



Bitou Local Municipality
Bitou Plaaslike Munisipaliteit
Umasipala WeBitou

MAYORAL COMMITTEE MEETING

Venue: Council Chambers, Municipal Offices, Sewell
Street, Plettenberg Bay

Date: 19 AUGUST 2025

Time: 09h00



BITOU LOCAL MUNICIPALITY

15 August 2025

**Members of the Mayoral Committee
Municipal Manager
Directors and acting Directors**

MAYORAL COMMITTEE MEETING: TUESDAY, 19 AUGUST 2025 AT 09H00

NOTICE is hereby given that a Mayoral Committee Meeting will be held in the **Council Chamber, Municipal Offices, Sewell Street, Plettenberg Bay** on **TUESDAY, 19 AUGUST 2025 AT 09H00**, to consider the business set forth in the Agenda.

Yours faithfully

J N KAMKAM
EXECUTIVE MAYOR

Constitution of the Mayoral Committee:

The Deputy Executive Mayor, Councillor N P Kolwapi
Member of the Mayoral Committee, Councillor W J Nel
Member of the Mayoral Committee, Councillor A R Olivier

Bitou Local Municipality

Mayoral Committee Agenda

19 August 2025

Order of Business

1. **OPENING**

2. **ATTENDANCE**

The Attendance registers will be circulated at the meeting.

3. **APPLICATION FOR LEAVE OF ABSENCE**

Application for leave of absence, if necessary, will be considered.

4. **DECLARATION OF INTEREST**

5. **CONFIRMATION OF MINUTES**

5.1 **Minutes of the Mayoral Committee Meeting: 24 July 2025**

Minutes circulated herewith.

6. **COMMUNICATION BY THE EXECUTIVE MAYOR**

7. **PRESENTATIONS**

None

8. **ITEMS FOR INFORMATION WHICH HAVE BEEN DEALT WITH BY THE
PORTFOLIO COMMITTEES IN TERMS OF DELEGATED AUTHORITY**

Circulated herewith

9. **NOTING OF OUTSTANDING MAYCO RESOLUTIONS**

None



10. CONSIDERATION OF REPORTS (OPEN)

Section 1: Office of the Municipal Manager

Schedule of Item attached

Section 2: Directorate Financial Services

Schedule of Items attached

Section 3: Directorate Corporate Services

Schedule of Item attached

Section 4: Directorate Community Services

Schedule of Item attached

Section 5: Directorate Engineering Services

Schedule of Item attached

Section 6: Directorate Economic Development and Planning

Schedule of Item attached

11. IN-COMMITTEE MATTERS

11.1 Confirmation of In-Committee Minutes

None

11.2 In-Committee Items

No items for consideration

12. RECORDING OF COUNCILLORS PRESENT

13. CLOSURE

5.CONFIRMATION OF MINUTES

MINUTES OF THE MAYORAL COMMITTEE MEETING OF BITOU LOCAL MUNICIPALITY HELD IN THE COUNCIL CHAMBER, MUNICIPAL OFFICES, SEWELL STREET, PLETTENBERG BAY ON THURSDAY, 24 JULY 2025 AT 09H09

1. OPENING

The Executive Mayor, Councillor J N Kamkam, welcomed everyone at **09h09** and requested Councillor N P Kolwapi to open the meeting with a prayer.

2. ATTENDANCE

As per the attached attendance register.

3. APPLICATION FOR LEAVE OF ABSENCE

None

4. DECLARATION OF INTEREST

None

5. CONFIRMATION OF MINUTES

5.1 Minutes of the Mayoral Committee Meeting: 26 June 2025

That the minutes of the Mayoral Committee Meeting of 26 June 2025, be and are hereby **CONFIRMED AND SIGNED**

Proposed: Councillor A R Olivier

Seconded: Councillor W J Nel

6. COMMUNICATIONS BY THE EXECUTIVE MAYOR

None

7. PRESENTATIONS

None

8. ITEMS FOR INFORMATION WHICH HAVE BEEN DEALT WITH BY THE PORTFOLIO COMMITTEES IN TERMS OF DELEGATED AUTHORITY

None

9. NOTING OF OUTSTANDING / PARTIALLY IMPLEMENTED MAYCO RESOLUTIONS

That the noting of outstanding / partially implemented MayCo resolution report dated 21 July 2025, be **NOTED**.

Proposed: Councillor N P Kolwapi
Seconded: Councillor A R Olivier

FOR INFORMATION**10. CONSIDERATION OF REPORTS (OPEN)****Section 1: Office of the Municipal Manager**

Recommendation C/1/331/07/25

REPORTING OF IRREGULAR EXPENDITURE – PAYMENT TO BOQWANA BURNS ATTORNEYS AND ADV. CLH HARMS

Portfolio Comm: Strategic Services & Office of the MM
File Ref: 9/1/7
Demarcation: All Wards
Delegation: Council

Recommended by the Executive Mayor

1. That the irregular expenditure in the amount of R2,697,181.80, incurred for legal services rendered by Boqwana Burns Attorneys and Advocate C.L.H. Harms, be noted.
2. That the matter be referred to the Municipal Public Accounts Committee (MPAC) for investigation and recommendation to Council.
3. That the MPAC report back to the Council within 30 days from the date of investigation.
4. That the feedback report including all items addressed by disciplinary board its outcomes and recommendations be submitted by the end of August 2025.
5. That the report that contains illegal expenditure be presented in an action plan be submitted to Council by the end of August 2025.

Proposed: Councillor W J Nel
Seconded: Councillor A R Olivier

For execution refer to Council resolution

Section 2: Finance**Resolution M/2/289/7/25****REVENUE MANAGEMENT REPORT – JUNE 2025**

Portfolio Comm: Finance & Corporate Services
File Ref: 9/1/3/4

Demarcation: All Wards
Delegation: MayCo

Resolved

1. That the Revenue management report for the month of June 2025 be noted.
2. That it be noted that the amount of R 353 210 has been written off as bad debt in the 50% settlement
3. Discount program and an amount of R 564 477 collected in the month of June 2025 as per the Council approved Writing off of Irrecoverable Debt Policy.
4. That it be noted that the amount of R 17 626 272 has been written off for indigent arrear debt, it being the amounts due at time of approval of indigents as per Council approved Indigent policy as well as the arrear amounts accumulated by already approved indigents as was approved by Council resolution C/2/272/04/25.
5. That it be noted that the Municipality achieved a collection rate of average 89% as at 30 June 2025.
6. That it be noted that the total number of approved indigents are 5 008 as at 30 June 2025.
7. That it be noted that the Municipality debt is R 389 186 811 as at 30 June 2025.

Proposed: Councillor A R Olivier
Seconded: Councillor W J Nel

FOR EXECUTION: Manager Revenue Services
cc. Director Financial Services

Recommendation C/2/290/07/25

ESTABLISHMENT OF THE REVENUE MANAGEMENT TASK TEAM ON DEBT MANAGEMENT

Portfolio Comm: Finance & Corporate Services

File Ref: 9/1/3/4

Demarcation: All Wards

Delegation: Council

Recommended by the Executive Mayor

1. That Council take note of the establishment of a Task Team.
2. That Council approves the composition of the Task Team as follows;

(a) Portfolio Head Corporate Services and BTO	- Political Oversight
(b) Portfolio Head Engineering	- Political Oversight
(c) Chief Financial Officer	- Delegation Oversight
(d) Director Engineering	- Member
(e) Manager Revenue Services	- Administrative Accountability
(f) Manager Water Services	- Member
(g) Manager Electrical Services	- Member
(h) Director Planning and Development	- Member
(i) Director Corporate Services	- Member
(j) Manager Integrated Human Settlements	- Invitee
(k) Legal advisor	- Invitee
3. That Council mandates the Accounting Officer through the Chief Financial Officer to develop the terms of reference.

Proposed: Councillor A R Olivier

Seconded: Councillor W J Nel

For execution refer to Council resolution

Resolution M/2/293/07/25

SECTION 71 REPORT FOR THE MONTH OF JUNE 2025

Portfolio Comm: Finance & Corporate Services

File Ref: 9/1/3/4

Demarcation: All Wards

Delegation: MayCo

Resolved

That the Mayoral Committee take note of Section 71 report for the month ended 30 June 2025.

Proposed: Councillor A R Olivier

Seconded: Councillor W J Nel

FOR INFORMATION: Manager Budget and Financial Reporting

Recommendation C/2/294/07/25

COST CONTAINMENT REPORT FOR THE QUARTER ENDING 30 JUNE 2025

Portfolio Comm: Finance & Corporate Services

File Ref: 9/1/3/4

Demarcation: All Wards

Delegation: Council

Recommended by the Executive Mayor

That Council takes note of the Cost Containment report for the quarter ending 30 June 2025.

Proposed: Councillor W J Nel

Seconded: Councillor A R Olivier

For execution refer to Council resolution

Recommendation C/2/297/07/25

**PAYMENT CERTIFICATE PROJECT SPECIFIC APPOINTMENT SCM/2023/85/ENG
– WATER PROFESSIONAL ENGINEERING SERVICES FOR A MULTI-YEAR
PERIOD ENDING JUNE 2026 WADRIFT DAM AND NATURES VALLEY WTW**

Portfolio Comm: Finance & Corporate Services

File Ref: 8/1/5/5/2

Demarcation: All Wards

Delegation: Council

Recommended by the Executive Mayor

1. That Council allow the accounting officer to authorise the payment for work done to avoid any possible litigations and consequences that might arise from the litigation process example payment of moira interest, payment of litigation costs for the applicant and non-adherence to section 65 of the Municipal Finance Management Act.
2. That Council subject the report to Municipal Public Accounts Committee to determine if there is any possible irregular expenditure and determine its occurrence and report back to council with its recommendations.
3. That the MPAC report back to the Council within 30 days from the date of investigation.

Proposed: Councillor A R Olivier

Seconded: Councillor W J Nel

For execution refer to Council resolution

Recommendation C/2/298/07/25

SECTION 52(d) REPORT FOR THE QUARTER ENDING JUNE 2025

Portfolio Comm: Finance & Corporate Services
File Ref: 9/1/3/4

Demarcation: All Wards
Delegation: Council

Recommended by the Executive Mayor

That the Section 52(d) report for the quarter ending 30 June 2025, be noted.

Proposed: Councillor W J Nel
Seconded: Councillor N P Kolwapi

For execution refer to Council resolution

Section 3: Corporate Services

No items for consideration

Section 4: Community Services

No items for consideration

Section 5: Engineering Services

Recommendation C/5/226/07/25

BUDGET FACILITY FOR INFRASTRUCTURE (BFI) FUNDING APPLICATION PROGRAMME

Portfolio Comm: Engineering & Community Services
File Ref: 5/7/1/12

Demarcation: All Wards
Delegation: Council

Recommended by the Executive Mayor

That the Council takes cognisance of the proposed Budget Facility for Infrastructure Application programme.

Proposed: Councillor N P Kolwapi
Seconded: Councillor W J Nel

For execution refer to Council resolution

Section 6: Economic Development and Planning

No items for consideration

11. IN-COMMITTEE MATTERS

11.1 Confirmation of In-Committee Minutes.

None

11.2 In-Committee Items

No items for consideration

12. RECORDING OF COUNCILLORS PRESENT

The Mayoral Committee members recorded their presence in the following order.

For the record names where not recorded but all councillors were present: Councillor N P Kolwapi, Councillor W J Nel, Councillor J N Kamkam and Councillor A R Olivier.

13. CLOSURE

The Executive Mayor closed the Open meeting at 10h36.

CONFIRMED AND SIGNED

SIGNATURE:

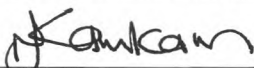
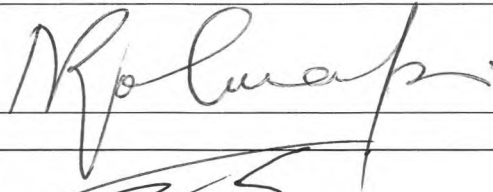

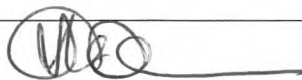
The Executive Mayor: Councillor J N Kamkam

DATE:

ATTENDANCE REGISTER: MAYORAL COMMITTEE

BITOU LOCAL MUNICIPALITY

MAYORAL COMMITTEE MEETING HELD IN THE COUNCIL CHAMBER, MUNICIPAL OFFICES, SEWELL STREET, PLETTENBERG BAY ON THURSDAY, 24 JULY 2025 AT 09H00

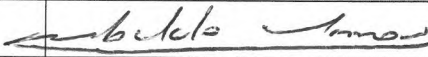
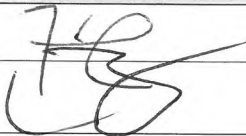
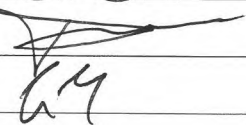
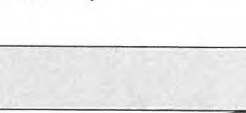



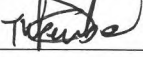




<u>NAME</u>	<u>SIGNATURE</u>
COUNCILLOR J N KAMKAM (EXECUTIVE MAYOR)	
COUNCILLOR N P KOLWAPI (DEPUTY EXECUTIVE MAYOR)	
COUNCILLOR W J NEL	
COUNCILLOR A R OLIVIER	
NON – MEMBERS	SIGNATURE
COUNCILLOR M P BUSAKWE(SPEAKER)	
COUNCILLOR K DE BRUIN	
COUNCILLOR S E GCABAYI	
COUNCILLOR S A MANGXABA	
COUNCILLOR T MHLANA	
COUNCILLOR N T SETI	
COUNCILLOR D J SWART	
COUNCILLOR C N-J TERBLANCHE	
COUNCILLOR R WILLEMSE	

ATTENDANCE REGISTER

BITOU LOCAL MUNICIPALITY

MAYORAL COMMITTEE MEETING HELD IN THE COUNCIL CHAMBER, MUNICIPAL OFFICES, SEWELL STREET, PLETTENBERG BAY ON THURSDAY; 24 JULY 2025 AT 09H00

OFFICIALS

<u>DESIGNATION</u>	<u>NAME</u>	<u>SIGNATURE</u>
Municipal Manager	Mr M Memani	
DIRECTORS		
Director: Corporate Services	Mr L Loliwe	
Director: Engineering Services	Mr V Felton	
Director: Financial Services	Mr C Mapeyi	
Acting Director: Planning and Development	Mr L Gericke	
Acting Director: Community Services		
MANAGERS		
Manager Administration	Ms T Wildeman	
Principal Committee Officer	Ms J Jansen	
Committee Clerk	Ms T Mpembe	
Acting Senior Manager Governance and Compliance	Mr A Paulse	
Manager: Speaker's Office	A Mbombo	
Manager Communication & Customer Relations	Mr A Namntu	
Manager: Executive Mayor	Mr S Liwani	
Manager: Deputy Mayor Office	Mr S Nkomo	
Chief Audit Officer	Mr C Koeberg	
Chief Risk Officer	Mrs C Van Staden	

ATTENDANCE REGISTER

Interested members of the Public

Thank you for attending.



NAME	CONTACT NO	EMAIL ADDRESS	REPRESENTING	SIGNATURE

MAYORAL COMMITTEE MEETING HELD IN THE COUNCIL CHAMBER, MUNICIPAL OFFICES, SEWELL STREET, PLETTENBERG BAY ON THURSDAY, 24 JULY 2025 AT 09H00

8.

**ITEMS FOR INFORMATION
WHICH HAVE BEEN DEALT WITH
BY THE PORTFOLIO
COMMITTEES IN TERMS OF
DELEGATED AUTHORITY**

8. **ITEMS FOR INFORMATION, WHICH HAVE BEEN DEALT WITH BY
THE PORTFOLIO COMMITTEES ON 14 MAY 2025 & 19 MAY IN
TERMS OF DELEGATED AUTHORITY**

**STRATEGIC SERVICES AND OFFICE OF THE MUNICIPAL MANAGER
PORTFOLIO COMMITTEE EETINGS HELD 14 MAY 2025**

Section 1: Office of the Municipal Manager

No items for information

Section 6: Strategic Services

Resolution PC/6/194/05/25

APPROVAL OF LED STRATEGY REVIEW

Portfolio Comm: Strategic Services and Office of the MM **Demarcation:** All Wards
File Ref: 9/1/3/6 **Delegation:** Portfolio Comm

Resolved

That the item be REFERRED BACK for further discussion, and that the LED Strategy be presented to the Portfolio Committee members.

Proposed: Councillor S E Gcabayi
Seconded: Councillor W J Nel

EXECUTION: Manager Economic Development

Resolution PC/6/195/05/25

**ECONOMIC DEVELOPMENT SECTION MONTHLY REPORT FOR THE PERIOD
ENDING 30 APRIL 2025**

Portfolio Comm: Strategic Services and Office of the MM **Demarcation:** All Wards
File Ref: 9/1/3/6 **Delegation:** Portfolio Comm

Resolved

1. That the Portfolio Committee acknowledges the monthly report for the period ending 30 April 2025.

**Items dealt with by the Portfolio Committees in terms
of Delegated Authority**

19 August 2025

2. That Plett Tourism provide an updated report highlighting the measurable progress made to date in fulfilling their Service Level Agreement (SLA) commitments.

Proposed: Councillor W J Nel
Seconded: Councillor S E Gcabayi

EXECUTION: Manager Economic Development

Resolution PC/6/199/05/25

BUILDING CONTROL: MONTHLY REPORT: APRIL 2025

<u>Portfolio Comm:</u>	Strategic Services and Office of the MM	<u>Demarcation:</u> All Wards
<u>File Ref:</u>	9/1/3/7	<u>Delegation:</u> Portfolio Comm

Resolved

That the monthly report of the Building Control section for April 2025 be noted.

Proposed: Councillor W J Nel
Seconded: Councillor S E Gcabayi

FOR INFORMATION: Manager Planning and Building Control

**ENGINEERING & COMMUNITY SERVICES PORTFOLIO COMMITTEE
MEETING HELD 19 MAY 2025**

Section 5: Engineering Services

Resolution PC/5/210/05/25

FLEET MANAGEMENT MONTHLY REPORT- APRIL 2025

Portfolio Comm: Engineering & Community Services
File Ref: 6/2/1/8

Demarcation: All Wards
Delegation: Portfolio Comm

Resolved

That the activities of the Fleet Management Monthly report for April 2025, be noted

Proposed: Councillor D J Swart
Seconded: Councillor N T Seti

FOR INFORMATION: Manager Fleet Management Services

Resolution PC/5/211/05/25

WATER SERVICES MONTHLY REPORT: APRIL 2025

Portfolio Comm: Engineering & Community Services
File Ref: 3/1/3/5/1

Demarcation: All Wards
Delegation: Portfolio Comm

Resolved

That the activities of the Water Services monthly report for April 2025, be noted.

Proposed: Councillor N T Seti
Seconded: Councillor D J Swart

FOR INFORMATION: Senior Manager Water Services

Resolution PC/5/212/05/25

**ROADS, TRANSPORT AND STORM WATER OPERATIONAL MONTHLY REPORT
FOR APRIL 2025**

Portfolio Comm: Engineering & Community Services
File Ref: 9/1/3/5/2

Demarcation: Ward 1 - 7
Delegation: Portfolio Comm

Resolved

1. That the Portfolio Committee take note of the operational monthly report of Roads, Transport and Storm water division for the month of April 2025.
2. That the safety implications of community-built speedhumps in all wards be investigated, with specific reference to those constructed in Kwanokuthula and Kranshoek.
3. That the possibility of installing rumble strips be investigated as an alternative traffic-calming measure in cases where speedhumps cannot be erected due to budget constraints.

Proposed: Councillor N T Seti
Seconded: Councillor D J Swart

FOR EXECUTION: Manager Roads, Transport and Stormwater

Resolution PC/5/213/05/25

**MONTHLY REPORT FOR THE ELECTRICAL AND ENERGY DIVISION FOR
THE MONTH OF APRIL 2025**

Portfolio Comm: Engineering & Community Services
File Ref: 9/1/3/5/3

Demarcation: All Wards
Delegation: Portfolio Comm

Resolved

1. That the activities of the Electrical and Energy Division for the month of April 2025, be noted.
2. That the schedule of street light maintenance and repairs in all wards be provided to Councillors.

Proposed: Councillor N T Seti
Seconded: Councillor D J Swart

FOR INFORMATION: Manager Electrical & Energy

Section 4: Community Services

Resolution PC/4/271/05/25

LIBRARY AND INFORMATION SERVICES MONTHLY REPORT APRIL 2025

Portfolio Comm: Engineering & Community Services
File Ref: 17/5/1/2/3/4/5/6

Demarcation: All Wards
Delegation: Portfolio Comm

Resolved

That the Monthly report for Library Services for the period April 2025, be noted.

Proposed: Councillor D J Swart
Seconded: Councillor N T Seti

FOR EXECUTION: Manager Library Services

Resolution PC/4/272/05/25

FIRE AND RESCUE MONTHLY REPORT: APRIL 2025

Portfolio Comm: Engineering & Community Services
File Ref: 17/4/2

Demarcation: All Wards
Delegation: Portfolio Comm

Resolved

That cognizance be taken of the fire and rescue monthly report for April 2025.

Proposed: Councillor D J Swart
Seconded: Councillor N T Seti

FOR INFORMATION: Chief Fire Officer Fire and Rescue Services

Resolution PC/4/273/05/25

MONTHLY REPORT FOR FACILITIES & MAINTENANCE DIVISION - APRIL 2025

Portfolio Comm: Engineering & Community Services

Demarcation: All Wards

File Ref: 17/7/8/11

Delegation: Portfolio Comm

Resolved

1. That the monthly report of the Facilities Management & Maintenance section for April 2025, be noted.
2. That special attention be given to the concerns raised in the report around Natures Valley.

Proposed: Councillor D J Swart

Seconded: Councillor N T Seti

FOR EXECUTION: Manager Facilities Management & Maintenance, Manager Roads,
Transport and Storm water

Resolution PC/4/274/05/25

**MONTHLY REPORT FOR INTEGRATED WASTE MANAGEMENT DIVISION FOR
THE PERIOD APRIL 2025**

Portfolio Comm: Engineering & Community Services

Demarcation: All Wards

File Ref: 16/5/4/5/6

Delegation: Portfolio Comm

Resolved

1. That the monthly report for the Integrated Waste Management division for the period April 2025, be noted.
2. That future reports include information on the volume of waste being transported to the regional landfill site, along with the associated transportation costs.
3. That future reports also include data on the volume of recyclable waste being generated.
4. That recycling awareness campaigns be implemented and published to inform the community about recycling, as previously resolved.

Proposed: Councillor D J Swart

Seconded: Councillor N T Seti

FOR EXECUTION: Manager Integrated Waste Management

Resolution PC/4/275/05/25

REPORT FOR LAW ENFORCEMENT SECTION - APRIL 2025

Portfolio Comm: Engineering & Community Services
File Ref: 17/1/2/3/4/5/6

Demarcation: All Wards
Delegation: Portfolio Comm

Resolved

That the Law Enforcement report for the period of 1 April 2025 to 30 April 2025, be noted.

Proposed: Councillor D J Swart
Proposed: Councillor N T Seti

FOR INFORMATION: Chief Law Enforcement and Security Services

Resolution PC/4/276/05/25

DISASTER MANAGEMENT MONTHLY REPORT APRIL 2025

Portfolio Comm: Engineering & Community Services
File Ref: 17/4/1

Demarcation: All Wards
Delegation: Portfolio Comm

Resolved

That the activities report on Disaster Management services for the month of April 2025, be noted.

Proposed: Councillor D J Swart
Seconded: Councillor N T Seti

FOR INFORMATION: Disaster Management Coordinator

10. CONSIDERATION OF REPORTS

<p style="text-align: center;">PORTFOLIO INDEX CONSIDERATION OF REPORTS MAYORAL COMMITTEE MEETING 19 AUGUST 2025</p>			
SECTION 1: OFFICE OF THE MUNICIPAL MANAGER			
ITEM NO	SUBJECT	FILE REF	PAGE NO
C/1/340/08/25	2022-2027 INTEGRATED DEVELOPMENT PLAN (IDP) – 2025/26 IDP ANNUAL REVIEW, BUDGET AND PMS TIME SCHEDULE	2/8/5	28
SECTION 2: FINANCE			
ITEM NO	SUBJECT	FILE REF	PAGE NO
M/2/299/08/25	REVENUE MANAGEMENT REPORT – JULY 2025	9/1/3/4	41
M/2/300/08/25	SECTION 71 REPORT FOR THE MONTH OF JULY 2025 (<i>To be circulated separately per Addendum</i>)	9/1/3/4	
SECTION 3: CORPORATE SERVICES			
ITEM NO	SUBJECT	FILE REF	PAGE NO
C/3/309/08/25	OCCUPATIONAL HEALTH & SAFETY REPORT FOR APRIL 2025 UNTIL JUNE 2025	5/10/4	60
C/3/310/08/25	PROGRESS REPORT ON PLACEMENT COMMITTEE AND JOB EVALUATION SESSION	4/8/4	70
C/3/311/08/25	QUARTERLY EAP/WEELLNESS REPORT	4/3/5/1/2	73
C/3/318/08/25	CORPORATE COMMUNICATION SECTION: SOCIAL MEDIA POLICY	1/3/3	78
C/3/320/08/25	CORPORATE COMMUNICATION SECTION: CORPORATE IDENTITY AND BRANDING POLICY	9/1/3/3	92
SECTION 4: COMMUNITY SERVICES			
ITEM NO	SUBJECT	FILE REF	PAGE NO
C/4/285/07/25	BITOU MUNICIPALITY STANDARDIZED WESTERN CAPE DISASTER MANAGEMENT PLAN – REVIEW 2025	17/4/3	110
C/4/286/07/25	INFORMAL DWELLING FIRES	1/3/1	208
C/4/300/08/25	HAZARDOUS MATERIALS AND DANGEROUS GOODS TRANSPORTED	17/4/2/2	210
SECTION 5: ENGINEERING SERVICES			
ITEM NO	SUBJECT	FILE REF	PAGE NO
C/5/235/08/25	CAPITAL PROJECTS IMPLEMENTATION PLAN (CPIP): REPORT FOR PERIOD ENDING APRIL 2025	5/7/1/12	263
SECTION 6: PLANNING & DEVELOPMENT			
ITEM NO	SUBJECT	FILE REF	PAGE NO
C/6/213/08/25	BITOU HOUSING MARKET STUDY 2025	15/1/P	270

SECTION 1

**OFFICE OF THE MUNICIPAL
MANAGER**

Section 1: Office of the Municipal Manager

ITEM C/1/340/08/25

2022-2027 INTEGRATED DEVELOPMENT PLAN (IDP) – 2025/26 IDP ANNUAL REVIEW, BUDGET AND PMS TIME SCHEDULE

Portfolio Comm: Strategic Services & Office of the MM **Demarcation:** All Wards
File Ref: 2/8/5 **Delegation:** Council

Attachments: Annexure “A” IDP/Budget and PMS time schedule

Report from: Acting Municipal Manager

Author: IDP Manager

Date: 05 August 2025

PURPOSE OF THE REPORT

The purpose of this item is for the tabling and adoption of the 2025/2026 IDP review, Budget and PMS time schedule.

BACKGROUND/DISCUSSION

Integrated Development Plan

Section 34 of the Municipal Systems Act, Act 32 of 2000 compels each municipal council to review and amend its Integrated Development Plan in line with the MEC’s comments and changing circumstances so demand.

Council adopted the 2022 – 2027 IDP under resolution: **C/1/55/05/22**. Section 34 requires that Council review and amend the IDP as explained above.

FINANCIAL IMPLICATIONS

No financial implications

EXECUTIVE SUMMARY

This document represents the final revision and amendment of the 2022–2027 Integrated Development Plan (IDP), which remains fully compliant with the provisions of the Municipal Systems Act.

Over the past four years, Bitou Municipality has made notable progress in enhancing the quality of its IDP and fostering improved alignment across internal departments, despite ongoing institutional challenges. No substantial changes are anticipated to affect the amendment process, apart from the alignment of performance indicators with municipal service delivery targets.

At the time of writing, comments from the MEC for Local Government remain outstanding. However, His Excellency’s inputs will be duly incorporated into the revised IDP upon receipt.

Section 1: Office of the Municipal Manager

Mechanism for participation

Public Participation will be conducted the traditional ways listed below, and more innovative ways will be used to improve community involvement in the affairs of local government.

- Ward-based meetings
- IDP Representative Forum
- Sector engagements
- Stakeholder submissions
- District and provincial engagements

More innovative ways will include, but not be limited to the following methods:

- Digital platforms: WhatsApp surveys, online town halls, and social media polls
- Recorded sessions: The Executive Mayor recorded the IDP and Budget Message played through the municipal social media platforms.
- USSD services: For residents without smartphones to submit inputs
- Focus groups: Youth, business, SMMEs, traditional leaders, people with disabilities
- IDP Kiosks: The Public Participation Clerks at municipal offices in all wards will assist residents in making inputs into the IDP
- Ward-Based Planning Facilitation: Public Participation Clerks will be trained to champion the ward-based planning processes and community profiling.

RELEVANT LEGISLATION

The time schedule was compiled per:

- Municipal Systems Act (MSA) No. 32 of 2000
- Municipal Finance Management Act (MFMA) No. 56 of 2003
- Municipal Planning and Performance Management Regulations (2001)
- COGTA Guidelines

Comments: Acting Director, Financial Services

The recommendation by the acting Municipal Manager is supported.

Comments: Acting Director Corporate Services/Manager Legal Services

The recommendation by the acting Municipal Manager is supported.

Comments: Director: Community Services

The recommendation by the acting Municipal Manager is supported.

Comments: Acting Director: Planning & Development

The recommendation by the acting Municipal Manager is supported.

Comments: Director: Engineering Services

The recommendation by the acting Municipal Manager is supported.

Section 1: Office of the Municipal Manager

RECOMMENDED BY THE ACTING MUNICIPAL MANAGER

1. That cognisance be taken of the District Framework as in terms of Section 27 of the MSA.
2. That Council adopt the IDP Review and Budget Time Schedule in terms of Section 21 of the MFMA and Section 34 (b) of the MSA).
3. That a notice in terms of Section 28(3) of the Municipal Systems Act, Act 32 of 2000 regarding the 2025/2026 IDP and Budget 2026/2027 time-schedule be placed in the local newspaper.

RECOMMENDED BY THE STRATEGIC SERVICES AND OFFICE OF THE MUNICIPAL MANAGER PORTFOLIO COMMITTEE

1. That cognisance be taken of the District Framework as in terms of Section 27 of the MSA.
2. That Council adopt the IDP Review and Budget Time Schedule in terms of Section 21 of the MFMA and Section 34 (b) of the MSA).
3. That a notice in terms of Section 28(3) of the Municipal Systems Act, Act 32 of 2000 regarding the 2025/2026 IDP and Budget 2026/2027 time-schedule be placed in the local newspaper.

BITOU MUNICIPALITY INTEGRATED DEVELOPMENT PLAN (IDP) REVIEW TIME SCHEDULE

2025/2026 REVIEW



2026/2027 IMPLEMENTATION

2022 - 2027 IDP CYCLE

www.bitou.gov.za

Contents

Table of Abbreviations	ii
1. Introduction	1
2. Legislative and Policy Framework.....	1
3. Purpose of the IDP Time Schedule	1
3.1. Public Participation Approach and Innovations	1
3.1.1. Traditional Participation Mechanisms	1
3.1.2. Innovative Participation Mechanisms.....	2
4. Detailed IDP Review Time Schedule	3
5. Annexures	6
6. Conclusion.....	6

Table of Abbreviations

Abbreviation	Meaning
WCLG	Western Cape Local Government
DCF	District Coordinating Forum
DCF	District Coordinating Forum
IDP	Integrated Development Plan
JDMA	Joint District and Metro Approach
LG	Local Government
LGMTEC	Local Government Medium-Term Expenditure Committee
MEC	Member of the Executive Council
MFMA	Municipal Finance Management Act
MMF	Municipal Managers Forum
PMS	Performance Management System
SDBIP	Service Delivery and Budget Implementation Plan
SDF	Skill Development Forum
SIME	Strategic Integrated Municipal Engagements
TIME	Technical Integrated Municipal Engagements
MSA	Municipal Systems Act, Act 32 of 2000
MFMA	Municipal Finance Management Act, Act 53 of 2003

1. Introduction

The Integrated Development Plan (IDP) is the principal strategic planning instrument of Bitou Municipality, guiding development priorities, resource allocation, and service delivery over a five-year cycle, reviewed annually as per legislative requirements.

The **2025/2026 IDP Review** represents the **4th and final amendment** of the **2022-2027 IDP cycle** for the current term of council. This final review ensures that municipal programmes, projects, and performance targets are aligned to achieve the strategic objectives set out at the beginning of the council term, and that service delivery priorities reflect current community needs and legislative compliance requirements.

The **2025/2026 IDP Review Time Schedule** outlines processes, milestones, and stakeholder engagements to ensure compliance, integration, and participatory governance in line with the vision of Bitou Municipality.

Vision:

“To be the best together.”

This schedule ensures that planning is **time-bound, systematic, inclusive, and aligned** with both district and provincial priorities, thereby fostering integrated development, effective performance management, and accountable governance in this final review year of the current IDP cycle.

2. Legislative and Policy Framework

This Time Schedule is developed in compliance with:

- **Municipal Systems Act (MSA) No. 32 of 2000**
Section 28(1): Municipal council to adopt a process set out in a time-schedule for the IDP development or review.
- **Municipal Finance Management Act (MFMA) No. 56 of 2003**
Guides budget preparation, approval, and implementation processes aligned to IDP priorities.
- **Municipal Planning and Performance Management Regulations (2001)**
Sets out procedures for IDP and PMS integration.
- **COGTA Guidelines**
Provides best practice for public participation and alignment with provincial frameworks.

3. Purpose of the IDP Time Schedule

- Outline **key activities**, responsibilities, and dates for the review process.
- Ensure **alignment** with district, provincial, and national planning cycles.
- Integrate **budget, PMS, and sector plans** within a single strategic framework.
- Provide **certainty to stakeholders** for effective participation and contribution.

3.1. Public Participation Approach and Innovations

3.1.1. Traditional Participation Mechanisms

- Ward-based meetings
- IDP Representative Forum
- Sector engagements
- Stakeholder submissions
- District and provincial engagements

3.1.2. Innovative Participation Mechanisms

- **Digital platforms:** WhatsApp surveys, online town halls, and social media polls
- **Recorded sessions:** The Executive Mayor recorded the IDP and Budget Message played through the municipal social media platforms.
- **USSD services:** For residents without smartphones to submit inputs
- **Focus groups:** Youth, business, SMMEs, traditional leaders, people with disabilities
- **IDP Kiosks:** The Public Participation Clerks at municipal offices in all wards will assist residents in making inputs into the IDP
- **Ward-Based Planning Facilitation:** Public Participation Clerks will be trained to champion the ward-based planning processes and community profiling.

These innovations improve **accessibility, inclusivity, and data-driven decision-making.**

4. Detailed IDP Review Time Schedule

Bitou Municipality IDP Review, Budget, PMS, and Provincial Alignment Time Schedule 2025/2026

Activity	Responsible	Timeframe	District Dates	Provincial Dates
Preparation and Process Plan	IDP Manager, MM	July - August 2025	IDP Managers Forum: Aug 2025	COGTA Circular: 15 Aug 2025
Budget steering committee to consider the rollover budget	CFO/MM	14 August 2025		
Table in Council a budget and IDP time schedule of key deadlines (Annually - at least 10 months before the start of the budget year)	Council	25 August 2025	Garden Route SDF Public Engagement: August 2025	
Tabling of the rollover budget				
Submit Annual financial statements and Annual performance report to the Auditor-General for auditing (within two months after the end of the financial year)	MM/CFO	31 August 2025		
Give notice of the approved IDP and Budget process plan and time schedule through local media	IDP/Budget Offices	8 & 9 September 2025		
Compile Financial Plan	Budget Office	Sep – Oct 2024		
Commence with the multi-year capital and operating budget	Budget Office	Septer 2025		
Strategic Analysis and Community Needs Assessment: ✓ Critical issues/challenges with respect to every service ✓ Minimum service levels ✓ Institutional ✓ Financial performance	IDP/PP Unit	Sept - Oct 2025	MMF & DCF: Sep 2025	SIME: Nov 2025
Extended IDP Steering Committee Meeting	IDP/PP Unit	October 2025	JDMA: Oct 2025	Sector submissions: 28 Oct 2025
IDP Ward public meetings	IDP/PP Unit	September – October 2005		
Municipal Strategic Planning Session: • Strategic sessions of directorate: Alignment with strategic priorities in IDP • Strategic session with Management and Mayoral committee IDP	Executive Mayor/MM	November/December 2025	IDP Managers Forum: Nov 2025	
IDP Forum Meeting	Executive Mayor	October 2025		
Budget Steering Committee: Budget Strategy & IDP Priorities	CFO & IDP	November 2025	MMF & DCF: November 2025	Provincial IDP Managers Forum: Dec 2025
Obtain inputs from directors and division heads on preliminary capital and operating budget (including review of salary, fleet and equipment budget and tariffs)	Budget Office	September/October 2025		
Perform full-year performance evaluations of Senior Management	MM	October/November 2025		
Budget steering committee	CFO	11 November 2025		
Receive audit Report on annual performance report and annual financial statements from the Auditor-General	MM	30 November 2025		
Ensure the Accounting Officer addresses any issues raised by the Auditor-General in the audit report - prepare action/audit plans to address and incorporate into the annual report.	MM	December 2025		
Budget Steering committee	CFO	3 December 2025		
Council meeting to consider gran rollovers	Executive Mayor	1 st Week of December		

Activity	Responsible	Timeframe	District Dates	Provincial Dates
Summer holidays: No procurement must be advertised mid-December – mid-January	CFO	15 December 2025– 15 January 2026		
Finalise inputs from bulk resource providers (and NERSA) & agree on proposed price increase	CFO	December 2025		
Review whether all bulk resource providers have lodged a request with National Treasury & SALGA seeking comments on proposed price increases of bulk resources	CFO	December 2025		
Finalise first draft of departmental operational plans and SDBIP for review against strategic priorities	PMS	December 2025 / January 2026		
Finalise the draft Annual Report incorporating financial and non-financial information on performance, audit reports and annual financial statements	PMS	January 2026		
Submit draft adjustments budget to Budget Steering Committee. Discuss new year budget principles and limitations at Budget Steering Committee	CFO	January 2026		
Finalise operating & capital budgets in prescribed formats incorporating National & provincial budget allocations, integrate & align to IDP & draft SDBIP, finalise budget policies including tariff policy	CFO, MM, Directors	January - February 2026	MMF & DCF: February 2026	-
Review the KPI's and annual performance targets	PMS	January / February 2026		
Perform Mid-year budget and performance assessment and submit to the mayor.	PMS	25 January 2026		
Budget Steering committees	CFO	9 – 11 February 2026		
Adjustments Budget - • Submit to Council • Submit approved adjustments budget returns	CFO	27 February 2026		
Finalise the draft capital and operating budget and budget related policies	CFO	February / March 2025		
Mid-year performance evaluations of Senior managers	PMS	February		
Finalise ward plans	IDP/PP	February		
Receive notification of any transfers that will be made to the municipality from other municipalities in each of the next three fin years (by no later than 120 days before the start of its budget year)	MM	28 February 2026		
Finalise corrective measures from audit report	CFO	March /April 2025		
Note any provincial and national allocations to municipalities for incorporation into budget	CFO	March/April		
Receive bulk resource providers' price increases as tabled in Parliament or the provincial legislature	MM	March 2026		
Submit draft "90 days" budget to Budget Steering Committee	CFO	12 March 2026		
Table draft IDP and budget in Council (at least 90 days before the start of the budget year) • Submit to Mayoral Committee • Submit to Council	Portfolio Chair MAYCO	26 March 2026 31 March 2026		
IDP Representative Forum Meeting	Speaker, IDP Unit	April 2026	District Managers Forum: Feb 2026	TIME: Feb 2026
Submit the budget and IDP to Provincial Treasury, National Treasury and other affected organs of state	MM	31 March 2026	-	-
Submit the proposed revised IDP to Garden Route District Municipality	MM	31 March 2026		

Activity	Responsible	Timeframe	District Dates	Provincial Dates
Public Notice: Make public the annual budget and invite the community to submit representations	Budget Offices	1 st Week April 2026		
Publish the proposed IDP for a period of 21 days for public comments	IDP Office	1 st Week April 2026		
Draft IDP and Budget Roadshows	IDP Unit & CFO	April 2026	JDMA: April 2026	LGMTEC Engagements: May 2026
Incorporation of Public Comments & Finalisation	IDP Unit	April 2026	District IDP Forum: April 2026	-
Confirm National budget for provincial and National allocations to municipalities for incorporation into budget	CFO	2 – 11 May 2026		
Review provincial & national legislation incl. DoRA to establish potentially new reporting requirements incl. annual, monthly & quarterly grant & performance reports for specific new allocations & programmes (10 working days after end of month deadlines)	CFO	2 – 15 May 2026		
Council must give the mayor an opportunity to respond to the submissions and, if necessary, to revise the budget and table amendments for consideration by the council	Executive Mayor	15 – 19 May 2026		
Submit the final draft budget to the Budget Steering Committee	CFO	19 May		
Completion of Annual Budget amendments/refinements	Budget office	19 May		
Final Budget steering committee	CFO	19 May 2026		
Table final IDP and budget in Council (at least 30 days before the start of the budget year) Submit to Council	Council	29 May 2026	-	-
Public Notice: Place IDP, annual budget, all budget-related documents and all budget-related policies on the website	Communications	Before 5 June 2026		
Submit a copy of the revised IDP to the MEC for local government as well as Provincial Treasury (within 10 days of the adoption of the plan)	MM, IDP Unit	Before 8 June 2026	District IDP Rep Forum: June 2026	MEC Deadline: 15 June 2026
Give notice to the public of the adoption of the IDP (within 14 days of the adoption of the plan)	IDP Office	Before 10 June 2026		
Publicise a summary of the IDP (within 14 days of the adoption of the plan)	IDP Office	10 & 11 June 2026		
Make public the approved annual budget and supporting documentation (including tariffs) (within 10 working days after approval of the budget)	Budget Office	10 & 11 June 2026		
Submit approved budget to the provincial treasury and National Treasury (within 10 working days after approval of the budget)	MM	Before 11 June 2026		
Submit to the Executive Mayor the draft SDBIP and draft annual performance agreements for the next year (within 14 days after approval of the budget)	PMS	12 June 2026		
Executive Mayor takes all reasonable steps to ensure that the SDBIP is approved (within 28 days after approval of the budget)	Executive Mayor	26 June 2026		
Place the performance agreements and all service delivery agreements on the website	PMS	Before 31 July 2026		
Submit copies of the performance agreements to Council and the MEC for local government as well as the national minister responsible for local government (within 14 days after concluding the employment contract and performance agreement)	PMS/MM	Before 27 June		

Activity	Responsible	Timeframe	District Dates	Provincial Dates
Submit the SDBIP to the National and Provincial Treasuries (within 10 working days of approval of the plan)	PMS/MM	10 Days after approval		
Make public the projections, targets and indicators as set out in the SDBIP (within 10 working days after the approval of the SDBIP)	PMS	10 Days After approval		
Make public the performance agreements of Municipal Manager and senior managers (no later than 14 days after the approval of the SDBIP)	PMS	Before 26 June 2026		

5. Annexures

- District Framework
- Western Cape Provincial Government Intergovernmental Relations Calendar 2025

6. Conclusion

The **2025/2026 IDP Review Time Schedule** ensures:

1. Legal compliance
2. Integration of IDP, budget, and PMS processes
3. Inclusive public participation
4. Innovation for effective developmental local government

All stakeholders are encouraged to **actively participate** in co-creating the future of Bitou Municipality.

SECTION 2

FINANCE

Section 2: Finance

ITEM M/2/299/08/25

REVENUE MANAGEMENT REPORT – JULY 2025

Portfolio Comm.: Finance & Corporate Services

File Ref: 9/1/3/4

Demarcation: All Wards

Delegation: Portfolio Comm

Attachments: None

Report from: Chief Financial Officer

Author: Manager Revenue

Date: 11 August 2025

PURPOSE OF THE REPORT

This report is to appraise the Finance and Corporates Services Portfolio Committee regarding the revenue management for the period ended 31 July 2025.

BACKGROUND /DISCUSSION

The report is in accordance with section 64 of the Municipal Finance Management Act (Act 56 of 2003) (MFMA) and Chapter 9 of the Municipal Systems Act (Act 32 of 2000) (MSA) pertaining to revenue management and debt collection measures.

1. Meter Reading Statistics

The table below depicts the meter reading statistics for the month of July 2025

Description	Jul-25	
	ELEC	WATER
Total meters	3 848	11 511
Less: Number of estimated meters	65	2 501
Less: Number of no access/gate locked	111	207
Less: Emailed readings	5	1
Total Number of meters read by meter readers	3 667	8 802
Date of finalising readings	10/07/2025	10/07/2025
% meters read	95%	76%
Number of meters reported to Engineering services	176	813

Section 2: Finance

Description	Jul-25	
	ELEC	WATER
Total meters reported	176	813
Zero consumption for further investigation	176	813

The monthly average reading percentage achieved for July 2025 is 95% for electricity and 76% for water. The reduction was as a result of the staff shortage during the month of June and part of July as well as unavailability of personnel due to personal challenges such as sickness etc. The meter has readers resumed work and 3 EPWP workers are assisting from July 2025. A total amount of 2 501 estimates was processed in the month of July.

Debtors billing date

The table below depicts the dates when accounts were generated and distribution to account holders for the month of July 2025

Description	Jul-25
Debtors billing date	16/07/2025
Date accounts distributed	18/07/2025
Number of accounts posted	7 429
Number of accounts emailed	10 950
Number of accounts SMSed	13 976
Total number of accounts processed	26 742

The monthly billing was processed on the 16th of July 2025 and accounts distributed by 18th July 2025. The statements delivery through the post office is inefficient and the municipality is encouraging customers with access to email to receive their accounts via email. Currently the municipality distributes bulk of accounts via email and SMS services, however, about 7 429 customer statements were distributed via post in July as the municipality does not have email addresses or cellphone numbers for those customers. The municipality distributes about 70% of accounts via emails and SMS's. All accounts are made available on the municipal portal for easy access by all customers who have internet connectivity.

The municipality is currently in discussion with various stakeholders to explore other means to distribute or make accounts accessible to customers, over and above the existing methods. The objective is to stop the distribution of accounts via the post office within the next 3 months, and the necessary communication will be disseminated.

Section 2: Finance

Number of accounts generated

The table below depicts the number of accounts generated per service type for the month of July 2025

Description	Jul-25
Property Rates	18 830
Electricity	3 743
Electricity Availability	266
Water	10 708
Water Availability	299
Waste removal	13 363
Waste removal availability	722
Waste water Management	13 188
Waste water availability	636
Sundry Services	
Rental	75

Debtors Billings per Month The table below depicts the amounts billed per service type

SERVICE TYPES	Jul-25		
	Excl VAT	VAT	Incl. VAT
Property Rates	23 240 858.00	-	23 240 858.00
Electricity	16 009 156.44	2 893 892.70	23 714 366.94
Basic Electricity	4 811 317.80		
Electricity Availability	143 968.05	21 596.50	165 564.55
Water	3 763 103.22	1 194 709.52	9 553 169.08
Basic Water	4 595 356.34		
Water Availability	202 982.33	30 447.86	233 430.19
Waste removal availability	248 827.93	37 011.02	285 838.95
Waste removal	4 496 196.22	668 260.58	5 164 456.80
Waste water availability	467 335.47	69 467.77	536 803.24
Waste water Management	6 848 959.87	976 935.05	7 825 894.92
Sundry Services: Rental	65 830.94	-	65 830.94
TOTAL AMOUNT BILLED	64 893 892.61	5 892 321.00	70 786 213.61

Section 2: Finance

Outstanding Debt per Age analysis

The table below depicts the total outstanding debt per ward

WARD	CURRENT	30 DAYS	60 DAYS	90 DAYS	120+ DAYS	TOTAL
1	824 732.68	4 935 765.02	1 801 122.61	1 523 006.42	92 748 297.64	101 832 923.37
2	12 129 753.83	11 009 486.47	4 021 021.46	1 886 517.96	49 108 979.24	78 155 756.96
3	1 152 293.67	778 390.69	672 039.78	656 128.47	16 814 685.84	20 073 535.45
4	840 190.55	1 124 415.88	516 199.28	469 931.84	10 898 158.71	13 848 892.26
5	2 241 063.25	3 075 667.32	1 952 120.97	1 904 772.49	62 400 917.09	71 574 536.12
7	2 037 307.19	1 721 144.98	1 682 137.70	1 674 488.76	107 217 992.45	114 333 064.08
Total	19 225 341.17	22 644 870.36	10 644 641.80	8 114 845.94	339 189 030.97	399 818 708.24

The table below depicts the outstanding debt per Suburb

SUBURB	CURRENT	30 DAYS	60 DAYS	90 DAYS	120+ DAYS	TOTAL
PLETT	9 710 580.13	11 662 915.98	2 676 254.33	1 671 992.66	52 491 133.64	78 212 876.74
NEW HORIZONS	2 642 085.34	1 682 701.37	1 375 853.12	1 351 251.07	32 934 217.45	39 986 108.35
KWANOKUTHULA	2 560 958.27	2 281 390.77	1 615 366.80	1 600 251.78	43 510 282.41	51 568 250.03
FARMS	- 351 805.65	2 382 451.44	1 578 122.21	374 337.25	17 355 818.53	21 338 923.78
FARMS	173 668.77	860 387.86	515 792.32	385 513.28	14 883 175.94	16 818 538.17
NATURES VALLEY	952 763.57	151 318.50	50 309.46	39 362.23	1 663 561.92	2 857 315.68
WITTEDRIFT	346 538.34	94 895.83	30 427.12	18 992.59	694 073.28	1 184 927.16
KEURBOOMS	- 36 778.21	828 998.57	137 954.50	111 071.91	2 679 119.96	3 720 366.73
KRANSHOEK	2 019 816.60	1 709 171.34	1 670 063.99	1 662 612.66	106 974 160.53	114 035 825.12
KURLAND	838 442.78	707 902.41	697 473.42	631 594.12	48 210 896.23	51 086 308.96
GREEN VALLEY	369 049.23	282 736.29	297 024.53	267 866.39	17 792 591.08	19 009 267.52
Total for : PLETT	19 225 319.17	22 644 870.36	10 644 641.80	8 114 845.94	339 189 030.97	399 818 708.24

The municipality disseminates notices to all customers with accounts outstanding beyond 60 days monthly, to remind and demand payments on their accounts. The municipality utilizes the electricity blockage leverage for prepaid and the conventional are cut-off. Water restrictions are implemented in the Eskom electricity distribution areas.

Section 2: Finance

2. Prepaid Electricity Sales per Month

The prepaid electricity sales and FBS issues for July 2025 are displayed in the table below:

Description	Jul-25
Number of active meters	9 646
New meters installed	34
Total free units issued (FBS)	365 200
Cost of free units	964 128
Total Units sold	1 946 632
Amount for units sold	5 205 250
VAT	780 309
Auxiliary Amount	344 422
Total Amount for Prepaid Electricity	5 985 559
Total customers FBS	7 304
indigents	5 027
Non-Indigents	2 277
Total free units issued (FBS)	365 200
indigents	251 350
Non-Indigents	113 850
Cost of free units	964 128
Indigents	663 564
Non-Indigents	300 564

The increase in the number of meters is due to new connections and the conversion from conventional meters to prepaid meters. The free electricity units are given to the approved indigent customers and all prepaid customers in the sub-economic areas. A total of 2 277 non-indigent customers received the 50 kWh free electricity units in the month of July 2025 costing the municipality R 300 564.

The auxiliary amount is recovered from customers with overdue services accounts who are prepaid electricity users, including indigent customers, by utilizing 50% of their electricity purchases amount to pay off their overdue accounts. The auxiliary collections for July 2025 amounted to R 344 422.

Indigent

The table below contains information regarding indigent management for the period reflected

Description	Jul-25
Number of Indigent Households at the beginning of the month	5 008

Section 2: Finance

Description	Jul-25
Cancellations during the month	4
Additions for the month	23
Number of Indigent Households at end of month	5 027
COST OF INDIGENT SUPPORT	
Sewerage	3 015 362
Refuse removal	1 901 714
Water	1 266 352
Electricity (50kwh free)	663 564
TOTAL COST TO MUNICIPALITY	6 846 992
Total amount written off in line with Indigent Policy	356 969

The total subsidized indigent households increased by 19 households in July from 5008 to 5 027 compared to June 2025. There is an on-going process of the indigent applications and its verification.

The table below reflects the outstanding debt due by indigent households

Periods	Jul-25
Current	442 393
30 days	722 857
60 days	18 746
90 Days	37 814
90+ Days	2 155 472
Total Outstanding	3 377 282

The amount due by indigent households amounts to R 3 377 282 at the end of July 2025 and will be written off in August 2025. This amount is due to the new indigents approved but also an amount that could not be written off in line with the approved Council resolution of March 2025 due to budget shortage. The actual amount written off at end June 2025 in line with the Council resolution amounted to R 14.961 million.

The table below reflects the number of approved and subsidised indigent households per ward

Wards/Areas	Jul-25
Ward 1	376
Ward 2	11
Ward 3	754
Ward 4	661
Ward 5	752
Ward 6	1 858
Ward 7	615
TOTAL	5 027

Section 2: Finance

The number of indigents increased by 19 households in the month of July 2025

Debt Collection Actions

A summary of the debt collection actions for the month are detailed below

CUT OFF SERVICES	Jul-25
Number of consumers on cut off list	1 236
Number of actual cut offs for the month	1 236
- Prepaid	1 236
- Conventional	0
- Water restrictions	0
Number of reconnections:	11
- Prepaid	11
- Conventional	0
- Water reconnections	0
ARRANGEMENT	270
Number of arrangements at beginning of the month	278
New arrangements for month	0
Cancelled arrangements for the month	8
Reasons: Paid up	8
Total amount of arrangements	4 813 102
FINAL NOTICES/HANDING OVERS	
Number of final notices	3 231
Rand value of final notices	255 940 164
Rand value of hand overs	648 410
Collections on handed over accounts	645 360
50% Discount on Settlement of Account	
Number of customers taken up settlement discount	3
Discount amount written off	91 471
Total amount recovered	172 175

Customers with overdue accounts are partially blocked up to 50% from their electricity purchases and the municipality is recouping the long outstanding debt in line with the credit control and debt collection policy and the By-law. The municipality is in the process of concluding a participation agreement into a transversal contract of Treasury to utilise the services of the debt collectors.

3. Councilors and Staff accounts

The table below depicts the outstanding debt for Councilors.

Section 2: Finance

Account number	Current	30 days	60 days	90 days	120 days+	Total
12896000053	13 025.20	5 426.21	-	-	-	18 451.41
24001601028	-	-	-	-	-	-
70440090028	1 328.33	1 374.36	1 401.28	-	-	4 103.97
Total Group:	14 353.53	6 800.57	1 401.28	-	-	22 555.38

The below table depicts the outstanding debt for Staff

Account number	Arrangements	Current	30 days	60 days	90 days	120 days+	Total	Comments
2221100011	-	1 852.94	-	-	-	-	1 852.94	
2222400015	13 996.39	-	-	-	-	-	13 996.39	
2366400010	1 058.64	-	-	-	-	-	1 058.64	
2582800016	426.59	-	-	-	-	-	426.59	
2591400016	-	1 672.71	1408.85	-	-	-	3 081.56	
2664700012	-	1 575.27	509.00	-	-	-	2 084.27	
5596800010	-	14 877.09	16 014.68	-	-	-	30 891.77	Currently investigating a water leak
5625300014	1 762.13	-	-	-	-	-	1 762.13	
5646800014	5 345.23	-	-	-	-	-	5 345.23	
12096090270	9 512.28	-	-	-	-	-	9 512.28	
21049000013	16 541.25	-	-	-	-	-	16 541.25	
21156900019	38 275.11	-	-	-	-	-	38 275.11	
21175900021	12 456.53	-	-	-	-	-	12 456.53	
21210700021	3 411.14	-	-	-	-	-	3 411.14	
23022600027	-	1 266.55	-	-	-	-	1 266.55	
23710000032	-	1 868.94	-	-	-	-	1 868.94	
30067800011	5 399.57	-	-	-	-	-	5 399.57	
51345900027	2 759.25	-	-	-	-	-	2 759.25	
56124000039	-	1 672.71	1 600.23	870.80	-	-	4 143.74	

Section 2: Finance

Account number	Arrangements	Current	30 days	60 days	90 days	120 days+	Total	Comments
57471000011	3 550.90	-	-	-	-	-	3 550.90	
57714000015	14 776.73	-	-	-	-	-	14 776.73	
57745000020	5 685.11	-	-	-	-	-	5 685.11	
57929000015	6 004.29	-	-	-	-	-	6 004.29	
57932000033	5 660.68	-	-	-	-	-	5 660.68	
60009900026	7 856.56	-	-	-	-	-	7 856.56	
70000187007	4 002.79	-	-	-	-	-	4 002.79	
Total Group:	158 481.17	24 786.21	19 532.76	870.80	-	-	203 670.94	

The outstanding debt by staff amounts to R 203 670 as at 31 July 2025. The debtor age analysis is updated monthly to cover any new employees. Payment arrangements are made by staff members and deductions are affected by the salary section. The section follows up with staff whose accounts approaches 90 days overdue to ensure payment is done or the necessary arrangements made.

