

PUBLIC COMMENTS MADE

WRITTEN SUBMISSIONS

**PUBLIC COMMENTS RECEIVED ON DRAFT 2025/2026 (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**

Community Need / Issue Description		Management Comments
DRAFT RATES POLICY 2025/2026		
Budget	<p>The difference between actual collections and budgeted collections is in the region of R 2,5 billion which severely hamstrings the ability of BCMM to grow organically. The situation has not improved and in fact the difference between budgeted amounts and actual collections continues to increase begging the following questions:</p> <ul style="list-style-type: none"> - Why are the collections such a disaster and why are ratepayers that receive services allowed to persist receiving services without paying for them? 	<p>Revenue Management comment:</p> <p>The Buffalo City Metropolitan Municipality (BCMM) is actively implementing its Council-approved Credit Control Policy to recover outstanding payments for municipal services. This policy is fundamental to ensuring the City's financial</p>

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DRAFT RATES POLICY 2025/2026		
	<ul style="list-style-type: none"> - Why budget for income that does not materialise and for which BCMM does not seem intent in taking any action to recover amounts owing? Realistic figures should be used and not padded amounts to make the budget look good - Projected income from levies and services based on historical data shows a substantially deteriorating collection rate for the year 2024-2025 which points to a weak and inadequate collection and administration regime and a cavalier approach to resolving the problem. - An adequate budget for fixing revenue collection and invoicing systems is an absolute priority to prevent the current % of bad debts from increasing due to poor invoicing. <p>Current budgets should prioritise maintenance of existing infrastructure and allocate all own funds only to maintaining what is existence until there are sufficient funds and reserves to warrant additional expenditure.</p> <p>When using surplus own funds the expenditure should be directed only to income generating projects over non income generating projects until the</p>	<p>health and its ability to deliver essential services to all communities. By reinforcing a culture of payment, BCMM aims to strengthen its revenue base and support sustainable development. Despite these efforts, BCMM faces a severe collections crisis, rooted in a combination of long-standing operational and systemic challenges. Key issues include unread meters and interim billing, outdated manual billing processes, aging infrastructure, and areas inaccessible to municipal workers (“no-go zones”). Additionally, punitive tariffs have created resistance among residents,</p>

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DRAFT RATES POLICY 2025/2026		
	<p>municipal finances have been stabilised and a buffer (investment account) has been re-established.</p> <p>Lastly BCMM should compare its rate and property tax and service charges to other metros given that as things stand it is proving to be the most expensive Metro in SA and the most unattractive when it comes to investment. The current financial regime will hamper rather than drive growth and until that is understood BCMM will face continued reduction in investment and job creation opportunities.</p>	<p>compounding the difficulty of effective revenue collection.</p> <p>A critical concern has been the lack of effective enforcement mechanisms and the failure to distinguish between households unable to pay due to poverty and those deliberately avoiding payment. This lack of differentiation has not only undermined BCMM's financial stability but also eroded the fairness and credibility of the credit control system.</p> <p>Internal capacity limitations and inconsistent application of disconnection policies have further weakened the City's ability to enforce compliance. Many defaulting ratepayers continue to</p>

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DRAFT RATES POLICY 2025/2026		
		<p>access services without facing consequences, which discourages responsible payment behaviour and places additional strain on the municipal budget.</p> <p>To address these issues, BCMM is prioritizing the modernization of its billing and revenue management systems. This includes cleaning and verifying its customer database, automating billing processes, and enhancing the accuracy of meter readings. The municipality is also strengthening its credit control mechanisms to ensure prompt and consistent enforcement.</p> <p>Recognizing the need for social equity, BCMM has revised and</p>

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		clarified its Indigent Policy to provide targeted support for vulnerable households. This ensures that non-payment due to genuine financial hardship is addressed compassionately, while wilful non-compliance is met with firm enforcement. A visible and consistent application of the Credit Control Policy is essential to restore trust, encourage payment, and safeguard the long-term sustainability of the municipality
Revenue Management	What really needs to be sorted out is how one's complaints are dealt with when it's the Municipality's fault and they all of a sudden charge thousand for water. It's not dealt with timeously or well at all. How is a refund so difficult? Please stop them and give us a refund. We already pay enough while many get written	All queries and complaints related to a charge on the municipal account related to property rates or services must be registered on BCMM's Customer Query Portal via

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	<p>off for what they have actually used while we get charged before even using any electricity.</p>	<p>the following link: https://customer-portal.buffalocity.gov.za:5000/</p> <p>Once the query has been logged, a reference number will be allocated and the query will be assigned to an agent to investigate the complaint and resolve the query. Customers should provide as much evidence as possible, i.e. if a leak was repaired at the property, a plumber's letter/invoice should be uploaded with the query; or if the meter number or reading is incorrect, a photo of the meter should be uploaded with the query – this will assist in a speedy resolution of the query. If during the assessment, it is found that there was an error with a specific charge,</p>

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		then the municipality will process an adjustment to correct the account. Comments on the Customer Query Portal will be updated, and the query will be closed.
Electricity Tariff	Look into the Supply of electricity tariff as this is severely impacting many residents, particularly pensioners.	The tariffs imposed by Electricity are as per the NERSA approval that is accompanied by the cost of supply study. The City charges electricity at cost.
Electricity Tariff	<p>At the start of this financial year on 1 July 2024 non-indigent residents were faced with an electricity basic charge of R763 for post-paid meters and R432 for prepaid meters. (Amounts quoted by BCMM were always quoted without VAT which was disingenuous). While there was always a service charge for the post-paid meters, it was set at an affordable level. But the increases, without consultation with the community, from R76 to R763 for post-paid and from zero to R432 for prepaid is unacceptable and completely unaffordable.</p> <p>The reason for a service charge is understood (i.e. the cost of supplying electricity). However, BCMM knows that the huge losses for electricity are as a</p>	<p>Indigent Customers are not charged basic charge. This was consulted on in 2023/24 and again 2024/25 for the 2026 MTREF.</p> <p>The two set are amounts are as a result of GIZ cost of supply</p>

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	<p>result of electricity theft, as well as the cabling and transformers and poles stolen to carry the illegal network - little seems to be done to curb these two issues. There has been absolutely no explanation of how the amounts of R763 and R432 were established, it seems that these amounts were set to cover the shortfall on electricity!? This is not how business activities are managed and is not acceptable to the community.</p> <p>Why do 2 houses, right next door to one another, need to pay different charges, just because one property has a post-paid meter and the other a prepaid meter?</p> <p>Mayor Faku told residents that if they wanted to avoid the higher credit paying consumer cost then people need to change and become prepaid consumers. To date, not one resident who paid for a prepaid meter, and had it installed at their own expense, and/or who applied to be changed, has been able to change to prepaid meter status. This has resulted in them being billed the R763 since the inception of the charge on 1 July 2024. This is NOT fair at all and totally contrary to Mayor Faku's suggestion to avoid the higher cost of credit paying consumers!!!</p>	<p>commissioned by National Treasury on behalf of the City and NERSA.</p> <p>This is as a result of the collapse of the MYPD by the high court.</p> <p>The are many reasons, the other might be an indigent and other not.</p>

