

PUBLIC COMMENTS RECEIVED ON DRAFT

2022/2023 (REVISED)

INTEGRATED DEVELOPMENT PLAN (IDP)

AND

MEDIUM TERM REVENUE AND EXPENDITURE

FRAMEWORK (MTREF) BUDGET

3, 4 AND 5 MAY 2022

VIRTUAL
IDP AND
BUDGET
ROADSHOWS
2022

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WRITTEN PUBLIC COMMENTS RECEIVED ON EMAIL

WRITTEN PUBLIC COMMENTS RECEIVED ON DRAFT 2022/2023 (REVISED) INTEGRATED DEVELOPMENT PLAN (IDP) AND DRAFT 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.	Draft 2022/23 Rates Policy	<p>General</p> <p>To avoid confusion, it is suggested that reference to the Municipal Property Rated Act, (Act No. 6 of 2004) should be consistent. In this policy, both “MPRA” and “The Act” are used.</p>	Whole Metro	The Draft Rates policy 2022/2023 does not make reference to the term “Act”, as this was amended in the 2021/2022 policy.
2.	Draft 2022/23 Rates Policy	<p>Clause 7: Definition</p> <p>“Business and commercial</p> <p>“</p> <p>The inclusion of properties that are used for the trading and hunting of game in the definition will have a devastating effect on the financial viability of these properties. The monthly rates on a farm where game is hunted will increase by a factor of 10 or 1000 %. It will wipe out game farms.</p> <p>The rating of these farms should not be different from a farm that is used for the grazing of livestock. It should be noted that the unit value of a game is typically higher than a farm that is used for the grazing of livestock and more rates collected from game farms.</p>	Whole Metro	This exclusion is as per the definition of agricultural properties in terms of the MPRA, which specifically excludes properties used for the purpose of eco-tourism or for the trading in or hunting of game, in the definition of agricultural properties hence these are not categorised as agricultural properties.

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		<p>There is no rationale to include hostels, flats, communes and old age homes in the category 'Business and Commercial'.</p> <p>Hostels typically provide inexpensive lodging for a specific group of people, such as students or workers.</p> <p>A commune is a group of people living together and sharing possessions and responsibilities.</p> <p>Flats can be described as a suite of rooms forming one dwelling within a large building containing several such dwellings.</p> <p>Old age homes, also referred to as retirement homes or old people's homes, are multi-dwelling facilities intended for the elderly.</p> <p>All of the above are used for human habitation, and it is in principle not different from the building for human habitation on an erf in a township.</p> <p>This definition conflicts with the definition in the MPRA and should be removed because the definition in the MPRA takes precedence over the definition in the rates policy. Section 3(1) of the MPRA states that the policy must be consistent with the MPRA.</p> <p>“Residential property”</p> <p>The definition could be ultra vires as it conflicts with the MPRA definition.</p> <p>The definition should reflect the amendments to the definition in the MPRA.</p>		

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		The MPRA definition refers to “residential purposes” be included in the policy and the MPRA definition be included verbatim in this policy.		
3.	Draft 2022/23 Rates Policy	<p>Clause 8.1: Category of properties In terms of section 8(2) (i) of the MPRA, the category for multiple purposes is compulsory and must be created</p>	Whole Metro	Category for properties used for multiple purposes is still subject to Section 9 as per item 2 (i) of the MPRA. The National Department of Cogta reviews rates policies every year and has found BCMM to be compliant in this aspect.
4.	Draft 2022/23 Rates Policy	<p>Clause 8.2: Criteria for categorising properties for multiple purpose The category ‘Multiple purposes is compulsory which means that there is no longer the discretion provided for in section 9(1)(c) and 9(2). This clause must be removed from the policy.</p>	Whole Metro	Category for properties used for multiple purposes is still subject to Section 9 as per item 2 (i) of the MPRA. The National Department of Cogta reviews rates policies every year and has found BCMM to be compliant in this aspect.
5.	Draft 2022/23 Rates Policy	<p>Clause 9: Rates relief measures relating to category pf property and categories of owners of property</p> <p>5.1 Clause 9.31 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 application turned 60 will always be the oldest date and should be the only applicable date.</p> <p>5.2 Clause 9.3.2 Public Benefit Organisation and not for gain institution. 5.2.1 The subclauses should be numbered (i)to (xi) 5.2.2 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.</p>	Whole Metro	<p>This is to prevent incidents where a ratepayer turned 60 the previous financial year and only submits an application the following financial year, so that the municipality is not forced to grant rebates retrospectively.</p> <p>Section renumbered (a) to (k) in the 2021/2022 draft rates policy. It is a requirement that the draft budget and all related policies be approved before the start of the financial year they relate to.</p>

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		<p>5.2.3 Exemptions should be backdated to the beginning of the financial year or the date of qualification.</p> <p>5.3 Clause 9.2.3 Newly Developed Commercial or Industrial Properties The number of the clause should be 9.3.3</p> <p>5.4 Clause 9.2.4: General Relief The number of the clause should be 9.3.4</p>		
6.	Draft 2022/23 Rates Policy	<p>Clause 10: Procedures The procedures are about the relief measures, and it should be a sub-clause of clause 9.</p>	Whole Metro	Corrected.
7.	Billing	<p><u>The problem:</u> Many consumers receive bills that are not accurate, receive bills based on estimated consumption, bills for services not received</p> <p><u>Our demand:</u> BCMM to comply with the Credit Control By-law of the Municipality, and provide accurate billing:</p> <ul style="list-style-type: none"> • A monthly bill, on time, each month • Consumption of water and electricity billed in terms of metered consumption at tariffs in the tariff book • Meters to be read in cycles of 30 days • An estimated consumption only when meters are inaccessible • Accounts based on consumption to be adjusted in the subsequent (the very next) account • Any calculation, reading or metering error to be corrected in the subsequent (the very next) account • All disputes to be answered within 60 days <p>Accounts for services only if services were rendered</p>	Whole Metro	<p>The municipality bills its consumers based on the actual consumption on receipt of the actual meter reading. In the event that a reading cannot be obtained, an interim is raised on the consumer/s account/s and such is reversed once an actual reading is obtained. The City is in a process of improving effectiveness in the meter reading function with the intention of reducing the use of interim as much as possible. The rollout of the smart metering will also assist in addressing the above.</p> <p><u>Related to Meter Reading:</u></p> <p>The municipality is striving to read all meters in terms of the Credit Control Policy (in a cycle of 30 days). However, In the</p>

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				<p>event that a reading cannot be obtained, an interim is raised on the consumer/s account/s and such is reversed once an actual reading is obtained.</p> <p><u>Related to Monthly Bill</u></p> <p>The Municipality provides all Customers of municipal services, monthly, with a consolidated account for all applicable services rendered.</p> <p>The consolidated account will include property rates charges where applicable.</p> <p>Accounts are produced on a monthly basis in cycles of approximately 30 days.</p> <p><u>Related to queries (disputes)</u></p> <p>The Municipality is striving to respond to all inquiries from Customers in writing within sixty days from the lodging of the enquiry in terms of the Credit Control Policy.</p>
8.	2022/2023 Draft Tariffs	<p><u>Proposed Tariffs:</u> It is commendable that the tariff increases are in line with the National Treasury Guidelines. An effort should be made to reduce the water tariff increase.</p>	Whole Metro	The tariff increase for bulk water is set by Amatola Water Board. The Metro implements water tariff increases that are in line to what has been approved by Amatola Water Board to ensure full cost recovery.
9.	Tariffs	Explain in detail how the tariffs and rates and taxes are calculated for BCMM as BCMM has one of the highest in South Africa, if not the highest.	Whole Metro	In terms of the Municipal Systems Act, Section 75A under "General power to levy

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				<p>and recover fees, charges and tariffs” it also states that, a municipality may:</p> <ul style="list-style-type: none"> a) levy and recover fees, charges or tariffs in respect of any function or service of the municipality; and b) recover collection charges and interest on any outstanding amount. <p>In compliance with the above power to levy and recover fees, charges and tariffs, the Metro considers input factors such as Bulk Purchases (as per NERSA & Water Boards), Repairs & Maintenance, Employee Related Costs (as per SALGA Bargaining Agreement), etc. to determine how the annual increases are going to be and to ensure full cost recovery.</p> <p>BCMM always strives to ensure that its tariffs are competitive to encourage economic growth.</p>
10.	Water tariffs	When will water tariffs be adjusted downwards since there are plenty rains now and the dams are filling up?	Ward 28, Beacon Bay	Council resolved that the punitive tariffs be relaxed from Stage 3 with punitive tariffs 1B to Stage 2 with punitive tariffs 1A in line with the approved 2021/22 tariff book as from 1 March 2022. This was implemented in the Billing system.
11.	Property Rates	The property rates are increased annually (usually around inflation if not more) and in addition are adjusted about every 5 years irrespective if one has had improvements done or not. Notice has recently been given of another increase and objections must be lodged by 31 May 2022.	Whole Metro	The tariffs for property rates are adjusted once a year or annually. A Valuation roll which is the basis of calculating property rates, is valid for a period of four years in respect of a metropolitan municipality in

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		Can it please be explained in terms of municipal legislation or any other legislation that property rates can be increased not only on an annual basis but every 5 years irrespective of whether improvements are done?		<p>terms of Section 32(1)(b)(i) of the MPRA. This means a general valuation (which is the valuation of all properties within the metro) must be conducted every four years so that the municipality can charge rates based on a valid valuation roll. For general Valuations property values of all properties are assessed whether improvements are done or not.</p> <p>Supplementary valuations on the other hand are conducted monthly in cases where there is a change on a property since the last general valuation. The supplementary roll is published once a year and the affected property owners are notified and called to inspect the roll and submit their objections if any. The objections that must be submitted by 31 May 2022, are in respect of a supplementary valuation for the 2021/22 financial year and only affected property owners are to submit objections.</p>
12.	Basic Electricity tariffs	Please explain in terms of municipal legislation or any other legislation that BCMM is entitled to charge a consumer for BASIC ELECTRICITY DOMESTIC in addition for the use of electricity.	Whole Metro	NERSA Guideline for tariff design caters for an applied tariff to be split into different components across the network voltage levels on our electricity network.
13.	Repairs and Maintenance	Increase the total budget allocation for repairs and maintenance to align it with the prescribed guidelines provided by the National Treasury.	Asivikelane Campaign - informal settlements in BCMM	The main challenge in achieving the recommended National Treasury norm of 8% is the use of the revaluation model to value Property Plant and Equipment. BCMM is using revaluation method to value its infrastructure assets, and this increases the asset base from year to year and result to a huge depreciation charge. Thus, the

