

SEPTEMBER 2020

24-hour Emergency Fire Brigade 028 313 8000/8111
028 312 2400

Bulletin

Official newsletter of the Overstrand Municipality



TEMPORARY MEASURES TO EASE COVID-19'S IMPACT ON RATEPAYERS' FINANCES



ALL RATEPAYERS who find themselves in financial distress as a result of the Covid-19 pandemic are advised to take heed of the following temporary relief measures as approved by Council.

1. LENGTHENING OF EXTENDED TERMS OF PAYMENT AGREEMENTS

In instances where business and residential customers have already entered into an agreement with Overstrand Municipality to settle their municipal accounts over an extended period, those payment agreements can now be extended as outlined below.

Businesses:

Council has resolved that the period for businesses that find themselves under financial stress and cannot settle their accounts due be extended to include accounts for July 2020 and August 2020 respectively. Such businesses will be required to enter into an extended term of payment agreement in terms of the Overstrand Customer Care, Credit Control and Debt Collection Policy which will allow them to settle outstanding amounts in equal payments over a six-month period without having to pay a deposit.

Residential customers:

Council has resolved that the period for residential customers who find themselves under financial stress and cannot settle their accounts due be extended to include accounts for July 2020 and August 2020 respectively. Such customers will be required to enter into an extended term of payment agreement in terms of the Overstrand Customer Care, Credit Control and Debt Collection Policy which will allow them to settle outstanding amounts over a period of 12 months without having to pay a deposit.

2. NO FEES LEVIED ON ACCOUNTS-IN-ARREAR NOTIFICATIONS

Bulk users as well as residential customers are advised that Council has resolved to waive all fees pertaining to the administration of as well as notifications regarding accounts in arrears for the months of July 2020 and August 2020 respectively. Included in the latter are SMS notifications, 14-day notices and 24-hour notices served on bulk users.

3. LEEWAY FOR RETIRED AND DISABLED PERSONS WHO WISH TO APPLY FOR SPECIAL REBATES

Retired and disabled persons qualify for special rebates on property rates.

To qualify for such a rebate, the applicant must:

- Be a South African citizen
- Be the registered owner of the property in question
- Occupy said property as his/her primary residence
- Not own more than one property
- Be at least 60 years of age or in receipt of a disability pension from the State
- Have a gross monthly household income of less than eight times the state-funded social pension per month (i.e. less than R14 880)

To afford retired and disabled ratepayers more time to acquire the necessary documentation in support of their applications for a special rebate on property rates, they now have until 30 November 2020 to submit their applications to Overstrand's Rates and Data Control Office.

Enquiries with regard to any of the above can be directed to the Rates and Data Control Office on 028 313 8000. Alternatively, send an email to enquiries@overstrand.gov.za. Remember to state your municipal account number, your name and surname and a contact number.

ANOTHER ALTERNATIVE WOULD BE TO CONTACT THE MUNICIPAL OFFICE CLOSEST TO YOU:

- KLEINMOND: 33 5th Avenue, Kleinmond; Tel: 028 271 8400
- HERMANUS: Magnolia Street, Hermanus; Tel: 028 313 8000/8111
- STANFORD: 17 Queen Victoria Street, Stanford; Tel: 028 384 8500
- GANSBAAI: Main Street, Gansbaai; Tel: 028 384 8300

*Rebate application forms are also available on Overstrand's website: www.overstrand.gov.za. Click on Documents > Forms.

A NUTRITIOUS BOOST FOR THOSE SELF-ISOLATING OR QUARANTINED

Mid-July, Overstrand's Covid-19 disaster management team received a welcome donation of 120 pre-packed boxes filled to the brim with non-perishable food items such as canned goods and beans as well as neatly wrapped fresh vegetables to help cater for the nutritional needs of those directly affected by Covid-19.

This donation was made possible thanks to a partnership between Nedbank Hermanus and the Voëlklip OK MiniMark.

"We hope this food makes isolation and recovery a little less daunting for those residents who are in quarantine due to testing positive for Covid-19 or who have to self-isolate as a result of exposure to the virus," said Werner van der Merwe, Nedbank Hermanus' business banking manager.

On taking receipt of the pre-packed boxes, Lester Smith (Senior Manager: Fire and Rescue, Disaster Management and Security Services) once again expressed his gratitude towards every individual, organisation and business who so willingly step in to help alleviate the plight of others in these trying times.