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	<p>If the municipality wants all consumers to be on prepaid meters then the municipality is free to do that and install the new electricity metering equipment, just as they currently replace water meters without consultation.</p> <p>The basic electricity charge has eaten into the rates rebate for pensioners and the financial strain is real. Pensions do not keep pace with inflation and so their financial struggle increases each year.</p> <p>BCMM is requested to radically reduce the availability cost and charge credit and prepaid consumers the same. The loss of income needs to come from improving the billing system and gaining the trust of residents and going after those who tamper with and steal water and electricity – this includes bypassing the meters and illegal connections. Criminal charges need to be laid!</p>	
Property Rates	<p>Property and Rates:</p> <p>A comparison of tariffs (services and rates) was conducted, and it is clear the city tariff policy is not equitable and or aligned to the economic status of the city and its people.</p> <p>Rating Policy needs to be reviewed to be affordable and sustainable. Currently large commercial buildings are vacant thus indicating the economic impact in</p>	<p>The Rates policy is reviewed annually to take into account any national economic changes and situations. Where possible the municipality introduces changes</p>

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	<p>the city. The city needs to review its overall economic policies and frameworks to align to the national economic status and situation. Its currently unaffordable and leads to:</p> <ul style="list-style-type: none"> ▪ Urban Decay ▪ Decline in property values and sales ▪ Inability to access the property market as new entrants cannot afford the municipal costs. <p>#For graph reference on annemarie.fish@sqalproptech.com</p>	<p>that will be beneficial to various sectors of the city's residents.</p> <p>The municipality's valuation roll is updated every four years (as legislated) to align it to the changes in the property market.</p>
Tariff Increases	<p>The proposed tariff increases, and associated charges are found to be excessive, poorly justified, and disproportionately burdensome, particularly for residents in one of South Africa's poorest provinces.</p> <p>Below are the detailed objections:</p> <ol style="list-style-type: none"> 1) Property Rates Increase (4.6%) The proposed 4.6% increase in property rates, stated to be in line with inflation, lacks a clear basis. Property rates should be calculated based on actual property price trends, not arbitrary assumptions. In Buffalo City, some house prices may have decreased, and current valuations already appear inflated. Over the years rates increases have resulted in a huge windfall for municipalities. In 1994 we paid R115.58 currently it is now R1 853.13 - Local estate agents have 	<ol style="list-style-type: none"> 1) Property values are updated through a general valuation every four years as legislated to take into account any property price trends. Market research is conducted with each general valuation and Property values in the valuation roll are determined by property sales registered at the

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	<p>expressed frustration that BCMM's high valuations mislead sellers into expecting unrealistic prices, complicating property sales. The municipality is urged to reassess property valuations and base the rate increase on accurate, market-reflective data.</p> <p>2) Water Tariff Increase (9.8%) The proposed 9.8% increase in water tariffs, justified as being based on costs, is above inflation and raises serious questions about cost transparency. In 1994, the cost of water in Vincent, East London, was R1.30 per kL (including 14% VAT). Adjusted for 31 years of inflation at 5.6% annually, this should be R7.04 per kL—yet the current charge is R26.96 per kL. This discrepancy suggests systemic overcharging over the past three decades. I have documented proof of the 1994 water price and am willing to provide it upon request. A detailed breakdown of the costs driving this increase and a review of water pricing to ensure fairness is requested.</p> <p>3) Refuse Removal Increase (5%) The 5% increase in refuse removal fees is similarly excessive. In 1994, the cost was R22.57 per month (including 14% VAT) which, adjusted for 31 years of 5.6% inflation, should be R122.21—far below the current charge of R383. This suggests that refuse removal fees have been inflated beyond reason. The</p>	<p>Deeds Office and recorded in the sales reports. Property owners are allowed to submit objections against an entry in the valuation roll should they wish to do so.</p> <p>2) The water tariff is regulated by the Amatola Water Board. The City only passes that cost to the residents. A submission was made to Amatola Board to reconsider their tariff and we appealed this with the Board too.</p> <p>3) Refuse removal is 4.8% increase, which is below the prior year increase. This increase is to cover CPI</p>

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	<p>municipality is requested to justify this increase and reconsider the fee structure to align with inflation-adjusted historical costs.</p> <p>4) Sewerage Tariff Increase (4.6%) The proposed 4.6% increase in sewerage tariffs, with a current charge of R608.42 per month (including 15% VAT) is disproportionate when compared to historical pricing. In 1994, the cost was R43.98; adjusted for 31 years of 5.6% inflation, it should be R238.14—less than half the current rate. This overcharging is unacceptable. The metro is requested to review sewerage pricing to ensure it reflects reasonable adjustments.</p> <p>5) Electricity Tariff Increase (12.74%) and Basic Charges The 12.74% electricity tariff increase, in line with Eskom’s hike, is already steep, but the basic electricity charges are outrageous and must be overhauled: λ Prepaid meter users face a basic charge of R436, introduced last year, which is over 100% higher than Johannesburg’s R200 basic charge. λ Credit meter users face a basic charge of R763.60, up from R76.60—a nearly 1,000% increase. These charges are patently unfair, especially in the Eastern Cape, one of South Africa’s poorest provinces. How can BCMM justify such exorbitant fees when other municipalities charge far less? Additionally, there appears to be no effective mechanism to</p>	<p>increases and 0.5% is for maintenance costs.</p> <p>4) Sewerage tariff is 4.8% increase, which is below the prior year increase. This increase is to cover CPI increases and 0.5% is for maintenance costs.</p> <p>5) The basic Charges are as per the NERSA cost of supply study and approval.</p> <p>6) The Budget Process has been clearly Transparent, and all consultation done timeously with all wards consulted on</p>

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	<p>address these charges on a case-by-case basis, leaving residents with little recourse beyond letters like this. It is demanded that these basic charges be drastically reduced, and that a fair, transparent process be established to address individual concerns</p> <p>6) General Concerns About Transparency - The budget process lacks transparency, with no clear justification for the historical overcharging of services like water, refuse, and sewerage. Given the significant increases imposed last year (e.g., the introduction of basic electricity charges).</p>	
Electricity Tariffs	Electricity: We pay the most in the country, but JHB and others offer cheaper electricity (basic fee and electricity units).	The network distribution cost by Eskom are the most highest for BCMM because we are the furthest from their power supply. The City has raised this with Eskom
Illegal Connections	Why must rate payers also pay for losses and illegal connection?	Revenue Protection
Repairs and Maintenance	The Metro's budget for water and sanitation maintenance remains unchanged from last year's forecast to the new draft budget. More concerning, the overall maintenance budget is being cut by 3%. This cut is alarming because residents	The maintenance Budget was not reduced in the MTREF but remained the same. This is to ensure that we meet the 8% norm

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	<p>in informal settlements depend on communal facilities for water and sanitation. Without proper maintenance, these essential services become inaccessible. The budget should be increased, not reduced, to ensure reliable access to these basic services. The Metro also has a troubling pattern of cutting repairs and maintenance spending during the year. Last year, they reduced spending on water infrastructure maintenance by 45% and sanitation maintenance by 10% from the original budget. Overall maintenance spending was cut by 7% during the year. This pattern raises serious concerns that the already insufficient 2025/26 budget may face further cuts during implementation.</p> <p>#Asivekelane</p>	as per National Treasury indicators and also promote maintenance of our infrastructure in line with the tariff increases too
Rates Rebate	<p>We welcome the acknowledgement of our sector's public benefit activity in the rates rebate proposed for social housing in the 2025/2026 Municipal Draft Rates Policy. This is a progressive step which will support our shared objective of affordable housing provision in Buffalo City Metropolitan Municipality.</p> <p>#SOHCO</p>	This positive comment is acknowledged, thank you.

