

## CHAPTER 3: BASIC SERVICE DELIVERY PERFORMANCE HIGHLIGHTS

### 3.1 OVERVIEW

This chapter focuses on the extent to which the municipality has progressed in delivery of basic services to the citizenry of the municipality as was planned in the integrated development plan. The chapter reviews performance of the period under review and highlights the challenges which confronted the municipality in discharging its constitutional obligations. The Directorates of Engineering Services, Community Services, Health and Public Safety, Office of the Chief Operating Officer and part of Development Planning responsible for service delivery within the Municipality have provided input in the chapters following in this report. In these chapters these Directorates further elaborate on the remedial actions to be undertaken with regard to those areas where the municipality has not met its target.

### 3.2 WATER SERVICES

BCMM is both the Water Services Authority (WSA) for its entire area of jurisdiction and the Water Services Provider (WSP) for a large percentage of the area. The Amatola Water Board is an external WSP contracted to the provision on bulk potable water to BCMM in order to augment the demand by consumers. BCMM has an established WSA in place, which has the ability and resources to undertake the WSA functions in its current format. However, it has been identified that the current form of the WSA is inadequate to successfully undertake all its functions, and needs to be restructured and appropriately resourced.

The Department of Water Affairs (DWA) has shown interest and is giving support to WSA and WSP functions in municipalities. Representatives from DWA have visited the BCMM Water Services Department with the view to guiding and assisting this process going forward. The Department is busy rationalizing its structures in terms of this. Pertinent factors to take into account are the compliances with Blue and Green Drop Certification, DWA initiatives to reduce the number of Water Boards across the country, and the probability of Regional Water Authorities.

#### **Water Services Provider**

BCMM is the retail WSP for its entire area of jurisdiction and the bulk WSP for three of the six surface water supply areas servicing BCMM and all the groundwater sources. Amatola Water is an external bulk WSP contracted to BCMM to provide bulk potable water to the remaining three surface water supply areas, delivering 40% of the total volumes of potable water consumed within BCMM. In addition Amatola Water also delivers raw water in bulk to both the BCMM (supply to the KWT water treatment plant) and Da Gama Textiles in the KWT area. A service level agreement exists between BCMM and Amatola Water in terms of the provision of bulk potable water by the latter to BCMM. This SLA has been reviewed since BCMM became a Metro.

Key areas requiring attention include the following:

- ✓ Ability/mechanisms to ensure compliance with the by -laws;
- ✓ Development and implementation of a WC/WDM strategy;
- ✓ Development of a mechanism to manage and monitor the implementation of the WSDP; and
- ✓ Establishment of WSA staff capacity and systems.

BCMM has recently completed the preparation of a WSA capacity building business plan, based on which funding will be made available to address the identified capacity building requirements.

**Levels and standards in water services:**

*Rural:*

The level of service for households outside of the Urban Edge is the basic level of service (i.e. communal standpipes to RDP standards).

*Urban:*

The level of service for households within the Urban Edge is as follows:

- ✓ Target level: erf connection and water borne sanitation; and
- ✓ Minimum level: yard connection

Table 14 Annual Performance as per key performance indicators in water services

	Indicator name	Total number of household/customer expected to benefit	Estimated backlogs (actual numbers)	Target set for the FY under review (actual numbers)	Number of HH/customer reached during the FY	Percentage of achievement during the year
1	Percentage of households with access to potable water	225249	5869	1174	1628	139%
2	Percentage of indigent households with access to free basic potable water	45727	5869	1174	1628	139%
3	Percentage of	106	0	0	0	100%

	Indicator name	Total number of household/customer expected to benefit	Estimated backlogs (actual numbers)	Target set for the FY under review (actual numbers)	Number of HH/customer reached during the FY	Percentage of achievement during the year
	clinics with access to potable water					

### Major challenges in water services and remedial actions

BCMM is currently serviced by 4 regional surface water supply schemes located primarily within BCMM, 2 No. surface regional water supply schemes located primarily outside of BCMM but feeding portions of BCMM, 1 No. regional groundwater scheme and a number of smaller local groundwater schemes.

- ✓ The main schemes, which service around 81% of the BCMM population reside within the KWT/East London corridor, are as follows:
  - Upper Buffalo RWSS – KWT, Breidbach & surrounds
  - Middle Buffalo RWSS – KWT, Bhisho, Zwelitsha, Ndevana, Phakamisa, Berlin & Mdantsane; and
  - Lower Buffalo RWSS – Mdantsane & the greater East London;

### Challenges

- ✓ The Sandile and the Peddie RWSS's service around 14% of the BCMM population, which reside in the Dimbaza and Chalumna areas respectively;
- ✓ The Ncera RWSS services several rural villages and Kaysers Beach, to the west of East London;
- ✓ The groundwater schemes service rural villages to the north of KWT and many of the resorts on the coast to the west of East London;
- ✓ The Upper Buffalo RWSS is stressed from a water resource perspective, with supplies to the KWT area already being augmented from the Middle Buffalo RWSS. Infrastructure capacity constraints however restrict the extent of augmentation possible.
- ✓ The Middle Buffalo RWSS has surplus yield, but the WTP is operating near capacity, the same applies for the Sandile RWSS;

- ✓ The Lower Buffalo RWSS is stressed from a water resource perspective and water treatment is nearing capacity for the scheme as a whole. The yield of this scheme can however be augmented with supplies from the Wriggleswade Dam;
- ✓ Apart from the resource and treatment constraints, the following are seen as key infrastructure constraints:
  - The conveyance capacity of the Buffalo River pumping system;
  - Inadequate storage in the East London and KWT areas;
  - The conveyance capacity from the Laing dam WTP to the Beacon Hill Reservoir;
  - Conveyance capacity to the West Bank high level zone;
  - The absence of a dedicated bulk supply system for large parts of East London and also in the Breidbach area;
  - The zoning in East London, KWT, West Bank & Gonubie;
  - High water losses in the Duncan Village/Gompo and KWT areas; and
  - Lack of accurate as-built record for infrastructure in the Dimbaza and Zweltisha areas.

### Remedial

BCMM is in the process of undertaking a feasibility study followed by implementation of a Water Treatment Works and Bulk conveyance at Kei Road to resolve the challenges related to the bulk water constraints at Bhisho, King William's Town and possibly Berlin areas of supply. The raw water will be provided directly from the Wriggleswade Dam via canal/pipeline.

The Umzoniana WTW is being fully refurbished and upgraded in order to achieve optimum supply to Ncera, Needscamp, Mdantsane and the greater East London area.

A Bulk Pipeline from the Nahoon WTW is being considered to supply water to Beacon Bay, Gonubie and the Eastern coastline villages as far as Komanishi.

### **3.3 ELECTRICITY SERVICES**

The purpose of the Electricity Department is to provide an effective and efficient electrical service and infrastructure in accordance with legal and statutory requirements to all Buffalo City Consumers. Both Eskom and Buffalo City supply electricity within the Buffalo City Municipal area. BCMM supplies the former King William's Town and East London areas, whilst Eskom supplies the remaining rural areas. The electricity network in Buffalo City is currently in a fair to poor condition. This is a result of budget constraints, which force the service department to cut down on the Capital upgrading and replacement of electrical network. With skilled staff shortages such as electricians, planned maintenance is hampered which also compromises the network. The consequences are increased

power outages and a poor quality of supply to electricity consumers. In addition, this poses a high risk of non – compliance to the license issued by the National Electricity Regulator (NER) and to non – compliance of occupational health and safety regulations.

The electricity network in Buffalo City is currently in a poor condition. This was a result of budget constraints, which force the Electricity Department to cut down on the Capital upgrading and replacement of electrical network. Skilled staff shortages such as electricians planned maintenance is hampered which also compromises the network. The consequences are frequent power outages and a poor quality of supply to electricity consumers. In addition, the electricity department is at high risk of non – compliance to the license issued by the National Electricity Regulator (NER) and to non – compliance of occupational health and safety regulations.

The electricity department has a backlog of R680 Million in Capital replacement refurbishment. The following sources of funding are targeted to meet the annual allocations required for the backlog:

- ✓ Depart of Energy ( Specific to DoE approved projects)
- ✓ BCMM internal allocation
- ✓ Development levies

Without a significant capital reinvestment plan and the funding to implement the plan Buffalo City could experience a number of electrical failures which would have an impact on city growth and income as electricity sale account for the largest portion of Buffalo City’s yearly income.

The BCMM electricity department purchases bulk Electricity from Eskom via 15 intake points of distribution in the BCMM supply area. This is re-distributed to all consumers within the urban edge as follows:

Table 15 Electricity distribution to Consumers

Type of Consumer	Metering Method	Number
Domestic including Indigent	Pre-paid	105828
Domestic	Conventional	8975
Small Power	Conventional	3841
Small Power	Pre-paid	2449
Large Power (LV)	Conventional	963
Large Power (MV)	Conventional	74
Time of Use	Conventional	4

These services extend to include all consumers within the defined urban edge, but do not take account of rural areas outside the urban edge which resides within the jurisdiction of Eskom. The profile of ESKOM consumers within BCMM is as detailed below:

Table 16 Profile of Eskom Consumers

Type of Consumer	Connections Size_	Number
Domestic Low income	10	769
Domestic Low income	2.5	11886
Domestic Low income	20	20037
Domestic	60	2186
Total		<b>34878</b>

During the 2011/12 financial year the following has been achieved.

- The Queens-park Zoo Sub-station Project which is funded by the DoE to allow for additional capacity for low income electrification is proceeded well. The DoE allocated R9 002 400 for the continuation of this project in the 2011/12 financial year.
- In terms of electrification of RDP housing, the Electricity Department in conjunction with the Department of Energy (DoE) provide electricity to formal houses. Annually, Buffalo City's Electricity Department is invited to request funding from the DoE's Integrated National Electrification Program (INEP). Every project that is proposed to the DoE is visited by the DoE to ensure that it meets the criteria set by the DoE and if approved, funding is made available. The funding that is provided by the DoE is only partial funding, as the Municipality is required to provide counter funding. Therefore the number of houses that can be connected is dependent on the funding from DoE, the counter funding provided by Buffalo City Metropolitan Municipality and the number of housing projects that are completed. The following projects were implemented during this period:
  - Reeston – 200 project completed
  - Cambridge Phase 3 – 125 units project completed
  - Kwa cliffu and surround areas – 359 project still in progress
  - Potsdam Unit P -900 project still in progress

The BCMM provided a 40 amp RDP service connection which was higher than the normal 20 amps RDP service connection. Access to this supply for low income consumers was through the INEP funding, BCMM counter funding and an approved subsidized connection fee. The council had approved that indigent consumers be provided with a service connection free of any charges.