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				Metro's infrastructure repairs, and maintenance programme is complemented by the renewal and upgrading of existing assets capital programme.
14.	Repairs and Maintenance in informal settlements	Show how much is budgeted specifically for repairs and maintenance in informal settlements and to make sure that such allocation is spent in full.	Asivikelane Campaign - informal settlements in BCMM	<p>The Metro is following a legislated format in preparing its budget, including budgeting for repairs and maintenance. The legislated form in budgeting for Repairs & Maintenance (R&M) is the following:</p> <ul style="list-style-type: none"> - R&M by asset classification not limited to the following: <ul style="list-style-type: none"> o Infrastructure (roads, storm water, water supply, sanitation, etc.) o Community assets (community facilities, sports and recreation, etc.) o Investment properties - R&M by region (Coastal, Inland and Midland) <p>The Metro does not spend less than 90% of its R&M budget.</p>
15.	Legal Compliance	<u>The problem:</u> The Municipality has a very poor record of complying with their own by-laws and with Provincial and National laws, which results in many court orders against the municipality. It is evident that many officials, managers	Whole Metro	Within the Metro each directorate has its own By-laws. Law Enforcement Services is enforcing the By-laws which are applicable at present as follows:

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		<p>and directors are not aware of laws applicable to their function. It is also evident that the Municipality do not adhere to any directives issued against it by Provincial and National Departments.</p> <p><u>Our demand:</u></p> <ul style="list-style-type: none"> • The Municipality completes the Municipal Code, which is a compilation of all by-laws applicable to the Municipality, which the Municipality do not have at present • The Municipality complies with all directives issued by National and Provincial Government and submit such to the council in order to allow for oversight • The Municipality considers all petitions (including those outstanding for more than 3 years) as per the Terms of Reference of the Petitions Management Committee approved by council strictly within the timeframes recorded therein • The Municipality answers all applications for information in terms of the Public Access to Information Act within 30 days, including applications not answered for the last 7 years • All Directorates submit a quarterly report to its Portfolio Committee and the Council to report on the implementation of and compliance with all bylaws and other laws applicable to their Directorate in order to allow for oversight 		<ul style="list-style-type: none"> • Liquor By-laws • Street Trading By-laws. • Illegal Dumping- Solid Waste Management are custodians of the By-laws but Law Enforcement Services is assisting. • Illegal signage- Signage Department is the custodian but Law Enforcement Services is assisting. • Land Invasion- Land Administration Services is the custodian but Law Enforcement Services is assisting. • Illegal Business/ Operating Business without a business License. Law Enforcement Services assists business licensing and Municipal Health Services.
16.	Implementation of council approved policies, plans and strategies	<p><u>The problem:</u> The Municipality only list policies and strategies under Sector Plans in the Integrated Development Plan. They are never implemented as the actions in the Plans are never included in the Budget.</p> <p><u>Our demand:</u></p>	Whole Metro	<ul style="list-style-type: none"> ▪ Approved projects, programmes and key initiatives originate from adopted policies, plans and strategies and are implemented in order of priority as funds become available.

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		<ul style="list-style-type: none"> • The Budget must refer to specific actions in approved and adopted strategies, policies and plans • All Directorates submit a quarterly report to its Portfolio Committee and the Council to report on the implementation of all policies, plans and strategies applicable to their Directorate in order 75% allow for oversight 		<ul style="list-style-type: none"> ▪ Implementation is monitored by Council through the regulatory monthly, quarterly and annual performance reports, oversight visits and progress reports submitted to Council, committees of Council and external oversight bodies.
17.	BCMM Payroll Audit	<p>Perhaps it would be ideal for BCMM to know the total of salaries, number of employees who are at work and those not at work for various reasons to confirm the figures which are to be compared with the total revenue collection of BCMM (including the funds received from the Treasurer). This will also give the leadership of BCMM assurance that the municipality accounts for every head that is employed at BCMM and assurance that there are no zombies in their payroll. Remember the recent payroll at PRASA where only 14000 of the 17 000 employees that are active in their payroll could be accounted for. Thus, the whole 3 000 were zombies that were paid every month.</p> <p>This payroll audit / head count will also help in identifying critical roles that need to be filled, for BCMM to efficiently fulfill its constitutional mandate.</p>	Whole metro	<p>Total Salaries paid each month are available on the Accounting system. Attendance registers signed by each employee and authorised by the relevant Supervisor are also submitted to HR on a monthly basis.</p> <p>Employee cost budget is done per head for filled posts and is done per post for vacant funded posts.</p> <p>Attendance registers that are submitted monthly accompanied by Leave Applications do serve as a way of assurance, that the system is processing salaries in payroll & Finance deals with employees that are physical present and are accounted for. Auditor General's sampling in conducting auditing is done through Head count, proven identification in person.</p>
18.	Office furniture and equipment	Increase Capital Budget of R500 000 for office furniture & equipment to accommodate mobile clinic service.	Muvhango Informal Settlement – Haven Hills	The R500 000 referred to is for office furniture and equipment for the Directorate Staff.

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			South (Ward 10)	<p>The request for a Mobile Clinic will be discussed with our Colleagues from the Department of Health during our Technical IGR session.</p> <p>In the meantime, all issues relating to Sector Departments will be packaged per Directorate and be forwarded to the respective department for consideration.</p>
19.	Performance Management	<p>Strategic Outcome 5 addresses A Well Governed City. The BCMM SURVEY REPORT indicates the city is not well governed and has decreased from 47 % to 44%. It is recommended that a performance score card is implemented for Outcome 5 and the relevant BCMM officials, executives, managers etc. are held accountable. As a rate payer it appears that BCMM scores poorly in this area, that is the IDP is a great document however implementation and follow through is poor.</p>	Whole Metro	<p>Performance scorecards flowing from those of the HODs which are mostly institutional will be cascaded down to lower levels of management in their own scorecards and measured through SDBIP on a quarterly basis and deviations corrected.</p>
20.	Communication with the ratepayers and residents	<p><u>The problem:</u> Ratepayers and residents are so frustrated as they cannot communicate problems and issues with the Municipality, do not get any replies to their complaints, and cannot engage with senior staff to resolve issues</p> <p><u>Our demand:</u></p> <ul style="list-style-type: none"> • Every complaint, whether in the form of the letter, and email or telephone call must be answered promptly as per Section 5 of the Municipal Systems Act. In order for this to happen, we demand the upgrading of the Call Centre to a proper Contact Centre, where there is only one toll free number to phone, with call centre operators, where each complaint is recorded and forwarded to the relevant 	Whole Metro	<p>Challenges and problems channelled through our Call Centres are responded to promptly, those that require investigation are investigated and responses are provided.</p> <p>There are various platforms that could be used by ratepayers: The Municipality's website has got all the numbers for the various services: - Customer Call Centre: 043 722 0660</p>

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		<p>department/official, with a timeframe to answer the complaint and where the answer is recorded by the system. All complainants to receive a reference number and be advised of the outcome of the complaint. All complaints and its status to be available per Directorate to each Director and Portfolio Councillor in real time and a quarterly report submitted to the Portfolio Committee and Council in order to complete oversight.</p> <ul style="list-style-type: none"> • The official website of the municipality must be updated regularly with relevant information which is required by ratepayers and residents: <ul style="list-style-type: none"> - All by-laws (not only some) - All policies - All strategies - All tariffs - Contact numbers of all departments/sections, - All tenders and the outcomes thereof 		<p>The Municipality is in the process of Developing an Integrated Customer Relations Management which will integrate all our customer centres into a ONE STOP SHOP.</p> <p>The comments are noted and will be actioned as directed by Legislation and Municipal Policies</p>
21.	Maintenance of physical infrastructure	<p><u>The problem:</u></p> <ul style="list-style-type: none"> • Services such as water and sanitation are collapsing because of a lack of maintenance • Water bursts and leaks and sewerage leaks are occurring more regularly than in the past because of a lack of maintenance, this is evident as the water maintenance team are currently non-existent because of the number of breakages. They maintenance team is now fully occupied with repairs • Services are being vandalised because of a lack of security 	Whole Metro	BCMM Law Enforcement Officers are conducting patrols at all installations and sites around BCMM (In addition to BCMM Security Guards on sites). Where the perpetrators of the crimes are caught, arrests for theft, vandalism and damage to Municipal property are carried out together with SAPS. BCMM are in the process of sourcing a service provider to conduct an in dept study – Security Risk Analysis of the Institution which will cover all its assets & municipal installations.

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		<p>Our demands:</p> <ul style="list-style-type: none"> • All Directorates to submit a quarterly report to the Portfolio Committee and Council to report on all failures of their assets during that period, ie. Water: <ul style="list-style-type: none"> ✓ Report all water bursts and water leaks ✓ The amount and location of the bursts/leaks ✓ Whether it was repaired • All applicable Directorates to institute a regime for the maintenance of their assets and to submit a quarterly report to the Portfolio Committee and Council indicating how maintenance was completed, ie. Water <ul style="list-style-type: none"> ✓ Maintenance of pipes ✓ Maintenance of manholes ✓ Maintenance of pumps ✓ Maintenance of stopcocks etc • BCMM to secure all their assets to prevent vandalism and theft, though fencing, cameras, policing etc 		
22.	Sanitation	Allocate enough resources to eradicate the sanitation backlog in the metro and ensure that all residents have access to municipally provided sanitation.	Asivikelane Campaign - informal settlements in BCMM	There is a multi-year program to eradicate sanitation backlog, which is funded by grants and maintenance funded from internal funds.
23.	Water	Allocate enough resources to eradicate the water backlog in the metro to ensure all informal settlements have access to formal piped water closer than 200m from their dwellings.	Asivikelane Campaign - informal settlements in BCMM	The municipality has budgeted 19 million for upgrading and provision of water supply in the informal settlements of BCMM – Coastal, Midland and Inland Region.