Community Need / Description Issue		Management Comments
IDP AND BUDGET PROCESS		
Budget Prioritisation	Residents shouldn't have to choose what BCM needs to prioritise, BCM needs to prioritise everything we pay for not just some.	A system of participatory democracy is enshrined in the Constitution of the Republic of South Africa and various other pieces of legislation. By participating in the prioritising of development needs stakeholders ensure that they have a say in where limited resources are invested to the benefit of the whole metro.
Budgeting	Adopt a zero-based budget.	Our Budget Base was informed by a zero-based Budget in historic Years. This will be reviewed and considered in the next five years.
	SAPOA notes the inclusion of a summary of the proposed changes to the Property Rates Policy in the budget document. We would like to thank the municipality for allowing stakeholders to participate in the proposed amendments and for considering the recommendations motivated by SAPOA, as referenced in the budget. We trust that further stakeholder inputs will continue to be taken into account in the finalisation of both the budget and the IDP. #SAPOA	Much Appreciated

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IDP AND BUDGET PROCESS	
<p>This section provides a brief overview of the proposed tariffs for the upcoming financial year as outlined by the Buffalo City Metropolitan Municipality. The summary highlights key changes across major service categories and outlines their potential impact on ratepayers and stakeholders.</p> <ul style="list-style-type: none"> 2% increase for Property Rates, however, the following discrepancies are found in the budget: Page 31 of the PDF: <p>Page 59 of the PDF:</p> <p>It is noted that page 31 of the PDF refers to the inflation rate, while page 59 outlines the proposed 2% increase in property rates. To avoid potential confusion, it is recommended that the wording be revised to clearly distinguish between these two figures and ensure accurate interpretation.</p> <ul style="list-style-type: none"> Water tariff increase of 9.8%. It is attributed to the proposed increase by the Amatola water tariff increase of 	Corrected

Community Issue	Need / Description	Management Comments
IDP AND BUDGET PROCESS		
	<p>7.26%. The tariff increase is said to be full cost reflecting and incorporates the cost of repairs and maintenance.</p> <ul style="list-style-type: none"> • Electricity increase of 12.74% but it is stated that the BCMM should increase the tariff by 15.74% to allow for a full cost reflecting tariff. • Sanitation is said to increase by 4.8%. • Refuse tariff increase proposed of 4.8%. <p>We would like to recommend that the proposed tariffs be adjusted to reflect the current inflation rate, especially for the Sanitation and Refuse tariffs. Aligning tariff increases with inflation will help ensure that the municipality maintains its revenue base while remaining fair and transparent to ratepayers.</p> <p>SAPOA wish to express concern regarding the proposed increases in both electricity and water tariffs. According to the budget document, electricity distribution losses are reported at 24.6%, while non-revenue water is projected at 37% as of the end of February 2025. Despite these</p>	<p>This has been considered together with a small percentage for infrastructure maintenance</p> <p>These increases are informed by the Regulators and the City passes over this cost to the residents. These costs are not within the City's control</p>

Community Need / Description		Management Comments
Issue		
IDP AND BUDGET PROCESS		
	<p>significant system losses, residents and businesses are expected to absorb higher tariff increases. This is deeply concerning, especially in light of ongoing water and electricity outages. Urgent improvements in infrastructure and service delivery are needed to justify any further burden on ratepayers.</p> <p>#SAPOA</p>	

Community Need / Issue	Description	Location (Ward/Area)	Management Comments
REVENUE MANAGEMENT			
Revenue Protection	Enhance the number of and capacity of the Revenue Protection teams.		This will be considered in the new Trading services reform funding in 2026
Revenue Protection	Introduce a dedicated Law Enforcement unit allocated to Revenue Protection.		National Treasury has indicated that this will be achieved is the City maintains a collection rate of 95% for three consecutive financial years
Billing	Change legally bypassed electricity meters to prepaid meters by the end of the 2024/25 financial year.		This will be considered in the new Trading services reform funding in 2026
Billing	If a meter has to be legally bypassed, a new prepaid meter must be installed within 3 working days.		Revenue Protection
Billing	BCM must ensure that there are adequate prepaid electricity meters in stock so that immediate replacement can be done when required		This achieved at all times
Indigent Grant	Provide all indigent grant recipients with prepaid electricity meters - to be installed by BCM at no cost to the indigent beneficiary.		This is within the policy and currently being implemented

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REVENUE MANAGEMENT			
Indigent Grant	Increase public awareness campaigns to encourage, those who qualify, to register for indigent free electricity allocations.		The City conducts two campaigns per financial year and over and above that All Revenue Management office do take all the walk-ins for new applications and queries
Revenue Protection	Establish a task team, that includes BCM official(s), SAPS, representation from the private sector and any other relevant departments to find solutions to clampdown on the theft of electricity across all communities.		
Revenue Collection	Investigate a method of recording electricity consumed as a result of illegal connections in formal and informal settlements separately from non-technical losses. So, doing will allow options to be found to subsidise this consumption, where indigents are the recipients, via National Government Equitable Share funding and not pass this cost on to consumers as non-technical losses. • Change BCM bylaws to accommodate the above remedial actions.		Revenue Protection

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REVENUE MANAGEMENT			
Revenue Collection	BCMM needs to be more pro-active in collecting arrear rates and services payments instead of leaving it till it is so overdue that it is easier to write it off.	Gonubie	<p>Rates and services become due after the monthly billing run and any debt is dealt with in terms of the Credit Control Policy. Customers are either disconnected or blocked from buying pre-paid electricity, unless all outstanding debt is paid or an arrangement to pay in instalments had been recorded.</p> <p>The Metro got a high number of Indigent customers who relies on the monthly free water and electricity issues as well as subsidised static charges i.e. sewerage, refuse and fire levy.</p> <p>Unfortunately, the free issues are not always enough, and these customers are billed for the additional consumption. Because of their dire financial position, they are not always in a position to pay.</p>

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REVENUE MANAGEMENT			
			BCMM is writing off debt in this regard, twice a year, based on the ageing of the debt and the assumption that it is irrecoverable (all means and avenues to collect had been exhausted)
Billing	Installation of smart meters have not resolved incorrect billing and interim reading.	Greenfields Suburb, East London	Smart meters may occasionally fail to transmit data due to signal issues, configuration settings, or system delays, resulting in interim (estimated) readings. To address this, the Municipality conduct site verification, enhance signal strength, increase reading frequency, and recommend half-hourly readings where possible. However, more frequent readings may shorten the meter's battery life.
Revenue Collection	Focus on rate payers who are not paying for services provided and ensure those monies are collected especially outstanding electricity bills/payments.	Whole of Metro	Outstanding monies are collected in terms of BCMM's Credit Control Policy and where applicable non-paying customers are

