

PUBLIC COMMENTS RECEIVED ON EMAIL

PUBLIC PARTICIPATION WRITTEN COMMENTS RECEIVED ON DRAFT 2021/2026 INTEGRATED DEVELOPMENT PLAN (IDP) AND DRAFT 2021/2024 MEDIUM TERM REVENUE AND EXPENDITURE FRAMEWORK BUDGET

FOR CONSIDERATION BY THE TOP MANAGEMENT TEAM, BUDGET STEERING COMMITTEE AND COUNCIL

No.	Issues	Local Community / Other Stakeholders Comments	Ward / Area	Senior Management Comments
1.	South African Property Owners Association (SAPOA) and Rateswatch Tariff Policy	<p>General:</p> <p>To avoid confusion, it is suggested that reference to the Municipal Property Rates Act (Act No. 6 of 2004) should be consistent. In this policy, both “MPRA” and “The Act” is used.</p>	All	The current, amended policy does not make reference to the term “The Act”, MPRA only is used.
		<p>Clause 7:</p> <p>a) Definitions - It is suggested that where the definitions refer to sections of the MPRA, the words “<i>of the MPRA</i>” be inserted.</p>	All	Where reference is made to sections of the Act, the policy refers to Section of the MPRA.
		<p>b) “Business and commercial” – Rating farm properties that are used for eco-tourism or hunting of game at the business tariff will render most of these operations uneconomical and will harm the local economy and job creation. Flats, old age homes and self-catering/holiday flats should be categorised as residential property in compliance with the MPRA definition of “residential property”.</p>	All	The properties used for eco-tourism or hunting of game are specifically excluded from agricultural properties in terms of definition of agricultural properties in the Act. The definition of business and commercial properties in terms of BCMM’s rates policy includes any property used for a purpose which does not fall within any other category defined in this policy and the Act, hence these are categorised as Business and

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				Commercial. The use of Flats, old age homes etc. is commercial in nature as these are used for rental purposes and receive rental income hence categorised as business and commercial.
		c) "Residential property" – The definition could be ultra vires as it conflicts with the MPRA definition. The definition should reflect the amendments to the definition in the MPRA. The MPRA definition refers to "residential purposes". It is suggested that a definition for "residential purposes" be included in the policy and the MPRA definition included verbatim in this policy.	All	Residential property is defined in the rates policy and it is not compulsory to add residential purpose as there is no definition of residential purpose in the act.
		<p>Clause 9: Rates relief measures relating to categories of property and categories of owners of property:</p> <p>a) Clause 9.3.1 – Pensioners and Disabled Persons: Clause 9.3.1(iv) – it does not make sense to include the alternative effective date (on which the application is received). The date on which the applicant turned 60 will always be the oldest date and should be the only applicable date.</p>	All	The rebate is on application basis, it does happen sometimes that people apply late, using the date the applicant turned 60 may affect previous financial years which may have been audited already.
		b) Clause 9.3.2 - Public Benefit Organisations and not for gain institutions: Is it realistic to set a deadline for 30 June, a realistic deadline of 31 August is suggested. It also means that the applications must be submitted before the rates policy is approved. Exemptions should be backdated to the beginning of the financial year or the date of qualification.	All	The date is realistic as it suggests that applications must be received before the start of the new financial year, so that rebates are granted for the full financial year.

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		c) Clause 9.2.3 - Newly Developed Commercial or Industrial Properties – The number of the clause should be 9.3.3	All	Numbering corrected.
		d) Clause 9.2.4 - General Relief – The number of the clause should be 9.3.4	All	Numbering corrected.
		<p>Clause 10 Procedures:</p> <p>a) The procedures are about the relief measures and it should be a sub-clause of clause 9.</p>	All	Numbering corrected.
		<p>b) The reality is that many businesses will be closing, and many employees who are lucky enough to keep their jobs, may be faced with reduced remuneration from their employers or, at best, zero annual increases. As such, it is our plea to the City to take cognizance of the dire state of the economy and the financial predicament of many of its ratepayers and to adjust its proposed budget accordingly. This is not a time a “business-as-usual” budget. Rates should not be increased at all. The city should look back at the previous years when its total rates revenue increased as a result of a better-than-expected General Valuation results. Subsequent annual increases were implemented on top of that excessive increase. Now is the time to follow the example set by the National Treasury and to go easy on ratepayers. The prevailing economic climate, coupled with the annual compounding of what we believe are unconstitutional</p>	All	

