



Knysna

Munisipaliteit || uMasipala || Municipality

inclusive || innovative || inspired

COUNCIL NEWS

DECEMBER 2025 & JANUARY 2026

FROM THE EXECUTIVE MAYOR'S DESK

As 2025 draws to a close, we find ourselves reflecting on a year marked by perseverance, progress and partnership. The people of Greater Knysna have warmly embraced me since I took office at the end of February and, for that, I extend my heartfelt gratitude.



We have seen a **renewed focus on improving service delivery** and investing in initiatives that foster inclusion, opportunity and growth since my election. I thank the many external stakeholders whose collective efforts remind us that our success as a town lies not in the absence of hardship, but in our shared determination to overcome it together.

With the festive season upon us, we open our hearts and our doors to the many visitors who continue to choose Greater Knysna as their holiday destination. Our town's natural beauty — from tranquil forests to shimmering lagoons and golden beaches — continues to inspire all who experience it. I commend our local businesses, hospitality sector and municipal teams for their unwavering commitment to ensuring that residents and guests alike enjoy a safe, clean and welcoming environment. I invite our visitors to savour every taste, sight and experience Knysna has to offer, but remind them to leave only footprints behind.



While we are most certainly open for business, we must all continue to practise water-saving and conservative usage behaviour as every drop counts.

In the spirit of the season, I am proud that some of our communities will find something truly meaningful in their Christmas stockings this year. The recent handover of 127 title deeds to families, together with the planned major Rheenendal infrastructure upgrades, represents real progress, real security and real opportunity. These are not just projects or documents, they are lifelong gifts of dignity, stability and hope for the future.

As we celebrate this season, let us do so with mindfulness and gratitude by caring for one another and for the natural wonders that make Knysna unique. Let us reach out to those in need, extend kindness where it is needed most and embrace the values of unity and compassion that define us as a community.

May this holiday season bring peace to your homes, warmth to your hearts and renewed hope for the year ahead. **My wife Phawulomzi, our children Mihlali and Alumiyo, and I wish our**



Thando Matika, EXECUTIVE MAYOR

Christian community a very happy and blessed Christmas and, to all, a joyous and prosperous New Year.

'til next time

MESSAGE FROM THE MUNICIPAL MANAGER

As we enter the festive season, I want to express my sincere appreciation to the people of Greater Knysna for your support, patience and partnership throughout the year. This is a special time for our town, a period when families gather, our streets become livelier and we open our doors to thousands of visitors who continue to choose Knysna as their summer destination.



I am pleased to share that we are ready to welcome our visitors for the holiday season. Our teams have worked hard to prepare our services and facilities so that everyone can enjoy a safe, clean and well-managed environment over the busy period.

A special word of thanks goes to the many municipal employees who will be on duty while others take a break. Your dedication ensures that essential services continue uninterrupted, and your commitment reflects the best of public service.

As we celebrate, let us do so with care for our natural environment, for our neighbours and for the visitors who help keep our local economy vibrant.

May this festive season bring peace to your homes and renewed hope for the year ahead.

Kind regards
Dr. Lulamile Mapholoba,
MUNICIPAL MANAGER



WRITE TO US



We welcome your content ideas.

Please write to us at knysna@knysna.gov.za

RECEIVE YOUR MONTHLY BILL VIA E-MAIL

To receive your monthly account electronically, send an email to accounts@knysna.gov.za



CLOSURE OF MUNICIPAL OFFICES: 22 DECEMBER 2025 TO 5 JANUARY 2026



Please note that our offices will be closed from Monday 22 December 2025 and will reopen at 07:30 on Monday 5 January 2026.

The **Customer Pay Centres** in Main Street Knysna and Flamingo Street Sedgefield will be open on 22, 23, 24, 29, 30 & 31 December 2025 between 08:00 to 12:00.

ALL ESSENTIAL, EMERGENCY AND STAND-BY SERVICES WILL BE DELIVERED AS PER USUAL.

Report fires at 044 302 8911.

For all other enquiries or emergencies, please contact the Knysna Emergency Services on 044 302 6300 or WhatsApp 060 998 6969.

