



BUSHMAN'S RIVER MOUTH / BOESMANSRIVERMOND

Ratepayers' Association / Belastingbetalersvereniging Ward 3 / Wyk 3
P.O.Box 50, Boesmansrivermond, 6190

28th March, 2007

Mr. Sizwe Mvunelwa
Director Community/Protection Services
Ndlambe Municipality
P.O.Box 13,
Port Alfred 6170

Service Delivery in Ward 3, Ndlambe Municipality

Dear Sir,

The residents in Ward 3 are becoming more and more despondent at the levels of service which are delivered by Ndlambe Municipality, Community/ Protection Services. The grievances are wide ranging but are concentrated around the complete lack of care, management, supervision and will to do the job at hand on the ground. The crews are constantly seen in cul de sacs and parking off for hours during working hours. The foreman is very seldom seen on the job managing and supervising the municipal workers. It has also been noted that there is gross neglect and theft of equipment. These observations are specific to Ndlambe west and intervention is needed immediately. We as the ratepayers believe it is our duty to inform you of this serious situation.

Items of specific complaints are the following:-

- 1) Not a single blade of grass has been cut on any of the verges, public open spaces, picnic area or river access areas **this year!** The state of these areas is now unacceptable.
- 2) The access paths to the river are overgrown and filthy. **Nothing this year!**
- 3) The public toilets at the sea beach, river and river beach are in an atrocious state and are not cleaned or maintained. **Nothing this year!**
- 4) Symptomatic of the lack of will or sense of duty is that the high wind last month stripped trees of branches which fell into the road. These were moved to the side of the road by residents. They are still at the side of the road where they fell **over a month ago.**
- 5) The sewerage conservancy tanks at the Bushman's Hall are constantly overflowing (reported 7 times in the past 5 months). This is unhealthy. The conservancy tank at the slipway also overflowed and the one at the road down to the Sandbar is also of concern with sewerage overflow. Sewerage from conservancy tanks and French drains from the property owner Erf 26 BRM was reported and **nothing has been done.**
- 6) The towpath is being used as a highway by residents. The barriers are not in place and only municipal vehicles are permitted to use it. This was reported and **nothing has been done.**
- 7) The firebreaks around the village have not been maintained for the **past two years.**
- 8) The storm water gutters and verges in Rivers Bend are overgrown with weeds and grass and no effort has been made to either remove them mechanically or chemically. This will only lead to the destruction of both the roads and gutters.
- 9) The storm water drain clearing between the vlei and the village has not been maintained **since December 2005.**

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Committee: Johann Smuts (Chairman), Wendy Grove (Secretary), Charles Sprong (Treasurer/Vice Chairman), CJF Botha, Schalk Kotze, R Phol, W Northrop, Trevor Franklin, Anton Vosloo, Ian Smith, A Gildenhuys, Matt Mullins

- 10) The refuse skips as promised have not been installed although they were in place for a short period in December 2006 they have now disappeared.
- 11) Residents predicted that there would be no refuse collection on Tuesday 20th March 2007, the scheduled date, because the following day was a public holiday and overtime would be paid. That prediction was true. Again, a reflection of lack of care, will and control on the part of the foreman.
- 12) Dumping is occurring on the road to the beach from Klipfontein, building rubble, refuse and mining of building sand which is unacceptable.

There are numerous other issues at play and these are just symptomatic of the rot and lack of care that has set in with the service delivery by the Community/Services Department of Ndlambe in our area. The residents maintain that they pay their municipal rates every month, only to receive irregular refuse collection once a week by the municipality and little else and to boot that is an additional fee levied each month, for refuse removal per erf. We have had to temper the dissatisfaction of the ratepayers telling them that there will be immanent improvement but they are now growing impatient.

We trust that you will motivate and mobilize the employees to do their work, especially the foreman responsible, because it reflects badly on the whole of Ndlambe Municipality. If Ndlambe Community/Protection Services feels that it is ill equipped or unable to render service, the community is willing to take on various responsibilities for a percentage of the estimated costs of rendering these services.

Yours faithfully,

Johann Smuts
Chairman Bushman's River Mouth Ratepayers Association
Cc Municipal Manager