Community Issue	Need / Description	Location (Ward/Area)	Management Comments
REVENUE MANAGEMENT			
			blocked from purchasing electricity until outstanding monies are paid.
Revenue Collection	Ensure there are no more rates, taxes, etc. right-offs for anyone in BCMM.	Whole of Metro	The Council approved a Debt incentive scheme in line with the Credit Control policy
Revenue Collection	Can you please indicate where in the budget revenue is collected for rates and taxes for properties in outlying areas such as Berlin, along the coastal road to Port Alfred in the direction of Chulumna? There are substantial homes built and being built in those areas which falls under BCMM.	Chulumna	Property rates and available services are budgeted for and billed in the Berlin area as can be seen in the billing reports. Berlin is characterised as Township 030 in the billing reports. Properties built in these areas are often recorded and billed against the registered owner of the property which in most instances is the Republic of South Africa and all available services and rates are billed and paid by the Department of Public Works.
Revenue Management	The budget document outlines the projected impact of tariff increases on household bills, with middle-income households facing a 9.6% increase and households in the affordable range		The Metro currently does not report on a collection rate by revenue category but will look into this, going forward.

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REVENUE MANAGEMENT			
	<p>facing a 9.2% increase. These are substantial increases that will place additional financial pressure on already constrained households.</p> <p>In addition, SAPAO is concerned about the municipality's revenue collection rate, which is reported at 69%. While SAPOA acknowledge the municipality's efforts to strengthen enforcement through stricter credit control measures and the establishment of a Revenue Protection Unit to address water losses, the current collection rate remains a significant concern. We recommend that the municipality provide a breakdown of collection rates by revenue category—such as water and electricity—to identify priority areas for targeted interventions. This would also support improved reporting, transparency, and progress tracking.</p> <p>#SAPOA</p>		

SERVICE DELIVERY

Community Need / Issue	Description	Location (Ward/Area)	Management Comments
Service Delivery	Gonubie has committed residents who pay their rates timeously and in return see no action to fix roads, sewerage and water leaks as well as a failing electricity infrastructure due to the number of illegal connections in the local township.	Gonubie	The electricity departments' Revenue Protection unit carries out, illegal removals on a continuous basis.
Service Delivery	Potholes, parks and open fields with very long grass. Where are our rates going?		
Grass Cutting	Grass cutting and removal of plastic bags with garden refuse at Greenfields clinic area AS WELL AS the pavements there.	Greenfields Suburb, East London	
Tree Management	Trim trees on the road reserves.	Beacon Bay	
Refuse Removal	Rubbish collection: We pay R150+ per week and the bags are maybe collected around 9-10pm after they have been torn open by people and dogs, etc. and then the litter is just left as they don't clean up what falls out of rubbish bag.		
Illegal Connections	Why must rate payers also pay for losses and illegal connection?	Whole of Metro	The electricity departments' Revenue Protection unit carries out, illegal removals on a continuous basis.

SERVICE DELIVERY

Community Need / Issue	Description	Location (Ward/Area)	Management Comments
Overtime	Cut down on overtime when the work can be done during normal working hours.	Whole of Metro	<p>In terms of Section 10 of the Basic Conditions of Employment Act “the employer may not require or permit an employee to work:</p> <ul style="list-style-type: none">● overtime except in accordance with an agreement.● more than ten hour’s overtime a week <p>An agreement may not require or permit an employee to work more than 12 hours on any day. Further, a collective agreement may increase the maximum permitted overtime to 15 hours a week. The service that BCMM is offering to the community requires some departments to work more than the required normal hours.</p>

SERVICE DELIVERY

Community Need / Issue	Description	Location (Ward/Area)	Management Comments
Human Resources	How many people does BCMM employ and how many of those people work in the Human Resource Department?	Whole of Metro	We currently have a staff complement of 4904 employees and HRM and HRPD has a staff complement of 91 employees.
Cleaning	Clean the streets in Beacon Bay.	Beacon Bay	
Ward Councillor	Concerns about the lack of service delivery in Ward 47, particularly in the area of Quigney. Despite numerous attempts to reach out to Councillor Woloso, there was no unavailability and lack of response. It is requested that this be investigated, assistance be provided in addressing the service delivery issues in the ward, and the Ward Councillor be urged to be more responsive and engaged with the community she serves.	Quigney Ward 47	
Grass Cutting	Need three 4x4 grass cutting tractors to clear the common areas and the stands for at least a month this winter. # For Reference kindly check Excel Spreadsheet from Fiddlewoodbathurst@gmail.com		

SERVICE DELIVERY

Community Need / Issue	Description	Location (Ward/Area)	Management Comments
Service Delivery	There should be sufficient money in the budget if it is spent wisely and correctly to address the infrastructure for both electricity and water as well as support a large chunk of road repairs.	Gonubie	The electricity Department implement both Capital and maintenance projects, additional funding is requested when required. The major issue in numerous areas is copper theft, BCMM are investigating methods to curb these incidents. NT are implementing a trading services turnaround strategy to improve service delivery as well as provide additional funding which will be based on performance as well as target related
Grass Cutting	Bush, trees etc. growing rapidly close to the residence. The ratepayer has a problem with rodents,snakes, monitor lizards and monkeys which are attracted to these bushes for shelter, many times entering the private property, scavenging for food	Cambridge West, the end of Morrison Road, number 84	

SERVICE DELIVERY

Community Need / Issue	Description	Location (Ward/Area)	Management Comments
	<p>and posing a risk to two very young children who often play outdoors.</p> <p>Please include bush clearing of this area in the 2025/2026 budget. Four (4) other neighbours, who reside next to/close to this bush have expressed the same concerns.</p>		

BULK INFRASTRUCTURE

Community Need / Issue	Description	Location (Ward/Area)	Management Comments
Bulk Infrastructure	<p>Key infrastructure such as the Zwelitsha Treatment works, Nahoon Bulk Sewer, Nompumelelo Sewer and Inhlanza /Vincent Sewer Westbank outfall Treatment Works needs to be upgraded and or completed to enhance capacity.</p> <p>#For graph reference on annemarie.fish@sqalproptech.com</p>	Whole of Metro	
Water Infrastructure	<p>Water quality is poor and there are daily occurrences of water leakages due to ageing pipes and infrastructure.</p>	Greenfields Suburb, East London	

BULK INFRASTRUCTURE

Community Need / Issue	Description	Location (Ward/Area)	Management Comments
M&R of Electricity Infrastructure	Increase maintenance and refurbishment of electricity Infrastructure.		The electricity Department implement both Capital and maintenance projects, additional funding is requested when required. The major issue in numerous areas is copper theft, BCMM are investigating methods to curb these incidents. NT are implementing a trading services turnaround strategy to improve service delivery as well as provide additional funding which will be based on performance as well as target related
Infrastructure	Urgently prioritise infrastructure upgrades. # For reference check email: Weners@urban-econ.com	Whole of Metro	
Sanitation	Sewerage infrastructure		
Water Infrastructure	Water infrastructure		

