. <strong>Sector Support &amp; Development Initiatives</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>a. <strong>Timber Sector Initiatives:</strong></td>
</tr>
<tr>
<td>Knysna Timber Festival 2019 planning is ongoing after the successful festival held in October 2018. The festival is an important industry support initiative and the department will provide support aligned to skills development and opportunities for SMME’s at the 2019 festival. Policy uncertainty with regard to the national forestry exit strategy to be implemented at the end of 2020 by the Department of Agriculture, Forestry &amp; Fisheries (DAFF) has been raised with the Garden Route District Municipality and South Cape Economic Partnership. An inter-governmental process between Bitou, George, Knysna and the Garden Route District Municipality will be instituted to solicit accurate information from DAFF as this process could lead to significant job losses in future.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>b. <strong>Film Sector Marketing &amp; Development Initiatives:</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>The film and events web portal (<a href="http://www.knysnafilmandevents.co.za">www.knysnafilmandevents.co.za</a>) for promotion of Knysna as a film and events destination and for electronic applicants is operational and has seen an increase in film applications and interest in 2018.</td>
</tr>
<tr>
<td>A privately run local film festival will be held in Knysna in October 2019 and will include a skills development programme to provide educational development and potential career opportunities for local community members in the film industry. The department will provide support to assist realisation of the skills development component of the festival to increase the employability of local community members when film activity takes place in Knysna and the Garden Route. Dates of the skills intervention that would target unemployed youth TBC.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>c. <strong>ICT Sector Project:</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>The department had engagements with LaserNet and an opportunity exists for LaserNet to install fiber infrastructure in the Knysna CBD through coordination with the water pipe replacement programme of technical services.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>9. <strong>South Cape Economic Partnership:</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>a. SCEP is providing technical advice on an investment facilitation plan and standard operating procedure (SoP) that the department is working on to be completed by June 2019.</td>
</tr>
<tr>
<td>b. Please refer to SCEP progress report item and presentation.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>10. <strong>Rural Node Development:</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Both the Rheenen &amp; Karatara CoS have membership in place and the department provided regular ad hoc support based on queries received from the CoS members. The department participates in Intergovernmental steering committee (ISC) meetings under the CRDP programme. Economic development</td>
</tr>
<tr>
<td>b. CRDP – CoSs supported on an ad-hoc basis. Participation in ISC meetings of Dept. Agriculture.</td>
</tr>
<tr>
<td>c. Progress with agricultural development in Karatara through hydroponics project.</td>
</tr>
</tbody>
</table>
projects aligned to the IDP and SDF, targeted at the rural nodes identified through the LED strategy review process will be incorporated in the 2019/2020 departmental work plan.

b. Karatara Hydroponics: The project implementation continued. Final electrical connections is complete and water sources has been secured. It is expected that final commissioning will take place between March & April with planting of crops to commence in April. The project remains a private initiative by the lease holder – Direct Solutions – who will recruit local labour once operations commence. A community trust that will oversee spending of a portion of the Phase 1 profits on community development projects will be established once the first harvest takes place as required by the lease agreement and SLA between the Municipality and Direct Solutions.

11. Economic Development Strategy & Investment Facilitation:
   a. Invest Knysna: An economic profile and investment opportunities booklet has been completed and is available on the municipal website and is being shared with visitors and interested investors.
   b. The unit continues with on-going investor relations with regard to businesses considering relocating to Knysna or starting new business operations in the GKMA.
   c. LED strategy review: The existing draft economic development strategy is currently being reviewed and updated. The focus for the remainder of the 2018/2019 financial year is to finalise the draft economic development strategy which will include an investment facilitation framework with projects aligned to the strategy and Council’s IDP priorities. Inputs from the IDP review and development of the Spatial Development Framework is being incorporated into the draft economic development strategy. Council will have an opportunity to make inputs to the draft strategy before it is advertised for public comment.
   d. Knysna Business Chamber – the department has been invited to meetings for the formation of an inclusive business chamber for the Greater Knysna and have also requested independent assistance from the South Cape Economic Partnership to support the establishment of a business chamber. On-going meetings taking place in 2019 and the department will assess what assistance can be provided to the private sector in this regard.

<table>
<thead>
<tr>
<th>RISKS &amp; CHALLENGES</th>
<th>NEXT ACTIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td>➢ EPWP: The contract duration of beneficiaries employed on projects have an impact of our Full Time Equivalent Target.</td>
<td>➢ EPWP: The contract duration of beneficiaries employed on projects have an impact of our Full Time Equivalent Target.</td>
</tr>
<tr>
<td>➢ Lack of a local business leadership forum/chamber</td>
<td>➢ Strategy: Draft LED strategy aligned to IDP and SDF presented to Council and advertised for public participation</td>
</tr>
<tr>
<td></td>
<td>➢ Implementation of projects identified in tourism development plan/strategy.</td>
</tr>
</tbody>
</table>

- Invest Knysna publication completed and investment query form in use.
- Municipal Investment Readiness assessment planning commenced.
- LED strategy review process under way
SUPPORTING DOCUMENTATION SUBMITTED:

a) Annexure B: Simola Hill Climb/Speed Festival Event Impact Assessment

b) Annexure C: EPWP Presentation to Garden Route District Managers Forum & Monthly Reports – January & February 2019

Completion of departmental projects during quarter 4 and planning for 2019/2020 departmental work plan.
6.8

G08/04/19 RISK MANAGEMENT REPORT : QUARTER 3 OF 2018/19

REPORT FROM THE ACTING MUNICIPAL MANAGER

PURPOSE OF THE REPORT

To update the Municipal Council on the status of the risk management and provide the quarterly report on risk register reviews

BACKGROUND

The Municipal Council is the primary accountable body within the municipality to give oversight in respect of all risk related issues.

DISCUSSION

Work done :

Risk Register Reviews :

Facilitated Third Quarter (Jan - March) Risk Reviews with Risk Owners / Management and Risk Champions during February / March 2019.

RELEVANT LEGISLATION

MFMA

RECOMMENDATION OF THE ACTING MUNICIPAL MANAGER

That the Risk Management Report for the period January to March 2019, be noted.