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24.	New services	Show clearly which settlements will benefit from new services and how many such new services will be provided in each settlement and when.	Asivikelane Campaign informal settlements in BCMM	<p>The electrical service to an informal area depends on the readiness of the area, as BCMM have a responsibility to ensure that the electrical service provided is safe and maintainable. In many areas due to the density or location of the informal area electrification is not possible.</p> <p>Once dedensification and relocation or some formalisation in the form of re-blocking take place electrification can commence.</p>
25.	Streetlights and high mast lights in informal settlements	Increase the budget allocation for streetlights and high-mast lighting to make informal settlements safer.	Asivikelane Campaign informal settlements in BCMM	<p>The Electricity and Energy Department have a capital program to install both streetlights and high-mast lighting. A maintenance program is also implemented to ensure lights are working.</p> <p>In some areas the lights provided do not provide the service required due to vandalism, theft, and illegal connections. In recent years the above incidents have increased as to where it in some areas it is not feasible to continue to replace or install streetlights or high masts. In some cases, high mast that have been installed have not worked at all due to the continuous damage done to them, as quickly as they are repaired, they are damaged again. In areas where the community has taken responsibility to ensure that vandalism does not take place the lighting provides the service and safety it is meant to provide.</p>

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26.	Electrification of informal settlements	<p>The electrification of informal settlements.</p> <p>Propose that the City must:</p> <ul style="list-style-type: none"> ▪ Spend the R25million budgeted for Whole Metro to install prepaid electricity in informal settlements including in some of the 32 settlements that were part of NUSP round 1. ▪ Improve safety of shared taps and toilets by putting up adequate public lighting. As indicated in the Asivikelane report, more than 84% of informal settlement communities across the city indicated that they wanted the City to provide public lighting near communal toilets as a safety measure. ▪ Increase the budget allocation for streetlights and high-mast lighting to make informal settlements safer. ▪ d) Engage with Afesis-corplan and other local partners who have capacity to do re-blocking which will pave the way for BCMM to electrify informal settlements; and this will clamp down on illegal connections and mitigate the challenges caused by electricity loss and increase the city's coffers. 	Asivikelane Campaign - informal settlements in BCMM	<p>The electrical service to an informal area depends on the readiness of the area, as BCMM have a responsibility to ensure that the electrical service provided is safe and maintainable. In many areas due to the density or location of the informal area electrification is not possible.</p> <p>Once dedensification and relocation or some formalisation in the form of re-blocking take place electrification can commence.</p> <p>The Electricity and Energy Department have a capital program to install both streetlights and high-mast lighting. A maintenance program is also implemented to ensure lights are working. In some areas the lights provided do not provide the service required due to vandalism, theft, and illegal connections. In recent years the above incidents have increased as to where it in some areas it is not feasible to continue to replace or install streetlights or high masts. In some cases, high mast that have been installed have not worked at all due to the continuous damage done to them, as quickly as they are repaired, they are damaged again. In areas</p>

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				<p>where the community has taken responsibility to ensure that vandalism does not take place the lighting provides the service and safety it is meant to provide.</p> <p>A number of years ago the city provided solar powered lighting at a number of public toilets to provide safety these have been stolen, the community would also need to take responsibility for the safety of these lights as they would be installed to provide a service to them.</p> <p>THE INFRASTRUCTURE AND Human Settlements are in discussions with Afesis-Corplan on a re-blocking project.</p>
27.	Sanitation in informal settlements	<p>Adequate access to communal ablution facilities to accommodate the ever-increasing number of residents in informal settlements.</p> <p>Propose that the City must:</p> <ul style="list-style-type: none"> ▪ Revise the norms and standards for the provision of domestic water and sanitation so that there is a basis for the amount of communal ablution facilities provided; ▪ We propose that at least five or fewer households must share one toilet and not 50 households as it is now the case in many informal settlements; ▪ Provide all informal settlements with more toilets; and fix, maintain and secure all existing communal toilets; 	Asivikelane Campaign - informal settlements in BCMM	<p>There is a national standard defined by the Department of Water and Sanitation on the provision of water and sanitation at communal level and BCMM cannot review the standard or change it. However, due to density and other constraints, it is not always feasible to provide beyond the current standard.</p>

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		<ul style="list-style-type: none"> ▪ Monitor the work of private service providers to ensure that taps and toilets are repaired and maintained timeously and at quality; ▪ Monitor the work of janitors to ensure that communal toilets are regularly cleaned; <table border="1" data-bbox="427 435 1265 683"> <thead> <tr> <th data-bbox="427 435 607 560">Programme</th> <th data-bbox="607 435 770 560">2021/22 draft capital budget</th> <th data-bbox="770 435 936 560">2022/23 draft capital budget</th> <th data-bbox="936 435 1099 560">2023/24 draft capital budget</th> <th data-bbox="1099 435 1265 560">2024/25 draft capital budget</th> </tr> </thead> <tbody> <tr> <td data-bbox="427 560 607 683">Sanitation facilities in informal settlements</td> <td data-bbox="607 560 770 683">R8 million</td> <td data-bbox="770 560 936 683">R10 million</td> <td data-bbox="936 560 1099 683">R0</td> <td data-bbox="1099 560 1265 683">R10 million</td> </tr> </tbody> </table>	Programme	2021/22 draft capital budget	2022/23 draft capital budget	2023/24 draft capital budget	2024/25 draft capital budget	Sanitation facilities in informal settlements	R8 million	R10 million	R0	R10 million		
Programme	2021/22 draft capital budget	2022/23 draft capital budget	2023/24 draft capital budget	2024/25 draft capital budget										
Sanitation facilities in informal settlements	R8 million	R10 million	R0	R10 million										
28.	Water in informal settlements	<p>Access to clean drinking water in informal settlements.</p> <p>Propose that the City must:</p> <ul style="list-style-type: none"> ▪ Use the R19million set aside for water related services in inland, coastal and midlands informal settlements to provide us with more taps; and fix all broken taps in our settlements; ▪ Increase and ring-fence funding in the overall maintenance budget for repairing informal settlement taps and toilets; ▪ Shift funding from large upgrading projects to large-scale incremental basic services provision; ▪ Allocate enough budget to eradicate the water backlog in the metro to ensure all informal settlements has access to formal piped water closer than 200m from their dwellings; ▪ Revise the City’s current norms and standards for the provision of domestic water which stand at 1 tap for 50 households. With the challenges of inadequate access to electricity and increasing 	Asivikelane Campaign - informal settlements in BCMM	<p>WATER SERVICES:</p> <p>Bullet 1. The municipality has budgeted 19 million for upgrading and provision of water supply in the informal settlements of BCMM – Coastal, Midland and Inland Region.</p> <p>Bullet 4. The backlog in the informal settlement is a moving target, the municipality has provided water services for most households.</p> <p>Bullet 5. The current norms and standards are as per Department of Water & Sanitation (DWS) guidelines. BCMM does provide standpipes where necessary.</p> <p>Bullet 8. The water quality issue has been addressed by the municipality. The water</p>										

No.	Issues	Local Community / Other Stakeholders Comments	Ward / Area	Senior Management Comments																				
		<p>crime levels across the City, the current norms and standard do not support efforts at strengthening safety in communities, especially safety of women and children;</p> <ul style="list-style-type: none"> ▪ Increase the total budget allocation for repairs and maintenance to align it with the prescribed guidelines provided by the National Treasury; ▪ Show how much is budgeted specifically for repairs and maintenance in informal settlements to enable those who live in informal settlements to hold the City accountable for its spending on repairs and maintenance; ▪ While we recognize the challenges resultant from the flooding experienced in the year, the City must make adequate provision in its budget to address the water quality it provides. We cannot afford to buy clean drinking water and often, with no electricity, we do not have resources to boil water before drinking. This for us is a basic necessity. 		<p>safety plans that comprises of risk mitigations are being updated.</p>																				
		<table border="1"> <thead> <tr> <th data-bbox="427 954 660 1077">Programme</th> <th data-bbox="660 954 817 1077">Draft capital budget 2021/22</th> <th data-bbox="817 954 974 1077">Draft 2022/23 budget</th> <th data-bbox="974 954 1131 1077">Draft 2023/24 budget</th> <th data-bbox="1131 954 1281 1077">Draft 2024/25 budget</th> </tr> </thead> <tbody> <tr> <td data-bbox="427 1077 660 1200">Water mains-- informal settlements inland</td> <td data-bbox="660 1077 817 1200">R5 million</td> <td data-bbox="817 1077 974 1200">R1 million</td> <td data-bbox="974 1077 1131 1200">R10 million</td> <td data-bbox="1131 1077 1281 1200">R10 million</td> </tr> <tr> <td data-bbox="427 1200 660 1324">Water Supply -- informal settlements coastal</td> <td data-bbox="660 1200 817 1324">R3 million</td> <td data-bbox="817 1200 974 1324">R15 million</td> <td data-bbox="974 1200 1131 1324">R6,4 million</td> <td data-bbox="1131 1200 1281 1324">R8 million</td> </tr> <tr> <td data-bbox="427 1324 660 1388">Distribution mains -- informal</td> <td data-bbox="660 1324 817 1388">R5 million</td> <td data-bbox="817 1324 974 1388">R3 million</td> <td data-bbox="974 1324 1131 1388">R9 million</td> <td data-bbox="1131 1324 1281 1388">R9 million</td> </tr> </tbody> </table>	Programme	Draft capital budget 2021/22	Draft 2022/23 budget	Draft 2023/24 budget	Draft 2024/25 budget	Water mains-- informal settlements inland	R5 million	R1 million	R10 million	R10 million	Water Supply -- informal settlements coastal	R3 million	R15 million	R6,4 million	R8 million	Distribution mains -- informal	R5 million	R3 million	R9 million	R9 million		
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No.	Issues	Local Community / Other Stakeholders Comments	Ward / Area	Senior Management Comments
		settlements midlands		
29.	Roads & stormwater in informal settlements	<p>Maintenance and provision of roads and stormwater drainage systems to provide greater accessibility into our informal settlements and to facilitate rapid response to disasters and emergencies.</p> <p>Propose that the City must:</p> <ul style="list-style-type: none"> ▪ Clarify what the R10million allocation for ward 14 is for as the caption 'Construction of road infrastructure' is not as clear. While we do not trivialize the need to construct roads in Ward 14, we argue that there is a need to create and clear access roads in many of our informal settlements to enable rapid response in emergencies. The floods BCMM experienced earlier this year have highlighted the danger many of us in informal settlements are in the absence of access roads; ▪ We support the efforts of establishing a special unit for dealing with stormwater management planning especially in informal settlements. 	Asivikelane Campaign - informal settlements in BCMM	There allocation for ward 14 in the roads for informal settlements includes other wards in and around the targeted area of Bufferstrip arterial road which provides a connector route for all types of vehicular based transport including amongst others pubic transport, health and freight services. 0
30.	Water	The infrastructure and reservoirs in Kwelerha and many other rural areas are old and were meant to cater for a few people. Since these communities have grown over the years, the infrastructure has never been improved to cater for the current population numbers.	Kwelerha	Alternative water supply to ward 50 – Kwelerha village is being investigated.
31.	Streetlights	Fix streetlights.	Southernwood	<p>A maintenance program is also implemented to ensure lights are working.</p> <p>In some areas the lights provided do not provide the service required due to vandalism, theft, and illegal connections. In recent years the above incidents have</p>