BULK INFRASTRUCTURE

Community Need / Issue	Description	Location (Ward/Area)	Management Comments
Electricity Infrastructure	Electricity infrastructure		The electricity Department implement both Capital and maintenance projects, additional funding is requested when required. The major issue in numerous areas is copper theft, BCMM are investigating methods to curb these incidents. NT are implementing a trading services turnaround strategy to improve service delivery as well as provide additional funding which will be based on performance as well as target related
Ageing Infrastructure	Do not approve any more “vanity” projects such as that at Marina Glen. Utilise that money to first sort out the cities decaying infrastructure.	Whole of Metro	
Infrastructure	Prioritise repairing, maintaining, and improving the infrastructure regarding water availability, electricity and address the deterioration of the roads in BCMM.	Beacon Bay	The electricity Department implement both Capital and maintenance projects, additional

BULK INFRASTRUCTURE

Community Need / Issue	Description	Location (Ward/Area)	Management Comments
	This includes ensuring the provincial road authorities complete the link road between Beacon Bay and Gonubie.		funding is requested when required. The major issue in numerous areas is copper theft, BCMM are investigating methods to curb these incidents. NT are implementing a trading services turnaround strategy to improve service delivery as well as provide additional funding which will be based on performance as well as target related
Infrastructure	Invest in Infrastructure, Electricity, Roads and Water which drive our Industries that feed the citizens of our region and further grow the economy.	Whole of Metro	The electricity Department implement both Capital and maintenance projects, additional funding is requested when required. The major issue in numerous areas is copper theft, BCMM are investigating methods to curb these incidents. NT are implementing a trading services

BULK INFRASTRUCTURE

Community Need / Issue	Description	Location (Ward/Area)	Management Comments
			turnaround strategy to improve service delivery as well as provide additional funding which will be based on performance as well as target related

WATER, SANITATION AND STORMWATER

Community Need / Issue	Description	Location (Ward/Area)	Management Comments
Storm water	The gutters in Kennington Road for years are not big enough to contain all the rainwater, causing flooding on private property.	Kennington Road	
Sanitation	Prioritise resolving the ongoing sewerage problem throughout BCMM which currently is in breach of the Constitution of South Africa.	Whole of Metro	
Water for Informal Settlements	An amount of R10, 447, 975.00 was set aside for sanitation so the Metro is requested to build at least 3 bulk infrastructures for Acorn Valley Ward 44 King William's Town Informal Settlement.	Acorn Valley Ward 44	

WATER, SANITATION AND STORMWATER

Community Need / Issue	Description	Location (Ward/Area)	Management Comments
Sewerage Leakages	Curb leaking of sewerage into the streets.	Beacon Bay	
Sanitation	Sewage leaks and sewage spills going into our rivers and oceans for months if not years. How is this environmental disaster allowed to continue?	Whole of Metro	
Sanitation	Wastewater management, sewage etc. Storm water not draining into sewerage system. All pumps not working. Pipes need to be replaced.		
Sanitation for Informal Settlements	<p>The sanitation backlog in Buffalo City is growing, but budget allocations for informal settlement toilets are not keeping pace with inflation. With limited growth in spending and an increasing backlog, it's crucial to ensure existing communal flush toilets are properly maintained. It is therefore concerning that the repairs and maintenance budget has been cut.</p> <p>#FOR RECOMMENDATIONS AND FURTHER INFORMATION REFERENCE TO Email: csali@internationalbudget.org:</p>	East London, Mdantsane & Qonce	

WATER, SANITATION AND STORMWATER

Community Need / Issue	Description	Location (Ward/Area)	Management Comments
Sanitation for Informal Settlements	An amount of R 10, 447, 975.00 was set aside for sanitation, so the metro is requested to build 8 communal flush toilets for Snake Park Informal Settlements (Ward 12).	Snake Park Ward 12	
Sanitation for Informal Settlements	In the operating budget allocation of R1, 044, 797.00 for sanitation facilities in the informal settlements, the Metro is requested to fix broken toilets and install more as the toilets are not sufficient to accommodate the number of residents. As a result, breakage happens more frequently.	Machine Park NU7 Ward 20	
Illegal effluent discharge	The ratepayer complaints about a business that disposes of effluent water out in the street causing erosion which are considered more than just potholes due to the size. it's big. It is In Brooklyn Road.	Greenfields, Brooklyn Road	
Dams	Construction of dams		

ELECTRICITY, HIGH MAST LIGHTS, STREETLIGHTS

Community Need / Issue	Description	Location (Ward/Area)	Management Comments
Electrification of Informal Settlements	An amount of R15, 000, 000.00 is allocated for informal settlements. The metro is requested to consider including Snake Park Ward 12 Midland for electrification.	Snake Park Ward 12	Information will be requested from Spatial planning to establish the status of this area in terms of spatial issues, <ul style="list-style-type: none">• Land owner• Is it a developable area On a flood plain etc.

ILLEGAL DUMPING SITES, REFUSE REMOVAL

Community Need / Issue	Description	Location (Ward/Area)	Management Comments
Refuse Removal	Rubbish collection we pay R150+ per week and the bag are maybe collected around 9-10pm after they have been torn open by people and dogs etc. and then the litter is just left as they don't clean up what falls out of rubbish bags.		
Bush Clearing	There is a terrible bush area that is out of control. It has snakes that bite the residents' dogs and cats and has also turned into a	Cambridge West	

ILLEGAL DUMPING SITES, REFUSE REMOVAL

Community Need / Issue	Description	Location (Ward/Area)	Management Comments
	<p>mini dump site which has come to a health hazard for residents and pets.</p> <p>#Reference for pictures_Pindile Makupula</p>		
Refuse removal fleet management	<p>I am aware from public reports that the municipality spends a lot of money on plant hire specifically for refuse trucks and water tankers. These are hired because the municipal fleet is either not maintained or is vandalised. The result is that the municipality has bought trucks which cannot or are not being used and then must pay a second time for hire.</p> <p>From recent public engagements it appears that 95% of refuse compactor trucks are not in operation due to many being in workshops awaiting repairs. The causes include vandalism – openly admitted in the public engagements. The same applies to</p>		

ILLEGAL DUMPING SITES, REFUSE REMOVAL

Community Need / Issue	Description	Location (Ward/Area)	Management Comments
	<p>water tankers where we understand that while the municipality has a fleet, none or very few are operational.</p> <p>This is a matter which can easily be dealt with by ensuring that vehicles requiring repairs e.g. engine or hydraulics are sent to reputable repair shops and management ensures repairs are carefully and actively monitored to ensure that those vehicles are returned to service in a short time frame. On this point our Kaysers Beach bakkie was sent to a repairer who subcontracted the work but did not pay the sub-contractor who is holding our bakkie until he is paid.</p> <p>The services fleet – both compactor trucks and water tankers need to be kept at a secure depot when not in use to stop the scourge of sabotage from continuing.</p>		

ILLEGAL DUMPING SITES, REFUSE REMOVAL

Community Need / Issue	Description	Location (Ward/Area)	Management Comments
	<p>Management has failed to manage the operations of the fleet through driver training, inspecting vehicles on return to depot and securing where the vehicles are parked. These are simply management issues and if implemented could result in lower costs for both maintenance and hire.</p> <p>Funds should be allocated specifically to repair the fleet of refuse trucks and water tankers, where this is economically justified, so that hire costs can be reduced. If vehicles are beyond repair, then that needs to be reported to council so those assets can be removed from the vehicle asset register. The proceeds of auctioning off redundant vehicles needs to be ring-fenced to keep the remaining trucks on the road and/or go towards the payment of procuring new replacement trucks.</p>		

