FROM THE DEPUTY MAYOR’S DESK

The extended national lockdown is putting the entire nation under strain. The people of Knysna have not been immune to the pressures of the imposed constraints, and many of our people are struggling. Many are losing hope as situations regarding employment, debt and the general economy continue to deteriorate and fake news inundates us with demoralising doom and gloom.

Do not lose hope. This will end and we will make it through to the other side. Now is the time to keep the faith, stay strong, and stand together. Premier Alan Winde recently posted online: “Now, more than ever, we need to be kind and considerate to our family, friends and strangers.” I could not agree with him more.

As local government, we are doing what we can to see to the needs of you, our residents. Our essential services have been operating throughout the lockdown, with our workers placing themselves and their families at risk to ensure that basic, essential services are delivered without interruption.

Our partnership with the Rotary Club of Knysna and the Knysna Initiative for Learning and Teaching has enabled our Humanitarian and Social Relief Programme to provide essential aid to thousands of families in the form of vouchers or food relief parcels. Thank you for every single donation that has been made, and will still be made to this initiative. Paying it forward in whatever way you can is making a difference to families in need. Thank you to everyone involved in assisting our most vulnerable residents.

The imposed restrictions have impacted all of our lives. Some of these have generated debate in the public sphere and have understandably upset many residents. It is, however, our responsibility to adhere to these regulations in order to curb the spread of this pandemic.

Regulations are made on a national level and it is our responsibility to make sure that they are carried out and adhered to. In his newsletter of Monday 4 May, President Ramaphosa wrote: “Every regulation we have put in place has been carefully considered. Along the way there has been consultation with medical experts, various constituencies and different industries. We have been guided by international bodies and the experience of other countries.”

He added: “While there are differing views on some of the decisions we have taken – and in some instances these have polarised opinion – government is making every effort to act in a way that advances the rights to life and dignity of all our people.”

We all know that restrictions will be gradually lifted as the spread of the virus and its infection rate slow down. It has been proven that social distancing and good hygiene remain the most effective in flattening this curve. It is all of our social responsibility to adhere to these regulations – this is how we each do our bit in advancing the rights to life and dignity for all. I know that this is hard on everyone, but thank you for the sacrifices you are making.

Stay at home, and stay safe.

‘til next month,
AUBREY TSENGWA, EXECUTIVE DEPUTY MAYOR

TEAM EFFORT PROVIDES MUCH NEEDED RELIEF TO KNYSNA’S NEEDY

Knysna Municipality provided over 1 500 food parcels to the most vulnerable members of the community over the weekend of 24-26 April.

“This was largely made possible by a contribution of R550 000
Over 15 000 applications must still be verified and processed. As resources are extremely limited, the programme is unfortunately not in a position to assist those who receive UIF, pensions and grants.

The efforts of individuals and companies to help the most vulnerable show that, even in dire times, we have not lost our ability to look out for our fellow human beings. We thank you all.

Residents and businesses who are interested in supporting the Humanitarian and Social Relief Programme are invited to make financial donations to the Rotary Club of Knysna, who will regulate and manage the funds accordingly.

Their banking details are:
Rotary Club of Knysna
Nedbank, Knysna
Current Account: 1089027257
Branch Code: 198765
SWIFT Code: NEDSZAJJ
Reference: Surname – C19 Food
Email: covid-19@knysnarotary.co.za

ESSENTIAL AND EMERGENCY SERVICES TO CONTINUE DURING LOCKDOWN

As the extended lockdown continues, Knysna Municipal offices will remain closed as prescribed by relevant level restrictions. Acting Municipal Manager Dr Michele Gratz confirmed that all essential and emergency services will be rendered during all levels.

“We implemented our business continuity plan when the national lockdown was announced, ensuring that delivery of these services would not be compromised. Thank you to all emergency and essential workers for your dedication.”

COMMUNITY SERVICES (including: Public Safety, Parks & Recreation, Solid Waste, Library Services)

To date the Humanitarian and Social Relief Programme has provided more than 5 400 households with much needed assistance in the form of vouchers or food parcels.

PLEASE DONATE TO THE HUMANITARIAN AND SOCIAL RELIEF PROGRAMME

While no new applications to the relief programme will be accepted, the programme is still running. Together with our partners, Knysna Municipality remains committed to assisting our residents, but this programme is only made possible because of your donations.

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Learner’s licences, driving licences, motor vehicle licence disks, temporary permits, professional driving permits and roadworthy certificates remain valid for a further grace period of 30 days from the date of expiry of the lockdown period. We will advise on the opening dates of our offices in due course, as permitted by restrictions.

Traffic and Law Enforcement Services operate as usual.

Traffic fine enquiries should be submitted to traffic@knysna.gov.za.