No.	Issues	Local Community / Other Stakeholders Comments	Ward / Area	Senior Management Comments
				increased as to where it in some areas it is not feasible to continue to replace or install streetlights or high masts.
32.	Road maintenance	Fix the St George's Rd as it is the main road in Southernwood tar it. Fix potholes. Fix other streets like St Peters Road as it is also a busy road. Fix the road from Southernwood to Vincent it is in a very bad state.	Southernwood	There is an ongoing ward-based program to identify roads priorities each year based on the budget allocated to deal with deferred maintenance and dilapidated roads as part of the refurbishment program. Its is a multi-year program.
33.	Clean drinkable water	Please provide us with clean drinkable water.	Southernwood	The whole os southern5wood is supplied form a portable water supply network which supplies water quality compliant with SANS 241. The problem of water quality experienced after the floods was an isolated event and it has been resolved.
34.	Streetlights	Just behind the rent office the streetlights are not working because of zinyoka nyoka.	NU14 Mdantsane	A maintenance program is in place to ensure lights are working. In some areas the lights provided do not provide the service required due to vandalism, theft, and illegal connections. In recent years the above incidents have increased as to where it in some areas it is not feasible to continue to replace or install streetlights or high masts.
35.	Road maintenance	Tar the road just behind the rent office as it's very bad when raining.	NU14 Mdantsane	All roads in mdantsane woll eventually be tarred, Phasde 4B will start 5before end of June 2022.
36.	Critical vacancies in maintenance and technical services	Filling of critical vacant posts in maintenance and technical services, especially those services that contribute to strengthening basic service delivery in informal settlements.	Asivikelane Campaign - informal settlements in BCMM	All vacant funded positions will be advertised as per the SDBIP of HRM on Recruitment, and the relevant Directorates are the ones that forward request for advertisement & filling of positions.

No.	Issues	Local Community / Other Stakeholders Comments	Ward / Area	Senior Management Comments
		Propose that the City must fill all critical vacant posts, most importantly those that have a direct bearing on the upgrading of informal settlements. The R8,836 million budgeted for social facilitation must prioritize this shortfall to bolster implementation in BCMM.		
37.	Drought plans	No reference in the IDP document to plans for an eventuality of water running out in the Metro, like what nearly happened in the Western Cape and is currently happening in Gqeberha. Strategic Outcome 2 speaks to Water Pollution, Strategic Outcome 3 speaks to Water and Sanitation.	Whole Metro	The metro has developed a turn around plan which provides for a future mixed water supply resources which are not solely dependent on fresh water sources. Investigations are underway with regards to alternatives and will be published once completed.
38.	High mast lights	Consider installing high mast lights in Kweleha rural villages to mitigate the crimes including vandalism and house break-ins etc., that are committed overnight, exacerbated by lack of lux / light in the villages overnight.	Kweleha	Lighting in rural areas is a concern, the provider in these areas is Eskom, Eskom do not believe that lighting forms part of their mandate. This matter as well as other has been taken up at government level as this issue affects most municipalities.
39.	Roads	After the rainy season, most roads in our rural villages are badly damaged and need assessment and re-gravelling.	Rural villages	An assessment was done after the floods and a business plan was submitted to the COGTA for funding request however a drought was not declared by the Provincial COGTA, so the funding application is still pending. BCMM will continue with the annual road refurbishment program.
40.	Water and Sanitation	The community has been faced with a long existing issue of toilet infrastructure and unavailability of water within the informal settlement e.g., the Dumanokwe (amagali) informal settlement which has been in place since 1991.	Ward 14	Maintenance of standpipes is ongoing.
41.	Roads	In Lagoon View Drive and Bonza Bay Road and Edge Road and others, the potholes/craters are reported repeatedly, and little is ever done. If repaired the work is so inferior that come the first rains and they are broken again.	Ward 28, Beacon Bay	The roads are on a multi-year improvement plan that requires more funding to gain momentum.

No.	Issues	Local Community / Other Stakeholders Comments	Ward / Area	Senior Management Comments
		Additionally, only half work is done – small holes next to big ones are left unrepaired. One person often is seen working with many more just standing and watching. For what purpose?		
42.	Light poles on beach	The light poles on the walkway down to the beach have been damaged, reported many times but not yet repaired.	Bonza Bay Beach, Ward 28	Repeated vandalism is a problem in this area, but the matter will be attended.
43.	Storm water	There is no cleaning of storm water drains.	Ward 28, Beacon Bay	BCMM has a team of road and storm water maintenance for each region which is supplemented by ward-based participants from wards.
44.	Water infrastructure	Our water pipes in the area are terrible. There are constant burst pipes which causes havoc. All the pipes need to be upgraded - not just repaired.	Ward 28, Beacon Bay	The municipality has a pipe replacement programme that is underway in various areas of the city including ward 28.
45.	Roads	The potholes in Beacon Bay are terrible. They get patched and with the first rains they are back bigger than before. The roads need to be fixed properly and not just patched.	Ward 28, Beacon Bay	Matter is being attended as part of the ongoing repair and refurbishment program
46.	Water	Tap water is questionable – residents need an update if it really is safe to use.	Ward 28, Beacon Bay	The municipality does issue Media Statements wherever there is a water quality issue.
47.	Uncontrolled informal settlements	<p><u>The problem:</u></p> <ul style="list-style-type: none"> • 25% of the population in BCMM live in 156 informal settlements • The City is going backwards with regards to the provision of housing <ul style="list-style-type: none"> - The progress with MTEF targets for housing in BCMM have diminished from 75% in 2011/12 to 53% in 2019/20 - The average of providing housing in the past at 1440 houses per annum has decreased to 123 houses in the 2019/20 financial year 	Whole Metro	The institution is finalizing the Specification for the Informal Settlements Study so as to determine the number of current informal settlements and to also determine the mitigation factors when it comes to controlling the increase in the number of informal settlements within the metro. As mitigating factors, the municipality is purchasing land parcels for the decanting and for relocating informal settlements dwellers who are qualifying for human settlements subsidies. HDA has been

No.	Issues	Local Community / Other Stakeholders Comments	Ward / Area	Senior Management Comments
		<p>- This is very strange as government funding for housing for the poor is available, and as the upgrading of informal settlements is currently a national priority</p> <p><u>Our demands:</u></p> <ul style="list-style-type: none"> • Implement your policy and strategy relating to the upgrading of informal settlements approved by council • Speed up the process by developing land parcels with rudimentary services first, allow people to build shacks on such erven, upgrade the services over time, provide top structure over time. • Immediately relocate all informal houses situated below the 1: 100-year flood line. 		<p>engaged to assist in fast tracking the implementation of the BCMM's Catalytic projects and others.</p>
48.	Re-blocking of targeted informal settlements	<p>Prioritise and fund the re-blocking of targeted informal settlements drawn from the original National Upgrading Support Programme (NUSP) around one list of informal settlements so that these settlements can receive the basic services that are due, and the process of upgrading can start.</p> <p><u>Recommendation:</u></p> <ul style="list-style-type: none"> ▪ The municipality needs to redirect some of the funds in its capital budget from the Informal Settlement Upgrading Partnership (ISUPG) for the 'electrification of informal settlements'. ▪ The municipality needs to redirect some of the funds in its operations budgets from the ISUPG for 'feasibility studies / township establishment', 'street naming', and 'traffic impact studies' towards conducting re-blocking exercises for identified informal settlements. 	Whole Metro	<p>The Directorate is currently undertaking the incremental upgrade and design for a number of Human Settlements within the Metro, through the utilization of the Informal Settlements Upgrading Partnership Grant.</p>

No.	Issues	Local Community / Other Stakeholders Comments	Ward / Area	Senior Management Comments
49.	Informal Settlements Human Resource Capacity	<p>Prioritise and provide funding towards increasing the human resource capacity of the upgrading of informal settlements unity so that the metro is in a position to manage and oversee the implementation of the upgrading of informal settlements programme.</p> <p><u>Recommendation:</u> The municipality needs to clearly budget for sufficient human resource capacity, including social facilitation capacity, to be able to implement the upgrading of informal settlement programme across the metro.</p>	Whole Metro	<p>Though not sufficient the ISUPG is providing Social Facilitation grant so as to assist with capacitation of the Human Settlements Directorate's Informal Settlement division.</p> <p>CORPORATE SERVICES (HUMAN RESOURCES) Noted. This will be attended to when the WSP for the next 3 Financial years is done, in consultation with HRD & Human Settlement.</p>
50.	Informal settlement upgrading	Provide a detailed plan on informal settlement upgrading and show exactly what the metro plans to deliver, where and when with the different budget items.	Asivikelane Campaign - informal settlements in BCMM	The Metro is going to supplement the NUSP 1 and NUSP 2 Plans.
51.	Re-blocking in informal settlements	<p>Implementation of a re-blocking intervention in informal settlements to fast-track service delivery.</p> <p>Propose that the City must:</p> <ul style="list-style-type: none"> ▪ a) Use the R3,22million set aside for planning and feasibility studies (Traffic Impact Assessment Studies, Street Naming, Feasibility Studies: Township Establishment) using the ISUPG, and use this money for the re-blocking which can enable the city to electrify our informal settlements and makes roads for emergency services. 	Asivikelane Campaign - informal settlements in BCMM	Human Settlements will undertake re-blocking on informal settlements that have general plans and also wherein alternative land parcels have been purchased for decanting exercise.
52.	Housing	Non- development of the building of RDP houses in the community.	Ward 14	Mdantsane Cluster 1 project is undergoing the implementation and Cluster 2 is