### 3.3.1 Network Enhancement:

The Electricity Department received R7.9 million in the 2011/2012 financial year adjustment budget for capital projects: The funding was used to order equipment required for projects to be implemented in the 2012/13 financial year.

Equipment ordered for Capital Projects:

- ✓ Nahoon Switch House 19 Panel Board
  - ✓ Summerpride Switch House 5 Panel board
  - ✓ Replacement RMU's to be installed in KWT
- 
- Network Reinforcements and upgrades were completed.
  
  - New Commercial and Industrial Connections Were Successfully Completed.

### 3.3.2 DSM Street Lighting

The implementation of Electricity Demand Side Management street lighting project funded through the DoE funded in the amount of R4M. This constitutes 2251 new energy saving installations. The new light installed save an estimated 124KW.

## MAJOR CHALLENGES IN ELECTRICITY SERVICES AND REMEDIAL ACTIONS

As indicated above the Electricity Department had estimated a backlog of refurbishment, capital replacement and capital investment of R680 million. The budget provided to the electricity department is less than 3% of the required budget in terms of the backlog, this of course is not adequate to reduce the backlog, for the network to remain stable into the future, and a substantial investment into the network needs to be provided. The master plan provides a tool which should be used to identify the areas requiring immediate action.

The Electricity Department has a shortage of skilled labour such as engineers, technicians and electricians, at present the department has a shortage of 10 to 15 Electricians for the areas maintained within the Electricity supply area. These positions have been advertised on numerous occasions over the last few years and as can be confirmed by HR the number of vacancies still exists. Government as a whole has acknowledged the shortage of skilled personnel in various sectors of the Engineering field. Numerous Municipalities throughout the country have implemented the skills shortage allowance to retain existing staff and to gain additional staff to fill their vacancies. At the present moment you find electrical staff with municipal experience moving to the larger municipalities because of the incentive schemes offered BCMM would need to implement the skills shortage allowance as soon as possible to retain the experienced staff they have and to attract skilled staff to fill the vacancies.

The NERSA License which the Electricity Department operates under requires BCMM to meet certain conditions and to implement a number of monitoring systems, with the existing staff this is not possible, and the Department requires additional staff to meet all the necessary requirements. With the shortage of staff in the department the implementation and updating of the asset register is a major burden and additional staff and computer programming is required to ensure full compliance.

Illegal electricity connections have escalated at a dramatic rate during the past financial year and there is an urgent need to electrify these informal houses.

One of the strategized solutions is the formulation of a new electricity fines system. This approach has already been approved by Council and will mean that in the near future, electricity fines will be issued to illegal electricity users in much the same manner as a traffic speeding fine is currently issued. The role out process is almost complete and it is envisaged that this approach will assist the department in limiting the number of illegal connections, until such time as the long term solution of electrification has been completed.

**Table 17 Annual Performance as per key performance indicators in Electricity services**

	Indicator name	Total number of household/customer expected to benefit	Estimated backlogs (actual numbers)	Target set for the f. year under review (actual numbers)	Number of HH/customer reached during the FY	Percentage of achievement during the year
1	Percentage of households with access to electricity services	97% of all formalized dwellings have access to electricity	2000	1500	1325	88.33 %
2	Percentage of indigent households with access to basic electricity services	45% Based on all HH (including informal HH)	75 000 Based on all HH (including informal HH)	1500	1325	17.67 %

	Indicator name	Total number of household/customer expected to benefit	Estimated backlogs (actual numbers)	Target set for the f. year under review (actual numbers)	Number of HH/customer reached during the FY	Percentage of achievement during the year
3	Percentage of indigent households with access to free alternative energy sources	NIL	At this time the electricity department does not have any alternative energy source that can be provided to house hold without electricity.	N/A	N/A	N/A

### 3.4 SANITATION

Buffalo City Metropolitan Municipality is a designated Water Services Authority. BCMM is also the main Water Service Provider (WSP) within its area of jurisdiction, undertaking all retail functions throughout BCMM and the bulk functions for wastewater.

The provision of sanitation services is currently being undertaken as follows:

#### *Provision of Basic Services*

- ✓ *Inside Urban Edge:* Informal settlements
  - Essential sanitation services are provided by BCMM to existing informal settlements in the form of chemical toilets (planned to be replaced with waterborne sanitation which commenced in 2009/10);
  - The Sanitation Department provided 26 movable ablution blocks in Duncan Village. The programme is being implemented throughout BCMM. An addition 15 has been procured and will be commissioned in Duncan Village and Fynbos. Single units connected to waterborne sanitation have also been provided to the following informal settlements:
    - ✓ Mzamomhle, Nompumelelo and Duncan Village
    - ✓ Mdantsane informal areas have also benefitted from the programme

- The provision of internal services to new RDP and social housing is undertaken through the Housing Unit as part of the Human Settlement programme. The Engineering Department is however responsible for the provision of the bulk services to support these developments;

“Rural” settlements (no formal planning):

- Sanitation unit is rolling out VIPs and urine diversion toilets to meet the national target of providing basic sanitation services to all by 2014,

✓ *Outside Urban Edge:*

- No essential services are provided;
- The provision of basic services is undertaken by the Engineering Department; and
- The Sanitation Department is in the process of investigating various options with regards to the servicing of Ducats. The current installations were maintained and training was provided to the community on the use thereof.

#### Level and standards in sanitation services

Level of Service:

##### *Rural:*

It is anticipated that the level of service for households outside of the Urban Edge will remain at current standards; namely communal standpipes and VIPs (or equivalent). Alternative sanitation technology options are however being investigated to optimise the operation and maintenance implications for BCMM.

##### *Urban:*

The level of service for households within the Urban Edge will remain as per the current Policy, namely:

- ✓ Target level: erf connection and water borne sanitation; and
- ✓ Minimum level: yard connection and VIP (or equivalent).

Although the above is the level of service policy of BCMM, the target level of service is tending to be the default option provided.

##### *Low Income Housing:*

The objective of BCMM is to move all residents residing in informal settlements into formal housing. This will result in those currently receiving a sub-RDP level of service, receiving a RDP or higher level of service. Although the actual numbers and delivery rates of low income housing are uncertain, it is

anticipated that there may be a significant increase in low income housing units in the short to medium term, with higher levels of service being provided.

***Middle & High Income Housing:***

Although the actual numbers and delivery timeframes for the middle to high income housing are uncertain at this stage, it is anticipated that delivery could be significant in the short to medium term, with full levels of service being provided. Delivery in certain areas could however be inhibited by bulk infrastructure constraints or financial constraints to provide the requisite infrastructure. The estimated funding shortfall to provide bulk infrastructure in the short to medium term for housing developments is R 365 Million.

**Table 18 Annual Performance as per key performance indicators in sanitation services**

	Indicator name	Total number of household/customer expected to benefit	Estimated backlogs (actual numbers)	Target set for the f. year under review	Number of HH/customer reached	Percentage of achievement during the year
1	Percentage of households with access to sanitation services	192 161	49751	5500	3772	69%
2	Percentage of indigent households with access to free basic sanitation services	6 6121	49751	5500	3772	69%
4	Percentage of clinics with access to sanitation services	28	0	28	28	100%
5	Percentage of schools with access to sanitation services	312	0	0	312	100%

### 3.4.1 Major Challenges in Sanitation Services And Remedial Actions

#### ✓ Challenges

Access to waterborne sanitation, with either off or on-site disposal, is limited to the formal and certain larger peri-urban settlements within the urban edge of BCMM. These settlements are serviced by 9 wastewater treatment works, 6 oxidation ponds and 1 sea outfall, each with their own catchment area. The condition of the sewerage infrastructure throughout BCMM is generally one of inadequate capacity, old infrastructure, resulting in periodic spillages into the river systems. Due to the topography of the region, there are a large number of sewer pump stations and pipe bridges within the respective drainage regions, which place additional operational and maintenance implications on the service branch. Upgrading the capacity of certain waste water treatment works in support of housing developments e.g. Gonubie, Reeston, Central and King Williams Town and surrounds; and Refurbishing and/or augmentation of key interceptors, rising mains and pump stations is required. The estimated Remaining Useful Life (RUL) of the Sanitation assets is 13.5 years. The Sanitation assets are valued at an estimated R1.1 Billion.

#### ✓ Remedial Action

The Zwelitsha WWTW is being upgraded to regional status with the production of special standard effluent. The Bhisho and Breidbach oxidation ponds will be decommissioned and sewage conveyed to this works. The Schornville WWTW, which is over capacitated, will be decommissioned and sewage conveyed to the Zwelitsha WWTW. The final phase will be the bulk conveyance of Phakamisa sewage to the Zwelitsha Works.

The Rheeston WWTW is also being upgraded in terms of capacity and effluent standard. It will receive sewage from the Central WWTW which will be decommissioned in order to allow for additional housing delivery. Industrial effluent from Wilsonia will be conveyed to Rheeston as well.

The Quinera WWTW is receiving an upgrade in capacity as well to open up housing and commercial developments in the area of Beacon Bay and Gonubie.

### 3.4.3 The Sanitation Backlogs Will Be Addressed Through Two Different Programmes.

- ✓ *Rural households*, including those within the Urban Edge, would be addressed by the Engineering Department through a backlog eradication programme. The necessary planning and funding application in this regard has already been completed and delivery is therefore entirely dependent of funding availability. The objective was however to deliver this service within the time frames set by National Government. The current backlogs were estimated at 60 649 households funding allocations would have to be increased to meet time frames set by National Government (estimated requirement of R 100 Million per annum).