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		<p>rates increases, makes little sense to invest further in the City.</p>		
2.	<p>South African Property Owners Association (SAPOA) and Rateswatch</p>	<p><u>Land Development Applications</u>- The processing of applications in the past year has been significantly slower to the point where property developers are losing appetite for investing in the city. Current investors are becoming increasingly frustrated at this slow process. the city should place more priority on municipal department processing developmental applications as this essentially has a ripple effect on the growth of the city and further promoting investor confidence. It must also be noted that processing applications speedily has a positive effect on revenue generation for the city as property development usually includes an increase revenue generation through rates and taxes.</p> <p>It is due to the above that SAPOA believe that the city should place more focus on prioritising internal deadlines to ensure that processing applications is not further delayed and that adequate mechanisms are put in place to ensure that municipal officials are able to work at normal working hours so as not to hamper growth and development in the city.</p> <p><u>Effects of the COVID 19 pandemic on Property Owners-Rates</u></p> <p>In a year such as 2021 it would be expected that there ought to be no increases in rates in line with National Treasury's policy of holding taxation rates until the economy turns for</p>		

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		<p>the better as many property owners have been severely affected by Covid 19 pandemic.</p> <p><u>Rental Market</u></p> <p>From a commercial point of view, many landlords are experiencing significant vacancies and have had to take big rental reversions to keep the tenants that can afford to still take up trading space.</p> <p>Increases are not in bad faith as alluded to, they are unsustainable, and will result in defaults in payment and reductions in the property rates base when the next valuation roll comes around. There was also no relief to landlords in any way, and yet many, depending on sector had go through a few months with no income as a result of credits being passed.</p> <p><u>Water</u></p> <p>Access to water is a basic human right. It is understandable that the increases from Amathole Water Board warrants an increase by BCMM however the increase which has been applied is extremely high. It is also understood that Amathole Water Board is not the sole supplier of water to the BCMM. With the aim of the city to take act in the best interests of its residents in providing this service and with AWB also being a State-Owned Enterprise, BCMM is expected to negotiate</p>		

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		<p>increases by the AWB in accordance with guidelines from National Treasury due to the unique circumstances that property owners currently face.</p> <p><u>Refuse Removal</u></p> <p>The increases applicable to refuse removal is noted to be double the forecasted headline inflation rate. This further affects the residents and property owners of the city. It is further disheartening to see that many areas of the city are still unkempt which has a further negative effect on attracting and keeping property developers and investors in the city.</p> <p><u>Moratorium</u></p> <p>SAPOA requests a moratorium be developed while investigations and changes are being made to charges on services.</p> <p><u>Development Levy's and how these can benefit City Development</u></p> <p>The SAPOA Regional Committee would like to know what the process is to implement projects from the funding accruing in the Levies, that have been paid through the Bonza Bay LSDF and Vincent Berea LSDF?</p> <p>Since the Inception of these plans, development contributions have been paid by businesses and queries</p>		

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		<p>have been raised in terms of how the contributions are being spent.</p> <p>SAPOA would request that this is also discussed when a one-on-one engagement can be held with the respective individuals.</p> <p><u>Clearance of Utility Bills:</u></p> <p>SAPOA have expressed their concern with the time taken towards the clearance of utility bills paid to the municipality. SAPOA has mentioned that this clearance often takes up to 3 years and they would like to query the reason of this delay.</p> <p><u>SMART CITY:</u></p> <p>What progress has BCMM made in developing an implementable SMART CITY Strategy for the BCMM? The current global shift towards incorporating technology into a City's operations is key.</p> <p><u>Incentive Strategy:</u></p> <p>An incentive Strategy needs to be developed and implemented as soon as possible to assist business. This should be targeted at attracting new investment and retaining existing current investment.</p> <p><u>Implementation of Key Catalytic Projects</u></p>		

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		<p>There has been a notable number of Key Catalytic Projects as identified in the BCMM SDF and IDP for implementation in the city. These projects have been identified as such as they have the potential to unlock investment into the city. SAPOA would like feedback on the implementation on such projects and the reasons for the delay on the implementation of these projects.</p> <p>Some of the projects include but not limited to:</p> <ul style="list-style-type: none"> • Tunnel Project • Link between Beacon Bay and Gonubie • Bridge over the Buffalo River • North West Expressway Extension linking CBD to Amalinda Junction and N2 Section 3 • Harbour expansion and deepening • Development of the Sleeper Site (mixed land use development and Knowledge Economy Node). 		
3.	<p>Border Kei Chamber of Business (BKCOB)</p> <p>Collection's write-offs and bad debt</p>	<p><u>Collection's write-offs and bad debt</u></p> <p>As per the IDP, bad debts and write-offs are projected to increase to 10.90% or R978 million in 2020. This could be as a result of over and under-billing queries unresolved. As BKCOB, our members have reported R3 million in queries as of 30th April 2021. The current collection rate is 62, 95%. We propose therefore that internal processes be streamlined i.e. upgrading the current debt management system as well as</p>	ALL	