YOUR WATER SAVING HABITS AND OUR CONTINGENCY PLAN CAN SEE US THROUGH THE SUMMER SEASON



LEVEL 4 WATER RESTRICTIONS

We have strengthened our drought readiness measures following Council's latest assessment of the region's worsening dry conditions. While water levels remain under pressure, a range of contingency plans are already in place to safeguard supply as the summer season approaches.

These plans include optimisation of existing sources, accelerated groundwater work, enhanced monitoring and readiness to deploy additional supply options if required. Council has declared a state of emergency, as the greater Knysna Municipal Area is now officially recognised as a water-stressed area. While it sounds dramatic, this allows for intervention from national- and provincial government to provide sustainable water solutions for the area.

The Garden Route District Disaster Management Centre have been mandated to coordinate the short- and medium-term interventions needed to address the crises, in consultation with the Knysna Local Disaster Management Unit.

Other measures adopted by Council include:

- **purchasing approximately twenty 5 000l water tanks to be placed at strategic points within critical wards;**
- **stronger enforcement of water restrictions, with immediate fines for misuse;**
- **identifying properties not paying for water or bypassing meters;**
- **reactivation of the Knysna Reverse Osmosis Plant if necessary; and**
- **evaluating supply risks and downstream demand considering ongoing aridity.**

While level 4 water restrictions were implemented at the beginning of December, Council resolved that the stage 2 drought tariff remain in place and not be raised to that of level 3 drought tariffs.

Level 4 water restrictions include:

- a stepped-up water conservation campaign;
- throttling of water zones;
- water restricting/management devices will be installed;
- domestic consumption to be limited to 6kl per household per month;
- business consumption will be reduced by 50% on the previous year's monthly average consumption, except car washes; and
- construction industry, car washes and nurseries must use alternative sources of water; and
- health- and correctional facilities to install their own tanks, to be filled by a municipal tanker.

The appeal to use water responsibly applies to all communities across Greater Knysna including Sedgefield, Karatara, Buffalo Bay, Rheenendal, the Brentons, Belvidere and Knoetzie. Each of these areas is affected by the ongoing dry conditions and collective action from every household and business is essential to protecting the shared – and severely strained – water supply.

The Knysna River, one of the town's primary raw water sources, is running extremely low and pumping operations have already been reduced to specific intervals to protect infrastructure and conserve remaining resources. Critically low levels in the Knysna River temporarily halted abstraction at the Charlesford Raw Water Pump Station at the end of November, but normal abstraction could recommence the next day. The **Akkerkloof Dam**, Knysna's main storage facility, currently stands at approximately **27% capacity, equating to just 17 days of water storage**, while the Glebe Dam adds a further eight days. It is important to remember that this is our reserve. As long as we can abstract water from the river, we need not dip into this reserve.

With the Swartvlei Estuary mouth closed in Sedgefield, saline water migrated towards the Karatara weir and contaminated the abstraction pond at the end of November. We addressed this situation swiftly by informing residents and blending the water to improve its quality and ensure it is safe for consumption. Should this type of contamination reoccur, and the river remains low, we will not be able to produce potable water from this source. In this case, we will consult with Cape Nature regarding the rules and potential consequences of opening the Swartvlei mouth. Five of the six boreholes drilled to service the Sedgefield area during the drought of 2008 are currently operational. The last borehole had to be abandoned as it produced saline water.

We are heavily dependent on our rivers. Recent rainfall patterns have been well below the long-term average, with August 2025 recording only 5mm at the Knysna Water Treatment Works, the lowest on record for that month. According to the South African Weather Service, **rainfall for the Garden Route region is predicted to be approximately 26% lower than average over the summer period**. We need rain – also in areas upriver, outside our municipal boundaries – to bolster the flow in our rivers.

Potable water remains restricted to essential household use only and non-essential activities, such as garden watering and car washing, are still prohibited. Greater Knysna remains fully open for visitors, however. Tourism is vital to our local economy and we look forward to welcoming both new and returning guests this season. We simply ask everyone, residents and visitors alike, to use water responsibly. With cooperation and sensible use, we can manage this period without compromising the Knysna experience.

