

MARCH 2018

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

# Bulletin

Official newsletter of the Overstrand Municipality

## GROTTO GIVEN THUMBS UP AFTER INSPECTION

Grotto's Blue Flag beach received a thumbs up from the International Blue Flag organisation following a recent inspection.

Regular inspections are carried out while beaches are being operated as Blue Flag beaches, and at least one visit that is usually unannounced.

Blue Flag is an annual international award which focuses on the environmental management of our coastline and coastal waters with a view to promoting tourism and development. Although it is a voluntary eco-label, it has become an international symbol that signifies quality beaches, boats and marinas that meet certain standards of excellence in as far as safety, amenities, cleanliness, environmental information and environmental management are concerned.

In South Africa, the Blue Flag programme is managed by WESSA (the Wildlife and Environment Society of South Africa).

Blue Flag status is awarded seasonally, and municipalities must apply annually to renew the status of their beaches.

Water samples are taken at regular intervals and are tested by an independent laboratory.

• **Grotto's Blue Flag status will be effective till the end of March 2018.**



Lauren Rainbird, Blue Flag Coordinator for Overstrand, is pictured here with Johann Durand of Blue Flag International (left) and Wessa's Blue Flag Manager, Rob Slater.

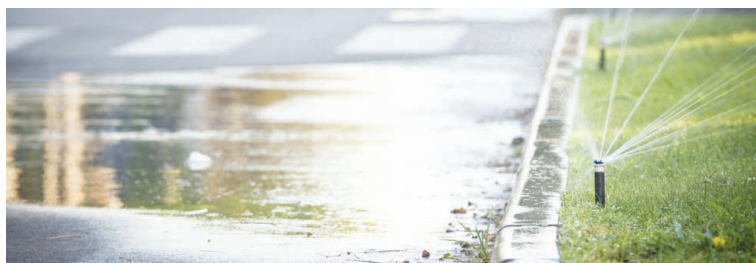
## HEARTFELT THANKS FROM MAYOR'S OFFICE FOR OVERSTRANDERS' COMPASSION

Following on the passing of Alderman Rudolph Smith, the overwhelming empathy and support displayed by so many people in our municipal area was really heart warming.

Every message and every spontaneous offer of support, whether in the form of a donation or other forms of assistance that helped to turn the memorial and funeral service into such a dignified occasion, are sincerely appreciated.

With such a community, Overstrand can only go from strength to strength. Thank you so much!

## WASTE NOT, WANT NOT: AN APPEAL TO ALL CONSUMERS TO REPORT SUSPECTED WATER LEAKS IMMEDIATELY



Given the drought currently being experienced in our province, no-one needs to be reminded that water must be conserved at all cost. One way to ensure that you are not inadvertently wasting this precious resource is to keep a close check on your monthly municipal water bill.

Exceptionally high water bills can usually be ascribed to one of the following:

- **Sprinkler systems**
- **Incorrect meter readings**
- **Faulty meters**
- **Leaks**

For those who make use of sprinkler systems, a reminder that the watering of gardens, sports grounds and the likes with municipal drinking water is limited to one hour per day - before 09:00 and after 17:00 - twice a week.

Should you suspect that the meter reading is incorrect, you may ask your nearest municipal office to verify the readings against our financial records and request a copy of photographs taken of the meter readings over the past three months.

In cases where consumers suspect that the meter itself may be faulty, we will first have to rule out the possibility of any leakages - either on the side of the water meter the consumer is responsible for, or on the side the municipality is responsible for.

According to Section 6.8.1 of Overstrand's Customer Care, Credit Control and Debt Collection Policy, if the leakage is on the consumer's side of the meter, he or she will be responsible for paying all outstanding fees as well as for repairing the leak. Overstrand does offer customer assistance programmes to those consumers who have inadvertently experienced severe water losses. For details on the terms and conditions of these programmes, please contact your nearest municipal office or visit our official website at [www.overstrand.gov.za](http://www.overstrand.gov.za). Click on the "Documents/Policies" tab and download the full Customer Care, Credit Control and Debt Collection Policy.

To prevent unnecessary wastage and expenses of this nature, it is advisable to fix all leaking fixtures (i.e. toilets and taps), to turn off the mains whenever you are planning on being absent from the premises for extended periods of time and to monitor your water consumption closely at all times. Another alternative would be to request the municipality to cap consumption by having a flow-restrictor meter installed at the approved tariff.

Please also note that tampering with any municipal meter is a criminal offence liable to hefty fines and the immediate suspension of all municipal services.

Feel free to direct any questions regarding municipal services to [enquiries@overstrand.gov.za](mailto:enquiries@overstrand.gov.za) and be sure to visit your nearest municipal office to verify your account details:

<b>Kleinmond:</b>	<b>028 271 8400 / 028 271 8465</b>
<b>Hermanus:</b>	<b>028 313 8000 / 028 313 8196</b>
<b>Stanford:</b>	<b>028 341 8500 / 028 341 8516</b>
<b>Gansbaai:</b>	<b>028 384 8300 / 028 384 8328</b>



## NOTICE TO PARENTS: USE OF LIBRARY FACILITIES AND MUNICIPAL GROUNDS

In order to maintain a safe and welcoming environment for reading, learning and other library activities, Overstrand requires all visitors to its libraries to comply with the following general rules and regulations.