APPENDIX / ADDENDUM


File Number : 9/1/2/14
Execution : Acting Municipal Manager
Manager : Performance, Internal Audit and Risk Management
KNYSNA
MUNICIPALITY
Risk Management Status Report

Quarter 3: Jan - March 18|19
Contents

Purpose of the Report .......................................................................................................................... 3
Background ......................................................................................................................................... 3
1. Risk Register Reviews: .................................................................................................................. 3
2. Risk Appetite Profile: .................................................................................................................... 3
Recommendation ............................................................................................................................... 4
Purpose of the Report
To update the Council on the status of the risk management and provide the quarterly report on risk register reviews.

Background
The Council is the primary accountable body within the municipality to give oversight in respect of all risk related issues.

Work done:
1. Risk Register Reviews:
   Facilitated Third Quarter (Jan - March) Risk Reviews with Risk Owners / Management and Risk Champions during February / March 2019.
   - Objective:
     Updating of the risk register,
     Updating the treatment of risks (including the implementation of control improvement)
     Updating the monitoring fields (materialisation of risks, escalation of risks and top risks)

   During the Quarterly Reviews, the following were addressed:
   - Opportunity was provided to the Risk Owners to update the risk register with additional risks identified.
   - The treatment of risks (including the implementation of control improvement) of the risks included in the risk register were reassessed and updated.
   - The monitoring fields (materialisation of risks, escalation of risks and top risks) relating to Quarter 3 (Jan - March) were updated.
   - The Risk Appetite were assessed and confirmed per risk line item.

2. Risk Appetite Profile:
The table below reflect the number and percentage of risks within and exceeding the risk appetite for the following directorates based on the outcome of the risk quarterly (January – March) reviews:
   - Municipal Manager
   - Financial Services
   - Corporate Services
   - Community Services
   - Technical Services
   - Planning & Development
<table>
<thead>
<tr>
<th>Risk Appetite</th>
<th>Municipal Manager</th>
<th>Financial Services</th>
<th>Corporate Services</th>
<th>Community Services</th>
<th>Technical Services</th>
<th>Planning &amp; Development</th>
</tr>
</thead>
<tbody>
<tr>
<td>Risk per Directorate</td>
<td>Within Risk Appetite</td>
<td>Exceeding Risk Appetite</td>
<td>% Exceeding Risk Appetite</td>
<td>Total Number of Risks</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Municipal Manager</td>
<td>16</td>
<td>11</td>
<td>41%</td>
<td>27</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Financial Services</td>
<td>85</td>
<td>69</td>
<td>45%</td>
<td>154</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Corporate Services</td>
<td>29</td>
<td>12</td>
<td>29%</td>
<td>41</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Community Services</td>
<td>29</td>
<td>13</td>
<td>31%</td>
<td>42</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Technical Services</td>
<td>11</td>
<td>28</td>
<td>72%</td>
<td>39</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Planning &amp; Development</td>
<td>20</td>
<td>12</td>
<td>38%</td>
<td>32</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Recommendation**
The Council to note the risk management processes. The comprehensive report will be submitted to the next Risk Management Committee meeting.
REPORT FROM THE DIRECTOR: PLANNING AND DEVELOPMENT

PURPOSE OF THE REPORT

The purpose of the report is to introduce the progress report and presentation by the project manager of the South Cape Economic Partnership of which Knysna Municipal is a member.

BACKGROUND

Knysna Municipality is a member of the South Cape Economic Partnership (SCEP), along with all 7 municipalities in the Garden Route District. Membership of SCEP is regulated through a standard service level agreement with the Western Cape Economic Development Partnership and as part of this agreement SCEP may be requested to provide feedback on its regional and local economic development partnership initiatives.

DISCUSSION

Refer to SCEP progress report attached as Annexure A and presentation by SCEP project manager Mr. Paul Hoffman.

FINANCIAL IMPLICATIONS

The expenditure for Knysna Municipality’s membership to SCEP is as follows: 2018/2019: R 87 719.29

RECOMMENDATION OF THE ACTING MUNICIPAL MANAGER

That the Progress Report of the South Cape Economic Partnership (SCEP), be noted.

APPENDIX / ADDENDUM

Annexure A: SCEP Progress Report

File Number: 9/1/2/13
Execution: Director: Planning and Development
Manager: Economic Development
This quarter was mostly dedicated to the arrangements, implementation and organising of the Smart City Summit in cooperation with the Garden Route DM and Bitou. The Timber Economy also received attention, and from a SCEP perspective we also completed a business case for the Timber Economy for the Garden Route Business Fund managers as well as a high-level ICT Incubator concept note for George. SCEP was also instrumental in the planning process and hosting of the inward delegation from the City of Lusaka during November. Their main aim for the visit was to engage with the Go-George team, but meetings were also held with Knysna with regards to the Timber Industry, George Municipality and the Chamber and ACSA.

Due to the holidays and toning down of activities the task teams didn’t meet so regularly, but a number of one-on-one engagements were held with regards to the Timber Economy and more specifically the Furniture Training Centre in partnership with the Eco Furniture Project. This outcome will specifically impact George and Knysna Municipalities. The SCEP charter that was agreed on by the SCEP SteerCom and Garden Route DM and adopted into the financial year by all participating municipalities for the processes forward is kept updated regularly and used as the base for interventions (see Annexure 2 for the agreed task teams as part of the Charter and have been incorporated by individual municipalities under the existing and future SLA’s). The next presentation to the SCEP SteerCom members in February will be circulated separately.

It was also resolved at a recent internal EDP meeting to review the Charter with the municipalities considering a changed approach suited more to individual municipal interventions that are linked to the growth sectors identified, and that two to three projects per municipality can be considered. SCEP will visit each municipality over the next few months to discuss in more detail, but the municipal specific projects for Knysna are listed below as discussed with the LED department.
Outputs were maintained over this period with a total of 57 engagements of various formats for Q2. As a partner SCEP was responsible for arranging and facilitating 20 of these engagements, including the Creative Industries, Smart City workshop, Lusaka visit, Timber Economy task team workshops and engagements, Mobile Tech certification events and the SCEP SteerCom meeting.