Panic will not serve us, our preparedness will. We have faced droughts before and we overcame it through cooperation, innovation and community spirit. We can - and must - do the same again. We will continue to monitor the situation daily and will provide regular updates as conditions change.

Residents are urged to report any water abuse or illegal connections by sending a WhatsApp message to, or calling, 060 998 7120. For further updates and practical tips on saving water, please visit <https://www.knysna.gov.za/live-here/utility-services/water-services/> or contact the Water Helpdesk at 044 302 6331.

LOOKING FORWARD TO THE FESTIVE SEASON



Greater Knysna is dusting off the tinsel and gearing up to welcome friends, families and visitors for another vibrant holiday season, and we are fully prepared to deliver essential services and ensure a safe, enjoyable and well-managed festive period.

Our Integrated Seasonal Readiness Plan is in place and will remain active until 31 January 2026. This plan strengthens our ability to manage the increased demand on municipal services and facilities during the busy summer months. Our dedicated teams are on duty – day and night. Traffic, law enforcement and emergency services will operate at full capacity throughout the festive season.

Eight traffic officers and approximately 15 point-duty officers will be deployed daily across the municipal area to manage increased traffic volumes and ensure road safety at key intersections.

Our ten law enforcement officers, supported by an additional 15 peace officers, will maintain a visible presence throughout the area. They will be ensuring compliance with all municipal by-laws, particularly those by-laws that relate to the use of public amenities, roads and traffic and the prevention of public nuisances.

Please note that we are steadfast on our policy of zero tolerance for any transgressions of the law. You will find more information on important by-laws elsewhere in this issue.

Our emergency and law enforcement services are in full operation to ensure the safety and wellbeing of our residents and visitors. We ask everyone to cooperate with our officers,

respect the law and keep Knysna a safe and enjoyable destination.



Our waste management teams have stepped up operations to manage the expected higher volumes of refuse generated over the season. Extra cleaning staff will be deployed to key public areas and additional ablution facilities will be placed at popular parks and recreational sites to enhance visitor comfort. Please use the bins and keep our beaches, forests and streets litter-free.

Ten electrical teams will also be on standby to handle call-outs, complaints and faults, supported by contractors for both planned and unplanned bulk services work and emergencies.

Eleven dedicated plumbing teams are on standby throughout Greater Knysna to respond swiftly to water-related faults or bursts.

Beach safety remains a top priority. Lifeguards will be stationed at all major swimming beaches, and at the Karatara municipal pool, between 10 December 2025 and 31 January 2026.

In case of emergency, the National Sea Rescue Institute (NSRI) can be reached on 082 990 5956.

Families looking for fun, creative and educational experiences can pop into their local libraries where themed children's holiday activities will be offered throughout December and January.

Thank you to our staff who will be working long hours over the holidays. Your dedication and service will ensure that Greater Knysna shines this festive season.

IMPORTANT NUMBERS

Emergencies (24 hours): **044 302 8911**

Law Enforcement: **060 998 7120**

Traffic Services: **060 998 6808**

Fire Department: **044 302 8911**

Water Services: **044 302 6331 / 6334**

Waste Management: **044 302 6405**

NSRI: **082 990 5956**

SAPS Knysna: **10111**

Provincial Hospital: **044 302 8400**

Provincial Ambulance: **10177**

SUBMIT YOUR METER READINGS EASILY WITH THE MY MUNICIPAL METER APP & WHATSAPP



We encourage all residents to ensure accurate billing by submitting their own electricity and water meter readings using the MY MUNICIPAL METER app. For enquiries, please contact Enrico Oosthuizen at eoosthuizen@knysna.gov.za or 044 302 6408.

WHATSAPP CHANNEL

You can now follow the Knysna Municipality WhatsApp channel for important news, updates and other information.

[FIND US HERE](#)



'THIS IS KNYSNA' CAMPAIGN CELEBRATED



A meet-and-greet with media and participants in Visit Knysna's "This is Knysna" campaign was held on Thursday 20 November 2025 at the Turbine Hotel.