4. Rates Clearance Statistics

Rates Clearance statistics provide an indication of the property market activity in the area and depict economic growth on property development and land use. It can also serve as an indicator of growth in property rates, particularly the new developments, and erven sales.

The table below depicts the number of clearances that were issued in the current month in comparison to the prior months.

Description	Jul-25
Applications	131
Issued	97
Amounts	R12 125.00

Applications are received systematically and processed accordingly. The above table depicts the number of rates clearances certificates issued to consumers as well as the amounts paid to the municipality.

Section 2: Finance

5. Debtors' payment rate

The table below reflects the debtor's payment rate on 31 July 2025

DETAILS	Jul-25	Annual
Gross Debtors Opening Balance	389 186 811.53	389 186 811.53
Billed Revenue	70 786 213.61	70 786 213.61
Gross Debtors Closing Balance	399 818 708.24	399 818 708.24
Bad Debt Written off	356 969.28	356 969.28
Payment received	59 797 347.62	59 797 347.62
Billed Revenue	70 786 213.61	70 786 213.61
% Debtor payment achieved	84%	84%

The municipality has not managed to collect 100% of billed revenue to date due to collection challenges experienced especially in the Eskom electricity distribution areas and other sub-economic areas within the municipality. Up to 69% of outstanding debt is due by these suburbs with average collection rates of about 40% for New Horizon and 46% for Kwanokuthula whilst Kurland, Kranshoek and Green Valley average at about 12% collection rate. The July 2025 billing included annual rates charges that amount to about R 4 million that is only due at end September 2025. This also contributed to lower collection rate for July 2025.

The table below reflects the debtor's payment rate for the comparative period of the prior year

DETAILS	Jul-23	Annual
Gross Debtors Opening Balance	311 714 712.48	311 714 712.48
Billed Revenue	64 171 991.48	64 171 991.48
Gross Debtors Closing Balance	325 457 401.09	325 457 401.09
Bad Debt Written off	28 348.72	28 348.72
Payment received	50 457 651.59	50 400 954.15
Billed Revenue	64 171 991.48	64 171 991.48
% Debtor payment achieved	79%	79%

The municipality achieved a debtors payment ratio of 84% for July 2025. This resulted in an average collection rate for the year of 84% at the end of July 2025 as July is the first month of the new financial year. The comparative average collection rate for the same period in the previous financial year reflected an average collection rate of 79% for July 2024. The collection rate has improved for the month of July compared to the previous year.

The below table reflects the debtor's payment rate per Suburb

Section 2: Finance

Suburb 01 PLETTENBERG BAY

Services		Total Amount	Total Paid	%	Total Paid	Total	Total
Type		Raised	i.r.o. Curr.	Payments	i.r.o. Other	Paid	%
RATES	RATES	11 503 191.59	- 9 674 339.93	84	- 4 323 232.78	- 13 997 572.71	122
ELECTRICITY	ELECTRICITY	16 214 808.39	- 12 877 925.81	79	- 4 651 996.39	- 17 529 922.20	108
REFUSE	REFUSE	2 866 134.88	- 2 327 563.17	81	- 600 732.41	- 2 928 295.58	102
RENTALS SUNDRY	RENTALS SUNDRY	131 117.82	- 87 972.35	67	- 45 284.72	- 133 257.07	102
SEWERAGE	SEWERAGE	4 686 173.64	- 3 776 834.20	81	- 991 003.03	- 4 767 837.23	102
SUNDRY	SUNDRY	6 162.69	- 35 770.89	580	1 133 115.15	1 097 344.26	0
WATER	WATER	4 511 384.59	- 3 712 694.58	82	- 1 039 867.56	- 4 752 562.14	105
UNALLOCATED CREDITS	UNALLOCATED CREDITS	-	-		2 084 836.61	2 084 836.61	0
Suburb Total:		39 918 973.60	- 32 493 100.93	81	- 8 434 165.13	- 40 927 266.06	103

Suburb 02 NEW HORIZON

Services		Total Amount	Total Paid	%	Total Paid	Total	Total
Type		Raised	i.r.o. Curr.	Payments	i.r.o. Other	Paid	%
RATES	RATES	85 183.43	- 23 732.51	28	- 17 923.27	- 41 655.78	49
ELECTRICITY	ELECTRICITY	523 962.51	- 195 761.84	37	- 1 976 597.17	- 2 172 359.01	415
ELECTRICITY AVAILABILITY	ELECTRICITY AVAILABILITY	14 810.51	- 2 440.32	16	- 610.08	- 3 050.40	21
REFUSE AVAILABILITY	REFUSE AVAILABILITY	5 543.36	- 978.24	18	-	- 978.24	18
REFUSE	REFUSE	372 996.95	- 94 823.71	25	- 58 582.86	- 153 406.57	41
RENTALS SUNDRY	RENTALS SUNDRY	22 191.23	- 5 673.67	26	- 855.78	- 6 529.45	29
SEWER AVAILABILITY	SEWER AVAILABILITY	18 978.38	- 2 617.76	14	- 2 186.30	- 4 804.06	25
SEWERAGE	SEWERAGE	583 247.68	- 142 177.87	24	- 104 260.35	- 246 438.22	42

Section 2: Finance

SUN DR	SUNDRY	11 557.50	- 5 922.50	51	1 908 859.70	1 902 937.20	0
WAT EA	WATER AVAILABILITY	13 628.64	- 1 064.72	8	- 1 088.79	- 2 153.51	16
WAT ER	WATER	754 059.79	- 131 367.71	17	- 138 997.13	- 270 364.84	36
ZZZ ZZ	UNALLOCATED CREDITS	-	-		33 347.82	33 347.82	0
Suburb Total:		2 406 159.98	- 606 560.85	25	- 358 894.21	- 965 455.06	40

Suburb 05 KWANOKUTHULA

Services		Total Amount	Total Paid	%	Total Paid	Total	Tot al
Type		Raised	i.r.o. Curr.	Paym ents	i.r.o. Other	Paid	%
RAT ES	RATES	42 321.36	- 8 670.17	20	- 15 533.69	- 24 203.86	57
ELE C	ELECTRICITY	475 606.32	- 198 498.64	42	- 285 974.75	- 484 473.39	102
ELE CA	ELECTRICITY AVAILABILITY	10 708.54	- 610.08	6	- 610.08	- 1 220.16	11
REF UA	REFUSE AVAILABILITY	8 618.44	- 652.16	8	- 326.08	- 978.24	11
REF US	REFUSE	436 259.59	- 66 350.83	15	- 77 667.06	- 144 017.89	33
SEW EA	SEWER AVAILABILITY	19 887.93	- 2 617.38	13	- 2 111.15	- 4 728.53	24
SEW ER	SEWERAGE	698 322.25	- 111 597.91	16	- 131 422.58	- 243 020.49	35
SUN DR	SUNDRY	2 976.00	- 2 545.35	86	- 365.00	- 2 910.35	98
WAT EA	WATER AVAILABILITY	12 670.84	- 532.36	4	- 1 470.00	- 2 002.36	16
WAT ER	WATER	1 224 246.77	- 199 912.25	16	- 215 452.79	- 415 365.04	34
ZZZ ZZ	UNALLOCATED CREDITS	-	-		- 13 467.66	- 13 467.66	0
Suburb Total:		2 931 618.04	- 591 987.13	20	- 744 400.84	- 1 336 387.97	46

Suburb 07 FARMS

Section 2: Finance

Services		Total Amount	Total Paid	%	Total Paid	Total	Total
Type		Raised	i.r.o. Curr.	Payments	i.r.o. Other	Paid	%
RATES	RATES	1 249 157.82	- 737 744.15	59	- 747 145.54	- 1 484 889.69	119
ELECTRICITY	ELECTRICITY	1 467 934.35	- 996 499.49	68	- 271 013.54	- 1 267 513.03	86
ELECTRICITY AVAILABILITY	ELECTRICITY AVAILABILITY	3 050.40	- 1 220.16	40	- 610.08	- 1 830.24	60
REFUSE AVAILABILITY	REFUSE AVAILABILITY	10 760.64	- 3 260.68	30	- 687.38	- 3 948.06	37
REFUSE	REFUSE	149 165.31	- 54 116.11	36	- 89 642.51	- 143 758.62	96
SEWER AVAILABILITY	SEWER AVAILABILITY	654.44	- 654.44	100	-	- 654.44	100
SEWER	SEWERAGE	118 796.29	- 53 003.20	45	- 264 727.53	- 317 730.73	267
SUNDRY	SUNDRY	-	- 3 629.40	0	- 8 418.40	- 12 047.80	0
WATER AVAILABILITY	WATER AVAILABILITY	532.36	- 532.36	100	-	- 532.36	100
WATER	WATER	580 834.99	- 277 936.26	48	- 270 073.15	- 548 009.41	94
UNALLOCATED CREDITS	UNALLOCATED CREDITS	-	-	0	244 679.09	244 679.09	0
Suburb Total:		3 580 886.60	- 2 128 596.25	59	-1 407 639.04	- 3 536 235.29	99

Suburb 08 FARMS

Services		Total Amount	Total Paid	%	Total Paid	Total	Total
Type		Raised	i.r.o. Curr.	Payments	i.r.o. Other	Paid	%
RATES	RATES	1 301 675.68	- 818 815.13	63	- 491 869.19	- 1 310 684.32	101
ELECTRICITY	ELECTRICITY	484 997.17	- 361 606.23	75	- 195 550.12	- 557 156.35	115
ELECTRICITY AVAILABILITY	ELECTRICITY AVAILABILITY	1 830.24	- 1 220.16	67	- 610.08	- 1 830.24	100
REFUSE AVAILABILITY	REFUSE AVAILABILITY	12 391.04	- 7 232.72	58	- 5 444.82	- 12 677.54	102
REFUSE	REFUSE	240 585.37	- 158 127.25	66	- 95 414.81	- 253 542.06	105
SEWER AVAILABILITY	SEWER AVAILABILITY	6 544.40	- 4 669.22	71	- 3 930.49	- 8 599.71	131

Section 2: Finance

SEW ER	SEWERAGE	342 849.31	- 267 327.74	78	- 79 547.23	- 346 874.97	101
SUN DR	SUNDRY	-	-	0	- 12 019.49	- 12 019.49	0
WAT EA	WATER AVAILABILITY	4 258.90	- 4 258.90	100	-	- 4 258.90	100
WAT ER	WATER	235 243.46	- 132 202.80	56	- 219 303.86	- 351 506.66	149
ZZZ ZZ	UNALLOCATED CREDITS	-	-	0	124 122.16	124 122.16	0
Suburb Total:		2 630 375.57	- 1 755 460.15	67	- 979 567.93	- 2 735 028.08	104

Suburb 23 NATURES VALLEY

Services		Total Amount	Total Paid	%	Total Paid	Total	Total
Type		Raised	i.r.o. Curr.	Paym ents	i.r.o. Other	Paid	%
RAT ES	RATES	795 260.26	- 647 224.05	81	- 148 117.95	- 795 342.00	100
ELE C	ELECTRICITY	491 965.58	- 405 081.90	82	- 83 643.73	- 488 725.63	99
ELE CA	ELECTRICITY AVAILABI	8 709.71	- 6 202.40	71	- 1 365.82	- 7 568.22	87
REF UA	REFUSE AVAILABILITY	5 217.28	- 4 239.04	81	- 326.08	- 4 565.12	88
REF US	REFUSE	156 443.09	- 126 936.05	81	- 33 144.22	- 160 080.27	102
SEW EA	SEWER AVAILABILITY	769.89	- 769.89	100	- 513.26	- 1 283.15	167
SEW ER	SEWERAGE	97 139.58	- 78 787.11	81	- 18 967.23	- 97 754.34	101
SUN DR	SUNDRY	-	- 3 634.00	0	- 4 425.47	- 8 059.47	0
WAT EA	WATER AVAILABILITY	4 791.24	- 3 192.89	67	- 0.67	- 3 193.56	67
WAT ER	WATER	215 982.28	- 173 911.06	81	- 43 330.40	- 217 241.46	101
ZZZ ZZ	UNALLOCATED CREDITS	-	-	0	9 723.59	9 723.59	0
Suburb Total:		1 776 278.91	- 1 449 978.39	82	- 324 111.24	- 1 774 089.63	100

Suburb 24 WITTEDRIFT

Section 2: Finance

Services		Total Amount	Total Paid	%	Total Paid	Total	Total
Type		Raised	i.r.o. Curr.	Payments	i.r.o. Other	Paid	%
RATES	RATES	86 072.84	- 73 432.68	85	- 15 925.67	- 89 358.35	104
ELECTRICITY	ELECTRICITY	305 032.60	- 198 618.00	65	- 81 025.03	- 279 643.03	92
ELECTRICITY AVAILABILITY	ELECTRICITY AVAILABILITY	3 050.40	-	0	122.01	122.01	-4
REFUSE AVAILABILITY	REFUSE AVAILABILITY	2 934.72	- 978.24	33	47.61	- 930.63	32
REFUSE	REFUSE	48 442.69	- 34 395.13	71	- 12 808.72	- 47 203.85	97
SEWER AVAILABILITY	SEWER AVAILABILITY	5 235.52	- 1 308.88	25	95.54	- 1 213.34	23
SEWER	SEWERAGE	78 176.85	- 56 631.89	72	- 20 012.76	- 76 644.65	98
WATER AVAILABILITY	WATER AVAILABILITY	3 726.52	- 1 597.08	43	638.83	- 958.25	26
WATER	WATER	106 516.55	- 83 981.54	79	- 19 876.78	- 103 858.32	98
UNALLOCATED CREDITS	UNALLOCATED CREDITS	-	-		12 421.69	12 421.69	0
Suburb Total:		639 188.69	- 450 943.44	71	- 136 540.63	- 587 484.07	92

Suburb 25 KEURBOOMS

Services		Total Amount	Total Paid	%	Total Paid	Total	Total
Type		Raised	i.r.o. Curr.	Payments	i.r.o. Other	Paid	%
RATES	RATES	954 117.61	- 743 089.00	78	- 222 179.92	- 965 268.92	101
ELECTRICITY	ELECTRICITY	1 313 000.41	- 1 167 970.22	89	- 182 645.11	- 1 350 615.33	103
ELECTRICITY AVAILABILITY	ELECTRICITY AVAILABILITY	21 352.80	- 11 591.52	54	- 4 880.64	- 16 472.16	77
REFUSE AVAILABILITY	REFUSE AVAILABILITY	22 825.64	- 14 999.72	66	- 5 137.49	- 20 137.21	88
REFUSE	REFUSE	208 763.50	- 185 192.63	89	- 30 254.71	- 215 447.34	103
SEWER AVAILABILITY	SEWER AVAILABILITY	33 376.49	- 22 815.82	68	- 9 684.13	- 32 499.95	97
SEWER	SEWERAGE	388 693.42	- 360 781.82	93	- 32 642.51	- 393 424.33	101

Section 2: Finance

SUN DR	SUNDRY	-	- 1 817.00	0	- 2 390.85	- 4 207.85	0
WAT EA	WATER AVAILABILITY	17 567.93	- 12 244.33	70	- 1 122.22	- 13 366.55	76
WAT ER	WATER	503 227.85	- 435 998.78	87	- 82 633.17	- 518 631.95	103
ZZZ ZZ	UNALLOCATED CREDITS	-	-		88 089.80	88 089.80	0
	Suburb Total:	3 462 925.65	- 2 956 500.84	85	- 485 480.95	- 3 441 981.79	99

Suburb 30 KRANSHOEK

Services		Total Amount	Total Paid	%	Total Paid	Total	Tot al
Type		Raised	i.r.o. Curr.	Paym ents	i.r.o. Other	Paid	%
RAT ES	RATES	41 922.97	- 3 276.33	8	- 7 080.64	- 10 356.97	25
REF UA	REFUSE AVAILABILITY	12 391.04	- 1 630.40	13	-	- 1 630.40	13
REF US	REFUSE	391 835.72	- 21 153.98	5	- 35 378.16	- 56 532.14	14
SEW EA	SEWER AVAILABILITY	24 868.72	- 2 617.76	11	- 6 579.76	- 9 197.52	37
SEW ER	SEWERAGE	621 048.57	- 32 887.38	5	- 64 151.91	- 97 039.29	16
SUN DR	SUNDRY	-	- 77.72	0	- 1 810.20	- 1 887.92	0
WAT EA	WATER AVAILABILITY	13 309.00	- 1 801.47	14	- 131.38	- 1 932.85	15
WAT ER	WATER	707 436.64	- 23 673.57	3	- 72 660.83	- 96 334.40	14
ZZZ ZZ	UNALLOCATED CREDITS	-	-	0	49 527.17	49 527.17	0
	Suburb Total:	1 815 359.94	- 87 118.61	5	- 133 745.62	- 220 864.23	12

Suburb 60 KURLAND

-
-

Section 2: Finance

Services		Total Amount	Total Paid	%	Total Paid	Total	Total
Type		Raised	i.r.o. Curr.	Payments	i.r.o. Other	Paid	%
RATES	RATES	5 232.16	- 1 105.28	21	- 1 056.87	- 2 162.15	41
REFUSE	REFUSE	8 152.00	- 2 608.64	32	- 945.71	- 4 554.35	56
REFUSE	REFUSE	160 743.21	- 4 982.74	3	- 14 577.66	- 19 560.40	12
SEWER	SEWER	5 235.52	-	0	-	-	0
SEWER	SEWER	253 069.17	- 8 076.98	3	- 11 741.68	- 19 818.66	8
WATER	WATER	3 194.16	-	0	-	-	0
WATER	WATER	345 289.81	- 8 132.14	2	- 39 634.21	- 47 766.35	14
ZZZ	UNALLOCATED CREDITS	-	-	0	- 347.08	- 347.08	0
Suburb Total:		784 576.51	- 24 905.78	3	- 70 172.61	- 95 078.39	12

-
-

Suburb 70 GREEN VALLEY

Services		Total Amount	Total Paid	%	Total Paid	Total	Total
Type		Raised	i.r.o. Curr.	Payments	i.r.o. Other	Paid	%
REFUSE	REFUSE	326.08	-	0	-	-	0
REFUSE	REFUSE	57 259.01	- 3 008.92	5	- 378.29	- 3 387.21	6
SEWER	SEWER	654.44	-	0	-	-	0
SEWER	SEWER	90 087.46	- 4 083.61	5	- 599.83	- 4 683.44	5
WATER	WATER	146 278.62	- 4 994.80	3	- 1 516.86	- 6 511.66	4
ZZZ	UNALLOCATED CREDITS	-	-	0	- 448.37	- 448.37	0
Suburb Total:		294 687.42	- 12 087.33	4	- 15 2 943.35	- 15 030.68	5

FINANCIAL IMPLICATION

Section 2: Finance

Financial implications as articulated in the report.

EXECUTIVE SUMMARY

The Revenue management report reflects the monthly services billings and the debt collection activities undertaken during the month of July 2025.

The collection rate achieved for July 2025 is 84% resulting in an averaging collection rate to date of 84% for the 2025/26 financial year.

RELEVANT LEGISLATION

MFMA

MSA

RECOMMENDED BY THE ACTING MUNICIPAL MANAGER

1. That the Revenue management report for the month of July 2025 be noted.
2. That it be noted that the amount of R 91 471 has been written off as bad debt in the 50% settlement discount program and an amount of R 172 175 collected in the month of July 2025 as per the Council approved Writing off of Irrecoverable Debt Policy.
3. That it be noted that the amount of R 356 969 has been written off for indigent arrear debt, it being the amounts due at time of approval of indigents as per Council approved Indigent policy.
4. That it be noted that the Municipality achieved a collection rate of 84% average as at 31 July 2025.
5. That it be noted that the total number of approved indigents are 5 027 at 31 July 2025.
6. That it be noted that the total outstanding debtors balance is R 399 818 708 at 31 July 2025.

SECTION 3

CORPORATE SERVICES

Section 3: Corporate Services

ITEM C/3/309/08/25

OCCUPATIONAL HEALTH & SAFETY REPORT FOR APRIL 2025 UNTIL JUNE 2025

Portfolio Comm: Finance and Corporate Services
File Ref: 5/10/4

Demarcation: All Wards
Delegation: Council

Report from: Director Corporate Services

Author: Manager Human Resources

Date: 08 July 2025

PURPOSE OF THE REPORT

The inspection was performed at the following sites to address employees' safety concerns at these offices. This exercise assisted in identifying hazards that workers were exposed to in order to develop control measures to mitigate or possibly eliminate some workplace safety hazards, hereby aiding injury prevention efforts and assuring workers that their safety is prioritized by management.

CONTENT

Subsequent the inspection revealed the following findings:

OHS INSPECTION COMMUNITY SERVICES – KRANSHOEK HALL					
HAZARD/FINDING	RISK	RECOMMENDATION	RESPONSIBLE PERSON	PROGRESS TOWARDS COMPLIANCE	COMPLIANCE RATIO
Inside /Outside Cracks in Entrance walls,	Water may cause more damage to the building	Fix holes above entrance door	Facilities Manager	No progress	0%
No Emergency Evacuation Procedures on display	Users will not be able to follow procedures in case of emergency	Develop emergency evacuation procedures and put on wall display with halls	SHE Rep/ Safety Officer	Information shared and made available except availability of floor plan.	20%
No Emergency Contact list on display	Difficulty in finding immediate contact in case of Emergency causing injuries	Make Emergency Contact list available on display inside office,	SHE Rep/Safety Officer	Information made available	80%
Community Hall Lights not in working order.	Eye strain, headaches, possible hazards and risks unable to be identified	Replace old non-functional bulbs with new bulbs,	Facilities Manager.	No Progress	0%
Hole in Huge entrance Gate	Entry for pets, rodents that will create habitat for unwanted pests.	Close whole in entrance door	Facilities Manager.	No progress	0%

Section 3: Corporate Services

OHS INSPECTION COMMUNITY SERVICES – KRANSHOEK HALL					
HAZARD/FINDING	RISK	RECOMMENDATION	RESPONSIBLE PERSON	PROGRESS TOWARDS COMPLIANCE	COMPLIANCE RATIO
Leaks in kitchen (Com.Hall)	Further damage to ceiling that may collapse on floor/kitchen/hall/users	Fix holes in ceiling, apply water proofing	Facilities Manager.	No progress	0%
Unstable handrail towards stage.	Trip and falls,	Install handrails for users to hold on.	Facilities Manager.	No progress	0%
Some roof plates at entrance are off- more roof plates can become loose during strong winds	Causing injuries and damage and or fatalities because of sharp roof plate ends.	Apply/Fix, Install missing roof plates on underroof entrance	Facilities Manager	No progress	0%
Open light fitting in roof	No lighting, unable to see during nighttime causing falls, tripping etc.	Install light fitting to avoid incident	Facilities Manager	No progress	0%
Bird habitat in Roof through open gaps	Spread of bacteria and viruses,	Close all gaps in ceiling	Facilities Manager	No progress	0%
Rainwater via openings in window of gaps underneath doors on to floors	Create dampness and damage to door frames, door panels, enhance moisture build up,	Close gaps to avoid dampness /rainwater	Facilities Manager	No progress	0%
Gaps/holes in ceiling	Entry for rodents, pests, birds making nests in ceiling.	Close gaps openings to avoid dampness, rainwater on to floors	Facilities Manager	No progress	0%
No handles at some doors	Doors to be pushed open	Install handles,	Facilities Manager	No progress	0%
Shattered Side Entrance glass door	Cuts, potential glass shards around	Remove cracked glass and replace with new.	Facilities Manager	No progress	0%
Gutters of hall show overgrown vegetation.	No flow of water; Guttering deterioration	Clear vegetation on guttering,	Facilities Manager	No progress	0%

Section 3: Corporate Services

Subsequent the inspection revealed the following findings at Main Admin. Building:

HAZARD/FINDING	RISK	RECOMMENDATION	RESPONSIBLE PERSON	PROGRESS TOWARDS COMPLIANCE	COMPLIANCE RATIO
Open ceiling lady's bathroom – Top floor	Rodent Entry, possible leaks during rainy conditions	Fix Bathroom facilities and install proper ceiling board	Facilities	Awaiting Tender to be awarded for Maintenance of all buildings with municipality	0%
Open ceiling at Entrance foyer- Main building	Rodent entry, possible leaks during rainy conditions,	Close ceiling gaps,	Facilities	Awaiting Tender to be awarded for Maintenance of all buildings with municipality	0%
Dampness in lady's bathroom	Causing damp air that affects health condition of staff	Remove all accessories from wall and apply new paint	Facilities	Awaiting Tender to be awarded for Maintenance of all buildings with municipality	0%
Customer care – some lights not functioning	Eye strain, tiredness,	Fix lights,	Facilities	Awaiting Tender to be awarded for Maintenance of all buildings with municipality	0%
Lights in disabled bathroom not working	Uninviting condition, stress,	Fix lights,	Facilities	Awaiting Tender to be awarded for Maintenance of all buildings with municipality	0%
Gaps in ceiling of passage leading to exit door, top floor.	Rodent entry, possible water leaks	Fire risk,	Facilities	Awaiting Tender to be awarded for Maintenance of all buildings with municipality	0%
Paint flaking off walls in lady's bathroom- top floor.	Causing dampness and decrease air quality, causing health risks,	Remove paint that is peeling off walls and repaint,	Facilities	Awaiting Tender to be awarded for Maintenance of all buildings with municipality	0%
Loose Down lighters in lady's bathroom; some lights not working	Eye strain,	Fix all broken / nonfunctional lights	Facilities	Awaiting Tender to be awarded for Maintenance of all buildings with municipality	0%
Insufficient outside lighting on main building(front)	Theft, Damage, Injury and attacks on employees on night duty,	Install sufficient lighting outside building complex,	Facilities	Awaiting Tender to be awarded for Maintenance of all buildings with municipality	0%

Section 3: Corporate Services

HAZARD/FINDING	RISK	RECOMMENDATION	RESPONSIBLE PERSON	PROGRESS TOWARDS COMPLIANCE	COMPLIANCE RATIO
No panic button at front desk office of Customer Care and Security office	Theft, attack on employees especially night shift, Damage,	Install Panic buttons (alarm system) at customer care and Security office.	Facilities	OHS awaits feedback from Shmart Security to provide quote	20%
No SOP for contracted security that will ensure safety of employees	Injuries, Damage to property, Fatalities,	Implement SOP, offer OJT training of Security personnel,	Service provider (Isolomzi Security)	OHS in waiting SOP from Isolomzi Security	20%

OFFICE SITE INSPECTION - COMMUNITY SERVICES - HOUSING OFFICES NEW HORIZON						
HAZARD/FINDING	RISK	RECOMMENDATION	RESPONSIBLE PERSON	TIMEFRAME	PROGRESS TOWARDS COMPLIANCE	COMPLIANCE RATIO
No emergency contact List available at 1 st entry point to plant,	Difficulty in finding emergency contacts,	Arrange Emergency list on display inside kiosk,	Plant supervisor, / S Officer,	20 July 2025	Procedures forwarded to office	80%
No Firefighting equipment available in offices	Fire control not possible, injuries, Damage	Install Fire extinguishers and equipment on site to use during an emergency	Site Management/Site Office Manager	20 July 2025	Fire Extinguisher available.	100%
Garden tools stacked in office not closed off with door- Workers are all around in office.	Injuries during operational work, Items can be used as weapons during theft, Hijacking.	Remove and re-stack all loose equipment items on floor	Site office manager	15 July 2025	Stacking reorganised.	100%
Toilet cistern has no top cover/lid.	Psychological effects on employee(s); Drowning risks for smaller rodents jeopardizing health & drinking water,	Install cover on toilet cistern.	Facilities Manager	30 July 2025	Progress initiated, to be finished by end July 2025	60%
Outside connection without light bulb	Open electrical wiring causing shock, no light	Decommission live wiring	Facilities - MDL	20 July 2025	Fitting should be installed by End July 2025	40%

Section 3: Corporate Services

OFFICE SITE INSPECTION - COMMUNITY SERVICES - HOUSING OFFICES NEW HORIZON						
HAZARD/FINDING	RISK	RECOMMENDATION	RESPONSIBLE PERSON	TIMEFRAME	PROGRESS TOWARDS COMPLIANCE	COMPLIANCE RATIO
	during nighttime.					
Ceiling board coming off- leak noticed	Entry for rodents and other pests	Remove board and replace	Facilities	31 July 2025	Damaged ceiling to be installed by 25 July 2025	30%

OFFICE SITE INSPECTION – COMMUNITY SERVICES - HOUSING OFFICES NEW HORIZON						
HAZARD	RISK	RECOMMENDATION	PERSON RESPONSIBLE	TIMEFRAME	PROGRESS TOWARDS COMPLIANCE	COMPLIANCE RATIO
Broken tiles	Cuts, Injuries	Replace or fix broken / chipped tile.	Facilities manager	31 July 2025	Corrective action to be taken by end July 2025	40%
No proper lock on security door (see image)	Unlawful entry	Install proper lock	Facilities Manager	31 Aug 2025	Corrective action to be done 31 Aug 2025	40%
No proper and decent mechanisms to close windows.	Theft, unauthorised entry,	Install new mechanisms to open/close windows	Purchase or buy mechanisms to close windows.	31 January 2025	Mechanism to be replaced End Aug 2025	40%
Air Conditioner Not working	No ventilation/fresh air in circulation	Service and or Maintenance plan not implemented. Service/Maintaining plan not implemented.	Facilities Manager	31 Aug 2025	Budget will allow corrective actions by end Aug 2025	20%

OHS INSPECTION COMMUNITY SERVICES - PARKS AND RECREATION						
HAZARD/FINDING	RISK	RECOMMENDATION	RESPONSIBLE PERSON	TIMEFRAME	PROGRESS REPORT	COMPLIANCE RATIO
First Aid kit not available	No immediate treatment in case of IOD's	Install and supply First aid kit with content,	Safety Officer	15 Nov 2024	Request to be forwarded to OHS.	40%
No Information	Workplace uninformed	Install an information	Parks & Recreation	11 April 2025	To be implemented during the month of	0%

Section 3: Corporate Services

OHS INSPECTION COMMUNITY SERVICES - PARKS AND RECREATION						
HAZARD/FINDING	RISK	RECOMMENDATION	RESPONSIBLE PERSON	TIMEFRAME	PROGRESS REPORT	COMPLIANCE RATIO
board reflecting appointment of Safety Rep and First Aider	d – no information shared with public and visitors	board that reflects information such as names, contact numbers,	Management		April	
Electricity Unit box outside office left open	Fire, Shock,	Ensure box is always closed	Facilities Manager	20 Nov 2024	Electricity dept to be contacted for urgent fixtures at earliest convenience.	0%
Damaged ceiling board in office coming off its position	Collapse on employees at work	Replace damaged ceiling board	Facilities Manager	30 Nov 2024	Matter to be reported to Facilities manager responsible for office fixtures.	0%
Electricity Unit/box against wall in outside shack shelter open	Electric shock, burns, Fire	Ensure box is sealed/closed.	Facilities Manager/ Safety rep.	30 Nov 2024	Urgent request to be forwarded to electricity dept for urgent fixtures.	0%
Loose corrugated iron plates on shelter structure	Damage, Injuries, Fatalities	Fix loose roof plates	Facilities manager	15 Dec 2024	Tender for fixtures to be implemented.	0%
Fluorescent light not fit properly – No cover	Shock, Damage.	Close with proper light cover	Facilities manager	30 Oct 2024	Facilities manager to be contacted to replace light	0%
Flammables Storage – canisters not labelled	Fire risk,	All containers/bottles/cans containing hazardous chemicals must be labelled according to the content,	Parks & Recreation Management	30 June 2025	Management to re-arrange the storage facility to have canisters labelled.	50%
Tools and Equipment not numbered, No Control Register for	Financial loss,	Ensure good and proper control of outgoing tools for use,	Parks & Recreation Management	30 April 2025	Tools to be numbered. Staff will assist by having a register on place	40%

Section 3: Corporate Services

OHS INSPECTION COMMUNITY SERVICES - PARKS AND RECREATION						
HAZARD/FINDING	RISK	RECOMMENDATION	RESPONSIBLE PERSON	TIMEFRAME	PROGRESS REPORT	COMPLIANCE RATIO
machinery & tools in use or booked out						
PPE Register	No control of the issue of PPE, workers do not sign for PPE as proof of acceptance	Make a PPE register available, for workers to acknowledge receipt of PPE.	Parks & Recreation Management	01 April 2025	There is a register of PPE	100%
No Competency certificate of Tractor operator	Tactor accidents, Damage,	Provide driver/refresh training to have valid competency certificates.	Parks & Recreation Management/ Fleet management	30 July 2025	Tractor drivers will be put on to training program in new finance year, training is needed.	30%
Training/competency records for Weed operators	IOD's, No maintenance of equipment, No sharing of important information regarding equipment	Provide suitable training for all power-driven machinery.	Parks & Recreation Management/ Fleet Management	30 July 2025	Training requests to be tabled to ensure competency, that need to be done	10%
No outside light on property	No effective Security work visibility and control	Install outside light for proper security control	Facilities Manager	30 April 2025	Outside to be fixed soon, already reported but will do follow up	10%

IOD REGISTER – OCCUPATIONAL HEALTH AND SAFETY – APRIL 2025

NAME OF PERSON	DATE OF INCIDENT	DATE REPORTED	SHORT DESCRIPTION OF INCIDENT	SUSPECTED CAUSE	PART OF BODY EFFECTED	ASSESSED BY FIRST AIDER? (Y / N)	MEDICAL REPORT RECEIVED Y/N
T Ndongeni	4/4/25	7/4/25	Climbing off Cherry picker	Stretching when climbing off Cherry picker	Lower back muscle strain	N	Y
LI Guwini	7/4/25	7/4/25	Injury sustained	Vehicle crashed into rear of	Rib & Back injury	N	Y

Section 3: Corporate Services

			upon impact	municipal vehicle when it stopped.			
L Erasmus	16/4/25	16/4/25	Slipped and fell	High heel shoe worn,	Left knee	N	Y
E Skosana	15/4/25	16/4/25	Back lid of bakkie hit Ankle and knee,	Climbing bakkie without supervision	Left ankle and left knee	N	Y
N Mabeshwana	17/4/25	22/4/25	Fell on water meter	Slipped	Left middle finger	N	N
L Mzayifani	21/4/25	22/4/25	Car bumped into him	Issue traffic fine along roadside -	Lower back and right leg	N	N
E Beukes	22/5/25	23/4/25	Breathing difficulty	Hazardous substances used whilst employees are still on duty,		N	N

IOD REGISTER – OCCUPATIONAL HEALTH AND SAFETY – MAY 2025

Name of person	Date of Incident	Date reported	Short Description of Incident	Suspected Cause	Part of body effected	Assessed by First Aider? (Y / N)	Medical report received Y/N
Cadric Leonard	14/5/25	14/5/25	Slipped and fell on boardwalk	Wet surface	Lower back	N	Y
Brendon Barnardo	22/5/25	22/5/25	Slipped and fell	Slippery surface	Right Ankle	N	Y
Thobile Gaga	24/5/25	26/5/25	Fell from Vehicle steps	Foot Slipped	Left Ankle	N	Y
Z. Zixesha	27/5/25	27/5/25	Manhole cover fell on Employee finger	Object too heavy	Left middle finger	Y	Y
J. Figland	28/5/25	28/5/25	Foot puncture during water line investigation	Stepped on to sharp object	Left foot	N	Y

Section 3: Corporate Services

IOD REGISTER – OCCUPATIONAL HEALTH AND SAFETY – JUNE 2025

NAME OF PERSON	DATE OF INCIDENT	DATE REPORTED	SHORT DESCRIPTION OF INCIDENT	SUSPECTED CAUSE	PART OF BODY EFFECTED	ASSESSED BY FIRST AIDER? (Y / N)	MEDICAL REPORT RECEIVED Y/N
F Falithenjwa -Mroxo	2/6/25	2/6/25	Walked on steps	Slipped and fell	Left Ankle	N	Y
S Guleni	20/6/25	20/6/25	Bumped head against cement lintel	Body repositioning	Head injury	N	Y

FINANCIAL IMPLICATIONS

The recommendations for the findings at the centre to be financed through the applicable source.

A full costing to be done in order to confirm the financial implications related to the above identified findings.

LEGISLATION

- National Building Regulations and Standards Act 103 of 1977
- The Occupational Health and Safety Act 85, of 1993
- The Basic Conditions of Employment Act 75, of 1997
- The Compensation for Occupational Injuries and Diseases Act 130, of 1993

CONCLUSION

All findings and recommendations in this report were legislatively mandated and for the benefit of the institution and its employees. As a result, the request for compliance, that the report be received and accepted by management. Once the recommendations have been implemented by the organization, herein the Director, the report with its findings be monitored, evaluated, and reviewed to ensure its effectiveness.

It is imperative that the Bitou municipality holds an approved Health and Safety standards.

Comments: Acting Director, Financial Services

The recommendation by the acting Municipal Manager is supported.

Comments: Acting Director Corporate Services/Manager Legal Services

The recommendation by the acting Municipal Manager is supported.

Comments: Director: Community Services

The recommendation by the acting Municipal Manager is supported.

Section 3: Corporate Services

Comments: Acting Director: Planning & Development

The recommendation by the acting Municipal Manager is supported.

Comments: Director: Engineering Services

The recommendation by the acting Municipal Manager is supported.

RECOMMENDED BY THE ACTING MUNICIPAL MANAGER

That the Council take note of Occupational Health and Safety report to ensure the workplace findings with its recommendations be implemented at earliest convenience to remain in compliance.

Section 3: Corporate Services

ITEM C/3/310/08/25

PROGRESS REPORT ON PLACEMENT COMMITTEE AND JOB EVALUATION SESSION

Portfolio Comm: Finance and Corporate Services

File Ref: 4/8/4

Demarcation: All Wards

Delegation: Council

Report from: Director Corporate Services

Author: HR Officer Organizational Development & Job Profiling

Date: 08 July 2025

PURPOSE OF THE REPORT

The purpose of this report is to provide an update on the progress of the Placement Committee's efforts regarding employee placement within the pool and to highlight developments related to the Job Evaluation session at the district.

BACKGROUND/DISCUSSION

The Placement Committee has been tasked with placing employees within the municipal pool to ensure optimal alignment of skills and experience with vacant positions. The goal is to ensure that each employee is positioned in a role that best suits their capabilities, enhancing overall organizational efficiency. This process is critical as the municipality moves forward in implementing the newly approved Macro and Micro Organizational Structures, which were finalized on December 12, 2024, and February 27, 2025, respectively.

In parallel, the municipality is working towards evaluating job descriptions (JDs) as part of an ongoing initiative to strengthen the organizational framework. The Job Evaluation Session held between June 25-26, 2025, at the district provided a platform for the submission of various JDs for evaluation.

PLACEMENT COMMITTEE PROGRESS

The Placement Committee is nearing the completion of the placement process for employees within the pool. Employees are being matched with vacant positions based on their skills, experience, and the demands of the available roles. The committee has made significant progress in ensuring that each placement reflects the competencies and professional background of the employees, thereby fostering enhanced performance and productivity across the municipality. The meeting scheduled for 3 July 2025 is convened to finalise the process.

JOB EVALUATION SESSION – JUNE 2025

The Job Evaluation Session held at the District from June 25-26, 2025, was a significant milestone for the municipality. During this session, nine job descriptions were submitted for evaluation. However, two of the submissions were withdrawn due to uncertainties surrounding their positions. The goal of this evaluation is to ensure that all job descriptions, particularly those for new positions created under the Macro and Micro Organizational Structures, are thoroughly assessed.

Section 3: Corporate Services

Summary of submissions:

Total Job Descriptions submitted: 9

Job Descriptions withdrawn: 2

Next Steps:

Placement Process Finalization:

The Placement Committee will continue working to finalize the placement of employees within the pool, ensuring that every placement is made according to the qualifications and experience of the employee.

Job Evaluation Follow-up:

The municipality will engage with relevant stakeholders to address the withdrawal of the two job descriptions and ensure the remaining seven are evaluated comprehensively.

Additional steps will be taken to ensure that all job descriptions related to new positions in the Macro and Micro Organizational Structures are submitted for evaluation.

Monitoring of Job Evaluations: Continuous monitoring of the evaluation process will be essential to ensure that all new job descriptions are evaluated in a timely and accurate manner, particularly as the municipality begins the 2025/2026 financial year.

LEGISLATION

Local Government: Municipal Structures Act, Act 117 of 1998

Local Government: Municipal Systems Act, Act 32 of 2000 and Regulations

Employment Equity Act, Act 55 of 1998

Skills Development Act, Act 97 of 1998

Labour Relations Act (LRA), No. 66 of 1995

Occupational Health and Safety Act (OHSA), No. 85 of 1993

Comments: Acting Director, Financial Services

The recommendation by the acting Municipal Manager is supported.

Comments: Acting Director Corporate Services/Manager Legal Services

The recommendation by the acting Municipal Manager is supported.

Comments: Director: Community Services

The recommendation by the acting Municipal Manager is supported.

Comments: Acting Director: Planning & Development

The recommendation by the acting Municipal Manager is supported.

Section 3: Corporate Services

Comments: Director: Engineering Services

The recommendation by the acting Municipal Manager is supported.

RECOMMENDED BY THE ACTING MUNICIPAL MANAGER

That the progress report on Placement and Job Evaluation for the period April to June 2025, be noted.

ITEM C/3/311/08/25

QUARTERLY EAP/WELLNESS REPORT

Portfolio Comm: Finance and Corporate Services
File Ref: 4/3/5/1/2

Demarcation: All Wards
Delegation: Council

Report from: Director Corporate Services

Author: HR Officer Employee Wellness

Date: 08 July 2025

PURPOSE OF THE REPORT

The purpose of this report is to provide insight into the interviews conducted with employees who were absent for more than three consecutive days in May, resulting in their inclusion on the hours not worked list and subsequent salary deductions. To report on phase two of the Financial Wellness Program, and how the employees benefit from the program. The report aims to humanise the data, promote proactive support, and explore opportunities to enhance employee well-being, financial stability, and operational responsiveness.

EMPLOYEE WELLNESS DAY

The Employee Wellness Day was organized to promote physical wellbeing, mental health awareness, and connection among staff. The aim was to offer employees an opportunity to engage in movement, build interdepartmental relationships in a relaxed setting, and ignite a desire for consistent physical activity beyond the workplace.

Employees gathered at the Main Administrative Building from 09:50, where they were welcomed, each participant received a raffle number upon entry. At 10:20, the 3.9-kilometre Fun Run/Walk officially began, with participants choosing to either walk or run at their own pace. To ensure employee safety, traffic arrangements were made in collaboration with the Traffic Section and Officials were positioned at road crossings to assist and ensure the safe passage of participants along the route.

Upon arrival at the Rugby Field, employees were welcomed by the Executive Mayor, whose remarks emphasized the municipality's commitment to wellness and employee engagement.

Stakeholder Engagement Area: A range of service providers (including medical aids and banks) were present and interacted with employees by offering: On-site health screenings Blood pressure and glucose tests Informational material on wellness products and financial wellness services Branded promotional giveaways

Motivational Speakers

Dr. Matthew Zolstra: Connection Ecologist, Outdoor Facilitator & Tension Relief Provider. Delivered an inspiring talk on the healing power of nature and intentional movement.

Section 3: Corporate Services

Carol Surrey: Counseling Psychologist, Biodanza Facilitator & Family Wellness Expert. Focused on emotional health, family dynamics, and incorporating joyful movement into daily routines.

Raffle Draw & Closing: Raffle prizes were awarded, followed by closing remarks and a formal thank you to all employees for their participation.

WELLNESS SURVEY FEEDBACK

A post-event Wellness Survey was conducted, and the feedback was overwhelmingly positive. The key requests are as follows:

1. Many employees expressed interest in expanding the physical component of the day beyond the fun run.
2. Hydration Needs: Several employees recommended hydration stands along the route to keep participants refreshed during the walk/run.
3. Numerous staff members suggested offering fruit and water, or healthy snack options.
4. Some proposed inviting private food trucks or stalls to provide nutritious options for purchase or sampling.
5. There was a recurring association between the wellness day and healthy eating, which is an encouraging alignment with the event's intention.
6. Wellness Goodie Packs: A popular request was to have wellness goodie bags for all employees.
7. Gratitude & Positive Feedback: Several employees thanked the organizer personally for planning an enjoyable and purposeful day. Some participants indicated that they had no suggestions, as the event was well-rounded and met their expectations.

COMBATTING ABSENTEEISM

In an aid to outline the findings and observations following employee interviews conducted with staff members who were recorded as absent from work for more than three consecutive days during the month of May. These extended absences led to the affected employees being captured on the “Hours Not Worked” list, which subsequently resulted in salary deductions.

The interviews were conducted as part of an ongoing effort to support employee well-being, enhance communication between staff and management, and ensure that any trends or systemic concerns are identified and addressed proactively. The engagement forms part of the broader Employee Wellness framework and aligns with the organisation's commitment to maintaining a supportive, informed, and responsive work environment.

The purpose of conducting the interviews was to:

- Understand the reasons behind extended absenteeism.
- Provide employees with a safe platform to share any challenges they may be experiencing—either personally or professionally.
- Gauge employees' emotional and psychological well-being during and after their absence.
- Identify patterns or commonalities in absenteeism that may warrant further intervention.
- Foster an open line of communication between the wellness office, employees, and site management.
- Reinforce the organisation's care-based approach to employee relations and encourage early reporting or support-seeking behaviours.

SUMMARY OF ENGAGEMENTS

All employees who were listed under the “Hours Not Worked” category for the month of May are from the Integrated Waste Management section. Each of these employees were absent for a period exceeding three consecutive working days, triggering the salary deduction protocol.

Through the interviews, it became evident that all absences were driven by personal matters, including—but not limited to—family responsibilities, medical concerns, and mental or emotional strain. Importantly, no work-related factors were identified as contributing to the absenteeism.

The employees communicated a deep sense of gratitude for the opportunity to be heard. Many remarked that they felt “seen” and “valued,” simply by being invited into a space where their situation could be understood without judgment.

OBSERVATIONS

Employee Responses

- Employees expressed relief and appreciation for being offered a platform to engage constructively.
- Many stated that this was the first time they were directly engaged about their absenteeism in a non-punitive, supportive way.
- Some noted that while they accepted the deductions as per policy, they hoped that going forward, consideration might be given for exceptional cases where absences stem from unavoidable personal hardship.
- The consistent message was that the gesture of engaging them already went a long way in restoring their morale and trust in the organisation.
- The employees were also given a refresher in terms of the Main Collective Agreement as it relates to leave and the protocol they need to follow, and they appreciated the reminder.

4.2 Management Engagement

- Both the Site Manager and Superintendent at Integrated Waste Management were highly cooperative throughout the engagement process.
- They expressed openness to feedback and displayed genuine concern for their employees’ well-being.
- The management team welcomed suggestions regarding future proactive wellness initiatives and reiterated their commitment to supporting employees within policy and operational parameters.
- Notably, their attentiveness and empathy set a tone that encouraged honesty and transparency during interviews.

KEY THEMES IDENTIFIED

From the interviews and discussions, the following themes emerged:

- **Personal Crises and Mental Load:** A notable number of employees described grappling with complex personal responsibilities, including family illness or caregiving duties. These personal pressures often result in short-term absenteeism that cannot be pre-planned.
- **Communication Barriers:** Some employees admitted that they were unsure of how to report extended personal absences.
- **Trust and Transparency:** The initiative helped restore trust between the employees and leadership. It also modelled a compassionate approach that balanced accountability with empathy.

FINANCIAL WELLNESS PROGRAM: PHASE 2

This report outlines the cost savings and stress reduction achieved through policy consolidation as part of Phase Two of the Financial Wellness Program. While Phase One focused on financial education—equipping employees with knowledge and tools to make informed decisions—Phase Two takes that insight into practical application by directly improving employees’ financial circumstances through consolidated insurance solutions.

Current Challenge

Many employees, particularly within blue-collar roles, carry multiple small insurance policies. This results in: -Multiple deductions on monthly payslips, which can be confusing and burdensome. Higher cumulative premiums, often without providing additional or more effective coverage. -Increased financial stress due to the complexity and lack of visibility over their insurance structure.

The Phase Two Solution: Policy Consolidation

To address these pain points, the consolidation model restructures scattered individual insurance policies into a single, unified policy—offering the same coverage at a significantly lower monthly cost.

This solution achieves: Reduced Premiums: Clients pay less for the same protection.
2. Simplified Payslips: One deduction instead of multiple, making financial tracking easier and less overwhelming.

Savings Analysis

Below is the list of employees at Community Services who have benefitted under this model and shows substantial monthly savings:

Current Amount	New Amount	Saving (total)
R1350	R750	R500
R2981	R1647	R1333
R1705	R1168	R536
R1430	R927	R503
R1789	R1304	R485
R2805	R1500	R1305
R1801	R1114	R687
R1324	R871	R453
R1500	R522	R978
R2900	R1599	R1301
R2990	R1585	R1405
R1 805	R1 163	R642
R2 002	R1 328	R674
R1 313	R648	R665

Conclusion and Motivation

This marks a significant stride in the Financial Wellness Program: transforming education into action. By implementing policy consolidation:

Take-home pay increases, improving everyday financial resilience.

Payslip deductions are simplified, reducing administrative and psychological load.- Stress is minimized, and employees are better positioned to plan and manage their money confidently.

This initiative not only supports healthier financial behaviours but also contributes meaningfully to workplace wellbeing, aligning with the broader goal of empowering employees through sustainable, real-world solutions.

CONCLUSION

The interviews conducted with employees absent for extended periods in May have provided meaningful insights into the personal challenges that contribute to absenteeism and its financial consequences. Employees expressed appreciation for the opportunity to be heard, and the engagement reaffirmed the importance of a compassionate, proactive approach to wellness. Management at Integrated Waste Management demonstrated empathy and openness, creating space for constructive dialogue and shared problem solving. This report highlights the value of aligning employee wellness initiatives with operational data, such as the hours not worked list, to drive targeted support. Continued collaboration, communication, and early intervention will be key in sustaining these gains and shaping a workforce culture that supports both people and performance.

Comments: Acting Director, Financial Services

The recommendation by the acting Municipal Manager is supported.

Comments: Acting Director Corporate Services/Manager Legal Services

The recommendation by the acting Municipal Manager is supported.

Comments: Director: Community Services

The recommendation by the acting Municipal Manager is supported.

Comments: Acting Director: Planning & Development

The recommendation by the acting Municipal Manager is supported.

Comments: Director: Engineering Services

The recommendation by the acting Municipal Manager is supported.

RECOMMENDED BY THE ACTING MUNICIPAL MANAGER

That Council take note of the quarterly EAP/Wellness Report.

Section 3: Corporate Services

ITEM C/3/318/08/25

CORPORATE COMMUNICATION SECTION: SOCIAL MEDIA POLICY

Portfolio Comm: Finance & Corporate Services

File Ref: 1/3/3

Demarcation: All Wards

Delegation: Council

Attachments: Social Media Policy

Report from: Director Corporate Services

Author: Manager Corporate Communications, Intergovernmental Relations and Public Participation

Date: 06 August 2025

PURPOSE OF THE REPORT

For Council to approve the social media policy for the institution, to guide all social media activities and engagements of Council and administration of the municipality.

BACKGROUND /DISCUSSION

Social media is a powerful tool for local government to engage with communities, share important updates, and promote transparency. For Bitou Municipality, it enhances public participation, improves service delivery communication, and builds trust between the municipality and its residents.

Having a clear social media policy ensures responsible use, protects the municipality's reputation, and provides guidelines for staff on how to communicate professionally and consistently. It also helps manage risks such as misinformation, privacy breaches, and inappropriate content.

A well-defined policy empowers Bitou Municipality to use social media effectively while maintaining accountability and integrity in all online interactions.

There are several risks that the municipality may face, if it does not have a social media policy and these include.

1. Reputational Damage:

- Unregulated posts by staff or departments may lead to misinformation, offensive content, or inconsistent messaging.
- Negative public perception can arise from inappropriate responses or lack of professionalism online.

2. Legal and Compliance Issues

- Breaches of privacy laws (e.g., POPIA) if personal information is shared without consent.
- Potential liability for defamatory or discriminatory content posted by employees.

3. Security Risks

- Increased vulnerability to cyber threats such as phishing or account hacking.
- Lack of control over who accesses and manages official accounts.

Section 3: Corporate Services

4. Misinformation and Confusion

- Conflicting or inaccurate information shared without verification can mislead the public.
- Absence of a clear communication protocol during emergencies or service disruptions.

5. Employee Misconduct

- Staff may post personal opinions or sensitive information using municipal platforms.
- No accountability or disciplinary framework for misuse of social media.

6. Loss of Public Trust

- Inconsistent engagement or failure to respond appropriately can erode community confidence.
- Lack of transparency and professionalism in online interactions.

The policy was circulated amongst Councillors and Officials of the institution for comments and inputs, but nothing was received. A Policy Workshop was held on 23 July 2025 to facilitate further engagement on the draft policy. No further comments or input were received on the agreed 1 August 2025.

FINANCIAL IMPLICATION

None provided

EXECUTIVE SUMMARY

Social media plays an integral role in the communication strategy of the municipality, and the policy is aimed at guiding all social media engagements of the institution in order to avoid conflict.

RELEVANT LEGISLATION

POPI Act, PAIA, Municipal Systems Act, Constitution of the Republic of South Africa

Comments: Acting Director, Financial Services

The recommendation by the acting Municipal Manager is supported.

Comments: Acting Director Corporate Services/Manager Legal Services

The recommendation by the acting Municipal Manager is supported.

Comments: Director: Community Services

The recommendation by the acting Municipal Manager is supported.

Comments: Acting Director: Planning & Development

The recommendation by the acting Municipal Manager is supported.

Comments: Director: Engineering Services

The recommendation by the acting Municipal Manager is supported.

RECOMMENDED BY THE ACTING MUNICIPAL MANAGER

1. That Council takes note of the report.
2. That Council approves the Social Media Policy.

Annexure A

**CORPORATE COMMUNICATIONS, INTERGOVERNMENTAL
RELATIONS, AND PUBLIC PARTICIPATION**



SOCIAL MEDIA POLICY

POLICY COMPILED BY:	ANDILE NAMNTU – MANAGER CORPORATE COMMUNICATIONS, IGR, AND PUBLIC PARTICIPATION
POLICY OWNER:	BITOU CORPORATE COMMUNICATIONS, INTERGOVERNMENTAL RELATIONS, AND PUBLIC PARTICIPATION
POLICY ISSUE NUMBER:	
POLICY EFFECTIVE DATE:	

VERSION CONTROL

Section	Version	Revision	Date	Page	Reason for change

Table of Content

Heading	Page
1. PURPOSE AND CONTEXT	3
2. DEFINITIONS	4
3. POLICY STATEMENT	5
4. LEGISLATIVE BASIS FOR THIS POLICY	6
5. CORPORATE COMMENT	6
6. PROCEDURES	7
7. ACCOUNT MANAGEMENT	9
8. ACCEPTABLE USE	10
9. CONTENT	11
10. SECURITY	11
11. LEGAL ISSUES	11
12. COMMUNITY AND CITIZENS CONDUCT	11
13. MONITORING	11
14. POLICY REVIEWS	12
15. SIGN OFF	12

1. PURPOSE AND CONTEXT

- a. The purpose of this policy is to regulate the official use of the Bitou Local Municipality (“BLM”)’s Social Media channels.
- b. Social media refers to channels that can include blogs, wikis, and social networks such as Facebook, Twitter, YouTube, Instagram, Tumblr, LinkedIn, Instagram, and WeChat. However, there are many more and others are still evolving. This policy covers the broad spectrum of social media platforms that are currently available and will be available in the near future.
- c. The use of social media platforms has been gaining acceptance in all spheres of government around the world. This provides an opportunity for two-way communication between government and citizens, partners, and stakeholders, where the frequency and speed of engagement have increased.
- d. BLM understands that Technological innovation is a feature of our rapidly changing communication environment. It is the policy of BLM to keep up to date with these technological innovations and be aware of how technology can benefit the public.
- e. This policy therefore outlines BLM's expectations of employees, its associated partners, and BLM managed Agencies’ staff concerning media and public comment, including social media, where there is an identifiable connection with BLM.
- f. Users of BLM’s social media channels are required to demonstrate high standards of ethics and conduct and act responsibly when they exchange ideas and information on BLM’s social media networks.
- g. Further, users must understand that they have responsibilities as representatives of BLM and that their actions can have either a positive or a negative impact on the public image and reputation of BLM.
- h. These expectations are not intended to restrict the right of any individual to freely express their opinions.
- i. This document aims to ensure the ethical use of social media by its officials, to the extent that such use may be misinterpreted as representing the official position of BLM.
- j. This policy therefore outlines our approach to official social media use by employees and public participation in our social media channels.
- k. This policy applies to all BLM staff and contractors and should be read in conjunction with BLM’s relevant Communications and Media policies.