Other major events SCEP attended during this period included:

- Attending the Film Office Board meeting as a co-opted member, responsible for the ratification of the new board and finances.
- The launch of the Garden Route Environmental Forum (GREF) with further engagements following in January.
- Attending and partnering the GR Skills Mecca task team and meetings. Involved in the planned Skills Mecca summit of 7 February.
- Presentation at the Adventure Tourism Indaba in George
- Honeybush CoP in Port Elizabeth
- ACSA Cargo planning engagements in George
- Presentation at the Klein Karoo Agri SteerCom in Oudtshoorn
- Arranging the certification ceremonies after the completion of the Mobile Tech training in the region in 2018 – ceremonies arranged in Bitou, Knysna, Oudtshoorn and Mossel Bay.
• Assisted and presented at the SALGA arranged workshops in the Overberg on Tourism and Business work streams
• Partnering with the GR DM in the implementation of the Smart City Summit. The EDP team was strengthened by members from Cape Town that assisted with the facilitation of the break-away sessions at the event in October.
• Oudtshoorn and George Business Chamber meetings and networks
• Hosting the incoming City of Lusaka visit to the region and arranging meetings and logistics.
• SCEP is often requested to present at various workshops and meetings, and attended and guided new investment opportunities in Mossel Bay and George.
• Attended the Knysna SDF workshop in Brenton

Presentations were also made to various Municipalities. As part of the partnership SCEP has been involved during this period in several meetings with GR DM and George, Knysna, Oudtshoorn, Bitou and Mossel Bay officials and appreciate the confidence we have in each other, as well as the open relationship. Unfortunately, no engagements were possible with other municipalities such as Hessequa and Kannaland in this period, apart from the officials attending the various engagements and SCEP meetings. The Garden Route Skills Mecca remains an active partnership with the GR DM and the WC Game Changer leading the process.

Individual municipal requests and engagements attended to include (but are not exclusive to) the following:

• Garden Route
  o Creative Industry funding confirmed, and R 190 000 paid to the Film Office
  o Smart Cities Summit
  o Business Sweden delegation visit planning and more specifically the City of Lusaka visit
  o GR Skills Mecca engagements
  o Timber Economy engagements.

• Knysna
  o Future assistance with the internal Investment Readiness workshop with officials from Knysna Municipality towards an Investment Prospectus for Knysna in future.
  o Continuation of the process of the Timber Economy Task team and outcomes for the region and more specifically for Knysna on selected interventions.
o Assistance and potential facilitation of a Knysna Business Forum in collaboration with the Municipality and organised business. A template will be shared with Petrus.

- Others
  o Gasnetwork Task Team Member
  o PUM engagement
  o DEA&DP
  o SALGA Overberg engagement
  o Wesgro
  o DEDAT

- Chambers
  o Oudtshoorn
  o George

The following table provides a summary of the outputs completed

<table>
<thead>
<tr>
<th></th>
<th>2017 / 18 All Quarters</th>
<th>2018 / 19 Q1</th>
<th>2018 / 19 Q2</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of SCEP events incl. task team meetings</td>
<td>89</td>
<td>20</td>
<td>20</td>
</tr>
<tr>
<td>Number of other stakeholder engagements</td>
<td>165</td>
<td>41</td>
<td>37</td>
</tr>
<tr>
<td>Number of people attending all engagements</td>
<td>&gt;3200</td>
<td>833</td>
<td>+ 800</td>
</tr>
<tr>
<td>Number of media exposures</td>
<td>11</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>SLAs with programme funds</td>
<td>5</td>
<td>1</td>
<td>2</td>
</tr>
</tbody>
</table>

A financial report outlining the funding and expenditure of the South Cape Economic Partnership to the end of Q2 2018 / 19 is attached as Annexure 1.
George Chamber, George Municipality and SCEP stakeholder engagement

City of Lusaka visit to Knysna and George
I look forward to following the future progress and development of the partnership in 2018/19 and appreciate your excellent support and interaction through specifically the LED team under Petrus van Niekerk and others. I truly feel like part of the team and appreciate that and look forward to the continuation of the partnership for the next three years.

Best wishes

Paul Hoffman
Project Manager: SCEP
### Financial Summary

**Prepared by:** Western Cape Economic Development Partnership  
**INCOME STATEMENT:** 31 December 2018

#### INCOME

<table>
<thead>
<tr>
<th>Project: SCEP (Consolidated)</th>
<th>INCOME</th>
<th>Year to Date</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>628157,87</td>
</tr>
<tr>
<td>Knysna Municipality</td>
<td>87719,29</td>
<td></td>
</tr>
<tr>
<td>George Municipality</td>
<td>87719,29</td>
<td></td>
</tr>
<tr>
<td>Hessequa Municipality</td>
<td>0,00</td>
<td></td>
</tr>
<tr>
<td>Garden Route District Municipality</td>
<td>87719,29</td>
<td></td>
</tr>
<tr>
<td>Bitou Municipality</td>
<td>0,00</td>
<td></td>
</tr>
<tr>
<td>Mossel Bay Municipality</td>
<td>0,00</td>
<td></td>
</tr>
<tr>
<td>Oudtshoorn Municipality</td>
<td>0,00</td>
<td></td>
</tr>
<tr>
<td>WCEDP Contribution</td>
<td>365000,00</td>
<td></td>
</tr>
<tr>
<td>OTHER INCOME</td>
<td>0,00</td>
<td></td>
</tr>
</tbody>
</table>

#### EXPENSES

<table>
<thead>
<tr>
<th>EXPENSES</th>
<th>286515,32</th>
</tr>
</thead>
<tbody>
<tr>
<td>Project Manager costs</td>
<td>217302,00</td>
</tr>
<tr>
<td><strong>SCEP project expenditure &amp; event costs</strong></td>
<td>69213,32</td>
</tr>
<tr>
<td><strong>Total Expenses</strong></td>
<td>286515,32</td>
</tr>
</tbody>
</table>