The campaign is a digital initiative that highlights residents whose actions have made a positive contribution to the Greater Knysna area and helped shape the visitor experience. Six videos have been created focusing on individuals who, through their actions, have enhanced the destination. Whether a tourism experience has been made, a nationally recognised farmer's market created, a mosaic or art route, or improving the town's gardens, they all play a role in the visitor's experience.

According to Sprout Social, the digital campaign that started at the beginning of September has had more than 1 million impressions, 33,930 engagements, reached more than 49,000 people and has resulted in Visit Knysna receiving 954 messages. To date, it has created more than a million views on the various Visit Knysna platforms with a total of 33,930 engagements, and 672 video views.

The occasion once again highlighted the importance of cooperation between the municipality and the community it serves. We need to collaborate to showcase the best of our destination. Residents have an important role to play and their actions, as much as our initiatives, help us shape the destination and the visitor experience. We appreciate the contributions of private institutions and hope that we can continue to build this relationship.

The videos can be viewed on Visit Knysna's Facebook (@visitknysna) and Instagram (@visitknysna) social media platforms and on YouTube (visitknysna).

For more information on the campaign, please email info@visitknysna.co.za or call Visit Knysna on +27 (44) 382 5510.

DOWNLOAD THE COLLAB APP FOR EASY, EFFECTIVE COMMUNICATION

Remember to download the Collaborator Citizen Application (Collab App) and to subscribe to the Knysna Municipality channel.



ON THE STAFF FRONT



AWARD WINNING STAFF MEMBERS

The Sedgefield Ratepayers Association recently hosted the celebrated annual Sedgefield Awards.

This awards ceremony is sponsored by Remax and celebrates individuals, groups and businesses. The community submitted 26 nominations from which six winners were selected.

Two of our staff members were nominated in the individual category. Chris Hardnick was nominated for his willingness to always assist Revive Sedgefield and the public during and after hours. Kirsty Hofhuis was nominated for leading the Sedgefield Animal Matters team while working for the municipality and won the overall award.

We congratulate both Chris and Kirsty, and thank them for their commitment to serving their communities both in the office and their personal capacities.

A FOND ADIEU TO WALEED GROOTBOOM AND A WARM WELCOME TO RICHARD KAKORA

Patriotic Alliance (PA) Councillor **Waleed Grootboom** submitted his resignation from Council to the Municipal Manager on 18 November.

Cllr Grootboom joined Council in November 2021 after the local government elections, serving as a PR Councillor for the PA.

He served as a member of the Mayoral Committee responsible for the Community Services portfolio during his tenure. He worked with dedication and a strong passion for supporting the disenfranchised, particularly through skills development and work-opportunity initiatives.



Council extends its sincere appreciation to Cllr Grootboom for his contribution in service of the Greater Knysna community. We wish him every success in his future endeavours.

He has been replaced by **Cllr Richard Kakora** who was sworn into office by the Speaker on 28 November. We are confident that Cllr Kakora will bring heart, integrity, and a genuine commitment to the community he now serves.



CONGRATUALTIONS TO NEW HOMEOWNERS

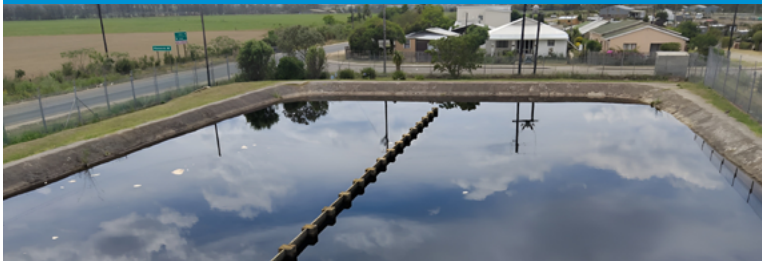


Homeownership remains one of the most powerful ways for our residents and their families to build a secure and sustainable future. A home is more than a roof and four walls — it's a lasting financial asset that strengthens communities and opens doors to new opportunities for generations to come.

We proudly handed over 127 title deeds to beneficiaries in Greenfields, Concordia East & West, Bongani, Kanonkop, Nekkie West, Dam-se-Bos, and Hornlee on 21 November.