No.	Issues	Local Community / Other Stakeholders Comments	Ward / Area	Senior Management Comments
				undergoing HDA's final procurement stages.
53.	Housing	Increase Capital Budget of R6 200 00 for Haven Hills TRU to accommodate ±900 units comfortably.	Muvhango Informal Settlement – Haven Hills South (Ward 10)	Budget will be increased once the project is at implementation stage as the said currently at design stage and will soon undergo procurement processes through HDA.
54.	Electrification of informal settlements	Requests that the community be included in the Capital Budget allocation of R25 000 000 for Electrification of informal dwellings.	Muvhango Informal Settlement – Haven Hills South (Ward 10)	Electrification being undertaken in informal areas that have approved general plans and have been re-blocked accordingly.
55.	Land acquisition	<p>Land acquisition and release for township development.</p> <p>Propose that the City must:</p> <ul style="list-style-type: none"> ▪ Prioritize in the R15million budget for land acquisition those informal settlements that were part of NUSP round 1 whose development plans were approved by Council in 2015. It makes no sense for the City to developing plans, extensively engaging us, and then leave them there to gather dust; ▪ Utilise the R1,5million set aside for the informal settlement study review to allow the city to have accurate and updated data that details the magnitude of its mandate to upgrade informal settlements; ▪ Prioritize informal settlements waiting for the City to provide land for relocation when planned and surveyed land is made available in 2022/2023 so that upgrading plans can be put in motion. 	Asivikelane Campaign - informal settlements in BCMM	<ul style="list-style-type: none"> ● Sonwabiso informal settlement - land was acquired and transferred. ● Smiling Valley - Land acquired and transfer still to be effected. ● Nompumelelo - some properties were acquired and the others are at various stages of negotiations with the property owners.

No.	Issues	Local Community / Other Stakeholders Comments	Ward / Area	Senior Management Comments
56.	Land Acquisition	There is a willing seller at Farm 322 in Kwelerha (Mr. Mkhosi) who invites the BCMM to come and engage with him, before he could release the 48.5 ha of land that he bought in 2006 for about R350K. The kwaBotha community has been without electricity since 2007 and is waiting for this land acquisition process to be completed, before ESKOM can erect their network in that privately owned land.	Kwelerha	The funding has already been committed to identified projects which are in the process of being acquired. <ul style="list-style-type: none"> ● Smilling Valley ● Sonwabiso ● Sweetwaters ● Nompumelelo; etc..
57.	Pavement Management	Construct pavements on both sides of the St George's Rd.	Southernwood	The owner was contacted to set a meeting for negotiations for BCMM to purchase the farm. We await confirmation for the date of the meeting to commence negotiations.
58.	Traffic calming	Speed humps to be constructed on the road to prevent cars from speeding forcing them to slow down.	Ward 14	There are existing sidewalks already along St Georges Road on both sides.
59.	Land and Properties	Requests to be part of budget for Land Acquisition of R15 000 000. SPD promised that the land behind Wool-wash garage would be checked for ownership and feedback be provided to Human Settlements directorate who would report back to the community. The community is also requesting that the budget be increased, so that the land can be purchased if in private ownership and be used as a permanent relocation site for the community of Muvhango.	Muvhango Informal Settlement – Haven Hills South (Ward 10)	The ward councillor to be requested to provide the exact location of the request so that technical assessment could be conducted. Construction to be considered during the 2022/2023 financial year if the request meets the technical requirements.
60.	Abandoned schools	There are schools within the community which are falling apart and are not in a good state for use, such as Isithembiso and Ilitheni. As a result, no one is currently using the schools because of the state they are in. Please look into this as soon as possible by either fixing the schools to re-enroll children or else re-build the infrastructure to be used as a place of safety, or a place	Ward 14	Schools are not a Municipal property; however, we are currently engaging with the Department of Education on the future use of the Assets. Only when these assets are transferred to the Municipality and recorded in our asset

No.	Issues	Local Community / Other Stakeholders Comments	Ward / Area	Senior Management Comments
		where other indoor initiatives can be held such as sewing classes etc.		register will the municipality be able to repair and maintain such assets.
61.	Waste Management	<p><u>The problem:</u></p> <ul style="list-style-type: none"> • The whole city is overrun with illegal dump sites, mainly because of a lack of waste transfer stations to offer people an alternative to illegal dumping • A non-compliant Landfill Site • The lack of an approved Integrated Waste Management plan adopted by the MEC • The lack of a proper recycling system • The lack of regular grass cutting at parks and verges <p><u>Our demand:</u></p> <ul style="list-style-type: none"> • An Integrated Waste Management Plan approved by the MEC • A compliant Landfill Site • The establishment of waste transfer stations through the city as a matter of urgency • A grass cutting standard for parks and verges: <ul style="list-style-type: none"> - Parks with play equipment: 8X pa - Parks without play equipment 6X pa - Verges 4Xpa 	Whole Metro	<ul style="list-style-type: none"> ▪ The draft IWMP document was adopted by council and currently the document is undergoing proof-reading and editing by a professional service provider to ensure quality product before submission to council for final adoption in June 2022 then forwarded to the MEC for approval. ▪ Compliance of the Landfill site is ensured by both internal and external Auditors on an annual basis. ▪ A procurement process for establishment of waste transfer stations throughout the City is underway. The project is planned to commence in the 2022/23 financial year. ▪ Grass Cutting is an ongoing activity - the current overgrowth has been exacerbated by the above-normal summer rainfall and the insufficient equipment to conduct the work. The issue of equipment and vehicles have been addressed with the workshop Management.
62.	Refuse collection in informal settlements	Have a dedicated budget item for refuse collection in informal settlements because there are significant health risks posed by the growing backlog for refuse removal.	Asivikelane Campaign - informal settlements in BCMM	1. The Department continues with waste collection and clearance of illegal dumps as per the City's refuse removal schedule.

No.	Issues	Local Community / Other Stakeholders Comments	Ward / Area	Senior Management Comments
				<p>2. In addition to the above, the Department is in the process of implementing community awareness raising campaigns and clean-up operations to reinforce refuse removal schedule for the area as well as discourage illegal dumping.</p> <p>3. Currently known informal settlements are being serviced as per the refuse removal schedule and they are budgeted for under the annual operational budget.</p>
63.	Refuse removal in informal settlements	<p>A prioritization of waste removal in informal settlements as a critical health and safety intervention.</p> <p>Propose that the City must:</p> <ul style="list-style-type: none"> ▪ Increase and ring-fence the informal settlement share of the refuse removal budget; ▪ Conduct a comprehensive risk assessment to inform the City on how severe the impact of poor waste management currently is on the health of people living in informal settlements; ▪ Bring back to informal settlements the six cubic meter skip containers that were placed at central strategic points for storing of refuse until its removal. 	Asivikelane Campaign - informal settlements in BCMM	<ul style="list-style-type: none"> ▪ The City will undertake a pilot project to develop waste management service models for different areas in 2022/2023 financial year. ▪ The model for waste management services provision for informal settlements will be a product of the above-mentioned pilot project which will take a community-based approach.
64.	Waste Management	Clean the streets and collect refuse.	Southernwood	The waste service delivery model using community-based approach will be piloted in the 2022/2023 financial year and it will cover refuse removal from the different areas including Southernwood among others.

No.	Issues	Local Community / Other Stakeholders Comments	Ward / Area	Senior Management Comments
65.	Solid Waste	The general state of East London is disgraceful. It is a filthy city. It is in a state of total disrepair. We are ashamed when people come to visit.	Whole Metro	<ul style="list-style-type: none"> ▪ BCMM provides waste management resources and services daily, but the state of cleanliness of the City remains unsatisfactory particularly due to uncontrollable illegal dumping that communities continue to practice in spite of awareness programmes being implemented. ▪ In this instance, the Public Employment Programme will be implemented as from May 2022 to further strengthen endeavours to address the mentioned challenges. ▪ The Public Employment Programme which will involve in the main integrated cleaning and greening as well as waste recovery activities such as: <ul style="list-style-type: none"> - Cleaning of public spaces; - Waste collection; - Waste separation; - Grass cutting; - Public awareness and communication; - Training and induction of the project participants
66.	Cleaning & Beautification	Requests budget of R908 600 for Ward Cleaning & Beautification to be increased so that Muvhango can be included.	Muvhango Informal Settlement – Haven Hills South (Ward 10)	An annual bush clearing contract which should be active as of July 2022 will cater for all bush clearing issues across all wards

No.	Issues	Local Community / Other Stakeholders Comments	Ward / Area	Senior Management Comments
67.	Water tap at beach	There is no tap at Bonza Bay Beach for beach goers to wash off the sand. Are the toilets there checked, kept clean?	Ward 28, Beacon Bay	<ul style="list-style-type: none"> ▪ The mentioned tap has been replaced numerous times however taps are repeatedly vandalised or stolen after every replacement. The tap has been removed to prevent water losses. ▪ Recurring incidents of vandalism pose a major challenge which requires strengthened Security measures however the Directorate has set aside resources for private security.
68.	Nahoon Beach	The boardwalk at Nahoon Footprints – a major tourist attraction – is broken and unsafe to use. The road leading to it is a disgrace. The retaining wall at the end of Nahoon Beach which was damaged in floods years and years ago has still not been repaired. This has been conveniently forgotten.	Ward 28, Beacon Bay	<ul style="list-style-type: none"> ▪ A section of the boardwalk is being refurbished by the contractor and the project is on its final stages. ▪ The BCMM staff members allocated at the Nahoon Point Nature Reserve regularly maintain the broken sections of the boardwalk although the rate of vandalism is at a rapid increase however the Directorate has set aside resources for private security.
69.	Lack of public participation	<p><u>The problem:</u></p> <ul style="list-style-type: none"> • Civil society are assisting the Municipality in many ways, and are prepared to assist in more ways, but the BCMM seem to be reluctant, which discourages many people to assist. • There are good examples of local communities looking after parks, cutting grass on verges, etc. 	Whole Metro	ADOPT A SPOT is a good mechanism which the Parks Cemeteries and Crematoria Department has considered and will be formalised to be adopted by Council