- ✓ *Informal households* within the Urban Edge will be provided with services via the housing backlog eradication programme. The rate of delivery in this regard will to a large extent be dependent on the planning of others and bulk infrastructure capacity constraints. The current objective is however to eradicate this backlog by 2014.

### 3.5 ROAD MAINTENANCE

Maintenance/works are carried out by the Construction and the Roads branch respectively.

In terms of the construction of minor civil engineering works the following service delivery high lights were achieved:

#### Construction Branch

- ✓ Re-gravelling of internal roads and stormwater maintenance to Sunrise-On-Sea.
- ✓ Re-gravelling of internal roads and stormwater maintenance to Scenery Park.
- ✓ Re-gravelling of internal roads and stormwater maintenance to Marina Glen picnic area.
- ✓ Removing sand from Kidds Beach tidal pool.
- ✓ Upgrading parking area to the Claredon Laboratory, including shade ports, gates and handrails.
- ✓ Maintenance internal roads at Dimbaza waste water treatment works.
- ✓ Removal of illegal advertising signs from the road reserves.
- ✓ Concrete Pedestrian sidewalks to Golden Highway, Mdantsane.
- ✓ Construction of gravel access road to the Tyolomnqa Wilderness Camp.
- ✓ Traffic calming using road studs, reflectors and solar powered flashers to Batting Road, inclusive of re-marking with reflective cementitious paint.
- ✓ Installation of speed humps/pedestrian tables, within the municipal area. Primarily Mdantsane and Buffalo Flats.
- ✓ Maintenance and refurbishment of speed humps/pedestrian tables, within the municipal area. Primarily in the Gompo / Buffalo Flats area.
- ✓ Installation of road duct-crossings for the Electrical Department.
- ✓ On-going assistance with sand removal along the Esplanade and at Footprints – Nahoon.
- ✓ Specific emphasis on emergency clean-ups prior to Ironman and similar events.
- ✓ Assistance to Disaster Management during June 2011 flood and subsequent clean-up of roads and beaches.

#### Roads & Storm water Branch

Numerous performance highlights were achieved in the maintenance, rehabilitation, upgrading of road network (both surfaced and gravel) of the Municipality. Some of these highlights include the following :  
Capital projects 2011/2012

Project Name	Expenditure	Status
Regravel of Inland roads (Dimbaza, Mdingi, Madakeni, Anders Mission, Tyu Tyu Villiage)	R 3 000 000.00	Complete
Regravel of Coastal roads (Ncera Villiages, Reeston (Tembalethu and Khayelitsha), Ducats	R 2 000 000.00	Complete
Duncan Village Roads upgrade (Ruth First Road and Mphathi Crescent)	R 1 000 000.00	Complete
Stormwater drainage improvements in Duncan Village Toilet City	R 400 000.00	Complete
Replacement of a portion of stormwater culvert in West Bank	R 900 000.00	Complete
Mdantsane Roads	R19 780 000.00	On going
Rural Roads Upgrade	R3 150 322.39	On going

#### Operational projects 2011/2012

- ✓ The replacement of 500 railway sleepers;
- ✓ Vegetation control on rail tracks;
- ✓ Bridge Maintenance – Painting and repairs to Buffalo Bridge;
- ✓ Removal of tramlines in Oxford Street and reinstatement of 700m section
- ✓ Sidewalks repaired – Concrete 1310m<sup>2</sup>, premix 519m<sup>2</sup>slurried;
- ✓ Pothole Repairs – 2542313,2m<sup>2</sup>
- ✓ 490 km of roads bladed and regavelled ;
- ✓ Stormwater Repairs – Pipes Jetted 55km;
- ✓ 250m Pipes repaired, 3418 Catch-pits cleared of debris and 1735 Manholes repaired;
- ✓ 10km of gravel road works were upgraded to surface standards in Duncan Village, Mzamomhle, and Polar Park
- ✓ Installation of Street Signs throughout BCMM;
- ✓ Replacement and repairs of damaged guardrails throughout BCMM.
- ✓ Implementation of the storm water management plan
- ✓ Implementation of Road Maintenance Plan that deals with complaints handling and turnaround time.

### 3.6 PMU/PIU

The Project Management and Implementation department implemented projects utilising Urban Settlement Development Grant (USDG), Municipal Infrastructure Grant (MIG) roll over budget for the period under review and also assisted with implementation of projects that are from external funding sources e.g. DBSA.

Table 19 PMU/PIU Committed Projects

COMMITTED PROJECTS:	EXPENDITURE 01/07/2011 TO 30/06/2012
Nord Avenue Pump Station	630 288
Quinera Wastewater Treatment Works	280 572
Wastewater Treatment Capacity ( Zwelitsha)	12 405 399
Reeston Phase 3 Bulk Services Sewer	1 454 434
Bufferstrip Sanitation – Mdantsane	11 121 194
Mdantsane Sewers – Refurbishment	4 834 581
Diversion of Amalinda and Wilsonia effluent to Reeston	6 314 853
Rural Sanitation ( Old: Tshatshu, Cliff, Balasi, Peelton, etc	14 569 755
West Bank Restitution	10 147 036
Bulk Water Supply to Silverdale, Boxwood, Kalkeni and Ncerha villages along Mt Coke Road.	2 257 753
Bulk water supply to Coastal Areas	7 775 733
Augmentation of Water Treatment Capacity – Umzonyana /raising upper weir	4 984 423

Table 21 Annual Performance as per key performance indicators in road maintenance services

	Indicator name	Total number of household/customer expected to benefit	Estimated backlogs (actual numbers)	Target set for the f. year under review (Actual numbers)	Number of HH/customer reached during the FY Estimates	Percentage of achievement during the year
1	Percentage of households without access to gravel or graded roads	15%	800km	1000km	1,255,8km	126%
2	Percentage of road infrastructure requiring upgrade	100%	1450km	10km	6,1km	61%

### 3.6.1 Major Challenges in Road Maintenance Services And Remedial Actions

The Municipality had insufficient funding for maintenance. The only available funding was for reactive maintenance which is unplanned maintenance. This led to the municipality having to always make ways and means to deal with deferred maintenance which was estimated at +/- R 500million.

#### Challenges:

- Inadequate funding to address backlogs;
- No sufficient Plant, dependant on Plant Hire (TLB's, Trucks, Graders) etc;
- Limited staff capacity over a growing network due to new developments mushrooming all over the urban and rural areas
  
- Inadequate storm-water network to cater for growing CBD areas across the city
  
- Inclement weather having a bad effect on road conditions and resulting in shorter life span

### 3.7 HOUSING AND TOWN PLANNING

In terms of the Housing Act of 1997 and also with reference to the housing accreditation framework, the Municipality undertakes to set housing delivery goals, identify and designate land for housing development, initiate, co-ordinate facilitate, promote and enable appropriate housing development. As part of the IDP take steps to ensure that the inhabitants of its area have access to adequate housing on a progressive basis and conditions not conducive to health and safety are removed. Provision of services such water, sanitation, electricity, roads, storm water drainage, transport, bulk infrastructure.

In terms of section 83 of Local Government: Municipal System Act, 2000 (Act 32 of 2000) and The Housing Act (No. 107 of 1997) a Housing Sector Plan (HSP) has been compiled and approved for the period 2008 – 2012. HSP is intended to be guiding documents that will help the municipality achieve the objective of providing sustainable housing for its residents.

The HSP is due for review in the 2013 / 2014 financial year.

As a contribution to the HSP, the City is in a process of developing an Integrated Sustainable Human Settlement Plan (ISHSP) that would define what is required to unlock housing delivery in a particular area of BCMM& what other social, infrastructural goods and services would be required to do so in a holistic and integrated way. ISHSP will be part of the IDP and would not be seen as a stand-alone Strategic Development Plan.

#### **BCMM Housing Stats**

- Estimated population over 1,000,000.
- 156 informal settlements within urban areas.
- 40,000 free standing informal dwellings in urban area.

- Housing Sector Plan records a total housing need of 121,000 units.
- 75,000 units including all levels of income and housing types.
- 46,000 units in rural areas comprising of 230 rural settlements.

The Municipality also acts as developer by undertaking the implementation of low cost housing projects.

The Municipality is currently involved in the following priority housing programmes:

- Emergency housing programme;
- Upgrading of informal settlement programme ;
- Rural housing subsidy programme;
- Project linked subsidy programme;
- Disposal of municipal housing stock (discount benefit scheme);
- Social Housing support programme; and
- Consumer education.

Table 23 – The Key Role-Players are as follows:

Key Role Players	Roles played
Housing Department within the Office of the Chief Operating Officer.	Strategic planning , housing management, coordination and implementation
Directorate of Engineering Services.	Provision of bulk infrastructure services and internal reticulation services
Directorate of Planning and Economic Development.	Spatial planning, land identification, Township Establishment and Approval of General Plans.
Directorate of Community Services.	Environmental Impact assessment
Directorate of Finance.	Capital and Operating budget management.

With regard to Housing the (SABS) standards and National Building Regulations are applied. The minimum standards as set out in the Specifications of the Norms and Standards in respect of permanent residential structures are applied.

Table 24 Level and standards in Housing and town planning services:

Density	Dwelling units per hectare	Erf sizes
High	50 + du/ha	n/a
Medium	20-50 du/ha	80 to 240 metre square
Low	5- 20 du/ha	300 to 1000 metre square

#### Low Income Housing.

The objective of BCMM is to accommodate all residents residing in informal settlements into formal housing through an incremental process.

This would result in those currently receiving a sub-economic RDP level of services, receiving full level of RDP or higher level of services.

However, due to the extent of the housing to be delivered and the income levels of the beneficiaries, the impact of this housing programme will be significant both in terms of land acquisition, state land transfer water/sanitation services provision (extent of infrastructure required to support such development) and the sustainability of the Municipality to maintain such services (most beneficiaries of the housing programme will more than likely not be able to afford the higher levels of service).

Therefore, there is a need to review and investigate alternative technology options, which will both have reduced impact in terms of water /sanitation service provision requirements and are acceptable to communities.

In the 2011/2012 financial year various housing projects were implemented within the City by the Municipality and the Provincial Department of Human Settlements. These projects are located within East London, Reeston, Duncan Village, Mdantsane / Potsdam, King William's Town and rural areas.