He also used the opportunity to confirm that ward councillors are assisting the Overstrand Disaster Management Centre to identify the most vulnerable households who are in desperate need of food parcels such as these.



KINDLY DONATED: (back l-r) Brian Lobb (OM Disaster Management), Lester Smith, Marinette Geldenhuys (Nedbank), Werner van der Merwe, Esmarie Joubert (Voëlklip OK MiniMark), Ricardo Solomon (OM Disaster Management), Sarolyn Coert (OM Disaster Management). In front are Enrico Solomons (OM Disaster Management), Samantha Maritz (Voëlklip OK MiniMark), Nadia Cloete (Voëlklip OK MiniMark) and Unica Booysen (OM Disaster Management).

LATEST ON SPECIAL RATING AREAS:

- HSRA on track
- KSRA & OVSRA on hold

Towards the end of July 2020, Council approved a request that the implementation of the Kleinmond Special Rating Area (KSRA) and the Onrus-Vermont Special Rating Area (OVSRA) be postponed with one year.

Both SRAs envisage procuring and installing CCTV cameras as a first phase, while OVSRA also plans on instituting a patrol service. Given the current situation, none of these can be implemented until such time as lockdown restrictions have effectively been lifted.

A direct result of this postponement is that the first additional monthly levy applicable to both the KSRA and OVSRA will now only be payable as from 1 July 2021. However, despite delays with the incorporation and registration of Hermanus Public Protection (HPP) as management body of the Hermanus Special Rating Area (HSRA), the expected implementation date of HPP's business plan and the subsequent commencement of services is October/November this year.

Amended Overstrand Municipal By-law on Municipal Land-use Planning now effective

The mayoral committee approved the Amended Overstrand By-law on Municipal Land-use Planning as well as the incorporation of Overstrand Municipality's Land-use Scheme and Overlay Zones into said by-law on 24 June 2020. Note, too, that following on the publication of the aforementioned in the Provincial Gazette on 7 August 2020, the amended by-law is now effective.

Digital copies of the Overstrand Municipal By-law on Municipal Land-use Planning, Land-use Scheme and Overlay Zones are obtainable via the official municipal website at <https://www.overstrand.gov.za/en/documents/town-planning/by-laws/overstrand-municipality-amendment-by-law-on-municipal-land-use-planning-2020>.



BABOON MANAGEMENT UPDATE

Human Wildlife Solutions (HWS) has been appointed for the next three years to manage the baboon programme in those areas in Overstrand that are affected by human-baboon conflict. HWS specialises in resolving human-wildlife conflict on the urban edge and deploys innovative, minimally invasive strategies and the latest technology to control problem animals with the intention to uphold conservation values and to safeguard the integrity of ecosystems.

Currently, the baboon management programme involves making use of technology in the form of a "virtual fence" in the Voëlkop area and employing baboon monitors to keep the Pringle Bay troop at bay.

The way forward:

In the previous edition, *Bulletin* reported at length on the successes attained with the deployment of a "virtual fence" to keep the troop roaming the mountains above Hermanus out of town. As stated in that article, the main objective with this fence is to get baboons to return to their natural habitat where they play a major role in restoring biodiversity and maintaining the ecological integrity of the area.

Given these successes, this fence will now be expanded to include the Vogelgat/Voëlkop/Hamilton-Russell and Onrus troops in the east with the intention to, eventually, also deploy this technology to manage the troops in the west, i.e. those in Kleinmond/Betty's Bay/Pringle Bay and Hangklip.

Where troops are being managed for the first time, HWS's specialist team begins by monitoring the troops to understand their movement patterns, sleeping sites and feeding areas before recommending a methodology to manage a specific troop.

Consulting interested and affected parties:

Due to the current lockdown situation, agreement on methods to manage the troops in the west specifically could not yet be reached since none of the planned information and discussion sessions could take place.

Nevertheless, Overstrand Municipality has now compiled a list of interested and affected parties (I&APs) in the respective affected towns and will be contacting these I&APs soon to set up "virtual" meetings to discuss the Overstrand/HWS baboon management programme and to share information.

At the time of going to press, the dates of these virtual meetings have not been finalised yet. Meanwhile, if you have any questions regarding the process or want to make sure that your name is on the list of I&APs, please contact your ward councillor:

- Ward 3 - Kari Brice: kbrice@overstrand.gov.za / 083 650 4206
- Ward 13 - Jean Orban: jorban@overstrand.gov.za / 072 955 2986
- Ward 9 - Grant Cohen: gcohen@overstrand.gov.za / 072 436 9068
- Ward 10 - Fanie Krige: fkrige@overstrand.gov.za / 082 773 7749



Western Cape Minister of Human Settlements, Tertius Simmers, handed over the keys to proud new home owner Christine Gouw (67).