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		the upskilling and development of existing debt collection staff, in order to recoup revenue. This will result in a much higher revenue collection as opposed to the targeted 86% as stipulated in the draft IDP		
4.	Dr Simeon Odugwu Revenue by Revenue Source (BCM Account 10283489)	<u>MTREF- Revenue by Revenue Source</u> The Draft IDP identifies alarming trends within the city's revenue streams. A decrease of over 30% in interest earned from external investments from the previous financial year and indicates a continuing trend of depletion of capital reserves. BCMM is earning 80 Million less per annum since 2017/18 FY. For the same period, property rates have increased by more 700 million. This is indeed a cause for concern as ratepayers in this tough economic climate can no longer afford to be penalised by the City's lack of effective financial management. In addition, further land parcels should be opened for development so as to increase the city's revenue base	ALL	
5.	Zolani Lubelwana (Business Webinar)	<u>Water Charges</u> The 9.10% in water tariffs as a result of the 15.96% increase in cost of bulk water by Amatola Water has reference. It should be noted that Amatola Water is not the sole supplier of water in the municipality. The municipal dams and treatment works account for much of the municipal supply. As BKCOB, we strongly object to the above inflation increases,	ALL	

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		<p>especially in this current economic climate. Since it's the City's constitutional obligation to provide water, we propose the following:</p> <ul style="list-style-type: none"> • SMART meters or alternative mechanism be found that will cut off water to indigent communities when they have reached their 6kl water allowance and a prepaid system be implemented to allow them to buy water. • Water loss education or awareness campaigns should be rolled out to the public • All proposed water saving projects/interventions as mentioned in the draft IDO be expedited as a matter of urgency 		
		<p><u>Electricity Charges and Losses</u></p> <p>It has become imperative, now more than ever before to find alternatives and more cost effective energy solutions so as not to rely on imposed increases by ESKOM. As BKCOB, we are pleased to see that the city is not adding any further percentages onto the 14.59% increase imposed by NERSA effective 1 July 2021. However, any shortfall as a result of this cannot and should not be recouped from property rates or from business who are already under strain. We further propose the following:</p>	ALL	

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		<ul style="list-style-type: none"> • SMART Metering be expedited • More effective controls or interventions created that would prevent illegal connections • Alternative sources of energy be investigated to reduce reliance on ESKOM • Internal processes and training of staff be streamlined to reduce backlogs in queries 		
		<p><u>Sanitation and Refuse Removal</u></p> <ul style="list-style-type: none"> • We are aware that the city needs to ensure its own financial sustainability and will therefore need to increase rates and manage revenue streams. However, 100 increase above the inflation rate in this tough economic climate is not justifiable. In addition, the general cleanliness and appearance of the city reflects is a reflection of the Department of Solid Waste inefficiencies. 100% increases in this department is not justifiable. We also propose that staff costs and fleet management of the Solid Waste Department be managed more efficiently or outsourced so as to contain increases to the bare minimum. 	ALL	
		<p><u>Debt Impairment</u></p> <ul style="list-style-type: none"> • The provisions of debt impairment have increased, the ripple effect of these increases over the years, is that 	ALL	

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		ratepayers and businesses foot the bill for ineffective collection and poor revenue management.		
		<u>Capital Expenditure Own Funding</u> <ul style="list-style-type: none"> • Projects currently funded from own funding should promote revenue generation or long-term economic development. The long history of grant funding being returned to National Treasury is a result of inability of poor planning and project management. This is unacceptable and not in the interest of the city 	ALL	
		<u>Conclusion</u> We appreciate the outstanding work done to develop the IDP. In addition, we propose the following: <ul style="list-style-type: none"> • Improved execution of anti-fraud and corruption strategies, frameworks and policies • Upskilling and reskilling of staff • Public Private Partnerships in the following areas i.e. supply chain, waste management, water and water infrastructure, roads and transport, energy and energy management, IT, Marketing and amenities for sport tourism 	ALL	
		7. Illegal dams on River Streams leading to dams:	All	