#### NET SURPLUS / LOSS

341642,55
<table>
<thead>
<tr>
<th>Task team Leader</th>
<th>Partners / members</th>
<th>Deliverable/ Output</th>
<th>Outcome (Short-term Impact)</th>
<th>Measurement (Indicator)</th>
<th>Impact (Long-term Impact)</th>
<th>Timelines</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Creative Industries</td>
<td>GRKK Film Office NPC, District and local municipalities, SCEP, industry members, Wesgro</td>
<td>Garden Route &amp; Klein Karoo Film Strategy implementation</td>
<td>Formation of a centralised film office, film website and creation of an entity (NPC)</td>
<td>Approved strategy to implement. Physical presence and staffed office</td>
<td>Joint film strategy for the region and centralised office to the benefit of the region</td>
<td>• Process completed with the AGM and new advisory board in place • Funding still being sourced</td>
</tr>
<tr>
<td>2. Waste Management</td>
<td>GR DM, local municipalities, Provincial DEA&amp;D, USAID SA-LED, NMMP, SCEP and industry members, GreenCape &amp; international support agencies</td>
<td>Organic waste to Fuel, Energy or Fertilizer</td>
<td>Characterisation and feasibility study completed on organic waste products for conversion to other alternative options</td>
<td>Detailed report from the appointed consultant through USAID SA-LED</td>
<td>Private sector driven and supported by government structures to minimise waste to landfill, alternative energy, fuel, gas or product opportunities</td>
<td>• Study report – Aug 2018 • Implement from 2018 to 2020 • Engaging with Biomass producers to determine viability</td>
</tr>
<tr>
<td>3. Oil, Gas and Marine</td>
<td>GR DM, Mossel Bay Municipality Portnet, Eskom, Transnet, SCEP, SAOGA, PetroSA, GreenCape and industry</td>
<td>Completed application for the Mossel Bay SEZ in the Oil and Gas sector</td>
<td>Collaborative approach to applying for SEZ status</td>
<td>Comprehensive completed application approved by all relevant parties before submission</td>
<td>Re-establishing the Oil and Gas sector as an important catalyst for the region</td>
<td>• Concept note completed and being lobbied • Implement from 2018 - 2020</td>
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| 4. Timber Economy | Knysna and George Municipalities, Timber industry members, MTO, SANParks, DIT, SCEP, Deloitte, NMU, Chambers, PG Bison and TNPA | Draft Business Case submitted to Business Fund. Engagements with role-players to establish a training centre and incubation unit | Collaborative approach to applying for grant funding | Completed business case and access to funding for training centre and design incubator | • Timber economy workshop – Oct 2018  
• Workstreams identified within the task team to implement incubator and industry cluster model  
• Draft business case completed Oct 2018  
• Engage with stakeholders Jan and Feb  
• Business plan March 2019  
• Implement – 2019 |
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<td>5. Agri Processing</td>
<td>Honey Bush industry members CoP (WC and EC), GRDM and local municipalities, Department of Agriculture, SCEP, SAHTA, SANParks</td>
<td>Establishment of the Honey bush tea industry in the region and across provincial borders</td>
<td>Identification of industry role players, and the establishment of an industry body together with a regional strategy</td>
<td>Completed strategy and registered industry body</td>
<td>• Ongoing engagements</td>
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<td>6. Tourism</td>
<td>GR DM</td>
<td>District and local municipalities, LTO’s SCEP, industry members, Wesgro, DEDAT, McKinsey</td>
<td>Review Tourism Strategy for the Garden Route &amp; Klein Karoo to include the Garden Route Brand and linkages to Wesgro as potential DMO.</td>
<td>Collaborative approach to regional marketing</td>
<td>Completed and approved strategy and Events calendar completed</td>
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<td>7. Business and Industry</td>
<td>GR DM / SCEP</td>
<td>GR DM, SCEP, Wesgro, DEDAT and AHI Western Cape</td>
<td>Annual Investment readiness workshops</td>
<td>Establishing the region as an investment destination of choice</td>
<td>Investment strategy</td>
</tr>
<tr>
<td>SCEP</td>
<td>GR DM, SCEP, Wesgro, Dti and Seda AHI Western Cape</td>
<td>Implement export development programmes and market access assistance through trade missions – link with Wesgro and Dti current programmes.</td>
<td>Adopt and implement the export readiness assessment tool to assist prospective exporters and implement export development training</td>
<td>Regional database on current exporters and sector specific potential exporters for easier access of candidates</td>
<td>Established links with International development agencies and organisations including Business Sweden, Innovation Norway and others</td>
</tr>
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## 8. ICT and Smart Cities

**GR DM and SCEP**

| Creative spaces, Incubators, ICT Innovation Hubs, and Research Centres investigated and established across the region. | Identification of industry and governmental role players, and the establishment of a regional strategy through a needs analysis, industry requirements and prioritisation and focussed approach on development and sustainable SMME growth | Completed and approved strategy for Smart Cities for a Smart Region | “Global Leadership Institute” established with the incubators for mentoring and access to VC |

- Smart City Summit Oct 2018
- Smart City forum to be established Feb 2019
- Link to other disciplines in 2019

- Please note that additional detail can be found in the forthcoming summary report presented at the next SCEP meeting in February.
6.10

REPORT FROM THE DIRECTOR: PLANNING AND DEVELOPMENT

PURPOSE OF THE REPORT

The purpose of this item is to provide Governance and Economic Development committee with information on informal trade management based on the previous section 80 committee resolution below.

PREVIOUS RESOLUTIONS

FG07/10/18 Section 80 Committee Meeting 9 October 2018

UANIMOUSLY RECOMMENDED

[b] That a comprehensive report on the concerns raised, amongst others, the Container Park, Sanlam Mall and Informal Trading, be submitted to the next Finance and Governance Committee Meeting.

BACKGROUND

The Department reports on the management of the informal trade process for Knysna Municipality in its monthly report. However, at a previous meeting Council requested an additional report.

DISCUSSION

Overview and informal trade management process

Informal trade management in the Greater Knysna Municipal Area is conducted in terms of Knysna Municipality’s Informal Trade By-law. The By-law was last updated during 2017 and promulgated in the Provincial Gazette 7854 on 8 December 2017. The comprehensive by-law regulates the informal trade permitting and enforcement process as well the adoption of the informal trade plan which can be reviewed from time to time.

The steps in the informal trade management process include:

1. A trader applies to the economic development department for a permit by filling in a trade permit application form with the necessary supporting documentation. This enables the municipality to vet whether the applicant complies with the provisions of the By-law.
2. Once a complete application is received by the economic development department and an available trade bay is identified, a payment instruction is issued to the applicant to purchase the trade permit.
3. Payments are made at the cashiers at the customer care building.
4. Applicants then supply the economic development department with their proof of payment, following which the full application is loaded and approved using the iDesk system.
5. The trader is then issued with a permit and can lawfully trade in the specific bay that has been allocated to the permit holder.
6. Law enforcement monitors and enforces the by-law in all areas where informal trade is permitted and verify whether traders have valid permits.
7. Permits are either valid for a month or three month period depending on the application and amount a trader pays. Permits are thus regularly renewed by inform traders.

