DATES TO REMEMBER
MUNICIPAL MEETINGS
27 September
Community Services Committee Meeting
28 September
Technical Services Committee Meeting
13 October
Mayoral Committee Meeting
27 October
Council Meeting
COMMEMORATIVE DAYS & EVENTS
24 September
Heritage Day
1-9 October
Knysna Arts Festival

CELEBRATING OUR DIVERSE HERITAGE & THE WARMER SPRING WEATHER

CELEBRATE YOUR HERITAGE
We are not only heralding the new era this month, but we also celebrate our rich history on National Heritage Day on 24 September. Since 1996 all South Africans are encouraged to celebrate their cultural traditions in the wider context of the great diversity of cultures, beliefs, and traditions that make up our nation on this day.

In an address marking Heritage Day in 1996, our beloved Tata Madiba said: “When our first democratically-elected government decided to make Heritage Day one of our national days, we did so because we knew that our rich and varied cultural heritage has a profound power to help build our new nation.”

In an attempt to celebrate shared cultures rather than focus on cultural divisions, BrailleHeritage called upon South Africans to celebrate their common roots by having a braai on National Heritage Day. During 2007 Archbishop Emeritus Desmond Tutu was made the spokesperson for Braai Day and said: “We’re going to have this wonderful thing on the 24th when we all gather round one fire – it’s a fantastic thing, a very simple idea. Irrespective of your politics, of your culture, of your tribal origin, of your whatever, here’s a day when we do something, just South Africans doing one thing together, and recognising that we are a fantastic nation.”

So I do want to encourage each and every one of you to gather around the fire on Saturday, 24 September and celebrate our rich diversity and our own culture. Let us join hands and learn a little about one another’s diversity. Let us share our heritage with those who we do not readily share our heritage with. Let us show our eagerness and readiness to learn and share a little about ourselves and our own heritage.

IMPORTANT INFORMATION
When lodging a complaint please provide full details, such as name, surname, address, cell phone number and email address as well as the nature and address of the incident.

Once a complaint has been lodged, you will receive a reference number via sms. The time frame to resolve the complaint is contained in the municipality’s Service Standards Charter and is available on the municipal website: http://www.knysna.gov.za/app/content/downloads/2012/Customer-Service-Charter.pdf

New Municipal App to improve Customer Care and Communications
Our new mobile community application now offers residents of the Knysna area access to information and a platform for lodging complaints quickly and effectively via this new APP download.

Once downloaded our app offers:
1. Access to a wide range of information and services such as electricity, water and rates.
2. Access your municipal accounts.

FROM THE MAYOR’S DESK
Spring has finally sprung in our neck of the woods and with spring comes new growth and a measure of freshness.

Here at the Knysna Municipality, spring fever has arrived in full force. Old policies are being replaced to give you, our customers the best service, for our new Council: we have to offer in this month’s Council News, we show how passionate we are about customer care and effective communications within the Knysna Municipality, we explain to you in detail how to best lodge a complaint to ensure the quickest response.

We also reintroduce our Community App that is taking flight with great accolades. Follow the step by step instructions on how to download this app on your mobile phone and how this will increase your accessibility to the Knysna Municipality.

We are further looking at restructuring the communications department so that you are notified of important municipal issues and further ensuring that you share in the good news and positive news.

We assure you that we, your council are working with enthusiasm in getting our manifesto pledged into operation within the next couple of months. We are seriously aiming to get this municipality to be listed as the top municipality in the country and to do so we need your interest.

Residents of Greater Knysna know that your council works for you, you are accountable to you and answer to you at all times.

Celebrate our wonderful diverse heritage with great gusto on National Heritage Day on 24 September in the knowledge that this new council is here to serve you.

Eleanor Boucher-Spies

COMPLAINTS PROCEDURE
As part of creating enhanced customer care procedures, Knysna municipality has created various channels through which various complaints can be lodged.

These channels allow an individual or organisation to lodge a complaint concerning any aspect of our municipal operations and services, and we encourage you and our businesses to make use of any of the following methods available to them:

- **VISIT any one of our offices**: Residents are welcome to visit the closest municipal office in your area.

- **Main Road Customer Care Building, Knysna**:
  - Clyde Street, Knysna
  - Ool St, Knysna
  - Sik St, Knysna
  - Krag Street, Knysna
  - Main Road, Knysna

- **Emergency (after hours)**
  - 044 302 8311
  - Electricity Faults
    044 302 6397
  - Water and Sewerage
    044 302 6331

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

- **SMS**:
  - A Short Message System (SMS) enables residents to lodge their complaint by sending a text message to 44463

- **Put pen to Paper**:
  - Using the following address, PO Box 21 Knysna 6570, write and post a letter outlining your concern or complaint.

- **Mobile APP (application)**:
  - Download our common app on the various app stores (see detailed information on how to do below).

The new mobile app is dedicated to improving service and communication in Knysna by providing all citizens a direct channel of communication with the Knysna Municipality.

To keep abreast on what we are up to, follow us on our social media platforms.

Twitter: @KnysnaMuni
Facebook: knysna.municipality

**Join the ComUnity**

The mobi app is streamlined, cost-effective, convenient and accessible by any mobile phone (smart and non-smart) with internet browsing capabilities.

**GETTING THE APP IS EASY**

For direct access visit: http://knysna.ComUnity.mobi

The app is also available from all other stores:

- Google Play
- Apple App Store

**SOCIAL MEDIA**

Follow us on Facebook (KnysnaMunicipality)
Follow us on Twitter (@KnysnaMuni)
Follow us on Instagram (KnysnaMuni)
Follow us on LinkedIn (KnysnaMunicipality)
Follow us on YouTube (KnysnaMunicipality)

**Knyansa Municipality Community Members, Leval Davis, (Portfolio: Technical Services) and Cathy Wiedeman (Portfolio: Community Services) downloading the municipal app.**

KNYSNA MUNICIPALITY

YOUR MONTHLY INFO ON WHAT WE DO, MAKING PEOPLE AND NATURE PROSPER

SEPTEMBER 2016

COUNCIL NEWS

KNYSNA MUNICIPALITY