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		<ul style="list-style-type: none"> It is clear that the rainfalls that we experience in and outside the boundaries of the BCMM do not justify the slow filling of our dams, which suggests that there are people/ farmers who may have tampered with our stream somewhere upstream and an detailed investigation in all our streams in necessary and hefty fines imposed against culprits. 		
		<p>8. Revival and safeguarding of the Bulk Water Supply Infrastructure in rural villages around BCMM:</p> <ul style="list-style-type: none"> This is necessary to encourage revenue collection outlined in bullet hereinabove and also to reduce cost / spending on Water Tankers currently supplying rural villages around BCMM. 	All	
6.	Mike Williams Tariff Increases	<p>According to 2021 /22 IDP there are proposed increases in services charges in 2021/22. They are due to increase by between 8% and 14% whilst inflation is currently at about 3.5%. Unemployment is currently about 45% in the Eastern Cape.</p> <p>BCMM have made a provision for indigents, but there is also a large “missing middle” in the population of Buffalo city. These are people that are neither rich or poor but people who are currently just making end meet. These include pensioners, one income families and young families etc who</p>	All	

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		<p>live on a fixed income and who can really not afford a 14.6% increase in electricity and a 9% increase in water etc etc.</p> <p>The pensioners have paid tax all their lives and now in their golden years they are battling to make ends meet because of rampant inflation and the downturn in the economy. BCMM are not making any provision for the “missing middle” people.</p> <p>People should pay for what they consume but please don't make essentials like water electricity etc unaffordable to the “missing middle” and in so doing add to the number of indigents in the city.</p>		
7.	<p>Jaco Botha</p> <p>Tariff Increases</p>	<p>Tariff Increases:</p> <p>As a BCM resident and property owner within BCM I do not agree with such proposals for the following reasons:</p> <ul style="list-style-type: none"> • Firstly, you are proposing an inflation x 2 increase on everything, how is this even legal? • Secondly, I am not a government worker, but national treasury gave government workers no increase in 2020 and they are again offering 0% this year. As one of the largest employment sectors that will be 2 years of no increase in salaries. Very few private sector workers will get an increase higher than inflation. How can you as a local authority then justify increases in charges to your residents of inflation x 2? 	All	

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8.	<p>Ian Mackay (General Manager: Southern Sun Hemingways) Tariff Increases</p>	<p>Objection to proposal of excessive increases with are close to double of CPI. Majority of companies will not be giving increases this year so how do expect residents and companies to afford these increases.</p> <p>Buffalo City already has the one the highest rates and electricity charges in the country.</p> <p>These increases cannot be justified. These should be reduced to CPI which is in region 3-4%.</p>		
9.	<p>Afesis-corporan as part of the Asivikelane Campaign representing informal settlements communities in (BCMM) Informal Settlements</p>	<ol style="list-style-type: none"> 1. establish a comprehensive service standard which ensure dignified services to informal settlements 2. Allocate more budget for delivery of basic services and spend these funds in a coordinated way BCMM must allocate the budget necessary to meet the needs of informal settlements by providing enough free-standing taps, communal ablution blocks of flush toilets to informal settlements 3. <u>Establish a more accurate picture of the need in informal settlements</u> <p>BCMM's data on informal settlements is outdated. There is a need for the municipality to update its information on informal settlements such as household data and status of infrastructure. The informal</p>	All informal settlements	

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		<p>settlement study conducted in 2010 is no longer relevant and requires update.</p> <p>4. <u>Open channels for engagement with informal settlements</u></p> <p>Communities need to be given the opportunity to engage with officials of the municipality on their service delivery needs, not just through ward councillors. Experience in other metros has shown that when municipalities engage residents, it results in more accessible services being delivered and improved accountability. Theft and vandalism of basic infrastructure that is currently experienced in informal settlements can be a thing of the past if the municipality allows informal settlement residents to assume the role of monitoring and evaluation.</p> <p>5. <u>Establish a more accurate picture of the need in informal settlements</u></p> <p>BCMM's data on informal settlements is outdated. There is a need for the municipality to update its information on informal settlements such as household data and status of infrastructure. The informal settlement study conducted in 2010 is no longer relevant and requires update. This can be</p>		

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		<p>done in co-operation with communities through the Asivikelane programme</p> <p>6. <u>More effort needs to be put in place in terms of budget transparency and accountability</u></p> <p>The BCMM budget in some respects has very vague information that is available in the budget when it comes to the upgrading of informal settlements. The city needs to improve on how it communicates its budget so as to avoid any confusion for those who have interest in interrogating the budget.</p> <p>7. <u>All informal settlements should have access to electricity</u> BCMM should remove the current barriers to the provision of electricity to informal settlements. All informal settlements should be provided with safe, reliable electricity access. This form of intervention will go a long way in terms of saving lives as well as saving the municipality a lot of money that they could otherwise lost through illegal connections.</p>		