ILLEGAL DUMPING SITES, REFUSE REMOVAL

Community Need / Issue	Description	Location (Ward/Area)	Management Comments
	The cost of hiring refuse trucks and water tankers must be significantly reduced in the new budget period in order to display that management has the situation under control.		
Cleaning and Greening	In the R21, 000, 000.00 budget underneath Presidential Cleaning and Greening project, it is requested that the Metro to remove growing bushes and trees	Machine Park NU7 Ward 20	
Illegal dumping sites	The illegal dumping sites must be removed.	Machine Park NU7 Ward 20	
Illegal dumping sites	Refuse is dumped and burnt illegally in Quiqney.	Quiqney	

SAFETY & SECURITY

Community Need / Issue	Description	Location (Ward/Area)	Management Comments
Safety	Focus on preventing crime that deters perception of security for tourism income and for local's enjoyment, safety and security		Law Enforcement patrol units (SAPS, Law Enforcement Services, Traffic Services have been

SAFETY & SECURITY

Community Need / Issue	Description	Location (Ward/Area)	Management Comments
			established in partnership with Quigney Rate Payers Association.
Safety	<p>Urgently prioritise enhanced security measures.</p> <p># For reference check email: Weners@urban-econ.com</p>	Whole of Metro	<p>1.Security Risk Analysis of the Institution is currently being undertaken.</p> <p>2.Rollout of CCTV Cameras is on track.</p> <p>3.Deployment of Private Armed Security guards to BCMM critical sites is underway.</p> <p>4.Integrated multi-stakeholder operation on crime in the City.</p>

LAND & CONSTRUCTION OF HOUSES, RECTIFICATION OF HOUSES, TITLE DEEDS

Community Need / Issue	Description	Location (Ward/Area)	Management Comments
Housing	Key infrastructure projects that will unlock housing opportunities and create human dignity include the redevelopment of Duncan		

LAND & CONSTRUCTION OF HOUSES, RECTIFICATION OF HOUSES, TITLE DEEDS

Community Need / Issue	Description	Location (Ward/Area)	Management Comments
	<p>Village, and surrounding areas, which has large informal settlements without adequate services, water and sanitation. The bulk sewer line that will divert sewer to Reeston treatment works (tunnel), has not been completed and have cause delays in the overall development of the Amalinda area. Key is to complete the Duncan Village Redevelopment that was planned in 2001.</p> <p>Limited housing opportunities as development cost and or change of use is not economically viable in the city.</p> <p>Increase of informal settlements</p> <p>Lack of registration of RDP/Human Settlement to owners thus leads to low income base and or creation of new property markets. E.g Mdantsane has an active property market due to tenure security.</p> <p>Inability of rural settlements to access municipal indigent grants, as properties are</p>		

LAND & CONSTRUCTION OF HOUSES, RECTIFICATION OF HOUSES, TITLE DEEDS

Community Need / Issue	Description	Location (Ward/Area)	Management Comments
	<p>still registered in ownership of the National and Provincial Government. E.g Ndevana has over 3000 properties, but none is registered to the owners. The land is still in the name of Ciskei Government.</p> <p>Project to register properties in owners' names thus increasing rate base and also ability to access social grants (indigents).</p> <p>#For graph reference on annemarie.fish@sqalproptech.com</p>		
Development Planning	<p>Development Planning should not approve any projects which places a burden on an already fragile infrastructure. Get the infrastructure sorted out which can then accommodate any further developments.</p>	Whole of Metro	<p>All development applications submitted to the City are circulated to the relevant departments (internal and external) including Infrastructure for comments. The approval of the application is therefore granted or refused based on the requirements and whether the developer is able to meet those</p>

LAND & CONSTRUCTION OF HOUSES, RECTIFICATION OF HOUSES, TITLE DEEDS

Community Need / Issue	Description	Location (Ward/Area)	Management Comments
			requirements imposed by the respective departments.
Development Planning	<p>Currently developers must conduct a capacity test when submitting development applications and is deemed as duplication and not strategic. As it is a challenge, BCMM should look at a holistic Infrastructure capacity approach, whereby it can unlock development opportunities rather than placing the burden on the private developer. Review of Infrastructure conditions, master planning is thus vital for the city. (Sewer, Water & Stormwater).</p> <p>#For graph reference on annemarie.fish@sqalproptech.com</p>	Whole of Metro	<p>All development applications submitted to the City are circulated to the relevant departments (internal and external) including Infrastructure for comments. The approval of the application is therefore granted or refused based on the requirements and whether the developer is able to meet those requirements imposed by the respective departments.</p> <p>Capacity test is a typical example of the requirements which then become conditions of approval. Equally, all infrastructure plans would reside within the same</p>

LAND & CONSTRUCTION OF HOUSES, RECTIFICATION OF HOUSES, TITLE DEEDS

Community Need / Issue	Description	Location (Ward/Area)	Management Comments
			departments and used as guidelines when making comments.
Development Planning	<p>Urgently prioritise improved planning responses.</p> <p># For reference check email: Weners@urban-econ.com</p>	Whole of Metro	<p>The approval of all development applications is dependent upon receiving responses timeously from the departments that are providing comments. Substantial amount of time is spend waiting for these comments which takes even longer with other external stakeholders due to specific processes that must be undertaken prior to issuing final comments. Agreeably, this dependency has an impact on the overall turn-around time.</p> <p>To improve from this, Development Planning makes continuous contact with the commenting departments to sensitise of the importance of</p>

LAND & CONSTRUCTION OF HOUSES, RECTIFICATION OF HOUSES, TITLE DEEDS

Community Need / Issue	Description	Location (Ward/Area)	Management Comments
			<p>complying with the set turnarounds and to make follow-ups when due.</p> <p>Monthly interdepartmental meetings also held with senior officials of the respective departments to make follows ups.</p>
Housing	The 4 toilets built by Asivikelani are not enough for 300+ residents, so it is requested that the Metro consider Snake Park in the draft of 2025/26 because the area is not listed. The 2025/26 capital budget allocation is R182, 007.	SNAKE Park Ward 12	The Human Settlement's Directorate will attend the request in the next financial 25/26.
Housing	There's a budget allocation of R5, 000, 000.00 for 2026/27 that is set aside for houses of Cluster 3 so as the residents of Ward 20, Machine Park NU7 (Midland) we request the Metro to count us in as beneficiaries	Machine Park NU7 Ward 20	The Human Settlements Directorate is currently implementing the Internal Services for 51 Units. The application for funding agreement of Top structures will commence when services are completed. Master list