2. DEFINITIONS

For the purposes of this Policy, unless the context indicates otherwise, the following terms will be defined as follows:

Term	Meaning
Account	means a profile using a social media platform for the purpose of official social media use. Without an account, one cannot create a profile.
Advertising	means information and/or images published or broadcast in any media
Brand	means System of values, benefits, attributes, culture, and personality defining and differentiating BLM.
Brand Image	means the character and image of BLM, including BLM's name and logo which reflects its culture and is presented to various publics. This image is designed according to the corporate identity and messages to accord with and facilitate the attainment of the BLM's objectives and mandate. It is usually visibly manifested by way of branding and the use of trademarks.
Employees	means, all individuals working at all levels and grades, including senior managers, officers, directors, employees (whether permanent, fixed-term, or temporary), consultants, contractors, trainees, seconded staff, casual workers, agency staff, volunteers, interns, agents, sponsors, or any other person associated with BLM, or any of its entities or joint ventures entered with BLM
Following	means the act of a person or entity gaining access to a social media platform via a particular mechanism or the permission of the account owner to view content that is of interest to them
HOD	This refers to the Head of the Department.
Media	means all forms of print, radio, television, film, online, digital, and social media.
Platform	means a framework upon which tools of communication such as social media operate.
Post	means a piece of content that is shared on a social media platform
Posted/Posting	means an act of having shared a piece of content on a social media platform
Profile	means a profile is a description of a registered user or organization's inputs about themselves on a social media platform. This may include basic information about the user or organization, a picture, a description, and links
Sharing	means an act of passing on the content to and from individuals, groups, and organizations across social media platforms
Social Media	means any website or medium that allows for public communication, including, but not limited, to social and professional networking sites, blogs, micro-blogging sites, video photo-sharing sites, fora,

	discussion boards and groups, podcasting sites, and instant messaging services (including short messaging services (SMSs)).
Social Media Platforms	means the tools or mechanisms that are used to facilitate the creation and exchange of content generated for and by users
BLM	means the Bitou Local Municipality
Unfollow	means to stop following someone's activities or remove oneself as a member of a community on a social media platform
User-generated content	means any form of content such as video, blogs, images, audio files, and other forms of media that are created by users online and is accessible to other users
Users	means an individual or organization that partakes in any type of engagement or information sharing on a social media platform. Users also mean any BLM employee and councilors, part-time and full-time employees, contractors, and third-party suppliers and/or those authorized to generate content for social media platforms associated with BLM.
Undesirable conduct	means any unacceptable conduct inclusive of, but not limited to, the generation of content that is detrimental to the image or reputation of BLM, which is defamatory, pornographic, proprietary, harassing, and/or defamatory conduct that may create a hostile work environment.
Official social media site	means any social media account that uses BLM's logo, and/or name and represents BLM on an official level.

3. POLICY STATEMENT

In acknowledging the opportunities and challenges occasioned by the latest developments in communication, BLM seeks to provide the following principles to give effect to this policy: -

- a. Social media is a powerful means of communication that is continuing to grow. BLM encourages using social media to engage with employees, business partners, the community, colleagues, and stakeholders.
- b. BLM embraces the evolution and use of social media as a tool for communicating globally.
- c. Given that social media afford users a public platform to express themselves, BLM must establish clear guidelines regarding responsible behavior, standards of conduct, and expectations that users must adhere to when using social media for official purposes.
- d. Users are expected to be mindful of the fact that any official activity on public platforms has an impact on the image of BLM users; they should always refrain from any activity that can tarnish this image. It should also be noted that certain conduct may be regarded as misconduct in terms of the provisions of the relevant BLM's Disciplinary Code and Procedure. It may also constitute a criminal offense, in which case offenders may be prosecuted through the criminal justice system. The guidelines, rules, and regulations governing users' conduct during normal interaction in BLM's Code of Conduct also apply to users' conduct online.
- e. It is the policy of BLM to allow freedom of expression and the right of association. However, users are expected to exercise these rights responsibly so as not to injure another party in any way.

- f. Although social media presents new challenges, both the public and BLM employees' expectations need to be addressed, differences in communication culture explored, all the while navigating the line between official and personal use.
- g. It is the policy of BLM to manage the social media communications by its employees and manage the image of BLM through the implementation of a social media policy.

4. LEGISLATIVE BASIS FOR THIS POLICY

The following should be read and considered in conjunction with this policy:

- a) The Constitution of South Africa (Act No. 108 of 1996) Chapter 2 Section 32
- b) Public Service Regulations Part 1 (H.4) Chapter 1 (PRS/1/1/H.4).
- c) Promotion of Access to Information Act (Act No. 2 of 2000) (PAIA)
- d) Government Communications Policy, 2016
- e) National Archives and Records Service of South Africa Act (Act No. 43 of 1996, as amended.)
- f) The Copyright Act (Act No. 98 of 1978 as amended)
- g) Electronic Communications and Transactions Act (Act No. 25 of 2002)
- h) Protection of Personal Information Act (Act No. 4 of 2013)

5. CORPORATE COMMENT

5.1 PERSONS AUTHORISED TO SPEAK ON BEHALF OF BLM

Only the following designated officials, or as delegated, have the right to communicate on social media platforms on any issue on behalf of BLM as per the objectives outlined in this Policy:

- 5.1.1. Executive Mayor
- 5.1.2. Speaker of Council
- 5.1.3. Chief Whip of Council
- 5.1.4. Municipal Manager
- 5.1.5. Director Corporate Service
- 5.1.6. Manager: Corporate Communications, Intergovernmental Relations, and Public Participation

- 5.2** The above designated may, subject to the provisions of this policy and any other legislation applicable to the release of official information by BLM, officially communicate with the media on any matter relating to or affecting BLM, including but not limited to, the holding of media conference, releasing of media statements/releases in respect of information relating to-

- 5.2.1. Matters of national application of interest to BLM, such as management issues, BLM's policies, and financial (budgetary) matters;
- 5.2.2. Any matter relating to BLM or any matters of a political nature.

6. PROCEDURES

6.1 Consulting with the Social Media

- 6.1.1. The Corporate Communications Section shall always be available to assist with social media liaison, writing, approval, and distribution of BLM and Council media releases. It is also available to assist with coordinating media interviews and filming opportunities on BLM premises.
- 6.1.2. Employees who respond to inquiries directly from social media are required to inform the Corporate Communications Section of the media engagement, so it can assist with maximizing publicity and follow-up on the media opportunities.

6.2 Approval of Official Social Media Sites

- 6.2.1. The Corporate Communications Section must approve official social media sites, and these sites must adhere to the relevant BLM policies and guidelines.
- 6.2.2. Employees must attend training facilitated by the Corporate Communications Section before they will be authorized to manage official BLM social media sites. The training will cover topics such as content planning, moderation, escalation procedures, and reporting requirements.
- 6.2.3. Employees wishing to create an official BLM social media site are required to complete the Social Media Channel Request before setting it up and must notify the Manager of Corporate Communications, Intergovernmental Relations, and Public Participation once the site has been set up. Administrator access to the site must also be shared with the Manager of Corporate Communications in case of emergency intervention.

6.3 Response to Adverse Postings on External Websites

- 6.3.1 The Manager of Corporate Communications will examine any posting on any external, non-BLM, social media, or other website of which they become aware that threatens or incites harm to BLM's staff, or facilities, or any posting or website that threatens or undermines BLM's reputation. BLM will take appropriate action where it believes a posting, or a website breaches its policies.

6.4 Personal use of social media

- 6.4.1 When it comes to personal use of social media by BLM employees, the code of conduct for employees should be respected and considered as the guiding rule. The code of conduct for employees allows BLM employees to act in a private capacity to influence public opinion or promote issues of public interest. All personal online communication activities should NOT bring BLM's image into ridicule and disrepute. All employees must always keep their posts legal, ethical and respectful.

- 6.4.2 Personal use of social media implies that the employees are using social media for personal interest, which has nothing to do with their duties for BLM and/or their departments. However, when using social media platforms in their personal capacity, BLM's employees always have a responsibility not to bring BLM's image and reputation into disrepute.
- 6.4.3 All BLM employees should always think, apply their minds, and use sound judgment and common sense before posting on social media. BLM employees should remember that even if they act or speak in a personal capacity, their position as BLM employees in their respective communities may be known to anyone in the potential audience and maybe misunderstood or misrepresented as an official position of BLM.
- 6.4.4 Personal use of social media must be conducted in a manner that indicates no link or association with BLM. For this reason, personal use is not covered in this policy.
- 6.4.5 BLM will, however, take necessary steps should users make use of social media in a manner that has a direct, indirect, or potential impact on BLM's reputation or interests.
- 6.4.6 When using social media in their personal capacity, employees should consider the following:
- a) Keep BLM's confidential information private and confidential.
 - b) BLM employees may only use personal social media platforms to share BLM news if that information has already been officially published in the public domain.
 - c) BLM employees must familiarize themselves with the content of any non-disclosure agreement they signed when joining BLM and ensure that all personal social media activities are in alignment and compliance with this policy and all other applicable regulations, acts, and policies.
 - d) Keep personal social media activities distinct from BLM's communication.
 - e) BLM's logos and other BLM branding symbols must not be used in personal social media posts without explicit permission in writing from the designated departmental authority.
 - f) BLM's employees can be held legally responsible for all comments that they post on their personal social media platforms.

For Political principles

- 6.4.7 Everything Councillors do and say on social media reflects on BLM and its reputation. In conducting themselves on social media, it is important that Councillors apply their minds, use sound judgment and common sense, and in addition, act with professionalism, integrity, and always adhere to BLM's values.
- 6.4.8 For Councillors, this remains a guideline; however, within any structure, a Councillor may refer any matters to their code of conduct of Councillors to the Ethics Committee via the Speaker of Council.

6.5 Use of Social Media for BLM

Users must –

- 6.5.1 Only disclose and discuss information about BLM or its activities that are not confidential and are publicly available.
- 6.5.2 Take reasonable steps to ensure that the content published is accurate and not misleading;

- 6.5.3 Ensure that the use of social media complies with the relevant rules of BLM and the terms of use of the relevant social media.
- 6.5.4 Not post or share any content that is unlawful, defamatory, racist, sexist, homophobic, xenophobic, or insulting;
- 6.5.5 Not post or share content, which is harassing, threatening, obscene, pornographic, indecent, foul language, suggestive, or otherwise objectionable;
- 6.5.6 Do not share content that criticizes individual community members, colleagues, Councillors by name, or the BLM;
- 6.5.7 Do not post anything untrue;
- 6.5.8 Generally, comply with the laws of the country, for instance, those on copyright, privacy, defamation, discrimination, harassment; and
- 6.5.9 Always be respectful and courteous to others when using social media.

6.6 Policy Compliance

Contravention of this policy may result in a disciplinary process followed in terms of the BLM Code of Conduct and Disciplinary Regulation.

7. ACCOUNT MANAGEMENT

- 7.1 The Manager Corporate Communications, Intergovernmental Relations, and Public Participation and/or his/her designate is responsible for;
 - a) developing an overarching social media strategy and plan for BLM.
 - b) overseeing the creation, implementation, monitoring, evaluation, and final closure of social media accounts for BLM.
 - c) ensuring that only official social media sites of BLM are operating and that all links are made available on the Municipal Website.
 - d) defining and communicating to all employees what appropriate Municipal information should be communicated.
- 7.2 BLM must appoint/designate an employee who will be responsible for:
 - a) consulting with the Manager Corporate Communications, Intergovernmental Relations, and Public Participation, and approving requests to set up social media accounts for BLM;
 - b) evaluating each request, authorizing which staff member can use these social media platforms, and recommending that they acquire the necessary skills;
 - c) maintaining a list of official and active social networking sites as well as the employees responsible for this oversight;
 - d) ensuring that all social media pages comply with BLM's communications and branding guidelines;
 - e) monitoring and reviewing the content posted for accuracy and adherence to consistent government messaging; and
 - f) acting as the appointed custodian or the point of contact between BLM, provincial, national, and local counterparts.
- 7.3 In instances where there are resource limitations, the Manager Corporate Communications, Intergovernmental Relations, and Public Participation will be responsible for the social media function.
- 7.4 Employees appointed as custodians of the social media function will have this aspect incorporated into their job description.
- 7.5 Communication personnel should have access to all official social media platforms within

BLM for the purposes of monitoring and following issues arising in the environment and monitoring debates around these matters.

7.6 The Manager Corporate Communications, Intergovernmental Relations, and Public Participation, or his/her designate, will be authorized to engage in debates arising in the social media environment that require immediate interaction or engagement.

8. ACCEPTABLE USE

- 8.1 Municipal employees recognized as official spokespersons or representatives of/ by the media or in the public space cannot comment on Municipal activities and/or provide commentary that is contrary to the official BLM position on official/private social media sites. They may, however, relay the contents of press releases, conferences, etc., on public/private social media accounts.
- 8.2 Municipal employees using social media sites in their private capacity must be made aware of the Code of Conduct for Public Servants, and relevant laws and regulations that apply in respect of privacy and confidentiality issues. They must declare upfront that they are writing in their personal capacity so that their comments are not interpreted as the official view of BLM.
- 8.3 Any personal social media accounts or accounts unrelated to BLM that currently exist or will be created in the future, may not be registered using a Municipal issued email address. This applies to any social media platform that requires an email account to register. These accounts must use private email addresses and contact details.
- 8.4 Municipal employees cannot use Municipal-related usernames or handles when setting up their personal accounts. e.g., “Bitou-Brown.”

9. CONTENT

- 9.1 All content posted on an official account must be professional and reflect BLM’s values.
- 9.2 Content that is copyright protected must not be published unless authorization has been sought from the original author.
- 9.3 BLM is:
 - a) responsible for ensuring that content on all municipal social media platforms is always current and relevant and that derogatory comments are removed where possible.
 - b) expected to respond to both positive and negative engagement via their social media accounts
 - c) expected to ensure that these campaigns are supported through other media channels.
 - d) required to manage BLM’s own content on the various social media accounts.

10. SECURITY

- 10.1 The Corporate Communications Department must ensure that passwords to their social media accounts are changed at least twice a year. Where users access social media accounts via their personal accounts, users must be removed from the account when they are no longer part of the operational team. It is recommended that this password complies with BLM’s IT Security Policy. The policy suggests that the password used has at least one distinctive character “” and one number along with plain text.

11. LEGAL ISSUES

- 11.1 BLM through its social media account managers is mandated to keep a record of all information posted online. All information and correspondence on social media must be recorded and archived. While most social networks do not provide this functionality, third-party services allow for the implementation of this requirement.
- 11.2 When publishing information or providing advice online, necessary records must be captured, retained, and filed in accordance with the National Archives and Records Service of South Africa Act (Act No. 43 of 1996, as amended).
- 11.3 Any content that is removed must be retained, including the time, date, and identity of the poster in accordance with the National Archives and Records Service of South Africa Act.
- 11.4 BLM information may be categorized, but not restricted to the following classified information grouping.
 - 11.4.1 National Security Information (hereinafter “classified information”) shall be classified at one of the following three levels.
 - 11.4.2 “Top Secret” shall be applied to information, the unauthorized disclosure of which could be expected to cause exceptionally grave damage to national security.
 - 11.4.3 “Secret” shall be applied to information, the unauthorized disclosure of which could be expected to cause severe damage to national security.
 - 11.4.4 “Confidentiality” shall be applied to information, the unauthorized disclosure of which could be expected to cause damage to national security.

12. COMMUNITY AND CITIZENS CONDUCT

- 12.1 BLM must make the public and members of its community aware of its social media policy when interacting with the Municipality. Social media commentary by citizens will be removed if posted on the official BLM pages if it:
 - a) is used to defame, insult, abuse, harass, threaten, or attack anyone
 - b) includes the use of language that is obscene and/or offensive
 - c) goes against the principles of the Constitution and discriminates against any particular race, gender, sexual preference, religion, etc.
 - d) advertises or promotes commercial interests
 - e) promotes illegal or unethical activities
- 12.2. If any comment or post by a member of the public and/or group contravenes or continues to contravene this policy, BLM reserves the right to delete it, block that person/organization, and report the post immediately to the Municipal Manager. However, comments that criticize BLM or its officials should be allowed to stand, provided they do not contravene the provisions of this Policy.

13. MONITORING

- 13.1 Social media accounts will be monitored daily. Items to be monitored include the following:
 - a) comments on published content and whether these adhere to social media guidelines;
 - b) inquiries received via comment or inbox/direct messages; and

- c) whether online sentiments are becoming increasingly negative.

14. POLICY REVIEWS

- 14.1 This policy shall be effective and valid from the date of approval by the Council;
- 14.2 This policy shall be reviewed once in three years; and may also be reviewed as and when the need to do so arises which may depend on a change in circumstances, such as the law or national policy on the matter or issue, etc. The policy with proposed amendments shall be submitted to the Council for approval;

15. SIGN OFF

The signatories hereof confirm their acceptance of the contents and recommend the adoption of this policy thereof.

DESIGNATION	SIGNATURE	DATE SIGNED
POLICY OWNER		
DIRECTOR CORPORATE SERVICES		
MUNICIPAL MANAGER		
DATE OF REVIEW		

Section 3: Corporate Services

ITEM C/3/320/08/25

CORPORATE COMMUNICATION SECTION: CORPORATE IDENTITY AND BRANDING POLICY

Portfolio Comm: Finance & Corporate Services

File Ref: 9/1/3/3

Demarcation: All Wards

Delegation: Council

Attachments Corporate Identity and Branding Policy

Report from: Director Corporate Services

Author: Manager Corporate Communications, Intergovernmental Relations and Public Participation

Date: 06 August 2025

PURPOSE OF THE REPORT

For Council to approve the Corporate Identity and branding policy for the institution, to guide all corporate identity and branding matters.

BACKGROUND /DISCUSSION

Corporate identity and branding are essential for Bitou Municipality to present a unified, professional image to the public. They reflect the municipality's values, vision, and commitment to service excellence. A consistent brand builds trust, strengthens community engagement, and enhances recognition across all platforms and communications.

Without a formal policy, branding efforts can become fragmented, leading to confusion, reputational risks, and missed opportunities to reinforce the municipality's identity. A corporate identity and branding policy ensures consistency, protects the integrity of official symbols, and guides staff in applying the brand correctly across all media.

Establishing this policy is key to maintaining a strong, credible presence that resonates with residents, stakeholders, and partners.

The benefits of having a strong corporate identity and branding policy is to;

1. Builds Public Trust and Credibility

A consistent and professional image helps residents and stakeholders recognize and trust the municipality's services and communications.

Section 3: Corporate Services

2. Enhances Communication

Clear branding ensures that all messages—whether online, in print, or person—are easily identifiable and aligned with the municipality’s values and goals.

3. Promotes Unity and Pride

A strong identity fosters a sense of belonging and pride among employees and the community, reinforcing the municipality’s commitment to service excellence.

4. Improves Visibility and Recognition

Consistent use of logos, colours, and messaging makes the municipality more recognizable, helping it stand out in regional and national platforms.

5. Supports Strategic Goals

Branding aligns with broader development and governance strategies, helping communicate priorities like sustainability, innovation, and community engagement.

6. Reduces Miscommunication

A clear identity minimizes confusion by ensuring that all departments and officials speak with one voice, especially during crises or public announcements.

The policy was circulated amongst Councillors and Officials of the institution for comments and inputs, but nothing was received. A Policy Workshop was held on 23 July 2025 to facilitate further engagement in the draft policy. No further comments or input received on the agreed date of 1 August 2025.

FINANCIAL IMPLICATION

None provided

EXECUTIVE SUMMARY

Corporate Identity and branding play an integral role in the communication strategy of the municipality, and the policy is aimed at guiding all engagements of the institution in order to avoid conflict.

RELEVANT LEGISLATION

POPI Act, PAIA, Municipal Systems Act, Constitution of the Republic of South Africa

Comments: Acting Director, Financial Services

The recommendation by the acting Municipal Manager is supported.

Comments: Acting Director Corporate Services/Manager Legal Services

The recommendation by the acting Municipal Manager is supported.

Section 3: Corporate Services

Comments: Director: Community Services

The recommendation by the acting Municipal Manager is supported.

Comments: Acting Director: Planning & Development

The recommendation by the acting Municipal Manager is supported.

Comments: Director: Engineering Services

The recommendation by the acting Municipal Manager is supported.

RECOMMENDED BY THE ACTING MUNICIPAL MANAGER:

1. That Council takes note of the report.
2. That Council approves the Corporate Identity and Branding Policy of the Bitou Municipality.

BITOU MUNICIPALITY

WESTERN CAPE (WC 047)



CORPORATE IDENTITY AND BRANDING POLICY OF THE BITOU MUNICIPALITY (DRAFT)

"To be the best together"

1. BACKGROUND AND INTRODUCTION

Corporate identity and branding are a combination of elements that define the image of the company or business to make it stand out to its customers and stakeholders. These elements include, among others, the following:

- name;
- logo;
- colour palette (s);
- appearance (a bold and outstanding appearance or a more mild and reserved appearance);
- wording and writing style (including font, size, and so on);
- organizational culture;
- shape

These elements are then effectively combined to create the image that the institution wants to be identified with by its internal and external stakeholders. This creates a uniform identity that sets the institution apart, and this is captured in

- uniform signage (buildings, offices, vehicles, plants, equipment, etc.)
- letterheads, business cards, PowerPoint presentations, cover pages, and so on);
- branding of promotional items such as banners, gazebos, tents, etc.
- uniform branding of personal protective equipment, like overalls and other clothing items

The Bitou Municipal Communications section is responsible for ensuring that the municipality has a uniform corporate identity and branding policy that provides a guideline to councilors and officials on all aspects relating to the corporate brand identity of the institution. This policy forms the basis for all corporate identity and branding arrangements in the municipality.

2. DEFINATIONS

Word	Definition
Brand	It is a visual image that the public have of a particular business, and/ or product and it helps them to associate themselves with it.
Brand elements	These are the different elements that makes up the brand and may include a combination

	of the logo, colour combination, words and names, symbols, graphics, etc.
Brand Equity	It is the specific value that the customers place on a particular product or service or even company or organization.
Brand Management	It refers to the effort that the institution puts into constantly growing the brand, and it includes events to create brand awareness, brand loyalty

3. POLICY CONTEXT

The Bitou Corporate Identity and Branding policy does not exist in isolation and has various other policies that it aligns with. These include the following;

- 3.1. The Bitou Communications Policy
- 3.2. The Bitou Customer Care Policy
- 3.3. The Bitou Language Policy
- 3.4. The Bitou Social Media Guidelines
- 3.5. The Bitou Public Participation Policy

4. CORPORATE IDENTITY AND BRANDING GUIDELINES

The below guidelines are important in providing a framework for administering of this corporate and branding policy.

- 4.1. The Bitou Communications, Intergovernmental Relations and Public Participation section is the custodian of this policy.
- 4.2. The Communications Manager takes overall responsibility for the implementation of the policy, and this includes;
 - 4.2.1. ensuring all stationery is designed, procured, and accessible to all users;
 - 4.2.2. ensuring that there is a uniform brand identity throughout the institution;
 - 4.2.3. managing the use of all branding items like banners, tents, gazebos, etc.
- 4.3. The communications section will have to ensure that the institution develops and maintains a corporate identity and branding manual, both in hard and soft copy. The soft copy can also be obtained on www.bitou.gov.za.

4.4. Any deviations from the corporate and branding identity manual should be approved by the Manager Communications in consultation with the Director Corporate Services.

4.5. The Logo:

4.5.1. The Bitou Logo:

The Bitou Logo at current is depicted below;



4.5.2. It has a circular (round) shape and portrays the;

4.5.2.1. Name “Bitou” in **Indigo (“blue”)**

4.5.2.2. Word “Municipality in **Old Lace**

4.5.2.3. The vision of the Bitou Municipality, “to be the best together”, is written at the bottom in **Indigo (“Blue”)**

4.5.2.4. The famous Pansy Shell that is commonly found on the beaches of Plettenberg Bay is perched just above the word Bitou in **White** color.

4.5.2.5. The eyelike space on the shell has traces of **Beau Blue** color.

4.5.2.6. All these pinned nicely on a circular-shaped frame with a **Tan** Color.

4.5.3. The logo of the Bitou Municipality is the trademark of the institution and needs to be treated with respect and caution because it embodies the image of the institution;

4.5.4. It is the most important element in the institution’s corporate identity and branding strategy;

4.5.5. The abuse of the Bitou Municipality logo can have disastrous effects on the image of the institution and can have serious financial and reputational implications. Therefore, it needs to be always safeguarded;

- 4.5.6. Any outside stakeholder that wants to make use of the Bitou Municipal logo needs to get approval from the Accounting Officer by applying through the Communications Manager's office;
- 4.5.7. Once permission has been granted, as per point 4.5.6. it is important to ensure that the usage is in line with the purpose that it was requested for.

4.6. STATIONERY

- 4.6.1. The Communications Section of the Bitou Municipality must ensure that the municipality has a Corporate Identity and Branding Manual that is annually reviewed and updated accordingly;
- 4.6.2. This manual should have accurate designs for the following;
 - 4.6.2.1. Letterheads
 - 4.6.2.2. Internal Memorandum
 - 4.6.2.3. Fax Covers
 - 4.6.2.4. Business card
 - 4.6.2.5. Items to council
 - 4.6.2.6. External Notices
- 4.6.3. The manual must give detailed specifications on the printing of stationery, and each department is responsible for the procurement of its stationery in line with the manual;
- 4.6.4. The manual must also specify a uniform appearance for electronic tools such as;
 - 4.6.4.1. PowerPoint presentations;
 - 4.6.4.2. Email signatures. and
 - 4.6.4.3. E-Publications like electronic-based newsletters,

4.7. SIGNAGE:

- 4.7.1. Signage reinforces the view that every opportunity to engage with one's customers can have a positive image on the brand of the institution.
- 4.7.2. The Bitou Municipality's Corporate Identity and Branding Manual must also provide detailed guidelines and specifications for signage. This includes;
 - 4.7.2.1. Office signage;
 - 4.7.2.2. Signage on property, plant, and equipment;

4.7.2.3.Municipal fleet; and

4.7.2.4.Beach and Street Signage.

- 4.7.3. The Communications and department must work in conjunction with relevant departments and sections to develop guidelines and signage specifications across the institution.
- 4.7.4. Signage should be regularly updated and kept in near-perfect condition because poor and dilapidated signage is an eyesore and may create confusion;
- 4.7.5. All signage must be visible, simple and easy to be understood. Where necessary, it must be translated in line with the Bitou Language Policy.
- 4.7.6. No signage from the other external parties will be allowed on the Bitou Municipal buildings unless approved by the Accounting Officer.
- 4.7.7. Warning and Indemnity signs must conform to legal requirements to protect the municipality against any legal claims;
- 4.7.8. All municipal signs and branding must be removed before a municipal asset is disposed of.

4.8. BRANDING ON EXTERNAL FORMS:

- 4.8.1. From time to time, Bitou Municipality will issue forms that people need to complete;
- 4.8.2. Form that will be issued externally must only bear the Bitou Municipal logo, and no departmental or other logos are allowed if they do exist in the municipality;
- 4.8.3. Such forms might be issued manually and/ or digitally;
- 4.8.4. If it is manual, the forms will be made available at strategic points, including offices, libraries, and other public areas;
- 4.8.5. Digital forms could either be downloaded from the website and other digital platforms or can be filled in online through the digital tools created on the website.

4.9. NOTICES AND MUNICIPAL NOTICEBOARDS

- 4.9.1. All notices of the municipality must conform to the guidelines in the corporate identity and brand manual;

- 4.9.2. It must be issued on the appropriate notice template of the municipality with the appropriate notice number as issued by the records section of the institution;
- 4.9.3. All notices to the public are issued by the Accounting Officer (Municipal Manager);
- 4.9.4. Ideally, all notices must indicate the contact details of the person.
- 4.9.5. Notices issued by the institution should be standard on all media and social media platforms;
- 4.9.6. No notices, adverts, and other promotional material from external parties other than other government departments will be placed on municipal notice boards or be displayed in the municipality.
- 4.9.7. The municipality must have noticeboards placed in areas that are visible to the public in all its buildings or facilities;
- 4.9.8. These must always be kept clean and in good condition;
- 4.9.9. Information placed on these noticeboards must be updated regularly to ensure relevant information remains on these noticeboards.
- 4.9.10. Ideally, notices and pamphlets (posters) must be placed on noticeboards and not on walls, doors, and windows, as this does not portray a professional image;

4.10. CORPORATE BRANDING MATERIAL

- 4.10.1. Corporate branding material must conform to the guidelines stipulated in the corporate identity and branding manual;
- 4.10.2. All designs, layouts, colors, messages, and other aspects of the branding material such as banners, table cloths, gazebos, must be approved by the Accounting Officer through the Corporate Communications subdivision;
- 4.10.3. The events, campaigns, and programs of the municipality must be used to create brand awareness and entrench the institution with its customers;
- 4.10.4. Point 4.10.3. is also relevant for events and campaigns of the district municipality, as well as those of the provincial and national government, if such opportunities present themselves;

- 4.10.5. It is important for the Communications Section to be involved in the planning of such events at an early stage to understand, amongst others, what branding and communications support is required;
- 4.10.6. The Section has to be informed five (“5”) days before an event to ensure that effective support can be given. The following details must be included;
- 4.10.6.1. Date, Venue, and Time of the event;
 - 4.10.6.2. The nature of the event e.g. is it a walkabout, meeting, workshop,/, etc.
 - 4.10.6.3. Requirements from the communications section, and this could include;
 - 4.10.6.3.1. Banners;
 - 4.10.6.3.2. Tablecloths
 - 4.10.6.3.3. Audiovisual equipment
 - 4.10.6.3.4. Recording
 - 4.10.6.3.5. Camera
 - 4.10.6.4. The project manager of the event or program must make the request on the form that will be provided and clearly define all requirements and the role that the communications section needs to play before, during, and after the event;
 - 4.10.6.5. It should be noted that communication plays a supportive role and the overall responsibility for the event lies with the Department or section organizing the event or program, unless it is an event specifically for communications, intergovernmental relations, customer care, or public participation;
 - 4.10.6.6. It should be noted that in the case that there are two events at the same time in different venues, the first-come, first-served principle would apply. However, in the following cases this rule might be waived;
 - 4.10.6.6.1. All Council events take priority, especially in cases where the Executive Mayor is involved;

- 4.10.6.6.2. All National and Provincial events;
- 4.10.6.6.3. Events organized by the Accounting Officer
- 4.10.6.6.4. Events or Programs that are set up to deal with an emergency or disaster.

4.10.7. Apart from the above-mentioned events and programs mentioned in point 4.10.6.6. these are the other items that will receive branding and support from the communications section.

- 4.10.7.1. Calendar events like Freedom Day, Youth Day, etc.
- 4.10.7.2. Approved Departmental events, e.g., Human Settlements Open Day
- 4.10.7.3. Memorial services of Councilors and employees
- 4.10.7.4. Public programs, e.g., IDP and Budget Meetings,
- 4.10.7.5. Internal Strategic Planning Session, etc.

4.10.8. The following events will not be branded by the municipality or covered;

- 4.10.8.1. Political gatherings and rallies
- 4.10.8.2. Memorial services of staff or councilors organized privately and not by the Bitou Municipality
- 4.10.8.3. Social Functions like year-end functions, etc.

4.10.9. The Communications Department needs to set up the event at least an hour before the event and remove it immediately afterwards.

4.10.10. In cases where the department or section chooses to decorate their event, they must pick up the branding from the office sign for it and make sure all items are returned in good condition.

4.10.11. Should the items be returned in condition that is not in good condition, it will be expected for the department that took it out to replace or repair it.

4.11. CO- BRANDING

4.11.1. The Bitou Municipality's logo may be used with the logo of other stakeholders if approval is granted by the Communications Section.

4.11.2. The corporate identity and branding manual gives more guidelines concerning co-branding.

4.11.3. If it is to be used as mentioned in point 4.11.1, it is important that the role of the municipality be clarified. This needs to be written just below the logo and should mention one of the following;

4.11.3.1. “Proudly Sponsored by the Bitou Municipality”; or

4.11.3.2. “Proudly Supported by the Bitou Municipality”; or

4.11.3.3. “Proudly Co-Organized by the Bitou Municipality.

4.12. PROMOTIONAL MATERIAL AND CORPORATE GIFTS

4.12.1. The Corporate Identity and Branding Manual provides guidelines on the procurement of branding, corporate gifts and promotional material;

4.12.2. The Communications Section must be involved in the procurement of any promotional material and corporate gifts;

4.12.3. All promotional items and corporate gifts need to be procured in strict conjunction with the Communications Section;

4.12.4. Once a request is made the Communications Section will assess if there is a need to procure the goods or can it be supplied from stock that is available;

4.12.5. All promotional items and corporate gifts must conform to the municipal corporate identity and branding manual in terms of;

4.12.5.1. The logo;

4.12.5.2. Colours;

4.12.5.3. Font and typefaces

4.12.5.4. Messages

4.12.6. The request for promotional items must be done in a reasonable time, at least a month, before the event

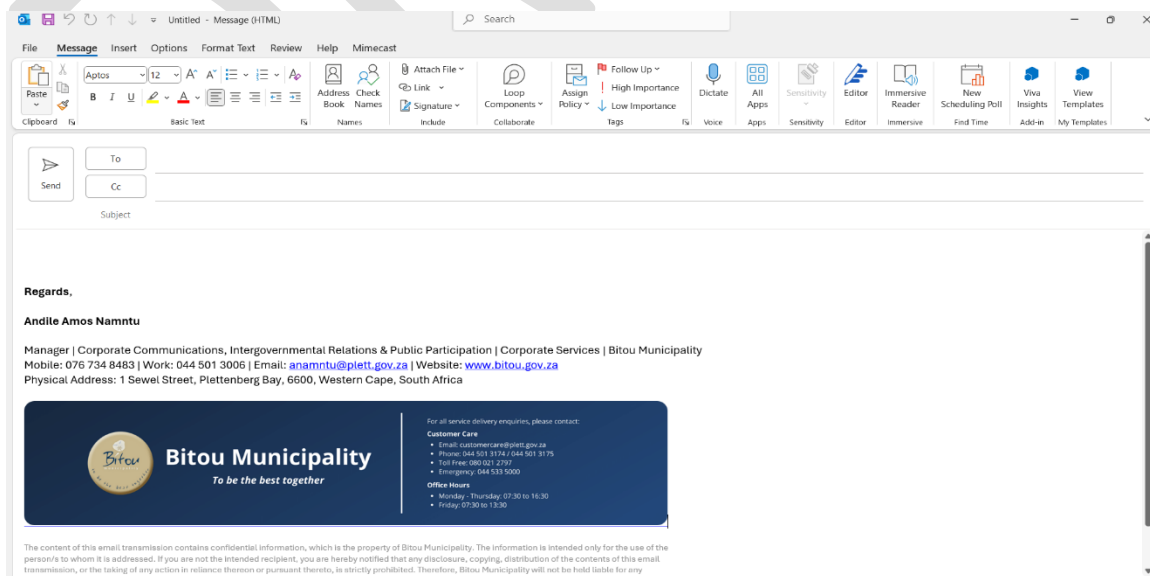
4.12.7. Once items are procured or made available from stock the requesting department or section needs to collect at an agreed timeframe; and

4.12.8. All procurement of promotional items are dependent on budget availability.

4.13. CORPORATE IDENTITY AND BRANDING IN RELATIONS TO ELECTRONIC COMMUNICATIONS

4.13.1. All electronic communication needs to be in line with the guidelines in the corporate identity and branding manual;

- 4.13.2. All notices, posters, pamphlets, official statements posted on the electronic platforms, which include the website and social media, of the institution must be correctly branded in terms of the logo and colours of the institution;
- 4.13.3. All electronic newsletters must be approved by the Communications Section and should conform to the guidelines.
- 4.13.4. PowerPoint presentation must be done on the prescribed template;
- 4.13.5. All electronic email signatures must conform to the following guidelines;
- 4.13.4.1.A 9-point size Arial Font
 - 4.13.4.2.The municipal logo
 - 4.13.4.3.Name and surname
 - 4.13.4.4.Designation
 - 4.13.4.5.Department
 - 4.13.4.6.Telephone number
 - 4.13.4.7.Cellphone Number
 - 4.13.4.8.Email address
 - 4.13.4.9.Website
- 4.13.6. Vision statement Customer Care details: The email signature must be on the bottom left side of the email. The following is an example;



- 4.13.7. No slogans or personal tag lines are allowed on email signatures;

4.13.8. The Communications Section and the ICT Section must approve all email signatures.

4.13.9. No other stationery or decorations must be used, and should a department or section want to run a specific campaign using email signatures as a tool, it must get approval from the Communications Section in conjunction with ICT.

4.14. CORPORATE CLOTHING AND/ OR UNIFORM

4.14.1. All corporate clothing items must conform to the guidelines in the corporate identity and branding manuals;

4.14.2. In cases where there are specific and valid reasons that are provided to deviate from the guidelines as contained in the manual, it must be motivated accordingly and must then be approved by the Accounting Officer;

4.14.3. All corporate clothing items must be done in consultation with the Communications Section and need to have the;

4.14.3.1. Appropriate logo

4.14.3.2. Meet the corporate colours of the institution;

4.14.3.3. Appropriate typeface and font;

4.14.4. Departments and Sections must budget for their corporate clothing and submit these to the Accounting Officer and the CFO;

4.14.5. Any messages to be included in the Corporate clothing must be done in consultation with the Communications Section.

4.15. PUBLICATIONS

4.15.1. The municipality releases newsletters and other publications throughout the year, and these also have to be correctly branded and approved accordingly.

4.15.2. Designs and layouts of all newsletters or publications need to be done in consultation with the Communications Section.

4.15.3. The following are classified as publications;

4.15.3.1. Newsletters;

4.15.3.2. Posters;

4.15.3.3. Flyers/information brochures;

4.15.3.4. Annual reports;

4.15.3.5. IDP Documents

4.16. NAME TAGS AND BUSINESS CARDS

- 4.16.1. All official name tags, ID cards, and business cards must be done in line with the Bitou Corporate Identity and Branding manual;
- 4.16.2. The communications section is responsible for procuring or supplying all business cards, identification cards, and name tags on behalf of departments;
- 4.16.3. Should a department and section require this, it must inform the communications section at least 14 days before delivery can be made;
- 4.16.4. Accurate details of the officials or councilors must be provided for the design of these items. The following must be supplied;
 - 4.16.4.1. Name and Surname
 - 4.16.4.2. Designation
 - 4.16.4.3. Department and section
 - 4.16.4.4. Telephone
 - 4.16.4.5. Cellular phone number
 - 4.16.4.6. Email address.
- 4.16.5. These details must be verified with the ordering party/parties before being sent for final printing. Errors are very costly.
- 4.16.6. Bitou Municipality's Website and social media details must be printed on all business cards to enhance communication

5. BREACH OF THE POLICY GUIDELINES

It is imperative that all stakeholders abide by the guidelines that are set out in this policy. Corporate identity and branding is a very serious matter that has huge implications to the image of the institution. The consequences can be disastrous if the municipality does not take this subject serious hence the importance of having policy guidelines.

Therefore, all departments and individuals need to follow these guidelines and failure to do so could lead to consequence management in line with the relevant policies. It should be noted that all procurement in relations to corporate identity and branding are subject to relevant procurement and financial policies and procedures. Guidelines and policies related to cost containment has a major influence on this subject and must be consulted.

6. POLICY REVIEW

This policy needs to be reviewed at least once a year to ensure that it conforms to changes in the environment, and this includes, amongst others;

- 6.1. Changes in legislation;
- 6.2. Institutional changes;
- 6.3. Changes in trends
- 6.4. Changes in the culture of the institution
- 6.5. Other relevant policy changes

Name of Policy	Corporate Identity and Branding Policy
Responsible Department	Corporate Service
Responsible Section	Communication, Intergovernmental Relations and Public Participation
Approval Date	
Date of first Review	
Date of Second Review	
Date of Third Review	
Date of Fourth Review	

SECTION 4

COMMUNITY SERVICES

Section 4: Community Services

ITEM C/4/285/07/25

BITOU MUNICIPALITY STANDARDIZED WESTERN CAPE DISASTER MANAGEMENT PLAN – REVIEW 2025

Portfolio Comm: Engineering & Community Services
File Ref: 17/4/3

Demarcation: All Wards
Delegation: Council

Attachments Annexure “A” – Disaster Plan

Report from: Director Community Services

Author: Disaster Management Coordinator

Date: 24 June 2025

PURPOSE OF THE REPORT

To inform Council and Management that the standardized Disaster Management Plan for the municipality was updated as required annually.

BACKGROUND /DISCUSSION

The Municipality had a disaster plan, which was deemed as level 2 plan, after the risk and vulnerability assessments were conducted. This plan was submitted to the Provincial Disaster Centre for comments in order to make sure that the plan is in line with the guidelines, the comments from the province was considered and the plan was updated. The Act and amendments also emphasis the local municipality to ensure capacity in the disaster management section and its continuum.

FINANCIAL IMPLICATION

There will be no financial implications.

EXECUTIVE SUMMARY

Disaster Management is in essence “everyone’s business” and not a mere response or reactive approach. The principals and fundamentals of disaster management are clear and as a Council, we must be involved and consider, implement and enforce the following: its more than just planning responding and recovery. The desired organizational structure review has been motivated and submitted to align Disaster Management has already through resolution been established as a functional and service within Bitou. The basis of understanding the approach and methodology is enshrined in the continuum:

Preparation:
Mitigation:
Prevention
Impacts / Effects
Response / Service
Recovery

Section 4: Community Services

The above is a question all Heads of Departments should be encouraged to take back to departments and sections to their relevant managers or superintendents: -

Are we prepared?

What have we identified as risk?

How can we reduce or eliminate the risk/s?

What impact and effects can the risk pose to community and municipality?

What response can we offer and can we serve the community to our best?

What recovery plans are there / funding / feeding / transport / temporary housing etc.?

Disaster Management is a global effort, it's not only an emergency function, we all have a role to play in ensuring communities are catered for in terms of risk identification / action contingency plans / response standards and protocols / organized and funded to serve in any form of disaster occurrence.

As departments have faced some changes with persons leaving service and others being appointed. The Disaster plan must be circulated, reviewed, and tested every year.

RELEVANT LEGISLATION

The Disaster Management Act, 2002(Act no57 of 2002)...requires local municipalities to have adequate response capacity to deal with situations that may lead to disasters such as fire in the local municipal area.

Municipal Systems Act 32 of 2000

Municipal Structures Act 117 of 1998

MFMA - Act 56 of 2003

RECOMMENDED BY THE MUNICIPAL MANAGER

1. That the Council acknowledges the Disaster Plan.
2. That the Disaster Plan be reviewed and populated with information from all sections on an annual basis to keep it updated at each level of service and share changes as they occur.

RECOMMENDED BY THE ENGINEERING AND COMMUNITY SERVICES PORTFOLIO COMMITTEE

1. That the Council acknowledges the Disaster Plan.
2. That the Disaster Plan be reviewed and populated with information from all sections on an annual basis to keep it updated at each level of service and share changes as they occur.



BITOU MUNICIPALITY
DIRECTORATE: COMMUNITY SERVICES
DISASTER MANAGEMENT PLAN
2025
REVIEW

Annexure A – Disaster Plan and Checklists

Topic Disaster Management Plan	Policy Number DisMan./Bitou - 0001/2022/25
Subject Area Disaster Management All Municipal Sections	Effective Date
Statement Disaster Management is a continuous and integrated multi-sectorial and multi-disciplinary process of planning and implementation of measures aimed at disaster prevention, mitigation, preparedness, response, recovery and rehabilitation (Disaster Management Act 57 of 2002, as amended)	Approved By Municipal Manager _____ Date: Mayor _____ Date:
Next Review:	July 2025

Table of Content

No	Contents	Page no
1.	Introduction	4
2.	Purpose	4
3.	Background	5
4.	Aim of the plan	7
5.	Definitions and relevant terminology	8
6.	Legal Mandate	10
7	Institutional Capacity	11
7.1	The Municipal Disaster Management Committee	14
7.2	Individual Responsibilities	14
7.3	Media / Communication	22
7.4	Factors Regarding Administrative Execution	22
8.	Risk Assessment	23
8.1	Risk Reduction Objectives	24
8.2	Climate Change	25
8.3	Climate Change and Disaster Risk	26
8.4	Vulnerable Groups	27
9	Risk Reduction	27
10	Mitigation and Preparedness	28
10.1	Pre-disaster Response	29
11	Response	30
11.1	Activation Procedure	31
12	Recovery	32
12.1	Municipal Emergency Declaration Process	32
13	Testing and Review of Plan	32
14	Contact Details and Reference Documents	33
15.	Communication	33

Annexure A pg. 33-59, Annexure B pg. 60 – 62, Annexure C pg. 63 – 66, Annexure D pg. 67 – 81, Annexure E pg. 82-95

1. INTRODUCTION

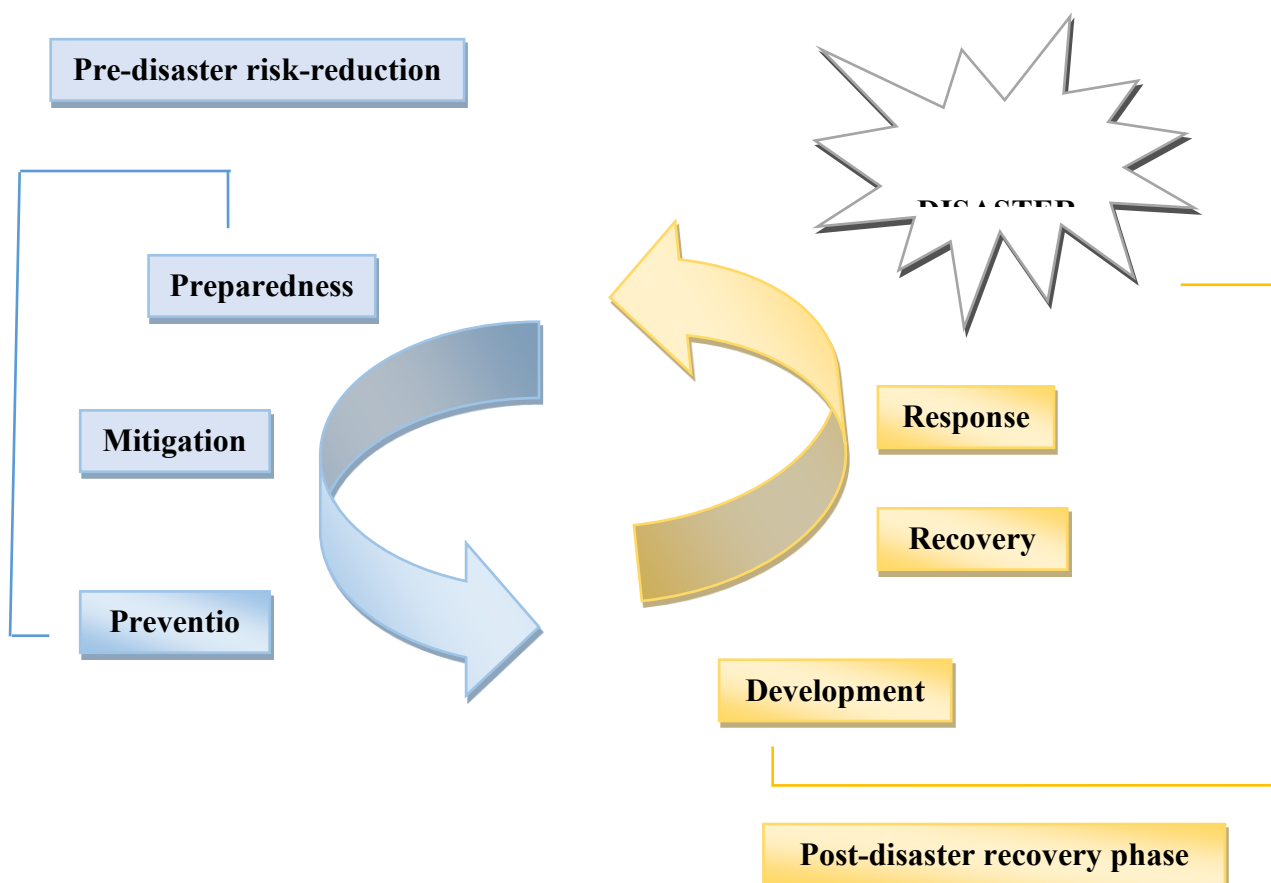
Emergencies are defined as situations, or the threat of impending situations abnormally affecting the lives and property of our society. By their nature, or magnitude these require a coordinated response a number of role players, both governmental and private, under the direction of the appropriate elected officials they are as distinct from routine operations carried out by role players as normal day to day procedures, e.g. Firefighting, police activities, normal hospital and ambulance routines.

Most peace time natural man-made disaster/ emergencies occur in the geographical area of responsibility of the Bitou Municipality. Those most likely to occur are windstorms, floods, epidemics, transportation accidents, aircraft incident, maritime incidents, toxics or flammable gas leaks, electric power blackouts, building or structural collapse, uncontrollable veld fires, breakdown of essential services/ supplies, or any combination thereof.

2. PURPOSE

This plan is designed to establish the framework for implementation of the provisions of the Disaster Management Act, 57 of 2002 as well as the related provisions of the Municipal System Act, 2000, 32 of 2000). The purpose of this plan is to outline policy and procedures for both the proactive disaster prevention and the reactive disaster response and mitigation phases of Disaster Management. It is intended to facilitate multi sectorial coordination in both pro-active and reactive programs.

Figure 1 illustrates the continuum – it should be noted that Disaster Management is not only reactive, but also involves actions aimed at preventing disasters, or mitigation the impact of disasters.



Different line functions and departments must contribute in varying degrees to Disaster Management in the various phases of the Disaster Management Continuum. The needs identified in the corporate disaster management plan will indicate what line functions and departments must contribute. These contributions will then be included in the function and departmental disaster management plans.

The continuum makes provision for a planning before a disaster in the pre-disaster risk reduction phase here, the prevention, mitigation measures for a ward is discussed and the preparedness how to deal with specific emergencies or disasters. The post-disaster recovery phase discusses the procedure, response, recovery and the development phase after a disaster.

Disaster Management plans covers the whole disaster management continuum, and must address actions before, during and after disasters. Disaster management plans are compiled on the basis of a generic concept including standard operating procedures and best practice, and then expanded with risk specific plan that address disaster management for special circumstance where the generic plan needs to be adapted.

3. BACKGROUND

The Bitou Municipality is a Category B municipality which is classified as a medium capacity municipality with its administrative offices in Plettenberg Bay. Bitou Municipality is situated in the Western Cape Province within the jurisdictional area of Eden District Municipality. The municipality is situated in the South Eastern corner of the province and the Bloukrans River is the boundary between the Western and Eastern Cape Provinces and its southern border adjoins the Indian Ocean. It includes the town of Plettenberg Bay and surrounding areas such as Covie, Nature's Valley, the Craggs, Kurland, Keurbooms, Wittedrift, Green Valley, Kranshoek, Harkerville, Kwanokuthula, New Horizons as well as Qolweni and Bossiesgif.

The Bitou Municipality consists of 7 wards:

- Ward 1: Green Valley, Kurland, The Craggs, Covie, Wittedrift and Keurbooms
- Ward 2: Plettenberg South and Plettenberg Central
- Ward 3: Bossiesgif/ Qolweni
- Ward 4: New Horizons
- Ward 5: Kwanokuthula
- Ward 6: Kwanokuthula
- Ward 7: Kranshoek and Harkerville

The N2 national road is the main transport route through the area and also provides an important transit route to and from the Eastern Cape. Other important routes include the R62 to Joubertina and the R33 and R340 to Uniondale. Bitou Municipal area's economy is mainly based on the wholesale and retail trade, catering and, accommodation; construction; finance, insurance, real estate and business services, community, social and personal services and agriculture and fisheries sectors. Tourism is the bedrock and main economic driver of the Bitou economy.

Again quick reference is made to History and potential we need to consider and accept as possible and likely incidents.

2007/2008: snow, sleet, hail, Floods

2009/2010: floods, wildfires, plantation fires, vegetation fires, shack fires

2011/2012: aircraft incident, unrest, structural fires, flooding, shack fires

2013 / 2014: bush fires, heavy rainfall, drought, heat waves, coastal erosion, shack fires

2015/16/17 increase in statistics to vegetation fires, rural areas and plantations.

2021: most recent floods, wildfires, shack fires, unrest, aircraft accident.

2022: Shack fires, shark attack, wildfires, maritime incident

2023: shack fire, flooding

2024: Shack fires

2025: Shack fires

Climate change brings on concerns for the last few years and currently as experienced in the Western Cape:

- Heavy rains / Flash floods
- Droughts, below average rain falls
- Extremes in temperatures
- Water supply concerns rural areas
- Ocean level rise / coastal erosion
- Landslides / rockslides / trees down / electrical disruptions / communications down cellular, land line and two way radio
- Major transport incidents – aviation / maritime / National Road
- Hazardous Material Incidents / oil spills
- Development and resources – capacity strain
- Fires: urban / rural
- Social and economic effects – protests / unrest / xenophobia

4. AIM OF THE PLAN

The aim of the Bitou Municipality Emergency Plan is to outline a plan of action for the efficient departments, and co-ordination of the Municipal service, role players and personnel to provide the earliest possible response in order to: -

- Protect and preserve life property.
- Exploit print as well as electronic media in educating the public about ways of preventing Disaster through Disaster preparedness.
- Minimize the effects of the emergency or Disaster in the Bitou Municipality; and
- Restore essential services.

This plan serves to confirm the arrangements in the Bitou, and Disaster Management approach to effectively prevent disasters from occurring and to lessen the impact of those hazards that cannot be avoided. For this plan to be effective it is important that all concerned parties be made aware of its provision and that every official, role player and department at personnel be prepared to carry out their assigned functions and responsibilities before, during and after emergency. The following paragraph provide an overview of the background and some of the highlights of this plan.

“Disaster Management is a continuous and integrated multi-sectoral and multi-disciplinary process of planning and implementation of measures aimed at disaster prevention, mitigation, preparedness, response, recovery and rehabilitation (Disaster Management Act 57 of 2002).

The preventative elements of this plan must be implemented and maintained on a continuous basis. The emergency or reactive elements of this plan will be implemented in the Bitou Municipality whenever an incident or disaster occurs or is threatening in its area of jurisdiction.

The responsibility for the coordination of the overall implementation of the plan is that of the Head of the Disaster Management Centre. The Disaster Management Act requires the Municipality to take the following actions:

- Prepare a disaster management plan for its area according to circumstances prevailing in the area;
- Co-ordinate and align the implementation of its plan with those of the other organs of state and institutional role players;
- Regularly review and update its plan (section 48); and

The Municipality must submit a copy of its disaster management plan, and of any amendment to the plan, to the Provincial Disaster Management Centre and the Disaster Management Centre of Eden District Municipality.

The plan must:

- Form an integral part of the Local Municipality IDP;
- Anticipate the likely types of disaster that might occur in the Municipal area and their possible effects;
- Identify the communities at risk;
- Provide for appropriate prevention and mitigation strategies
- Identify and address weaknesses in capacity to deal with possible disasters;
- Facilitate maximum emergency preparedness/ prevention / mitigation;

- Establish the emergency management policy framework and organization that will be utilized to mitigate any significant emergency or disaster affecting the Bitou Municipality;
- Establish the operational concepts & procedures associated with day to day operational response to emergency by Bitou Municipal departments; and
- Contain contingency plan and emergency procedures in the event of a disaster, providing for-
- The allocation and coordination of responsibilities allocated to the various role players;
- Prompt disaster response and relief;
- Disaster recovery and rehabilitation focused on risk elimination or mitigation;
- The procurement of essential goods and services;
- The establishment of strategic communication links; and
- The dissemination of information.

5. DEFINITIONS AND RELEVANT TERMINOLOGY

Table 1 below identifies and describes the various definitions and relevant terminology applicable in the area of disaster management:

Definition/ Terminology	Description
<i>Community Liaison Officer</i>	A service established by the Community Liaison officer to respond to and redirect inquiries and reports from the public
<i>Contingency Planning -</i>	The forward planning process, for an event which may or may not occur, in which scenarios and objectives are agreeing, managerial and technical actions defined, and potential response systems put in place to prevent, or respond effectively to an emergency situation.
<i>Disaster</i>	A natural or human-caused event, occurring with or without warning, causing or threatening death, injury or disease, damage to property, infrastructure or the environment, which exceeds the ability of the affected society to cope using only its own resources
<i>Disaster (Emergency) Area</i>	The area in which the emergency (disaster) exist.
<i>Disaster Management</i>	A collective term encompassing all aspects of planning for and responding to disaster, including both pre and post disasters activities namely, prevention, mitigation, preparedness, response, recovery and rehabilitation. It may refer to the management of both the risks and consequences of disasters.
<i>Local Municipality –</i>	The local municipality is Bitou Municipality
<i>Drought</i>	A condition which occurs over a period of time when rainfall is so low (or unreliable) that natural vegetation and/or farming activities are severely damaged or destroyed.
<i>Early Warnings</i>	The identification, interpretation and recognition of events what would draw attention to a potential emergency.

Definition/ Terminology	Description
<i>Emergency</i>	A sudden and usual unforeseen event that calls for immediate measures to minimize its adverse consequences
<i>Emergency (disaster) area</i>	The area in which the emergency (disaster) exists.
<i>Epidemic</i>	An outbreak of a contagious disease that spreads rapidly and widely amongst people and/or animals.
<i>Expenditure</i>	Disbursements of funds by government.
<i>Flood plain</i>	An area of land adjacent to a river that is inundated by floods occurring in the river.
<i>Forward command post – (FCP)</i>	Dealing with disaster on the scene to ensure to role players responding at the sites of the emergency are coordinating their response.
<i>Hazards</i>	Threats to life, wellbeing, material goods and/or the environment. They are caused by extreme natural processes or technological developments. When a hazard results in great suffering or collapse, it is usually termed a disaster.
<i>Hazardous substances</i>	Substances that cause harm to humans, animals and the environment
<i>Human-made disasters</i>	Disaster or emergency situations which are caused directly or indirectly by identifiable human actions, deliberate or otherwise.
<i>Incident</i>	A relative minor occurrence or event (that may lead to a public crisis)
<i>Infrastructure</i>	Roads, dams, power stations and water waste treatment plants-
<i>Line function</i>	Refers to the Departments that implement government policy.
<i>Mitigation</i>	Action taken to reduce the effect of a disaster. The term normally implies that while it may be possible to prevent some disaster effects, other effect will persist and can be modified or reduced, if appropriate steps are taken.
<i>Monitoring</i>	A system of checking and observing to ensure that the correct procedures and practices are being followed.
<i>Natural disasters</i>	Extreme climatologically, hydrological or geological process that pose a threat to persons, property, the environment and the economy.
<i>Preparedness</i>	Measures aimed at predicting the occurrences of disasters and/or preventing such occurrences and their harmful effects
<i>Rapid Onset Disasters</i>	A rapid onset disaster is often caused by natural events such as earthquakes, floods, storms, fires and volcanic eruptions.