In terms of low cost housing developments undertaken by the Municipality, it was anticipated that approximately 680 low cost units (BNG Units) in various related projects within the City will be built by BCMM, at the end of the 4<sup>th</sup> Quarter however 833 low cost houses (BNG Units) have been handed over by BCMM.

BCMM as well as the PDoHS delivered low cost housing (BNG Units) in the following areas such as Ilitha South (BCMM), Tyutyu Phase 1 & 2 (BCMM), Dimbaza Wooden Houses (BCMM), Tshabo (PDoHS), Cambridge (PDoHS), Sweet Waters (PDoHS) and Potsdam Unit P (BCMM).

Currently 1670 sites are at excavation level; 1377 at roof level and 1327 sites are practically completed but not handed over as yet. This should be done in the 2012 / 2013 Financial Year.

The delays in proceeding with projects and handing over of practical completed units were mainly attributed to:

- Completion of minor technical remedial works;
- Illegal occupation of the units / sites approved to beneficiaries;
- Finalisation of Environmental Impact Assessment (EIA's);
- Delays with procurement as well as delays with the infrastructure designs;
- Appointed Consultant being liquidated;
- Unapproved beneficiaries;
- No subsidy agreement has been concluded between the PDoHS and BCMM on the top structure funding for various projects;
- Challenges of poor performance by the contractor due to labour disputes;
- Contracts being challenged by non-successful bidders;

It must be noted that all new low cost housing projects will follow a clustered approach with projects of similar scale / numbers and location grouped and tendered as one collective project. Service Providers (professional teams) have been appointed to undertake Engineering Designs, Survey for the 3 Clusters being Mdantsane (consisting of 2 Clusters) and East London (1 Cluster).

It is anticipated that tenders for provision of internal services and top structures (Turnkey development) will be advertised in September 2012. The Department is busy finalizing the SLA's.

**Middle & High Income Housing.**

Although the actual numbers and delivery timeframes for the middle to high income housing are uncertain at this stage, it is anticipated that delivery could be significant in the short to medium term, with full levels of service being provided. Delivery in certain areas could however be inhibited by bulk infrastructure constraints or financial constraints to provide the requisite infrastructure.

**Strategic Housing Session (21 – 22 June 2012).**

During various Council meeting since 2011 with Cllrs / Mayoral Committee Members and Top Management it was agreed that a “Strategic Housing Session” be held in order to discuss capacity and other various consultation issues.

A report was prepared and submitted to the Buffalo City Metropolitan Council Committee on 12 December 2011 as per minute BCMC 271/11 (A).

It was agreed by all parties present that a turnaround strategy be prepared which will identify short and long term proposal as reflected and discussed during the 2 day session.

This strategy along with the report will be submitted to BCMM Council for noting as well as approval.

**Table 25: ANNUAL PERFORMANCE AS PER KEY PERFORMANCE INDICATORS IN HOUSING AND TOWN PLANNING SERVICES.**

Housing Services

	Indicator name	Total number of household/customer expected to benefit	Estimated backlogs (Actual numbers)	Target set for the f. year under review	Number of HH/customer reached	Percentage of achievement during the year
1.	Percentage of households living in informal settlements	100%	+/- 40,000 = Informal in urban area;  +/- 46,000 = Rural areas;  +/- 35,000 = Rental	218 = Internal Services;  680 = Top Structure	0 = Internal Services;  833 = Top Structures have been handed over	0%= Internal Services;  123% = Top Structures

	Indicator name	Total number of household/customer expected to benefit	Estimated backlogs (Actual numbers)	Target set for the f. year under review	Number of HH/customer reached	Percentage of achievement during the year
			required			
2.	Percentage of rental / social houses provided	100%	+/- 35,000	230 = Social houses provided	344 = Social houses provided	150 % = Social houses provided

### 3.7.1 Major Challenges in Housing And Town Planning Services And Remedial Actions.

#### 3.7.1.1 Challenges (Housing).

- Slow and complex land identification and development processes;
- Limited land in close proximity to the city centre;
- Land invasions and uncontrolled growth of informal settlements;
- Limited capacity of bulk services to meet the demands of new developments (roads, water, sewerage, electricity and storm-water);
- Slow response by Province with respect to approval and conclusion of delivery contracts, movement of funds and poor decisions on approval of projects;
- Complex and time-consuming procurement processes;
- Illegal occupation of serviced sites and top structures;
- Slow progress of allocating housing to those with special needs;
- Relocating beneficiaries from informal to formal housing poses various challenges;

#### 3.7.1.2 Remedial Action (Housing).

It is necessary to establish a designated multi-disciplinary team, formulate a set of procedures to guide implementation of projects, establish a Housing Development Bridging Finance Fund and devise an appropriate quota system for allocation of subsidized housing to meet the needs of special groups, aged and disabled;

Once the Housing Allocation & Relocation Policy has been approved a quota allocation will be approved to increase housing provision for those with special needs within formalised development.

The Housing Relocation Policy will also address the relocation process from informal to formal housing. These Policies should be approved by Council in the 2012 / 2013 financial year.

Attaining a high level of consumer participation, appropriate consumer relations and to have the existing Housing Needs Register approved by Council in the 2012 /2013 financial year.

Effective stakeholder partnerships are required and in order to have effective participation it is necessary to establish an emerging contractor skills training and mentorship programme.

The Municipality embarked on a Land Audit / Fixed Asset Register study in order to unlock / identify land and assets owned by BCMM. This will continue and be work shopped with Cllr's in the 2012 / 2013 financial year.

The Municipality intends to improve on the informal settlement upgrading programme in rural and urban areas as well as an informal settlement study of Mdantsane alone as a matter of priority, in so doing it current a detailed study is being conduct and a feasibility analysis of upgrading of all informal settlements. These two documents are to be approved by Council in the 2012 / 2013 financial year.

Meeting the backlogs and addressing the housing needs of all income groups over the next five years.

To have the Integrated Sustainable Human Settlement Plan (ISHSP) approved by Council in the 2012 / 2013 financial year.

Litigation and procurement challenges are in the process of being resolved. Bids have been invited which are being adjudicated with the intention of making appointments and the Municipal Legal Department are taking action against the illegal occupation of housing projects and other litigation issues. This will continue in the 2012 / 2013 financial year.

The housing environment will need to be enhanced through providing sustainable development in safe areas, avoiding steep slopes and flood plains.

Acquisition and preparation of land is considered a vital component of housing delivery.

As a component of achieving integrated sustainable human settlements, the Municipality is committed to embark on a high density housing initiative to manage urban sprawl.

The initiative proposes to position higher density housing in precincts close to transport nodes, along corridors and economic hubs. A further component of integrated sustainable human settlement is social housing and its role in directing development into designated inner city development zones.

While the BCMM's regularisation approach is commendable, it is likely that it also needs strengthening with the inclusion of livelihoods and sustainability aspects. With this in mind, the proposed response to the BCMM request is as follows:

### **3.7.2 Housing Accreditation: Level 1 & 2.**

The municipality had been delegated in terms of level 1 accreditation. Capacity and operating funding for level 1 delegated function has been received from the Provincial Department of Human Settlements.

The business plan for level 2 accreditation was approved by council in January 2012.

The national accreditation assessment team had assessed Buffalo City Metropolitan Municipality and a recommendation had been made for BCMM to receive level 2 accreditation. On consultation with the Provincial Department of Human Settlements regarding the status of the accreditation for BCMM, it was advised that a certificate for level 2 accreditation should be issued before 31 August 2012.

## **3.8 HEALTH AND PUBLIC SAFETY**

The mission of the Directorate of Health & Public Safety is to provide a safe, secure, healthy and environmentally friendly environment for Buffalo City Metropolitan Municipality's residents, citizens & visitors by providing equitable & sustainable health & safety services to all.

### Traffic Services

- ✓ Successfully conducted 172 roadworthy safety awareness campaigns,
- ✓ Undertook 240 special traffic law enforcement operations
- ✓ 1138 non roadworthy vehicles suspended
- ✓ Appointed an additional fifteen traffic officers
- ✓ Successfully implemented traffic control at numerous events, including National and International events.

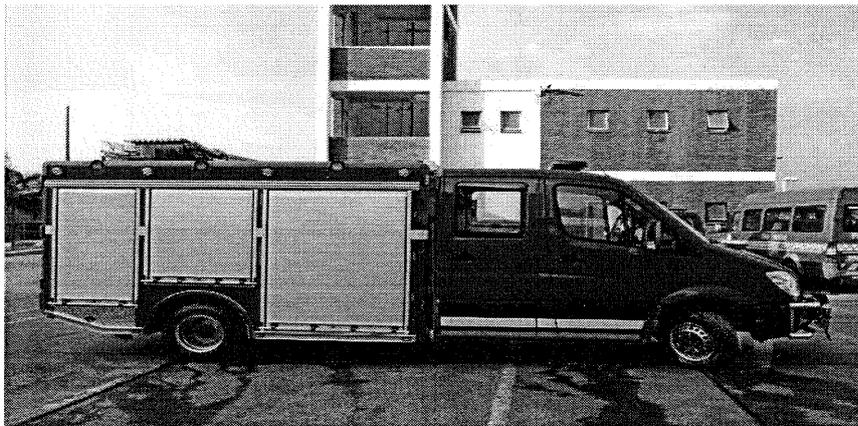
### Law Enforcement Services

- ✓ Crime Prevention Strategy in process of being developed for BCMM. Completion scheduled for fourth quarter of 2012
- ✓ Appointed an additional 15 Law Enforcement Officers
- ✓ Law Enforcement Officers were more active and visible throughout BCMM thus achieving 5582 prosecutions in respect of by-laws
- ✓ 217 liquor outlets inspected throughout BCMM for compliance and licencing
- ✓ Undertook inspections and assisted with 43 181 illegal electricity disconnections
- ✓ Undertook inspections and demolished 1310 shacks or structures erected illegally on municipal land
- ✓ Undertook inspections and confiscated 57 125 pamphlets in relation to the defacing of buildings in the CBD.