LAND & CONSTRUCTION OF HOUSES, RECTIFICATION OF HOUSES, TITLE DEEDS

Community Need / Issue	Description	Location (Ward/Area)	Management Comments
			for beneficiaries has been compiled by the Human Settlement's Directorate and will be submitted to PDoHs on approval of Funding agreement.
Installation of Internal Services	<p>Installation of internal services on Westbank land: Page 380</p> <ul style="list-style-type: none"> It is mentioned that the Westbank Restitution Project is for 2000 houses (families) whilst there are 2026 verified and approved claimants The following budget was included into the Draft IDP and Budget for the 2025/2026 financial year: 2025/2026 R 8m 2026/2027 R 11m 2027/2028 R 12m 	Westbank	<p>This project is a multi-year project that is budget as such in line with the cashflow and the program of works by the contractor on site and all other relevant service providers aligned to the project.</p> <p>With relation to Settlement Agreement and Land claim funds, BCMM is transparent and constantly communicating with claimants in relation to the funds on the Trust account and accumulated interest.</p>

LAND & CONSTRUCTION OF HOUSES, RECTIFICATION OF HOUSES, TITLE DEEDS

Community Need / Issue	Description	Location (Ward/Area)	Management Comments
	<ul style="list-style-type: none">• This is much less than what is contained in the present budget namely for 2024/2025: R 40m 2024/2025 R 42m 2025/2026 R 31m• The drastic decrease of funding for the Internal Services Project is unacceptable to the Westbank land claimants• We understand that the funds are coming from the Urban Settlement Development Grant of National Treasury and that it comes in a global amount and are then allocated to specific projects• This would mean that the BCMM now have identified other projects funded by the Urban Settlement Grant which is now more important than the Westbank Restitution Project, and		

LAND & CONSTRUCTION OF HOUSES, RECTIFICATION OF HOUSES, TITLE DEEDS

Community Need / Issue	Description	Location (Ward/Area)	Management Comments
	<p>that funds have been allocated to these projects at the cost of the Westbank Restitution Project</p> <ul style="list-style-type: none">• The Mayor called the Association to a sod turning event for the Internal Services Project on 12 April 2024 and promised in public that it will be completed in 3 years as per the budget above. She said “we want to implore those responsible for the implementation to ensure that the project will be completed within the time period, scope and budget. We will monitor the project so that it does not have unnecessary delays”• The budget for this project included in the Draft IDP and Budget will delay the project to beyond even the 2007/2008 financial year,		

LAND & CONSTRUCTION OF HOUSES, RECTIFICATION OF HOUSES, TITLE DEEDS

Community Need / Issue	Description	Location (Ward/Area)	Management Comments
	<ul style="list-style-type: none">• This is unacceptable to the Westbank Claimants that have waited 25 years for the Municipality to complete this project. They cannot and will not accept any further delays• In the Settlement Agreement, signed by all parties, including BCMM, on 16 April 2000, the parties to the Agreement undertook to” do all things possible to use their best endeavours in a spirit of cooperation and good faith to ensure the project is implemented within negotiated time frames “• We wish to submit that the BCMM, have not honoured the Agreement in the past and do not intent to do it in this Draft IDP and Budget• The Settlement Agreement is a signed contract that binds the parties		

LAND & CONSTRUCTION OF HOUSES, RECTIFICATION OF HOUSES, TITLE DEEDS

Community Need / Issue	Description	Location (Ward/Area)	Management Comments
	<p>and this action by BCMM is tantamount to a breach of the Agreement signed in 2000</p> <ul style="list-style-type: none"> We hereby demand that the same amounts included in the present budget be included into the Draft IPD and Budget namely: 2025/2026: R 42m 2026/2027: R 31m 		
Relocation of informal dwellers	<p>Farm 924: Page 510</p> <ul style="list-style-type: none"> A portion of Farm 924 are being developed for the relocation of illegal informal dwellers on Westbank land. We notice that the following budget have been included in the Draft IDP and Budget 2005/2006: R 1.5m 2006/2007: R 0.5m 2007/2008: R 2.1m 		<p>The project was stalled by Department of Economic Development, Environmental Affairs and Tourism (DEDEAT) due to Environmental Authorisation compliance issues which they have since been resolved, now the contractors are preparing to go back to site to complete the outstanding works in line with the court order.</p>

LAND & CONSTRUCTION OF HOUSES, RECTIFICATION OF HOUSES, TITLE DEEDS

Community Need / Issue	Description	Location (Ward/Area)	Management Comments
	<ul style="list-style-type: none"> It is absolutely crucial that the development of Farm 924 must be completed as soon as possible to allow for the relocation of illegal informal dwellers. It cannot be allowed to continue into the 2027/2008 financial year 		
Derelict buildings	The derelict buildings in Quigney are an eyesore.	Quigney Place	

ROADS, BRIDGES, PAVEMENTS, PEDESTRIAN BRIDGES, POTHOLE, SPEEDHUMPS, FOOTPATHS

Community Need / Issue	Description	Location (Ward/Area)	Management Comments
Roads	Please do prioritize Roads in the 20256/26 Budget. Gonubie is in a terrible state and this constant patchwork is in all honesty useless as it washes out every time it rains.	Gonubie	
Roads	Roads (several)		

ROADS, BRIDGES, PAVEMENTS, PEDESTRIAN BRIDGES, POTHoles, SPEEDHUMPS, FOOTPATHS

Community Need / Issue	Description	Location (Ward/Area)	Management Comments
Roads	Build on-ramp at the Beacon Bay N2 interchange in the direction of Gonubie/Mthatha. This would take pressure off the deteriorating road between Beacon Bay and Gonubie via Floradale Nursery, Lavender Blue and Pine Creek.	Beacon Bay	
Roads	Fix the roads, do not only close potholes.	Beacon Bay	
Roads	<p>Urgent request the resurfacing of the following roads:</p> <ul style="list-style-type: none"> - Rotterdam Road - Pefferville - Parkridge Road in Parkridge <p>(especially from Isaiah 58 to the end of the informal settlement)</p> <p>These roads are the two roads leading from Buffalo Flats to town and other areas.</p> <p>These roads are becoming dangerous as us as motorists are driving on the wrong side of the road to avoid the</p>	Pefferville, Rotterdam Road, Parkridge, Buffalo Flats	

ROADS, BRIDGES, PAVEMENTS, PEDESTRIAN BRIDGES, POTHOLES, SPEEDHUMPS, FOOTPATHS

Community Need / Issue	Description	Location (Ward/Area)	Management Comments
	<p>potholes.</p> <p>See proof of the terrible state these two roads are in not to mention all the others.</p> <p>#For pictures refer to Roche Lazarus email.</p>		
Roads	Please prioritize roads in ward 19 Greenfields area, Hampstead Ave is barely drivable.	Greenfields Ward 19	
Roads	<p>The road down Jasmine Place near number 9 is in a terrible state. Residents' cars go for repairs almost on a monthly basis. The road washes down to one neighbour's gate when the heavy rain hits and it's not user friendly at all.</p> <p>Neighbors find it hard to walk their kids up with strollers. One neighbor with a disability can barely get up that road easily when walking.</p>	Cambridge West	