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		<p><u>Recommendations:</u></p> <ul style="list-style-type: none"> The metro needs to development and publish its own norms and standards for basic service delivery in informal settlements that are guided by the national norms and standard. <p><u>Electrification of informal settlements in BCMM</u></p> <ul style="list-style-type: none"> The lack of electricity is a major challenge to residents of informal settlements in the Buffalo City. It affects their quality of life and presents a safety risk, especially where residents have resorted to accessing electricity through illegal connections. These ‘bespoke’ electricity solutions are dangerous to implement and put the wider community at risk of a fire hazard. When reviewing the budget, there are a number of projects in the Department of Electricity that might provide electricity to informal settlements. However, the budget documents do not provide additional information than what is presented in the table below, including no indication of who will benefit from these projects. Under the Programme” Informal Settlements Electrification”, the name of the project suggests that this is electrification of state subsidized houses. There is an amount of 92 million allocated in the budget for bulk infrastructure however, it is not clear 		

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		<p>which might benefit informal settlements as the budget documents do not specify this.</p> <ul style="list-style-type: none"> The Draft budget 2021/22 includes the new grant, the Informal Settlements Upgrading Partnership Grant. <p>8. <u>Water and sanitation</u></p> <ul style="list-style-type: none"> The allocation of R8 million for sanitation in the Draft MTREF 2021/22 budget is small and is about 1.8% of the metro's Wastewater Budget. The allocations for water provision in informal settlements in the budget are unclear. It is not clear whether the allocations are for communal standpipes or individual site standpipe. Data collected from communities through Asivikelane shows that nearly 30% of residents in informal settlements do not have enough water and 45% for sanitation. The budget allocation above therefore seems to be insufficient given the massive need for water and sanitation services in BCMM's informal settlement areas. <p><u>Recommendations</u></p>		

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		<ul style="list-style-type: none"> • Install more flush toilets and ensure that flush toilets are provided (not chemical or plastic toilets which are deemed to be undignified). • Develop service standards for sanitation provision that are at least in line with the national minimum standard (which is one toilet per 5 households) to provide a dignified service to informal settlements. • Flush toilets should be provided to all informal settlements, including those on private land. • The metro should indicate which informal settlements will receive toilets and when – these targets should be clearly specified in the budget and IDP. • The Department of Sanitation should engage informal settlement residents when planning for the delivery of toilets to ensure that the service provided meets their needs. • The Department of Sanitation should allocate funds specifically for the repair and maintenance of the flush toilets in informal settlements, including regular supply of cleaning material for communal toilets. • The municipality’s budget documents don’t provide a nuanced picture of how much of this is spent on the maintenance of communal taps and toilets. It is likely that at least part of the maintenance costs associated with these facilities will be funded by the operating budget but the specific allocation for that to informal settlements is also not clearly stipulated. 		

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		<p>9. <u>Refuse removal in informal settlement</u> - allocation for solid waste services to informal settlements is unclear</p> <ul style="list-style-type: none"> • It is unclear from the metro's budget how much funds have been allocated to solid waste in informal settlements. This is concerning as residents have struggled with an inadequate waste service which has posed a health and safety risk. • The Asivikelane results indicate that the municipality uses an Ad-hoc bases for service delivery in informal settlements which has proved to be ineffective in serving communities. • Community members have very limited channels to engage the municipality on their services needs which stifles their ability to influence decision-making. • BCMM does not have a dedicated plan for the delivery of additional taps and toilets to meet the growing needs of informal settlements which are expanding in size and increasing in numbers annually. <p><u>Recommendation:</u></p> <ul style="list-style-type: none"> • Provide a weekly waste collection service to all informal settlements. • Provide waste bins and refuse bags to all households to reduce dumping of waste. 		

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		<p>10. Informal Settlements Unit Staffing - The Human Settlements Upgrading Unit is understaffed to be able to cope with the level of activities required to achieve upgrading.</p> <ul style="list-style-type: none"> • The rate of informal settlements mushrooming in and around East London requires that the informal settlements department is well staffed to cater for the demands that comes with managing this growth. • The current pace of service delivery in informal settlements is causing frustration amongst informal settlements residents. <p><u>Recommendations:</u></p> <ul style="list-style-type: none"> • Allocate funding from the R200 million adjusted budget towards hiring more staff to the informal settlements unit/department. • Establish an informal settlement upgrading committee within BCM departments to work closely with informal settlement residents. • Work with City Support Programme (CSP) and National Upgrade Support Programme (NUSP) e.t.c who provide upgrading support; and/or • Enter into contract with consultants to support the metro plan and implement upgrading projects <p><u>Recommendations</u></p>		