We encourage those who were unable to attend the handover ceremony but are approved beneficiaries to get in touch. For assistance or more information, please contact Portia Lindi at 044 302 6561 / 060 998 7271 or visit your nearest housing office with your ID book.

RHEENENDAL COMMUNITY SET TO BENEFIT FROM MAJOR INFRASTRUCTURE PROJECTS



The upgrading of gravel roads and the Rheenendal bulk water supply, phase one, were announced at a well-attended public meeting held on 6 November. Both projects are funded through the Municipal Infrastructure Grant.

The gravel roads upgrade project is valued at R12 million. Six gravel roads will be upgraded with concrete block paving. This will directly benefit 1,899 households by providing more durable and weather-resistant road surfaces and improving access and safety.

A key feature of the project is its contribution to local economic empowerment, with 25% of the project value allocated to local Exempted Micro-Enterprises (EMEs) from the municipal supplier database. This allocation ensures that small businesses within the community will benefit directly from the work being undertaken.

The Rheenendal bulk water supply upgrade, phase one, will strengthen the area's water infrastructure to ensure a reliable and sustainable supply to this community. The project, budgeted at just under R16.5 million, will benefit 2,352 households once completed.

Core components of the upgrade include improvements to the

extraction weir on the Homtini River, refurbishment of the existing steel rising main, construction of a new raw water storage tank and the drilling of new boreholes. These interventions will increase the system's capacity to meet both current and future water demand.

As with the road upgrade, 25% of the total project value will be allocated to local EMEs, supporting job creation and the growth of small-scale contractors within Rheenendal. These projects are not only in line with our ongoing commitment to improving basic services, but also our commitment to creating local economic opportunities.

Contractors appointed for the projects were introduced to the community, ensuring transparency and encouraging collaboration from the outset. We look forward to working with these contractors, and the community of Rheenendal, as we prepare to uplift and develop the local community, its infrastructure and its economy.

FESTIVE SEASON REFUSE COLLECTION SCHEDULE



We ask that all residents, businesses and visitors take note of the amended refuse collection schedule for the upcoming Festive Season. These temporary changes accommodate statutory public holidays while ensuring that waste collection services continue with as little disruption as possible.

NO COLLECTION ON CHRISTMAS DAY

Areas scheduled for collection on Thursday 25 December will instead be serviced on Friday 26 December.

The usual Friday route will move to Saturday 27 December.

NO COLLECTION ON NEW YEAR'S DAY

Areas scheduled for collection on Thursday 1 January 2026 will instead be serviced on Friday 2 January.

The usual Friday route will move to Saturday 3 January.

Areas affected by the schedule changes:

WARD	Friday 26 December 2025 & Friday 2 January 2026
2	Sedgefield Pine Lake, Trails-End, Bayswater, Swartvlei, Street bins
2	Karatara
7	Dinangwe, Bongani, Kanonkop, Khayaletu, Edameni
9	Thesen Island, Industrial Area
10	Upper & Lower Town, Paradise, Heuvelkruin, Knysna Heights

WARD	Saturday 27 Dec. 2025 & Saturday 3 Jan. 2026
1	Extension 3 & 4, Myoli, Cola, Zeegezigt
2	(Sedgefield): All businesses
3	Dam-se-Bos, Nekkie, Hlalani, Oupad
5	Belvidere, The Brentons, Phantom River, Bufallo Bay businesses
10	Salt River, Green Pastures, Welbedacht

Residents are reminded that the normal refuse collection schedule is available on the municipal website at <https://www.knysna.gov.za/live-here/utility-services/waste-management-services/>.

For enquiries during office hours, please contact 044 302 6405.

ENJOY OUR PUBLIC SPACES RESPONSIBLY THIS FESTIVE SEASON

Our by-laws have been written with your comfort and safety in mind, and to protect our beautiful area.

- Always adhere to the rules displayed on the notice boards at public spaces. Do not vandalise or damage these boards.
- You may not bring alcohol into a public amenity and you are not allowed to enter a public space if you are under the influence of alcohol or drugs.
- Only registered seasonal traders may cook and sell food at public spaces.
- Fires are only allowed for the purpose of braaing, and only in designated fireplaces/braais.
- Animals may only enter public spaces where and when they are explicitly allowed to do so and must be on a leash.
- Don't disturb the peace — let everyone enjoy our public spaces in comfort.