No.	Issues	Local Community / Other Stakeholders Comments	Ward / Area	Senior Management Comments
		<p><u>Our demand:</u></p> <ul style="list-style-type: none"> Council to adopt a policy such as ADOPT A PARK or ADOPT A SPOT, where the rules for participation will be clear, and where such participation is recognized by council. 		
70.	Grass cutting	<p>Admittedly the previous season has been a rainy one but the grass in many areas around BCMM has never been cut. If one looks at Mdantsane, East London, Berlin, Graveyards, Parks, Zoo etc. the grass has NEVER been cut at all.</p> <p>It is high time that BCMM consider "partially " de-tendering the state with intentions to play a role in managing the unemployment challenge that was exacerbated by Covid-19 pandemic in 2020. Thus, ensure that garden services, cleaning and other maintenance work is done in-house instead of having to go to tender. This will most certainly reduce the Indigent subsidy applicants / beneficiaries and increase the revenue collection of BCMM as those hired will be out of the unemployment market.</p>	Mdantsane, East London, Berlin	The grass cutting service delivery model using community-based approach is being planned for 2022/2023 financial year and it will cover bush clearing as well.
71.	Community facilities	<p>While Community halls and multi-purpose centers are expensive to construct in the rural villages, it would be ideal for BCMM to consider introducing temporal structures made of Prefab / Precast structures sized 20m (L) x 8m (W) x 2.5m (H), as the interim structures that communities that have no halls, may utilize for various activities. The Container mall in Scenery Park is a good example, which is an undisputed proof that this initiative is possible.</p>	Rural villages	Expansion of Community Halls in Rural Areas will first prioritise upgrading and refurbishing existing Community Halls in Rural areas with Halls and also explore the introduction of purposefully converted containers into Community Halls as a feasibility in the 2022/23 and if Council agree, we will do the roll-out in the outer years.
72.	Zoo's, Museums & Community Parks	<p>These tourist attraction amenities have dilapidated all over the BCMM and much is needed to ensure that they are revived as they are the face of the BCMM.</p>	Whole Metro	The Zoo Improvement Plan was developed and is being implemented to improve the current state of the EL Zoo. There is a tender advertised for the "Supply, delivery and installation of play park/recreational

No.	Issues	Local Community / Other Stakeholders Comments	Ward / Area	Senior Management Comments
				park and outdoor gym equipment” which is about to be awarded. This will assist in replacing old play parks equipment in existing play parks and in establishing the new ones where they don’t exist.
73.	Sport Programmes	Due to lack of job opportunities, programmes and initiatives that are set to keep our youth busy with constructive activities has resulted in the community having a high number of individuals turning into criminal activities (amapara). To mitigate this, we are appealing to include initiatives such as sporting programs etc.	Ward 14	BCMM has engaged DSRAC with the purpose of strengthening sport promotion and development programmes. This will ensure integration and alignment in the delivery of sport promotion and development programmes. So, sport development programmes will be rolled-out and BCMM is already supporting various sport clubs and codes under BCMM Sponsorship Policy, and this is still being implemented.
74.	Sport Facilities	Previously money has been invested in initiatives that were meant to assist the community such as sports fields in Mdantsane highway area and other areas within ward 14, unfortunately these are not maintained and are abandoned. The request is for the places to be resuscitated and maintained at all times so that they can be used for sporting programs.	Ward 14	Sport Facilities including those in Ward 14 are regularly maintained and upgraded by BCMM. The biggest challenge is the vandalism and burglary of these facilities, and we are appealing to all stakeholders to protect and safeguard the community facilities and amenities.
75.	Community Hall and playground	Requests R500 000 budget allocation for Development of Community Hall and playgrounds.	Muvhango Informal Settlement – Haven Hills South (Ward 10)	Unfortunately, in the MTREF, BCMM has funding for two new Community Halls (N.U 3 and eGesini. So, new request will be considered in the next MTREF. Play Park will be considered in the current MTREF.
76.	Cooperatives	Propose that the Metro mobilise people who are desperate for survival into Cooperatives or Business Ventures, particularly those in strategic areas with varying skills or	Whole Metro	The department works with Cllrs and business forums in different wards particularly the LED desk in ward communities.

No.	Issues	Local Community / Other Stakeholders Comments	Ward / Area	Senior Management Comments
		capacities and be linked with relevant state organs for appropriate collaboration and intervention.		
77.	Illegal Hawkers	BCMM to really consider managing hawkers, car washes in CBD's like eQonce, Mdantsane Highway, East London for they make the sidewalks and pavements unwalkable.	Whole metro	The BCMM to enforce the By-Law with the help of Law enforcement as well as relevant stakeholders. Operational Plans are in place to address the issues and problems of vendors, street traders and washing of vehicles on Public Roads within the Metro areas.
78.	Disaster Management	In the IDP Draft Document under Strategic Outcome 1 there are no Emergency & Disaster Management plans in the event of flooding, like the recently experienced floods in KZN. Are such plans in place?	Whole Metro	The following Disaster Management objectives appear under strategic outcome 1 of the IDP Draft document: f) Integrate disaster risk reduction into all projects and programmes. g) Conduct a comprehensive level 3 risk assessment. h) Prepare level 3 disaster plans for all sectors and BCMM. i) Capacitate disaster management centre. These relate to all hazard types including hydrometeorological, geological, biological, and technological.
79.	Safety Forums	Increase the budget allocation of R300 000 for Community Safety Forums.	Muvhango Informal Settlement – Haven Hills South (Ward 10)	Community Safety Forums meetings have not been taking place due to COVID19.
80.	Vandalism on BCMM Infrastructure	BCMM should consider the head count at the Law Enforcement City Police Department, their resources to ensure critical municipal properties such as (Mdantsane	Whole metro	Law Enforcement Officers are conducting Patrols in all BCMM Installations and sites in curbing and preventing theft, vandalism and damage of Municipal property (In

No.	Issues	Local Community / Other Stakeholders Comments	Ward / Area	Senior Management Comments
		Treatment Works Plant) are always manned and protected against vandalism.		addition to BCMM Security Guards on sites). The Department is also considering employing more Law Enforcement Officers to safeguard the Municipal assets and enforce Municipal By-laws.
81.	Electricity for informal settlements	<p>Electricity - People from many Informal Settlements like Scenery Park, Airport East, Ebhongweni, Elalini, Orange Grove, Nompumelelo, Cambridge etc, are daring the municipality by not only connecting themselves illegally in the electricity grid by wires. Now they have taken it a notch up by building their own illegal electricity network which has Transformers, Circuit Breakers, Electricity lines, Fuses, Poles and are connecting themselves onto the electricity grid.</p> <p>The question is, what is BCMM doing to not only enforce the law but to also keep these communities safe?</p> <ul style="list-style-type: none"> ▪ Why is the BCMM not considering capacitating the Law Enforcement (City Police) and consider having joint operations with other Law Enforcement agencies to remove and confiscate their illegal infrastructure REGULARLY? ▪ Why is the BCMM not capacitating itself with manpower, to effectively deal with these illegal connections. <p>Another example is a 4 roomed house at NU4 on the Qumza Highway main road (below kwaMgxaji, directly opposite the Advertising TV at R H Godlo Junior Primary) where a wire is connected onto the BCMM line into a house next to the road. This has been like that for years and BCMM employees pass this main Mdantsane route daily, but the daring resident is not taken to account.</p>	Whole Metro	<p>LAW ENFORCEMENT SERVICES: Law Enforcement Officers are assisting and protecting Electricians during the removal of Illegal connections (IZINYOKA).</p> <p>Joint operations are conducted by Law Enforcement Officers and SAPS to protect Electricians during the removal of Illegal connections of electricity in dangerous areas for an example 7de Laan in Ward 8 East Bank.</p> <p>The Infrastructures Electricity and Energy Department has a Revenue Protection department that is responsible to conduct raids and remove illegal connections, it is noted that just conducting raids and removing illegal connections has not achieved the required outcome.</p> <p>BCMM are now requesting assistance from SAPS to conduct raids that will include full removal of all illegal equipment and where perpetrators can be clearly identified make arrests and lay charges under the Criminal Amendments Act. It is also incumbent on the legal consumers to assist in identifying</p>

No.	Issues	Local Community / Other Stakeholders Comments	Ward / Area	Senior Management Comments
				<p>illegal connectors, as the service is designed for their use.</p> <p>The example raised has been sent to Revenue Protection for action.</p>

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

PUBLIC PARTICIPATION COMMENTS RECEIVED ON DRAFT 2022/2023 (REVISED) INTEGRATED
DEVELOPMENT PLAN (IDP) AND DRAFT MEDIUM TERM REVENUE AND EXPENDITURE FRAMEWORK
BUDGET

LIVE RESPONSES BY THE EXECUTIVE MAYOR AND HEADS OF DIRECTORATES

INLAND

No.	Platform (Facebook / WhatsApp)	Issue	Local Community / Other Stakeholders Comments	Ward / Area	Response
1.	Ward 36	Roads	All access roads that were not maintained by Public Works and that Buffalo City Metropolitan Municipality was not assisting as a third sphere to that regard.	Ward 36	The Executive Mayor Councillor X.A Pakati stated that gravel road was a challenge across city because the Metro was different to other metros as it was comprised mostly of rural areas, adding that the Municipality should find a way to service urban and rural irrespective where people reside.