## Fire Department & Rescue Services

- Complied with national standards in terms of emergency response time,
- Reviewed 30 “special risk” plans
- Conducted 40 evacuation drills throughout BCMM,
- Procured essential equipment namely, breathing apparatus sets, rescue equipment (jaws of life) portable pumps and floating pumps
- Procured two aerial appliances (platforms)
- Construction of new King Williams Town Fire Station commenced with and completion date scheduled for the first quarter of 2013

## Rescue Vehicle



## King Williams Town Fire Station



## Disaster Management Department

- ✓ Fire detection equipment installed in equipment room at the Disaster Management Centre

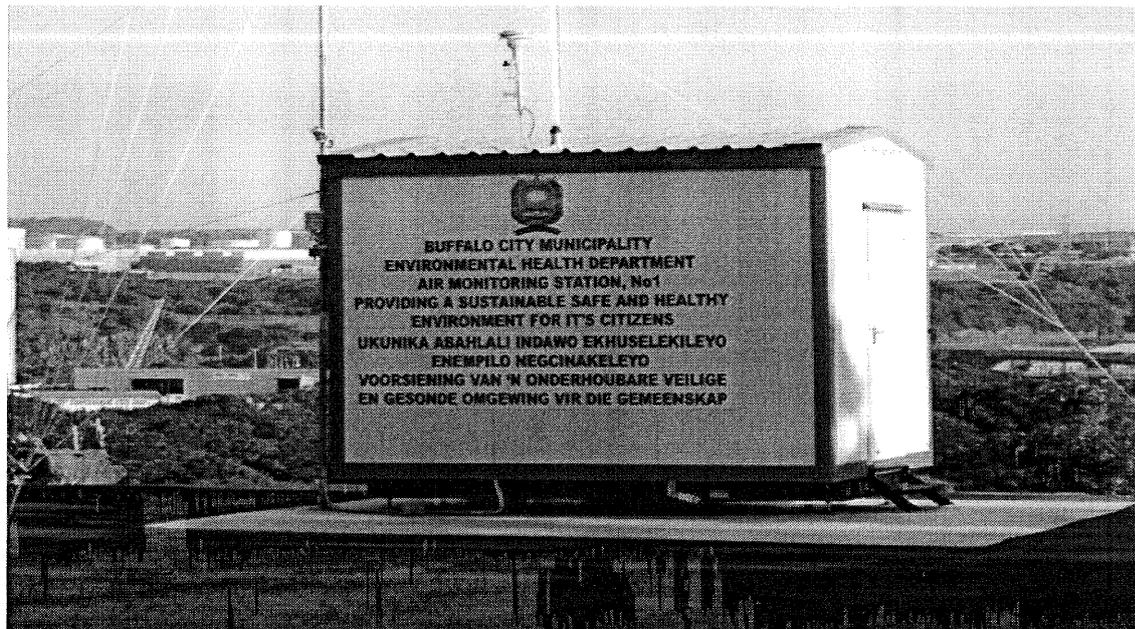
- ✓ Participated in 192 planning events hosted in Buffalo City
- ✓ Participated in 48 Venue Operations Centres in respect of events held in BCMM
- ✓ Emergency relief distributed to 1949 people resulting from 163 fires which destroyed 694 structures in informal areas
- ✓ Disaster Risk Management Framework Policy completed during June 2012 and submitted to Council for approval in August 2012

CHALLENGES	REMEDIAL MEASURES
<ul style="list-style-type: none"> <li>• Fragmentation of BCMM By - Laws</li> </ul>	Review and rationalise By-Laws
<ul style="list-style-type: none"> <li>• Shortage of fire vehicles and relevant equipment</li> </ul>	Procurement of additional fire engines and equipment
<ul style="list-style-type: none"> <li>• Shortage of patrol vehicles and aging fleet (Law Enforcement &amp; Traffic)</li> </ul>	Procurement of additional patrol vehicles and upgrading of current fleet of patrol vehicles
<ul style="list-style-type: none"> <li>• Lack of capacity to perform Disaster Risk Management to Metropolitan standards</li> </ul>	Appointment of additional personnel
<ul style="list-style-type: none"> <li>• Long waiting time i.r.o appointments for driving licence tests</li> </ul>	Commissioning of additional K53 vehicle test yards Appointment of additional examiners for driving licence
<ul style="list-style-type: none"> <li>• Insufficient office accommodation for Law Enforcement Services and Traffic Services in Inland Region</li> </ul>	Construction of additional/new offices in the Inland Region (KWT)

#### Environmental Health

- ✓ An Air Quality Management Plan has been submitted to Council for adoption
- ✓ A BCMM Emission Inventory has been completed
- ✓ The two Air Quality Monitoring Stations are 90% functional due to all the components and software installed & functioning
- ✓ BCMM Air Quality Officer has been identified and a request for delegation of Authority in terms of NEMA has been made from DEA

## Air Quality Monitoring Station



In its aim to monitor and control food establishments, funeral parlours and accommodation establishments and provide training of day care centre personnel the department has inspected and issued compliance certificates to:

- 2128 inspections were carried on formal food establishments out of 782 registered on BCMM's database and 380 premises were issued with compliance certificate.
- 910 inspections were carried on accommodation establishment out of 159 registered on BCMM's database and 128 were issued with compliance certificate.
- 123 inspections were carried on funeral undertakers out of 34 registered on BCMM's database and 24 were issued with compliance certificate.
- 247 child care facilities were inspected and follow up inspections were carried out on 68 registered child care facilities

Nursing Services and Health Support Services Departments have managed to create a safe and healthy environment through adequate, integrated and sustainable municipal health services by delivering medical health services functions as defined in the signed Service Level Agreement for 2011/2012.

In order to provide adequate, equitable and comprehensive primary health care services for all communities, the Nursing Services Department has improved the key national health indicators in BCMM Health Care Facilities by achieving:

- 85% in the % of pregnant women testing for HIV in 2011/2012,
- Enhanced the intensity and effectiveness of HIV/AIDS prevention & mitigation programmes within BCMM, by ensuring that all 28 clinics offer HCT and syndromatic STI management.

- The Siyakhana Project (NGO) which was in partnership with BCMM for a period of 5 years came to an end in December 2011. It has contributed a lot in terms of increasing numbers tested for HIV. Females tested were 24 987 and the males tested were 8 971 during the years 2008-2011
- The International Centre for Aids Care and Treatment Programs ( ICAP) (NGO) in partnership with BCMM focused on provision of HCT program and performing comprehensive Primary Health Care( PHC) services as well as community outreach health awareness activities. This programme was rolled over to Aurum NGO as from February 2012 where (7) Professional Nurses were continuing performing HCT and comprehensive PHC services in BCMM Primary Health Facilities namely, Ginsberg, Gonubie, John Dube, Alphandale, Gompo A, Cambridge, Pefferville Clinic. Other 2 Professional Nurses resigned.
- At Greenfields Clinic and Braelyn Clinic, PHC Services are provided in a limited space attached to the Hall, 1x Container have been transferred to Greenfields and the other one to Braelyn clinic to assist in the intergration of TB and HCT Services in one of the rooms and another room is utilised as a storage of medication in the container.
- Ginsberg Clinic has been extended with 2 extra consulting rooms creating an additional space for the additional programmes eg HCT program and the reception area has been extended to accommodate more patients.
- 2 x Mobile Vehicles have been purchased since there is a demand in the expansion of outreach programmes in the Reeston area and also in the replacement of old Mobile Vehicles
- Clinic equipment have been purchased for assisting in the provision of quality PHC services.
- Successfully procured additional equipment for the mobile clinics which will enhance the capacity of the mobile clinics when delivering PHC to residents
- Completed the upgrade of Ginsberg Clinic wherein the additional rooms added will provide privacy to both nurses and clients. (Please provide a photo of the completed upgrade)

Figure 20 Ginsberg Clinic



## Health Support Services

### HIV Mitigation

- ✓ 22 Professional Nurses in the Amathole Health District trained on HCT/PMTCT
- ✓ 50 Professional Nurses in the Amathole Health District trained on STI
- ✓ 56 Professional Nurses in the Amathole Health District trained on Provider Initiated Counselling and Testing (PICT)
- ✓ 25 Enrolled Nursing Assistants in the Amathole Health District trained on PMTCT Prong 1 & 2.
- ✓ 343 community members within BCMM trained on HIV/AIDS Basic Information.
- ✓ 115 Lay Counsellors trained on Rapid HIV Testing
- ✓ 78 Community Care Workers in the Amathole Health District trained on Adherence Counselling.
- ✓ 115 Community Health Care Workers in the Amathole Health District trained on Stigma Mitigation.
- ✓ 2, 428 537 male condoms and 46 405 female condoms distributed

CHALLENGES	REMEDIAL MEASURES
<ul style="list-style-type: none"><li>• Mushrooming of formal &amp; illegal food &amp; accommodation establishments</li></ul>	Continuous inspections and enforcement of BCMM Environmental Health By Laws.
<ul style="list-style-type: none"><li>• Mushrooming of non complying funeral parlours</li></ul>	Continuous inspections and enforcement of applicable by-laws

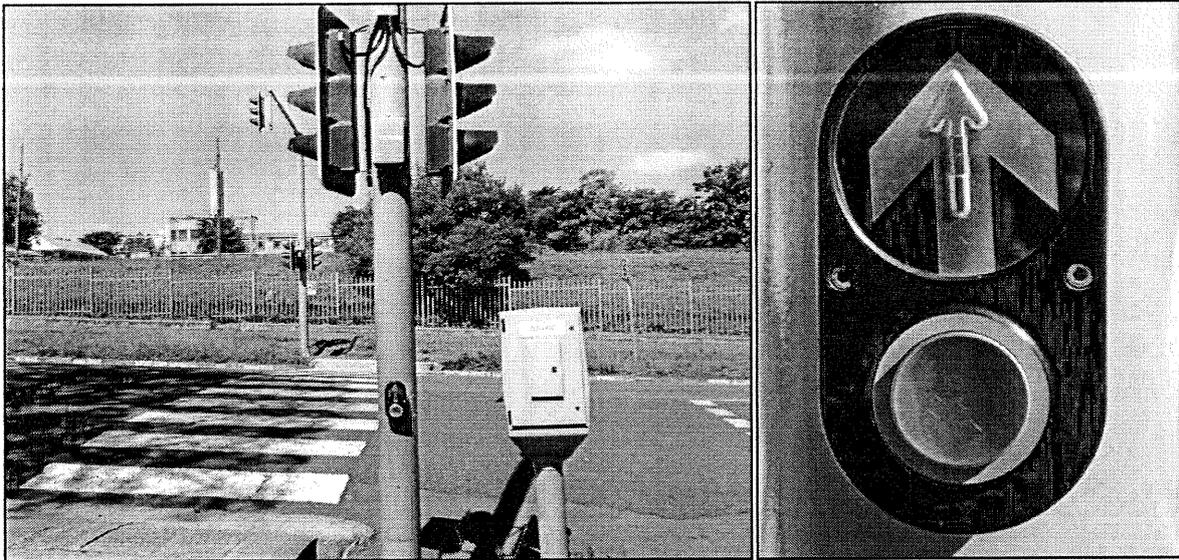
*Primary Health Care has been provincialized from the 1 January 2012 and is no longer a function of BCMM.*

### Mainstreaming of Disability Strategy and Universal Access for Commuters

The Department of Transport Planning and Operations has endeavored to mainstream the access of transport facilities for all passengers. Specific projects include the following:.