The informal trade plan includes maps with trade bays in all the areas where informal trade is permitted and include the following areas:

1. Main Street Market (Knysna)
2. African Craft Market (see section below)
3. Sedgefield Taxi Rank
4. Knysna Taxi Rank
5. Buffalo Bay
6. Brenton On Sea
7. Leisure Isle
8. Sedgefield (Town, The Mouth, Myoli Beach)
9. Cathy’s Park

Amendment of these trade areas and the specific location of trade bays in each areas can be done through the review of the trade plan. This review process triggers a public participation process. The current trade plan was incorporated in the adoption of the new by-law in December 2017.

**Monitoring, enforcement and facility maintenance**

Monitoring of informal trade areas is done by the economic development department as well as law enforcement. Some areas have local trade committees which assist in the management and monitoring of the area in terms of vacancy rates and validity of permits and trade activity. Law enforcement also remains a major challenge as many persons trade without permits, especially during seasonal times, and often trade bays are occupied during the night by vagrants, which then require removal of vagrants and cleansing of trade bays in order for it to be used by permit holders. Cases of unlawful trade is a regular occurrence in some market areas and require daily law enforcement operations. This function is exercised by the law enforcement department.

The trading stalls construction is part of the public works function and the maintenance of the areas fall within the function of the cleansing department as part of their normal cleaning programme at public open spaces.

The economic development department proposes to institute a steering committee to develop an inter-departmental operations management plan with a standard protocol for monitoring, enforcement and facilities maintenance of informal trade areas. This steering committee will also be requested to do an assessment on whether some services related to facility maintenance could be delivered by a third party (permitted in terms of Section 5 of the Informal Trade by-law) should it be determined to be more cost effective.

**George Rex Drive - African Craft Market**

For purposes of this item a section on the challenges and future us of the market in George Rex Drive is discussed here. The economic development department convened a site meeting with traders at the African Craft market in November and the following matters were raised:
1. The site has been semi-formalized over the years after relocation of the traders from the previous site next to the N2 (white bridge).
2. The stalls include fixed structure and traders have erected lockable doors to store products inside the stalls.
3. The nature of products sold at the market does not align to the informal trade by-law because it is not removed from the site on a daily basis.
4. There are no public amenities (ablutions or water taps) in close proximity to the market.
5. There is no formal parking area for customers at the market.
6. The layout of stands is not conducive to tourists or local customers and therefore marketing and trade of products is very difficult.

Following this meeting it has become apparent that the accommodation of the traders at the African Craft market need to be reconsidered.

The portion of Erf 255 in George Rex drive is a largely vacant property with informal traders only utilizing a small portion of the land. The property falls within a vital activity node and can be developed to incorporate other uses.

Based on multiple interest expressions relating to development of the site received by Knysna Municipality in recent years (varying in content and scope) it is clear that there is market appetite for redevelopment of the land in this node. Council thus need to determine the future development vision and availability of this precinct for development, which will impact on the existing status quo of the informal trade activity.

To this effect the draft Spatial Development Framework has made spatial policy recommendations for the particular node and its proposed development options in terms of spatial planning and land use management legislation. The corporate services directorate should also provide inputs in terms of the investment property portfolio and whether this site should be considered for development by the private sector or Council.

DEVELOPMENT NODE & SITE
Map 1: Portion of Erf 255 (Current African Craft Market Site)

SITE PHOTOS – AFRICAN CRAFT MARKET PROPERTY

RELEVANT LEGISLATION

3. Knysna Municipality Supply Chain Management Policy

RECOMMENDATION OF THE ACTING MUNICIPAL MANAGER

[a] That the report on informal trade and proposed interventions to address challenges related to law enforcement and facility management, be noted; and

[b] That the inputs made in relation to the future use of the African Craft market property, be noted.

File Number: 9/1/2/13
Execution: Director: Planning and Development
Manager: Economic Development
6.11

G11/04/19 REPORT ON CONTAINER PARK

REPORT FROM THE DIRECTOR : PLANNING AND DEVELOPMENT

PURPOSE OF THE REPORT

The purpose of this item is to provide Governance and Economic Development committee with outcomes of the site assessment of the proposed municipal land units for the container park proposal previously reported on at the Mayoral Committee meeting on 27 July 2017 and to provide information on progress and the way forward with the proposal.

PREVIOUS RESOLUTIONS

FG30/06/17 NORTHERN CORRIDOR AND HORNLEE BUSINESS SPACES

UNANIMOUSLY RESOLVED
(By the Mayoral Committee on 27 July 2017)

That the Northern Corridor and Hornlee Business Spaces item be reffred to a workshop with Councillors.

File number: 9/1/2/13
Execution: Director: Planning and Development
Manager: LED

FG07/10/18 Section 80 Committee Meeting 9 October 2018

UNANIMOUSLY RECOMMENDED

That a comprehensive report on the concerns raised, amongst others, the Container Park, Sanlam Mall and Informal Trading, be submitted to the next Finance and Governance Committee Meeting.

BACKGROUND

An item was submitted to the Mayoral Committee on 27 July 2017 [FG30/06/17] in which it was resolved that a number of Council owned properties be investigated to assess whether it can be used for an aesthetically pleasing and well-designed containerised facility.

DISCUSSION

Prior to continuing with the process to test the market appetite of the private sector to develop and operate such a facility, internal departments had to first approve the feasibility of each site. The following sites were considered (Annexure A):

2. Chungwa Street (human settlements stores opposite Percy Mdala)
3. White Location – Integarted with new Multi-Purpose Centre development on Erf 214
4. Erf 3245 Hornlee – Vigilance Drive
5. Erf 3627 Hornlee (Opposite Hornlee Clinic and Adjacent to Primary School) – Sunridge Drive
6. Erf 2252 and 3289 Hornlee (Opposite Primary School/Below Noetzie Rd)
7. Portion of Erf 3281 Hornlee

During the initial site investigations of the above properties only two sites were identified as potentially suitable, however, the site that was earmarked as most suitable in terms of inputs from all relevant functional departments (portion of Erf 3281 Hornlee) has subsequently been allocated for use by the Provincial Healthcare authorities for a day clinic.