Parents and guardians are responsible for the safety and behaviour of their children while in the library and children, like all library users, are expected to comply with the library's rules and regulations. Consequently, a child who has been found to violate these rules may be asked to leave the library premises.

Children under the age of ten may not be left unattended at any time, and children up to the age of twelve should not be left unattended for extended periods of time or at closing times.

Parents and guardians must take note of scheduled library closing times and be aware that, at times, the library may have to close unexpectedly for operational reasons. It is the responsibility of the parents/guardians to let their children know what they should do if they are required to leave the library.

Library staff will be available to assist and support children with their use of library resources. Learners will be allowed a maximum of one hour for library-related work (homework or research). However, the library is not equipped (and it is not the library's role) to provide long- or short-term childcare or to serve as an aftercare facility for young learners.

The municipality assumes neither responsibility nor liability for the actions, care, supervision or safety of minors during their use of or engaging on library premises. Library staff may call the Law Enforcement Department if a child is left unattended when the library closes, or if a child otherwise appears to be at risk or refuses to adhere to the rules or instructions of the library staff.

Engaging in conduct that disrupts or interferes with normal operations of the library and municipal offices or that disturbs staff, library users or members of the public is not allowed at any of the Overstrand libraries or on the surrounding premises. This includes, but is not limited to:

- **Conduct of a harassing or threatening nature**
- **Using obscene or abusive language or gestures**
- **Making excessive noise, including talking loudly on a cellphone or otherwise**
- **Running, jumping or chasing one another in the library or immediate vicinity**
- **Sleeping, napping or dozing in or on library premises**
- **Lying and sitting on floors or tables in or on municipal premises**



## OAK OFFERS TWO CONCERTS IN MARCH



On Sunday 4 March, the Viennese AUNER STRING QUARTET can be seen in concert in the Civic Auditorium. Chamber music specialists, they will play works of Beethoven, Mozart, Schubert and Doderer.

On Sunday 25 March, organist Winand Grundling will perform 14 Stations of

the Cross in the Hermanus Dutch Reformed Church - a most appropriate recital for Palm Sunday. *Both concerts will commence at 15:30. Tickets cost R140 (R60 for students) and are available from the Tourism Office in Mitchell Street. Call them on 028 312 2629. For any further enquiries, please contact the Secretary, René du Plooy, on 082 940 4238.*



## UPGRADE OF BIENTANG SEWAGE PUMP STATION UNDERWAY



As is the norm, all infrastructure needs to be serviced and upgraded at some point or another. At this point in time, the Bientang sewage pump station is due for an upgrade and the construction of a new sewage pump station and rising main pipeline to service this facility commenced in the Hermanus CBD (above the Old Harbour) on Wednesday 17 January 2018.

According to the contractual agreement, works must be completed by the end of August this year.

The tender was advertised and the civil contract was awarded to A2 Loodgieters. Construction hours are from 09:00 to 18:00 from Monday to Friday.

In addition to occasional temporary disruptions to the traffic, those who reside, visit or have business in the area can expect to experience some noise and dust being generated during the construction period.

Overstrand Municipality apologises for any inconvenience caused during construction. Nevertheless, the community can rest assured that the long-term benefits of the pump station upgrade will far outweigh the temporary inconvenience caused by these construction activities.

Patrick Robinson is managing the project on behalf of Overstrand Municipality and can be contacted on 028 313 5046 or [probinson@overstrand.gov.za](mailto:probinson@overstrand.gov.za). The contact persons for construction-related queries at A2 Loodgieters are André Nel (082 805 2134) or Johnny Blokland (071 973 1342).

## REGISTER ON OVERSTRAND'S SMS DATABASE

Account holders can make use of the municipality's SMS database to register their cellphone numbers in order to receive the latest updates on service delivery notifications, such as

- Emergencies, e.g. veld fires, floods and traffic problems;
- Scheduled interruptions during which municipal electricity and water networks will undergo maintenance or repairs, excluding Eskom-controlled interruptions.



## HOW TO REGISTER FOR THE MUNICIPALITY'S SMS SERVICE:

Please send an email to [enquiries@overstrand.gov.za](mailto:enquiries@overstrand.gov.za) or contact a Client Services Officer at your nearest Rates Hall if you want to activate the SMS service. Please use your municipal account number as your reference.

**KLEINMOND:** 33 Fifth Avenue, Kleinmond; 028 271 8400

**HERMANUS:** Magnolia Street, Hermanus; 028 313 8000/8111

**STANFORD:** 17 Queen Victoria Street, Stanford; 028 384 8500

**GANSBAAI:** Main Road, Gansbaai; 028 384 8300

- *Your contact information will be treated as confidential and will not be disclosed to other parties.*