No.	Platform (Facebook / WhatsApp)	Issue	Local Community / Other Stakeholders Comments	Ward / Area	Response
2.	Facebook	Clinic	A need for clinic with a doctor, Pharmacist and Professional nurses in the ward.	Ward 43	The Executive Mayor said that except for the clinic as it falls outside the mandate of the Municipality all other queries will be taken care of and will be put through as part of the matters requested by the ward.
3.	Facebook	Swimming Pool and Tennis Courts	Swimming Pool and Tennis Courts.	Ward 43	
4.	Facebook	Parking Space	Parking space and next to Bisho offices on the precinct.	Ward 43	
5.	Facebook	Road markings and signs	Road markings and signs.	Ward 43	
6.	Facebook	Recreational Park	Recreational Park.	Ward 43	
7.	WhatsApp	Copper theft	A community member from ward 30 raised a query on wire and copper which he said was stolen and being sold at a close scrap yard and such an act was affecting the entire community.	Ward 30	The Executive Mayor, Councillor X.A. Pakati explained that in the city vandalism was escalating every day. The Executive Mayor expressed a concern that people were denied the rightful service that the Municipality was supposed to render. The Executive Mayor, Councillor X.A. Pakati further said, thieves that were vandalizing,

No.	Platform (Facebook / WhatsApp)	Issue	Local Community / Other Stakeholders Comments	Ward / Area	Response
					was part of the community and yet the community was not doing anything about them, adding that such was costing taxpayers to maintain same infrastructure that was meant for them.
8.	Kumkani FM Presenter	Basic Service Delivery	Kumkani FM Presenter asked the Executive Mayor to give clarity on Water, toilets and electricity being a major problem in all communities	Whole Metro	The Executive Mayor, Councillor X.A. Pakati said, there was no challenge of water for quite some time except the challenge of flooding because of heavy rains that damaged infrastructure from 8-9 January 2022, leading to a situation where they were not to guarantee safety of water pumped to communities. Adding that Water supply was stabilized.

MIDLAND

No.	Platform (Facebook / WhatsApp)	Issue	Local Community / Other Stakeholders Comments	Ward / Area	Response
1.	Ward 12	Housing Waiting List	A community member sought clarity that residents with Blue Cards who had applied in 1998 were not reflected on the list which was at the Department of Human Settlements. He stated that only residents who had applied in 2015 were reflected on the list.	Mdantsane	Responding to the question of Blue Cards, the Head of Directorate : Human Settlements explained that the Blue Cards had been used previously but due to the process of the Blue Cards being hard to control, a new system called HSS (Housing Subsidy System) was introduced and people with Blue Cards were registered on the system where they were assessed if they did not own a house previously, because houses were only given to those who never owned houses before.

No.	Platform (Facebook / WhatsApp)	Issue	Local Community / Other Stakeholders Comments	Ward / Area	Response
2.	WhatsApp	Roads	A resident from Ward 24, Unit P made a request for the construction of roads which he said were in a bad condition.	Ward 20	In response to the issue of roads in Wards 20, 21, 23 and 24, the Executive Mayor explained that the Wards fell under Phase 4B in Cluster 3 which includes Unit P which were part of the 15km that was going to be upgraded.(ii) In relation to construction of houses at Unit P, the Executive Mayor said that the construction company that was appointed was unable to complete the project and that another company had been appointed to complete the project. He said that the construction was set to commence before the end of the current month and that those houses
3.	WhatsApp	Incomplete houses	A resident raised a concern that there was no mention of construction of houses that were left incomplete, which had been vandalised.	Ward 20	

No.	Platform (Facebook / WhatsApp)	Issue	Local Community / Other Stakeholders Comments	Ward / Area	Response
					would be completed in the next few weeks
4.	Ward 24	Roads	A resident from Ward 24, Mbekweni raised a concern regarding potholes on the main road which were full of stagnant water that concealed the potholes from the drivers. The resident said that they had been complaining about the road for the past ten (10) years.	Ward 24, Mbekweni	In response relating to the issue of houses in Ward 13 and Unit P the Head of Directorate: Human Settlements said that those houses were constructed by the Provincial Department of Human Settlements and that they were illegally occupied, however, he said that Buffalo City Metropolitan Municipality was unaware that the houses were sold by the Councillor. He further explained that a court order had been
5.	WhatsApp	Illegal occupation of houses	A resident from Ward 13 raised a concern regarding unallocated houses at Reeston near Chicken Farm, that were getting illegally occupied, saying that the illegal occupants claimed that they bought the houses from the Councillors.	Ward 13	had been

No.	Platform (Facebook / WhatsApp)	Issue	Local Community / Other Stakeholders Comments	Ward / Area	Response
					obtained to evict those illegal occupants. He said that the process of eviction was going to involve the Office of the Sheriff, South African Police Services as well as Buffalo City Metropolitan Municipality Law Enforcement and that the process would be concluded by the end of May 2022.

COASTAL

No.	Platform (Facebook / WhatsApp)	Issue	Local Community / Other Stakeholders Comments	Ward / Area	Response
1.	Keith Ngesi Radio FM	Container Mall	The Keith Ngesi Radio Station Presenter referred to slide no. 16 of the presentation regarding the Container Mall and queried whether that would	Whole Metro	The Executive Mayor said that they were not comfortable with people trading in

No.	Platform (Facebook / WhatsApp)	Issue	Local Community / Other Stakeholders Comments	Ward / Area	Response
			be the model used, since it was becoming a success where it was now.		the streets because of the weather conditions. He stated that the containers were situated inside and were very comfortable, adding that it was important that people were able to trade in a dignified manner and that should it be agreed to, such model would be used throughout.
2.	Facebook	Property Rates	What is being done to deal with the high property rates which directly affected revenue due to unaffordability?	Whole Metro	The Executive Mayor said that according to his knowledge the Buffalo City Metropolitan Municipality was not the most expensive amongst the eight (8) Metros, but that they were ranked at
3.	Facebook	Potholes	What are the time frames to eradicate potholes?	Whole Metro	

No.	Platform (Facebook / WhatsApp)	Issue	Local Community / Other Stakeholders Comments	Ward / Area	Response
					no. 3 or 4 in terms of their rating with other Metropoles. He said that rates were regulated by the Rates Act and that the Municipality always met the legal requirements when determining such rates.
4.	WhatsApp	Roads	A request was made for proper tar roads throughout the ward, especially from Crave down to Thembaletu, Khayelitsha, Border and Chicken Farm.	Ward 13	The Acting Head of Directorate: Solid Waste and Environmental Management stated that there was a satellite clinic that was provided for the residents of the area from Monday to Friday in the community hall and further said that there were mobile clinics that were
5.	WhatsApp	Houses	A request for the building of houses in the Reeston area.	Ward 13	
6.			A request was made for a clinic to be built in the area, especially for the elderly citizens as they had to walk long distances to other wards to seek medical assistance.	Ward 13	

No.	Platform (Facebook / WhatsApp)	Issue	Local Community / Other Stakeholders Comments	Ward / Area	Response
					available in the nearby areas around Reeston.
7.	Facebook	Access to internet	Clarity was sought as to what would be done regarding the rural residents that did not have access to internet.	Whole Metro	The Executive Mayor explained that the District Development Model did not replace the International Government Relations (IGR) as it stood because such was governed by an International Government Relations Act. He said that the District Development Model was meant to ensure that there was One Plan and he further stated that they worked with both Province and National through their respective
8.	Facebook	Intergovernmental Relations	Reference was made to the District Development Model, and it was queried how such was integrated with the Intergovernmental Relations in order to improve corporate governance on these virtual road shows. How will the Institution maximise socio-economic development i.e., Budget, Intergovernmental Relations (IGR), etc.	Whole Metro	

No.	Platform (Facebook / WhatsApp)	Issue	Local Community / Other Stakeholders Comments	Ward / Area	Response
					Champions in that regard.
9.	Social Networks	Meters	How will the Institution know if the meters that were going to be installed were blowing air instead of water, as was the case with the meters that were currently being used?	Whole Metro	The Executive Mayor said that he was not sure about the comment regarding the water meter blowing air, because as far as he was aware the meter was not a pump and could therefore not blow air. He explained that the meter was in fact a mechanism that determined the usage of municipal utilities at a household level.
10.	Facebook	IDP/Budget Roadshow	A resident of Buffalo City sought confirmation that the closing date for written submissions after the IDP/Budget Roadshows was 13 May 2022.	Whole Metro	Such clarity was confirmed, and the Presenter of the Keith Ngesi Radio Station further said that the document itself was available on the official website where the residents also had

No.	Platform (Facebook / WhatsApp)	Issue	Local Community / Other Stakeholders Comments	Ward / Area	Response
					an opportunity to submit inputs.
11.	WhatsApp	Community hall	A request was made for a community hall to be built in the area as they had to travel to another ward close to the graveyard, which was outside of Ward 16, Haven Hill.	Ward 16	The Executive Mayor said that the request would be taken into consideration and would be processed through the Intergovernmental Relations process, as such responsibility resided with the Provincial Department of Health.
12.	WhatsApp	Clinic	Request for a clinic to be provided in the area as the nearest clinic is outside of the ward and people have to travel a far distance when in need of medical assistance.	Ward 16	The Head of Directorate: Infrastructure Services re-iterated that the Roads Maintenance Programme was an on-going programme but said that the request was NOTED.
13.	WhatsApp	Roads	Roads need resurfacing throughout the area. Sunnyside Road, Helen Road, Kitten Road, Doreen Road and Dick King Road were those that were mentioned.	Ward 16	The Executive Mayor said that they were aware that
14.	WhatsApp	Houses	A community member from Ward 19 complained about the housing situation in Second Creek and said that the	Ward 19	

No.	Platform (Facebook / WhatsApp)	Issue	Local Community / Other Stakeholders Comments	Ward / Area	Response
			foreign nationals were renting and owning some of the Reconstruction and Development Programme (RDP) houses. He also queried why some residents were not receiving their title deeds.		some beneficiaries were selling their Reconstruction and Development Programme (RDP) houses to foreign nationals but said that was a private transaction through the process known as willing seller / willing buyer and said that such could not be blamed on a government.
15.	WhatsApp	Water Bill	A Westbank resident complained about an exorbitant water bill that he had received and wanted to know where he could go and query such issue. He also said that it was totally unfair and unacceptable that penalties were being added to an account prior to the amount that was paid being deducted therefrom.	Westbank	The Executive Mayor advised the resident to approach the Buffalo City Metropolitan Municipality Finance Department for assistance with his query. The Chief Financial Officer said that he wanted to give comfort to residents of the City that the smart meter programme that the Institution was participating in was