Definition/ Terminology	Description
	Although such events are more sudden, the impact can also be heightened by underlying problems associated with poverty.
<i>Recovery</i>	The rehabilitation and reconstruction activities necessary for a rapid return to normality.
<i>Rehabilitation</i>	Actions taken in the aftermath of a disaster to enable basic services to resume functioning, to assist affected persons in self-help efforts to repair dwellings and community facilities, and to facilitate the revival of economic activities.
<i>Relief Activities</i>	Aimed at supporting victims of disaster through provisions of shelter, medicine, food, clothing, water etc.
<i>Response</i>	Activities that are arranged to deal with emergency situations and can be involved the evacuation of people, dealing with accidents, extinguishing fires, etc.
<i>Risk Reduction</i>	Measures taken to reduce long-term risk associated with human activity or natural events.
<i>Slow-onset Disasters</i>	Slow-onset disasters or Creeping emergencies, (so named because they take several months or years to reach a critical phase) results when the ability of the people to support themselves and sustain their livelihoods, slowly diminishes over time. Such disasters may also be aggravated by ecological, social, economic or political conditions.
<i>Social Conflict Plan</i>	A plan required for the contingency of potential unrest / protest and or violence between people and or organizations within the area.
<i>Triage</i>	The sorting, and allocation and prioritization of treatment/transport to patients or victims according to a system of priorities designed to maxims the number of survivors.
<i>Vulnerability</i>	The degree to which an individual, family, community, or region is at risk of experiencing misfortune following extreme events.

6. LEGAL MANDATE

The Bitou Municipality Disaster Management coordinating committee must establish and implement a policy framework for disaster management in the municipality aimed and ensuring an integrated and common approach to disaster management in its area.

- Section 53 (1) (a) of the Disaster Management Act, 2002 (57 of 2002) requires that Bitou Municipality prepare a disaster management plan for its area according to the circumstances prevailing in the area and within its municipal disaster management framework.
- Section 53(2) (a) of the Disaster Management Act, 2002 (Act 57 of 2002) specifies that the disaster management plan for a municipality must form an integral part of the municipality's integrated development plan (IDP).

- The National Policy Framework of 2005 as well as the Provincial Policy Framework of 2010 also provide for the importance of disaster management planning and state that plans are to be revised at least bi-annually.
- Section 26(g) of the Local Government: Municipal Systems Act, 2000 (Act 32 of 2000) lists “Applicable disaster management plans” as core components of an IDP.

The Municipality must submit a copy of its Disaster Management (DM) plan, and of any amendment to the plan, to the Garden Route District Municipality, Disaster Management Centre of the Western Cape Province and the National Disaster Management Centre.

7. INSTITUTIONAL CAPACITY

The Public Safety Directorate Senior Manager, under the auspices of the Disaster Manager for Bitou Municipality is the custodian of the plan for Bitou Municipality. Individual departments will be responsible for the compilation and maintenance of their own departmental disaster management plans. Departmental plans will be considered as integral parts of the corporate disaster management plan.

In terms of a management structure for disaster management, the principle of functioning within the established structure of the Bitou Municipality as far as possible will be adhered to.

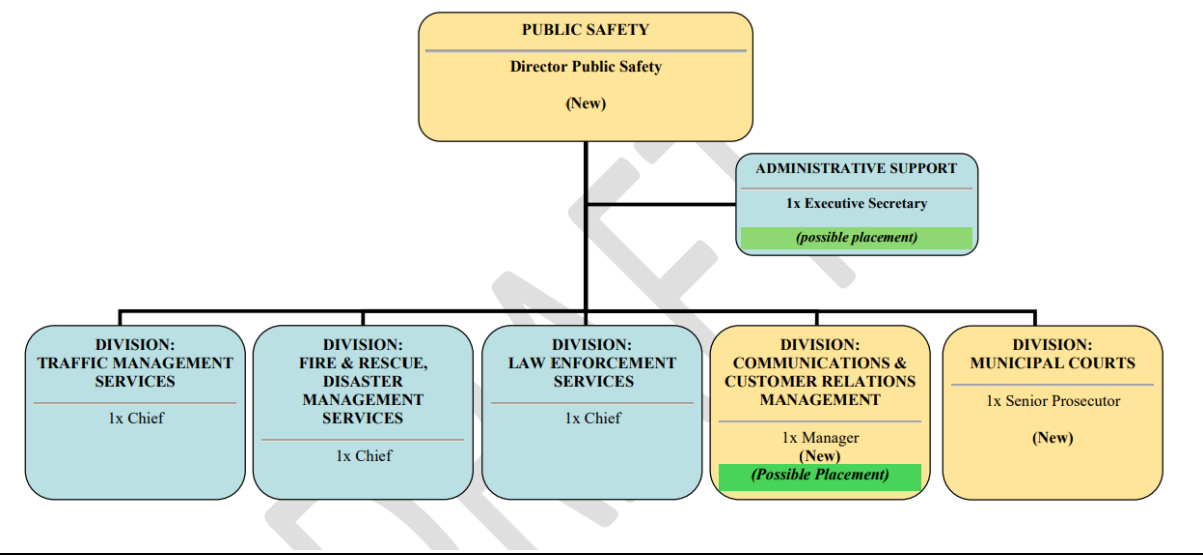
The slogan “Disaster *Management is everybody’s business*” will be the core principle in each of the Departments of the Bitou Municipality. The management structure will plan to maintain existing services and to adapt to deal with the changed circumstances during major incidents or disasters.

In terms of the Disaster Management Act (Act 57 of 2002, as amended) district municipalities must establish a disaster management Centre, however local municipalities **may** establish a disaster management Centre. Bitou municipality will utilize the public safety office as a joint operational Centre should the need arise. The Centre will be discussed further under paragraph 11 under **Response**

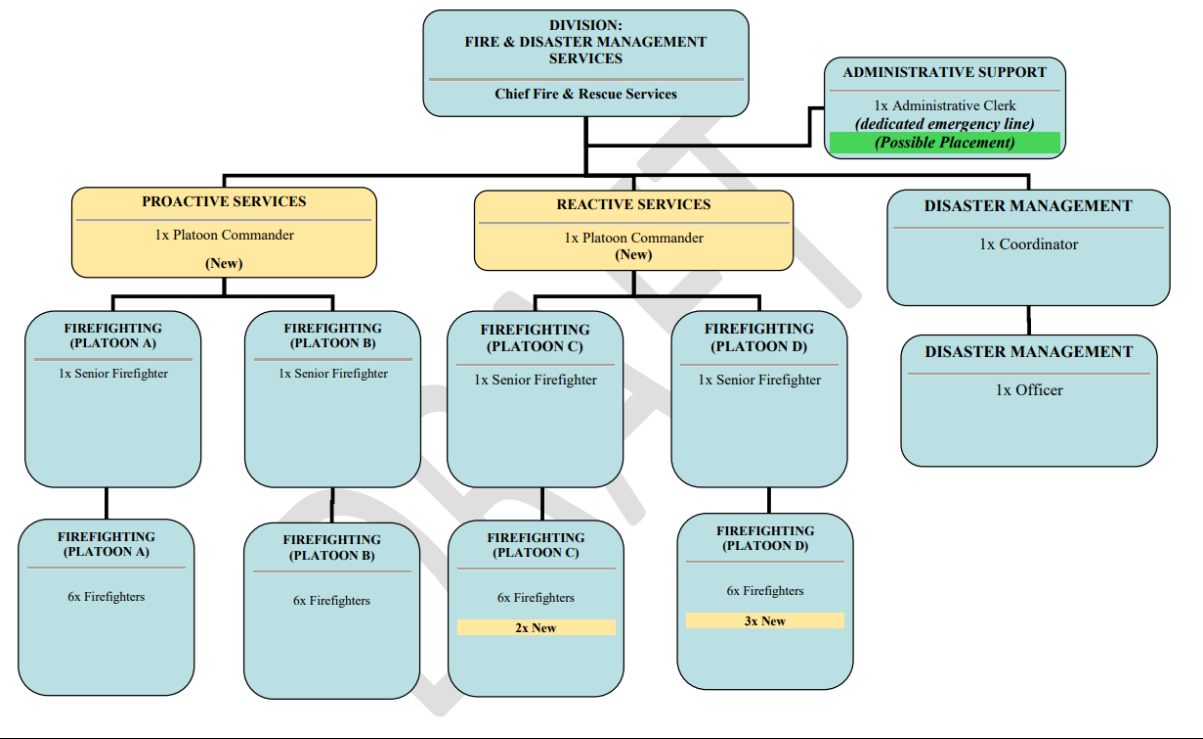
The planning; prevention and response management structure for the Bitou Municipality as approved at the Council meeting in October 2022 is as follows (see **Appendix A** below):

The revised structure was approved in December 2024 as per council resolution

DRAFT REVISED STRUCTURE: DIRECTOR PUBLIC SAFETY (DECEMBER 2024)



DRAFT REVISED STRUCTURE: DIRECTOR PUBLIC SAFETY (DECEMBER 2024)



7.1 THE MUNICIPAL DISASTER MANAGEMENT COMMITTEE (DMC)

It is the responsibility of the Disaster Management Committee to ensure the compilation and maintenance of a disaster management plan by the Disaster Management Centre, as well as the relevant supportive hazard specific plans. The Committee will consist of:

- The Mayor-as chairperson;
- Municipal Manager;
- Departmental Heads of Bitou Municipality;
- Disaster Manager

The Disaster Management Governing Committee shall be responsible to make recommendations for changes that are considered appropriate and the verification of the required support documents, resources, training, and facilities to ensure that the plan is maintained. The Bitou Municipality Disaster Management Governing Committee (BMGC) will also have the responsibility of assigning project teams to address specific risks and develop risk-specific plans (see **Risk Mitigation Project Team**). The BMGC will be activated through the Disaster Response Procedure.

7.2 INDIVIDUAL RESPONSIBILITIES

The main stakeholders in the Bitou Municipality Corporate Disaster Management Plan are listed below, and their specific responsibilities in both the disaster prevention/risk elimination and the disaster response scenarios are indicated. In terms of this plan, the primary objectives of each stakeholder must be to prevent the occurrence of emergencies or disasters that threaten life, property, the environment or economic activity in the Bitou Municipality. The prevention of emergencies or disasters through the elimination of risk, the education of fire risk and vulnerability and thus lessen the possible impact of emergencies or disaster is the primary objective. Primary and Secondary responsibilities of each role-player are further indicated in **Annexure A**.

7.2.1 MAYOR

The mayor is ultimately in charge of the emergency. The Mayor or Acting Mayor, as Head of Council, is also responsible for:

- Declaring an emergency to exist;
- Declaring an emergency to be terminated;
- Notify the MEC of Local Government of the declaration of an emergency and the termination of the declaration of an emergency;
- With the assistance of Municipal staff, ensuring that the Municipal Councillors are advised of the declaration and termination of the emergency, and are kept informed of the emergency situation;

- Ensuring that the public, the media and neighbouring municipal officials are also advised of both the declaration and termination of an emergency; and
- The main communication tool will be via telephone or other electronic forms of communication. In the event that electronic, internet or telephone forms of communication are not available, the Mayor will communicate via loud hailing, notice boards and print media.

7.2.2 MUNICIPAL MANAGER

To ensure disaster prevention, risk reduction and disaster preparedness, the Municipal Manager or Acting Municipal Manager must:

- Ensure that the disaster management function is executed in an effective and efficient manner in the area of Bitou Municipality. Capacity as per DMA;
- During and after emergencies or disasters the manager will be responsible to personally or through a designated official:
- Report, liaise and consult with councillors and external provincial and national government departments.
- Report on emergency impact and response to the Mayor,
- Report on emergency impact and response to the councillor(s) for the affected area(s),
- Report on emergency impact and response to the remaining Councillors,
- Notify next of kin when a Municipal employee is injured, missing or killed,
- Authorize extraordinary expenditures,
- Identify persons/organizations to receive recognition for contribution to emergency response.
- Manage available funding for disaster management activities for prevention and response.

7.2.3 MANAGER DISASTER MANAGEMENT

The head is responsible for the compilation maintenance and distribution of the Local Disaster Management Plan and it's supporting risk-specific and incident management plans. The Head is also responsible for the performance by the Centre of its disaster management functions and to implement and co-ordinate the Disaster Management with specific reference to Section 44(3):

- Report, liaise and consult with councillor and external provincial and national governments;
- Report on emergency impact and response to the remaining councillor;
- Notify next of kin when a Municipal employee is injured, missing or killed;
- Authorize extraordinary expenditures;
- Identify persons/organizations to receive recognition for contributions to emergency response;

- Ensure that disaster plans are compiled and maintained in his /her service;
- Establish and ensure the effective functioning of the disaster management coordinating committee;
- When required, submit reports containing recommendations for changes to the Corporate Disaster Management Plan to Council;
- Establishment and maintenance of the “JOC “(Joint Operations Centre) at CCC: Centralized Communications Centre” of Public Safety
- Compilations of pro-active departmental disaster management programs to support risk reduction or elimination;
- Compilation of reactive departmental disaster management plans to ensure service continuation during emergency/disaster situations;
- Coordination response and mutual aid agreements with adjacent municipalities in the Eden District;
- Protecting health and safety of emergency responders; and
- The development of by-laws to ensure compliance with statutory obligations.

7.2.4 DIRECTOR: COMMUNITY SERVICES

The Head of Department Community must :

- Is responsible for the effective planning and functioning of the municipal emergency services throughout all phases of the Disaster Management Continuum.
- Must ensure that disaster plans are compiled and maintained in his/her directorate, with specific reference to following:
 - Compilation of pro-active departmental disaster management programs to support risk reduction or elimination;
 - Compilation of reactive departmental disaster management plans to ensure service continuation during emergency/disaster situations;
 - Coordinating response and mutual aid agreements with adjacent municipalities in the Garden Route District; and
 - Protecting health and safety of emergency responders.

7.2.5 OCCUPATIONAL HEALTH AND SAFETY PRACTITIONER

Must ensure that disaster plans are compiled and maintained in his/her services with specific reference to the following:

- Business Continuity
- Compilation of pro-active departmental disaster management programs to support risk reduction or mitigation.
- Compilation of reactive departmental disaster management plans to ensure service continuation during emergency/disaster situations.
- Protect the Health and safety of emergency responders.
- Determine resources such as PPE exchanges, meals and energy packs for disaster management purposes.
- Ensuring liaison with voluntary and private role players, augmenting and coordinating Public Health resources.

7.2.6 DIRECTOR: PUBLIC SAFETY

The Director of Public Safety must ensure that disaster plans are compiled and maintained in his/her service, with specific reference to the following:

- Establish and ensure the effective functioning of disaster management coordinating committee.
- Is responsible for the effective planning and functioning of the municipal emergency services throughout all phases of the Disaster Management Continuum.
- Establishment and maintenance of the “JOC “(Joint Operations Centre) at CCC: Centralized Communications Centre” of Public Safety
- Compilation of pro-active departmental disaster management programs to support risk reduction or mitigation.
- Compilation of reactive departmental disaster management plans to ensure service continuation during emergency/disaster situations
- Supplying resources for disaster management purposes.
- Executing and maintaining compliance with relevant legislation e.g., Fire Brigade Service Act, Veld and Forest Fire Act, National Building Act. Law Enforcement Acts and Road Traffic Act as well as Disaster Management Act.
- Compiling and maintaining an emergency plan for the rendering of Fire Fighting, Rescue and Technical assistance Services in the event of a disaster.

- Coordinating response and mutual aid agreements with adjacent municipalities in the Garden Route District; and

7.2.7 DIRECTOR ENGINEERING SERVICES

The Director Engineering Services must ensure that disaster plans are compiled and maintained in his/her services, with specific references to the following:

- Compilation of pro-active departmental disaster management programs to support risk reduction or mitigation.
- Compilation of reactive departmental disaster management plans to ensure service continuation during emergency/disaster situations.
- Identifying and prioritizing essential services that require restoration as the result of an emergency or disaster.
- Monitoring the environment (air, water, eco system) for contamination.
- Establishing and maintaining a resource database that is integrated with the BDMC Disaster Management Resources Database (Dis Res).
- The conducting of regular environmental impact studies.

7.2.8 DIRECTOR CORPORATE SERVICES

The Head Corporate Service must ensure that disaster plans are compiled and maintained in his/her service, with specific reference to the following:

- Compilation of pro-active departmental disaster management programs to support risk reduction or mitigation.
- Compilation of reactive departmental disaster management plans to ensure service continuation during emergency/ disaster situations.
- Monitoring compliance with relevant legislation, regulations, licenses and by-laws.
- Documenting potential occupational health and safety issues.
- Supplying resources for disaster management purposes.
- Coordinating of the establishment for human resource base to assist during disasters.

- Coordinating offers of and appeals for volunteers in conjunction with the Media Coordinator and the direction of the Emergency Control Group.
- Supporting the DMC in risk-reducing public education and awareness (risk reduction) programs.

7.2.9 COMMUNICATION AND MARKETING (PUBLIC RELATIONS OFFICER)

The Head Communication and Marketing must ensure that disaster plans are compiled and maintained in his/her service, with specific reference to the following:

- Compilation of pro-active departmental disaster management programs to support risk reduction or mitigation; and
- Compilation of reactive departmental disaster management plans to ensure service continuation during emergency/disaster situations.

7.2.10 DIRECTOR FINANCE

The Head of Finance must ensure that disaster plans are compiled and maintained in his/her service, with specific reference to the following:

- Compilation of pro- active departmental disaster management programs to support risk reduction or mitigation.
- Compilation of reactive departmental disaster management plans to ensure service continuation during emergency/disaster situations.
- Managing donations for emergency response.
- Facilitating emergency procurement.
- Initiating and facilitating efforts to make funds available for disaster management in the municipal area (section 43).
- Supplying resources for disaster management purposes.
- Liaising with the provincial officials with respect to the utilization of provincial emergency relief funds if applicable.

7.2.10.1 EMERGENCY FINANCE

The procedure for requesting these funds will be as follows:

- Emergency funds for rehabilitation will be requested from the national or provincial disaster management where needed.
- Evaluation of the damage will be executed by the specific Department, where upon the request and will then give the Finance Department the authority to make the necessary payment.
- The Finance Department will monitor the payment and brief the Joint Operational Centre.
- The Disaster Management and the JOC/ECC will monitor the rehabilitation process.

7.2.11 MANAGERS/SUPERVISORS OF SECTIONS

The managers / supervisors **of all sections/departments must ensure** that disaster plans are compiled and maintained in his/her service, with specific reference to the following:

- Compilation of pro-active departmental disaster management programs to support risk reduction or mitigation.
- Compilation of reactive departmental disaster management plans to ensure service continuation during emergency/ disaster situations.
- Ensure that risk reduction and mitigation principles are applied in all development projects.
- Include the reduction of natural disaster as an element in environmental education programs.
- Supplying resources for disaster management purposes.

7.2.12 ROLE OF NGO'S

The role of the NGOs in the event of an incident is defined below: areas of optimal utilization and safe practice. No NGO shall operate or engage in any activity unless in conjunction with a state department and or local authority section/division in specific areas.

The Incident Command System shall allocate Branch / Division and sectional leaders/supervisors. Where most likely and reasonably possible the allocation or involvement in a specific branch will be aligned to specific skill, knowledge, qualification, experience and ability.

Examples. A volunteer from community with relevant first aid training would be best suited for a triage area to treat minor injuries under a branch leader of medical groupings discretion and instruction, rather than being placed in meal distribution and transport. Vice-versa a person with no current and legitimate proof of a medical qualification would not be listed to a medical resource as treatment but perhaps as admin for completing forms and documents for records or towards transport and meal distribution.

Volunteer persons/groups need to be grouped and listed to resourcing with regards to specifics to determine branch allocation, which division they would work in and under who as the section leader.

Relief resources mobilization under discretion and instruction of Operations Boss

Assist in relief distribution under discretion and instruction of Logistics Boss

Damage and needs assessment with officials of Engineering Section

Hazard identification and reporting relevant and critical information.

Assistance during response aligned to IMS and ICS standards.

Coordination of relief efforts and assistance

Participate in Disaster Risk Management activities such as awareness campaigns, and quarterly forum meetings and advisory sessions

Provision of “specialized services” (to be verified and coordinated with state resource).

7.3 MEDIA/COMMUNICATION

In terms of the Disaster Management Act, Section 42(1) it is incumbent on the District to establish in its administration a disaster management Centre for its municipal area. Lines of communication and the relationship between the various disaster management formations of different spheres of government are to be established. The effectiveness of any relief activities will be seriously restricted without effective communication. Thus ECC/JOC will require the use of all radio's etc. within the Council. Each department shall make available any requirements relating to communications.

7.4 FACTORS REGARDING ADMINISTRATIVE EXECUTION

- Maintain records of communications, decisions, actions and expenditures.
- Determine emergency area (s) and sites.
- Decides on emergency measures and priorities.
- Assess impact.
- Request emergency partner assistance/invoke mutual aid agreements.
- Close public buildings.
- Issue public warnings, orders and instructions.
- Protect the health and safety of emergency responders.
- Ensure an acceptable level of emergency services for the Municipality outside emergency area(s).
- Prepare lists of fatalities, casualties and missing persons.
- Prepare lists of destroyed and damaged properties.
- Co-ordinate response with provincial ministries through Provincial Disaster Management.
- Co-ordinate response with non-governmental disaster relief organization, neighborhood and community organizations.
- Identify persons/organizations to contribute to emergency response,

- Provide information to the media for dissemination to the affected population (s) and the general public,
- Co-ordinate information for public release with emergency partner's communications staff,
- Respond to inquiries from media, public
- Identify target audiences for post-emergency communications,
- Identify person/organization to contribute to post-emergency reports/debriefings and Submit information for payment of invoices

8 RISK ASSESSMENT

Risk and vulnerabilities will determine the priorities for Disaster Management programs and projects. The possible cost benefit to be derived from a project in terms of lives protected, livelihoods secured, and property or natural resources defended, will be the criteria that determines priorities. Bitou Municipal Risk and vulnerabilities Assessment was done in 2019 (a Revision of current is nearly in completion).

In a generic sense, the following hazards on the economic, cultural, welfare, sustained development and sustained livelihoods plans were found to pose the greatest risks in the Municipality:

- Fire Risk (veld and shack fire)
- Natural phenomena (strong winds, floods, etc.)
- Technologies (mine explosive, Spill, HazMat etc.)
- Transport (accidents – Road, Air, Maritime)
- Service utility (light blackouts, water termination, etc.)
- Environmental threats (air pollution, fresh water pollution, etc.)
- Health (wild spread infectious disease to community)
- Civil Unrest (protests, riots, service delivery, cultural intolerance)

Communities in informal settlements are the most vulnerable to many of these risks, but proximity to certain installations or hazards also exposes other communities to risks. In terms

of capacity to address and therefore reduce risks, there currently is a strong emphasis on preparedness and response planning. This means that capacity and planning in term of

mitigation and prevention should be strengthened. The following have been identified as critical Disaster Management issues and should receive priority attention in the IDP.

8.1 RISK ASSESSMENT OBJECTIVES

- To constantly and orderly identify risks and emergency or potential disaster situation relating to Bitou Municipality and to evaluate the possible consequences.
- To develop and implement coordinated response and recovery plans to restore normality as rapidly and cost effectively as possible
- To utilize and maintain existing and the further development of infrastructure that will effectively satisfy disaster management needs.
- To develop and implement a training process that involves the acquisition of skills, understanding of concepts, rules and attitudes to increase preparedness so as to deal effectively with an emergency or potential disaster situation.
- To establish a culture of and creating an understanding of the need for regular evaluation and audit of the disaster management plan.
- To develop and implement a training process that involves the acquisition of skills, understanding of concept, rules and attitudes to increase preparedness so as to deal effectively with an emergency or potential disaster situation.
- To establish a culture of and creating an understanding of the need for regular evaluation and audit of the disaster management plan.
- To develop and implement and implement a risk mitigation plan to effectively deal with potential losses.

8.2 CLIMATE CHANGE

In terms of the Amended Disaster Management Act, planning must include climate change as well as the needs of women, children, the elderly and persons with disability. Even without taking climate change into account, disaster risk will continue to increase in many African countries as more vulnerable people and assets are exposed to weather extremes. Global climate change is a threat to sustainable development and could undermine poverty alleviation efforts and have severe implications for food security, clean water, energy supply, environmental health and human settlements.

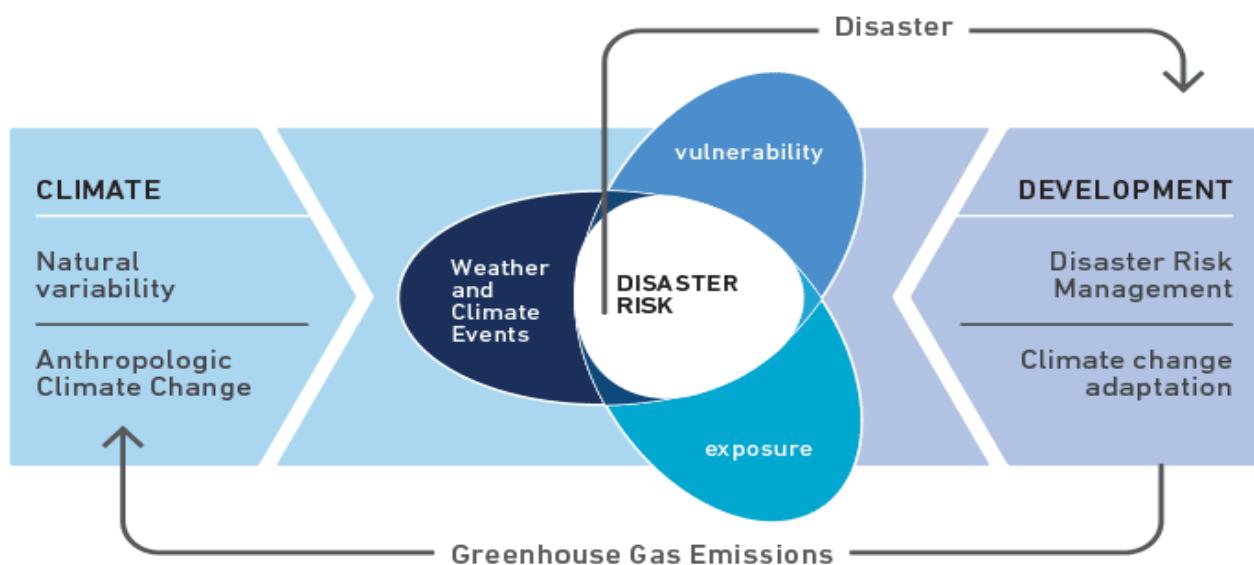
South Africa experiences a wide variety of natural and human induced hazards, however, the three that occur most frequently – floods, droughts and fires – are all associated with water, its excess or its lack. Infrastructure, basic resources (water, food and energy) and livelihoods will all be impacted on and these impacts will affect all sectors and stakeholders, with a particular impact on the poor and vulnerable sectors of our community. The impacts associated with certain hazards are increasing in severity because of changing societal vulnerabilities. Certain factors compound the vulnerability of particular groups in South Africa – their ability to anticipate, cope with, resist and recover from a natural threat. This in turn increases the risk of a natural hazard occurring - culminating in physical, financial and social losses. The question of identifying those most vulnerable or most at risk, and finding appropriate frameworks to understand vulnerability, is a dynamic process and is often better articulated at a local scale.

The **Western Cape Province** has been identified as particularly vulnerable to climate change because of its coastal location and tidal influence of rising sea temperatures on the weather patterns. Observed climate trends for the Western Cape Province, over the last five decades, provide evidence towards an increased frequency of high temperature extremes. Between 2003 and 2008, direct damage costs associated with climate-related extreme events amounted to over R3 billion. Vulnerability is exacerbated by: high levels of poverty; a reduced recovery time due to the increased frequency of extreme events; limited access to, and affordability of, disaster insurance that would assist in absorbing losses; delayed and inadequate disaster relief and post-disaster recovery assistance from government, together with inadequate attention to disaster preparedness and prevention; and/or low productivity due to loss of soil fertility as a result of poor land management practices in the past.

While the NDMF stresses the need for continual monitoring and improving capacity to predict, mitigate and respond to natural disasters, it does not engage with the added level of uncertainty brought on by climate change. In South Africa and the Western Cape there are a number of initiatives and resources available to manage the risk of climate change, these include: The National Climate Change Response Policy; the Western Cape's Climate Change Strategy and Action Plan; and the Western Cape Sustainable Energy Plan Development Facilitation Unit (DFU) of PGWC.

8.3 CLIMATE CHANGE AND DISASTER RISK

Disaster Risk Reduction (DRR) and **Climate Change Adaptation (CCA)** represent policy goals, one concerned with an on-going problem (disasters) and the other with an emerging issue (climate change). While these concerns have different origins, they overlap a great deal through the common factor of weather and climate and the similar tools used to monitor, analyse and address adverse consequences. Another common feature they share is that they are not sectors in themselves but must be implemented through the policies of other sectors, in particular, those of agriculture, water resources, health, land use, environment, finance and planning. There are also linkages with other policies, most notably poverty eradication and planning for sustainable development, and education and science. See the overlapping areas in the Figure 2 below.



Responding to climate-related risks involves decision making in a changing world, with continuing uncertainty about the magnitude and timing of climate change impacts and with limits to the effectiveness of adaptation. It makes sense, therefore, to consider them and implement them in a systematic and integrated manner. For example, risk assessments, flood management systems and building code enforcement contribute to both DRR and CCA policy goals. At the same time, there are areas of non-overlap, such as in earthquake risk engineering for DRR and agricultural or trade policy initiatives for adaptation. There are also linkages with other policies, most notably poverty eradication and planning for sustainable development, and education and science.

In this DRA report climate change, will not be analysed as a single hazard. However, this report evaluates how climate change affects both the frequency and magnitude of a hazard, as well as the vulnerability of specific communities in terms of health conditions, economic viability and social stability.

8.4 VULNERABLE GROUPS

The Provincial Department of Social Development (DSD)) together with the South African Social Security Agency (SASSA) are responsible for vulnerable groups. DSD has recently developed a disaster management plan for their functional area of responsibility. Vulnerable groups (elderly, disabled children) must be considered in disaster management planning specifically when developing standard operating procedures for evacuation and temporary shelter. The Department of Local Government does also support municipalities who require support with capacity building Programmes on gender mainstreaming.

9. RISK REDUCTION

Measures aimed at reducing the chances of a disaster occurring and /or preventing such an occurrence having adverse effect on communities. Construction of a dam to control floods water is an example of a preventive measure. Controlled burning-off in a bushfire-prone example of a prior to the risk is another example. Issuing of permit for controlled burns, to mitigate the risk of fires. Inspection of fire-belts and the maintenance therefor is a mitigating measure to reduce veld fires. Regular cleaning of stormwater and drainage systems in all wards. Inspection of fire hydrants and the maintenance thereof.

10 MITIGATION AND PREPAREDNESS

Mitigation and Preparedness is the actions taken to reduce the impact of emergencies and disasters on a community. Actions are aimed at employing risk reduction measures and therefore to reduce vulnerability. The range of techniques an authority could consider in order to assemble an appropriate package for disaster mitigation can be classified into:

- Engineering
- Spatial planning
- Management and institution.
- Societal and Conflict resolution / reduction

Project teams can be convened to address specific risk-mitigation issues during the post-disaster recovery and rehabilitation phase or the pre-disaster risk reduction and preparedness phase. Such a team will determine its terms of reference and deliverables in consultation with Bitou Municipality Disaster Management Governing Committee (BMGC), and will be responsible to plan, manage and complete multi-disciplinary projects. The BMGC will ensure that project teams are convened and maintained to address risk-specific disaster management plans. Emergencies, flooding, oil spills and other transport disasters, hazardous materials incidents and technological incidents. Policies, plans and procedures that address efficient incident management and inter disciplinary co-operation during incidents are included in this category plans of plans. The input of specialist advisers in the various fields must be obtained on an ongoing basis.

In the recovery and rehabilitation phase, these project teams will take over responsibility once the ECC Management Team is demobilized and/or in cases where recovery takes place over extended periods.

A project team under a line function can be convened to take responsibility for activities that address the causal factor a disaster/incident. Such teams will receive a brief from and report back to the Disaster Manager, and work in close-operation with the DMC. Preparedness includes activities such as:

- Vulnerability assessment
- Planning

- Institution framework development
- Information system
- Resource development
- Warning system
- Response mechanism and procedures
- Public education and training
- Rehearsals
- Development of a long- and short-term mitigation strategy, and
- Development of a long and short lead-lead time forecast.

As per the risk assessment the following Preparedness / Contingency Plans have been drawn up.

10.1 PRE-DISASTER RESPONSE

For Disaster Management Committee to perform their task effectively it must ensure that the following actions take place:

- Pre-Disaster Risk Data collection and verification.
- Risk assessment in the Municipality.
- Assessing capacity of the Municipality to implement emergency response actions.
- Formulate plans and projects to reduce risk.
- Integrating risk management programs with the IDP.
- To maintain risk specific safety infrastructure and plans.
- The establishing of a disaster Management Centre for the Bitou Municipality.
- To establish disaster prevention programmes that focus on the most vulnerable communities and endeavour to support sustainable livelihoods. Pre-disaster Response includes:
 - To design a program in support of fire protection and prevention in surrounded rural areas,
 - To refine disaster loss tracking and to establish a culture of scientific risk research,
 - Determination of the exact casual factors for hazard manifestation leading to disastrous consequences
 - Securing of sufficient finance

- To establish and maintain multi-disciplinary co-operation and co-operative partnerships,
- To establish pro-active media liaison and rapid response to media enquiries.
- To contribute to preventive and reactive management strategies for the HIV/AIDS pandemic Education and awareness programmes.

11 RESPONSE

Response include activities such as:

- Assessments and review of a disaster
- Activation of resources
- As well as exercises.

The possible emergencies and role-players' responsibilities are attached as **Annexure C**. These activities can be coordinated from a joint operational Centre. The Joint Operational Centre/Emergency Control Centre for Bitou is situated at the Public Safety Office unless otherwise stipulated during an incident and will consist of the following:

INTERNAL

- Heads of Department
- Municipal Manager
- Chairperson portfolio committee
- Director Community Service
- Director Engineering Services
- Director Corporate Services
- Director Financial Services
- Disaster Manager

The JOC/ECC team will be responsible to assess, evaluate and co-ordinate all actions in all the phases of the incident. Each line function will be responsible for the implementation of its own departmental disaster plan, but the JOC/ECC team will ensure co-ordination and support between departments and external bodies. The ECC/JOC will be convened and chaired by the Municipal Manager or Head of the Centre at a suitable facility which is appropriately removed from any direct hazard or risk. The ECC/JOC will be activated through the Disaster Response Procedure. It will act as a repository and conduit for information concerning disasters,

Impending disasters and disaster management in the municipal area. It will also promote the recruitment, training and utilization of volunteers to participate in disaster management in the municipal area. (Section 44). The Centre will perform its function:

- Within the national disaster management framework,
- Subject to the Municipality's IDP and other direction of the Municipal council,
- In accordance with the administrative instructions of the municipal manager.

It will liaise with and co-ordinate its activities with those of the National Centre and the Western Cape Provincial Disaster Management Centre adjacent District municipal structures and render assistance as required in the legislation. Other expertise may be co-opted taking into account the specific hazard and or risk probabilities. Disaster Management activities form part of their performance agreement. At times during a disaster a forward command post may be established at the scene of the disaster. The principles of ICS will be utilized.

11.1. ACTIVATION PROCEDURE

When a disastrous event occurs or is threatening in the area of the Municipality, the DMC will determine whether the event is a disaster in terms of the Act, and, if so, the head of Disaster Management Centre will immediately:

- Initiate efforts to assess the magnitude and severity or potential magnitude and severity of the disaster,
- Alert disaster Management role players in the municipality area that may be of assistance in the circumstances,
- Initiate the implementation of the disaster response plan or any contingency plans and emergency procedures that may be applicable in the circumstances, and
- Inform Eden District Municipality Head of Centre, National Disaster Management Centre and the Western Cape Provincial Disaster Management Centre of the disaster and its initial assessment of the magnitude and severity or potential magnitude and severity of the disaster.

When informing the National Centre and the Western Cape Provincial Disaster Management Centre the Centre may take recommendations regarding the classification of the disaster as may be appropriate. Irrespective of whether a local state of disaster has been declared or not, the Municipality is primarily responsible for the co-ordination and management of local disasters

that occur in its area. Consideration regarding procedures and resources including Human Resources. Take in account short, medium and long term implications. **Annexure D** provides for a Checklist when dealing with major incidents / disasters.

12. RECOVERY

Appropriate disaster recovery must ensure rehabilitation and reconstruction strategies are implemented. Disaster recovery must ensure that risk reduction measures are put in place.

12.1 MUNICIPAL EMERGENCY DECLARATION PROCESS

The Mayor to contact the District Mayor in the case of emergency or pending disaster. A municipal disaster may be declared terminated at any time by:

- The Executive Mayor or Acting Mayor; or
- The Municipal Council; or
- The Premier of the Western Cape Province.

Upon termination of a Municipal disaster, Mayor, Disaster Manager or JOC/ECC notifies:

- District Disaster Management centre
- The Mayor of Garden Route District Municipality;
- The Municipal Council.
- The public and the media and neighbouring municipal officials.

The above-mentioned decisions are to take place in consultation with the JOC.

13 TESTING AND REVIEW OF PLAN

The Bitou Municipality Emergency Plan will be maintained and distributed by Disaster Management. This Plan will be reviewed annually and, where necessary, revised at a meeting(s) of the Disaster Management Committee. The Disaster Manager will coordinate this. The Corporate Plan shall only be revised by a resolution of the Municipal Council. However, the Disaster Manager will do revisions and administrative changes, after approval by the Municipal Manager. It is the responsibility of each person, role player, service or department named in this corporate plan, to notify the Disaster Management forthwith of any revisions to the appendices or administrative changes. An annual suitable exercise will be

conducted in order to test the overall effectiveness of the plans and provide training to the Disaster Management Committee. Revisions to this plan shall incorporate recommendations stemming from such exercises.

14. CONTACT DETAILS AND REFERENCE-DOCUMENTS

- List of key contacts and/or resource list – **Annexure A & C**
- Bitou Municipality Risk Assessment – **Annexure B**
- Checklist – **Annexure D**
- Provincial Guideline: Disaster Declaration - **Annexure E**

15. COMMUNICATION

Plan was tabled as draft review to standardisation in September 2022, and workshopped with councillors, internal role players, sections Directors, Managers, and was submitted as an Item to Council for adoption and implementation 30 March 2023.

Council Resolution C/4/69/03/23

CORPORATE SERVICES COMMUNICATIONS MANAGER& CUSTOMER CARE

Primary and Secondary Disaster Management Roles

Primary	Secondary
<ul style="list-style-type: none"> • Development in conjunction with relevant line function services and disaster management, of marketing material and strategies to promote disaster management amongst communities and within the private sector. • Responsible for arranging and coordinating media liaison during proactive and reactive disaster management media liaison sessions. • Responsible for monitoring media coverage and providing feedback on disaster management matters, as pertaining to the Bitou municipal area and submitting copies to disaster management were applicable. • Receive and process any public calls related to a specific disaster that had occurred and refer same to fire call taking. • Referring of rumour calls received as a result of a disaster that has occurred in the area or is supposed to be developing in the area (to the communications officer or official specially appointed to deal with such calls) • Ensuring that “normal” calls relating to service delivery or disruption in essential services, can still be processed during a disaster that has occurred. • Keeping updated with regard to were material developed to enhance 	<ul style="list-style-type: none"> • Assist with the distribution of disaster management awareness and preparedness material amongst the various communities and community structures <p>NOTE: Secondary roles can only be undertaken should manpower and equipment be available at the time and if primary roles do not require attention.</p>

<p>disaster preparedness and awareness can be obtained as public calls would in all probability be received for such information during a crisis.</p> <ul style="list-style-type: none"> • Ensuring that all essential records on disaster management planning and projects are securely kept as back up to main information kept by relevant services. 	
--	--

NODAL POINT:

(For activation/discussion of primary/Secondary role(s))

Contact details: Name: Andile Namntu
 Position: Communication Manager
 Office tel: 044 501 3172/3014
 Cell: TBA: Protocols and lines of communication
 E – Mail: andilenamntu@plett.gov.za

COMMUNITY SERVICES DISASTER MANAGEMENT COORDINATOR

Primary and Secondary Disaster Management Roles

Primary	Secondary
<ul style="list-style-type: none"> Has to ensure that relevant aspects of Chapter 5 of the Disaster Management Act, Act 57 of 2002, are complied with or implemented, as the case may be. The following being some of the main aspects: Facilitate prevention, mitigation, awareness and preparedness planning needs, involving other departments and role players, in accordance with known threats and prioritised risk assessment findings.(Risk reduction aspects) Monitors and reports on the implementation of risk reduction plans, including monitoring the updating of risk assessment data. Facilitates and where necessary coordinates, disaster response, relief and reconstruction in support of the Municipal Manager. Ensures that all municipal departments participate in disaster management matters in accordance with their specialist fields in compliance with the following legislation, as applicable: <ol style="list-style-type: none"> 1. Disaster Management Act (Act 57 of 2002.) 2. Municipal Systems Act (Act 32 of 2000) as amended 3. Municipal Finance Act (Act 53 of 2003) 4. Safety at Sports and Recreational Events Act 5. Any other or new legislation that may at some time or other impact on disaster management aspects. 	<ul style="list-style-type: none"> Provide information to other departments and external stakeholders, on a day to day basis on records and data kept in terms of the Disaster Management Act. Facilitate and encourage maximum usage of the DMC (disaster management centre) by other departments for their disaster management planning needs, when the centre is not in use in terms of its primary functions.

Contact details:

Disaster Manager: Vacant position

Contact details: Office tell:
 Cell:
 E – Mail:

Disaster Coordinator: Name: Nolan Stuurman
 Work tel.: 044 501 3252
 Cell: 0735519051
 E – Mail: nstuurman@plett.gov.za

Disaster Management Officer: Name: Anja Windvogel – Van Rooyen
Work tel.: 044 501 3453
Cell: 078 361 8511
E – Mail: aawindvogel@plett.gov.za

Disaster Manager and Co-Ordinator with 1 disaster continuum officer on the approved organogram (/1/105/10/22) on 31 October 2022

COMMUNITY SERVICES PUBLIC LIBRARIES

Primary and Secondary Disaster Management Roles

Primary	Secondary
<ul style="list-style-type: none">• Ensure that disaster management is included in the department's IDP process in terms of section 26(g) of the Municipal Systems Act• Facilitate the use of libraries and its facilities as general disaster management information points.• Facilitate the use of libraries as distribution points for material intended for community awareness and preparedness.	<ul style="list-style-type: none">• Assist with entertainment and educational programs at temporary housing/shelter centres. <p>NOTE: Secondary roles can only be undertaken should manpower and equipment be available at the time and primary roles do not require attention.</p>

NODAL POINT:

(For activation/discussion of primary/Secondary role(s))

PUBLIC LIBRARIES

Contact Details

Name: T Twani
Position: Senior Manager, Library services
Office tel: 044 501 3130
Cell: 082 713 1008
E – Mail: ttwani@plett.gov.za

Alternative:

V. Moodley
Position: Chief Librarian
Office tel.: 044 501 3130
Cell no: 079 034 4630
E – Mail: vmoodley@plett.gov.za

COMMUNITY SERVICES PARKS & RECREATION

Primary and Secondary Disaster Management Roles

Primary	Secondary
PARKS & RECREATION SERVICES. <ul style="list-style-type: none"> • Ensure that disaster management is included in the department's IDP process in terms of section 26(g) of the Municipal Systems Act • Compile disaster management plans that will enhance risk reduction and effective disaster response, relevant to Parks and Recreational services. • Provide identified sports grounds, parks and club houses under its control for emergency purposes (i.e., emergency housing; major assembly points for evacuation; emergency feeding). • Prepare sites for mass burial during/after a disaster. • Removal of fallen trees • Assist in provision of creating fire breaks and maintaining municipal breaks 	PARKS & RECREATION SERVICES. <ul style="list-style-type: none"> • Assist other services with labour intensive tasks. • Assist with transport (tipper truck) <p>NOTE: Secondary roles in support of another service, can only be undertaken if primary roles do not need attention and should manpower and equipment be available at the time.</p>

NODAL POINT:

(For activation/discussion of primary/Secondary role(s))

PARKS AND RECREATION:

Contact Details N.Kemese
 Position: Horticulturist
 Office tel: 044 501 3216
 Cell: 0836906677
 E – Mail: nkemese@plett.gov.za

Alternative: **Vacant**
 Position: Supervisor
 Office tel.:044 501 3124
 Cell:

E – Mail:

COMMUNITY SERVICES PUBLIC SAFETY

Primary and Secondary Disaster Management Roles

Primary	Secondary
TRAFFIC & LAW ENFORCEMENT <ul style="list-style-type: none"> • Compile disaster management plans that will enhance risk reduction and effective disaster response, relevant to traffic management. • Ensure that disaster management is included in the department's IDP process in terms of section 26(g) of the Municipal Systems Act. • Determining of alternative routes during major blockages of existing routes. • Coordinates all traffic controls during/after a disaster. • Controls access to dangerous areas. • Determines major intersections that may require point duty during a major incident. • Escorting of emergency vehicles. • Provide access control at emergency relief and treatment sites. • Establishment of vehicle parks (vehicle assembly points) for all services involved with relief work. • Establish roadblocks • Coordinate mass evacuation. 	TRAFFIC & LAW ENFORCEMENT <ul style="list-style-type: none"> • Assist with alerting communities at risk. • Assist with crowd controls. • Assist with securing local airport during/after extraordinary events. • Assist with distribution of community awareness & preparedness documentation. • Assist with patrols in evacuated areas. <p>NOTE: Secondary roles can only be undertaken should manpower and equipment be available at the time and primary roles do not require attention.</p>
FIRE & RESCUE SERVICES <ul style="list-style-type: none"> • Maintain disaster management plans relevant to a fire service that will enhance risk reduction and effective disaster response. • Ensure that disaster management is included in the departments IDP process in terms of section 26(g) of the Municipal Systems Act 	FIRE & RESCUE SERVICES <ul style="list-style-type: none"> • Assist with driving of municipal vehicles in support of other municipal services. • Assist with the establishment of casualty clearing stations.

<ul style="list-style-type: none"> • Coordinating firefighting services during/after a disaster including the implementation of relevant incident management systems. • Responsible for the coordination of search and rescue of trapped and missing persons and animals as a result of a disaster, in agreed to scenarios as negotiated with other specialists in the field of rescue/search. • Attending to hazardous chemical spills/emissions. • Treatment of flammable exposed substances. • Promote fire safety in high risk and other areas. • Coordinate issuing of warnings of potential fire disaster threats (i.e. during severe drought conditions) • Maintain 24 hour fire control centre for emergency call taking. 	<ul style="list-style-type: none"> • Assist with provision of emergency water supply (tanker). • Assist with pumping of water from flooded buildings • Assist with the management and coordination of triage of injured in conjunction with ambulance services. • Assist with the establishment of emergency shelters. • Assist with the removal of fallen trees. <p>NOTE: Secondary roles in support of another service, can only be undertaken if primary roles do not need attention and should manpower and equipment be available at the time.</p>
Law Enforcement	

NODAL POINT:

(For activation/discussion of primary/Secondary role(s))

TRAFFIC:

Contact Details

S Ganga

Position: Chief Traffic Services

Office tel.: 044 501 3211

Cell: 083 291 2908

E-Mail: sganga@plett.gov.za

Alternative:

G Swiegers

Position: Senior Superintendent

Office tel.: 044 501 3251

Cell: 083 4555 180

E-Mail: gswiegers@plett.gov.za

LAW ENFORCEMENT:

Contact Details S. Vandala
Position: Chief Law Enforcement Officer
Office tel.: 044 501 3262
Cell: 083 291 2781
E-Mail: svandala@plett.gov.za

FIRE AND RESCUE

Contact details: H Venter
Position: Chief Fire Officer
Office tel: 044 501 3233
Cell: 083 443 0120
E – Mail: hventer@plett.gov.za

Alternative: A. Swanepoel
Position: Senior Fire Fighter
Office tel: 044 501 3236
Cell: 073 227 9437
E-Mail: aswanepoel@plett.gov.za

 D. Davids
Position: Senior Fire Fighter
Office tel: 044 501 3235
Cell: 072 502 8051
E-Mail: ddavids@plett.gov.za

**COMMUNITY SERVICES
MANAGER: WASTE REMOVAL**
Primary and Secondary Disaster Management Roles

Primary	Secondary
REFUSE SITES & CLEANSING <ul style="list-style-type: none"> • Compile disaster management plans that will enhance risk reduction and effective response, relevant to (solid waste) cleansing services that may be disrupted. • Coordinate refuse removal during extraordinary adverse events. • Identification of suitable temporary refuse sites for communities to use during a crisis. • Provide skips for refuse at predetermined sites during major disruptions of service. • Prepare community awareness information on disposal of refuse during a major disruption in service, for inclusion in leaflets for distribution as part of a disaster management awareness and preparedness projects. • Disposal of dead animals in conjunction with the district authorities. • Facilitates the removal of chemical and medical waste. ENTIRE DEPARTMENT: <ul style="list-style-type: none"> • Ensure that disaster management is included in the department's IDP process in terms of section 26(g) of the Municipal Systems Act • Compile departmental disaster management plans that will enhance risk reduction and effective disaster response. 	REFUSE/CLEANSING <ul style="list-style-type: none"> • Assist with bulk transport vehicles for other services. • Assist other services, with labour intensive tasks NOTE: Secondary roles can only be undertaken should manpower and equipment be available at the time and primary roles do not need attention.

NODAL POINT:

(For activation/discussion of primary/Secondary role(s))

Contact details

Mr. R Bower
Position: Manager Waste
Office tel: 044 501 3461
Cell: 0788107956
E – Mail: rbower@plett.gov.za

COMMUNITY SERVICES MANAGER FACILITIES - AERODROME, BEACHES, PARKS

Primary and Secondary Disaster Management Roles

Primary	Secondary
<ul style="list-style-type: none"> • Compilation and updating of contingency plans relevant to aircraft accidents/disasters near or at the airfield, in accordance with Civil Aviation regulations. • Arranging of theoretical and practical exercises to test aerodrome plans at predetermined intervals • Determining potential and actual environmental threats that need to be accommodated and addressed within the overall contingency plans for the aerodrome. • Ensure that disaster management is included in the department's IDP process in terms of section 26(g) of the Municipal Systems Act. • Determine & authorise for use, suitable community halls as emergency shelters for evacuees 	<ul style="list-style-type: none"> • NIL <p>NOTE: Secondary roles can only be undertaken should manpower and equipment be available at the time and if primary roles do not require attention.</p>

NODAL POINT:

(For activation/discussion of primary/Secondary role(s))

Contact details: Mr. J. Sijama
Position: Manager Facilities
Office tel: 044 5013215
Cell: 062 183 9668
E – Mail: jsijama@plett.gov.za

Alternative:

Mr. W.M Davidson
Position: Senior Airport Operations Officer
Office tel: 044 501 3194
Cell: 082 375 2841
E – Mail: wdavidson@plett.gov.za

CORPORATE SERVICES MANAGER: SECRETARIAT

Primary and Secondary Disaster Management Roles

Primary	Secondary
<ul style="list-style-type: none"> • Provide secretarial services to Disaster Management at Advisory Forum meetings. (Convening meetings; preparing and forwarding of agendas; taking and forwarding of minutes; summarising of decisions taken and submit to disaster management for distribution. • Incorporating disaster management reports into agendas of council committee structures. • Coordinate the distribution of disaster management awareness and preparedness material amongst the various communities and community structures • Ensure that disaster management is included in the department's IDP process in terms of section 26(g) of the Municipal Systems Act. 	<ul style="list-style-type: none"> • Provide secretarial assistance if requested, at Disaster Management Advisory <u>Forum task team meetings</u>. • Provide secretarial assistance, for special disaster management meetings, should this be deemed necessary, in case of extra-ordinary events. <p>NOTE: Secondary roles can only be undertaken should manpower and equipment be available at the time and primary roles do not require attention.</p>

NODAL POINT:

(For activation/discussion of primary/Secondary role(s))

Contact details: T Wildeman

Position: Manager Administration

Office tel: 044 501 3062

Cell: 083 277 7349

E – Mail: twildeman@plett.gov.za

Alternative:

J Prinsloo

Position: Senior Administrative Officer

Office tel: 044 501 3064

Cell: 083 330 1100

E – Mail: jprinsloo@plett.gov.za

CORPORATE SERVICES HUMAN RESOURCES

Primary and Secondary Disaster Management Roles

Primary	Secondary
<ul style="list-style-type: none"> • Ensure that disaster management is included in the department's IDP process in terms of section 26(g) of the Municipal Systems Act • Incorporate disaster management as part of induction training for new employees of Bitou municipality. • Maintain records of volunteers recruited in terms of chapter 7 and section 44(1) (h) of the Disaster Management Act, as well as the Volunteer Regulations promulgated in terms of the Act. • Maintaining records of additional skills of municipal employees that may be useful for disaster management. • Coordinates training requirements for all departments, for identified and agreed to recruited volunteers. 	<ul style="list-style-type: none"> • Assist with recruitment of disaster management volunteers in terms of determined needs of departments/services. <p>NOTE: Secondary roles can only be undertaken should manpower and equipment be available at the time and primary roles do not need attention.</p>

NODAL POINT:

(For activation/discussion of primary/Secondary role(s))

Contact details: Mrs. VR Cunningham
 Position: Human Resource Administration Manager
 Office tel: 044 501 3441
 Cell: 076 712 5692
 E – Mail: vcunningham@plett.gov.za

Alternative: Mr. T Machelezi
 Position: Senior Manager Human Resource Management
 Office tel.: 044 501 3440
 E – Mail: tmachelezi@plett.gov.za

CORPORATE SERVICES RECORDS

Primary and Secondary Disaster Management roles

Primary	Secondary
<ul style="list-style-type: none"> • Receive and process any public calls related to a specific disaster that had occurred and refer same to fire call taking. • Referring of rumour calls received as a result of a disaster that has occurred in the area or is supposed to be developing in the area (to the communications officer or official specially appointed to deal with such calls) • Ensuring that “normal” calls relating to service delivery or disruption in essential services, can still be processed during a disaster that has occurred. • Keeping updated with regard to were material developed to enhance disaster preparedness and awareness can be obtained as public calls would in all probability be received for such information during a crisis. • Ensuring that all essential records on disaster management planning and projects are securely kept as back up to main information kept by relevant services. 	<ul style="list-style-type: none"> • Assist with processing enquiries at a specific public information centre established after a disaster had occurred. <p>NOTE: Secondary roles can only be undertaken should manpower and equipment be available at the time and if primary roles do not require attention.</p>

NODAL POINT:

(For activation/discussion of primary/Secondary role(s))

Contact details: G Booysen

Office tel: 044 501 3068

Cell:

E – Mail: gjbooyesen@plett.gov.za

FINANCE

Primary and Secondary Disaster Management roles

Primary	Secondary
<ul style="list-style-type: none"> Ensuring that all departments Provide for disaster management budgeting in terms of IDP processes and projects and according with legislative requirements. (Municipal Systems Act, Core components of IDP, Section 26 (g)) (Manager, Budget Office) Monitors and reports on the departmental expenditure in capital and operating votes for disaster management purposes.(Manager, Budget Office) Administer income received from donations intended for disaster management projects and disaster relief. (Manager, Income) Monitor expenditure from donations received for disaster management purposes.(Manager, Expenditure) Monitor additional expenditure authorised in terms of the Municipal Finance act (Act 53 of 2003) Regulations for disaster management. (Manager, Expenditure) Requisition and monitor usage of any disaster management grants received from other levels of government. (Managers, Budget) Provide information on existing resource suppliers on municipal data base (Managers, Supply Chain). Provide data capturing services during major disaster management operations. (Manager, Information & Communications Technology). Arrange for additional (hire/loan) IT equipment needed during disaster management operations. (Manager, Information & Communications Technology) Ensure that back up disaster management data for all services is regularly updated and secured. (Manager, Information & Communications Technology) 	<ul style="list-style-type: none"> Assist other services with administrative tasks. Assist with the storage of bulk belongings of evacuees or the displaced, during emergency housing of disaster or emergency victims. (Supply Chain) Assist with receiving and administer items donated for disaster management use <p>(Supply Chain)</p> <p>NOTE: Secondary roles can only be undertaken should manpower and equipment be available at the time and the primary roles do not need attention.</p>

<ul style="list-style-type: none"> Support the maintaining of GIS in conjunction with other services. (Manager, Information & Communications Technology) 	
--	--

NODAL POINT:

(For activation/discussion of primary/Secondary role(s))

Contact details: Christopher Lungelo Mapeyi

Position: Chief Financial Officer

Office tel: 044 501 3021

E – Mail: : cmapeyi@plett.gov.za

N. Maredi

Position: Senior Manager Expenditure & Supply Chain Management

Office tel: 044 501 3141

Cell: 071 331 3792

E – Mail: NMaredi@plett.gov.za

A. Zindlu

Position: Manager Revenue Services

Office tel: 044 501 3426

Cell: 076 411 3738

E – Mail: azindlu@plett.gov.za

ENGINEERING SERVICES

ELECTRICAL ENGINEERING

Primary and Secondary Disaster Management roles

Primary	Secondary
<ul style="list-style-type: none"> • Recommend priority restoration of power supply during a major disruption. • Ensure that disaster management is included in the departments IDP process in terms of section 26(g) of the Municipal Systems Act • Compile departmental disaster management plans that will enhance risk reduction and effective response, relevant to the safe provision of electricity supply. • Making safe of (exposed or dangerous) power lines and distribution points, should they have been damaged during a disaster. • Provide guidelines on awareness of communities in the safe usage of electricity and how to improvise during prolonged disruptions. • To timely highlight possible problems that may be encountered, with electricity supply to new developmental projects as part of the disaster management assessment process. • Provide temporary electrical supply to a municipal established emergency shelter centre for evacuees. • Maintain pumps and motors at sewerage works and water reservoirs 	<ul style="list-style-type: none"> • Assist with (limited) mobile or portable generators. <p>NOTE: Secondary roles can only be undertaken should manpower and equipment be available at the time if the primary roles do not require attention.</p>

NODAL POINT:

(For activation/discussion of primary/Secondary role(s))

Contact details: **vacant**

Position: Manager: Electrical Engineering

Office tell: 044 501 3271

Cell:

E – Mail:

Alternative: M. Mangembe
 Position: Demand and Loss Control Officer – Electrical Engineering
 Office tel: 044 501 3272
 Cell: 083 435 2216
 E – Mail: mmangembe@plet.gov.za

ENGINEERING SERVICES MANAGER: ROADS & STORMWATER Primary and Secondary Disaster Management Roles

Primary	Secondary
ROADS & STORMWATER <ul style="list-style-type: none"> • After a disaster, ensuring that any damaged road surfaces are repaired in accordance with priorities allocated and where necessary determine alternative routes in conjunction with traffic (protection services). • After a disaster ensuring that that the storm water drainage system is repaired in accordance with priorities allocated. • Diversion of excess storm water where necessary • Coordinates all projects of a civil works nature after major damages to structures for which the municipality is responsible for, has occurred as a result of a disaster. 	ROADS <ul style="list-style-type: none"> • Assist with emergency repairs to provincial roads in the municipal area in conjunction with provincial authorities. • Assist other services with labour intensive tasks. • Provide (limited) heavy and other earthmoving equipment. • Assist other municipal services with specialised vehicles such as aerial platform, light mobile crane, should this be required due to the nature of events. • <p>NOTE: Secondary roles can only be undertaken should manpower and equipment be available at the time and primary roles do not need attention.</p>

NODAL POINT:
 (For activation/discussion of primary/Secondary role(s))

Contact details: Mr. Z Mputa
 Position: Manager: Roads and Stormwater
 Office tel: 044 501 3266
 Cell: 073 147 7004
 E – Mail: zmputa@plet.gov.za

Alternative: Vacant.
 Position: Superintendent Roads and Stormwater
 Office tel: 044 501 3272
 Cell:
 E – Mail:

ENGINEERING SERVICES MANAGER: WATER QUALITY CONTROL

Primary and Secondary Disaster Management roles.