The site that remains as a potential option is in Chungwa Street (opposite Percy Mdala). The site is currently occupied as a depot of the human settlements department and utilisation of this site will be subject to whether the depot can be moved to another secure and practical location. This site is zoned as single residential and will require rezoning or a temporary use departure if it is used for commercial purposes. Furthermore, the department of education will need to be consulted before making the property available for this use because various legislation exist that prohibit certain activities within a certain radius of an educational institution.

The site suitability for a type of development proposed by the container park concept will however depend on the details of proposals submitted through the RFP process. It is therefore recommended that due to the exploratory nature of this project the site selection process be included in the request for proposals and that following the RFP process Council make a determination on which site(s) to make available should responsive bids be received.

FINANCIAL IMPLICATIONS

Expenses related to placement of the RFP notice in the media by the supply chain management unit could be up to R 55000 for advertisement in national and local press.

RELEVANT LEGISLATION

- Knysna Municipality Immovable Property Management & Administration Policy (2013)
- Knysna Municipality Supply Chain Management Policy
- Local Government: Municipal Finance Management Act (Act No. 56 of 2003), Municipal Supply Chain Regulations (2005)

RECOMMENDATION OF THE ACTING MUNICIPAL MANAGER

[a] That the report on the Container Park, be noted; and

[b] That a request for proposals (RFP) process has been initiated to solicit bids from the private sector to test the market feasibility and site selection options based on proposals submitted, be noted.

APPENDIX / ADDENDUM

Annexure A: Containerised business infrastructure solution examples & Site Assessment Maps
File Number: 9/1/2/13
Execution: Director: Planning and Development; Manager Economic Development
Manager: Economic Development
Annexure A: Containerised business infrastructure solution examples & Site Assessment Maps
Site in Khayalethu/Bongani - Erf 7057 – Integrated with new sport facilities

Left: Erf 7057, Khayalethu
Right: Portion of Site for proposed development adjacent to sports field.

Chungwa Street

Note: The site will need to be cleared by Human Settlements Dept.

White Location
Note: Currently temporary housing and utilising the site will depend on total vacation and site clearing

Erf 3245 Hornlee – Vigilance Drive (Approx. 2000 sqm)

Erf 3627 Hornlee (Opposite Hornlee Clinic & Adjacent to Primary School) – Sunridge Drive (Approx. 30 000 sqm)
Erf 2252 & 3289 Hornlee (Opposite Primary School/Below Noetzie Rd) – Wing Rd (Approx. 148 000 sqm)
6.12

G12/04/19 REPORT BACK ON THE APPLICATION FOR A LEASE AGREEMENT OF ERF 1342 CORNER OF LONG STREET AND WATERFRONT DRIVE, KNYSNA

REPORT FROM THE ACTING MUNICIPAL MANAGER

PURPOSE OF THE REPORT

To request the Municipal Council to consider approving the intention to enter into a long-term rental of the municipal property situated at Erf 1342, Corner of Long Street & Waterfront Drive, Knysna in terms of the Asset Transfer Regulations, 2008.

PREVIOUS RESOLUTIONS

MFG23/08/18 APPLICATION FOR A LEASE AGREEMENT OF ERF 1342 CORNER OF LONG STREET AND WATERFRONT DR, KNYSNA

UNANIMOUSLY RESOLVED (by the Mayoral Committee on 30 August 2018)

[a] That the report and annexures regarding the request for a lease agreement for Erf 1342, Knysna corner of Long Street and Waterfront Drive, from Mr. Sheldon van Onselen, be noted; and

[b] That the Acting Municipal Manager be instructed to advertise the proposed granting of a right to use, control or manage Erf 1342, Knysna corner of Long Street and Waterfront Drive.

File Number: 7/2/1/2
Execution: Acting Municipal Manager
Manager: Administration

BACKGROUND

On the 27th of September 2018, the Municipal Council considered an application by Mr Sheldon Van Onselen.

As per resolution [b] of the above Municipal Council Resolution, the proposed granting of a right to use, control or manage the building situated on Erf 1342, Knysna, on the corner of Long Street and Waterfront Drive was advertised (See annexures C and D). The Knysna Pipe Band responded to the advert advising of their interest in leasing the building (See Annexure E), as a base for their activities.

Following internal discussion, the Division Legal Services, (which in terms of the newly approved organogram includes the properties section) and the Director Corporate Services, commenced with a process of identifying viable investment properties owned by the Knysna Municipality in an attempt to give effect to the objects of Local Government as set out in Section 152 of the Constitution of the Republic of South Africa.
The property in question is situated at a busy intersection on the very popular Waterfront drive. The property is visible to visitors of Thesen Island and the Knysna Quays. The property is also flanked by Builder’s Express and Thesen House which hosts a number of businesses, both in terms of tourist attractions (art gallery and restaurant) and other professional businesses.

The building is in dire need of repair; however, it presents a great opportunity to a professional or tourist driven business. The property also presents a great potential revenue for the Knysna Municipality in terms of both rental and service charges income.

**DISCUSSION**

Section 34 of the Asset Transfer Regulations 2008, deals with Granting of rights to use, control or manage municipal capital assets and reads as follows:

“The municipal council must, when considering in terms of regulation 34 (1) (b) approval for any proposed granting of a right to use, control or manage a capital asset, take into account -

I) whether the capital asset may be required for the municipality’s own use during the period for which the right is to be granted;

II) the extent to which any compensation to be received for the right together with the estimated value of any improvements or enhancements to the capital asset that the private sector party or organ of state to whom the right is granted will
be required to make, will result in a significant economic or financial benefit to the municipality;

III) the risks and rewards associated with the use, control or management of the capital asset in relation to the municipality’s interests;

IV) any comments or representations on the proposed granting of the right received from the local community and other interested persons;

V) any written views and recommendations on the proposed granting of the right by National Treasury and the relevant provincial treasury;

VI) the interests of any affected organ of state, the municipality’s own strategic, legal and economic interests and the interests of the local community; and

VII) compliance with the legislative regime applicable to the proposed granting of the right.”

The proposed granting of the right is not affecting any organ of state, the municipality’s own strategic, legal and economic interests and the interests of the local community in a negative way.

The application is tabled before the Municipal Council for compliance with the legislative regime applicable to the proposed granting of the right. The leasing of the building situated on Erf 1342, Knysna is advertised for request for proposal for the lease and development for a period of 9 years in terms of the Municipal Supply Chain Management Regulations and Knysna Municipal Supply Chain Management Policy.