ROADS, BRIDGES, PAVEMENTS, PEDESTRIAN BRIDGES, POTHoles, SPEEDHUMPS, FOOTPATHS

Community Need / Issue	Description	Location (Ward/Area)	Management Comments
Roads	<p>Abbotsford road that falls under the main road. Requested that the road be repaired.</p> <p>For reference #Brownin-DuPlesis</p>	Abbotsford	
Roads	<p>The general condition of roads in the urban areas is in a very poor state, and the manner of fixing potholes are wasteful as it lasts a few months before it reappears as larger potholes. The city needs to review its methods of pothole repairs, to be sustainable and have a long-term effect. Contractors needs to have adequate skills and knowledge to repair potholes, as the current method is unsustainable and short term. Most of the urban roads are neglected and causes damage to vehicles and people lives are at risk.</p> <p>Review of the current Pavement Management System is required. #For</p>		

ROADS, BRIDGES, PAVEMENTS, PEDESTRIAN BRIDGES, POTHoles, SPEEDHUMPS, FOOTPATHS

Community Need / Issue	Description	Location (Ward/Area)	Management Comments
	<p>graph reference on annemarie.fish@sqalproptech.com</p>		
	<p>Main road from Chumani Primary School - passing Reeners Farm, Thembaletu, Khayelitsha and all the way up to a township called Dice.</p> <p>It is requested that the road be tarred.</p> <p>It is also requested that this road be applied with ISABUNGE while the residents are waiting for the road to be tarred. We are aware of a meeting that was held recently, where a budget of this year was announced for Reeston.</p> <p>Please send in a Grader again to do a proper job and have the road applied with ISABUNGE. Without ISABUNGE applied after the Grader, once it rains it will be much worse with holes that are unbearable to drive on.</p>	<p>Main Road from Chumani Primary School</p>	

ROADS, BRIDGES, PAVEMENTS, PEDESTRIAN BRIDGES, POTHoles, SPEEDHUMPS, FOOTPATHS

Community Need / Issue	Description	Location (Ward/Area)	Management Comments
Road Signage	Missing Road Signs at the intersections of R102/Schafli Road and Kwelega Road/Sunrise-On-Sea Road.	Intersections of R102/Schafli Road and Kwelega Road/Sunrise-On-Sea Road	
Roads	Potholes on the R102 all the way into Sunrise-On-Sea including ungraded roads.	Sunrise-On-Sea	
Roads	Road cracking and forming pothole on the corner of Albatross Road Dolphin Road in Sunrise-On-Sea.	Albatross Road Dolphin Road in Sunrise-On-Sea	
Roads	Cambridge Dutton Road is in bad condition.	Cambridge Dutton Road	

SPORT, RECREATION, COMMUNITY HALLS, ETC.

Community Need / Issue	Description	Location (Ward/Area)	Management Comments
Sport Fields	Completion of the Khwankizwa stadium	Khwankiza	

ECONOMIC DEVELOPMENT, JOB CREATION, SKILLS DEVELOPMENT, EMPLOYMENT, LEARNERSHIPS, SHOPPING CENTRE/MALL, SMMES, TOURISM, TRAINING

Community Need / Issue	Description	Location (Ward/Area)	Management Comments
Job Creation	<p>Implement Recycling Project</p> <p>There's an allocation of R2, 000, 000.00, and the residents are asking the Metro to invest in the area so that they can keep their area clean by creating our recycling site and so please consider our humble request</p> <p>Economic Development and Agencies</p> <p>In the budget allocation of R1, 000, 000.00 from Agriculture and Rural Development Support Program, the residents are asking the Metro to create opportunities for them with the startup kits of gardening services and with gardening products as well, for example if they can get crops or rather seeds so</p>	Machine Park Ward 20	<p>Management has noted the requests from Ward 20 and will prioritise in accordance with budget availability.</p> <p>They will be prioritised in the following areas:</p> <ul style="list-style-type: none"> - SMME Development - Public Employment Programmes - Agriculture - Spaza Shops Support

ECONOMIC DEVELOPMENT, JOB CREATION, SKILLS DEVELOPMENT, EMPLOYMENT, LEARNERSHIPS, SHOPPING CENTRE/MALL, SMMES, TOURISM, TRAINING

Community Need / Issue	Description	Location (Ward/Area)	Management Comments
	<p>that when they can harvest, they will support vulnerable disabled people.</p> <p>Piggery and Poultry</p> <p>In the budget of 1 000 000.00, the community also needs support from the metro as Machine Park residents of Ward 20 because they want to farm chickens and pigs so that they can control their own township economy.</p>		

BUSINESS LEADERS' BREAKFAST – SUBMISSION 21 MAY 2025

Community Need / Issue	Description	Location (Ward/Area)	Management Comments
Nahoon Outfall Sewer	Please confirm the budget allocation for the Nahoon Outfall Sewer /Ihlanza Pumpstation	18 (Nahoon Beach), 4, 15, 28)	

BUSINESS LEADERS' BREAKFAST – SUBMISSION 21 MAY 2025

Community Need / Issue	Description	Location (Ward/Area)	Management Comments
	<p>The budget didn't indicate projects in detail, but we would request that you allocate: CAPITAL FUNDING</p> <ul style="list-style-type: none">• 2025/26 Design Development for Nahoon Outfall Sewer estimated R5,000 0000• 2026/2027 Detail Design for Nahoon Outfall Sewer estimated at R5,000,000• Construction Phase – Nahoon Outfall Sewer – 2027/2028 – 2028/2029• 2027/2028<ul style="list-style-type: none">○ R230,000,000• 2028/2029<ul style="list-style-type: none">○ R240,000,000		

BUSINESS LEADERS' BREAKFAST – SUBMISSION 21 MAY 2025

Community Need / Issue	Description	Location (Ward/Area)	Management Comments
	<p>As discussed at the meeting, the Detail Design can be completed whilst the City is securing the Funding for the Construction of the Nahoon Outfall Sewer /Ihlanza Pumpstation /Line.</p> <p>Reason for this is that the Funding institutions will not fund projects that is not in the IDP/Budgeting. E.g BFI /ISA DBSA.... /National Treasury.</p>		

WRITTEN SUBMISSIONS RECEIVED FROM:

1. AS Wiggins
2. Asivikelane
3. Anonymous
4. Border Kei Chamber of Commerce
5. Bronwin du Plessis
6. Claire Kockott
7. Desiree Hiscock 1
8. Desiree Hiscock 2
9. Desiree Hiscock 3
10. Eldon Mason
11. Ernest Flynn
12. F Gray-Browne
13. Graham Walker 1
14. Graham Walker 2
15. Graham Walker 3
16. Heston Botha
17. Janet Ross-Thompson
18. Juan Claasen
19. Kevin Marlow
20. Lida Cronje
21. Lyn Smerczak
22. Mboniseli Mkhonwana

23. Michele Rivarola
24. Mr. Botha
25. Natasha Robertson
26. Nahoon Estuary Management Forum
27. Own Haven Housing Association
28. Phindile Makapula¹
29. Ratepayer
30. Rates Watch
31. Roche Lazarus
32. SAPOA – Draft Rates Policy
33. SAPOA – Draft IDP & Budget
34. Sean Kleber
35. Shan Townes
36. SOHCO
37. Sue Bentley
38. Talita Msutu
39. Viwe Nombewu
40. West Restitution Association
41. Xolani Panyaza
42. Clint Hendricks
43. Irene Tiltmann
44. Madoda Bukani