Primary	Secondary
<p style="text-align: center;">WATER</p> <ul style="list-style-type: none"> • Provide a safe supply of water of specified quality to meet the needs of the community. • During major disruptions in water supply to prioritise restoration of services. • During major prolonged disruption in water supply, to arrange for the distribution of potable water at pre-determined watering points. • Preparing and distribution of awareness material relevant to emergency water purification and usage <p style="text-align: center;">WASTE WATER</p> <ul style="list-style-type: none"> • To restore waste water services and pumping during a major disruption, in accordance with determined priorities. • To control and disinfect a major waste water spillage in order to limit possible health hazards developing. • To promote awareness on the potential dangers of waste water during major disruptions. • To timely highlight possible problem areas with (new/extended) waste water systems for proposed development projects as part of the disaster management assessment process. <p style="text-align: center;">ENTIRE DEPARTMENT</p> <ul style="list-style-type: none"> • Ensure that disaster management is included in the department's IDP process in terms of section 26(g) of the Municipal Systems Act • Compile departmental disaster management plans that will enhance risk reduction and effective disaster response. 	<p style="text-align: center;">WATER</p> <ul style="list-style-type: none"> • Provide manpower and equipment for labour intensive tasks to other municipal services requiring assistance due to the nature of events. <p style="text-align: center;">WASTE WATER</p> <ul style="list-style-type: none"> • Assist other municipal services with manpower for labour intensive tasks due to the nature of events that occurred. • Assist other municipal services with transport (trucks) (outsourced) • Provision of (limited) construction equipment • Assist in securing temporary sanitation facilities where needed during a crisis <p>NOTE: Secondary roles can only be undertaken should manpower and equipment be available at the time and if primary roles do not require attention.</p>

NODAL POINT:

(For activation/discussion of primary/Secondary role(s))

Contact details: **Eddie Oosthuizen**

Senior Manager: Water Services

Office tel: 044 501 3266

Cell: 073 147 7004

E – Mail

Alternative:

Mr. R Tarentaal

Position: Superintendent Water Purification

Office tel: 044 501 3266

Cell: 082 259 9123

E – Mail: rtarentaal@plett.gov.za**MANAGER: TOWN PLANNING & DEVELOPMENT****Primary and Secondary Disaster Management Roles**

Primary	Secondary
<ul style="list-style-type: none"> • Re-alignment of town planning and building by-laws (in terms of the Disaster Management Framework, KPA 3: Disaster risk reduction) if not adequately addressing disaster management needs. • Ensure that disaster management is included in the department's IDP process in terms of section 26(g) of the Municipal Systems Act • Ensuring that all new town planning & development project applications have considered possible impact(s) on disaster management planning in the area and that an environmental impact study specifically addressing disaster management issues ,has been undertaken. • Coordinate the determining of whether buildings are still safe to occupy after a disaster has damaged structures. • 	<ul style="list-style-type: none"> • NIL. <p>NOTE: Secondary roles can only be undertaken should manpower and equipment be available at the time.</p>

NODAL POINT:

(For activation/discussion of primary/Secondary role(s))

Contact details: **Mr. C Schliemann**

Position: Manager: Town Planning & Development

Office tel: 044 501 3324

Cell: 083 628 4001

E – Mail: cschliemann@plet.gov.za

**OFFICE OF THE MUNICIPAL MANAGER:
MANAGER: INTEGRATED DEVELOPMENT PLANNING**
Primary and Secondary Disaster Management Roles

Primary	Secondary
<p>INTEGRATED DEVELOPMENT PLANNING (IDP)</p> <ul style="list-style-type: none"> Ensuring that all departments address disaster management in their IDP submissions. <p>(All the above in accordance with section 47(1)(c); 48(1)(a) (ii & iii); 53(2)(a) of the Disaster Management Act (Act 57 of 2002 and the Municipal Systems Act (Act 32 of 2000; section 26(g))</p> <p>PERFORMANCE MANAGEMENT SYSTEM</p> <ul style="list-style-type: none"> Ensuring that the performance management system includes requirements to implement disaster management and that this is monitored, in terms of the Disaster management Act (Act 57 of 2002, sections 48(a); 53(2) and 47(1) (b & c); and the National Disaster Management Framework (Govt. Gazette 29 April 2005 no 27534) Reporting on progress with the implementation of IDP projects related to disaster management 	<p>INTEGRATED DEVELOPMENT PLANNING (IDP)</p> <ul style="list-style-type: none"> Assisting the DMC with guidelines for services in making provision for implementing disaster management according to IDP principles. <p>NOTE: Secondary roles can only be undertaken should manpower and equipment be available at the time and primary roles do not require attention.</p>

NODAL POINT:

(For activation/discussion of primary/Secondary role(s))

Contact details: Mr. T Henge
Position: Manager: Integrated Development Planning
Office tel: 044 501 3364
Cell: 083 531 7884 / 072 820 4107
E – Mail: thenge@plett.gov.za

NATIONAL SEA RESCUE INSTITUTE

Primary and Secondary Disaster Management Roles

Primary	Secondary
<ol style="list-style-type: none"> 1. Rescue of persons in distress at sea. 2. Provide assistance to relevant coordinating authority during major (i.e., passenger liner) sea rescue operations 	<ol style="list-style-type: none"> 1. Assist with rescue of trapped persons in flooded areas. 2. Assist with searching for missing persons during severe flood situations. 3. Assist with first aid measures at emergency/disaster area and at casualty clearing stations. 4. Assist with monitoring of sea pollution levels during major spillages <p>Note: Secondary roles can only be considered if manpower and equipment is available at the time and no primary roles need attention.</p>

NODAL POINT:

(For activation/discussion of primary/Secondary role(s))

Contact details: NSRI emergency number
Jaco Kruger

Position: Station Commander

Cell: 082 498 9018

E – Mail: station14@searescue.gov.za
info@offshoresadventure.co.za
adventure.offshore@gmail.com

Alternative: Name: Ross Badenhost
Cell: 0824917464
Call Centre Cape Town: 0829947555
E – Mail:

METRO AMBULANCE

Primary and Secondary Disaster Management Roles

Primary	Secondary
<p>1. EMS is divided into 4 core components:</p> <p>Ambulance Operations</p> <ul style="list-style-type: none"> Each ambulance is fully equipped with the appropriate medical equipment and medication, plus two stretchers. Skilled medical practitioners work in teams of two per ambulance and provide quality care based on their training. Levels of care within EMS are divided into: <ul style="list-style-type: none"> Basic Life Support (BLS), Intermediate Life Support (ILS) and Advanced Life Support (ALS / Paramedic). Air transport via Metro/SkyMed <p>Emergency Communications</p> <p>The Emergency Communications Centres (ECCs) throughout the province employ trained call takers and dispatchers who make sure that the calls made in an emergency are correctly prioritized and dispatch the closest ambulance offering the correct level of care to the incident.</p> <p>Rescue</p> <p>EMS rescue technicians provide both technical and medical care on the scene of a rescue operation. These operations may vary from motor vehicle accidents requiring patients to be mechanically extricated with the “Jaws of Life”, through to mountain rescues where patients need to be airlifted or carried to safety.</p>	<ol style="list-style-type: none"> 1. Assist with rescue of trapped persons in flooded areas. 2. Assist with searching for missing persons during severe flood situations. 3. Co-ordinate and assist with triage of mass casualty incidents 4. Assist with specialised resources through province for large scale and long duration incidents. <p>Note: Secondary roles can only be considered if manpower and equipment is available at the time and no primary roles need attention.</p>

Each rescue vehicle is fully equipped with power tools and rescue tools	
---	--

HealthNET

HealthNET (Health Non-Emergency Transport) provides transport for non-emergency patients between home and facilities, or between multiple facilities. Patients are booked using an online system that ensures that seats are allocated equitably and no patients can be overbooked.

NODAL POINT:

(For activation/discussion of primary/Secondary role(s))

Contact details: Metro Ambulance Call Centre
Contact Number: 10177

Mr. Richard Botha : Position: Regional Manager

Cell: 083 585 3339

E – Mail: Rbotha@pgwc.gov.za

Alternative: Hilton Roman (Area Manager) Plettenberg Bay

Cell: 083 277 0992

E – Mail: Hilton.Roman@westerncape.gov.za

STRATEGIC SERVICES:

LOCAL ECONOMIC DEVELOPMENT

Primary and Secondary Disaster Management Roles

<p>LOCAL ECONOMIC DEVELOPMENT</p> <ul style="list-style-type: none"> • Ensuring that any economic development project has considered disaster management impact assessments as required by the Disaster Management Act and Framework. • Facilitating the disaster management planning needs within the agricultural sector excluding subsistence and community farming. • Facilitate liaison between the private sector and disaster management for disaster contingency planning purposes. 	<p>LOCAL ECONOMIC DEVELOPMENT</p> <ul style="list-style-type: none"> • Issuing of warnings to (rural) communities when a threat is imminent. <p>NOTE: Secondary roles can only be undertaken should manpower and equipment be available at the time and primary roles do not require attention.</p>
---	--

NODAL POINT: LED

(For activation/discussion of primary/Secondary role(s))

Contact details: Local Economic Development

Position Manger: Lesly Jacobs

Office tell: 044 501 3368

Cell:

E-mail:

EXECUTIVE MAYOR'S OFFICE
OFFICER:
YOUTH GROUP & GENDER DEVELOPMENT

**Primary and Secondary
Disaster Management roles.**

Primary	Secondary
<ul style="list-style-type: none"> Facilitate the mobilisation of youth groups to assist with disaster relief tasks. Facilitate the mobilisation of youth groups to assist with community awareness and preparedness projects. Assist with the recruitment of youths as volunteers in terms of determined needs, in conjunction with the relevant service(s) that may have volunteer requirements. Assist with the promotion of disaster/emergency preparedness and awareness at educational institutions and community-based organisations. 	<ul style="list-style-type: none"> NIL <p>NOTE: Secondary roles can only be undertaken should manpower and equipment be available at the time and if primary roles do not require attention.</p>

NODAL POINT: LED

(For activation/discussion of primary/Secondary role(s))

Contact details: TD Meyer

Position: Youth and Sport Development Officer

Office tell: 044 501 3360

Cell: 061348 3692

E-mail: tmeyer@plett.gov.za

SOUTH AFRICAN POLICE SERVICE (SAPS)

Primary and Secondary roles in the event of an emergency or disaster.

Primary	Secondary
<p>Maintenance of law and order in terms of relevant legislation.</p> <ul style="list-style-type: none"> • During a manmade disaster as a result of severe rioting or unrest, or due to war, the above is the prime function of SAPS. In the case of the latter, it would be in support and at the request of the SANDF • During natural disasters, if evacuated areas have to be patrolled to avoid possible looting, or to control unauthorised access, or in the event of looting taking place, SAPS will be tasked to be responsible for coordinating this.. • If disaster is as a result of criminal activities, will be responsible for coordination of the crime scene. • Initially take command at an aircraft disaster scene until satisfied that other services can continue without possibly disturbing critical evidence. 	<ul style="list-style-type: none"> • Providing a protective role in the event of relief work being carried out where the public could become a “nuisance factor”. • Assisting in search operations for missing persons. • Assist to locate suspected drowning due to flooding. • Assisting with rescue operations of trapped persons / animals. • Assisting with issuing warnings / instructions to the public. • Assisting with cordoning off affected area(s). • Assisting with trauma handling of victims • Assisting with evacuation of dangerous areas. • Assisting with investigation (causal factors of disasters). • Facilitating the removal of bodies. • Facilitate preliminary activation of rescue and essential services if necessary <p>NOTE: Secondary roles can only be considered if primary roles do not require attention and resources can be spared to assist with a supporting function.</p>

NODAL POINT:

(For activation/discussion of primary/Secondary role(s))

Contact details: **Plettenburg Bay SAPS**

Contact details: Col A May – cell
Position: Station Commissioner
Office tel: 044 501 1913
E-mail: plettenbergbay.sc@saps.gov.za

Alternative: Lt. Col. Solomon (Acting station commander)
Position: Visible Policing Commander
Office tel.: 044 501 1939
Cell: 082 778 7310
Fax: 044 501 1932
e-mail: plettenbergbay.vispol.cmdr@saps.gov.za

Kwanokuthula SAPS Col Burger cell 0823348260
Position : Station Commander
Email : Kwanokuthula.sc@saps.gov.za

COMMUNITY SERVICES MANAGER: HOUSING

Primary and Secondary Disaster Management Roles

Primary	Secondary
<ul style="list-style-type: none"> • Ensure that disaster management is included in the department's IDP process in terms of section 26(g) of the Municipal Systems Act • Facilitating the establishment and administrative management (including who is accommodated) of an emergency (temporary) housing centre. • Coordinate safe relocation of evacuees. • Determining suitable land that could be used as an emergency (temporary) housing centre for evacuees in conjunction with Supervisor, Parks & Recreation (open parks) • Coordinate the monitoring of (unsafe) vacated areas to prevent illegal occupation.(in conjunction with public works) 	<ul style="list-style-type: none"> • Assist with distribution of basic survival items to the destitute. • Assist with distribution of basic awareness material <p>NOTE: Secondary roles can only be undertaken should manpower and equipment be available at the time and primary roles do not need attention.</p>

NODAL POINT:

(For activation/discussion of primary/Secondary role(s))

Contact details: F Maki

Position: Manager: Housing

Office tel: 044 501 3227

Cell: 081 527 8428

E-mail: fmaki@plett.gov.za

Alternative:

A Fourie

Position: Chief Housing Officer

Office tel.: 044 501 3228

Cell: 083 413 6110

E-mail: afourie@plett.gov.za

RISK ASSESSMENT

We are in the process of reviewing the risk assessment for the municipality.

Priority Hazards identified

2008/2009

- Fire Risk (veld and shack fire)
- Natural phenomena (Strong winds, floods, etc.)
- Technology (mine explosive, spillages, etc.)
- Transport (accidents road)
- Service utility (lights blackouts, water termination, etc.)

Additional hazards identified

2013/2014

- Structural fires
- Climate Change, Drought, Storm Surges, Regional Sea-level rise
- Hazmat Road, Oil spill at Sea
- Aircraft incidents
- Water, Waste Management, Water Quality and Wastewater Management, Human Settlements
- Environmental threats (air pollution, fresh water pollution, etc.)
- Health (wild spread infectious disease to community)
- Biological (Alien invasive Vegetation, Vegetation Fires)
- Socio Economic (Social conflict, Service protests, Substance abuse, crime),
- Geological Hazards (Earthquakes - Coastal erosion)

What communities say regarding Disaster management as priority concerns.

- Drought;
- Waste Management;
- Unsafe Drinking Water;
- River Pollution;
- Hazmat (Road);
- Coastal Erosion;
- Fires (Informal); and
- Storm Surges.

What disaster Expert Say:

- BLM, being a coastal municipality, will be affected by sea level rise and in this respect certain coastal development and infrastructure will be under threat of damage.
- The natural environment and its resources of the BLM are sensitive and susceptible to over-exploitation or inappropriate use.
- Due to its physical location, topography and the climatic conditions of the area the BLM is particularly vulnerable to the impact of climate change.
- With growing populations, with many new residents being lower-skilled migrants in search of jobs, the area is facing an increasing unemployment problem.
- Problems on basic services infrastructure are experienced in the BLM that have seen rapid population growth.
- The issue of effective waste management, potable water and river pollution were areas of concern in all the wards.
- It would appear that the question of substance abuse is of great concern throughout the area.
- Bitou Local Municipality is an important part of the economic growth area for the Eden District.
- It has an expanding population on account of immigration from other parts of the country, bringing a dynamic mix of skills and cultures to the area.
- With growing populations however and many new residents being lower-skilled migrants in search of jobs, the area is facing an increasing unemployment problem. This, together with relatively high percentages of households with no income in areas with higher population density, creates several social challenges.
- In particular, problems on basic services infrastructure are experienced in the BLM that have seen rapid population growth.
- The natural environment and its resources of the area are sensitive and susceptible to over-exploitation or inappropriate use. This includes natural ecosystems and habitats that are of global importance.
- Bitou Local Municipal Council recognizes that if the objective of achieving sustainable development in the area of is to be realized, a concerted effort is required to reduce recurrent disaster risks in its area.

This can only be achieved by:

- Creating resilience amongst its people and its infrastructure
- Strengthening capacity to anticipate significant events and disasters; and
- Improving the management of such events in order to limit the effects wherever possible.

It also requires the development and implementation of appropriate risk reduction methodologies and the integration of such methodologies into development plans, programmes and initiatives as well as the management of high risk developments. (IDP)

It is essential that all sections devise action plans and awareness materials to inform and educate our communities of hazards and risks. A positive campaign to change public view and again involve community in dealing with risks and hazards. Much can be achieved if we all work together.

Annexure C

Public Works DEPARTMENT	Public Safety DEPARTMENT	HEALTH/ HOUSING SOCIAL WELFARE	LOCAL COMMUNICATION OFFICER	CHIEF ADMINISTRATION OFFICER
DIRECTOR:	DIRECTOR: M Paulsen Snr Manager Public Safety A. Sakati OFFICERS: DISASTER MANAGEMENT Disaster Management Coordinator N. Stuurman Disaster Officer A Windvogel van Rooyen Traffic: S. Ganga Fire/Rescue: H. Venter Law Enforcement S. Vandala	F Maki Human Settlements	Mr. A Namntu	T WINDVOGEL
Removal of rubble and debris; Demolition of dangerous structures; Provision of water; Opening of water; Opening of access roads; Maintenance of electrical and provision of emergency power	Firefighting and rescue services, Traffic control, Security of personnel and property, Co-ordination of Disaster and Emergency functions, Advise on the impact of the disaster.	Treatment of casualties, including emergency hospitalization and provision of health measures, counselling of employees involved in disaster activities, Immunisation against diseases such as typhoid,	Setup a communication strategy to inform the public, and Handle public enquiries, Liaise with the media, Liaise with the community.	Human Resources Services. Fleet management. Administration of the JOC Logistic support

or lighting when needed		Assist in social needs of temporary housing and feeding plans		
-------------------------	--	---	--	--

SCENARIO	EMERGENCY SITUATION	ACTIONS REQUIRED	RESPONSIBLE PERSON
1	Serious floods, storms, strong winds	<p>Rescue of victims.</p> <p>Evacuation and transportation of persons and property from threatened area.</p> <p>Provision of temporarily housing and welfare services.</p> <p>Treatment of casualties.</p> <p>Closing of roads and control of public movement.</p> <p>Search of disposal bodies (establishment of temporarily mortuaries).</p> <p>Restoration of affected essential services.</p> <p>Construction of emergency roads and access roads.</p>	<p>First contact:</p> <p>Head Community Services</p> <p>Control centre</p> <p>Emergency – 044 533 5000</p> <p>Enquires – 044 501 3230/1</p> <p>Second contact:</p> <p>Disaster Officer (Senior Manager Public Safety) Mr Andile Sakati: 083 273 7075</p> <p>Fire Rescue</p> <p>H. Venter – 083 443 0120</p> <p>Third contact:</p> <p>Public Safety Stand By Officers</p> <p>Joint operation Centre 044 501 3203</p>
2	Extensive fires in high rise buildings affecting several buildings simultaneously.	<p>Rescue and firefighting.</p> <p>Closing of roads and control of public movement.</p> <p>Treatment of casualties.</p> <p>Provision of emergency accommodation and welfare services.</p>	<p><u>First contact:</u></p> <p>Fire and Rescue Stand By Officer</p> <p>Disaster Management Stand By Officer</p> <p>Control centre – 044 533 5000</p> <p><u>Second contact:</u></p> <p>Chief Fire Officer – 083 443 0120</p> <p>Joint operation Centre 044 501 3203</p>

3	Serious fires in petroleum storage areas and tanker berths.	<p>Firefighting.</p> <p>Closing of roads and control of public movement.</p> <p>Evacuation of people from threatened areas.</p> <p>Treatment of casualties.</p> <p>Provision of emergency accommodation.</p>	<p><u>First contact:</u></p> <p>Fire and Rescue Stand By Officer</p> <p>Disaster Management Stand By Officer</p> <p>Control centre – 044 533 5000</p> <p><u>Second contact:</u></p> <p>Chief Fire Officer – 083 443 0120</p> <p>Joint operation Centre. 044 501 3203</p>
4	Serious Aviation crash.	<p>Rescue.</p> <p>Closing of roads and control of public movement.</p> <p>Construction of emergency access routes, etc.</p> <p>Treatment of casualties.</p>	<p><u>First contact:</u></p> <p>Fire and Rescue Stand By Officer</p> <p>Disaster Management Stand By Officer</p> <p>Control centre – 044 533 5000</p> <p><u>Second contact:</u></p> <p>Chief Fire Officer – 083 443 0120</p> <p>Joint operation Centre. 044 501 3203</p> <p>EMS / SAPS / NSRI / Support Resources</p> <p>CAA:</p>
5	Bus accident with large number of casualties	<p>Rescue.</p> <p>Closing of roads and control of public movement.</p> <p>Treatment and transportation of casualties.</p> <p>Investigation by SAPS.</p>	<p><u>First contact:</u></p> <p>Public Safety Stand By Officers</p> <p>Control centre – 044 533 5000</p> <p>EMS</p> <p>(10177) – 044 382 5613</p> <p>SAPS</p> <p>(10111) – 044 501 1900</p>
6	Bomb of high yield Explosion in large shopping/ flat centre/ complex.	<p>Firefighting and rescue.</p> <p>Closing of roads and control of public movement.</p> <p>Treatment of casualties.</p> <p>Investigation by police.</p>	<p><u>First contact:</u></p> <p>SAPS (10111) – 044 501 1900</p> <p>Public Safety Stand By Officers</p> <p>Control centre – 044 533 5000</p> <p>EMS</p> <p>(10177) – 044 382 5613</p> <p>Support Services on stand by</p>
7	Escape of poisonous gas, oil, petrol and dangerous chemicals transit	<p>Closing of roads and control of public movement.</p> <p>Treatment of casualties.</p> <p>Decontamination.</p>	<p><u>First contact:</u></p> <p>Fire and Rescue Stand By Officer</p> <p>Disaster Management Stand By Officer</p> <p>Control centre – 044 533 5000</p> <p>EMS</p> <p>(10177) – 044 382 5613</p> <p>SAPS</p> <p>(10111) – 044 501 1900</p>

			Traffic and Law Enforcement S/By Eden District HazMat units :CCC 044 805 5071 WhatsApp Group Eden 081 709 5193.
8	Runaway Veld and forestry fires	Firefighting when safe to do so Evacuation of people and livestock. Protect property and structure	<u>First contact:</u> Fire and Rescue Stand By Officer Control centre – 044 533 5000 Eden District CCC Fire: 044 805 5071 Fire protection association Craggs- 082 870 9604 Askop- 079 779 6356 Plett South- 083 460 7802 Fisanthoek – 082 562 5971 Other role players
9	Actual or potential serious epidemic.	Provision of emergency health services and hospitalisation. Provision of welfare services	<u>First contact:</u> Director health services Health services (provincial department) Other role players
10	Serious power failure (Kranshoek Fisanthoek, Kurland Municipal And Eskom Supply	Restoration of power. Warning of public about the possible live wires.	<u>First contact:</u> Stand by Electrician <u>Second contact</u> Eskom customer care Other role players.

MASTER CHECKLIST

Annexure D

INDEX

FOR

DIFFERENT POSSIBLE DISASTERS OR MAJOR INCIDENTS

	INDEX NC
• AIRCRAFT DISASTER	1
• BUSH/VELDT FIRE	2
• DAM FAILURE	3
• DROUGHT	4
• EPIDEMICS	5
• FLOOD	6
• INFLUX OF REFUGEES	7
• INFORMAL SETTLEMENT FIRE	8
• OIL POLLUTION (MARITIME)	9
• POWER SUPPLY (PROLONGED DISRUPTION)	10
• ROAD DISASTER	11
• SHIPPING DISASTER	12
• TORNADO	13
• TSUNAMI	14
• WASTE WATER SYSTEM (PROLONGED DISRUPTION)	15
• WATER SUPPLY (PROLONGED DISRUPTION)	16

AIRCRAFT DISASTER.

Master checklist/template

NOTES:

1. Consider each item.
2. Record times (use the 24 hr clock), dates (dates: day of the month, followed by the month, followed by the year) and who contacted for each item that applies.
3. **Where bold listed items apply, relevant checklist has to be completed (Retain completed checklist for debrief and formal report(s). All supporting checklists relevant to aircraft disasters, to be stored with the master checklist.**
4. Please PRINT CLEARLY.

AREA WHERE AIRCRAFT HAS COME DOWN:

DATE & TIME REPORTED:

REPORTED BY & CONTACT DETAILS:

1. Description of area/community affected and impact zone.

1.1 Brief description on area where aircraft has crashed (i.e. rural; urban; agricultural land; industrial; a mix)	
1.2 Casualties amongst communities? (If yes, refer to establishment of a casualty clearing station checklist D)	Approx. numbers
1.3 Danger of fire or fire spreading?	Details, including initial assessment on what is burning.
1.4 Danger of hazardous chemical spill (from cargo or industries in impact zone)	If applicable, details

DAM FAILURE

Master checklist/template

NOTES:

1. Consider each item.
2. Record times (use the 24 hr clock), dates (dates: day of the month, followed by the month, followed by the year) and who contacted for each item that applies.
3. **Where bold listed items apply, relevant checklist has to be completed**
(Retain completed checklist for debrief and formal report(s).
All supporting checklists relevant to dam failure, to be stored with the master checklist.
4. Please PRINT CLEARLY.
5. **COMPLETE A SEPARATE MASTER SHEET FOR EACH DAM if more than one has failed.**

WHICH DAM:

DATE & TIME REPORTED:

REPORTED BY & CONTACT DETAILS:

1. Description of area/community affected and impact zone.

1.1 Has any damage/losses occurred or been reported? (refer checklists A and A1)	
1.2 Could dam failure impact down stream? If so: A) Communities/organisations warned. B) Water flows down stream monitored? C) Dams down stream monitored? D) Dams upstream monitored? In particular if failure occurred due to heavy inflow of water/heavy rains	A) By whom and when B) Who has been tasked and when. C) Who tasked and when? D) Who tasked and when?
1.3 What was the dam used for?	

DROUGHT DISASTER

MASTER CHECKLIST/TEMPLATE

- NOTE :**
- 1) Record where relevant, times and dates and who tasked and contact details.
 - 2) As a drought is a “slow onset” disaster the checklist will have to be referred to over an extended period.
 - 3) For items are in bold refer to relevant checklists. Obtain copies of completed checklists for adding to the master checklist.
 - 4) If space is insufficient, use back of form, reflecting relevant corresponding item number or use a separate sheet with the same number

1. Background information.

1.1 Which areas have been affected by the drought?	Details:
1.2 What sectors of activities have been affected?	Details:
1.3 Any indications as to the expected duration of the drought? (refer weather checklist (P))	Details and who provided information (enclose a copy of completed checklist)
1.4 Is the media part of the total strategy? (Refer to media liaison checklist H)	
1.4 Is it necessary to establish a forward command post? (If so, use checklist B on the minimum requirements for the establishment thereof)	If applicable, were located and who is in charge at the post?
1.5 Is it necessary to establish a public information service? (If so, refer to checklist I)	If applicable, were located and who is in charge?

EPIDEMIC
MASTER CHECKLIST/TEMPLATE

- NOTE : 1) Record where relevant, times and dates and who tasked and contact details.**
- 2) As an epidemic can occur over an extended period, the checklist will have to be referred to whilst the situation is receiving attention, which could be weeks or months.**
- 3) For items in bold are applicable, refer to relevant checklists. Obtain copies of completed checklists for adding to the master checklist.**
- 4) If space is insufficient, use back of form, reflecting relevant corresponding item number or use a separate sheet with the same number**

1. Critical background information.

1.1 What type of epidemic?	
1.2 When was this first reported?	(Also by whom, with contact details)
1.3 (A) Is the cause known (specify) (B) If not, who is tasked to determine this? (<u>ENSURE THAT THIS IS FOLLOWED UP</u>)	(A) (B)
1.4 What area is affected?	
1.5 Which communities or agricultural sectors, are affected or under threat?	
1.6 (A) Is there a danger of this spreading and if so how? (B) If (A) applies who is tasked to monitor this? (C) Could prevailing weather conditions impact on the possible	(A) (B)

FLOODS
MASTER CHECKLIST/TEMPLATE

NOTES:

1. Consider each item.
2. Record times (use the 24 hr clock), dates (dates: day of the month, followed by the month, followed by the year) and **who contacted for each item that this applies.**
3. **Where bold listed items apply, relevant checklist has to be completed by person to be appointed by lead agency responsible for completion of master checklist.**
(Retain completed checklist for debrief and formal report(s).
All supporting checklists relevant to flooding, to be stored with the flooding master checklist.
4. Please PRINT CLEARLY.

1. Brief description on flooding and monitoring.

1.1 Where has this or is this occurring?	(Also GPS location if possible: South, East and/or GPS barcode/code if available)
1.2 How was this reported and when?	
1.3 Preliminary impact assessment undertaken? (Provisional damage assessment checklist A to be completed) (Copy of completed list to be obtained for each area affected by floods)	
1.4 Who is monitoring water levels and at what point(s)?	(Also contact details such as cell no/office no.)
1.5 Time and date area(s) declared safe. (and by whom)	
1.6 Are weather conditions being monitored? (complete weather update checklist P)	(enclose a copy of the completed checklist)

INFLUX OF REFUGEES/DISPLACEES

- NOTE :** 1) Consider each item.
- 2) Record where relevant, times and dates and who tasked and contact details. (use the 24 hour clock system to reflect the time)
- 3) For items in bold refer to relevant generic checklists
- 4) If space is insufficient, use back of form, reflecting relevant corresponding item number
- 5) Were specific checklists referred to have been completed, attach a copy thereof.
- 6) CHECKLIST MAY HAVE TO STAY OPEN FOR SOME TIME

1. Important background information.

1.1 When did this occur/become known?	
1.2 Who is the appointed liaison person/organisation until national government becomes involved?	(if more then one area for each area)
1.3 In which area(s) are the refugees/displacees?	(Number areas and <u>use same number</u> for other data required)
1.4 Estimated numbers and make up of group(s)	Totals for each area; further broken down into male, female, elderly, children)
1.5 From which country/countries/region are refugees/displacees?	
1.6 Foreign Affairs notified?	
1.7 Who from Foreign Affairs is the liaison person?	
1.8 Home Affairs notified?	

MAJOR INFORMAL SETTLEMENT FIRE

Master checklist/template

NOTE : 1) Consider each item.

- 2) Record where relevant, times and dates and who tasked and contact details. (use the 24 hour clock system to reflect the time)
- 3) For items in bold that apply, refer to relevant generic checklists
- 4) If space is insufficient, use back of form, reflecting relevant corresponding item number
- 5) Were specific checklists referred to have been completed, attach a copy thereof.

CHECKLIST COMPLETED FOR AREA :

DATE & TIME REPORTED: _____

REPORTED BY & CONTACT DETAILS:

1. Summary on affected settlement.

1.1 How many housing units have been affected?	Details
1.2 Have any other structures in the settlement been destroyed/affected?	List (i.e. school; church; shop(s). etc.)
1.3 Has a preliminary community and community impact assessment been undertaken? (Refer to provisional damage assessment checklist A & assessment on community impact checklist A1)	If applicable, list date(s) and time(s) this was undertaken.
1.4 Approximate number of people made homeless.	If possible reflect numbers for adults and children
1.5 Are there injuries? Is it necessary to establish a casualty clearing post ?	(A) Total number of known injuries and summary of types of injuries.

POLLUTION (OIL).

Master checklist/template

NOTES:

1. Consider each item.
2. Record times (use the 24 hr clock), dates (dates: day of the month, followed by the month, followed by the year) and who contacted for each item that applies.
3. **Where bold listed items apply, relevant checklist has to be completed**
(Retain completed checklist for debrief and formal report(s).
All supporting checklists relevant to an oil pollution, to be stored with the master checklist.
4. Please PRINT CLEARLY.

**AREA WHERE OIL POLLUTION HAS OCCURRED OR IS
THREATENING TO OCCUR:**

DATE & TIME REPORTED:

REPORTED BY & CONTACT DETAILS:

1. Description of area affected and impact zone.

1.1 More detailed description on area where pollution has or is threatening to occur (i.e. protected area, frequently used beaches, environmental sensitive area)	
1.2 Could sea bird life be threatened? If so, any specific areas to be monitored?	
1.3 Danger of oil spill spreading?	Details, including which areas could be affected (because of wind, currents)
1.4 Danger of spill having an environmental impact other than sea bird life? (If yes, also refer to environmental impact assessment checklist K)	If applicable, details

POWER SUPPLY (PROLONGED DISRUPTION)

Master checklist/template

- NOTE :**
- 1) Consider each item.
 - 2) Record where relevant, times and dates and who tasked and contact details. (use the 24 hour clock system to reflect the time)
 - 3) For items in bold refer to relevant generic checklists
 - 4) If space is insufficient, use back of form, reflecting relevant corresponding item number
 - 5) Were specific checklists referred to have been completed, attach a copy thereof.

1 .Summary of key information on affected area(s)

1.1 Cause known?	
1.2 Any indication on duration of disruption?	
1.3 Make up of area affected (e.g. Rural; urban; both rural and urban; industrial; etc)	
1.4 Any key areas that may need special attention? (e.g. Hospitals, aged homes, etc.)	
1.5 Has restoration of supply been prioritised in terms of 1.4 above?	
1.6 What measures have been planned/taken to attend to priority areas until supply is restored?	
1.7 Any persons on life support that may need special attention?	

ROAD DISASTER.

Master checklist/template

NOTES:

1. Consider each item.
2. Record times (use the 24 hr clock), dates (dates: day of the month, followed by the month, followed by the year) and who contacted for each item that applies.
3. **Where bold listed items apply, relevant checklist has to be completed (Retain completed checklist for debrief and formal report(s). All supporting checklists relevant to Road disasters, to be stored with the master checklist.**
4. Please PRINT CLEARLY.

AREA WHERE ROAD DISASTER OCCURRED:

DATE & TIME REPORTED:

REPORTED BY & CONTACT DETAILS:

1. Description of area/community affected and impact zone.

1.1 Brief description on area where road disaster has occurred (i.e. rural; urban; agricultural land; industrial; a mix)	
1.2 Casualties amongst commuters/ communities? (If yes, refer to establishment of a casualty clearing station checklist D)	Approx. numbers
1.3 Danger of fire or fire spreading?	Details, including initial assessment on what is burning.
1.4 Danger of hazardous chemical spill (from cargo or industries in impact zone)	If applicable, details

SHIPPING DISASTER.

Master checklist/template

NOTES:

1. Consider each item.
2. Record times (use the 24 hr clock), dates (dates: day of the month, followed by the month, followed by the year) and who contacted for each item that applies.
3. **Where bold listed items apply, relevant checklist has to be completed**
(Retain completed checklist for debrief and formal report(s).
All supporting checklists relevant to the Shipping disaster, to be stored with the master checklist.
4. Please PRINT CLEARLY.

AREA WHERE SHIPPING DISASTER OCCURRED:

DATE & TIME REPORTED:

REPORTED BY & CONTACT DETAILS:

1. Description of what has occurred (and impact zone if applicable).

1.1 Brief description of what has occurred.	
1.2 Casualties amongst passengers/crew? (If yes, refer to establishment of a casualty clearing station checklist D)	Approx. numbers
1.3 Danger of fire at sea?	Details.
1.4 Danger of hazardous chemical spill (from cargo)	If applicable, details and which areas could be at risk

2 Safety measures (if applicable)

TORNADOS
MASTER CHECKLIST/TEMPLATE

NOTES:

1. Consider each item.
2. Record times (use the 24 hr clock), dates (dates: day of the month, followed by the month, followed by the year) and who contacted for each item that applies.
3. **Where bold listed items apply, relevant checklist has to be completed**
(Retain completed checklist for debrief and formal report(s).
All supporting checklists relevant to TORNADOS, to be stored with
the TORNADOS master checklist.
4. Please PRINT CLEARLY.
5. Were a separate list is needed, reflect corresponding ref. number.

IF WEATHER WARNING IS RECEIVED OF POSSIBLE TORNADO(S) :

ITEM	REMARKS/DETAILS (DATES & TIMES WHERE APPLICABLE, TO BE INSERTED HERE AS WELL)
1. When was weather warning received and from whom at service? Refer weather update checklist (P)	(Also give contact details)
2. Has a specific area been given, or is it for the municipal area as a whole?	(If specific give details)
3. Have potential high risk areas been identified?	(Provide separate list if necessary)
4. If applicable, who has provided information on (3) above?	(Name and contact details)
5.1 Has a public warning been prepared?	5.1 (Also, by whom and who will issue warning)
5.2 Has a copy of the warning been provided to you?	5.2 (Attach copy, if supplied)
6. Have employees been identified to monitor weather conditions in the area?	(Also who will coordinate these employees)

TSUNAMI DISASTER.

Master checklist/template

NOTES:

1. Consider each item.
2. Record times (use the 24 hr clock), dates (dates: day of the month, followed by the month, followed by the year) and who contacted for each item that applies.
3. **Where bold listed items apply, relevant checklist has to be completed (Retain completed checklist for debrief and formal report(s). All supporting checklists relevant to a tsunami disaster, to be stored with the master checklist.**
4. Please PRINT CLEARLY.

AREA AFFECTED BY THE TSUNAMI :

DATE & TIME OCCURRED:

INITIALLY REPORTED BY & CONTACT DETAILS:

1. Description of area/community affected and impact zone.

1.1 Brief description on the different types of areas affected (i.e. rural; urban; holiday resorts; agricultural land; industrial; a mix)	
1.2 Casualties in tsunami struck area? (If yes, refer to establishment of a casualty clearing station checklist D)	Approx. numbers
1.3 Are essential services affected/disrupted? If yes, also have checklist F completed “damage to infrastructure”	Details, including initial assessment on what services.
1.4 Main access routes affected?	If applicable, details:

WASTE WATER SYSTEM (PROLONGED DISRUPTION)

Master checklist/template

NOTE : 1) Consider each item.

- 2) Record where relevant, times and dates and **who tasked and contact details.** (use the 24 hour clock system to reflect the time)
- 3) For items in bold refer to relevant generic checklists
- 4) If space is insufficient, use back of form, reflecting relevant corresponding item number
- 5) Were specific checklists referred to have been completed, attach a copy thereof.

1 .Summary of key information on affected area(s)

1.1 Cause known?	
1.2 Any indication on duration of disruption?	
1.3 Make up of area affected (e.g. Rural; urban; both rural and urban; industrial; etc)	
1.4 Any key areas that may need special attention? (e.g. Hospitals, aged homes, schools, etc.)	
1.5 Has restoration of supply been prioritised in terms of 1.4 above?	
1.6 What measures have been planned/taken to attend to priority areas until supply is restored?	
1.7 Have any portable systems been dispatched to provide some relief? (If so, list of locations; if not, why not?)	

DISASTER RECOVERY GUIDELINES

Contents

1. Introduction / Background
2. Legal & Administrative Disaster Recovery Process
3. Financial Provisions
4. Checklist/Documents
5. Workflow Diagram
6. Forms & Templates
7. Notice
8. List of Acronyms

Disaster recovery guidelines

1. Introduction / Background

The Province of the Western Cape remains one of the most disaster-prone provinces in South Africa. Its diversity of ecosystems includes coastal habitats, semi-arid/arid inland areas, mountain ranges and densely populated urban settlements. In addition, fast-growing metropolitan areas (such as Cape Town) concentrate a wide range of essential commercial and government services, along with a multitude of industrial and manufacturing activities. Particularly rapid growth in urban areas has been reflected in the expansion of informal settlements in underserved and often environmentally fragile areas. At the same time, formal development has pushed the urban fringe into fire-dependent ecological zones.

These changes are reflected in patterns of disaster occurrence that include both low-frequency high-impact events, as well as an increased frequency of low-impact occurrences – often in rapidly growing urban areas. Many of the Province’s formally “declared disasters” are triggered by extreme weather and characterised by large-scale informal settlement, veld and urban fringe fires, severe wind and rain storms, flash floods and drought. These events occur along our coast, within the Cape Town metropolis and in remote areas inland. The Province’s past “declared events” are even more dramatically outnumbered by the multitude of small- and medium-size undeclared disaster incidents that cause cumulative losses to households and local authorities every year.

The likelihood of rising temperatures and increasing weather extremes expected worldwide will be mirrored in the Western Cape. The province is already exposed to strong winds, rainfall extremes, rising temperatures and coastal storm surges.

These provincial disaster risk trends parallel those that have generally occurred across South Africa over the past decade, underlining the urgency to reform prevailing disaster management legislation and regulation.

The Disaster Management Act, No. 57 of 2002 (DMA or the Act) (as well as the Disaster Management Amendment

Bill of 2013, which is currently in the parliamentary process for ratification and approval) provides, inter alia, for:

- An integrated and co-ordinated disaster management policy that focusses on preventing or reducing the risk of disasters, mitigating the severity of disasters, emergency preparedness, rapid and effective response to disasters, and post-disaster recovery;
- The establishment of national, provincial and municipal disaster management centres,
- Disaster management volunteers, and
- Matters relating to the above issues.

The Act recognises the wide-ranging opportunities in South Africa to avoid and reduce disaster losses through the concerted energies and efforts of all spheres of government, civil society and the private sector. However, it also acknowledges the need for uniformity in the approach taken by such a diverse group of role players and partners. To ensure this consistency across multiple interest groups, the Act calls for the development of national disaster management framework, “to provide a coherent, transparent and inclusive policy on disaster management appropriate for the Republic as a whole” (Disaster Management Act, section 7 (1)).

The National Disaster Management Framework (NDMF) was gazetted on 29 April 2005, and elaborated on four Key Performance Areas (KPAs) and three enablers. The fourth key performance area addresses response and recovery.

The Act also calls for the establishment of provincial disaster management frameworks (section 28), as well as municipal disaster management frameworks (section 42) which must be in line with the Act. The updated Western Cape Disaster Management Framework was gazetted on 22 February 2010 (Gazette number 6698).

In the event of a disaster, rapid response is imperative. Funds are required to effectively support response and recovery efforts, including the provision of rescue services, basic humanitarian services and critical infrastructure repair. All this is done with the objective of ensuring restoration for the functioning of the affected community and its services. The assumption is that each hazard owner (organ of state operating within its own core business) should take full responsibility for developing adequate disaster management plans with the available resources to deal with disaster incidents impacting their assets.

Furthermore, resources (national government financial contributions from the reserve fund) are not released quickly enough due to lengthy treasury and budgetary processes. The use of section 16 of the Public Finance Management Act (PFMA), Act No 26 of 1999, as a legal instrument to facilitate the release of emergency funds requires Ministerial authorisations which can at times increase the period between declaration and access to emergency funds. The introduction of the Municipal and Provincial Disaster Grants seeks to make emergency recovery funds more readily and speedily available.

It is understood that affected municipalities and provincial departments first access funds from their own budgets, approve a re-prioritisation of their budgets, as well as other related conditional grants, before requesting funding for disaster recovery purposes through the PDMC (Provincial Disaster Management Centre) and NDMC (National Disaster Management Centre). An elaboration of the various financial allocations will follow later in this document.

Regardless of the source of the funding, it is expected that initial assessments, verifications and progress reports pertaining to high-impact events be submitted to the PDMC and NDMC. Once it is determined that a specific event requires more resources than a particular municipality or provincial/national department can deal with, and they have also exhausted their own funds and related funding provisions, a funding application could be made to the **NDMC for four types of funding:**

- a. **Municipal Disaster Grants [MDG]:** in cases of emergencies for disaster relief in favour of municipalities
- b. **Provincial Disaster Grants [PDG]:** in cases of emergencies for disaster relief in cases of sector departments
- c. **Municipal Disaster Recovery Grants [MDRG]:** for longer-term reconstruction and rehabilitation in favour of municipalities – introduced during 2013
- d. **Sector Conditional Grants:** for longer-term reconstruction and rehabilitation in favour of sector departments where the disaster funds are deposited within other sectorial conditional grants, e.g. CASP (Comprehensive Agricultural Support Programme) for Agriculture, Provincial Roads Maintenance Grant for Transport, Education Infrastructure Grant for Education, Human Settlements Development Grant for Human Settlements, etc.

2. Legal & Administrative Disaster Recovery Process

Disaster recovery (including rehabilitation and reconstruction) focusses on the decisions and actions in the aftermath of a disaster to restore lives and livelihoods, services, infrastructure and the natural environment to the pre-disaster living conditions of the stricken community. In addition, by developing and applying risk reduction measures at the same time, the likelihood of a repeated disaster event should be reduced or mitigated. Disaster recovery includes:

- Rehabilitation of the affected areas, communities and households;
- Reconstruction of damaged and destroyed infrastructure; and
- Recovery of losses sustained (including humanitarian support) during the disaster event, combined with the

Development of increased resistance and resilience to similar occurrences in the future.

A step-by-step process needs to be followed as indicated:

A) Damage Assessment:

As soon as possible after the disaster incident/event has occurred (in some cases even as it happens, e.g.

Prolonged rain and floods), preliminary rapid assessments should be undertaken by the affected municipalities and/or national/provincial departments to ascertain the severity and magnitude of the event, as well as the likely losses and damage that could be suffered. Each affected organ of state should conduct its own assessment in accordance with their line and core functions. The PDMC also provides a standard template for initial assessments, attached to this document.

As a major disaster incident occurs, it is expected that the local municipality coordinates such an incident until it exceeds their capacity, or spills over into two or more municipalities, then the Municipal Disaster Management Centre (MDMC) must establish a Joint Operations Centre (JOC) or a Forward Command Post (FCP) in line with the Incident Command System (ICS). Various situational reports are produced (about two per day) and submitted to the PDMC. The PDMC might also decide to activate its disaster centre as an Emergency Operating Centre (EOC) in accordance with the Incident Management System (IMS) to

co-ordinate emergency operations at a level away from the actual on-the-ground incident. It needs to be emphasised that disaster risk planning leads to disaster response in cases of emergencies or disaster incidents. Flowing out of the emergency response, the disaster recovery processes should be implemented. This is normally a long and slow process, and also touches on disaster mitigation and disaster risk reduction initiatives. See the diagram below:

- Response
- Disaster Relief
- Reconstruction & Rehabilitation
- Mitigation
- Prevention
- Risk Assessment,
- Planning,
- Preparedness
- Recovery
- Risk reduction

Depending on the duration of the activation and response to the disaster, many situational reports might be produced. For the purpose of the declaration, classification and funding request, only one summarised situational report should be produced by the PDMC and attached to the cabinet submission, as well as later included in the funding application package sent to the NDMC. The minimum requirements for disaster assessments must include:

- A co-ordinated response and consideration of disaster management plans to identify/determine the areas, communities, households and individuals that have been damaged, affected or destroyed;
- a determination of immediate response and relief priorities for search and rescue, evacuation, emergency shelter, food, medical care, water and sanitation, trauma and/or bereavement counselling, as well as emergency livelihood support and protection;
- A determination of local resources and capabilities available for immediate response so as to minimise the severity of impacts by considering mitigation and disaster risk reduction initiatives, including human resources and facilities, as well as logistical, communications and organisational capabilities; and

- Determine/identify possible/potential future risks both to those immediately affected as well as other areas, communities, households, individuals, infrastructure and services to ‘knock-on’ or indirect impacts

However, a standard assessment template regarding initial assessments and costing of infrastructure damage is also provided in order for all to populate and send to the PDMC, preferably within the first week following the incident. This assessment must be updated in the few weeks following the initial rapid assessment. This damage assessment must also indicate any items covered by insurance or not, as well as own contributions. If losses are not covered by insurance, reasons should be provided.

There will be disaster incidents on a relatively small scale, localised to a particular geographical area. In such incidents it might **NOT** be necessary to proceed to the declaration of a local disaster, as it could be contained and addressed by the local municipality and/or relevant line department.

For example: damage to a few RDP housing dwellings (such as roofs blown off or windows broken). The line department (Human Settlements), in conjunction with the local municipality, can conduct the damage assessment and recoup the losses from the Emergency Housing Programme (EHP) Fund, which is also a conditional grant.

The necessary EHP applications and administrative forms need to be completed in order for the EHP fund to be accessed. In other incidents, vulnerable and affected communities could be supported with social relief provisions directly from the resources of the Department of Social Development (DSD) and the South African Social Security Agency (SASSA).

Furthermore, in cases where a disaster incident might necessitate some organisations to consider possible job lay-offs, applications to the Department of Labour and the Commission for Conciliation, Mediation and Arbitration (CCMA) could be done to access the Training Lay-Off Scheme (TLS). In these cases, a small-scale disaster incident report should be completed and a Memorandum of Agreement (MoA) should be signed by the relevant stakeholders.

B) Damage Verification:

Information provided in preliminary assessments and damage assessments must be verified at various levels to check accuracy, quality, and quantity, estimated cost of damages, progress and risks. In terms of infrastructure damage (for example, municipal buildings, road networks, bridges, agricultural assets, river systems, dams, raw water pipelines, sewerage pump stations and reticulation networks, schools, informal housing units, etc.), it is expected that expertise is sought from specific engineers and relevant professionals to assist in the assessments and verification process using universally accepted standards and measures.

The PDMC will also co-ordinate a team of experts to assist with verification visits to affected areas. The PDMC relies heavily on guidance and advice from provincial engineers within the Head Office of the Provincial Department of Local Government (MIG Engineers), as well as experts from the Department of Environmental Affairs (DEA&DP) and the Department of Water and Sanitation (DWS) with whom a close working relationship exists.

The damage assessment/verification sessions will be conducted after municipalities and/or provincial departments have submitted their preliminary damage and loss reports. The purpose of these sessions and site visits to the affected areas will be to verify the extent of the damage, as well as to determine the validity of a possible classification of either a local or provincial disaster. The NDMC will also arrange to either conduct verification visits directly (in cases of emergency relief applications) or commission independent service providers to conduct independent verification assessments or evaluations as the last phase of verifications.

C) Cabinet Resolution Supporting a Declaration:

The affected local municipality will take a council resolution with regards to the declaration of a local disaster. This process can be for ALL hazards (including fire). The affected local municipality will submit the council resolution to their District Disaster Management Centre (DDMC) and District Municipality Council. If the DDMC and District Municipality support the decision, they will forward their district council resolution, together with that of the local municipality, to the PDMC.

The PDMC will assess/appraise the situation in order to support or not support the request for a declaration.

The PDMC will recommend or oppose the declaration process in a detailed submission for consideration to the Provincial Cabinet. Depending on the scale and magnitude of a disaster incident, the PDMC can decide to request a provincial disaster declaration without waiting

for council resolutions from local or district municipalities; although it is expected that supporting signed letters from affected municipal managers are received. In such cases, the disaster incident could spread over a wide geographical area involving two or more municipal districts. The PDMC will submit the signed Provincial Cabinet Resolution (endorsement), as well as the comprehensive submission, to the NDMC for classification of either a local or provincial disaster.

D) Classification:

Once the NDMC has received all the necessary documentation and familiarised itself with the request, it will be decided to issue a disaster classification. Only the NDMC in terms of section 23 (1) (b) of the Act is authorised to classify a disaster as a local, provincial or national disaster. The NDMC will communicate the decision of the disaster classification (i.e. local or provincial) with the PDMC in a signed letter. The PDMC will communicate the classification outcome to the relevant District and Local Municipalities and/or relevant provincial departments.

If it is classified as a local disaster, the Local Municipality must take responsibility to publish the declaration in the Provincial Gazette. If it is classified as a provincial disaster, the PDMC will take the responsibility of publishing in the Provincial Gazette. In terms of the Act section 23 (4) and (5), a disaster is a local disaster if:

- (a) It affects a single metropolitan, district or local municipality only
- (b) The municipality concerned or, if it is a district or local municipality, that municipality either alone or with the assistance of local municipalities in the area of the district municipality is unable to deal with it effectively

A disaster is a provincial disaster if:

- (a) It affects
 - i. More than one metropolitan or district municipality in the same province
 - 10
 - ii. A single metropolitan or district municipality in the province and that metropolitan municipality, or that district municipality, or that district municipality with the assistance of the local municipalities within its area, is unable to deal with it effectively
 - iii. A cross-boundary municipality in respect of which only one province exercises executive authority as envisaged by section 90 (3) (a) of the Local Government: Municipal Structures

Act, 1998 (Act No. 117 of 1998), and (b) The province concerned is able to deal with it effectively.

Until a disaster is classified in terms of the Act, the disaster must be regarded as a local disaster.

The classification of a disaster in terms of the Act designates primary responsibility to a particular sphere of government for the co-ordination and management of the disaster, but an organ of state in another sphere may assist in dealing with the disaster and its consequences.

E) Declared State of Disaster

In the event of a local disaster, the council of a municipality, having primary responsibility for the co-ordination and management of the disaster, may, by notice in the Provincial Gazette, declare a local state of disaster in terms of section 55 (1) of the Act. If a local state of disaster has been declared, the municipal council may make by-laws or issue directions to prevent an escalation of the disaster, or to alleviate, contain and minimise the effects of the disaster amongst others. A municipal state of disaster that has been duly declared lapses three months after it has so been declared, together with any by-laws attached thereto. It may also be extended one month at a time by notice in the Provincial Gazette.

In the event of a provincial disaster, the Premier of a province, after consultation with Cabinet, may declare a provincial state of disaster by notice in the Provincial Gazette in terms of section 41 (1) of the Act. If a provincial state of disaster has been declared, the Premier may make regulations or authorise the issue of directions concerning the release of resources or other steps that may be necessary to prevent an escalation of the disaster, or to alleviate, contain and minimise the effects of the disaster amongst others. A provincial state of disaster that has been duly declared lapses three months after it has so been declared, together with all regulations or directions attached thereto. It may also be extended one month at a time, by notice in the Provincial Gazette.

F) Reviews & Reporting

Comprehensive reviews (or debriefings) must be conducted routinely after all significant events and/or disasters. The reviews will provide the information against which to assess the application of the principles of sections 56 and 57 of the Act. The findings will directly influence the review and update of disaster risk management plans and will also serve as valuable training aids.

Once either emergency funds (MDG or PDG) or recovery funds have been allocated to beneficiary organs of state, it is expected that regular monthly financial expenditure, as well as quarterly progress reports, be sent to the NDMC via the relevant PDMC until all the allocated funds have been spent. The PDMC is also expected to conduct regular site visits to the identified projects and could be joined by officials from the NDMC. In this regard, it is also recommended that the MDMCs assist in the monitoring process. Regular in-house project team meetings must also be conducted by beneficiary organs of state to monitor the progress of projects. Besides this, the PDMC will also conduct recovery meetings and workshops with all provincial beneficiaries from time to time or with dedicated regional beneficiaries, depending on the need.