Phasing in of physically challenged pedestrian traffic lights at signalised intersections throughout the Buffalo City Metropolitan Municipal area.

Figure 20 : Audible pedestrian crossing in King Williams Town



- ✓ The following intersections have been equipped with audio/tactile pedestrian push button equipment.
  - Albert Rd Pedestrian
  - Queen / Dale Junior Pedestrian
  - Currie Street Pedestrian
  - Gonubie Main / 3rd
  - Frere Road Pedestrian
  - Crewe Road Pedestrian
  - Amalinda/ Crewe School Pedestrian
  - Amalinda/Hospital Pedestrian
  - Epson Road Pedestrian
  - Devereaux / Redhouse Lane
  - Devereaux / Vincent Park Pedestrian
- ✓ Three new buses were delivered which include low floor and wheelchair access.
- ✓ The planning of the BRT system will promote universal access (features include wheelchair ramps, tactile paving, signalized pedestrian crossings, etc.)

### Project Highlights

#### Public Transport

- ✓ Procurement of 3 low floor buses as part of Buffalo City Bus Service recapitalisation. (R6,000,000)
- ✓ Pavement testing and preliminary designs for the First Phase Public Transport System. Detailed Design, Business Plan Development and Stakeholder Consultation to commence once consultant team commissioned.

- ✓ Upgrade of Public Transport facilities throughout BCMM, with KWT taxi and bus ranks prioritised as the first phase (designs are in progress).

#### Traffic Engineering

- ✓ A traffic study was completed in the King Williams Town CBD to establish current traffic volumes and develop updated signal timing plans. (R158 177)
- ✓ Traffic signal control equipment was procured for use in the King Williams Town CBD to replace close to obsolete signal control equipment. The new signal controllers will be installed during the new signal timings implementation phase. (R150 059)
- ✓ Implementation and rehabilitation of traffic safety measures across the City – (R600, 000.).
- ✓ Installation of traffic safety measure at Devereux Avenue and Galway Road (R11, 500.)
- ✓ LED traffic signal heads are currently being phased in to replace the older signal head technologies like halogen and incandescent. The LED signal heads are much more energy efficient and also improve safety because of the better visibility in direct sunlight. LED kits are also retrofitted to existing signal heads to avoid unnecessary scrapping of heads that are still in a good mechanical condition but have failing optical components (R 199,807)



- ✓ Transport Planning & Development
- ✓ Tender awarded for Needs Camp and Potsdam bridge feasibility study. Expected completion September 2012 – (R233787).
- ✓ Tender awarded for Ndevana Bridge feasibility study (R330600). Expect implementation 2012/2013 financial year. EIA process to begin.
- ✓ Tender awarded for BCMM Integrated Transport Plan Review. Expected completion September 2012 (R330970)

- ✓ A tender is expected to be advertised on 07/08/2012 for consultants to undertake a Freight Transport Plan for BCMM. (estimated value less than
- ✓ R 500000).
- ✓ A construction tender is expected to be advertised for the Gonubie Main Road widening project within the month of August. (2012/2013 – R15 000 000; 2013/2014 – R 30 000 000; 2014/2015 – R 10 000 000). Construction to commence January 2013.

### **3.9 LAND ADMINISTRATION**

Land Administration is responsible for Land Acquisition and Disposal, Land Reform and Property Management.

#### Land Acquisition and Property Disposal

During the 2010/11 financial year the Municipality has not disposed any properties due to the Moratorium.

Moratorium on Land Sales has also affected disposal of municipal properties and might in the long run result in some excess and critical land parcels or properties depreciating by invasion. A decision on what land parcels will be utilised for municipal and community purposes will assist in defining critical land parcels that will be needed for business and investment purposes thereby boosting investor confidence.

The Municipality has resumed ownership of Erf 53730 East London, due to non-compliance by the Purchaser as the Purchaser failed to erect a building within 2 years from date of transfer.

The Division has applied for the release of about 32 land parcels from the Department of Rural Development and Land Reform as well as Department of Public Works for settlement planning and commonage purposes. However the process of State release is very cumbersome and attempts have been made to request some other form of intervention and the Municipality has interacted with Senior Officials from the affected Departments as well as Housing Development Agency which will assist in expediting the release of identified land parcels.

#### Property Management

Property Management has been greatly assisted by the approval of the Land Management Policy in 2007 which curbs the sporadic land invasion taking place. Slow provision of housing and necessity of people being closer to areas of employment results in land being invaded. The Municipality has quelled a number of land invasion taking place by making use of the Land Management Policy. The funding and strengthening of this arm may enable the Municipality to protect sensitive areas as well as ensuring that planning within the city is regulated. The setting up and institutionalising the multi-disciplinary response team which will work together with the community will assist in the enforcement of the policy.

### Tenure Upgrading Programme

The Tenure Upgrading Programme has been implemented in Buffalo City Municipal areas such as Mdantsane (Midland) and the Duncan Village upgrading process is in progress.

However, there is a unit in Mdantsane viz. Unit 2 where the municipality is still dealing with complications of double registration. The process of sorting out the problems is in progress and in loco inspection has been conducted. As recommended by the Registrar of Deeds, previous Deeds of Grants will be cancelled or endorsed to the effect that the property has been renumbered when the process is complete.

### Extended State Discount Benefit Scheme

The Municipality transferred even into the qualifying owners in terms of the Extended State Discount Benefit Scheme. 10 properties have been transferred during the 2010/11 financial year. This process is also not without challenges.

The registered properties are less than the previous financial year due to the staff shortage within the Land Administration Division to expedite the registration process.

### **Ilitha, Zwelitsha, Phakamisa and Dimbaza (Inland)**

Ilitha, Zwelitsha, Phakamisa and Dimbaza are not yet upgraded. We have to acquire the land parcels which comprised of the above Township.

Housing and Local Government are in the process of disposing the parent properties for the abovementioned Townships in order to implement Tenure Upgrading.

### **3.9.1 Land Restitution**

The goal of the restitution policy is to restore land and provide other restitution remedies to people dispossessed by racially discriminatory legislation and price, in such a way as to provide support to the vital process of reconciliation, reconstruction and development.

Restitution is an integral part of the broader land reform programme and closely linked to the need for the redistribution of land and tenure reform.

The Restitution of Land Rights Act, 22 of 1994, and the Constitution provide a legal framework for the resolution of land claims against the state, where possible through negotiated settlements. With regard to Restitution of Land Rights we administer two projects on behalf of Commission on Restitution of Land Rights namely East Bank and West Bank.

### East Bank (Coastal)

Land has been identified for East Bank Restitution Project and the following erven, 1829, 1830, 2388, 2389, 2392 and portion of erven 1128, 2390, 2396 & 2413 Amalinda, East London have been identified and a service provider has been appointed to undertake feasibility studies and the suitability report is being awaited. On completion Land Claims Commission will purchase parcels of land from private owners.

A report has been sent to Council requesting the Donation of the properties to the East Bank Claimants.

### West Bank (Coastal)

West Bank Township has been registered. Title Deeds have been issued to 90% of the Beneficiaries and the Conveyancer is attending to the remainder thereof.

Bulk Infrastructure has been installed as well as roads constructed.

## 3.10 ARCHITECTURAL

### Building Control:

Building Inspectorate is responsible for the control of building activities, processing of building plan applications and approval thereof; buildings inspection and policing of illegal building activities. .

### Building plans applications and building activities

Plans Received	: 2550
Income on Plan Fees	: R4 731 232.40
No. of building plans approved	: 2230
Value of building plans approved	: R 1 221 863 513.41
Buildings Started	: 1564
Building Inspections	: 8544

### Projects over R 10 million

Virgin Active (Beacon Bay; New Gym)	: R 16 360 250.00
CI Symes (Beacon Bay; New Shops)	: R 35 105 877.00
Lavender Valley (Beacon Bay; Additions to Office)	: R 15 674 796.00
Daimler Chrysler (Gately; Additions to a factory)	: R 34 254 759.00
Preston (Braellyn; New Warehouse)	: R 11 035 736.00
Hemingways (Vincent; Additions to Hotel)	: R 27 734 935.00
IDZ (West Bank; 2 New Warehouse)	: R 62 322 696.00
Checkers (Nahoon; Additions to Shops)	: R 13 610 152.00
Metropolitan Life Mall ( KWT; Additions to Shops)	: R 39 358 750.00

### Commercial Advertising Signage Control:

The Commercial Advertising Signage Control branch deals with submission and approval of advertising signage, identification and removal of illegal advertising signage, and the assessment of applications to lease sites for signage display.

One of the achievements of the Signage Control Branch was to award 6 new tenders for outdoor advertising.

Poster Application	200
Signage application	41
Billboards application	8
Notices to remove signage	87
Illegal posters and banners removed	1076

### **Architectural Services:**

The Architectural Services Branch provides architectural services to client departments within the city, viz; architectural designs and supervision of construction of municipal buildings within the city.