HAWSTON HEIGHTS PHASE 2 NEARS COMPLETION

On 30 July 2020, Western Cape Human Settlements Minister, Tertius Simmers, handed over the keys to the first ten housing units that form part of Phase 2 of the Hawston Integrated Residential Development Project (IRDP).

The handover of houses in this R80.6 million development (called Hawston Heights) will be implemented in phases. The first 63 units were handed over in December last year as part of Phase 1, with Phase 2 comprising a further 39 units in total. If all goes according to plan, all six phases will be completed by December 2020.

In addition, work on the R43 and the intersection at George Viljoen Street is progressing well.

This upgrade will ensure that beneficiaries, along with their families, have safe access from and to properties and other communal facilities such as crèches, schools, churches and shops, which are on the other side of the busy R43.

The cost of the upgrade is estimated at R10.3 million and includes left and right turning lanes in both directions, traffic lights, a traffic island and a pedestrian crossing. The upgrade is jointly funded by Overstrand Municipality and the Western Cape Department of Human Settlements.

The upgraded road will be instrumental in improving accessibility for the housing development that eventually will comprise 489 sites including 107 residential sites for the affordable housing market in terms of the Finance Linked Individual Subsidy Programme (FLISP), 378 residential top-structure sites resorting under the Breaking New Ground (BNG) programme, two business sites, two community-zoned sites, nine open public spaces, roads and a storm-water retention pond. Some of the BNG houses are being built to accommodate people with disabilities.

Before handing over the keys to the beneficiaries, Minister Simmers informed the new home owners that they have a three-month notice period to report issues with their houses. After that, they will be responsible for maintaining and repairing their homes.

He also reminded them that home owners are not allowed to let or sell a home handed over by the government for eight years; neither may it be used to run a business.

Ward 8 councillor, Deputy Mayor Elnora Gillion, and Councillors Arnie Africa, Lindile Ntsabo and Hannie Morgan accompanied the minister on this occasion.



Water bill or meter reading higher than usual? There is a simple explanation.

Keep in mind that under lockdown, more time was spent at home which could account for more water and electricity being consumed than usual.

Furthermore, water meter readings are verified by photographs taken of the meter readings to ensure the correct reading appears on the account.

According to Overstrand's Customer Care, Credit Control and Debt Collection Policy, if a service is metered but it cannot be read due to financial and/or human resource constraints or circumstances beyond the control of the municipality or its authorised agent, the consumer can be charged with an estimate based on previous consumption.

Given the circumstances surrounding the national lockdown announced mid-March, most water bills reflected an estimate for the month of April only. The exceptions here are Westcliff and Eastcliff where an estimate was applied for two months, namely April and May.

Nevertheless, when estimates are used, the municipality is obliged to make corrections once meter readings can resume so that the consumer's water bill reflects actual water consumption. These corrections can result in either a credit or debit adjustment.

By way of illustration, and keeping in mind that Overstrand's billing system for water consumption is based on the days in between readings – in other words, readings are taken approximately every 30 days – let's look at how an imaginary client's consumption would reflect on the system:

DATE	READING	CONSUMPTION
02/02/2020	1000 to 1015	15 kℓ consumed as per actual reading
02/03/2020	1015 to 1027	12 kℓ consumed as per actual reading
03/04/2020	1027 to 1037	10 kℓ estimated consumption over 30-day period
03/05/2020	1037 to 1047	10 kℓ estimated consumption over 30-day period
04/06/2020	1047 to 1083	36 kℓ* actual reading since 02/03/2020

*Note that this reading yet again represents 30 days.

At this point, the estimated consumption plus actual consumption since the last actual reading (i.e. 10 kℓ + 10 kℓ + 36 kℓ = 56 kℓ) is divided by 90 days.

Based on this calculation, our imaginary consumer's water bill will be adjusted to reflect an average consumption of 2 x 18 kℓ and 1 x 19 kℓ respectively for the 90-day period. Note that tariffs for water consumption are based on a sliding scale: The higher the consumption, the higher the rate.

Should you suspect that your meter reading is incorrect, please forward the relevant account number to enquiries@overstrand.gov.za for investigation.