Payments must be made into the relevant accounts:

**Provincial Fines:** Knysna Municipality, Nedbank, Account no 162 656 1826, Reference: Notice number.

**Speed Camera Violations:** Knysna Municipality, Nedbank, Account no 117 490 9129 Reference Ticket number.

**Solid Waste**
Refuse removal takes place according to the usual weekly schedule.

Street cleaning teams will operate in and around the central business district.

Municipal garden refuse sites will be open on Tuesdays and Thursdays.

**Parks & Recreation**
Cemeteries are open for funerals only. As per the relevant restrictions, no more than 50 persons are allowed to attend.

Libraries, museums, beaches, sport facilities, parks and open spaces remain closed until further notice.

**CORPORATE SERVICES** (including: Administration Services, Legal Services, Human Resource Management, Risk Management, Public Participation)

All Corporate Services administration offices are closed during lockdown.

General telephone 044 302 6300 or 087 2 KNYSNA (569762)

General enquiries may be directed to knysna@knysna.gov.za.

Customer complaints may be directed to customer@knysna.gov.za.

**FINANCIAL SERVICES** (including: Revenue Services, Supply Chain Management, ICT, Expenditure & Financial Management Services)

**Financial Services**
Administration offices are closed during lockdown.

**Revenue Services**
For account queries and rates clearance certificates, please email accounts@knysna.gov.za.

Municipal accounts may be paid at Spar, Pick ‘n Pay and EasyPay points nationwide, or via EFT.

Our Bank details for electronic payments are:

Nedbank Knysna
Account Name: Knysna Municipality
Account number: 1626 561 826
Branch code: 162-645
Reference: your account number (no spacing)

**Pay@ Payment Partner**
Download the Masterpass, Snapscan or Zapper application on your mobile phone and complete your profile.

**Prepaid Electricity & Water Purchases**

Please note that limited assistance is available as personnel are working offline. Please call 044 302 6300 during normal office hours and follow the prompts to reach your desired section.

**INFRASTRUCTURE SERVICES** (Including: Electricity, Water & Sanitation, Roads & Public Works, Project Management)

Infrastructure Services administration offices are closed during lockdown.

**Electricity**
The Municipality will make every effort to provide uninterrupted electricity to communities that are legally connected to the network during lockdown.

Planned maintenance is on hold. Essential repairs for which planned outages are required will be communicated.
Please report power outages, broken streetlights and faulty traffic lights to:
044 302 6397 or 399 (8.00am – 4.00pm)
044 302 6300 (after hours)

Electrical Services administration offices are closed during lockdown.

Water, Sanitation & Roads:
Deliveries of essential water and wastewater services continue as usual.
Report water leaks and burst pipes, sewerage blockages, leaks and spillages and urgent road and storm water issues to:
044 302 6331 (8.00am – 4.00pm)
044 302 6300 (after hours)

PLANNING & ECONOMIC DEVELOPMENT (including: Land Use Management, Building Control, Economic Development, Environmental Management, Human Settlements)

All Planning administration offices are closed during lockdown.

More information on the services provided by the Planning & Economic Development Directorate is available at www.knysna.gov.za/news/covid-19-corona-virus/

STAY IN TOUCH. DOWNLOAD OUR MOBILE APP.

Our mobile app, which is functional on smart and non-smart devices, offers you a plethora of possibilities right in the palm of your hand.

For the best app experience, please complete your profile information in the app, so that we can ensure you receive communications and services that are relevant to you. The more information you share with us, the more personalised we can make your app experience.

Download our community app from your app store, or visit http://knysna.community.me.

GARDENING SERVICES

Garden services may now apply for permits to operate under specific circumstances.

Many areas have become overgrown since the start of the national lockdown, potentially harbouring pests like rats and snakes and posing other health hazards.

Applicants must be able to prove that theirs is a critical maintenance service that cannot be delayed for more than 21 days, or functions as cleaning/pest control by providing garden waste and refuse removal services. Strict regulations will apply.

Only permit holders may gain entry to the Knysna and Sedgefield municipal garden refuse sites (open on Tuesdays and Thursdays).

For more information and to apply, email Denver La Vack at travelpermits@knysna.gov.za.

JUNE 16 IS YOUTH DAY

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Water Restrictions

Level 1 Water Restrictions apply, which allow:

<table>
<thead>
<tr>
<th></th>
<th>SUMMER</th>
<th>WINTER</th>
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<tbody>
<tr>
<td>MON</td>
<td>WED</td>
<td>FRI – EVEN STREET NO.</td>
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<tr>
<td>1 hr</td>
<td>3 days</td>
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<tr>
<td>6–7 pm until end May</td>
<td>5–6 pm from June to Nov</td>
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Residents should still obtain permission from the Director: Technical Services before filling swimming pools and undertaking maintenance.

Please report water leaks and water abuse to 044 302 6331 (o/h) or 060 998 7000.