No.	Platform (Facebook / WhatsApp)	Issue	Local Community / Other Stakeholders Comments	Ward / Area	Response
					run from National Treasury. He explained the processes that were undertaken in awarding of the contract and assured the communities that National Treasury made sure that the respective contractor met all requirements in terms of the South African Bureau of Standards (SABS).
16.	Facebook	Roads	What is being done regarding potholes that resurfaced after the rain? What is being done to deal with contractors that rendered poor quality work and are quality assessments done by the Metro after contractors had completed their work?	Whole Metro	The Head of Directorate: Infrastructure Services assured the resident that in the event of incompetent work having been done, the relevant contractor was instructed to go back and redo the work if they were found to be at fault. He re-iterated that

No.	Platform (Facebook / WhatsApp)	Issue	Local Community / Other Stakeholders Comments	Ward / Area	Response
					the rain was indeed an enemy for the roads and the repairing thereof remained a moving target.
17.	Ward 47	Vandalising of streetlights and robots	Streetlights and robots are vandalised and the length of time the Municipality takes too long to address such matters.	Ward 47	The Head of Directorate: Spatial Planning and Development said that they experienced challenges with the equipment that was being stolen by the residents during the installation process and then sold it to scrap yards. She also stated that the Municipality installed those lights to protect the lives of the people on the road but were then often vandalized by the community residents themselves.
18.	Facebook	Roads and stormwater	A request was made that all blocked gutters be cleaned in the area and mentioned that Jan Smuts Avenue in	Ward 6	The Executive Mayor further outlined that all the

No.	Platform (Facebook / WhatsApp)	Issue	Local Community / Other Stakeholders Comments	Ward / Area	Response
			Greenfields was in a disgraceful state. He said that the area really needed additional support with the maintenance of streets and stated that the team working there did not have the proper equipment to perform the work. He also mentioned that some roads in the Greenfields and Woodbrook areas needed resurfacing.		issues related to public safety raised by residents and the issuing of Closed Circuit Television (CCTV) cameras were very important. He also said that it was important that those who were responsible for the maintaining of cameras should alert the Law Enforcement Agency as soon as they were aware of any transgressions taking place in order for there to be an aggressive push back against vandalism. He said that the battle could however not be won on our own and urged the community to work hand in hand with the Municipality in dealing with people
19.	Facebook	CCTV camera surveillance	A request was made for there to be at least four (4) surveillance cameras with a recorder installed in the area.	Ward 6	

No.	Platform (Facebook / WhatsApp)	Issue	Local Community / Other Stakeholders Comments	Ward / Area	Response
					that stole Municipal infrastructure.
20.	Facebook	Electricity supply	The need for a reliable electricity supply.	Ward 18	The requests were NOTED.
21.	Ward 18	Clean potable water	The need for the supply of clean potable water.	Ward 18	
22.	Ward 18	Sewerage works maintenance	Maintenance of sewerage works.	Ward 18	
23.	Ward 18	Security	Security throughout the suburb.	Ward 18	
24.	Ward 18	Maintenance of Streets	The maintenance of streets and all public areas, i.e., parks.	Ward 18	
25.	Ward 18	Customer Care	Municipal employees should render service with a smile and show enthusiasm when dealing with residents.	Ward 18	
26.	Facebook	Maintenance of flats	A request was made that Garcia Flats be maintained as the place is falling apart, stating that the entire building needed to be painted and installation of lights in the passages.	Ward 4	
27.	Facebook	Grass cutting and bush clearing	Grass cutting and bush clearing in all open spaces.	Ward 4	
28.	Facebook	Roads	Resurfacing of roads and road markings.	Ward 4	
29.	Facebook	Storm water	Storm water drains must be fixed.	Ward 4	
30.	Facebook	Tree cutting	Tree cutting must take place in the area.	Ward 4	

ADDITIONAL SUBMISSIONS MADE VIA WHATSAPP AND FACEBOOK BY 13 MAY 2022

PUBLIC PARTICIPATION COMMENTS RECEIVED ON DRAFT 2022/2023 (REVISED) INTEGRATED DEVELOPMENT PLAN (IDP) AND DRAFT MEDIUM TERM REVENUE AND EXPENDITURE FRAMEWORK BUDGET

No.	Issue	Local Community / Other Stakeholders Comments	Ward / Area
9.	Service Delivery	Request for fixing of potholes and road markings and signage. Need assistance with illegal dumping and bush clearing	46
10.	Service Delivery	Request for water and electricity extensions, fixing of roads, jobs and skills development	33/eQhuru Village
11.	Housing	Request for RDP houses for people from Nondula. We were promised pipes were being installed. We have been waiting for houses for 32 years	42/Nondula
12.	Sports fields	Greater Buffalo Flats area has huge challenge regarding maintenance, security and upgrading of sports fields. The North End stadium was last upgraded in 2010 besides having a turf pitch. The turf pitch is in a bad state. Main sports fields that need urgent attention are: <ul style="list-style-type: none"> • North End Stadium • Buffalo Flats Schoeman sports facilities • Parkside grounds • Alphendale rugby grounds 	
13.	Housing	Request for maintenance of Garcia Flats as the place is falling apart	Cambridge
14.	Service Delivery	Request for grass cutting and bush clearing in open areas, road markings, fixing of potholes, and stormwater drainage	Ward 4
15.	Housing	Request for RDP houses in Cambridge location together with electrification	Cambridge location
16.	Roads	All access roads are not maintained by Dept of Public Works. No internal roads in most villages in the ward, where there are roads they are in a bad state.	Ward 36/Mzintshane

No.	Issue	Local Community / Other Stakeholders Comments	Ward / Area
		Public is not consulted by Cllr on the ward allocation programme. 1mil was used for plastic chairs and soccer tournament without consultation	
17.	Electricity	Community has been requesting electricity since 1994	Tyutyu eZizeni -
18.	Amenities <ul style="list-style-type: none"> • Bicycle tracks • Tree planting • Security camers 	Request for bicycle track in Ghostown to provide safe and healthier lifestyle to community in Eastbourne, Maitland, Dunstan, Catto and Kingsley Road. We also request indigenous tree planting in those roads. Request sewer upgrade at intersection of Eastbourne and Kingsley Road. We also request security cameras in sports facilities	Ward 19
19.	Water pipes	Request for fixing of water pipes in Beacon Bay as they constantly burst	Ward 28
20.	Streetlights	Request for streetlights in the ward	Ward 37
21.	Grass cutting	Request for grass cutting and bush clearing	Ward 37
22.	Sewage spills	Request for BCMM to attend to sewage spills when reported with urgency	Ward 37
23.	Roads and Waster Collection	Request for upgrading of gravel roads and waste collection for Quenera Lagoon Estate, Mzamohle/eSantini	Ward 28
24.	Housing	When will residence with Blue Cards receive housing. We have been waiting since 1998.	N.U. 2
25.	Housing	Request for housing for partially blind who applies for housing in 1998 and 2010 Pamela Tengwe ID NO: 7009110772088 in Ward 11 Thotyelwa Manjezi ID NO: 6703080788089 in Ward 14	Ward 11 & 14
26.	Housing and Roads	Request for Destitute housing for people living in mud structures since dawn of democracy. Request for upgrading of roads	Ward 36/ Mzintshane
27.	Water pipes and Water meters	Request for fixing of water pipes in Mdantsane. We also request assist with water meter and reading that are not accurate and working properly. Request for Mdantsane community to do local meter reading in Mdantsane to also assist with Job creation	Mdantsane
28.	Services Delivery	Request for Clinic, Swimming pool and Tennis court, road markings and signs and recreational park	Ward 43
29.	Service Delivery <ul style="list-style-type: none"> • Toilets 	<ul style="list-style-type: none"> • Request for toilets and water in Duma Nokwe informal settlements since 1991. • Request for RDP houses as residents live in Informal Settlements for more than 30 years. 	Ward 14

No.	Issue	Local Community / Other Stakeholders Comments	Ward / Area
	<ul style="list-style-type: none"> • RDP houses • Job Opportunities • Sports fields • Speedhumps • Schools 	<ul style="list-style-type: none"> • Request for job opportunities or initiatives for the youth as most are turning to crime. This can also include sports initiatives • We also request the maintenance of existing sports fields in the ward • Request for speedhumps at Mdantsane highway. A lot of accidents are happening because of speeding from taxi drivers etc. • We request for upgrading and maintenance of schools as they are falling apart 	
30.	Informal Settlements	Our informal settlements in Aundry Mlangeni are located within stormwater servitude or station. Can BCMM please assist	Ward 42
31.	Housing	RDP houses are being occupied by the wrong recipients at Reeston near Chicken Farm. Illegal occupants have stated that they bought the houses through the ward councillor. Why are some houses built but not occupied?	Ward 13
32.	Housing	We request an update on our ward priority regarding Francis Mei housing project	Ward 48
33.	Amenities	Request for fixing of boardwalk at Nahoon as its very dangerous and a tourist attraction	Ward 18
34.	Bush Clearing	We request bush clearing at Edly Symons area and are near the nature reserve	Ward 28
35.	<ul style="list-style-type: none"> • Housing • Electricity • Job opportunities for youth • Cable Theft 	<ul style="list-style-type: none"> • Request for RDP houses in Eluxolweni and Cuba. We also request the return of the backyard dwellers programme • Request BCMM to follow up with ESKOM on installation of electricity for the elderly in Cuba. Poles have already been erected all that's left is connection. • We request jobs for young people as they are turning to crime • We kindly request an investigation into Chiks scrapyards as we believe all the stolen cables and wires are sold at this business. This is costing the city and residents 	Ward 17
36.	Library	The library at Beacon Bay is leaking and it needs to be fixed	Beacon Bay-28
37.	Housing	Residents want to be removed in informal settlements to proper structures/housing	N.U.1
38.	Housing	There is no progress in Winnie Village with regards the issue of houses	Ward 30
39.	Housing	There are houses being built on top of grave, they request community hall and houses not being completed in Hani Park.	Ward 30