3. Financial Provisions

Legislative Framework: The following primary legislation provides the context within which funding arrangements for disaster risk management should be designed:

- Constitution of the Republic of South Africa, 1996 (Act No. 108 of 1996) – section 23
- Disaster Management Act, No. 57 of 2002 – sections 56 & 57
- Public Finance Management Act, No.1 of 1999 (PFMA) – sections 16 & 25
- Municipal Finance Management Act, No. 53 of 2003 (MFMA) – section 29
- Municipal Systems Act, No. 32 of 2000 – section 10
- Disaster Management Framework, 2005

Most disasters are first experienced locally, hence section 23 (7) of the Act provides that until a disaster is classified it must be regarded as a local disaster. Municipalities must respond to disasters within their jurisdictions and, even if a disaster should be classified as a provincial disaster, the municipalities affected will need to continue to deal with it.

The general order of access to funding sources is:

- i. Municipal budget (re-prioritisation)
- ii. Provincial budgets (re-prioritisation)
- iii. Provincial Treasury Contingency Reserve
- iv. National Departmental budgets
- v. National Treasury Emergency Reserve

Access to contingency funds: In keeping with the NDMF's suggested procedure for assessment, classification, declaration and review of disasters, it is further suggested that

Contingency funds should only be accessed if a state of disaster is declared within a particular municipality or province.

Application for disaster grants: As already mentioned elsewhere in this guideline, there needs to be a full package of documents included with the application for national government Contribution through accessing the various disaster grants. Thus, applications for the different disaster grants could either be for emergency projects or for longer-term recovery projects or a combination of the different types of grants which will be considered on a case-by-case basis. A letter signed by the Head of Department (HOD) of the Department of Local Government requesting disaster funds should be prepared with (listed in the checklist that follows).

4. Checklist/Documents

- Application for funding letter signed by the HOD of Local Government;
- Initial Rapid Assessment Report (one summarised situational report) of the disaster event;
- Relevant and digitally dated photographs of damaged infrastructure and situations;
- Preliminary and verified damage assessment template (indicating insured/non-insured items) completed and signed by the accounting officer, Chief Financial Officer (CFO), Project Manager or engineer;
- Cash flow template of estimated infrastructure damage costing;
- Cabinet Submission signed by all relevant provincial senior administrators;
- Project lists of damaged infrastructure signed by the accounting officers;
- Signed Council & Cabinet Resolution of disaster declaration;
- Support letters from Municipal Managers and/or Mayors;
- Classification letter signed by the Head of Centre (HOC) from ND MC;
- Provincial Gazette Notice.

5. Workflow Diagram

Hazards

Impact/response

6. Forms & Templates

- A. Initial Rapid Assessment template of the disaster event (one summarised report);
- B. Small-scale undeclared disaster damage assessment report (in cases where no disaster declaration will be required);

- C. Template of infrastructure damage and costing (indicating insured/non-insured items) indicating own contribution and reprioritisation of funding;
- D. Disaster Grants Frameworks together with conditions (to be reviewed from time to time);
- E. Business Plan template;
- F. Relevant MoAs;
- G. Cash flow template;
- H. Request for the National Contribution form.

7. Notice

Please note that amendments to the Act, as well as relevant regulations, are currently underway and should be expected during the course of 2016/17.

8. List of Acronyms

DMA Disaster Management Act, No. 57 of 2002

NDMF National Disaster Management Framework, of 2005

KPAs Key Performance Areas

PFMA Public Finance Management Act, No. 26 of 1999

PDMC Provincial Disaster Management Centre

NDMC National Disaster Management Centre

MDG Municipal Disaster Grant

PDG Provincial Disaster Grant

MDRG Municipal Disaster Recovery Grant

CASP Comprehensive Agricultural Support Programme

COGTA Department of Cooperative Government and Traditional Affairs

HOD Head of Department

HOC Head of Centre (Disaster Management)

DORA Division of Revenue Act

NEMA National Environmental Management Act

WULA Water User Licence Applications

EIA Environmental Impact Assessment

MDMC Municipal Disaster Management Centre

JOC Joint Operations Centre

FCP Forward Command Post

ICS Incident Command System

IMS Incident Management System
EOC Emergency Operations Centre
DSD Department of Social Development
SASSA South African Social Security Agency
CCMA Commission for Conciliation, Mediation and Arbitration
TLS Training Lay-Off Scheme
MOA Memorandum of Agreement
MIG Municipal Infrastructure Grant
DEA&DP Department of Environmental Affairs and Development Planning
DWS Department of Water and Sanitation
DDMA District Disaster Management Centre

ITEM C/4/286/07/25

INFORMAL DWELLING FIRES

<u>Portfolio Comm:</u>	Engineering & Community Services	<u>Demarcation:</u> All Wards
<u>File Ref:</u>	1/3/1	<u>Delegation:</u> Council
<u>Attachments:</u>	None	
<u>Report from:</u>	Director Community Services	
<u>Author:</u>	Chief Fire Officer	
<u>Date:</u>	01 July 2025	

PURPOSE OF THE REPORT

To report back to the Council on dwelling fires for the year 2024/25.

BACKGROUND /DISCUSSION

The Fire and rescue section hereby reports specific dwelling fires reported and attended to for the financial year of 2024/25. To give context to the statistics and emergency calls attended we can report a breakdown as 1 July 2024 to 30 June 2025 a total of 738 calls were attended to.

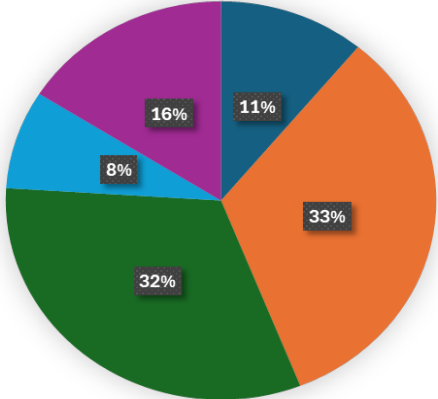
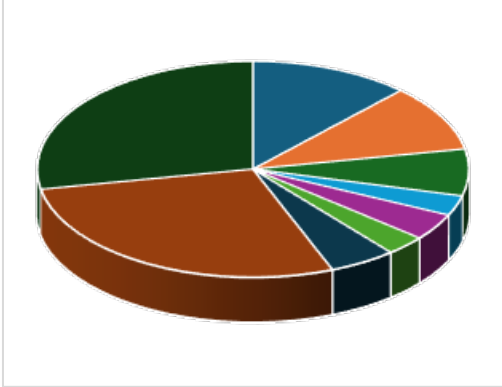
This can be categorized further as the 738 calls, 93 were rescue, medical or hazmat related. This leaving the balance of 645 as “Fire” calls.

Of the 645 fire calls we can further break down into call types as this total reflects structural, vehicle and veld fires.

Specific to Informal Structure fires as (dwelling’s) fire and rescue responded to 80 calls for the year. From this amount of 80 confirmed that 73 were positive is fire response. 7 calls were reported as other calls when responding to initial house fire reports. These include, burning of rubbish, or bush fires near structures.

The 73 calls attended can be expressed in the graph below to represent areas of services rendered the percentage to such areas. Followed by graph to suspected fire cause determination of informal settlement fires for the year 2024/25.

Section 4: Community services

	<p>Total Informal Settlement fires:</p> <p>33% Kwanokathula</p> <p>32% Qolweni Bossiesgif</p> <p>16% New Horizons / Pine Trees</p> <p>11% Kranshoek / Harkerville</p> <p>8% Green Valley / Wittedrif / Craggs</p>
	<p>Suspected Causes of Fires:</p> <p>12% Heating</p> <p>10% Cooking</p> <p>7% Open Flame</p> <p>3% Smoking</p> <p>4% Criminal / Theft</p> <p>3% Domestic Matters</p> <p>5% Arson</p> <p>26% Electrical</p> <p>30% Undetermined</p>

FINANCIAL IMPLICATION

Not applicable to report, as merely statistical and identification of fire cause determinations being reported as calls attended by Fire and Disaster.

LEGAL IMPLICATIONS

None to reference as the report relates to the number of dwelling fires and causes as determined for the financial year.

RECOMMENDED BY THE MUNICIPAL MANAGER

1. That Council takes cognizance of report and content thereof.
2. That the Public Safety Directorate with Communications enhances public awareness around community safety factors.

RECOMMENDED BY THE ENGINEERING AND COMMUNITY SERVICES PORTFOLIO COMMITTEE

1. That Council takes cognizance of report and content thereof.
2. That the Public Safety Directorate with Communications enhances public awareness around community safety factors.

Section 4: Community Services

ITEM C/4/300/08/25

HAZARDOUS MATERIALS AND DANGEROUS GOODS TRANSPORTED

Portfolio Comm: Engineering & Community Services

File Ref: 17/4/2/2

Demarcation: All Wards

Delegation: Council

Attachments: Annexure A By- Law Community Fire Safety

Report from: Community Services

Author: Senior Manager Public Safety

Date: 14 July 2025

PURPOSE OF THE REPORT

To report to Council the findings following a joint effort by Public Safety Divisions establish the risks associated to hazardous materials and dangerous goods transported and moving through the Bitou boundaries

BACKGROUND & DISCUSSION

The Divisions were tasked to conduct an assessment following the recent increase in Hazardous Materials incidents in the district. An assessment was conducted and a breakdown following the substances as identified will follow in the table form below.

Hazardous material poses a constant potential threat even with standards, regulations and other Legislation enforcing transport and handling of such classified dangerous goods. To provide a summary, hazards are in principle categorized and placed into classes. These classes group specific hazards and also have variations in divisions.

Class 1	Explosives (6 divisions)
Class 2	Gasses (3 divisions)
Class 3	Flammable Liquids
Class 4	Flammable Solids (3 divisions)
Class 5	Oxidizers (2 divisions)
Class 6	Toxic (2 divisions)
Class 7	Radioactive
Class 8	Corrosive
Class 9	Miscellaneous

Section 4: Community Services

S.I.N – UN	Name	Hazard Rating	Risks
3082	Environmental Hazardous Waste /	Low to Moderate	Toxic fumes, flammable vapor
1202	Diesel Fuel	High	Flammable, containment and chemical control
1203	Petrol Fuel	High	Flammable, containment and chemical control
2735	Corrosives	Low to Moderate	Inhalation / ingestion risks, fire releases toxic gasses
1863	Aviation Fuel	High	Extremely flammable, vapors may allow for explosions
1675	Acetyl Chloride	Low to moderate fire risk High health risk	Inhalation / ingestion risks, fire releases toxic gases. Chemical control
1075	LPG	High	Fires burn invisible and move upwards as gas releases
3105	Liquid peroxide	High	Heat sensitive, fire release corrosive and toxic gases. Chemical fire control
1073	Cryogenic liquid	Low to moderate	Supports combustion, spread on ground level. Direct contact cause burns/frostbite
1866	Resin	High	Highly flammable. Vapors may allow for explosions; gasses vapor release is extremely dangerous. Chemical fire control
1977	Nitrogen	High health risk	Vapors may lead to dizziness and asphyxiation
1090	Acetone	High	Highly flammable, can burn with invisible flame, chemical fire control

The above reflects the reality on one day assessed through the area between Bitou boundaries. The potential therefore is the risk of incident possibility or likelihood is high, and the outcome could be catastrophic. One can consider the development of any one of the high health risks with fire risks to be deemed immediately dangerous to life and health.

FINANCIAL IMPLICATIONS

Not applicable in context of the report, however consideration should be given to the broader aspect. Financial implications can be considered in two aspects. One is the impact and effect associated with a major incident (service costs, resources, losses and damages) and secondly cost to enhance and develop capacity to limit and reduce the impact and effect should an incident occur. Capacity and resource enhancement will not dismiss any chance of an incident but may very well reduce the costs, losses and damages.

Section 4: Community Services

The Council can recoup/ generate funding against these costs by enforcing the Fire /Community safety Bylaws, through tariffs and fines.

LEGAL IMPLICATIONS

Since the Legislation such as The Constitution of RSA Act 108 of 1996, Disaster Management Act no 57 of 2002, Fire Brigade Act 99 of 1997, National Road Traffic Act 93 of 1996 etc. places a responsibility to Council to prevent, minimize, mitigate and rehabilitate the impact of a disastrous incident.

Legislatively transporters and handlers of dangerous goods are regulated, however as stated the best practices and best drivers can still be faced with the reality of unknown and unforeseen misses or near misses as accidents do occur. One can consider risks on roads such as animals, pedestrians and even driver fatigue. The consideration is to the response element, as this is what separates the operation from direct approach and manage the fire, evacuation, decontamination and treatment process example, or stand by isolate incident and protect what can be protected in containment and “watch” the incident.

Through ongoing development , research and technological advancements , its believed through standardization and provincial guidelines services must at a local level capacitate themselves to meet these minimum service levels in emergency response, in this case for example the western cape hazmat response plan requires a local authority to be at a level to be classed and equipped as first responders as the district which may have mandate to deal with the incident, the reality is they will arrive 2 hours after incident. Much needs to happen in this initial response and a 2-hour delay before operations can be handed over to District.

Consideration by Public Safety Department is to align strategy in reviewing Public Safety strengths and weakness and close these gaps in planning, whether staffing or vehicles and equipment in the motivations of budget proposals. Furthermore, the potential income for bylaws is specific to applications and permits that may enhance revenue. However, this would also need support from Legal services on the actual status on promulgation of Fire By-Laws, and finance to allow and support new tariffs aimed at 2026/27.

RELEVANT LEGISLATION

The Constitution of RSA Act 108 of 1996,
Disaster Management Act no 57 of 2002,
Fire Brigade Act 99 of 1997, National Road Traffic Act 93 of 1996 etc

RECOMMENDED BY THE ACTING MUNICIPAL MANAGER

1. That Council take note of the content and highlights the risk shared by the report.
2. That an inter departmental collaborative effort in updating and promulgating Council Bylaws to be initiated.
3. That a Departmental strategic plan must be submitted to the Council for adoption and approval.

Section 4: Community Services

RECOMMENDED BY THE ENGINEERING AND COMMUNITY SERVICES PORTFOLIO COMMITTEE

1. That Council take note of the content and highlights the risk shared by the report.
2. That an inter departmental collaborative effort in updating and promulgating Council Bylaws to be initiated.
3. That a Departmental strategic plan must be submitted to the Council for adoption and approval.



BY LAWS: COMMUNITY FIRE SAFETY DRAFT

www.bitou.gov.za/bitou.gov.za/by-laws/draftby-laws

Public Notice 203/2023 : Advertised 30 January 2023 : Council Resolution Item C/4/45/01/23

BITOU MUNICIPALITY BY-LAW RELATING TO COMMUNITY FIRE SAFETY

Under the provisions of Legislation; the Bitou Municipality enacts as follows:-
Council derives its legislative and executive authority to make By-laws in section 156 and 160 of the Constitution read with section 11(3)(m) and 12 of the Municipal Systems Act.156(2) of the Constitution of the Republic of South Africa, 1996,

Table of contents

- 1. Definitions**
- 2. Administrative Provisions**
- 3. Fire Protection Buildings**
- 4. Fire Safety Equipment**
- 5. Public Safety**
- 6. House Keeping**
- 7. Fire Hazards / Fire Breaks**
- 8. Flammable Substances**
- 9. Transportation of Dangerous Goods**
- 10. Fire Works**
- 11. General Provisions**

SCHEDULE 1 GUIDELINES FOR EMERGENCY EVACUATION PLANS

SCHEDULE 2 FORMS – attached in Annexures

- A. Population Certificate Application**
- B. Population Certificate**
- C. Flammable Substance Certificate Application**
- D. Flammable Substance Certificate**
- E. Dangerous Goods Certificate Application**
- F. Dangerous Goods Certificate**
- G. Permit Application**
- H. Permit**

SCHEDULE 3 LEGISLATION

SCHEDULE 4 CODES OF PRACTICE

CHAPTER 1

1. Definitions

In this By-law, words used in the masculine gender include the feminine, the singular includes the plural and vice versa, the English text prevails in the event of an inconsistency between the different texts and unless the context otherwise indicates-

“above ground storage tank” means a tank situated above ground for the storage of a flammable liquid;

“automatic releasing hold-open device” means a device used to hold open a fire door and operates on the detection of a fire to close the fire door;

“boundary” means any lateral or street boundary of a site;

“building” means—

(a) any structure, whether of a temporary or permanent nature and irrespective of the materials used in the construction thereof, erected or used for or in connection with—

(i) the accommodation or convenience of human beings or animals;

(ii) the manufacture, processing, storage or sale of any goods;

(iii) the rendering of any service;

(iv) the destruction or treatment of combustible refuse or combustible waste;

(v) the cultivation or growing of any plant or crop;

(b) any wall, swimming pool, reservoir or bridge or any other structure connected therewith;

(c) any fuel pump or any tank used in connection therewith;

(d) any part of a building, including a building as defined in paragraph (a), (b) or (c);

(e) any facilities or system, or part or portion thereof, within or outside but incidental to a building, for the provision of a water supply, drainage, sewerage, storm water disposal, electricity supply or other similar service in respect of the building;

“bund wall” means a containment wall surrounding an above ground storage tank, constructed of impervious material;

“chief fire officer” means the person in charge of a service, or the acting chief officer, as contemplated in the Fire Brigade Services Act;

“combustible material” means combustible refuse, combustible waste or any other material capable of igniting;

“combustible refuse” means combustible rubbish, litter or material that is discarded, refused, rejected, or considered worthless;

“combustible waste” means combustible waste material which is salvageable, retained or collected for scrap or reprocessing and may include all

combustible fibres, hay, straw, hair, feathers, down, wood shavings, turnings, all types of paper products, soiled cloth trimmings and cuttings, rubber trimmings and buffing, metal fines, and any mixture of the above items, or any other salvageable combustible waste material;

“Constitution” means the Constitution of the Republic of South Africa, 1996 (Act 108 of 1996);

“Controlling Authority” means either a chief fire officer, a municipal manager or their respective delegates as contemplated in sections 2 and 3 of this By-law;

“dangerous goods” means a flammable gas, liquid or solid as contemplated in SABS 0228;

“division separating element” means a building element or component which separates one area in a building from another and has a fire resistance of not less than that required by the National Building Regulations (T1) read with the SABS 0400;

“emergency evacuation plan” means a plan specifically designed to aid in the evacuation of occupants from a building in the event of a fire or

other threatening danger and assigns responsibility to various staff, indicates escape routes to be used and provides for general contingencies for a safe and quick evacuation from a building;

“emergency route” means that part of an escape route that provides fire protection to the occupants of any building and which leads to an escape door;

“emergency vehicle” means any fire, rescue or other vehicle intended for use at fires and other threatening dangers;

“entertainment and public assembly occupancy” means a place where people gather to eat, drink, dance or participate in other recreation;

“escape door” means the door in an escape route, which at ground level leads directly to a street or public place or to any approved open space which leads to a street or public place;

“escape route” means the entire path of travel from the furthest point in any room in a building to the nearest escape door and may include an emergency route;

“escape route plan” means a diagram indicating the floor layout, the occupant’s current position and the route of travel to the nearest primary and secondary escape routes in the building, as well as the action to be taken in the event of a fire or other threatening danger;

“fire break” means a natural or constructed strip of land where vegetation has been removed or modified to contain or to reduce the spread and intensity of any fire that may occur in or enter a premises, and may consists of one or more of the following—

- (a) grass or vegetation that does not exceed 50mm in height;
- (b) lawn or cultivated garden; or
- (c) a road or driveway;
- (d) width in all reasonable practice to prevent the spread of fire to or from the property.

“Fire Brigade Services Act” means the Fire Brigade Services Act, 1987 (Act 99 of 1987) and as amended White Paper on Fire Service Gazette 43734;

“fire damper” means an automatic damper and its assembly that complies with the requirements contained in SABS 193;

“fire door” means an automatic or self-closing door or shutter assembly especially constructed to prevent the passage of fire for a specific length of time;

“fire extinguisher” means a portable or mobile rechargeable container which has a fire extinguishing substance that is expelled by the action of internal pressure for the purposes of extinguishing a fire;

“fire hazard” means any situation, process, material or condition which may cause a fire or explosion or provide a ready fuel supply to increase the spread or intensity of the fire or explosion and which poses a threat to life or property;

“fire lanes” means the road, path or other passageway constructed or designated to allow access for emergency vehicles;

“fire protection system” means any device or system designed and installed to—

- (a) detect, control or extinguish a fire; or
- (b) alert occupants or the fire service, or both, to a fire; but excludes portable and mobile fire extinguishers;

“fire wall” means a wall that is able to withstand the effects of fire for a specific period of time as contemplated in the National Building Regulations (T1) read with SABS 0400;

“flammable gas” as contemplated in SABS 0228, means a gas that at 20 °C and at a standard pressure of 101, 3 kilopascals—

- (a) is ignitable when in a mixture of 13% or less (by volume) with air; or
- (b) has a flammable range with air of at least 12 percentage points, regardless of the lower flammable limit;

“flammable liquid” means a liquid, or mixtures of liquids, or a liquid containing solids in solution or in suspension that give off a flammable vapour at or below 60,5 °C and also includes a liquid within the following danger groups as determined in SABS 0228—

DANGER GROUP BASED ON FLAMMABILITY.

1	2	3
Danger Group	Closed Cup Flash Point (°C)	Initial Boiling Point(°C)
i	-	≤35 (°C)

ii	< 23 (°C)	>35 (°C)
iii	>23 ≤ 60,5 (°C)	> 35 (°C)
iv	≥ 60,5 – 100 (°C)	> 35 (°C)

“flammable solid” As contemplated in SABS 0228, means a solid that is easily ignited by external sources, such as sparks and flames, solids that are readily combustible, solids that are liable to cause, or contribute to, a fire through friction or solids that are desensitized (wetted) explosives that can explode if not diluted sufficiently;

“flammable substance” means a flammable liquid or a flammable gas;

“flammable store” means a store that is used for the storage of flammable liquids and complies with the criteria set out in section 49 of this By-law;

“Hazardous Substances Act” means the Hazardous Substances Act, 1973 (Act 15 of 1973);

“Municipality” means the Municipality of Bitou established in terms of section 12 of the Municipal Structures Act, 117 of 1998, and includes duly authorized agent, service provider or any employee thereof acting in connection with this By-law by virtue of a power vested in the Municipality and delegated or sub-delegated to such agent service provider or employee;

“Municipal Manager” means a person appointed in terms of section 82 of the Municipal Structures Act;

“Municipal Structures Act” means the Local Government: Municipal Structures Act, 1998 (Act 117 of 1998);

“Municipal Systems Act” means the Local Government: Municipal Systems Act, 2000 (Act 32 of 2000);

“National Building Regulations” means the regulations promulgated in terms section 17(1) of the National Building Regulations and Building Standards Act, 1977 (Act 103 of 1977), and—

(a) National Building Regulations (A2) means the provisions regulating the submission of building plans and particulars to the Municipality;

(b) National Building Regulations (A20) means the provisions regulating the classification and designation of occupancies;

(c) National Building Regulations (A21) means the provisions regulating the population of a building;

(d) National Building Regulations (T1) means the provisions regulating general requirements for fire protection of a building; and

(e) National Building Regulations (T2) means the provisions regulating the offences for non-compliance with the National Building Regulations (T1);

“National Road Traffic Act” means the National Road Traffic Act, 1996 (Act 93 of 1996);

“non-combustible” means a substance or material classified as non-combustible when tested in accordance with SABS 0177: Part 5;

“occupancy” means the particular use or type of use to which a building or portion thereof, is normally put or intended to be put as provided for in the National Building Regulations (A20);

“occupancy separating element” means a building element or component which separates one occupancy in a building from another and has a fire resistance of not less than that required by the National Building Regulations (T1) read with the SABS 0400;

“Occupational Health and Safety Act” means the Occupational Health and Safety Act, 1993 (Act 85 of 1993);

“occupier” means a person who occupies any premises or part thereof, without regard to the title under which he occupies; 20 November 2009 Province of Western Cape: Provincial Gazette 6678 37

“operator” means the person responsible for the use of a motor vehicle and who has been registered as the operator of such a vehicle in terms of the National Road Traffic Act;

“owner” has its common-law meaning and includes—

(a) a lessee or other person who controls the land in question in terms of a contract, testamentary document, law, order of a Court or legal appointment;

(b) in relation to premises, other than a building, either a natural or juristic person whose identity is determined by operation of law;

(c) in relation to a building, either a natural or juristic person in whose name the land on which such building was or is erected or such land, as the case may be, is registered in the deeds office in question;

(d) in relation to an installation, either a natural or juristic person in whose name a contract is entered into regarding approval, erection and maintenance of the installation; provided that such a person is not the owner mentioned in (b); and

(e) in the event of the Controlling Authority being unable to determine the identity of a person mentioned in (a) to (d), any person who is entitled to the benefit of the use of such premises, building or installation or who enjoys such benefit;

“person in charge” means—

(a) in relation to premises, either a natural or juristic person who is permanently or temporarily responsible for the management, maintenance or utilisation of the premises;

(b) in relation to a building, either a natural or juristic person who is permanently or temporarily responsible for the management, maintenance or utilisation of the building;

(c) in relation to an installation, either a natural or juristic person who is permanently or temporarily responsible for the management or utilisation of the installation; provided that such a person is not the person mentioned in (a); and

(d) in the event of the Controlling Authority being unable to determine the identity of a person mentioned in (a), (b) and (c), any person who is in the opinion of the Controlling Authority deemed to be in charge of such premises, building or installation;

“population” means the population determined in accordance with the National Building Regulations (A21);

“premises” means any building, beach, land, terrain, road, vehicle and can include a vessel, train or aircraft;

“public place” means any square, park, recreation ground or open space which—

(a) is vested in the Municipality;

(b) the public has the right to use; or

(c) is shown on a general plan of a township filed in a deeds registry or a Surveyor-General’s office and has been provided for or reserved for the use of the public or the owners of erven in such township;

“public road” means any road, street or thoroughfare or any other place (whether a thoroughfare or not) which is commonly used by the public or any section thereof or to which the public or any section thereof has a right of access, and includes—

(a) the verge of any such road, street or thoroughfare;

(b) any bridge, ferry or drift traversed by any such road, street or thoroughfare; and

(c) any other work or object forming part of or connected with or belonging to such road, street or thoroughfare;

“SABS Codes” means South African Bureau of Standards SABS Codes of Practice and Specifications issued in terms of the Standards Act and shall include SANS Codes;

“SANS Codes” means South African Bureau of Standards SANS Codes of Practice and Specifications issued in terms of the Standards Act, and shall include SABS Codes;

“service” means a fire brigade service as defined in the Fire Brigade Services Act;

“site” means any erf, lot, plot, stand or other piece of land on which a building has been, is being or is to be erected;

“Standards Act” means the Standards Act, 1993 (Act 29 of 1993);

“State” means—

(a) any department of state or administration in the national, provincial or local sphere of government; or

(b) any other functionary or institution—

(i) exercising a power or performing a function in terms of the Constitution or a provincial constitution; or

(ii) exercising a public power or performing a public function in terms of any legislation, but does not include a court or judicial officer;

“storage vessel” means a pressure vessel as defined in the regulations for pressure vessels promulgated in terms of the Occupational Health and Safety Act;

“summary abatement” means to immediately judge a condition to be a fire hazard or other threatening danger to life or property and to order immediate correction of such condition;

“tank” for purposes of chapter 9 of this By-law, means a container mounted permanently or temporarily on or embodied in a vehicle and so constructed to be suitable for the containment of flammable liquid or gas cargo;

“tent” means a portable or temporary structure of canvas, cloth or other similar material, consisting of a canopy, which may have walls, supported by poles and stretched by cords secured to pegs driven into the ground;

“this By-law” includes the Schedules published in terms of this By-law;

“threatening danger” means the existence of an unwelcome or undesirable situation which causes or has the potential to cause imminent harm, risk, peril or injury should an emergency or fire occur;

“underground tank” means a tank used or intended to be used for the storage of flammable liquid wholly sunk into and below the surface of the ground;

“vehicle” means a vehicle as defined in the National Road Traffic Act and includes the following-

(a) **“road tank vehicle”** means a tank truck, tank trailer, or truck-tractor and tank-semi-trailer combination;

(b) **“tank-semi-trailer”** means a vehicle with a tank mounted on it or built as an integral part of it, and so constructed that, the semi-trailer is drawn by a truck-tractor or another trailer, through a fifth wheel connection part of the load rest on the towing vehicle;

(c) **“tank trailer”** means a vehicle with a tank mounted on it or built as an integral part of it, and so constructed that, when the tank trailer is drawn by a tank truck, practically all of its load rests on its own wheels;

(d) **“tank truck”** means a single, self-propelled vehicle with a tank mounted on it;

(e) **“truck-tractor”** means a self-propelled vehicle used to pull a tank-semi-trailer; and

(f) any other vehicle, which in the opinion of the Controlling Authority, is a vehicle contemplated in chapter 9 of this By-law.

CHAPTER 2: ADMINISTRATIVE PROVISIONS

2. Administration and enforcement

(1) The Chief Fire Officer is responsible for the administration and enforcement of this By-law.

(2) Where no Chief Fire Officer has been appointed in terms of the Fire Brigade Services Act, the Municipal Manager is responsible for the administration and enforcement of this By-law.

(3) Where there is no service established in the area of jurisdiction of the Municipality, the Municipal Manager is responsible for the administration and enforcement of this By-law.

3. Delegation

(1) A Chief Fire Officer may delegate any power granted to him in terms of this By-law in accordance with section 19 of the Fire Brigade Services Act.

(2) A Municipal Manager may delegate any power granted to him in terms of this By-law in accordance with the system of delegation of the Municipality developed in terms of section 59 of the Municipal Systems Act.

(3) If any provision in this By-law vests or imposes any power, function or duty of the Municipality in or on an employee of the Municipality and such power, function or duty has in terms of section 81(2) of the Municipal Systems Act or any other law been assigned to a service provider, the reference in such provision to such employee must be read as a reference to the Municipality provider or, where applicable, an employee of the Municipality provider authorized by it.

4. Enforcement provisions

(1) A Controlling Authority may, whenever he regards it necessary or expedient to do so, enter any premises at any reasonable time to ensure compliance with this By-law.

(2) A Controlling Authority has the authority to summarily abate any condition which is in violation of any provision of this By-law and which presents an immediate fire hazard or other threatening danger.

(3) A Controlling Authority must remedy any violation mentioned in sub-section (2), by performing any act, and may also—

(a) call for the immediate evacuation of the premises;

- (b) order the closure of the premises until such time as the violation has been rectified;
 - (c) order the cessation of any activity; and
 - (d) order the removal of the immediate threat.
- (4) Any costs of such action must be done by the person deemed by a Controlling Authority to be responsible for the existence of such condition.

5. Authority to investigate and right of access

- (1) Notwithstanding anything to the contrary contained in any other law, a Controlling Authority has the authority to investigate the cause, origin and circumstances of any fire or other threatening danger.
- (2) The Chief Fire Officer or a member may, in executing the powers delegated in terms of this By-law or any other legislation, enter any premises at any reasonable time to conduct inspections in order to determine the existence of a fire hazard or compliance with any applicable legislation relating to fire safety on such premises.
- (3) Should any fire hazard or condition of non-compliance contemplated in sub-section (2) exist, such member may serve a written instruction on the owner or occupier of such premises and such notice shall incorporate such directives or requirements that are necessary to abate the condition, which instruction must determine a deadline for compliance.
- (4) Whenever any condition that may increase the risk of fire or which may pose a threat to life or property exists on any premises and such condition cannot immediately be rectified, or if costs need to be incurred to rectify such condition, the owner of the premises must, after receiving any written instruction referred to in sub-section (3), inform the Chief Fire Officer forthwith, in writing, of the measures which he or she intends taking to remedy the condition and provide a programme and deadline to the Chief Fire Officer for approval.
- (5) The Chief Fire Officer may approve the proposed measures and deadline with or without amendments and may give further instructions for compliance with the proposed or required measures.

6. Failure to comply with provisions

- (1) When a Controlling Authority finds that there is non-compliance with the provisions of this By-law, excluding the situation in section 4(2), a written notice may be issued and should include the following—
- (a) confirmation of the findings;
 - (b) provisions of this By-law that are being contravened;
 - (c) the remedial action required; and
 - (d) set forth a time for compliance.
- (2) An order or notice issued under this By-law must be served either by personal delivery or registered mail upon a person who is in the opinion of the Controlling Authority, deemed to be the appropriate person.
- (3) For unattended or abandoned premises, a copy of such order or notice must be posted on the premises in a conspicuous place at or near the entrance to such premises and the order or notice must be mailed by registered mail, to the last known address of the owner, the person in charge of the premises or both.

7. Denial, suspension or revocation of an approval or a certificate

A Controlling Authority may refuse, suspend or revoke an approval or a certificate required by this By-law for—

- (a) failure to meet the provisions of this By-law for the issuance of the approval or certificate; or
- (b) non-compliance with the provisions of the approval or certificate.

8. Records required

The safekeeping of all relevant records and documents is the responsibility of the Controlling Authority.

9. Charges

- (1) The Municipality may determine the fees payable by a person on whose behalf, the Controlling Authority rendered a service as contemplated in section 10 of the Fire Brigade Services Act.
- (2) The Municipality may charge a fee for the provision of an inspection, re-inspection or any other service as well as the issuing of permits, approvals or certificates in accordance with the applicable local government legislation regulating the charging of fees.

10. Reporting a fire hazard and other threatening danger

An owner or the person in charge of the premises, upon discovering any evidence of a fire hazard or other threatening danger pertaining to this By-law, must immediately notify the Controlling Authority.

CHAPTER 3: FIRE PROTECTION OF BUILDINGS

11. General

The Controlling Authority in terms of section 4(3) or section 6(1) of this By-law must abate a contravention of the National Building Regulations relating to fire and safety of buildings.

12. Access for emergency vehicles

(1) When, in the opinion of the Controlling Authority, premises are not readily accessible from public roads it must be provided with emergency vehicle access and, notwithstanding the provisions in the National Building Regulations (T1), may be required to comply with the following—

(a) An access road must be constructed so that it is capable of supporting the mass of the heaviest emergency vehicle required to cater for the risk of the premises.

(b) A motorized or electronically operated gate must be equipped in such a manner that access to the premises can be gained without the use of a motor or any other electronic device.

(c) Fire lanes must be provided for all premises which are set back more than 45 meters from a public road or exceed nine meters in height and are set back over 15 meters from a public road.

(d) Fire lanes must be at least four meters in width, the position of which must be decided upon after consultation with the Controlling Authority, and the area from ground level to a clearance height of four meters above the fire lane must remain unobstructed.

(e) A cul-de-sac that is more than 90 meters in length, must be provided with a minimum turning circle at the closed end of the road capable of accommodating the largest emergency vehicle which is required to cater for the risk of the premises.

(2) The design, marking, use and maintenance of fire lanes not forming part of a public road must comply with the requirements of the Controlling Authority.

(3) It is unlawful for a person to park a vehicle in or otherwise obstruct a fire lane.

13. Division and occupancy separating elements

An owner or person in charge of a building may not alter a division or occupancy separating element in any way that would render it less effective or to allow flame, heat or combustion products from penetrating into the adjacent compartment or structure.

14. Fire doors and assemblies

(1) Subject to the provisions of SABS 1253, a fire door and assembly must be maintained in such a manner that in the event of a fire it retains its integrity, insulation and stability for the time period required for that particular class of door.

(2) A fire door may be kept open, only when it is equipped with an automatic releasing hold-open device approved by the Municipality.

(3) A fire door and assembly may not be rendered less effective through the following actions—

(a) altering the integrity, insulation or stability of a particular class of door;

(b) disconnecting the self-closing mechanism;

(c) wedging, blocking or obstructing the door so that it cannot close;

(d) painting the fusible link actuating mechanism of a door;

(e) disconnecting or rendering less effective an electric or electronic release mechanism; or

(f) any other action that renders a fire door or assembly less effective.

15. Escape Routes

- (1) A component which forms part of an escape route such as the feeder routes, access doors, emergency routes and escape doors must not be obstructed or rendered less effective in any way, which could hinder or prevent the escape of any person from a building in the case of fire or any other emergency.
- (2) A locking device, which is fitted to an access or escape door in an escape route, must be of a type approved by the Municipality.
- (3) Where required by the Controlling Authority, an escape route must be clearly indicated with signage, which complies with SABS 1186, indicating the direction of travel in the event of fire or any other emergency.

16. Tents

- (1) Prior to the erection and usage of a tent as an occupancy contemplated in the National Building Regulations (A20), the owner or person in charge of a premises must—
 - (a) submit an application in terms of the National Building Regulations (A2) and (A23) to the Municipality for the approval to erect and use the tent; and
 - (b) submit an application in terms of the section 21 of this By-law to the Controlling Authority for a temporary population certificate.
- (2) The application submitted in terms of sub-section (1)(a) must comply with the following—
 - (a) (i) The safety distance between a tent and any building or boundary shall be determined in accordance with TT2 of the SABS 0400. The Controlling Authority may require that this distance be increased should the situation require it.
 - (ii) The tent must be erected at least 4,5 meters from any combustible stores or materials.
 - (b) Where tents are erected adjacent to one another, an unobstructed minimum distance of 4,5 meters must be provided between them and where applicable between the stakes and guidelines of the adjacent tents, in order to ensure emergency vehicle access.
 - (c) The requirements set out in the National Building Regulations (T1) must be complied with in the following instance—
 - (i) where the population of a tent exceeds 25 people;
 - (ii) where a tent is occupied during the hours of darkness;
 - (iii) for seating arrangements and aisle dimensions; and
 - (iv) for the provisions of fire extinguishers.
 - (d) The population density of a tent must comply with the National Building Regulations (A21).
 - (e) No cooking may be carried out in the tent occupied by the public and where cooking is required, it must be carried out in a separate tent or an area to which the public does not have access.
 - (f) No open fire is permitted in a tent and any other flame emitting device, such as a candle, lantern or torch / gas heater but not limited thereto, is only permitted in a tent after approval by the Controlling Authority.
 - (g) No open fire or flame is permitted within five meters of a tent, stake or guideline of a tent.
 - (h) Smoking is prohibited in a tent and a “**No Smoking**” sign must be prominently displayed at each entrance and must comply with SABS 1186: Part 1.
 - (i) Lighting and wiring installed in a tent must comply with the requirements set out in SABS 0142 in such a manner that direct contact is not made with combustible material and the radiated heat does not pose an ignition hazard.
- (3) Notwithstanding the provisions in sub-sections (1) and (2), the Controlling Authority may request the applicant to fulfill additional requirements for the erection and usage of a tent.

CHAPTER 4: FIRE SAFETY EQUIPMENT

17. Fire extinguishers

- (1) The owner or person in charge, as the case may be, must provide and install fire extinguishers on premises as required by the Controlling Authority and in accordance with the National Building Regulations (T1) and (T2).
- (2) Fire extinguishers must be maintained strictly in accordance with the requirements of the Occupational Health and Safety Regulations, SABS 1475: Part 1, SABS 1571, SABS 1573 and SABS 0105: Part 1.

(3) A juristic or a natural person may not fill, recharge, recondition, modify, repair, inspect or test a fire extinguisher in terms of SABS 1475: Part 1, unless such a person is the holder of a permit issued by the South African Bureau of Standards or certificate of competence issued by the South African Qualifications Certification Committee.

(4) The owner or person in charge of the premises may not allow a fire extinguisher to be filled, recharged, reconditioned, modified, repaired, inspected or tested by a person not in possession of a permit or certificate mentioned in sub-section (3).

(5) When the Controlling Authority finds that a fire extinguisher has been filled, recharged, reconditioned, modified, repaired, inspected or tested by a person not in possession of a permit mentioned in sub-section (3), the Controlling Authority must instruct the owner or person in charge of such premises to have the work carried out by a person who is in possession of such a permit or certificate.

(6) When, in the opinion of the Controlling Authority, a fire extinguisher is unsafe or ineffective either by reason of deterioration, design or construction, the Controlling Authority must instruct the owner or the person in charge of the premises to have the appliance inspected and tested in terms of SABS 1475: Part 1 and SABS 1571.

(7) A fire extinguisher may not be removed from the premises for filling, recharging, reconditioning, modification, repair, inspection or testing unless the appliance is replaced temporarily with a similar appliance in good working condition.

(8) A fire extinguisher may not be installed, dismantled, recharged, disconnected, serviced, modified, repaired or tested in an area where such action would create a danger or hazard.

18. Testing and maintenance of fire protection systems

(1) The owner or person in charge must ensure that a fire protection system is tested and maintained on a regular basis and that a detailed record of such tests and maintenance of the system be kept.

(2) A person may not test a fire protection system before notifying the occupants of the premises concerned of the starting and completion times of the test, and where applicable the parties who monitor the fire protection system.

(3) A fire protection system designed for detecting, fighting, controlling and extinguishing a fire must be maintained in accordance with the

National Building Regulations (T2) read in conjunction with a recognized national code or standard, and in the absence of a national code or standard an applicable international code or standard must be used.

(4) A fire protection system may not be installed, dismantled, recharged, disconnected, serviced, modified, repaired or tested in any area where such action would create a danger or hazard.

(5) The person carrying out the maintenance of a fire protection system must inform the owner or person in charge of the premises in writing, of any defects discovered, maintenance performed or still outstanding, and where the person in charge has received such notice, he must without delay inform the owner accordingly.

(6) The owner or person in charge of the premises must immediately notify the Controlling Authority when the fire protection system, or a component thereof, is rendered inoperable or taken out of service and must notify the Controlling Authority as soon as the system is restored.

(7) The owner or person in charge of the premises must take all steps deemed necessary by the Controlling Authority to provide alternate equipment to maintain the level of safety within the premises.

19. Interference with and access to fire protection systems and fire extinguishers

No person is permitted to render less effective, inoperative, inaccessible, or tamper and interfere with a fire extinguisher or fire protection system, except as may be necessary during emergencies, maintenance, drills or prescribed testing.

20. Fire alarms and fire hydrants and fire hose reels

(1) Without compensation to the owner of the premises concerned, the controlling authority may cause—

(a) a fire alarm;

(b) a transmission instrument for calls of fire or other emergency; or

(c) a transmission instrument for warning residents of a fire or other emergency to be affixed to any building, wall, fence, pole or tree.

(2) Without compensation to the owner of the premises concerned, the Controlling Authority may cause the position of a fire hydrant and fire alarm or any other fire protection information to be marked on any building, wall, fence, pole, tree, road, pavement or hydrant cover with a board, decal, metal plate or painted marker or by any other means.

(3) The Controlling Authority may at any time cause a fire alarm, other transmission instrument mentioned in sub-section (1), board, decal, metal plate or painted marker to be removed without compensating an owner of the premises concerned.

(4) An unauthorized person is prohibited from removing, defacing, altering, tampering or damaging a fire alarm, other transmission instrument mentioned in sub-section (1), board, decal, metal plate or painted marker.

(5) No person may render less effective, inoperative, inaccessible, or tamper and interfere with a fire hydrant

(6) No person may render less effective, inoperative, inaccessible, or tamper and interfere with a fire hose reel.

(7) No person shall intentionally or recklessly interfere with, damage or misuse anything which is provided in the interest of health or safety. *[S. 15 substituted by s. 3 of Act No. 181 of 1993.]*

CHAPTER 5: PUBLIC SAFETY

21. Prevention and control of overcrowding

(1) Prior to the usage of the premises for entertainment or public assembly where the population including staff exceeds 50 people, the owner or person in charge of such premises must submit an application for a population certificate to the Controlling Authority, as prescribed in the Schedule 2 of this By-law.

(2) The owner or person in charge of a premise for which a population certificate is required shall not utilize such premises if a population certificate has not been issued by the Controlling Authority.

(3) The Controlling Authority may request additional information from the applicant.

(4) Notwithstanding the provision in sub-section (1), the Controlling Authority may instruct the owner or person in charge of the premises to apply for either a temporary or a permanent population certificate, should the premises be used in respect of any other occupancy contemplated in the National Building Regulations (A20).

(5) A temporary population certificate is valid for a period not exceeding 30 calendar days.

(6) The Controlling Authority must refuse to issue the temporary or permanent population certificate if the premises do not comply with the requirements of the National Building Regulations (T1), and where the Controlling Authority is of the opinion that the non-compliance of the premises can be remedied, he must instruct the owner or person in charge of the premises in writing, to take all reasonable steps to render the premises safe prior to the usage of the premises and the issuing of the temporary or permanent population certificate.

(7) If at any time the Controlling Authority becomes aware that the usage of the premises is not in accordance with the temporary or permanent population certificate, he must act in terms of sections 4(2) or 6(1) and section 7 of this By-law.

(8) The temporary and permanent population certificate is valid only for the premises or portion of the premises for which it was issued, and when changes of occupancy occur or alterations are made to the premises for which the certificate was issued, the owner or person in charge of the premises must reapply for the certificate in accordance with sub-section (1).

(9) The temporary or permanent population certificate must be displayed in a clearly visible and conspicuous position in or on the premises for which the certificate was issued.

(10) The owner or the person in charge of the premises must prevent overcrowding by limiting the maximum population to that which is specified on the temporary or permanent population certificate.

(11) A person must vacate the premises that are overcrowded when instructed to do so by the Controlling Authority, the owner or person in charge of the premises.

22. Attendance of a service

(1) When the Controlling Authority is of the opinion that a service is required to be in attendance during a function in a place used for entertainment or public assembly, he may provide, in the interest of public safety and subject to the exigencies of the service, one or more members, a vehicle or equipment of a service to be in attendance on the premises for the duration of the function or part thereof.

(2) When the attendance of a service during a function in a place used for entertainment or public assembly involves costs, the costs incurred by the Municipality may be recovered from the person in charge of the function in accordance with section 9 of this By-law.

23. Formulation of an emergency evacuation plan

(1) The owner or person in charge of a school, hospital, residential institution, hotel, guest house, hostel or other similar occupancy which has a population in excess of 25 persons (including staff), must formulate an emergency evacuation plan detailing the appropriate action to be taken by the staff or the occupants in the event of a fire or other threatening danger.

(2) The Controlling Authority may order the owner or person in charge of the premises, other than those contemplated in sub-section (1), to formulate an emergency evacuation plan detailing the appropriate action to be taken by the staff or the occupants in the event of a fire or other threatening danger.

(3) The plan mentioned in sub-sections (1) and (2) must be prepared in accordance with the guideline contained in Annexure 1 and approved by the Chief Fire Officer. The plan must be revised if an aspect thereof is no longer applicable or if the building for which the plan was designed has changed.

(4) The emergency evacuation plan must be tested in its entirety at a maximum of six-monthly intervals or when the plan has been revised and a record of the testing must be kept in a register.

(5) The register mentioned in sub-section (4) must contain the following information—

(a) the date and time of the test;

(b) the number of participants;

(c) the outcome of the test and any corrective actions required; and

(d) the name and signature of the person supervising the test.

(6) The register, together with the emergency evacuation plan, must be available on the premises for inspection by the Controlling Authority.

(7) The Controlling Authority may evaluate the formulation and implementation of the emergency evacuation plan and may officially communicate any recommendations or remedial actions to improve or rectify faults in the plan.

24. Displaying of escape route plans

(1) In a hospital, residential institution, hotel, guest house, hostel or other similar occupancy designed or intended for or used by patients, residents or transient persons, irrespective of the population, the escape route plan must be displayed in a conspicuous position in any room designed for sleeping purposes.

(2) The displaying of escape route plans for any other premises is subject to the approval of the Controlling Authority.

25. Barricading of vacant buildings

The owner or person in charge of a building or portion thereof which is vacant must remove all combustible waste or refuse therefrom and lock, barricade or otherwise secure all windows, doors and other openings in the building to the satisfaction of the Municipality which will prevent the creation of a fire hazard caused by the entering of an unauthorized person.

26. Events – Sports and recreational

Individuals, persons, organizations, associations, or any other group that may intend to arrange, call for, host an event of sport, recreational, religious, cultural, exhibition, organizational or similar shall adhere to Local Authority by laws and requirements of the Safety at Sports and Recreational Events Act 2 of 2010.

CHAPTER 6: HOUSEKEEPING

26. Combustible waste and refuse

(1) The owner or person in charge of the premises or a portion thereof must not allow combustible waste or refuse to accumulate in any area or in any manner so as to create a fire hazard or other threatening danger.

(2) Combustible waste and refuse must be properly stored or disposed of to prevent a fire hazard or other threatening danger as prescribed in the applicable legislation, dealing with the storage and disposal of that specific type of combustible waste and refuse, or in the absence of applicable legislation as Waste Management Act / National Environmental Management Act and or as determined by the Controlling Authority.

27. Material

The owner or person in charge of the premises or a portion thereof may not allow the accumulation of any material in quantities sufficient to create a fire or other threatening danger and must store or dispose of the material as prescribed in the applicable legislation dealing with the storage and disposal of that specific type of material.

28. Combustible or flammable substances and sweeping compounds

(1) Notwithstanding anything to the contrary contained in any other law, only approved water-based solutions or detergents, floor sweeping compounds and grease absorbents must be used for cleaning purposes.

(2) The use of sawdust or similar combustible materials to soak up combustible or flammable substances spilled or dropped in the course of a process is prohibited.

29. Accumulations in chimneys, flues and ducts

The owner or person in charge of the premises or a portion thereof must not allow soot or any other combustible substance to accumulate in a chimney, flue or duct of the premises in such quantities or in such a manner as to constitute a fire hazard or other threatening danger.

30. Sources of ignition

(1) Smoking, the carrying of matches, the use of heating or other flame-emitting devices, or the use of any spark-producing equipment is prohibited in areas containing combustible or flammable substances, and where equipment or tools are necessary to conduct or maintain an operation, it must be intrinsically safe and specifically designed for that purpose.

(2) Hot ashes, cinders or smouldering coals must be placed in a non-combustible container and the container must be placed on a non-combustible surface or stand.

(3) An adequate distance, as deemed appropriate by the Controlling Authority, must be ensured and maintained between combustible substances and heating or lighting equipment or other sources of ignition.

(4) Portable heaters must be secured so that it cannot be overturned and the Controlling Authority may prohibit the use of portable heaters in respect of occupancies or situations where such use or operation would present a fire hazard or other threatening danger.

31. Smoking

(1) If conditions exist where smoking creates a fire hazard on the premises, smoking is prohibited and “**No Smoking**” signs must be displayed as directed by the Controlling Authority and the signs must comply with SABS 1186: Part 1.

(2) No person may remove a “**No Smoking**” sign.

(3) (a) A person may not light or smoke a cigar, cigarette, pipe, tobacco or other substance or ignite or otherwise set fire to other material, nor hold, possess, throw or deposit any lighted or smoldering substance in any place where expressly prohibited.

(b) The owner or person in charge of premises may not allow or permit any person to light or smoke a cigar, cigarette, pipe, tobacco or other substance or ignite or otherwise set fire to other material in any place where expressly prohibited.

(4) Where smoking is allowed, provisions must be made for the safe disposal of the smoking material and matches to prevent the creation of a fire hazard or other threatening danger.

32. Electrical fittings, equipment and appliances

(1) No person may cause or permit an electrical supply outlet to be overloaded.

(2) No person may cause or permit an electrical appliance or extension lead to be used in a manner which is likely to create a fire hazard or other threatening danger.

33. Flame-emitting device

No person may cause or permit a flame-emitting device, such as a candle, lantern or torch, but not limited thereto, to be used in a manner which is likely to create a fire hazard or other threatening danger.

CHAPTER 7: FIRE HAZARDS AND FIREBREAKS

34. Combustible material

(1) No person may store, transport, use or display or cause or permit to be stored, transported, used or displayed, whether inside or outside the premises, any combustible material or a flammable substance in quantities or in a position or in a manner likely to cause or create a fire hazard or other threatening danger.

(2) The owner or person in charge of the premises may not permit vegetation to grow or accumulate thereon, or other combustible material to accumulate thereon, in a manner likely to cause a fire hazard or other threatening danger.

(3) No person may burn or allow any other person to burn any refuse or combustible material—

(a) without prior written permission of the Chief Fire Officer; or

(b) unless the refuse or combustible material is burnt in an approved incinerating device.

(4) Subject to annual notices published by the Minister of Water Affairs and Forestry, no person may make or allow any other person to make a fire that may endanger any person, animal or property.

(5) Any person, who makes a fire or allows any other person to make a fire, must take reasonable steps to ensure that the fire does not endanger any person, animal or property.

35. Lighting of fires and burning of combustible material and smoking restrictions

(1) The lighting of fires and the disposal of combustible material by burning is prohibited, save in the circumstances set out in this section.

(2) A person may light a fire or use a flame-emitting device for the purpose of preparing food or for any other domestic purpose in a manner which will not cause a fire hazard or other threatening danger or where such a fire is not precluded by any other legislation.

(3) The owner or person in charge of the premises used in respect of an occupancy of entertainment or public assembly must ensure that a cooking fire or flame-emitting device is placed in designated areas so as to prevent a fire hazard or other threatening danger.

(4) Burning may take place on State land, a farm, a small holding, or land within a proclaimed township that is not utilised for residential purposes provided that the prior approval is obtained from the Controlling Authority which approval shall be applied for in writing after approval has been obtained in terms of the applicable legislation set out in Schedule 3.

(5) If conditions exist where smoking may create a fire hazard on any premises, smoking must be prohibited and “**No Smoking**” signs complying with SANS 1186: Part 1, must be prominently displayed in positions as directed by the Controlling Authority.

(6) No person may remove or damage a “**No Smoking**” sign.

(7) No person may light or smoke a cigarette or any other smoking materials or ignite or otherwise set fire to other material, nor hold or discard any lit or smouldering substance in any place where expressly prohibited.

(8) The owner or person in charge of any premises may not allow or permit any person to light or smoke a cigarette or any other smoking materials or ignite or otherwise set fire to any other material, nor hold or discard any lit or smouldering substance in any place where expressly prohibited.

(9) Where smoking is permitted, adequate provision must be made for the safe disposal of any smoking materials and matches.

(10) No person may discard or otherwise dispose of a burning match or cigarette or any other burning materials or objects including materials capable of self-ignition or capable of spontaneous combustion, on any road, in any road reserve or in any other public place.

(11) Where any match or cigarette, smoking materials or other burning materials, including materials capable of self-ignition or spontaneous combustion are discarded from a vehicle onto a road, or in any road reserve or any other place, it shall be presumed, in the absence of evidence to the contrary, that such action was performed by the driver of such vehicle.

36. Firebreaks and Controlled/Prescribed Burns

(1) Notwithstanding anything contained in the National Veld and Forest Fire Act (Act 101 of 1998), the owner or person in charge of a premise that has vegetation growing thereon shall where necessary make and maintain sufficient firebreak(s) to ensure that the risk of a vegetation fire spreading from one premises to the next is minimized.

(2) For the purposes of sub-section (1), a fire break means an area not less than 5m in width, around the perimeter of a premises, contiguous with the boundary on all sides, that consists of one or more of the following—

- (a) bare earth;
- (b) grass that does not exceed 50mm in height;
- (c) lawn or cultivated garden, or
- (d) a road or driveway.

(3) Where an owner or person in charge fails to prepare or maintain a firebreak or where in the opinion of the Controlling Authority, the firebreak is insufficient for the prevailing circumstances, the Controlling Authority may act in terms of section 4 or 6 of this By-law.

(4) Where a fire break has been prepared, the vegetative material from within the fire break must be removed from the area of the fire break and must be disposed of in a manner acceptable to the Controlling Authority.

(5) Sub-section (1) is not applicable in cases where an exemption has been granted in terms of the National Veld and Forest Fire Act.’’.

(6) The procedure to obtain a permit to burn is as follow:

(a) Phone the local fire service to apply for a permit, where A trained fire prevention officer will contact the owner to arrange a date for an inspection to be carried out.

(b) An application form will be completed on the day of the inspection of the property. If the area is declared safe, the fire prevention officer will issue the applicant with a permit.

(c) Permits and applications are valid for a period as specified on the documentation. It is the owner’s responsibility to inform the relevant authority 2 hours beforehand, of his/her intention to burn.

6.1. The permit conditions must be adhered to, to prevent prosecution and or revoking of permit.

(a) Burning will only be allowed under the following main conditions: after phoning in to fire station to request permission to burn for the day providing the operator details to permit.

(b) Burning must be done during safe weather conditions. No Burning permitted on RED days

(c) Burning must be done during daylight hours.

(d) Fires must be attended until completely extinguished.

(e) Fires must be extinguished if they create a hazard, nuisance, pollution problem or threat to public health.

(f) Firefighting equipment adequate for the size of the fire must be on site.

6.2. Burning without a permit from the Local authority may lead to prosecution.

6.3. Owners also have to follow the requirements set in the National Veld and Forest Fire act,1998. Sections 12(2) and 12(3) provide for notice and co-operation between neighbors in the case of firebreaks that are to be burnt. The owner intending to burn must consult with the neighbor to find a suitable date for both, but if the owner cannot obtain agreement then he or she may simply give 14 days’ written notice of the intention to burn. In either case the Act requires the neighbor to burn his or her firebreak on the same day as agreed or notified, to be present or have an agent present, and have sufficient fire fighters available to prevent the spread of the fire - this is also applicable to any controlled burning.

6.4. The permit issued by the Local Authority must not be confused with the permit issued by the Department of Agriculture – below is an explanation of the permit issued by the Department of Agriculture:

6.5. Regulation 12 in terms of the Conservation of Agricultural Resources Act: Prevention and control of veld fires

(1) Except on authority of a written permission by the executive officer, no land user shall—

- (a) burn any veld on his farm unit; and

(b) utilise as grazing any veld on his farm unit that has burned.