Any person who commits an offence in terms of the Knysna Municipality Public Amenities By-law can be ordered to leave the space and will not be allowed to enter other public spaces for six months.

You can also be liable to a fine of up to R1000 or imprisonment.

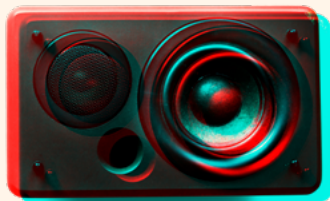
Find the full by-law at: <http://knysna.gov.za/government/important-documents/bylaws/>

Contact Law Enforcement at 060 998 7120.

DON'T BE A NUISANCE THIS FESTIVE SEASON

Don't do anything that will inconvenience or annoy your neighbours or the public.

- Stop and think – if what you are doing might bother you, it will probably bother your neighbours.
- You are not allowed to keep an animal that makes frequent and excessive noise.
- Don't use noisy equipment or do construction work outside of reasonable or permitted hours.
- Don't yell or fight where your neighbours can hear you.
- Turn the sound on your television set down and don't play loud, disturbing music at night.
- You may not keep poultry, pigeons or bees without written consent from the municipality.
- You are not allowed to burn anything or cause excessive smoke that will bother your neighbours.

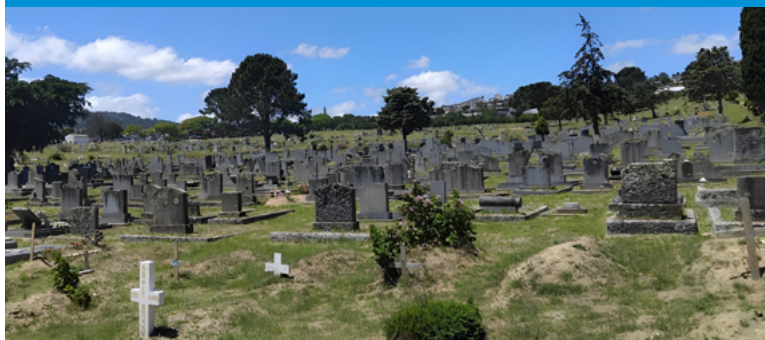


Any person who contravenes any of the rules of the Knysna Municipality By-Law for the Prevention of Public Nuisances may be liable to a fine or face imprisonment.

Find the full by-law at: <http://knysna.gov.za/government/important-documents/bylaws/>

Contact Law Enforcement at 060 998 7120.

CEMETERIES OPERATING HOURS DURING FESTIVE SEASON



Residents and funeral service providers must take note of the operating hours for our cemetery services during the Festive Season. These arrangements are in place to ensure continued service delivery while accommodating statutory public holidays. Please ensure all arrangements are finalised within these timeframes.

Cemeteries closed for funerals on the following public holidays:

16, 25, 26 December 2025 & 01 January 2026

(Applies to Knysna, Rheenendal and Karatara Cemeteries)

Cemetery office hours: funerals and unveilings:

22 – 24 December 2025: 08h00 – 11h00

29, 30, 31 December 2025 & 02 January 2026: 08h00 – 11h00

Payment cut-off dates

To facilitate weekend funerals, payment cut-off times are as follows:

- Weekend of 20 December 2025: payments must be made by 18 December 2025 at 12h00
- Weekend of 27 December 2025: payments must be made by 24 December 2025 at 11h00
- Weekend of 03 January 2026: payments must be made by 31 December 2025 at 11h00

Submission of documentation

All required documents must be emailed to dpotts@knysna.gov.za:

- payment receipts
- burial orders
- Notification of Death (BI Forms)
- death certificates
- ID copies
- birth certificates



Original burial orders may be submitted before or on the morning of the funeral when entering the cemetery for grave preparation.

Please contact the Cemetery Office at 060 998 7008 during the above operating hours for more information.

Tel +27 (0)44 302 6300
www.knysna.gov.za