The following formal and informal contracts where completed:

- Construction of a pack-shed at NU 18
- Alterations and additions to the Ginsberg Clinic
- Extensions and upgrading of the Aspiranza Clinic
- Construction of the Egerton Memorial
- Construction of a storage shed at Newlands
- Conversion of a container into two consulting rooms – Greenfields Clinic
- Conversion of a container into two consulting rooms – Braelyn Clinic
- Subdivision of open area into LED offices – Mdantsane
- Provision of a reception area to ICT offices
- Conversion of 2010 offices into Creditors Office
- Upgrading filing room – Land Administration

The Branch was busy with the following architectural projects that were at various stages within the architectural process:

- Upgrading of EL Zoo
- Upgrading and extending the KWT payments hall
- Construction of a new learners licence centre - Mdantsane
- Extension of the market sales hall – Phase 2

### 3.11 BUILDING MAINTENANCE:

The Building Maintenance Branch is responsible for the maintenance of certain municipal buildings which fall under its control.

This includes work related to:

1. Building Maintenance which is minor maintenance, emergency maintenance, electrical and Air-conditioning maintenance, service maintenance, and planned capital reductions maintenance, maintenance to pathways and roads on municipal properties, and the provision of disable toilets and wheel chair ramps.
2. Restorations, alterations sand architectural works on Municipal own Buildings on request.
3. Housing Maintenance which is of a minor maintenance and emergency electrical maintenance nature only.
4. Other department's minor maintenance, emergency maintenance, electrical and Air-conditioning maintenance, service maintenance, and planned capital maintenance. It must be noted that many of these functions, staff, budgets and responsibilities are not centralised under Building Maintenance.

This work is completed with 2 field sections, an admin section and a contracts section, and during the year under review the following works requests were completed

Table 28 Building Maintenance Work

Work Type	Total No.
New wheel chair ramps in municipal buildings	8
Contracts Maintenance Section own votes (Noting that all capital funding was frozen until Dec 2010/ Jan 2011)	141
Contracts Maintenance Section other depts. vote (Noting that all capital funding was frozen until Dec 2010/ Jan 2011)	89
Emergency Maintenance using external service providers	873
Minor Maintenance (Building & Housing)	2121
Service Maintenance	94
Municipal owned building Inspections	3192

Mainstreaming disability strategy to improve access:

Wheel chair ramps and disabled person's friendly interventions have been provided for the following municipal and rented buildings and erven:

1. Dove Core Cllr's Office: Ramp and pathway
2. Beaconsfield Complex: Renovations to old change room and ablutions – ramp
3. Beaconsfield Complex: Renovations to old change room and ablutions – access road on lower level
4. Beaconsfield Complex: Handrail to stores
5. Newlands Rent Office: Ramp, access road and parking
6. Duncan Village Forum Office: Concrete Apron.
7. Mdanstane Zone 3 Depot: access road from entrance to existing tarred areas – half completed in fin year.
8. Beaconsfield Complex: Renovations to Pharmacy – Ramps and Rails

### **3.12 CITY PLANNING**

It is the municipality's mandate to ensure sound future development of the City in an orderly, safe, efficient, sustainable manner and the sound land use management of all existing urban and rural areas and to improve the quality of life for all citizens within the City.

#### **Forward Planning (Spatial Planning)**

The Spatial Development Frameworks (SDF's) and numerous Local SDF's had been completed by the Forward Planning Branch and serve as guides in public and private investment within the city. The approval of layout plans for settlement planning was based on LSDF's and assisted with the eradication of shacks, improve the quality of community lives and enable survival strategies which contributes to poverty eradication. The approval of private development proposals based on approved LSDF's allows the economy of the city to grow and businesses to flourish in an orderly fashion and thereby impacting on job creation. The City's rate base is also positively affected.

In terms of Section 26(e) of the Municipal Systems Act (Act No. 32 of 2000), the SDF is a legally required component of the Municipality's IDP. Whilst the full SDF document is available as a 'stand-alone' report, this section serves to focus on the key elements contained in that report, which identify the desired spatial form of Buffalo City. The Spatial Development Framework (SDF) for Buffalo City has been compiled to support the development vision, and sectoral objectives and strategies identified in the BCMM's Integrated Development Plan (IDP).

Once approved by the Municipal Council, the Buffalo City SDF has the status of a statutory plan, serving to guide and inform all decisions on spatial development and land use management in the area to which it applies. However, it is critical to understand that the SDF is not a comprehensive, blueprint plan. Rather, in line with a new, more flexible conception of spatial planning and its interrelationship with other (spatial and non-spatial) development processes prevailing in South Africa now, the Framework is indicative in nature and not, in the final instance, prescriptive.

## Quantified Achievements 2011/12

The BCMM SDF Review was initiated in the year under review. Data analysis has been completed and draft proposals have been formulated for discussion with stakeholders. Once this process is complete the project will be finalised and reported to Council.

The following LSDF's are close to finalisation and will be tabled to Council in the 2012/2013 FY:

- ✓ Mdantsane LSDF
- ✓ Kwelera LSDF
- ✓ Bhissho/King Williamstown LSDF.

The following LSDF has been reported to Council and is awaiting approval:

- ✓ Gonubie Main Road LSDF

The Council approval of the LSDF will enable:

1. The Chief Operating Officer to manage and coordinate the actions, projects and programmes identified in the implementation Plan;
2. The implementation of the following prioritized programmes and projects:
  - 2.1 Development of key land parcels
    - 2.1.1 Marina Glen - proposed for an appropriate mixed use development
    - 2.1.2 Court Crescent - proposed for retail at ground floor and residential apartments above and is to include a public square.
    - 2.1.3 Seaview Terrace - proposed for retail at ground floor and residential apartments above
    - 2.1.4 Sleeper Site - proposed for an appropriate mixed use development. Obtain southern portion and develop a spine for affordable housing and commercial uses
    - 2.1.5 Orient Beach: phase proposed as a mixed use development onto which a marina could be added
    - 2.1.6 Identify and make available further sites for development
  - 2.2 Development promotion and facilitation programme
    - 2.2.1 Negotiate with Transnet for the purchase/transfer of Sleeper site and Signal Hill
    - 2.2.2 Liase with Social Housing Institutions regarding possible social housing on Sleeper Site once land is obtained
    - 2.2.3 Establish a City Improvement District (CID) Committee

- 2.2.4 Identify historical buildings in Quigney
- 2.2.5 Investigate Feasibility of Broadband in CBD and Beachfront
- 2.2.6 Facilitate discussions with the University of Fort Hare (UFH) regarding their longer term plans for lower CBD
- 2.2.7 Prepare a Safety and Security Plan for the Beachfront area
- 2.2.8 Investigate a solution to the legal issues surrounding the Marina Glen 'A' site tender award.
- 2.2.9 Identify a suitable urban design theme for the beachfront.
- 2.3 Upgrade of public realm  
Upgrade of all public places and spaces including pavements within the Beachfront and Quigney including the areas around the key land parcels in support of the regeneration of the Beachfront and Quigney.
- 2.4 Infrastructure upgrade programme  
Develop suitable infrastructure in partnership with the private sector in support of the regeneration of the Beachfront and Quigney.
- 2.5 Public Transport and Traffic Planning Programme  
Develop suitable transport and traffic infrastructure and services in partnership with the
- 3. Council to establish a suitable institutional arrangement that can perform what is broadly defined as the "development promotion and facilitation" function previously performed by the BCDA in order to drive the property development and tourism development opportunities identified in the Beachfront LSDF.
- 4. Council to adopt a policy with respect to the development mechanisms (where it wishes to have land developed by the private sector) of preferring to lease land on a long lease basis rather than selling land.
- 5. Council to focus its property development strategy and tourism investment on the Beachfront in order to facilitate the scale of development required and to be in a position to leverage further concessions from developers for inland tourism development .

Challenges	Remedial Actions
Developers often take advantage of areas where there are no LSDF's or old LSDF's that will serve to provide guidance to Council when considering applications for approval	The Forward Planning Branch has a Programme that prioritizes areas that are in need of LSDF's and budgets on an annual basis accordingly.

### 3.13 SETTLEMENT PLANNING

#### National Policy and Targets

It is government's stated intention that informal settlements should be eradicated and upgraded by 2014. This has found expression in the "Breaking New Ground" Policy, and the vision of "Sustainable Human Settlements". National Government's focus is on the plight of persons without adequate housing.

The January 2010 Cabinet Lekgotla approved an outcome based approach to service delivery. Outcome 8 affects Human Settlements being the “Creation of Sustainable Human Settlements and to Improve the Quality of Household Life”

The priority is to accelerate upgrading of informal settlements. The national target is to upgrade informal settlements and provide proper services and land tenure to 500 000 households by 2014.

At a National level it is confirmed that Human Settlements in South Africa must at least consist of the following:

- ✓ Development of suitably located and affordable housing (shelter) and decent human settlements.
- ✓ An understanding that human settlements is not just about building houses (Top Structures)
- ✓ Transforming our cities and towns (moving towards efficiency inclusion and sustainability)
- ✓ Building cohesive sustainable and caring communities with improved access to work and social amenities, including sports and recreation facilities.

The focus thus should be :

- ✓ Progressive informal settlement formalization and upgrading (incremental approach)
- ✓ Promoting densification and integration
- ✓ Enhancing spatial planning
- ✓ Enhancing the location of new housing projects
- ✓ Supporting urban renewal and inner city regeneration
- ✓ Developing social and economic infrastructure

The primary objective of the Upgrading of Informal Settlements Programme is to cater for the special development requirements of informal settlements. The Programme is instituted in terms of section 3(4) of the Housing Act, 1997 and is referred to as the National Housing Programme : Upgrading of Informal Settlements. Details of the Programme can be found in: “The National Housing Code, Part 3 - Upgrading of Informal Settlements”

BCMM’s overall objective is to improve the quality of life of local residents by creating pre-conditions for sustainable human settlements and to help the communities to integrate effectively and fully into the social and economic life of the city. The national target for the elimination of informal settlements by 2014 has been taken into consideration by BCMM during the development of the Informal Settlement Study.