(2) The provisions of regulation 2 (2) and (3) shall apply mutatis mutandis with regard to an application for a permission referred to in subregulation (1): Provided that—

(a) such application shall be submitted at least 30 days prior to the intended date of burning or grazing, as the case may be; and

(b) a permission referred to in sub regulation (1) (a)—

(i) shall not be issued unless the executive officer is satisfied that the burning of veld is an accepted veld management practice in the area within which the farm unit concerned is situated, or that exceptional circumstances prevail on the farm unit concerned;

(ii) shall be issued only if the veld concerned is to be burned during periods of which particulars are available at the extension office concerned; and

(iii) shall be issued to the provisions of the Forest Act, 1968 (Act 72 of 1968).

CHAPTER 8: FLAMMABLE SUBSTANCES

37. Application of this Chapter

Notwithstanding the provisions in either the Hazardous Substances Act or the Occupational Health and Safety Act, this Chapter regulates flammable substances in the local government sphere so as to prevent and reduce fire hazards or other threatening dangers.

38. Storage and use of a flammable substance

(1) Prior to the construction of a new installation or the alteration of an existing installation, whether temporary or permanent, for the storage of a flammable substance, the owner or person in charge of the installation must submit a building plan to the Municipality, in accordance with the National Building Regulations, and a copy of the approved plan must be available at the site where the installation is being constructed.

(2) Prior to the commissioning of an aboveground or underground storage tank installation, liquid petroleum gas installation or associated pipework, the owner or person in charge of the installation must ensure that it is pressure-tested in accordance with the provisions of the National

Building Regulations (T1), S.A.B.S. 0131: Parts 1 and 2, S.A.B.S. 089: Part 3 and S.A.B.S. 087: Parts 1,3 and 7 (whichever is applicable) in the presence of the Controlling Authority.

(3) Notwithstanding sub-section (2), the Controlling Authority may require an existing above ground or underground storage tank installation, liquid petroleum gas installation or associated pipework, to be pressure-tested in accordance with the provisions of the National Building Regulations (T1).

(4) The Controlling Authority must be notified at least 48 hours prior to the pressure test.

(5) Prior to the alteration of the premises that impacts on the fire safety of an existing above ground or underground storage tank installation, liquid petroleum gas installation or associated pipework, the owner or person in charge of the premises must notify the Controlling Authority, who may call for the premises or installation to be rendered safe.

(6) The owner or person in charge of the premises may not store or use—

(a) a flammable gas in excess of 38 kilogram; or

(b) a flammable liquid of a danger group (i), (ii), (iii) or (iv) in excess of 200 liters, unless he has obtained a flammable substance certificate from the Controlling Authority.

39. Flammable substance certificate

(1) The owner or person in charge of the premises, who requires a flammable substance certificate mentioned in section 38(6), must submit an application to the Controlling Authority as prescribed in the Schedule 2 of this By-law.

(2) The Controlling Authority may request additional information from the applicant.

(3) The Controlling Authority must refuse to issue the flammable substance certificate if the premises do not comply with the requirements of the

National Building Regulations (T1) as well as additional requirements set out in this By-law, and where the Controlling Authority is of the opinion that the non-compliance of the premises can be remedied, he must

- instruct the owner or person in charge of the premises in writing to take all reasonable steps to render the premises safe prior to usage of the premises in accordance with section 38(6) and the issuing of the certificate.
- (4) A flammable substance certificate must be renewed whenever the quantity or class of the flammable substance requires to be changed or when section 38(5) applies.
- (5) If at any time the Controlling Authority becomes aware that the usage of the premises is not in accordance with the flammable substances certificate, he must act in terms of sections 4(2) or 6(1) and section 7 of this By-law.
- (6) Notwithstanding sub-section (5), when in the opinion of the Controlling Authority, a flammable substance is stored or utilized for any process in a manner which is hazardous to life or property, or an installation is unauthorized, an order may be issued for the removal of the flammable substance or installation from the premises.
- (7) A supplier may not—
- (a) supply in excess of 38kg of a flammable gas or 200 liters of a flammable liquid of danger group (i), (ii), (iii) or (iv), as the case may be, to any person without proof that the person being supplied is in possession of a valid flammable substance certificate as contemplated in section 38(6); or
 - (b) deliver to any premises, more than 38kg of a flammable gas or more than 200 liters of a flammable liquid of danger group (i), (ii), (iii) or (iv), as the case may be, unless the owner or person in charge of a premises is in possession of a valid flammable substance certificate as contemplated in sub-section 38(6).''.
- (8) A flammable substance certificate is valid only—
- (a) for the installation for which it was issued;
 - (b) for the state of the premises at the time of issue; and
 - (c) for the quantities stated on the certificate.
- (9) The flammable substance certificate must be available on the premises for inspection at all times.
- (10) The Controlling Authority must keep records of all premises in respect of which a flammable substance certificate has been issued, amended and renewed.

40. Permanent or temporary above ground storage tank for a flammable liquid

- (1) In this section, only a permanent or temporary above ground tank used for the storage of flammable liquids is regulated.
- (2) A temporary above ground storage tank other than that at a bulk storage depot is permitted, at the discretion of the Controlling Authority, on the merit of the situation, provided that the following requirements are complied with—
- (a) if it has a capacity not exceeding 9000 liters and is not used for the storage of flammable substances with a flash point below 40 °C;
 - (b) to be on the premises for a period not exceeding six months;
 - (c) the entire installation must comply with SABS 0131: Part 1 or S.A.B.S. 0131: Part 2 whichever is applicable; and
 - (d) written application together with a plan must be forwarded to the Controlling Authority at least 14 days prior to the erection of the tank and prior written permission must be obtained from the Controlling Authority for the erection of the tank.
- (3) Notwithstanding section 38(1), if a larger capacity above ground storage tank is required or the tank is to be a permanent installation, an acceptable rational design based on a relevant national or international code or standard must be submitted to the Municipality for approval in terms of the National Building Regulations (T1).
- (4) The design requirements and construction of a permanent tank must be in accordance with relevant national or international recognized codes.
- (5) The rated capacity of a permanent or temporary tank must provide sufficient ullage to permit expansion of the product contained therein by reason of the rise in temperature during storage.
- (6) A permanent or temporary tank must be erected at least 3,5 meters from boundaries, buildings and other flammable substances or combustible materials.
- (7) A permanent or temporary tank must be located on firm level ground and the ground must be of adequate strength to support the mass of the tank and contents.
- (8) A permanent or temporary tank must have a bund wall that shall be so designed as to contain 110% of the contents of the tank within the bund

or, in the case where more than one tank is within a bund area, the bund wall shall be in accordance with the requirements of SANS 0089 part 1.

(9) Adequate precautions must be taken to prevent spillage during the filling of a tank.

(10) Sufficient fire extinguishers, as determined by the Controlling Authority, must be provided in weatherproof boxes in close proximity to a tank.

(11) Symbolic safety signs depicting “**No Smoking**”, “**No Naked Lights**” and “**Danger**” must be provided adjacent to a tank, and the signs must comply with SABS 1186: Part 1.

(12) The flammable liquid in the tank must be clearly identified, using the Hazchem placards listed in SABS 0232: Part 1.

(13) An electrical or an internal combustion-driven pump must be equipped and so positioned as to eliminate the danger of the flammable liquid being ignited.

(14) The electrical installation associated with the above ground storage tank must comply with SABS 0108 and SABS 089: Part 2.

41. Underground storage tank for a flammable liquid

The installation of underground storage tanks, pumps, dispensers and pipework at service stations and consumer installations must be in accordance with National Building Regulations (T1) read in conjunction with S.A.B.S. 0400, S.A.N.S. 10089: Part 3 and S.A.B.S. 0131: Part 3

42. Bulk storage depot for flammable substances

The handling, storage and distribution of flammable substances at bulk depots must be in accordance with the National Building Regulations (T1), read in conjunction with SANS 10089: Part 1.

43. Small installations for liquid petroleum gas

Liquefied petroleum gas installations involving gas storage containers of individual water capacity not exceeding 500 liters and a combined water capacity not exceeding 3 000 liters per installation must be installed and handled in accordance with SANS 10087: Part 1.

44. Liquefied petroleum gas installation in mobile units and small non-permanent buildings

A liquefied petroleum gas installation in mobile units and small non-permanent buildings shall be in accordance with S.A.N.S. 10087: Part 2.

45. The fuelling of forklift trucks and other liquefied petroleum gas operated vehicles

The fuelling of forklift trucks and other liquefied petroleum gas operated vehicles shall be in accordance with S.A.N.S. 10087: Part 8

46. The application of liquefied petroleum and compressed natural gases as engine fuels

The use of liquefied petroleum gas and compressed natural gas as a fuel for internal combustion engines and for the operation of equipment built for or converted to the use of liquefied petroleum gas shall comply fully with SANS 10087 part 6.

47. Mobile filling stations for refillable liquefied petroleum gas (LPG) containers

(1) The use of a mobile filling station to refill liquefied petroleum gas containers is prohibited.

(2) No person shall have a refillable liquefied petroleum gas container filled at a mobile filling station.

48. The storage and filling of refillable liquefied petroleum gas containers

Storage and filling sites used for refillable liquefied petroleum gas containers of capacity not exceeding 9kg must be in accordance with SANS 10087: Part 8.

49. Bulk storage vessel for liquid petroleum gas

The layout, design and operation of installations for the storage of a bulk liquid petroleum vessel and allied facilities must be in accordance with the National Building Regulations (T1), read in conjunction with SABS 087: Part 3.

50. Termination of the storage and use of flammable substances

(1) If an above ground or underground tank installation, liquid petroleum gas installation or associated pipe work is no longer required for the storage or use of a flammable substance, the owner or person in charge of the premises on which the installation was erected must—

- (a) within seven days of the cessation, notify the Controlling Authority in writing thereof;
- (b) within 30 days of the cessation, remove the flammable substance from the installation and render it safe;
- (c) within six months of the cessation, remove the installation including any associated pipework, from the premises entirely, unless the Controlling Authority otherwise instructs; and

(d) restore a public footpath, sidewalk, street or roadway, which has been disturbed by the removal to the satisfaction of the Municipality within a period of seven days of the completion of the removal of the installation.

(2) If the removal of an underground tank installation detrimentally affects the stability of the premises, the owner or person in charge of the installation must inform in writing the Controlling Authority and implement the necessary precautionary measures.

51. Reporting accidents

If an accident occurs which involves a flammable substance and results in a fire, an explosion, spillage or loss of a flammable substance, as well as personal injury or death, the owner or person in charge of the premises must immediately notify the Controlling Authority.

52. Flammable stores

(1) The construction of a flammable store must be in accordance with the National Building Regulations (T1) read in conjunction with SABS 0400.

(2) The floor must be of concrete construction or other impermeable material and must be recessed below the door level or incorporate a sill.

(3) The recess or sill must be of such a depth or height that in the case of spillage it will be capable of containing the quantity of flammable liquid, as indicated on the flammable substance certificate and an additional 10% of the quantity mentioned on the certificate.

(4) Notwithstanding the National Building Regulations (T1) read in conjunction with SABS 0400—

(a) the roof assembly of a flammable store must be constructed of a concrete slab capable of providing a two-hour fire resistance when it forms part of another building;

(b) the ventilation of a flammable store must be achieved by the use of air bricks located in the external walls at the ratio of one air brick nominally above the sill level and one air brick located in the top third of the wall per 5 m² of wall area or part thereof, so that vapour cannot accumulate inside the store;

(c) the air bricks must be covered both internally and externally with closely-woven, non-corrodible wire gauze of at least 1 100 meshes per metre; and

(d) the wire gauze must be held in position by metal straps, a metal frame or cement.

(5) When required by the Controlling Authority, the flammable store must be ventilated by a mechanical ventilation system approved by the

Municipality and must comply with the following requirements—

(a) the ventilation system is to be intrinsically safe, provide 30 air changes per hour and must operate continuously;

(b) the fan extraction point must be nominally above sill level and must discharge through a vertical metal duct terminating at least 1 metre above roof height or at least 3,6 meters above ground level, whichever is the greater;

(c) ducting material that is external to the store, but communicates with the remainder of the building, must be fitted with a fire damper of two-hour fire resistance at the point of exit from a flammable store; and

(d) the ducting must be as short as possible and must not have sharp bends.

(6) Notwithstanding the National Building Regulations (T1) read in conjunction with SABS 0400, the Controlling Authority may allow a flammable store door to be constructed of non-combustible material, provided that it is outward opening and that all relevant safety distances are complied with.

(7) When required by the Controlling Authority, a flammable store door must be a D-class fire door, which complies with SABS 1253.

(8) Notwithstanding the National Building Regulations (T1) read in conjunction with SABS 0400, artificial lighting in the flammable store must be by electric light having vapour-proof fittings wired through seamless steel conduit and the switches operating the lights must be located outside the store.

(9) No other electrical apparatus may be installed in the flammable store.

(10) (a) A flammable store storing in excess of 5000 liters of flammable liquid must be provided with a foam inlet consisting of a 65 millimeter male instantaneous coupling fitted with a non-return valve and mild steel pipework leading to the inside thereof. Where deemed necessary the Controlling Authority may require more than one foam inlet.

(b) The foam inlet and pipe-work must ensure adequate distribution of the foam.

(c) A foam inlet must be identified by means of a sign displaying the words **“Foam Inlet”** in 50 millimeter block letters.

(11) Racking or shelving erected in the flammable store must be of non-combustible material.

(12) The flammable store must be identified by the words, **“Flammable Store—Bewaarplek vir Vlambare Vloeistowwe—Isitoro Indawo**

Yokugcina Izixhobo Ezithatha Lula Umlilo”, and the permissible quantity allowed within the flammable store, indicated in 50 millimeter block letters on both the inside and outside of all doors communicating directly with the store.

(13) The owner or person in charge of a flammable store must ensure that the flammable store doors are kept locked when the store is not in use.

(14) A person shall not enter a flammable store or cause or permit it to be entered without the permission of the owner or person in charge of the premises.

(15) Sufficient fire extinguishers, as determined by the Controlling Authority, must be mounted on the external wall of the flammable store in a conspicuous and easily accessible position.

(16) Any hand tool used in the flammable store must be intrinsically safe.

(17) A person may not use or permit a flammable store to be used for any purpose other than that indicated on the flammable substance certificate, unless the store is not in use as a flammable store and the Controlling Authority has been notified in terms of the following procedure—

(a) within seven days of the cessation, notify the Controlling Authority in writing thereof;

(b) within 30 days of the cessation, remove the flammable substance from the flammable store and render it safe; and

(c) within 30 days of the cessation, remove all signage.

(18) Subject to the provisions in this section, the Controlling Authority may call for additional requirements to improve the fire safety of a flammable store.

53. Container handling and storage

(1) All flammable substance containers must be kept closed when not in use.

(2) A person may not extract flammable liquids from a container of a capacity exceeding 20 liters, unless the container is fitted with an adequately sealed pump or tap.

(3) Flammable liquid containers must be labeled and marked with words and decals, which indicate the flammable liquids contained therein as well as the hazard of the liquids.

(4) Flammable substance containers must be declared gas or vapour-free by a competent person before any modification or repairs are undertaken.

(5) All flammable substance containers must be manufactured and maintained in such a condition as to be reasonably safe from damage and to prevent leakage of flammable substances or vapours therefrom.

(6) An empty flammable liquid container must be placed in a flammable store.

(7) Where a flammable store is not available for the storage of empty flammable liquid containers, the Controlling Authority may permit such storage in the open; provided that—

(a) the storage area must be in a position and of sufficient size which in the opinion of the Controlling Authority, will not cause a fire hazard or other threatening danger;

(b) the storage area is well ventilated and enclosed by a wire mesh fence and—

(i) the fence supports are of steel or reinforced concrete;

(ii) has an outward opening gate that is kept locked when not in use; and

- (iii) when the floor area exceeds 10 m² an additional escape gate is installed, fitted with a sliding bolt or other similar locking device that can be opened from the inside without the use of a key;
 - (c) the storage area is free of vegetation and has a non-combustible firm level base;
 - (d) a two metre distance around the perimeter of the fenced area is clear of grass, weeds and similar combustible materials;
 - (e) when the storage area has a roof, the construction of the roof and supporting structure must be of non-combustible material;
 - (f) open flames, welding, cutting operations and smoking is prohibited in or near the storage area and signage is prominently displayed on the fence and complies with SABS 1186: Part 1; and
 - (g) fire-fighting equipment is installed as determined by the Controlling Authority.
- (8) An empty flammable liquid container must be securely closed with a bung or other suitable stopper.

54. Spray rooms and booths

A spray room, booth or area designated for the application of a flammable liquid must be constructed and equipped in such a manner as to comply with the General Safety Regulations promulgated in terms of the Occupational Health and Safety Act.

55. Liquid petroleum gas containers

- (1) A liquid petroleum gas container must be manufactured, maintained and tested in accordance with SABS 087: Part 1 and SABS 019.
- (2) A liquid petroleum gas container must be used and stored in such a manner as to prevent damage or leakage of liquid or vapour therefrom.
- (3) A liquid petroleum gas container of a capacity not exceeding nine kilogram must be filled and stored in accordance with SABS 087: Part 7.

56. Major Hazard installations

- (1) Notwithstanding anything contained in the Occupational Health and Safety Act, (Act 85 of 1993) and the Major Hazard Installation Regulations, the Controlling Authority may require a risk assessment to be carried out on a premises or portion of a premises where an installation or a quantity of a substance is present which in the opinion of the Controlling Authority poses a risk that could affect the health and safety of employees and the public.
- (2) A risk assessment must be performed by an Approved Inspection Authority and comply with the requirements of Regulation 5 of the Major Hazard Installation Regulations.

CHAPTER 9: TRANSPORTATION OF DANGEROUS GOODS

57. Dangerous goods certificate

- (1) The operator of a vehicle designed for the transportation of flammable materials in excess of the exempt quantities as contained in Annexure A of SABS 0232-1 may not operate such a vehicle in the jurisdiction of the Controlling Authority, unless he has obtained a dangerous goods certificate issued by Public Safety section Fire Department or Traffic Department in terms of the National Road Traffic Act.
- (2) An operator of a vehicle mentioned in sub-section (1), must submit an application to the Controlling Authority as prescribed in Schedule 2 of this By-law.
- (3) The Controlling Authority may request additional information from the applicant.
- (4) The Controlling Authority must refuse to issue the dangerous goods certificate if a vehicle does not comply with (whichever is applicable to the vehicle) the requirements of SABS 087: Part 4, SABS 089: Part 1, SABS 0230, SABS 1398, SABS 1518, and where the controlling authority is of the opinion that the non-compliance of a vehicle can be remedied, he must instruct an operator of a vehicle in writing to take all reasonable steps to remedy the defaults prior to the use of the vehicle in accordance with sub-section (1) as well as the dangerous goods certificate.
- (5) A dangerous goods certificate must be renewed annually, on or before the date as indicated on the dangerous goods certificate or whenever major maintenance or repairs have been performed on the vehicle.

- (6) If at any time, the Controlling Authority becomes aware that the usage of a vehicle is not in accordance with the dangerous goods certificate, he must act in terms of section 4(2) or 6(1) and section 7 of this By-law.
- (7) A consignor may not supply a flammable substance to an operator of a vehicle mentioned in sub-section (1), unless the operator is in possession of a valid dangerous goods certificate issued by the Controlling Authority.
- (8) A consignee may not receive a flammable substance from an operator of a vehicle mentioned in sub-section (1), unless the operator meets the requirement in sub-section (7).
- (9) A dangerous goods certificate is valid only—
- (a) for the vehicle for which it was issued;
 - (b) for the state of the vehicle at the time of issue; and
 - (c) for the quantities stated on the certificate.
- (10) The dangerous goods certificate must be available in the vehicle mentioned in sub-section (1) for inspection at all times.
- (11) The Controlling Authority must keep records of all vehicles in respect of which a dangerous goods certificate has been issued, amended and renewed.

CHAPTER 10: FIREWORKS

58. Firework Certificates and Permits

The provisions in the Explosives Act 1956 (Act 26 of 1954) or Regulations as amended or new replacement legislation thereof and the Municipality By-Law relating to the Control of Firework, regulates fireworks as to prevent and reduce noise nuisance, fire hazards or other threatening dangers. Applications shall be made to local authority for any use or sales of fire works.

- (1) Designations and placement of fire works must be applied for to the Municipality in writing, where should such application be approved, written notice shall be given and permission granted.
- (2) no person/s may discharge fire work other than in designated places and approved for by application.
- (3) no person/s may deal/sale fireworks without the application to do so, and have inspection of type quantity and storage as related to Explosives Act
- (4) failure to comply with applications, deviations from aprovals and when any safety is compromised may result in cancelation of application as well as the seizure of such explosive materials.

CHAPTER 11: GENERAL PROVISIONS

59. Service Delivery Arrangements

- (1) In an effort to achieve optimal service delivery in terms of this By-law, the Municipality may enter into agreements with the District Municipality with which legislative and executive powers is shared, in respect of the following:
- (a) the practical arrangements with regard to the execution of the provisions of this By-law;
 - (b) the imposition and enforcement of conditions which pertain to the functions and powers;
 - (c) mechanisms for the settlement of disputes with regard to execution of powers or functions in terms of this By-law or the matters on which have been agreed;
 - (d) any other matter regarded necessary by the parties to achieve optimal service delivery in terms of this By-law or other prescriptions.

60. Exemptions

- (1) Any person may in writing apply to the Municipality for exemption from any provision of this By-law.
- (2) The Municipality may—
- (a) grant an exemption in writing and set and determine the period for which such exemption is granted;
 - (b) alter or cancel any exemption or condition in an exemption; or
 - (c) refuse to grant an exemption.

(3) An exemption does not take effect before the applicant has undertaken in writing to comply with the conditions imposed by the Municipality, however, if an activity is commenced before such undertaking has been submitted to the Municipality, the exemption lapses.

(4) If any condition of an exemption is not complied with, the exemption lapses immediately.

61. Service of documents and process

(1) Whenever a notice, order, demand or other document is authorised or required to be served on a person in terms of this By-law, it shall be deemed to have been effectively and sufficiently served on such person—

(a) when it has been delivered to him personally;

(b) when it has been left at his place of residence or business in the Republic with a person apparently over the age of sixteen years;

(c) when it has been posted by registered or certified mail to his last known residential or businesses address in the Republic and an acknowledgment of the posting thereof is produced;

(d) if his address in the Republic is unknown, when it has been served on his agent or representative in the Republic in the manner provided by paragraph (a), (b) or (c); or

(e) if his address and agent in the Republic are unknown, when it has been posted in a conspicuous place on the immovable property (if any) to which it relates.

(2) When any notice, order, demand or other document as aforesaid is authorised or required to be served on a person by reason of his being or having been the owner or occupier of or holding some other right in respect of immovable property, it shall not be necessary to name him but it shall be sufficient if he is therein described as the owner, occupier or holder of such immovable property or other right, as the case maybe.

62. Limitation of liability

(1) The Municipality is not liable for any damages or loss caused by—

(a) the exercise of any power or the performance of any duty in good faith under these By-laws; or

(b) the failure to exercise any power, or perform any function or duty in good faith under these By-laws.

63. State Bound

This By-law binds the State and any person in the service of the State.

64. Offences and penalties

(1) Any person who continues to commit an offence after notice has been served on him or fails to cease committing such offence after he has been convicted of such offence, is guilty of a continuing offence.

(2) Any person who—

(a) contravenes any of the provisions of this By-law, condition or restriction or fails to comply therewith; or

(b) contravenes or fails to comply with any order made hereunder or any notice served in connection herewith; or

(c) furnishes a false statement, or give false or misleading information knowing it to be false or misleading; is guilty of an offence and liable to a—

(i) fine or imprisonment, or to both such fine and such imprisonment and;

(ii) in the case of a continuing offence, to an additional fine or an additional period of imprisonment for each day on which such offence is continued and;

(iii) a further amount equal to any costs and expenses found by the court to have been incurred by the Municipality as result of such contravention or failure.

(2) The Controlling Authority must instruct a person found guilty to correct or remedy the contravention or defect concerned within a time period specified by the Controlling Authority.

65. Repeal of laws and savings

SCHEDULE 1

GUIDELINES FOR EMERGENCY EVACUATION PLANS

1. Content of emergency evacuation plans

Every emergency evacuation plan contemplated in section 38 must contain at least the information under the headings below.

(1) Emergency telephone numbers

A list of all relevant emergency telephone numbers.

(2) General information

- (a) the physical address of the premises;
- (b) a description of the activities on the premises;
- (c) the number of persons present on the premises at any time;
- (d) an indication of any control room on the premises;
- (e) an indication of any alarm system on the premises; and
- (f) the particulars and contact details of every responsible person in the event of an emergency.

(3) Area study

An area study addressing the following—

- (a) a history of emergency incidents on the premises;
- (b) any important and relevant features or landmarks regarding the premises; and
- (c) any information regarding adjacent premises that may be relevant to evacuation in an emergency.

(4) Socio-economic or other threats

Any socio-economic or other threats and their potential impact on the premises.

(5) Details of available equipment

Particulars and details regarding the position of the following equipment—

- (a) equipment in the control room;
- (b) fire fighting and first aid equipment on the premises; and
- (c) any other equipment which may be relevant in an emergency.

(6) The emergency team

Particulars and details regarding the contact numbers and identity of members of the emergency team, including—

- (a) its management;
- (b) the continuity officers;
- (c) the fire teams; and
- (d) the first aid teams.

(7) Duties of emergency team members

The duties and responsibilities of members of the emergency team.

(8) Action plans and emergency procedures

Details of the specific action plans and emergency procedures applicable to the premises.

(9) Building plans and maps

The building plans of the premises and any relevant topographical map must be included in the evacuation plan.

(10) Emergency plan register

The plan must include—

- (a) an updated register of the emergency evacuation plan;
- (b) an updated drill register for the emergency evacuation plan; and
- (c) a bomb threat questionnaire.

2. Review of emergency evacuation plans

(1) An emergency evacuation plan must be reviewed and updated by the owner or occupier of the premises concerned at least once each year and whenever a member of the management of the emergency team ceases to work at the premises.

(2) Whenever an emergency evacuation plan is reviewed and updated, the owner or occupier of the premises concerned must ensure that all old plans on the premises or in the possession of the management of the emergency team are collected and destroyed in order to eliminate any confusion regarding the validity and accuracy of the evacuation plan.

3. Emergency evacuation drills

(1) An emergency evacuation plan should be drilled at least twice each year and involve the participation of all persons who work or reside in the building concerned.

(2) The owner or person in charge of a building should give all persons who are to be involved in an emergency evacuation drill at least 21 days' notice of the drill.

4. Emergency evacuation awareness

Every person who works or resides on premises should be aware of the emergency evacuation plan for that premises.

5. Training of persons

Every person who resides or works on premises with an emergency evacuation plan should be suitably trained in—

- (a) first aid or fire fighting;
- (b) emergency aid;
- (c) emergency evacuation procedures; and
- (d) emergency management techniques.

SCHEDULE 2

FORMS – attached in Annexures

- A. Population Certificate Application
- B. Population Certificate
- C. Flammable Substance Certificate Application
- D. Flammable Substance Certificate
- E. Dangerous Goods Certificate Application
- F. Dangerous Goods Certificate
- G. Permit Application
- H. Permit



munisipaliteit umasipala municipality

to be the best together

Private Bag X1002 Plettenberg Bay 6600
Tel+27 (0)44 501 3000 Fax +27(0)44 533 3485



Population Certificate Application *For official use only*

Permanent / Temporary **(Delete which is not applicable)**

Application No. _____ File No. _____

BITOU MUNICIPALITY

Population Certificate Application

Application for a Population Certificate is made in terms of section 21 (1) of the Community Fire Safety By-law.

Name of applicant:			Email	
Cell No.			Telephone No.	
Name of business:			Telephone No.	
Type of business	e.g. bar, nightclub etc:		Erf No:	
On what floor of the building is the venue situated i.e. ground, 1st etc?				
Street address:				
Suburb:		Code:		
Postal address:				

Details of Premises

How many floors does the building have?

How many floors are occupied by the venue for which this application is being made? _____

Expected Square meters of usable area per floor of venue Population

Indicate a separate square meterage for each floor occupied by the venue in the blocks below

Number of exits per floor

Indicate exits per floor separately in the blocks below

Eg Floor (1) – basement, 400m² > 3 exits

Floor () – exits _____

Floor () – exits _____

Floor () – exits _____

Floor () – exits _____

Floor () – exits _____

Floor () – exits _____

- 1) The Controlling Authority may refuse to issue the certificate applied for if the premises do not comply with the requirements of the National Building Regulations.
- 2) The Controlling Authority may prescribe any additional conditions deemed necessary to render the premises safe prior to the issuing of the certificate.
- 3) The certificate is valid only for the premises for which it is issued and is not transferable.
- 4) If the occupancy or ownership of the premises change, the owner or person in charge must apply for a new certificate.

Signature of applicant	
Print Name	
Date	
Address	
For Controlling Authority: (Signature)	
Print Name and Rank	
Date	

A certificate fee of R_____ is payable to **THE MUNICIPALITY OF BITOU** in respect of this application and the subsequent inspection.



munisipaliteit umasipala municipality

to be the best together

Private Bag X1002 Plettenberg Bay 6600
Tel+27 (0)44 501 3000 Fax +27(0)44 533 3485



Population Certificate *For official use only*

Permanent / Temporary **(Delete which is not applicable)**

Application No. _____ File No. _____

BITOU MUNICIPALITY

Population Certificate

Application for a Population Certificate is made in terms of section 21 (1) of the Community Fire Safety By-law.

Name of applicant:			Email	
Cell No.			Telephone No.	
Name of business:			Telephone No.	
Type of business	e.g. bar, nightclub etc:		Erf No:	
On what floor of the building is the venue situated i.e. ground, 1st etc?				
Street address:				
Suburb:		Code:		
Postal address:				

Details of Premises

How many floors does the building have?

How many floors are occupied by the venue for which this application is being made? _____

Expected Square meters of usable area per floor of venue Population

Indicate a separate square meterage for each floor occupied by the venue in the blocks below

Number of exits per floor

Indicate exits per floor separately in the blocks below

Eg Floor (1) – basement, 400m² > 3 exits

Floor () – exits _____

Floor () – exits _____

Floor () – exits _____

Floor () – exits _____

Maximum population per floor

Floor () – exits _____

Floor () – exits _____

Floor () – exits _____

Floor () – exits _____

- 1) The Controlling Authority may refuse to issue the certificate applied for if the premises do not comply with the requirements of the National Building Regulations.
- 2) The Controlling Authority may prescribe any additional conditions deemed necessary to render the premises safe prior to the issuing of the certificate.
- 3) The certificate is valid only for the premises for which it is issued and is not transferable.
- 4) If the occupancy or ownership of the premises change, the owner or person in charge must apply for a new certificate.

Signature of applicant	
Print Name	
Date	
Address	
For Controlling Authority: (Signature)	
Print Name and Rank	
Date	

A certificate fee of R_____ is payable to **THE MUNICIPALITY OF BITOU** in respect of this Certificate and the subsequent inspection and recommendations.



munisipaliteit umasipala municipality

to be the best together

Private Bag X1002 Plettenberg Bay 6600
Tel+27 (0)44 501 3000 Fax +27(0)44 533 3485



Flammable Substance Certificate Application *For official use only*

For official use only

Application No. _____ File No. _____

BITOU MUNICIPALITY

Flammable Substance Application

Application for the storage and use of flammable substances in terms of section 39(1) of the Community Fire Safety By-law.

Name of applicant:			Email	
Cell No.			Telephone No.	
Name of Business / Trading As:			Telephone No.	
Type of business	e.g. shop / store etc:		Erf No:	
On what floor of the building is the venue situated i.e. ground, 1st etc?				
Street address:				
Suburb:		Code:		
Postal address:				

Manner of storage

Each installation/tank or flammable store must be individually itemized:

Itemised quantity of products

e.g. 1x23 m3 tank, 2x5x48 kg LPG manifold, contents of flammable store

Product

e.g. petrol, diesel, LPG

Signature of applicant	
Print Name	
Date	
Address	
For Controlling Authority: (Signature)	
Print Name and Rank	
Date	

A certificate fee of R_____ is payable to **THE MUNICIPALITY OF BITOU** in respect of this application and the subsequent inspection.



munisipaliteit umasipala municipality

to be the best together

Private Bag X1002 Plettenberg Bay 6600
Tel+27 (0)44 501 3000 Fax +27(0)44 533 3485



Flammable Substance Certificate *For official use only*

For official use only

Application No. _____ File No. _____

BITOU MUNICIPALITY

Flammable Substance Certificate

Application for the storage and use of flammable substances in terms of section 39(1) of the Community Fire Safety By-law.

Name of applicant:			Email	
Cell No.			Telephone No.	
Name of Business / Trading As:			Telephone No.	
Type of business	e.g. shop / store etc:		Erf No:	
On what floor of the building is the venue situated i.e. ground, 1st etc?				
Street address:				
Suburb:		Code:		
Postal address:				

Manner of storage

Each installation/tank or flammable store must be individually itemized:

Itemized quantity of products

e.g. 1x23 m3 tank, 2x5x48 kg LPG manifold, contents of flammable store (see reverse side)

Signature of applicant	
Print Name	
Date	
Address	

In terms of section 37(6) of the Community Fire Safety By-law the above-mentioned premises are certified to store and/or use the following flammable substances

Product

e.g. petrol, diesel, LPG and quantity with safety listed and identified

This image shows a single sheet of white paper with horizontal blue or grey ruling lines. The lines are evenly spaced and run across the width of the page. There are approximately 20 lines visible. The paper has a slight shadow on the right side, suggesting it's resting on a surface.

This certificate is issued by **THE MUNICIPALITY OF BITOU**
and is valid until

Date of Renewal _____

Date of Expiry_____

For Controlling Authority (signature) _____

Date of issue _____

Name of issuing official (Print Name) _____

Designation. _____



munisipaliteit umasipala municipality

to be the best together

Private Bag X1002 Plettenberg Bay 6600
Tel+27 (0)44 501 3000 Fax +27(0)44 533 3485



Dangerous Goods Certificate Application *For official use only*

For official use only

Application No. _____ File No. _____

BITOU MUNICIPALITY

Dangerous Goods Application

Application for Dangerous Goods Certificate in terms of The National Road Traffic Act (93 Of 1996)

Name of Applicant:		Email	
Cell No.		Telephone No.	
Name of Business / Trading As:		Telephone No.	
Street address:		Erf No: Business	
Postal address:		Business Registration	
Suburb:		Code:	
Location of Vehicle EFR No		Dangerous Goods Registration Number	:
Type of Vehicle make/ model		Vehicle Registration	
load		tare	
Number of tanks		Capacity of tanks	
Vehicle year of manufacture		Flammable Liquids (l)	
Vehicle Chassis Number		Flammable Gasses (kg)	
Vehicle Engine Number		Flammable Solids (kg)	

--	--	--	--

This Application is made by the applicant, the certificate of registration is not a warranty of fitness of the vehicle herein described. Therefore any operator/ driver or interested person should satisfy them to the roadworthiness , condition and construction of the above mentioned .vehicle

Proposed route travel / details in boundaries of Local Authority

Signature of applicant	
Print Name	
Date	
Address	
For Controlling Authority: (Signature)	
Print Name and Rank	
Date	



munisipaliteit umasipala municipality

to be the best together

Private Bag X1002 Plettenberg Bay 6600
Tel+27 (0)44 501 3000 Fax +27(0)44 533 3485



Dangerous Goods Certificate *For official use only*

For official use only

Application No. _____ File No. _____

BITOU MUNICIPALITY

Dangerous Goods Certificate

Application for Dangerous Goods Certificate in terms of The National Road Traffic Act (93 of 1996)

Name of Applicant:		Email	
Cell No.		Telephone No.	
Name of Business / Trading As:		Telephone No.	
Street address:		Erf No: Business	
Postal address:		Business Registration	
Suburb:		Code:	
Location of Vehicle EFR No		Dangerous Goods Registration Number	:
Type of Vehicle make/ model		Vehicle Registration	
load		tare	
Number of tanks		Capacity of tanks	
Vehicle year of manufacture		Flammable Liquids (l)	
Vehicle Chassis Number		Flammable Gasses (kg)	
Vehicle Engine Number		Flammable Solids (kg)	

This Certificate is made to the applicant, however the certificate of registration is not a warranty of fitness of the vehicle herein described. Therefore any operator/ driver or interested person should satisfy them to the roadworthiness , condition and construction of the above mentioned .vehicle

Proposed route travel / details in boundaries of Local Authority

____ Comments / Conditions

Signature of applicant	
Print Name	
Date	
Address	
Vehicle Reg	
Dangerous Goods (Type)	
Dangerous Goods (Quantity/Volume)	
Travel / Route	
For Controlling Authority: (Signature)	
Print Name and Rank	
Date	



munisipaliteit umasipala municipality

to be the best together

Private Bag X1002 Plettenberg Bay 6600
Tel+27 (0)44 501 3000 Fax +27(0)44 533 3485



Application for Control Burn_*For official use only*

AANSOEK OM BEHEERDE BRAND UIT TE VOER
APPLICATION TO DO A PRESCRIBE BURNING

Slegs vir kantoor gebruik / For office use only			
Aansoek nommer <i>Application Number</i>		Datum ontvang <i>Date received</i>	

HIERDIE IS SLEGS 'n AANSOEK EN NIE 'n PERMIT NIE / THIS IS ONLY AN APPLICATION AND NOT A PERMIT

EIENDOM SE BESONDERHEDE <i>PROPERTY DATA</i>			
Naam van Eiendom <i>Name of Property</i>			
Plaasnommer <i>Farm Number</i>			
Plaaslike Munisipaliteit <i>Local Municipality</i>			
EIENAAR SE BESONDERHEDE <i>OWNER's DATA</i>		(Persoon verantwoordelik vir rekening indien nodig) <i>(Person responsible for account, if necessary)</i>	
Eienaar <i>Owner</i>			
Identiteits Nommer <i>Identity Number</i>		Kontak Nommer <i>Contact Number</i>	
Pos Adres <i>Postal Address</i>			
Fiesiese Adres <i>Physical Address</i>			
VERANTWOORDELIKE PERSOON <i>RESPONSIBLE PERSON</i>		(Persoon in beheer van die brand) <i>(Person in control of the fire)</i>	
Persoon Naam <i>Person Name</i>			

Kontak Nommer (Selfoon) <i>Contact Number (Cell phone)</i>		
Radio Frekwensie /Radio <i>Frequency</i>		
BRAND AREA EN PLANTEGROEI BURN AREA AND FLORA		
Rede vir die brand <i>Reason for burning</i>		
Veldtipe (bv. landerye) <i>Veld Type (e.g. Agric land)</i>		
Grootte van brand area <i>Size of burn area</i>	Hektar <i>Hectares</i>	
Skaars en bedreigde spesies <i>Rare and endangered species</i>		
Indringer spesies teenwoordig <i>Exotic species present</i>		
Genoegsame beveiliging om area <i>Sufficient protection around area</i>	Ja/Yes	Nee/No

HULPBRONNE TYDNES BRAND RESOURCES AT BURNING		
Beskrywing <i>Description</i>	Getalle : Eie <i>Amount :Own</i>	Getalle: Ander Instansies <i>Amount: Other Disciplines</i>
Opgeleide Personeel <i>Trained Personal</i>		
Vuurplakke <i>Fire Beaters</i>		
Tankers : < 1000 lt Tenders : < 1000 lt		
Tankers : > 1000 lt Tenders : > 1000 lt		
Waterpompe met pype <i>Water pumps with hoses</i>		
WoF / FPA		
GRDM of Plaaslike Munisipaliteit GRDM or Local Municipality		

LYS VAN INSTANSIES/PERSONE WAT IN KENNIS GESTEL MOET WORD LIST OF AUTHORITIES/PERSONS THAT WILL BE NOTIFIED
--

KENNISGEWING: Die Aansoeker moet al die betrokke Instansies/Persone in kennis stel, veertien (14) dae voor die dag van brand, asook die dag van brand, voor die brandwerk begin. Dit is bv. Eden Distrik Munisipaliteit se Beheer Kamer, die Plaaslike Munisipaliteit, die “Fire Marshall” van area, Bure, Vuur uitkyk punte in die omgewing en die Brand Beskermings Beampte.

NOTICE: The Applicant must inform all the relevant Authorities/Persons, fourteen (14) days prior to burning and on the day of burning before it starts. This is for example Eden District Municipality’s Control Room, the Local Municipality, the Fire Marshall of area, Neighbours, Fire-Lookout Towers in vicinity and the Fire Protection Officer.

Naam Name	Verbintenis tot Eiendom Alliance to Property	Kontak Nommer Contact Number

Indien die lys langer is, heg aparte bladsy aan
If list is longer, attached extra sheet.

Hiermee verklaar ek, die ondergetekende as Eienaar en/of Verantwoordelike Persoon en/of Aansoeker, vir bogenoemde beheerde brandwerk, dat alle inligting soos weergee in hierdie aansoek korrek en waar is. Verder verklaar ek dat ek die aangehegte algemene reëls en soos in die aansoek uiteengesit, sal nakom.

Herby I declare, the undersigned as Owner and/or Responsible Person and/or Applicant, for above mentioned controlled burning, that all above information is correct and true. Further do I declare that I will abide by the general rules as attached and given in this application.

Vir enige navrae,
skakel
*For any enquiries,
contact*

Epos bladsy 1 – 3 na
Email page 1 – 3 to

as die aansoek om ‘n brand
permit
as application for a fire permit

Handtekening Signature	Naam in drukskrif Name in print	Datum Date
_____	_____	_____

Slegs vir kantoor gebruik / For office use only

OPMERKINGS DEUR DIE BBB OF 'n GEMAGTIGDE
REMARKS BY THE FPO OR A DELIGATE

Aansoek word <i>Application is</i>	Goedgekeur / <i>Approved</i>	Afgekeur / <i>Not Approved</i>
Redes vir afkeur <i>Reasons for not approval</i>		
Inspeksie verslag Nommer <i>Inspection Report</i> <i>Number</i>		Datum <i>Date</i>
Brandpermit Nommer <i>Fire Permit Number</i>		Datum <i>Date</i>
Permit uitgereik deur <i>Permit issued by</i>	Titel <i>Title</i>	Afdeling <i>Department</i>

Handtekening / <i>Signature</i>	Datum/ Tyd <i>Date/ Time</i>
<hr/>	<hr/> <div style="text-align: center;"> / / - H </div>

Algemene reëls of informasie/*General rules or information*

Redes waarom u moet aansoek doen vir 'n brand permit:-

Reasons why application must be made for a burn permit:-

- ✓ Owerhede oefen beheer uit oor brand operasies in hul verantwoordelike gebied.
 - ✓ Local Authorities practice fire management in areas of jurisdiction
 - ✓ Gekontroleerde en beheerde metode word toegepas deur beheerde brande te beperk tot dae waar daar veilig gebrand kan word.
 - ✓ Control and permission is practiced/permitted only over certain periods and as weather conditions permit.
 - ✓ Owerhede weet wanneer beheerde brande uitgevoer word en dit is dus nie nodig om of ten koste van Grond Eienaars die brande te besoek nie.
 - ✓ Fire Services being aware of fires will not need to respond to reported fires which lead to cost not only for service but land owner
 - ✓ Statestiek word opgebou oor beheerde brande, die toepassing daarvan en redes daarvoor.
 - ✓ Statistical information is compiled on control burns capturing areas, reasons and control and authorization thereof.
 - ✓ Om te sorg dat wanneer beheerde brand uitgevoer word, word die wetlike vereistes nagekom.
 - ✓ To ensure that when a control burn is permitted that Legal requirements are met.
 - ✓ Deur aansoek te doen word die moets en moenies onder die aandag van die Aansoeker gebring.
 - ✓ In application these do's and don't's are explained to the applicant and clarified.
 - ✓ Deur aansoek te doen, stel dit die gemagtigde Owerheid in staat om die Grond Eienaar te besoek en hom/haar te help met raad en bystand om die brand veilig en verantwoordelik uit te voer.
 - ✓ In application the Local Authority is permitted to inspect the area of the land owner and offer him /her advice and or conditions in service to ensure a safe and responsible control burn
 - ✓ Deur verantwoordelik, volgens Wetgewing op te tree, beskerm die Aansoeker hom-/haarself teen enige onnodige eise.
 - ✓ Being responsible in application and following conditions the applicant is protected in terms of Law for such control burn.
-
- Permitte word kosteloos uitgereik.
 - Permits are issued with no cost
 - Die permit wat uitgereik word, is slegs geldig vir die tydperk soos aangedui op die permit.
 - The permit issued is only valid for the period documented on application
 - Brandpermitte word slegs tydens kantoor ure uitgereik.
 - Permits are only issued during works office hours
 - Geen permitte sal telefonies uitgereik word nie.
 - No Permit shall be issued telephonically
 - Vir hernuwing van permitte moet dieselfde proses gevolg word.
 - The same process shall be followed for renewals of permits.
 - Geen brandwerk mag plaasvind in die brandverbod tydperk nie.
 - No fires may be lit in high danger periods and in fire season.
 - Vir toestemming vir die dag van brand, moet die navrae kontak nommer geskakel word, om te verseker dat die weersomstandighede gunstig is.
 - The control room enquiries number shall be called to gain permission to burn as weather conditions may not be favourable.
 - Die personeel en hulpmiddels, soos uiteengesit in die aansoek, moet die dag van brand teenwoordig en werkend wees, by die brand area.
 - The applicants control measures and resource listed must be present/available and in working condition on days of permitted burning.

- Die Brand Beskermings Beampte of enige ander Gemagtigde, mag die dag van die brand die area besoek en die brandwerk of die inhoud van die aansoek evalueer.
- The Fire Prevention officer or any delegated member of a service may do inspection on the day of the burn to evaluate the resources and or control of the burn area.
- Die Eienaar van die eiendom is ten alle tye verantwoordelik en aanspreeklik volgens die Nasionale Veld & Bosbrand Wet (101 van 98), vir enige aksie of skade wat mag ontstaan as gevolg van die brandwerk.
- The owner of the property is at all times responsible for actions and or omissions regarding the control burn as related to the National Veld and Forestry Fire Act (101 of 98)
- Die Persoon in beheer van die brandwerk, moet ten alle tye teenwoordig wees by die brandwerk.
- The person responsible for the fire and burning of area must be on site at all time during fire.
- Die brand area moet vir 'n minimum tydperk van twee-en-sewentig (72) uur opgepas word, deur personeel altyd teenwoordig by die brand area te hê of totdat die area veilig is.
- The area of burning shall be monitored for atleast a period of 72 hours to ensure no rekindling or spread of fire.
- Alle vlamme moet teen son-onder geblus wees en geen sigbare rook in die opruimings area mag sigbaar wees nie.
- All flames shall be extinguished by sun set and area be sufficiently doused to eliminate steam/smoke lingering on property.
- Die opruimings area is 'n areas van ten minste vyf (5) meter in wydte rondom die brand area, wat veilig en vry is van enige brandende materiaal en/of warm brandstof (bo en onder die grond oppervlakte).
- The surrounding perimeter area shall have atleast 5 metres clearing around property clear of any combustible material and or vegetation at surface level or below surface level.
- Die plaaslike Munisipaliteit moet dadelik in kennis gestel word indien die brand buite beheer raak en ekstra hulp benodig word.
- The Local Authority must be informed immediately if the control burn becomes out of control
- Daar sal nie toestemming gegee word en u mag nie brand op dae wat die Brand Gebaar Indeks rooi of oranje geklassifiseer is nie.
- No permission shall be granted to do any control burns should the fire index rating be Red or Orange in the area.
- Daar mag nie gebrand word op Vrydae, naweke of publieke vakansie dae of die dag voorafgaande van die dae nie.
- There shall be no burning on Fridays , week ends or public holidays or days prior to such holidays that fall in the week.
- Indien die wind opkom gedurende die brand proses, moet daar gepoog word om alle vlamme te blus en die vuur tot die aanvaarbare standaard op te ruim.
- Should winds increase to an extent, the fire should be extinguished for safety and prevention of spreading / spotting.
- Die Persoon in beheer van die brand moet ten alle tye in radio of foon kontak wees met die Owerheid wat die permit uitgereik het. Die rede is dat hulp onmiddelik ontbied kan word, in geval van nood en die Owerheid moet die Persoon kan kontak met enige navrae tydens die brandwerk.
- The applicant shall insure he/she is in communication via radio/telephone at all times should he/she require assistance to be dispatched as well as be available should the Local Authority need to make enquiries regarding the control burn.
- Met die afkeur van die permit sal die redes duidelik aan die Aansoeker gestipuleer word.
- The reasons for application not being approved shall be explained to the Applicant.

- **Die Aansoeker is verantwoordelik vir enige kostes –**
- **The Applicant is responsible for any costs -**
 - **Aangaande die maak van brandbane;**
 - **Pertaining to creating fire breaks;**
 - **Die gebruik of huur van Personeel en/of Uitrusting om die brandwerk te doen;**
 - **The use and or hire of staff , equipment to do the control burn;**
 - **Beveiliging van die brand aere tot die aanvaarbare standaard;**
 - **Ensure safety distances around fire are to acceptable standards;**
 - **Wat mag voortspruit uit die brand wat onbeheerd raak en hulp wat ingewin moet word om die brand onder beheer te bring; en**
 - **Any cost to assistance called in should the control burn spread and be come out of control, any resources required to bring it under control shall be Applicants cost; and**
 - **Vir enige skade wat sodanige onbeheerde brand veroorsaak het.**
 - **For any damages that the uncontrolled burn may cause.**
- **Met die uitreiking van die permit sal daar in geag geneem word, indien rook besoedeling vir die omgewing tot nadeel sal wees.**
- **With issuing the permit, should smoke pollution / nuisance be a concern it will be investigated.**
- **Uitkyk torings in die Suid-Kaap rapporteer enige rook aan relevant Owerhede en Maatskappye, wat dan die rook sal besoek om toe te sien dat dit veilig is. Indien daar geen permit vir sodanige brand is nie, sal kostes van die Eienaar verhaal word.**
- **Look out towers though out the Southern Cape monitor and report signs of smoke, Any sites confirmed to be burning without permission shall be required to extinguish such fires and be responsible for the costs of services responding to such unauthorized control burn.**
- **Met die brand van tak- of afval hope, moet die volgende reëls nagekom word-**
- **With regards to burning in heaps the following rules should be applied to -**
 - **Hope mag nie hoër wees as twee (2) meter en meer as drie (3) meter in deursnit wees nie;**
 - **Heaps should not exceed (2) metres in height and (3) metres in diameter;**
- **Hope moet ten minste vyf (5) meter van mekaar in kennis stel as die brand suksesvol afgehandel is en beveilig is.**
- **Heaps should be atleast (5) metres apart from each other and should be lit and managed individually and extinguished before moving to the next heap.**
 - **Die aansoeker is verantwoordelik vir die voltooiing van 'n brandverslagvorm wat gestuur moet word aan die Plaaslike Owerheid asook die Departement van Landbou, Bosbou en Visserye**
 - **The Applicant is responsible to complete a fire report form and submit it to the Local Authority, as well as Department Agriculture Fishery and Forestry.**

Rules explained by : Reels verduidelik deur:	Name / Sign - Naam /Handtekening
Rules accepted : Reels geantvaar deur:	Name / Sign - Naam /Handtekening



munisipaliteit umasipala municipality

to be the best together

Private Bag X1002 Plettenberg Bay 6600
Tel+27 (0)44 501 3000 Fax +27(0)44 533 3485



FIRE PERMIT *For official use only*

FILE REF. / VERW. / ISAZISI
F/2/2-FIRE PERMITS

ENQUIRIES / NAVRAE/ IMIBUZO
Tel: 044 501 3230

E-MAIL / E-POS
hventer@plett.gov.za

FIRE PERMIT

Permit No: (Date) / / (Area)	/01
Applicant:	
Location of control Burn:	
Erf No:	Tel:
Postal Address:	
Reason for Burning:	
Description of what is to be burned:	
Estimated Size of Burn Area	No/Heaps height width

Permission is hereby granted personally to the above mentioned person, to carry out a control burn at the site of inspection during the following periods.

from: _____ until: _____

N.B: Control burning is permitted but not limited to these main conditions :

- Applicant must call in prior to any burning taking place.
- No burning may take place if fire danger rating is high.
- No burning may take place on windy day
- No burning may take place during evenings
- No burning may take place over week ends / Public Holidays
- If permission is granted to burn, applicant will take all precautions to prevent any spread of control burn (fire breaks, water tank and pump, slashers etc)
- Applicant will ensure water for fire fighting on site at all times during burn
- Applicant must ensure there is sufficient staff/members assisting with control burn
- Applicant must ensure the fire will at all times be attended by a responsible person
- Applicant must inform neighbours of the control burn once permission has been granted
- Applicant must inform the fire department as soon as there are any signs of control burn becoming out of control

N.B: Bitou Municipality accepts no responsibility for any loss or damage caused by any fire or action of the permit holder on said property or in the event of fire spread to neighbouring properties.

signature of person requesting permit

time: _____ date: _____

Name _____ Signature _____
Official issuing permit

FIRE DEPARTMENT – 044 501 3230

EMERGENCIES – 044 533 5000



SCHEDULE 3

APPLICABLE LEGISLATION

With reference to section 35(4): -

Title No.

Atmospheric Pollution Prevention Act 45 of 1965

Conservation of Agricultural Resources Act 43 of 1983

Occupational Health and Safety Act 181 of 1993

National Veld and Forest Fire Act 101 of 1998

National Water Act 36 of 1998

Fire Brigade Services Act 99 of 1987

Disaster Management Act 6 of 2004

Safety at Sports and Recreational Events Act 2 of 2010

SCHEDULE 4

SABS CODES OF PRACTICE AND SPECIFICATIONS

SABS Code Title

SABS 019 Portable metal containers for compressed gas – basic design, manufacture, use and maintenance.

SABS Code Title

SANS 10087: Part 1 The handling, storage and distribution of liquefied petroleum gas in domestic, commercial and industrial installations,

Part 1: Liquefied petroleum gas installations involving gas storage containers of individual water capacity not exceeding 500l and a combined water capacity not exceeding 3000l per installation.

SANS 10087: Part 3 The handling, storage and distribution of liquefied petroleum gas in domestic, commercial and industrial installations,

Part 3: Liquefied petroleum gas installations involving storage vessels of individual water capacity exceeding 5000l.

SANS 10087: Part 4 The handling, storage and distribution of liquefied petroleum gas in domestic, commercial and industrial installations,

Part 4: Transportation of liquefied petroleum gas in bulk by road.

SANS 10087: Part 6 The handling, storage, and distribution of liquefied petroleum gas in domestic, commercial and industrial installations ,

Part 6: The application of liquefied petroleum and compressed natural gases as engine fuels for internal combustion engines.

SANS 10087: Part 7 The handling, storage and distribution of liquefied petroleum gas in domestic, commercial and industrial installations, Part 7: Storage and filling sites for refillable liquefied petroleum gas (LPG) containers of capacity not exceeding 9 kg.

SANS 10087 Part 10 The handling, storage and distribution of liquefied petroleum gas in domestic, commercial and industrial installations Part 10: Mobile filling stations for refillable liquefied petroleum gas (LPG) containers of capacity not exceeding 9 kg.

SANS 10089: Part 1 The petroleum industry, Part 1: Storage and distribution of petroleum products in above ground bulk installations.

SANS 10089: Part 2 The petroleum industry, Part 2: Electrical installations in the distribution and marketing sector

SABS 0105: Part 1 The classification, use and control of fire fighting equipment, Part 1: Portable fire extinguishers.

SABS Code Title

SABS 0108 The classification of hazardous locations and the selection of apparatus for use in such locations.

SABS 0131: Part 2 The handling and storage of liquid fuel, Part 2: Large consumer premises.

SABS 0142 The wiring of premises.

SABS 0177: Part 5 The testing of materials, components and elements used in buildings: Non-combustibility at 750oC of building materials.
SABS 193 Fire dampers.
SABS 0228 The identification and classification of dangerous substances and goods.
SABS 0230 Transportation of dangerous goods – Inspection requirements for road vehicles.
SABS 0232: Part 1 Transportation of dangerous goods –
Emergency information systems, Part 1: Emergency information systems for road transportation.
SABS 0400 The application of the National Building Regulations.
SABS 1186: Part 1 Symbolic safety signs, Part 1: Standard signs and general requirements.
SABS 1253 Fire doors and fire shutters.
SABS 1398 Road tank vehicles for flammable liquids.
SABS 1475: Part 1 The production of reconditioned fire fighting equipment, Part 1: Portable rechargeable fire extinguishers.
SABS 1518 Transportation of dangerous goods – Design requirements for road tankers.
SABS 1571 Transportable rechargeable fire extinguishers.
SABS 1573 Portable rechargeable fire extinguishers – Foam type extinguishers.