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		<ul style="list-style-type: none"> • Incremental services should be provided to all informal settlements irrespective of whether the land is private or public owned as provided in Section 27(1)(b) and Section 27(2) of the Constitution. • The city needs to clearly indicate what the Informal Settlement Upgrading Partnership Grant will be used for including what will be delivered, where and by when. • The informal settlements that will benefit from the electrification programme should be clearly stated. • The municipality needs to make clear which criterion it is using to decide which informal settlements will benefit from electrification. • All informal settlements should be electrified to ensure safe and reliable electricity access. • BCMM's budget should clearly indicate the electricity service that will be delivered to informal settlements, as well as setting targets for which settlements will be receive electricity and when. 		

PUBLIC COMMENTS RECEIVED ON LIVE RADIO, FACEBOOK, TWITTER AND WHATSAPP

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10.	Solid Waste Management	A resident from eQonce complained about the town that is filthy and why can't the municipality ensure cleanliness of the town	37
11.	Road	A resident requested to know about construction of Quenera road that was stopped in 2019	28
12.	Public Transport	A resident enquired about plans the city has to eradicate the City centre of the small taxis and construction of a proper public transport node for all forms of public transport	47
13.	Development at Beach front	A community member sought clarity about progress and the projected dates in term of completion for the development being undertaken for the Eastern Beach, in front of the Osner Hotel at Quigney.	47
14.	Beneficiary list of houses	A community member from Orange Grove, who was currently staying at Santa raised a complaint that he was not appearing on the list of the housing beneficiaries, although he had provided all the documents that were required.	46
15.	Bush clearance Grass cutting	Request bush clearance, cutting of trees and grass in Amalinda as thugs rob people especially in Goodall	9
16.	Electricity	Request for reduction on electricity	All
17.	Potholes	What is the municipality's strategy to fix the pothole crisis in the city	All
18.	Land	An enquiry for assistance with regards to 10 hectares for tomato venture, currently planting one a small scale and have produced good quality produce, have approached a number of stores who	

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		have shown interest in buying. However, as a result of farming in a small scale the enquirer would be able to meet the required demand. Request to advice on the matter	
19.	Playground for basketball	<p>A request for basketball court was forwarded to the Executive Mayor in 2008 back then and a reminder with the current Mayor in a letter written by Lakers basketball club during IDP Roadshow that was held in tent in ward 24 about playground that is not good for basketball and during rainy weather, playground becomes wet and it will take 3 weeks for it to dry.</p> <p>We always attending the IDP budget all the time we talk about those things. Even our Ward councillor is aware of the challenge as we are struggling with a surface even if the ground can be tarred so as to be able to gym and play even in rainy weather. Contact number is 0711012581</p>	24
20.	Land	A resident sought clarity with regards to the status pertaining to a piece of land based in Cuba, stating that there was no clear indication in terms of the status quo.	17
21.	Housing project	A community member from Unit P raised a concern regarding the incomplete housing project within the ward, stating that the unfinished houses were being vandalised and used by the criminals for criminal activities	Ward 24
22.	Unit V development	Construction of Unit V was approved in 1998 and the company that awarded was ADT up until now it is quiet	24
23.	Roads	Roads not being repaired at Unit P.	
24.	Electrification of Msintsini Location	The provision of electricity for the Msintsini Location not fulfilled as promised.	
25.	Billing	The mess with water billing must be fixed. A household of 5 people get billed R13k and 2 months later I get credited with R5k, but I still didn't use R9k water. The municipality is killing residents in Beacon Bay right now and many people are here about the same problem.	28
26.	Roads	Roads in Reeston need to be fixed	13
27.	Yanga Congcwana	What is the metro's strategy to fix the pothole crisis in this city?	All
28.	Roads	The construction of tar roads to be undertaken in all areas within the ward, acknowledging that the construction there had commenced but such had not covered the entire ward.	16