FINANCIAL IMPLICATIONS

There would be no negative financial impact on Knysna Municipality as the successful bidder will be liable for the maintenance of the building.

All service charges will be for the account of the successful bidder. The successful bidder will be paying at least market related rental. The Town Valuer, DDP Valuers, will be requested to determine a market related rental. The successful bidder should not be less than the market related rental.

RELEVANT LEGISLATION

Local Government: Municipal Finance Management Act, 2003
Asset Transfer Regulations 2008
Municipal Supply Chain Management Regulations
Knysna Municipal Supply Chain Management Policy

RECOMMENDATION OF THE ACTING MUNICIPAL MANAGER

[a] That the report and annexures regarding the report back on the request for a lease agreement for Erf 1342 Corner of Long Street and Waterfront be noted;

[b] That in terms of Section 34(1)(b) of the Asset Transfer Regulations the Municipal Council approve, in principle that the right to use, control or manage the relevant portion of Erf 1342, Knysna may be granted;

[c] That in terms of sub-regulation 34(3)(b) of the Asset Transfer Regulations, 2008, the following must be noted;

   I) The reason for a long term lease (9 years) is that the prospect bidders need to recapitalize on any improvements intended and needed to perform their duties to the best of their ability;
II) The expected benefits to the municipality is that Council’s assets would be maintained and improved and a market related rental would be received;

III) The expected proceeds to be received by the municipality, is the payment of monthly rental, services and rates charges;

IV) There is no expected loss that will be incurred by the municipality arising from the long term letting of the building situated on a portion of Erf 1342, Knysna.

[d] That in terms of Section 36 of the Asset Transfer Regulations 2008, the following is noted:

- The Building situated on a portion of Erf 1342, Knysna will not be required for the municipality’s own use during the period for which the right is to be granted;
- The monthly rental should be a rental not less than the market related rental to be determined by the Municipal Valuer. It is the intention that the successful bidder be responsible for the improvement to the capital asset after which, at the end of the lease period, such improvements will become the sole property of the Knysna Municipality;
- All the risks and rewards associated with the use, control or management of the capital asset, will be for the successful bidder with whom a lease agreement must be entered into in terms of regulation 45 of the Asset Transfer Regulations;
- No public participation process needs to be done regarding the proposed granting of the right as the value of the capital asset, in respect of which the proposed right is to be granted is not in excess of R10 million. Hence no comments or representations, written views and recommendations on the proposed granting of the right received from the local community and other interested person’s needs to be considered;
- The proposed granting of the right is not affecting any organ of state, the municipality’s own strategic, legal and economic interests and the interests of the local community in a negative way; and
- The application is tabled before the Municipal Council for compliance with the legislative regime applicable to the proposed granting of the right. The leasing of the building situated on a portion of Erf 1342, Knysna should be advertised for request for proposal for the lease and development for a period of 9 years in terms of the Municipal Supply Chain Management Regulations and Knysna Municipal Supply Chain Management Policy.

[e] That a Call for Proposals for the granting of rights to use, control or manage the building, for a period of 9 years, be advertised;

[f] That the Municipal Manager be authorised to enter into a long-term lease agreement with the successful bidder, for the letting of the building situated on a portion of Erf 1342, Knysna for the period of 9 years.

APPENDIX / ADDENDUM

ANNEXURE A – Application letter from Mr Sheldon Van Onselen
ANNEXURE B – GIS view of the property
ANNEXURE C – Advertisement
ANNEXURE D – Advertisement
ANNEXURE E – Letter of interest from Knysna Pipe Band
File Number: 7/2/1/2
Execution: Acting Municipal Manager
            Director: Corporate Services
            Manager: Administration
ANNEXURE A

MR. RENWILL HARDNICK
PROPERTY SERVICES
KNYSNA MUNICIPALITY
WESTERN CAPE
6570

DEAR MR. HARDNICK

PROPOSAL TO LEASE ERF 1342 LOCATED ON THE CORNER OF LONG ST & WATERFRONT DR.

I WISH TO APPLY TO LEASE THE ABOVE PROPERTY AS OFFICE SPACE FOR MY COMPANY "PLANS R US", WHICH IS AN ARCHITECTURAL DRAWING OFFICE.

I AM AWARE THAT THIS BUILDING IS CURRENTLY BEING LEASED BY KNYSNA COMMUNITY LEARNING CENTRE. HOWEVER, OVER THE LAST 18 MONTHS, I HAVE NOTED WITH INTEREST THAT THIS PROPERTY HARDLY EVER GETS USED AND IS ALSO IN A BAD STATE OF REPAIR, AS SEEN FROM THE OUTSIDE. I AM NOT SURE OF THE INSIDE, BUT I WOULD ASSUME IT NEEDS SOME TLC AS WELL. (ATTACHED PICTURES AS REFERENCE OF THE OUTSIDE)

PLANS R US RELOCATED TO KNYSNA IN JULY 2016 AND WE HAVE BEEN BLESSED BY THE SUPPORT WE HAVE RECEIVED FROM THE LOCAL COMMUNITY. THIS HAS ENABLED THE BUSINESS TO GROW AND HAS ALLOWED US TO OFFER EMPLOYMENT TO SOMEONE. WITH THE CONTINUED GROWTH I ENVISAGE THAT I WILL HAVE TO EMPLOY MORE PEOPLE, BUT I WILL NEED THE SPACE TO DO SO. YOUR BUILDING IS IDEALLY SUITED FOR THIS PURPOSE.

PART OF MY GROWTH STRATEGY IS TO EMPLOY AND TRAIN SOMEONE WHO IS FRESHLY OUT OF COLLEGE WHO WILL NEED TO GAIN EXPERIENCE. I HAVE FOUND THAT IT IS ALMOST IMPOSSIBLE FOR THESE STUDENTS TO FIND WORK AS MOST FIRMS ARE LOOKING TO EMPLOY PEOPLE WITH WORKING KNOWLEDGE.
PLANS R US WOULD BE IDEAL AS AN ALTERNATIVE TO THE CURRENT TENANT, AS WE ARE PREPARED TO REPAIR THE BUILDING AND GIVE IT A "NEW LEASE ON LIFE", WHICH, FROM AN OWNER'S PERSPECTIVE, WOULD BE ADVANTAGEOUS AS IT ADDS VALUE TO THE PROPERTY. ALL REPAIRS WILL BE DONE IN ACCORDANCE WITH WHAT IS PERMITTED BY KNYSNA AESTHETICS COMMITTEE. IT IS ALSO IMPORTANT TO NOTE THAT OUR REPAIRS WOULD IMPROVE THE AESTHETICS OF THE AREA. CURRENTLY THE BUILDING LOOKS LIKE IT HAS BEEN ABANDONED WHICH DOES NOTHING TO ENHANCE THE AREA AND I FEEL IT IS IMPORTANT TO HAVE THIS BUILDING REPAIRED, AS THIS IS A BUSY INTERSECTION WITH A LOT OF VISITORS AND TOURISTS DRIVING BY. THIS IS NOT WHAT KNYSNA WOULD LIKE AS A SHOW PIECE TO PROMOTE THE TOWN.