The following projects were completed

- ✓ Feasibility study for township establishment for the Mzamomhle Informal Settlement
- ✓ Completion of the Feasibility Study for the Amalinda Junctions and Environs i.e. Public Consultation process and final plan submission to Council

- ✓ Land identification for the relocation of informal settlements located in Mdantsane
- ✓ Layout Planning of the emergency relocation of flood victims located at Lingeltisha, Berlin.

**The following projects commenced / ongoing**

- ✓ Completion of the township establishment process for Duncan Village C-section, Duncan Village Proper & D-Hostel and Braelynn Ext 10 North.
- ✓ Phase 1 of the Rural Settlement Development Plan
- ✓ Township Establishment for Kei Road, Dawn (DVRI Programme)
- ✓ Township Establishment for N2 Road Reserve (DVRI Programme)
- ✓ Township Establishment for Ford Msimango I & II (DVRI Programme)
- ✓ Layout plan for the second Transitional Relocation Area (TRA) for Duncan Village at Mdantsane Access Road / Buffalo Pass
- ✓ Land identification for the full or partial relocation of informal settlements
- ✓ Township Establishment for the East Bank Restitution beneficiaries
- ✓ Township Establishment for the Mzamomhle informal settlement, Phase III

**3.14 LAND USE MANAGEMENT:**

**Achievements for Land Use Management:**

Approval of the new Zoning Scheme for the former Ciskei areas was approved by the DLG&TA on 24 March 2011 and the regulations have been implemented.

The following number of Land Use Applications were processed during the 2011/2012 Financial year:

✓ Rezoning	65
✓ Subdivisions	90
✓ Departures	608
✓ Special Consents	43
✓ Power of Attorney	272

All the above land use applications promote mixed land uses and subdivisions and also increase the revenue base of the city.

**Land Survey Branch**

- ✓ A total of 5 subdivision surveys were carried out.
- ✓ The outsourcing of 6 projects: Fynbos I, Fynbos II, Ndancama Mdange, Hanover and Skobeni. Fynbos I, Fynbos II and Ndancama were submitted to the Surveyor General for approval in June 2012.

### Land Information Branch

- ✓ Providing the cadastral layout, aerial photography and topographical information for the general public, consultants and other Divisions within BCMM in both hard copy and digital format. The public counter handled 4564 cadastral queries and 315 hard copy and digital data maps were issued.
- ✓ Examine and scrutinise encroachments by private individuals onto BCMM property. A total of 57 encroachment inspections were carried out.
- ✓ Undertaking numerous cadastral analysis projects in assisting with the history of parcels of land for various departments within BCMM and auditors.
- ✓ Supply GIS Division with regular Cadastral Updates from the Surveyor General's Office for the maintenance and update of Gistext.
- ✓ A total of 4844 building plans were examined.

Table 28 Overall service delivery backlogs

Basic service delivery area	30 June 2012			30 June 2011		
	Required	Budgeted	Actual	required	budgeted	Actual
Water backlogs (6KL/month)						
Backlogs to be eliminated (n0. HH not receiving the minimum standard service)	7978	0	307	7671	2685	1249
Backlogs to be eliminated (%: total HH identified as backlog/total number of HH in the municipality)	3,5 %	0	0.13%	3,4%	1,19%	0,55%
Spending on new infrastructure to eliminate backlogs (R000)	174, 673, 772	68,555,136	68,555,136	106 118 636	33,809,382	33,809,382
Spending on renewal of existing infrastructure to eliminate backlog	176,943,155	10,600,000	10,600,000	166,343,155	21,221,818	21,221,818

Basic service delivery area	30 June 2012			30 June 2011		
	Required	Budgeted	Actual	required	budgeted	Actual
Water backlogs (6KL/month) (R000)						
Total spending to eliminate backlogs (R000)	351,216,927	78,755,136	78,755,136	272,461,791	55,031,200	55,031,200
Spending on maintenance to ensure no new backlogs (R000)	225,000,000	4,500,000	4,500,000	18,000,000	10,222,453	10,222,453
Electricity backlogs (30KWH/month)						
Backlogs to be eliminated (n0. HH not receiving the minimum standard service)	73712	1 000	385	73327	1500	250
Backlogs to be eliminated (%: total HH identified as backlog/total numb of HH in the municipality)	40 %	1.35%	0.52%	40%	2.04%	0.34%
Spending on new infrastructure to eliminate backlogs (R000)	983,000 000	29 000 000	29 000 000	916 600 000	15 997 600	13 200 000
Spending on renewal of existing infrastructure to eliminate backlog (R000)	672, 060, 000	22 060 000	22 060 000	650 000 000	31 000 000	31 000 000
Total spending to eliminate backlogs (R000)	1 655 million	51 million	51 million	1 600 million	47 million	44.2 million
Spending on	16million	5.1 million	5.1 million	16 million	4.7 million	44.2

Basic service delivery area	30 June 2012			30 June 2011		
	Required	Budgeted	Actual	required	budgeted	Actual
Water backlogs (6KL/month)						
maintenance to ensure no new backlogs (R000)						million
<b>Sanitation backlogs</b>						
Backlogs to be eliminated (n0. HH not receiving the minimum standard service) Rural	67,121	1000	1000	66121	6416	5472
Backlogs to be eliminated (%: total HH identified as backlog/total numb of HH in the municipality) Rural	34.93%	0.53%	0.53%	34,4%	3,34%	2,85%
Spending on new infrastructure to eliminate backlogs (R000 ) Rural	525, 986,000	28 200 000	28 200 000	497 786 000	17 400 000	8 951 472
Spending on renewal of existing infrastructure to eliminate backlog (R000)	170, 228, 000	4 300 000	4 300 000	165 928 000	17 400 000	3 000 000
Total spending to eliminate backlogs (R000)	664, 039, 000	32 500 000	32 500 000	663 714 000	34 800 000	11 951 472
Spending on maintenance to ensure no new backlogs (R000)	23, 349, 170	7 600 000	7 600 000	15 749 170/ pa	15 749 170	0

Basic service delivery area	30 June 2012			30 June 2011		
	Required	Budgeted	Actual	required	budgeted	Actual
Water backlogs (6KL/month)						
Rural						
Road maintenance backlogs						
Backlogs to be eliminated (n0. HH not receiving the minimum standard service)	817km	0	0	817km	0	0
Backlogs to be eliminated (%: total HH identified as backlog/total numb of HH in the municipality)	49%	R16m	R16m	56%	R18m	R18m
Spending on new infrastructure to eliminate backlogs (R000)	R1,065,000,00	R1,065,000,00	R1,065,000,00	R65,000,400	R65,000,000	R40,000,000
Spending on renewal of existing infrastructure to eliminate backlog (R000)	R256,000,000	R32,890,415	R32,890,415	R257,000,000	R100,000,000	R20,000,000
Total spending to eliminate backlogs (R000)	R1,321,000,000	R1,321m	R1,321m	R100,000,000	R100,000,000	R15,000,000
Spending on maintenance to ensure no new backlogs (R000)	R36,000,000	R10,290,415	R10,290,415	R100,000,000 (per year)	R80,000,000	R15,000,000
Refuse removal						
Backlogs to be	54 952	0	0	125 000	0	0

Basic service delivery area	30 June 2012			30 June 2011		
	Required	Budgeted	Actual	required	budgeted	Actual
Water backlogs (6KL/month) eliminated (n0. HH not receiving the minimum standard service)						
Backlogs to be eliminated (%: total HH identified as backlog/total numb of HH in the municipality)	35.1%	0	0	39.9%	0	0
Spending on new infrastructure to eliminate backlogs (R000)	8 million	0	0	10 million	0	0
Spending on renewal of existing infrastructure to eliminate backlog (R000)	3 million	995 000	3.9 million	4.5 million	3.9 million	3 million
Total spending to eliminate backlogs (R000)	2million	51 million	44 million	48 million	61 million	63 million
Spending on maintenance to ensure no new backlogs (R000)	54 952	0	0	125 000	0	0
<b>Housing and town planning</b>						
Backlogs to be eliminated (n0. HH not receiving the minimum standard service)	+ / - 43,022	2,500 top structures with services	1,000 serviced sites 957 top structures	+ / - 43,022	4,500 top structures with services	Site excavation = 3,614; Houses completed at roof

Basic service delivery area	30 June 2012			30 June 2011		
	Required	Budgeted	Actual	required	budgeted	Actual
Water backlogs (6KL/month)						level = 3,494; House handed over to beneficiaries = 1,170
Backlogs to be eliminated (%: total HH identified as backlog/total numb of HH in the municipality)	+ / - 75,000	2,500 top structures with services	1,000 serviced sites 957 top structures	+ / - 75,000	4,500 top structures with services	Site excavation = 3,614; Houses completed at roof level = 3,494; House handed over to beneficiaries = 1,170
Spending on new infrastructure to eliminate backlogs (R000)	Sanitation = 119,105,415 Water = 165,364,538	Sanitation = 119,105,415 Water = 68,555,136	Sanitation = 59,092,967 Water = 68,555,136	Sanitation = 98,703,612 Water = 106,118,636	Sanitation = 98,703,612 Water = 33,809,382	Sanitation = 62,812,497 Water = 33,809,382
Spending on renewal of existing infrastructure to eliminate backlog (R000)	0	0	0	0	0	0

Basic service delivery area	30 June 2012			30 June 2011		
	Required	Budgeted	Actual	required	budgeted	Actual
Water backlogs (6KL/month)						
Total spending to eliminate backlogs (R000)	218,961,248	Capital = 26,728,116 0 Operating = 913,726	Capital = 14,683,19 5 Operating = 39,844,77 1	356,321,34 7	Capital = 36,211,000 Operating = 123,450,21 7	Capital = 25,844,77 1 Operating = 78,200,84 3
Spending on maintenance to ensure no new backlogs (R000)	Sanitation = 65,000,000 Water = 5,000,000	Sanitation = 15,727,956 Water = 4,5000,000	Sanitation = 15,727,95 6 Water = 4,5000,00 0	Sanitation = 65,000,000 Water = 18,000,000	Sanitation = 15,765,637 Water = 10,222,453	Sanitation = 15,765,63 7 Water = 10,222,45 3

Information supplied in the above column has not been audited, it is presented for the purposes of reporting.