No.	Issue	Local Community / Other Stakeholders Comments	Ward / Area
29.	Streetlights	The installation on streetlights at Bhashe	
30.	Housing	A complaint was raised about the housing project that commenced in 2014 and remained incomplete up until to date, stating that the Ward Councillor was well aware of the matter.	11
31.	Housing	A community member sought clarity on the progress of the housing progress for the Winnie Mandela and Ramaphosa Informal Settlements.	11
32.	Electrification of informal settlements	A Ward 17 resident raised a complaint that the installation of electricity by the Buffalo City Metropolitan Municipality for Ward 17 had not been undertaken as promised. It was said that the electrification of informal settlements would put an end to illegal connections that were affecting people dwelling in the houses.	17
33.	Roads	A concerned community member from 11A sought clarity on what went wrong on the construction of tar roads that was never completed, although other areas had been completed	48
34.	Incorrect billing	A community member from Ward 17 raised a concern about the huge amounts that were reflecting on the accounts of many community members and said that they could not afford to pay such amounts, thus some had been disconnected.	17
35.	Playground	A request that the playground at Ward 17 be renovated in order to be utilized by the community	17
36.	Electrification	The resident also requested that all the informal settlements within Ward 17 be considered. Electrification for Emaxhewukazini Welfare at NU 3	17
37.	Vuyo Alihle Boo	Requests assistance with regards to acquiring about 10 hectares for tomato venture	
38.	Upgrade of Sisa Dukashe stadium	Upgrade the Sisa Dukashe Stadium.	42
39.	Mr T.Tose (0711012581)	Requests a basketball court	24
40.	Yonela Mkatshwa	The mess with water billing must be fixed. A household of 5 people get billed R13k and 2 months later I get credited with R5k but I still didn't use R9k water. You are killing us. I am in Beacon Bay right now and many people are here about the same problem. Water billing is a mess.	
41.	Sango Mbambani	Requests Reeston gravel roads to be fixed	Reeston
42.		A clarity was sought with regards to the status pertaining to a piece of land based at Cuba, stating that there was no clear indication in terms of the status quo.	17

No.	Issue	Local Community / Other Stakeholders Comments	Ward / Area
43.	Housing	A community member from Tyutyu in Bisho raised a concern regarding a housing project from 2013 Phase 2 that was never completed, and Phase was never started. Graveyards that are not fenced	43
44.	Houses	A community member highlighted lack of development in Etolofiyeni, Myeni (next to Dimbaza), Masingatha and Mngqesha He also stated that in Mzintshane location they had requested regravelling of their main road since the year 2009. He further requested that they have been asking for their new sites to be electrified since 2013	36,37 36
45.		A community member from Phakamisa who was physically challenged enquire about what plan was the Municipality has in assisting people living with disabilities in terms of house provisions	25
46.		An enquiry about wooden houses in ward 45 and since the previous ward councillor passed on and the project was not finished, and the contractor has left the site without the project being completed.	45
47.		An enquiry from community member about RDP houses in Tyutyu North.	43
48.	Homeless People's Federation	A community member, who is also a member of the Homeless People's Federation based in Mdantsane and Ziphunzana stated that the Federation had bought a piece of land at Amalinda and requested the Institution to assist with the installation of bulk services. A request for houses be built for the People's Federation.	16
49.	Houses Illegal occupation	A community member (from Councillor Maphuka's Ward) raised a concern regarding the fifty (50) outstanding houses that the Councillor was aware of at Unit P. It was mentioned that about seven (7) informal settlements had been left out during the construction of houses. Lastly, the community member said that her house was being illegally occupied by someone who was a nurse at Cecilia Makiwane Hospital.	42 42 24
50.	Vandalised and incomplete houses	clarity sought regarding the progress of the vandalised houses that were built long time ago next to the bridge near Gwiqi together with the sites that only had foundation slabs.	24

No.	Issue	Local Community / Other Stakeholders Comments	Ward / Area
51.	Land	A complaint regarding the issue of Land in farm 322, which he said had not been resolved since the previous year. The resident added that there was a petition given to the Ward Councillor who then forwarded it on to the Office of the Executive Mayor on 3 February 2020 and that the Executive Mayor had referred the issue to the Directorate of Spatial Planning and Development.	Ward 50 (Kwelerha)
52.	Roads	A resident raised a complaint that for the past twenty (20) years, the community had been requesting access road at the Corner Barrens Street and Katherine Street. The resident also complained that there were no streetlights, which resulted to increased cases of theft and robbery in that area.	Ward 9 (River Glen)
53.	Creative Arts	A resident representing Buffalo City Metropolitan Municipality artists made a request for artists to be included in the Budget allocations.	ALL
54.	Infrastructure	a community member raised a concern that it was a common outcry that the infrastructure in the city was old and that maintenance thereof was costly and enquired what had been done about the old infrastructure.	ALL
55.	Letter to Executive Mayor	A community member raised a complaint regarding a letter he wrote to the Executive Mayor which he said was never responded to	ALL
56.	Business Support	A resident enquired as to whether the Buffalo City Metropolitan Municipality Local Economic Development (LED) department was still functional. The resident added that the small business owners in Buffalo City Metropolitan Municipality had written to the department seeking business support programmes but had never been assisted nor responded to	Ward 29 (Gonubie)
57.	Billing	Lastly, the resident sought clarity as to what was wrong with the water billing system of the Municipality, adding that there seemed to be incorrect billing.	Ward 29 (Gonubie)
58.	Electricity Tariffs	A community member enquired about when the municipality was going to reduce electricity tariffs which was said to be the highest in the country.	ALL
59.	Taxis	A resident enquired as to whether there were plans in place to eradicate the small taxis which were operating in the City Centre and introduce proper public transport mode.	Ward 47
60.	Tariffs	A community member raised a complaint that senior government officials were not paying service charges in the government houses that they were occupying, and that Standing Committee of Public Accounts (SCOPA) needed to do investigation to prove that those officials were not paying.	ALL