PLANS R US, AS MENTIONED, IS AN ARCHITECTURAL DRAWING OFFICE SO OUR IMPACT ON FOOT AND VEHICLE TRAFFIC WILL BE MINIMAL, AS WE DO NOT HAVE A LOT OF CLIENTS COMING TO OUR PLACE OF BUSINESS. IT IS IMPORTANT TO NOTE THAT NO RETAIL BUSINESS WILL BE CONDUCTED ON SITE.

IN SHORT, PLANS R US IS WILLING TO SIGN A LONG-TERM LEASE WITH YOU, 10 YEARS IF POSSIBLE. WE ARE PREPARED TO SPEND MONEY FIXING UP THE PREMISES AND WE WILL MAINTAIN IT. IT WILL GIVE US THE OPPORTUNITY TO OFFER EMPLOYMENT TO SOMEONE WHICH WILL HOPEFULLY IMPROVE THEIR LIVES. OUR IMPROVEMENTS TO THE BUILDING WILL ADD VALUE TO THE AREA AND IMPROVE THE AESTHETICS.

IF YOU ARE OF THE OPINION THAT THIS MAY BE A CONSIDERATION, I WOULD BE HAPPY TO MEET TO DISCUSS THE WAY FORWARD.

YOURS SINCERELY

SHELDON VAN ONSELEN

PLANS R US
ARCHITECTURAL SERVICES

08 2 4 5 7 - 7 6 1 6
044 3 8 6 - 0 1 2 7 S H E L D O N
@ P L A N S R U S . C O . Z A
WWW. P L A N S R U S . C O . Z A
Some new hope for New Horizons

Yolande Stander

A series of hope swept across what has been described Bloem’s ‘forgotten communities’ when a land acquisition deal for housing was signed on Tuesday.

The lack of housing in several Pretoria West communities, including New Horizon, Krugersdorp and Qholweni, has been a contentious issue in recent years and has led to violent protests, which had intermittently brought the town to a standstill in June and July this year.

The protests started in Qholweni but have spread to other communities. These only came to an end when mayor Piet Loots met with residents and subsequently addressed their issues which included housing, roads, electricity and water.

Some communities claimed they had been patiently waiting for housing development in their area for more than two decades and that their plight had led to riots.

Loots, however, announced on the past week that the municipality has finalised a land purchase deal in New Horizons valued for about 1 500 sites available for the construction of construction and infrastructure development. The land in question is known as Hillview 47 - Eastern.

Permanent housing

It should be noted that the site would be designated for construction of permanent housing in the form of 1,000 houses, financed through individual subsidy programmes (Flag) housing, rentals and infrastructure for site and services.

Loots explained that the financing for the purchase was secured through the Western Cape department of housing.

“We are excited to announce that the landowners were also part of this land swap deal for the benefit of the community,” Loots said.

Stander, the concerned citizens of New Horizon Point, Claude Terboviche, and in a statement, said Tuesday that the community is unanimously optimistic about the development.

“We have been diargued in the past and now finally we will be involved, we hope that the land that was left will not be used by the likes,” he said.

He was among a large group of residents who vowed the settlement would gain the support of the New Horizon Community.

Among other dignitaries was Western Cape MEC for the department of human settlements, Bonang Mdlatshwa, Bloem mayor, Maitsho Nkholo, Bloem municipal manager, Thabo Nsubi, and councillor Anne Windsoop and the landowners.

Stander said that the community would meet with the municipality shortly after the signing to formulate the development plan for the land.

She also added that land earmarked in Krugersdorp for the development of about 1,000 low-cost houses is in its final stages.

The mayor of city council, Piet Loots, said the development of the land in New Horizons was crucial to the development of Bloem in terms of the strategic plan for the municipality.

He added that the purchasing and site would be finalised by the end of next year.
Dear Renwill,

This is to follow up on the advertisement in Action Ads and my call to you this morning regarding the Queens Warehouse building on the corner of Long Street and Waterfront Drive.

I am the Pipe Major of the Knysna Pipe Band and also the organiser of the Celtic Festival which we have now been organised for 7 years. Not only does the festival generate extensive revenue for local business but we also donate our net revenue to local charitable organisations including the Knysna Sea Cadets. We are now the largest benefactor of the Knysna Sea Cadets and have to date donated R150,000 to them to help cover their working capita over the years.

We have been looking for some time for a base for the Knysna Pipe Band and Celtic Festival to operate from and this old historic building would suite our needs perfectly. We would also be prepared to undertake the repairs of the rotten door frame and glass panes at our expense and maintain the building in the appropriate manner for such an historic building. We will also undertake to repaint the roof in due course as this needs repainting to prevent further deterioration.

We will use this building not only for administration purposes, but also as a music room for tuition of various musical instruments to youngsters in Knysna from all walks of life. As the tuition is done indoors on practice instruments, there will be no issues with any noise. Also our practice times are after hours and on weekends when all surrounding businesses are closed.

We understand that this is an Historic Building and I can confirm in writing if necessary that we have full support from the Historic Society to become tenants of the building.

As the Knysna Pipe Band and Celtic Festival are non-profit making and as stated above, we support local community entities such as the Knysna Sea Cadets, we would like to request that the monthly Rental commitment be kept to a minimum and in return we will undertake to fully restore and maintain this historic building.

I look forward to your further consideration and communication in this regard.

Best regards,

Steve Collins
Pipe Major - Knysna Pipe Band
Co-Organiser – Knysna Celtic Festival
0711129010
7. In committee Items (See separate agenda)
8. Closure

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