No.	Issue	Local Community / Other Stakeholders Comments	Ward / Area
61.	Illegal Dumping, Fixing of Potholes and illegal electricity connection	A resident enquired as to when the Executive Mayor was going to take responsibility for the illegal dumping in East London and when was the municipality going to start maintaining, cleaning and fixing roads as well as dealing with illegal electricity usage in the city.	ALL
62.	Roads maintenance	A community member commenting on Buffalo City Metropolitan Municipality Facebook page raised a concern that Buffalo City Metropolitan Municipality had only one (1) contractor doing maintenance and construction for the whole Metro.	ALL
63.	Housing	A resident asking on whatsapp enquired about what Buffalo City Metropolitan Municipality was doing regarding the informal settlement at Gonubie Farmers Hall, saying that plots were being sold and that the area was growing rapidly	Ward 29
64.	Creative Arts	The BCMM artists would like to see the creative sector in the Integrated Development Plan. The Ethekwini Municipality has the creative sector being number 3 on their 9-point plan, with BCMM having a memorandum of understanding with Ethekwini Municipality and the creative sector of Durban doing far better than that of BCMM how come we don't see BCMM learning from the Durban strategy plan with regards the development of arts?	All

PUBLIC COMMENTS RECEIVED ON YOUTH AND BUSINESS WEBINARS

PUBLIC PARTICIPATION COMMENTS RECEIVED ON DRAFT 2021/2026 INTEGRATED DEVELOPMENT PLAN (IDP) AND DRAFT 2021/2024 MEDIUM TERM REVENUE AND EXPENDITURE FRAMEWORK BUDGET FOR CONSIDERATION BY THE TOP MANAGEMENT TEAM, BUDGET STEERING COMMITTEE AND COUNCIL

No.	Issue	Local Community / Other Stakeholders Comments	Ward / Area
65.	Manufacturing	Is there any support offered by BCMM for Manufacturing Ecosystems	ALL
66.	Spaza Shops	Are there any Spaza Shop Permit requirements	ALL
67.	Public Private Partnerships	Partnerships with the business sector requires Policy Frameworks, how far is the Metro on such legislation	ALL
68.	Supplier Parks	Where can people go to engage the relevant officials regarding the East London Supplier Park and West Logistics Hub	ALL
69.	Economic Recovery Plan	On the economic recovery plan, how can we leverage on the City's twinning Programmes for economic development and transformation	ALL
70.	Electricity generation	On electricity generation, has BCMM seen how other municipalities plan to self-generate electricity and what are the city's plans regarding self-generation	ALL
71.	Luvuyo Mabai (Eastern Cape	As the Maritime industry we want to see more black participation in our port and part of the value chain. This includes but not limited to offshore commercial fishing, aquaponics, ship handling,	ALL

No.	Issue	Local Community / Other Stakeholders Comments	Ward / Area
	Maritime Business Chamber)	bunkering, stevedoring, ship recycling, waste management, trucking and security. What is the metro plan in this regard	
72.	LJ Mzimase Fedcoc Ec Business Chamber Township Economy	In the light of grant cuts, what is the PPP or BOT framework in the Metro? What are the plans for manufacturing support scheme for township economy?	
73.	EL Supplier Park & Westbank Logistics Hub	Who to engage for the East London Supplier Park and the Westbank Logistics Hub?	
74.	Economic Recovery	On the Economic Recovery, who or how can we leverage on the City's Twinning Programme for Economic Development and Transformation	All
75.	Electricity	What are the plans for the Metro on electricity generation and other Metro's are going for self-generation	All
76.	Policy framework	Partnership with the business sector required Policy framework, how far is the Metro on such legislation?	All
77.	MBSA Expansion	A request for elaboration on the MBSA productive base expansion planning for the City.	All
78.	New Sectors	Is there already a delivery plan with regards to the general diversification to new sectors and if so, what is the current status?	All