COMMENTS /INPUTS:

Chapter 7 : suggestion to incorporate guidelines to fire breaks and distances as deemed in approved guidelines by Eskom and endorsed by SCFPA and forestry partners:

Requirements for firebreaks

An owner who is obliged to prepare and maintain a firebreak must ensure that, with due regard to the weather, climate, terrain, and vegetation of the area-

- it is wide enough and long enough to have a reasonable chance of preventing a veldfire from spreading to or from neighbouring land.
- it does not cause soil erosion; and
- it is reasonably free of inflammable material capable of carrying a veldfire across it, contain no vegetation of more than 50 millimetres in height or combustible residue.
- must be a minimum width of 5 meters, however this could be extended or adjusted, depending on the gradient of a location, wind conditions, combustibility of the fuel material, as well as flame height conditions, dependent on the height of vegetation.
- combustible material derived from creating the firebreak must be cleared out so that it cannot be used or contribute as fuel in a fire situation.
- where fire is used to clear out combustible materials (off cuts), including trees, shrubs, and grasses, it must be done under controlled conditions and a burn permit must be obtained first.
- Where appropriate, if chipping is the preferred method of clearing off cuts, chips could be distributed within the firebreak. (Wood chips is environmentally friendly and retains moisture in the soil, making it more difficult for fires to spread, however, it is essential to maintain and replenish the wood chips regularly to ensure continued effectiveness)

16.1 General Guide on Firebreak width. Land Type	Prescribed width	Recommended Method
Fynbos/Natural veld agricultural land interface	Width = 2,5 x height (minimum = 5 m)	Crop; Brush cut; hoeing allowed on slopes less than 30 degrees only.
Road verge. (Provincial and District roads)	3 m on either side	Crop; brush cut, hoe, burn.
Alien invasive species & infestations	Width = 2,5 x height (minimum = 5 m)	Crop; brush cut; hoe
Labour cottages, Farm infrastructure and homesteads	10 m	Crop, brush cut, hoe

Stubble land/fallow land

2 m

Cultivate (Crop)

Servitude Fire Breaks

Servitudes must have fire breaks on both sides of the utilised road space, and at least 2 - 3 meters wide. Additional to Fire Breaks: Power Line Servitudes

The following standard requirements, consistent with that of the VEGETATION MANAGEMENT

AND MAINTENANCE WITHIN ESKOM LAND, SERVITUDES AND RIGHTS OF WAY

Standard for Maximum Vegetation Clearances and prevention of fires in Servitudes and Wayleaves must be utilised as the guideline. **Nominal voltage**

Servitude building restriction widths (Measured from the centre line of the power line) *

Maximum Vegetation Clearance

11 kV	9 m	4m on either side of the centre line will be cleared. Grass and scrubs will be managed in accordance with Annex B (refer to 240-52456757) which is biome and land use dependant
22 kV	11 m	4m on either side of the centre line will be cleared. Grass and scrubs will be managed in accordance with Annex B (refer to 240-52456757) which is biome and land use dependant
88 kV	11 m	5 m on either side of the centre line will be cleared. Grass and scrubs will be managed in accordance with Annex B (refer to 240-52456757) which is biome and land use dependant
132 kV	15,5 m	8 m on either side of the centre line will be cleared. Grass and scrubs will be managed in accordance with Annex B (refer to 240-52456757) which is biome and land use dependant
220 to 765 kV	22 m to 40 m	Clear from the centre of the power line up to the outer conductor, plus an additional 10 meters on either side. Grass and scrubs will be managed in accordance with Annex B (refer to 240-52456757) which is biome and land use dependant.
533 kV DC	15 m	8 m either side of the centre line will be cleared. Grass and scrubs will be managed to a width of 15 meter either side of the centre of the line

SECTION 5
ENGINEERING SERVICES

ITEM C/5/235/08/25

CAPITAL PROJECTS IMPLEMENTATION PLAN (CPIP): REPORT FOR PERIOD ENDING APRIL 2025

Portfolio Comm: Engineering & Community Services **Demarcation:** All Wards
File Ref: 5/7/1/12 **Delegation:** Council

Attachments: None

Report from: Director Engineering Services

Author: Manager Project Management Unit (PMU)

Date: 05 August 2025

PURPOSE OF THE REPORT

For Council to note the progress with the planning and implementation of all Capital Projects managed by Engineering Services' Project Management Unit (PMU) for the Financial Year 2025/26 period ending July 2025.

BACKGROUND /DISCUSSION

The PMU of the Engineering Services Department is implementing several Capital Projects for the Medium-Term Revenue and Expenditure Framework (MTREF) period that includes grants, own and loan funded projects.

The PMU has drafted a detailed Capital Project Implementation Plan (CPIP) to plan and monitor the progress of projects from inception to completion, to ensure the successful delivery of the desired outcomes.

A summary of the progress for the various projects is given below.

The Capital Project Implementation Plan (CPIP) is attached to this report indicating the status of each project.

Section 5: Engineering Services

UKEY	PROJECT	FUNDING	STATUS	PROGRAMME DETAILS		2025/26 FINANCIAL PROGRESS: JULY 2025		COMMENTS
				Appointment Date	Planned Completion Date	YTD Exp.	Commitment	
PURIFICATION, DEMAND & LOSS CONTROL: WATER								
20240304034724	KURLAND: UPGRADE WTW	AFR	Construction	July 2024	June 2027	0%	0%	This is a multiyear project. Construction is underway. Borrowings will be expended 1 st and then AFR. PSP appointment to be finalised.
20250626976377	KURLAND: UPGRADE WTW	BORR	Construction	July 2024	June 2027	28%	100%	This is a multiyear project. Construction is underway.
20220714032826	NATURES VALLEY RESERVOIR	BORR	Construction	April 2024	June 2025	0%	0%	Contractor’s appointment to be finalised in August 2025. Construction to commence in September 2025. PSP appointment to be finalised.
20250626977256	UPGRADING OF THE BULK WATER SUPPLY PIPELINE FROM PLETT WTP TO MATJIESFONTEIN RESERVIOR	AFR	Design	July 2025	June 2027	0%	0%	Multiyear project. Appointment of incumbent PSP to be finalised.
20250626977250	UPGRADING OF THE BULK WATER SUPPLY PIPELINE FROM N2 TO GREEN VALLEY	AFR	Design	July 2025	June 2027	0%	0%	Multiyear project. Appointment of incumbent PSP to be finalised.
20250626977253	GREEN VALLEY PUMP STATION & RESERVOIR	AFR	Design	July 2025	June 2027	0%	0%	Multiyear project. Appointment of incumbent PSP to be finalised.

Section 5: Engineering Services

UKEY	PROJECT	FUNDING	STATUS	PROGRAMME DETAILS		2025/26 FINANCIAL PROGRESS: JULY 2025		COMMENTS
				Appointment Date	Planned Completion Date	YTD Exp.	Commitment	
20240627073135	UPGRADE SAND FILTER PLETT WTW	AFR	Design	July 2025	June 2027	0%	0%	Multiyear project. Appointment of incumbent PSP to be finalised.
20230703045694	REPLACEMENT OF AC PIPES	AFR	Design	July 2025	June 2027	0%	0%	Multi-year contract to be awarded in August 2025. Scope of works to finalised in line with available budget.
20250626977202	PLANNING STUDIES FOR THE BITOU BULK WATER SUPPLY SCHEME (WADRIFT DAM)	RBIG	Design	July 2025	June 2027	0%	0%	Implementation Study underway. Appointment of incumbent PSP to be finalised.
20250626977193	NATURES VALLEY WTW	BORR	Design	July 2025	June 2027	0%	0%	Multiyear project. Appointment of incumbent PSP to be finalised.
20250626977235	KURLAND GROUNDWATER REFURBISHMENT & AUGMENTATION	BORR	Design	July 2025	June 2027	0%	0%	Multiyear project. Appointment of incumbent PSP to be finalised.
PURIFICATION, DEMAND & LOSS CONTROL: SEWER								
20250626976417	UPGRADING OF INFRASTRUCTURE - SHELL DEVELOPMENT	AFR	Design	July 2025	June 2027	0%	0%	Multiyear project. Appointment of incumbent PSP to be finalised.
20250626977229	GREEN VALLEY BULK OUTFALL SEWER RISING MAINS & PUMPSTATION	AFR	Design	July 2025	June 2027	0%	0%	Multiyear project. Appointment of incumbent PSP to be finalised.

Section 5: Engineering Services

UKEY	PROJECT	FUNDING	STATUS	PROGRAMME DETAILS		2025/26 FINANCIAL PROGRESS: JULY 2025		COMMENTS
				Appointment Date	Planned Completion Date	YTD Exp.	Commitment	
20240627073108	KURLAND WASTEWATER TREATMENT WORKS	MIG	Design	July 2025	June 2027	10%	93%	This is a multiyear project. Construction is underway. Appointment of incumbent PSP to be finalised.
20250626977157	UPGRADE SEWER RETICULATION	BORR	Design	July 2025	June 2027	0%	0%	Multi-year contract to be awarded in August 2025. Scope of works to finalised in line with available budget.
20250626977160	SLUDGE HANDLING GANSEVALLEI WWTW	BORR	Design	July 2025	June 2027	0%	0%	Multiyear project. Appointment of incumbent PSP to be finalised.
	SECURITY FENCING - WASTE WATER PLANTS	AFR	Design	July 2025	June 2027	0%	0%	Multi-year contract to be awarded in August 2025. Scope of works to finalised in line with available budget.
PARKS AND RECREATION: PARKS MAINTENANCE AND HORTICULTURE								
20230703045604	CONSTRUCTION OF REGIONAL CEMETERY	AFR	Design	July 2025	June 2027	0%	0%	Multiyear project. Appointment of incumbent PSP to be finalised.
20250626977184	UPGRADING OF GREENVALLEY SPORTFIELD FLOODLIGHTING	MIG	Design	July 2025	June 2027	0%	0%	Multiyear project. Detailed design has been completed. Tender scheduled to be advertised in August 2025. Appointment of incumbent PSP to be finalised.
INTEGRATED WASTE MANAGEMENT								
20250626976518	KURLAND VILLAGE-WASTE DROP-OFF FACILITY	BORR	Construction	July 2024	June 2026	0%	0%	Contractor's appointment to be finalised in August 2025. Construction to commence in September 2025. Appointment of incumbent PSP to be finalised.

Section 5: Engineering Services

Financial Implication

The capital budget managed by the PMU is reflected below (excluding VAT):

Funding	Budget	YTD Expenditure*		Commitments**		Available	
		(R)	(%)	(R)	(%)	(R)	(%)
MIG	19,665,000.00	1,567,489.31	8.0%	15,000,000.00	76.3%	18,097,510.69	92.0%
RBIG	3,300,000.00	-	0.0%	-	0.0%	3,300,000.00	100.0%
BORROWINGS	42,187,590.00	4,904,581.86	11.6%	17,587,590.00	41.7%	37,283,008.14	88.4%
AFR	8,072,413.00	-	0.0%	-	0.0%	8,072,413.00	100.0%
SUMMARY	73,225,003.00	6,472,071.17	8.8%	32,587,590.00	44.5%	66,752,931.83	91.2%

* Not all financial transactions were finalized at the time report was generated but have been included for completeness.

** Include YTD expenditure, orders generated, and orders requested as well as awards / appointments made to service provider (engineer or contractor).

Notes

- This report includes only the Capital Projects managed by Engineering Services' Project Management Unit (PMU) and does not include all Capital Projects.

Challenges

- Could only start requesting order numbers from 21 July 2025.
- SCM introduced and new procedure for the appointment of professional services providers during a meeting held on 31 July 2025. Delys are expected with the implementation of the new system.
- Clarity was sought from SCM with regards to the existing appointments of professional services providers that was made prior October 2024 (in line with comments received from AGSA). Delys are expected.

Relevant Legislation

- Municipal Finance Management Act
- Preferential Procurement Policy Framework Act
- Supply Chain Management Regulations
- Construction Industry Development Board Act and Regulations
- National Environmental Management Act and Regulations
- Occupational Health & Safety Act 1993 and Construction Regulations

Section 5: Engineering Services

Comments: Director Financial Services

The recommendation by the Acting Municipal Manager is supported.

Comments: Director Engineering Services

The recommendation by the Acting Municipal Manager is supported.

Comments Manager: Legal Services

The recommendation by the Acting Municipal Manager is supported.

RECOMMENDED BY THE ACTING MUNICIPAL MANAGER

That Council takes cognizance of the Capital Projects Implementation Plan (CPIP) for the period ending July 2025.

RECOMMENDED BY THE ENGINEERING AND COMMUNITY SERVICES PORTFOLIO COMMITTEE

1. That Council takes cognisance of the Capital Projects Implementation Plan (CPIP) for the period ending July 2025.
2. **That unnecessary delays in the supply chain management processes be resolved as a matter of urgency.**

SECTION 6

PLANNING AND DEVELOPMENT

Section 6: Planning and Development

ITEM C/6/213/08/25

BITOU HOUSING MARKET STUDY 2025 FOR NOTING

Portfolio Comm: Strategic Services and Office of the MM **Demarcation:** All Wards
File Ref: 15/1/P **Delegation:** Council

Attachments: Annexure A – Bitou Housing Market Study 2025

Report from: Acting Director Economic Development & Planning

Author: Spatial Planner

Date: 05 August 2025

PURPOSE OF THE REPORT

To inform the Council of the recently finalised Housing Market Study (HMS) for Bitou, and to provide a brief overview of its purpose, content and recommendations.

BACKGROUND/ DISCUSSION

The Western Cape Provincial Government, through its Department of Environmental Affairs and Development Planning, assisted various Municipalities across the Province with the compilation of Housing Market Studies (HMSs), over a period of twelve months. This has been done in support of the Western Cape Inclusionary Housing Policy Framework of 2022, which aims to facilitate the inclusion of more affordable housing units in urban centers.

Such HMSs aim to provide a better understanding of housing markets in Municipalities, by analysing residential property market performance, housing supply and demand, and identifying affordability gaps. The studies utilise data from between 2017 and 2023.

The Bitou HMS (attached as Annexure A) has made the following key findings:

1. Contextual Analysis

- a. Bitou ranks above average in the Governance Performance Index (GPI) nationally, provincially, and among 'Small Towns'. Access to basic services like electricity, piped water, sanitation, and refuse removal is high (98.6% for electricity, 80% piped water, 97.3% flush toilet, 85.2% refuse removal). Despite administrative stability (low vacancy rate of 6.5% overall, clean audit in 2022-23), political stability is less consistent due to frequent changes in leadership.
- b. Pedestrian accessibility to social infrastructure (schools, healthcare, retail, etc.) is highest in Plettenberg Bay and its immediate surrounds (New Horizons, Kwanokuthula), decreasing further away. Improved walkability can help residents reduce transport costs, freeing up budget for housing.
- c. Bitou's economy is comparably small within the Garden Route District (7.4% GDP, 8.4% employment share) and is highly reliant on the tourism sector. The tertiary sector (finance, real

Section 6: Planning and Development

estate, wholesale, retail, accommodation) drives the economy and employment. While there has been an upswing in job growth in 2022, a large share is in the informal skills category, which may keep income levels low and impact affordability. Inequality (Gini coefficient 0.68 in 2021) and unemployment (30.9% in 2022) are higher than the district and provincial averages.

2. Demand Profile

- a. Kwanokuthula currently has the most households (5,690 in 2024) and is projected to maintain this, reaching 6,542 by 2030. New Horizons and Kranshoek are also projected for significant proportional growth.
- b. Semigration to Plettenberg Bay increased from 2019 to 2021, mostly involving higher-value property purchases (R1.5 million–R3 million segment), indicating affluent semigrants. This trend declined slightly in 2022-2023.
- c. Kranshoek has the largest average household size (just over three persons), followed by New Horizons, suggesting more multi-generational families. Keurboomstrand and Plettenberg Bay have smaller household sizes, indicative of older or wealthier demographics.
- d. Most property owners in Plettenberg Bay are aged 50 and older (75%), suggesting a dominance of older and retired populations. Younger buyers (18-35) constitute a small proportion (9%), possibly due to high property prices.
- e. The official housing demand database shows a backlog of 8,139 dwelling units, largely concentrated in Kwanokuthula/New Horizons/Qolweni/Bossiesgif (5,347 households) and Kranshoek (1,207 households). Informal settlements (e.g., Qolweni Bossiesgif with 2,388 structures) and backyard dwellings indicate additional unmet demand not covered by formal programs. Kwanokuthula shows significant backyard dwelling activity, while New Horizons and Kranshoek also have a notable backyard presence.
- f. High monthly household incomes (R36,667 to R145,833) are in Plettenberg Bay and Keurboomstrand. The lowest incomes (typically below R4,666) are concentrated in Kwanokuthula and New Horizons.

3. Supply Profile

- a. As of 2023, Plettenberg Bay has the largest property stock (6,772 properties), but Kwanokuthula saw the most significant growth (15% increase, 426 additional properties) between 2019 and 2023. Informal housing remains prevalent in Kwanokuthula, suggesting recorded formal growth is only part of the total increase.
- b. High-value properties (R1.5 million and above) are almost exclusively in Plettenberg Bay and Keurboomstrand. Most properties in Kwanokuthula, New Horizons, and Kranshoek are valued between R100,000 and R200,000.
- c. Freehold/ full title properties remain dominant across Bitou. Plettenberg Bay and Keurboomstrand offer diverse property types (freehold, freehold estate, sectional title, sectional title estate), while Kranshoek, Kwanokuthula, and New Horizons are exclusively freehold. There is a noted lack of growth in property type diversity in lower-income areas, suggesting a need for higher-density options like sectional title.
- d. Kwanokuthula has the largest stock of subsidised properties (2,907 units in 2023, 88% of its total), followed by Kranshoek (1,018 units, 78%) and New Horizons (868 units, 66%). Plettenberg Bay has a small share (488 units, 7%) but experienced the fastest growth in subsidised stock (18% increase).
- e. Market-driven development focuses on luxury lifestyle estates in Plettenberg Bay and its outskirts, and in Keurboomstrand, targeting retirees. Government-subsidised development in

Section 6: Planning and Development

Priority Human Settlement and Housing Development Areas (PHSHDAs) includes projects in Qolweni, Kwanokuthula (Phase 5 & 6 aiming for 1,600 units), and Ebenezer (1,642 units). However, planned projects fall short of the current housing demand of 8,139 units.

EXECUTIVE SUMMARY

The Housing Market Study (HMS) for Bitou analyses housing markets in the Municipality, by looking at residential property market performance, housing supply and demand, and identifying affordability gaps for local communities.

The study has identified significant housing supply and affordability gaps in Bitou, indicating that properties are generally unaffordable relative to local incomes. The largest shortage of housing is in the lower (sub-R300 000 house price) market, followed by significant undersupply in the middle-income market (R300,000–R1.2 million), with demand particularly high in the R600,000–R1.2 million range.

The Study does not require Council's approval but is intended to serve as a factual basis to inform any state (and private) housing development initiatives/ projects/ strategies going forward.

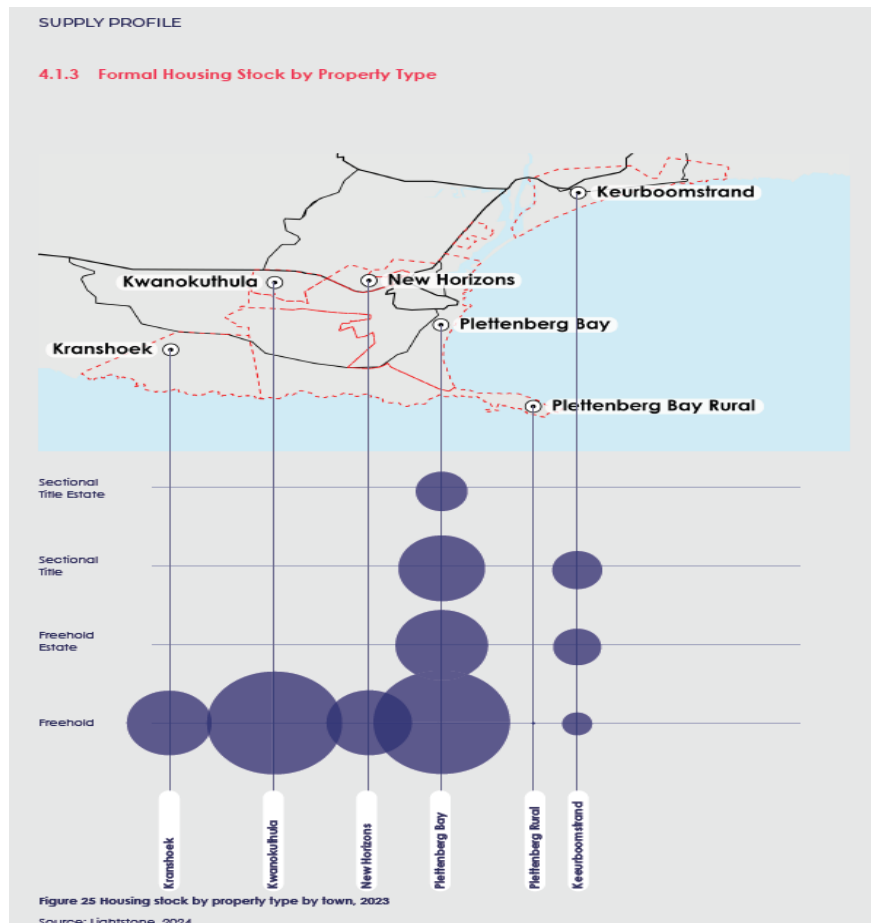


Figure 1: Extract from Bitou HMS indicating the ratio of housing stock by property type, per area/ settlement

Section 6: Planning and Development

4. Market Activity Profile

- a. Short-term rentals dominate in Plettenberg Bay, significantly outweighing long-term options. Data shows 300-379 short-term listings versus 33-75 long-term listings, reflecting Plettenberg Bay's role as a holiday destination. Rental prices range widely, with median prices between R19,500 and R25,500, indicating a scarcity of affordable long-term rentals.
- b. New property sales in Bitou (2019-2023) were largely driven by subsidised housing in Kwanokuthula (R200,000–R300,000 segment), New Horizons, and Kranshoek. Plettenberg Bay and Keurboomstrand saw higher private market activity, with most transactions above R1.5 million.
- c. Resales are overwhelmingly concentrated in Plettenberg Bay (1,954 of 2,402 total sales, 2019-2023), with significant activity in luxury segments (R1.5 million–R5 million and above). Lower-income areas (Kwanokuthula, New Horizons, Kranshoek) had limited formal resale activity, often in the R100,000–R200,000 range. Informal transactions in these areas are likely underrepresented in the data.
- d. Churn rates (property turnover) are lowest in Kwanokuthula, New Horizons, and Kranshoek due to subsidised housing sale restrictions, though informal sales are not captured. Plettenberg Bay consistently has the highest churn, reflecting its dynamic, mixed-income market.
- e. First-Time Home Buyers (FTHBs) are prevalent in lower-income areas, with 60-95% of buyers in Kwanokuthula, New Horizons, and Kranshoek being FTHBs, mostly through government subsidies. In Plettenberg Bay and Keurboomstrand, FTHBs make up less than 20% of purchases, primarily in higher-value segments (R1.5 million–R5 million).
- f. Mortgage Market: Mortgage uptake is consistent in Plettenberg Bay and Keurboomstrand (26-30% of properties bonded), indicating reliance on formal financing. In contrast, mortgage activity in Kwanokuthula, New Horizons, and Kranshoek is exceptionally low (1-14% bonded), reflecting challenges in accessing formal financing in lower-income areas.

5. Gap Analysis

- a. Properties in Bitou are generally unaffordable relative to local incomes, with an overall price-to-income ratio ranging from 11:1 to 21:1 for the study area.
- b. The largest affordability gaps are for households earning R0–R4,666, mainly eligible for state-subsidised housing. There are 13,370 households earning under R22,500 who could afford properties valued under R300,000, but only 5,408 properties cater to them. This gap is concentrated in Kwanokuthula and New Horizons, indicating a strong need for low-income housing supply to prevent informal growth.
- c. There is also an undersupply of housing in the middle-market categories (R300,000–R1.2 million), with demand particularly high in the R600,000–R1.2 million range for households earning R36,667–R71,666. This gap is most acute in Plettenberg Bay and Keurboomstrand. For example, in Plettenberg Bay, 70% of households (3,766) earn R22,501–R71,666, but only 625 residential units (9% of stock) are in this middle-market segment.
- d. High-end and luxury markets (properties valued above R1.2 million) show a relative oversupply compared to local demand, primarily in Keurboomstrand and Plettenberg Bay. This is influenced by tourism, retirement, and second-home demand rather than local incomes.

6. Limitations of the study

There are some limitations to the study, primarily due to data availability and project budget/ scope:

Section 6: Planning and Development

- a. The areas of Wittedrift/ Green Valley and Kurland (and surrounds) were excluded for purposes of the analysis, due to the lack of sufficient budget to acquire data for said areas. However, this is not seen as a noteworthy shortcoming, as such (satellite) areas play a less significant role in overall housing provision in Bitou than the more central, larger settlements.
- b. The analysis relies on Deeds Office data, which only includes properties and transactions formally captured or recorded. Thus, it excludes properties built and transacted informally (including sales and rentals), such as those in informal settlements, backyard dwellings, or subsidised units which have not yet been transferred to beneficiaries. This means that the data underrepresents actual market activity in these informal sub-markets.
- c. Churn rates (the rate at which properties are bought or sold) in lower-income areas (Kwanokuthula, New Horizons, Kranshoek) are likely underrepresented, due to the dominance of subsidised housing bound by sale restrictions or not yet transferred to beneficiaries, and the resulting prevalence of informal sales not captured in the Deeds data.
- d. Rental property information data does not capture the entire rental market, specifically underrepresenting low-income households, who often find rental properties not listed on formal platforms/ by word of mouth.
- e. Affordability calculations do not account for inheritance as a means of acquiring property.
- f. Households may own properties valued higher than what they could theoretically afford based on their current income, due to property value appreciation over time, or inheritance.
- g. Development projects that are in-process were not accounted for.
- h. Some of the data sources do not distinguish between developed/ existing dwelling houses and vacant residential stands, therefore potentially skewing the results/ property values downward, especially in the lower value ranges.
- i. The transfer of subsidised/ IRDP houses as part of State housing projects since 2017, such as in Qolweni and Kwanokuthula, skew the results/ property values downward to some extent.

7. Conclusion, and recommendations

- a. Bitou's housing market is distributed across multiple urban nodes, leading to a spatially fragmented urban form.
- b. The municipality's population is projected to increase, driven by in-migration and internal growth, which will intensify the demand for housing, with Kwanokuthula and New Horizons expected to drive the majority of household growth.
- c. The largest share of formal property stock is in Plettenberg Bay, followed by Kwanokuthula and New Horizons. Kwanokuthula saw the highest growth in property stock between 2019 and 2023, increasing by 15% (likely due to the registration/ transfer of subsidised projects such as Phase 4).
- d. High-value properties are concentrated in Plettenberg Bay and Keurboomstrand (primarily R1.5 million–R3 million and above), while lower-value properties dominate Kwanokuthula, New Horizons, and Kranshoek (mostly under R200,000).
- e. Plettenberg Bay dominates formal market activity, with the majority of sales, resales, and rental activity occurring there.
- f. There are significant housing supply and affordability gaps in Bitou, with properties being generally unaffordable relative to local incomes. The largest shortage of housing is in the lower (sub-R300 000 house price) market, followed by significant undersupply in the middle-income market (R300,000–R1.2 million), with demand particularly high in the R600,000–R1.2 million range.
- g. Demand for state-subsidised and social housing is concentrated in Kwanokuthula, New Horizons, and Kranshoek. Middle and higher-income housing gaps are primarily in Plettenberg Bay and Keurboomstrand, indicating a need for gap and affordable housing.

Section 6: Planning and Development

- h. First-time homebuyers are relatively few across the Municipality, representing less than 20% of market activity in Plettenberg Bay and Keurboomstrand.
- i. Government subsidies have significantly contributed to market activity, with most homeowners in Kwanokuthula, New Horizons, and Kranshoek acquiring properties through government support.
- j. The housing ecosystem in South Africa involves various public housing subsidies and financial support instruments, and Municipal-level initiatives such as planning legislation, infrastructure development, and land release, all work in tandem to support housing development.
- k. Municipalities play a crucial role in fostering vibrant local housing markets, complementing national policy. Bitou should implement strategic responses to accommodate growth, balancing urban development with land and marine conservation. The Municipality should incentivise increased housing supply, especially within the lower-income and middle-income segments, and should support and strengthen low-income rental housing markets, particularly in Kwanokuthula and New Horizons, where informal rental markets already exist.
- l. The Municipality should leverage national subsidies and incentives and develop local policies to foster vibrant and effective housing markets.
- m. Inclusionary Housing (IH) is identified as a potentially viable tool to increase affordable housing supply in well-located areas, by encouraging private developers to dedicate a portion of new developments to low and middle-income households. To this effect, the Municipality should consider developing an Inclusionary Housing Policy.

FINANCIAL IMPLICATIONS

None at this stage.

If the HMS results in an Inclusionary Housing Policy for Bitou, it could have potential financial implications for the Municipality down the line, such as rebates on Development Charges for new middle-income housing, which would require approval by Council at that stage.

RELEVANT LEGISLATION

Spatial Planning and Land Use Management Act, 2013 (SPLUMA)

Western Cape Inclusionary Housing Policy Framework, 2022

Comments: Director Financial Services

The recommendation by the acting Municipal Manager is supported

Comments: Director Engineering Services

The recommendation by the acting Municipal Manager is supported

Comments: Acting Director Community Services

The recommendation by the acting Municipal Manager is supported

Comments: Director Corporate Services

The recommendation by the acting Municipal Manager is supported

Comments: Manager Legal Services

The recommendation by the acting Municipal Manager is supported

Section 6: Planning and Development

RECOMMENDED BY THE ACTING MUNICIPAL MANAGER

That Council take note of the Bitou Housing Market Study 2025.

RECOMMENDED BY THE STRATEGIC SERVICES AND OFFICE OF THE MUNICIPAL MANAGER PORTFOLIO COMMITTEE

That Council take note of the Bitou Housing Market Study 2025.



Western Cape Housing Market Studies

Bitou Municipality

June 2025



Western Cape
Government
FOR YOU

Contents

1.	Introduction	12	5.	Current Market Activity Profile	56
1.1	Background	12	5.1	Rental Market	56
1.2	Objectives	13	5.2	Primary Sales	59
1.3	Property Performance Framework	14	5.3	Resale Transactions	68
1.4	Study Areas	16	5.4	Churn	76
1.5	Key Takeaways	18	5.5	First-time Home Buyers	79
2.	Contextual Analysis	20	5.6	Mortgage Market	84
2.1	Governance Context	20	6.	Gap Analysis	86
2.2	Social Context	21	7.	Conclusion	98
2.3	Economic Context	24	8.	Affordability Calculation Caveats	102
3.	Demand Profile	26	9.	Household Classification by Income Categories	105
3.1	Current and Projected Demand	26			
3.2	Demographic Characteristics	27			
3.3	Affordability	36			
4.	Supply Profile	38			
4.1	Existing Stock	38			
4.2	Planned Property Development	53			

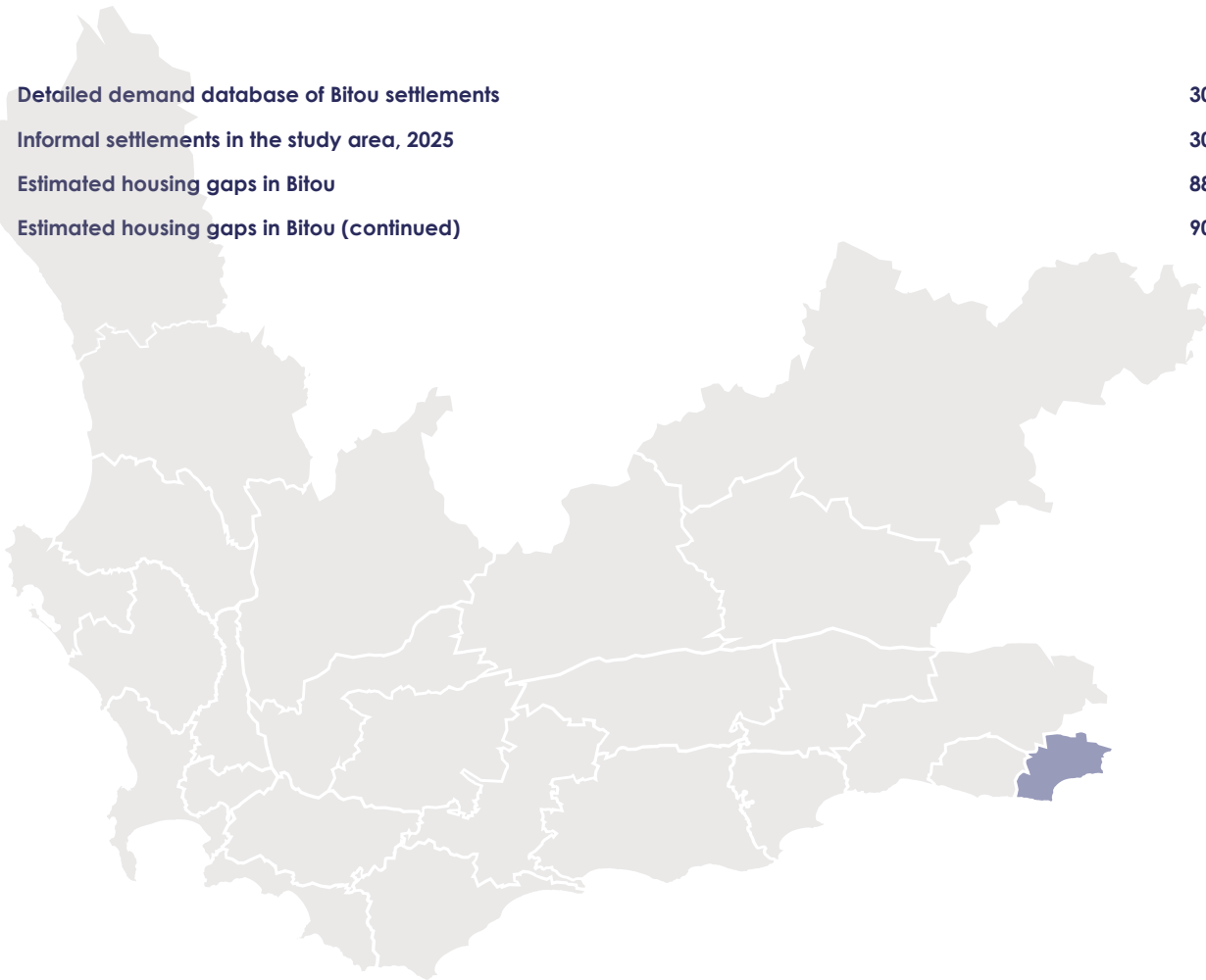
List of Figures

Figure 1 Plettenberg Bay and surrounding areas	16	Figure 32 PSHDAs in Bitou Municipality	54
Figure 2 Accessibility of social infrastructure in Plettenberg Bay and surrounds	22	Figure 33 Number of residential rental listings per month	57
Figure 3 Sectoral employment and GDP contribution	24	Figure 34 Price of long-term residential rental listings per month	58
Figure 4 Employment growth by skill level, 2012-2022	25	Figure 35 Overall primary sales, 2019 – 2023	59
Figure 5 Number of households by town, 2024 - 2030	26	Figure 36 Primary sales by market segment by town, 2023	60
Figure 6 Number of semigrated households to Plettenberg Bay and property value purchased, 2019 – 2023	27	Figure 37 Primary sales by market segment in Plettenberg Bay, 2019 - 2023	62
Figure 7 Average household size by town, 2024	28	Figure 38 Primary sales by market segment in Kwanokuthula, 2019 - 2023	62
Figure 8 Population groups, 2022	28	Figure 39 Primary sales by market segment in New Horizons, 2019 - 2023	62
Figure 9 Age profile of owners, buyers, and sellers in Plettenberg Bay and surrounds, 2024	29	Figure 40 Primary sales by market segment in Kranshoek, 2019 - 2023	63
Figure 10 Informal settlements near Kwanokuthula, 2025	31	Figure 41 Primary sales by market segment in Keurboomstrand, 2019 - 2023	63
Figure 11 Informal settlements near New Horizons, 2025	31	Figure 42 Primary sales by property type by town, 2023	64
Figure 12 Potential backyard dwellings in Kwanokuthula, 2024	33	Figure 43 Primary sales by property type in Plettenberg Bay, 2019 - 2023	66
Figure 13 Potential backyard dwellings in New Horizons 2024	34	Figure 44 Primary sales by property type in Kwanokuthula, 2019 - 2023	66
Figure 14 Potential backyard dwellings in Kranshoek, 2024	34	Figure 45 Primary sales by property type in New Horizons, 2019 - 2023	66
Figure 15 Spatial distribution of monthly income in Plettenberg Bay and surrounds	36	Figure 46 Primary sales by property type in Kranshoek, 2019 - 2023	67
Figure 16 Number of properties by town, 2019 and 2023	39	Figure 47 Primary sales by property type in Keurboomstrand, 2019 - 2023	67
Figure 17 Housing stock by market segment by town, 2023	40	Figure 48 Resale transactions by market segment by town, 2023	68
Figure 18 Properties by market segment in Plettenberg Bay, 2019 and 2023	42	Figure 49 Resale transactions by market segment in Plettenberg Bay, 2019 - 2023	70
Figure 19 Properties by market segment in Kwanokuthula, 2019 and 2023	42	Figure 50 Resale transactions by market segment in Kwanokuthula, 2019 - 2023	70
Figure 20 Properties by market segment in New Horizons, 2019 and 2023	42	Figure 51 Resale transactions by market segment in New Horizons, 2019 - 2023	70
Figure 21 Properties by market segment in Kranshoek, 2019 and 2023	43	Figure 52 Resale transactions by market segment in Kranshoek, 2019 - 2023	71
Figure 22 Properties by market segment in Keurboomstrand, 2019 and 2023	43	Figure 53 Resale transactions by market segment in Keurboomstrand, 2019 - 2023	71
Figure 23 Spatial distribution of property values in Plettenberg Bay and surrounds, 2021	44	Figure 54 Resale transactions by property type by town, 2023	72
Figure 24 Real change in property value in Plettenberg Bay and surrounds, 2018 - 2021	46	Figure 55 Resale transactions by property type in Plettenberg Bay, 2019 - 2023	74
Figure 25 Housing stock by property type by town, 2023	48	Figure 56 Resale transactions by property type in Kwanokuthula, 2019 - 2023	74
Figure 26 Properties by property type in Plettenberg Bay, 2019 - 2023	50	Figure 57 Resale transactions by property type in New Horizons, 2019 - 2023	74
Figure 27 Properties by property type in Kwanokuthula, 2019 - 2023	50	Figure 58 Resale transactions by property type in Kranshoek, 2019 - 2023	75
Figure 28 Properties by property type in New Horizons, 2019 - 2023	50	Figure 59 Resale transactions by property type in Keurboomstrand, 2019 - 2023	75
Figure 29 Properties by property type in Kranshoek, 2019 - 2023	51	Figure 60 Churn by market segment in Plettenberg Bay, 2019 – 2023	77
Figure 30 Properties by property type in Keurboomstrand, 2019 - 2023	51	Figure 61 Churn by market segment in Kwanokuthula, 2019 – 2023	77
Figure 31 Number of subsidised properties by town, 2019 – 2023	52	Figure 62 Churn by market segment in New Horizons, 2019 – 2023	77

List of Tables

Figure 63 Churn by market segment in Kranshoek, 2019 – 2023	78
Figure 64 Churn by market segment in Keurboomstrand, 2019 – 2023	78
Figure 65 First-time home buyers as a proportion of total home buyers, 2019 – 2023	80
Figure 66 First-time home buyers of subsidised properties as a proportion of first-time home buyers, 2019 – 2023	80
Figure 67 Number of first-time home buyers by market segment in Plettenberg Bay, 2019 – 2023	82
Figure 68 Number of first-time home buyers by market segment in Kwanokuthula, 2019 – 2023	82
Figure 69 Number of first-time home buyers by market segment in New Horizons, 2019 – 2023	82
Figure 70 Number of first-time home buyers by market segment in Kranshoek, 2019 – 2023	83
Figure 71 Number of first-time home buyers by market segment in Keurboomstrand, 2019 – 2023	83
Figure 72 Number and proportion of bonded transactions Plettenberg Bay, 2019 – 2023	85
Figure 73 Number and proportion of bonded transactions in Keurboomstrand, 2019 – 2023	85
Figure 74 Affordability gap in Plettenberg Bay	92
Figure 75 Affordability gap in Kwanokuthula	93
Figure 76 Affordability gap in New Horizons	94
Figure 77 Affordability gap in Kranshoek	95
Figure 78 Affordability gap in Keurboomstrand	96
Figure 79 Support instruments available for different housing markets	100
Figure 80 Household consumption expenditure by monthly income band (all urban households)	103
Figure 81 Household consumption expenditure by monthly income band (renter households)	103

Table 1 Detailed demand database of Bitou settlements	30
Table 2 Informal settlements in the study area, 2025	30
Table 3 Estimated housing gaps in Bitou	88
Table 4 Estimated housing gaps in Bitou (continued)	90



LIST OF ABBREVIATIONS

BNG	Breaking New Ground
CBD	Central Business District
Dol	Department of Infrastructure
DoSD	Department of Social Development
FSC	Financial Sector Code
FTE	Full-Time Equivalent
GDP	Gross Domestic Product
GDPR	Gross Domestic Product by Region
GPI	Governance Performance Index
HSP	Human Settlement Plan
MSDF	Municipal Spatial Development Framework
PHSHDA	Priority Human Settlement and Housing Development Area
RDP	Reconstruction and Development Programme
UISP	Upgrading of Informal Settlements Programme
WCIHPF	Western Cape Inclusionary Housing Policy Framework

LIST OF DEFINITIONS

Affordability Gap	The affordability gap refers to the gap or mismatch between local household incomes and local house prices. For this report, the gap is calculated using the premium-to-income ratio, which uses data on property values, mortgage lending terms, and household incomes to estimate the number of households that can afford properties in different market segments.
Affordable Housing Policies	Programmes and initiatives that seek to enhance access to housing for the affordable or gap housing markets. This is housing of which the price or value is below the overall open market rate and which targets below-average incomes.
Breaking New Ground (BNG) Housing	Housing developed in terms of the Integrated Residential Development Programme (IRDP), which is fully funded by the government for qualifying persons via national housing grants. This housing typology is an ownership tenure model.
Churn	The rate at which properties are bought, sold, or otherwise transferred within a specific period, typically measured annually.
Full-Time Equivalent	Unit of measurement that quantifies the workload of employees, equating to one full-time worker's hours.
Gap Housing	Housing aimed at households that earn too much to qualify for fully subsidised government housing (typically earning between R3,501 and R22,000 per month), but too little to access traditional home loans in the private market. This segment falls into the gap between subsidised housing and private market delivery. Gap housing is often partially subsidised or supported through initiatives such as the Finance Linked Individual Subsidy Programme (FLISP) to improve affordability.
Intermediate City	Urban areas that are smaller than major metropolitan centers but larger than small towns and rural nodes. These cities are crucial for regional economic development and play a bridging role between rural areas and major cities.
Monthly Household Income	The joint gross monthly income of a household, which might refer to an individual and/or his/her spouse or partner to be considered for eligibility of a housing opportunity.
Primary Sale	The initial sale of new properties from developers to buyers.
Resale Transaction	The transfer of property ownership from one individual or entity to another, subsequent to initial (primary) sale.

LIST OF KEY DATA SOURCES

Source	Level of aggregation	Application
Municipal Valuation Roll	Plot	Supply Profile
Lightstone Pty.	Subplace	Supply Profile Current Market Activity Profile
Spatial Economic Activity Data	Postal code	Contextual Profile (Economic Context) Demand Profile (Employment)
Property24	Neighbourhood	Current Market Activity Profile (Rental Market, Transactions)
TPN Credit Bureau	Subplace	Current Market Activity Profile (Rental Market)
Census 2022	Municipality	Demand Profile (Demographics)
GeoTerralimage Neighbourhood Lifestyle Index	Statistics South Africa Enumeration Area	Demand Profile (Income, Demographics)
Department of Social Development	Person Household	Demand Profile (Demographics)
Stakeholder interviews	-	Demand Profile Supply Profile

NOTE ON THE DEEDS DATA

The analysis presented in this housing market study relies on data from the Deeds Office. Deeds data was purchased from Lightstone Pty. for the study areas in each of the local municipalities, covering the period 1 January 2017 – 31 December 2023. Record-level data is aggregated over time by calendar year, at subplace level, using StatsSA boundary delineations. It is important to note that the Lightstone data only includes properties and transactions which have been captured or recorded by the Deeds Office and therefore by nature excludes properties built and transacted informally. In this context, 'informal' refers to transactions and developments that occur outside the formal regulatory framework, meaning that they are not officially recorded or recognised by legal entities such as the Deeds Office. The data therefore inevitably excludes properties in informal settlements, backyard dwellings, or subsidised units that may be occupied but for which the title deeds have not yet been transferred. A richer understanding of municipalities' housing markets would be achieved with better tracking of these submarkets.

The reason for relying on Deeds data rather than municipal valuation rolls is twofold. First, using a single data source allows for consistent comparison across municipalities. Second, the deeds data provides information on market trends and transactions over time by submarkets, offering a more nuanced view of various residential markets within the municipality. However, municipal valuation rolls are also used in the report to spatially map property values. For this iteration of the research, the analysis provides greater breakdown for Deeds data for properties valued above R1.2 million. The market categories are defined as follows:

Market segment names	Market segment values
Entry-level market	< R100,000 R100,000 – R200,000 R200,000 – R 300,000
Affordable market	R300,000 – R 600,000
Conventional market	R600,000 – R 900,000
High-end market	R900,000 – R1.2 million
Luxury market	R 1.2 – 1.5 million R 1.5 – 3 million R 3 – 5 million > R 5 million

1. Introduction

1.1 Background

The Western Cape Government (WCG) is conducting housing market studies to support the implementation of the Western Cape Inclusionary Housing Policy Framework (WCIHPF), adopted by Provincial Cabinet in 2022. It recognises the importance of functional residential markets in meeting diverse accommodation needs across affordability levels and ensuring the economic and social well-being of settlements. Well-performing housing markets are essential for the spatial efficiency and financial sustainability of towns and cities.

The WCIHPF also identifies the need for municipalities to understand settlement-level housing market dynamics, and specifically the supply and demand dynamics within each segment of the housing market, in preparing a municipal inclusionary housing policy. The first round of housing market studies was conducted in 2021 to 2022 in four intermediate cities and larger towns in the Western Cape. This study forms part of the second round of housing market studies,

which builds on the first round of studies to assess town-level housing markets in seven municipalities in the Western Cape. The following municipalities and the specific areas within them were selected for study by the Western Cape Government, in consultation with the municipalities:

- Swartland (Malmesbury and Abbotsdale, Moorreesburg, Darling, and Riebeek-Kasteel)
- Saldanha (all urban sub-places)
- Overstrand (Greater Hermanus, Kleinmond, and Greater-Gansbaai)
- Breede Valley (Worcester)
- Bitou (Plettenberg Bay and surrounds)
- Knysna (Knysna town and Sedgelyfield)
- Oudtshoorn (Oudtshoorn town)

1.2 Objectives

The housing market studies aim to understand housing markets by analysing residential property market performance, profiling housing supply and demand, and identifying affordability gaps in each settlement. In doing so, the studies aim to address the following questions:

1. What is the nature of the owned and rental housing stock and the housing market in the town (values, typology, location; etc)?
2. Is sufficient housing being produced for those requiring housing in the different income segments?
3. How are people accessing housing opportunities in that town?
4. Are local housing markets affordable to those living there, now and into the future?
5. Where and in what income segment is the appetite to develop housing units?
6. Where is housing being produced vis a vis where the Municipal Spatial Development Framework (MSDF) wishes to see new inclusive/affordable housing opportunities delivered?
7. What household incomes should municipal policy seeking improved housing market performance seek to benefit?
8. Where might additional / changed land use rights serve as an effective incentive to enable affordable housing and possibly, inclusionary housing obligations?

These studies are intended to assist municipalities in determining housing demand and supply across income segments and identifying affordability gaps in the housing sector. Additionally, the studies will provide evidence to inform other policies that support inclusive and spatially just housing markets, such as municipal spatial development frameworks, integrated development plans, and housing sector plans. The studies also aim to identify key partners in the housing sector, assess the scope for inclusionary housing policies, and support the design and spatial designation of areas for such policies.

1.3 Property Performance Framework

The property performance framework outlines the structure of the analysis and identifies the key indicators that inform the performance of the property market.

Contextual Analysis

The contextual analysis assesses the political, social, and economic characteristics of the area, with the aim of reflecting the broader indicators that directly or indirectly impact the demand and supply for housing. The political and governance analysis focuses on municipal service delivery and political stability. The social context examines the availability and accessibility of key infrastructure, such as education, healthcare, retail centers, and public transport, whereas the economic context considers key economic indicators and trends shaping housing demand and supply. This includes analysing employment trends, especially the types of employment and skill levels, to determine whether employment growth is occurring in high-income or low-wage sectors. Such trends provide insights into residents' purchasing power and their ability to afford housing.

Demand Profile

The housing demand analysis aims to understand current and projected demand by analysing the number of households and trends impacting these households (such as 'semigration'). It considers household characteristics, including household size and the average age brackets of those buying, selling, and owning homes in the areas, and affordability (focusing specifically on income). These demographic and socio-economic factors determine whether an area functions as a retirement community, family hub, employment center, or commuter town, and shape housing preferences and needs.

Supply Profile

The housing supply analysis evaluates the current housing stock and planned developments to form a comprehensive profile of the housing market. It evaluates various indicators of the nature of the housing stock, including values, typology, and location of properties. It also assesses where housing is being produced in relation to the Municipal Spatial Development Framework (MSDF) and its goals for delivering inclusive and affordable housing.

The housing supply analysis mainly relies on data from Lightstone and the Municipal Valuations Roll. This includes information on the number of units, property types, tenure status, property age, and value.



Current Market Activity Profile

The market activity analysis profiles the activity around the housing stock, serving as an indicator of vibrancy and robustness of the market. It evaluates the nature of the housing being developed, the volume and type of transactions, including who is purchasing properties (such as first-time homebuyers) and how they are financing them (with bonds or cash). The analysis also reviews the nature of the rental stock. This analysis relies on data from Lightstone for property transactions, and Property24 and TPN Credit Bureau for rental data.



Gap Analysis

The gap analysis evaluates the affordability of properties supplied across different market segments by examining property values and mortgage terms to determine the household incomes required to purchase homes. This evaluation highlights segments and areas where housing supply is insufficient, providing critical insights into where supportive interventions might be needed. The analysis further considers the alignment of current and planned housing development with the Municipal Spatial Development Framework and Priority Human Settlement and Housing Development Areas (PHSHDAs), which prioritise inclusive and affordable housing opportunities. Finally, it outlines some market solutions and supportive interventions available to municipalities to incentivise affordable housing.



Legend: Research Questions

What is the nature of the owned and rental housing stock and the housing market in the town (values, typology, location; etc)?	Is sufficient housing being produced for those requiring housing in the different income segments?	How are people accessing housing opportunities in that town?	Are local housing markets affordable to those living there, now and into the future?	Where and in what income segment is the appetite to develop housing units?	Where is housing being produced vis a vis where the MSDF wishes to see new inclusive/ affordable housing opportunities delivered?	What household incomes should municipal policy seeking improved housing market performance seek to benefit?	Where might additional / changed land use rights serve as an effective incentive to enable affordable housing and possibly, inclusionary housing obligations?
--	--	--	--	--	---	---	---

1.4 Study Areas

Plettenberg Bay and the surrounding areas form Bitou's economic, administrative and civic core. Functionally, the area comprises the central business district, high-income residential developments along the coastline, and the townships of New Horizons, Bossiesgif and Kwanokuthula to the west and north. Together, the study areas have the largest share of households and residential properties in the municipality. There are 17,283 households in the study areas of 2024, projected to grow to 19,871 by 2030 (Department of Social Development, 2024). According to Deeds Registry data, as reported by Lightstone, there were 13,732 residential properties in 2023.

The Kranshoek and Keurboomstrand areas are located further away from the core Plettenberg Bay urban node. The nodes are notably different, with Kranshoek featuring a rich cultural history and natural resources, and Keurboomstrand functioning as a holiday, retirement and resort town. Both nodes are however quite small and spatially isolated. The MSDF notes that while Kranshoek has some housing need, it also has a fragmented land use pattern, with outstanding and unresolved tenure and ownership issues which might limit investment. Keurboomstrand is also spatially fragmented. The MSDF notes that environmental constraints make development and settlement consolidation challenging. The area currently also has a primarily seasonal population, which limits its economic development potential.

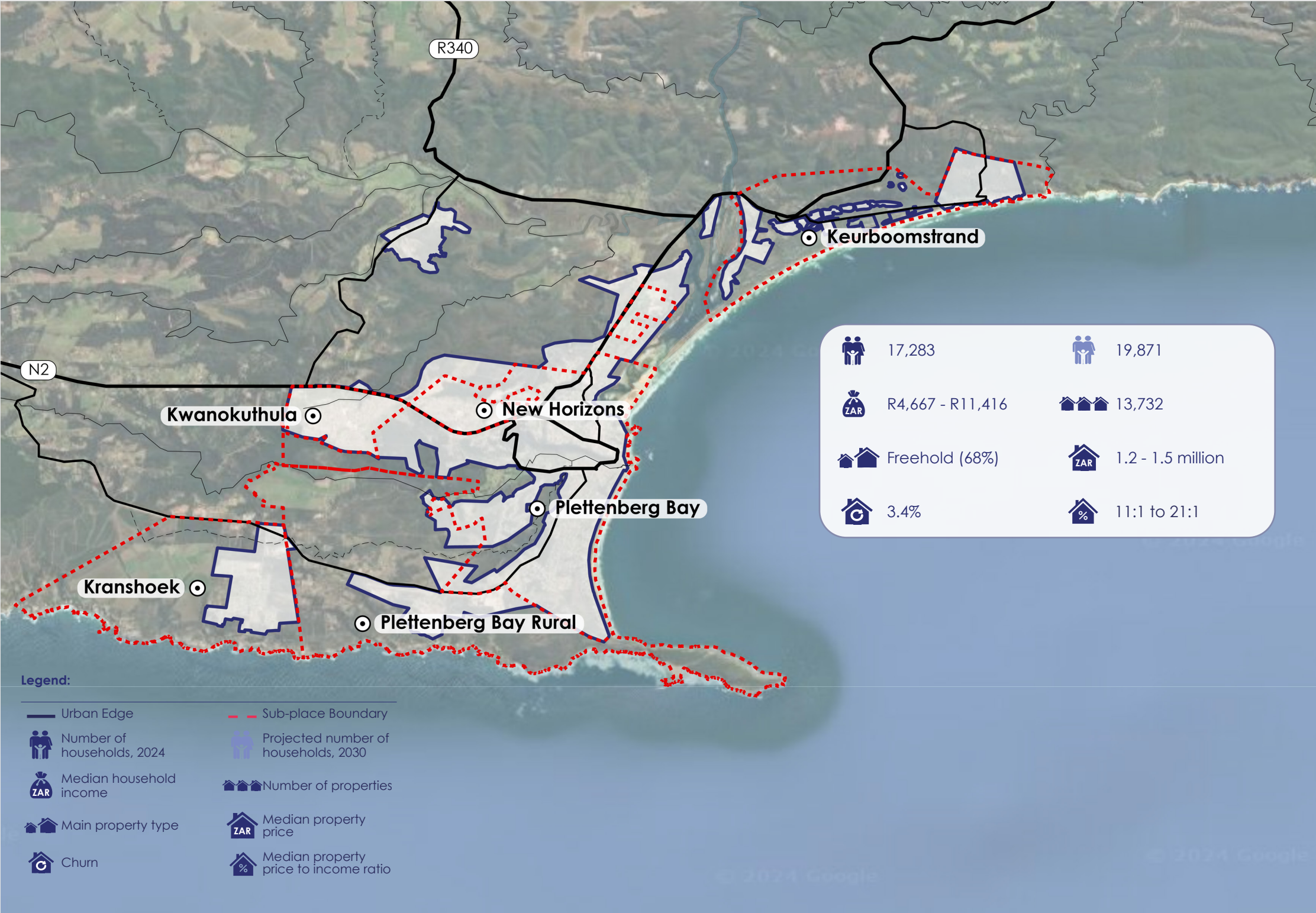
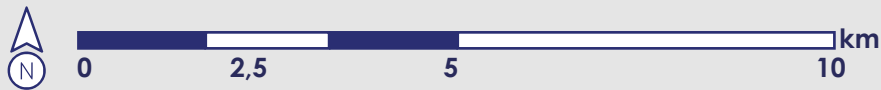


Figure 1 Plettenberg Bay and surrounding areas



1.5 Key Takeaways

1

Bitou's housing market is distributed across multiple urban nodes, creating a spatially fragmented urban form. The municipality's population is projected to increase, implying a growth in demand for housing within the municipality. The MSDF highlights the need to balance urban and housing development against the conservation of terrestrial, aquatic and marine habitats. The framework proposes the containment of settlement footprints, investment in priority development areas, diversification of housing typologies, prioritisation of mixed-use developments, and adoption of higher density developments to consolidate the urban form.

2

Kwanokuthula and New Horizons are set to drive household growth in Bitou Municipality. Kwanokuthula has notable backyard dwelling activity concentrated in its western sections whereas New Horizons shows more moderate backyard dwelling activity in its central, established areas, reflecting early stages of informal housing development. In Plettenberg Bay, most property owners are aged 50 and older, while younger buyers (18–35) are underrepresented. In-migration also places pressure on housing demand across the property spectrum, highlighting the need for strategic responses to accommodate growth.

3

The largest share of property stock in Bitou Municipality is in Plettenberg Bay, followed by Kwanokuthula and New Horizons. In 2023, Plettenberg Bay had 6,772 properties, while Kwanokuthula, with 3,318 properties, saw the highest growth between 2019 and 2023, increasing by 15%. High-value properties are concentrated in Plettenberg Bay and Keurboomstrand, primarily in the R1.5 million–R3 million and above segments. Lower-value properties dominate Kwanokuthula, New Horizons, and Kranshoek, with most valued under R200,000. Plettenberg Bay and Keurboomstrand offer the most diverse property types, while freehold properties dominate other areas.

4

Plettenberg Bay dominates the municipality in terms of (formal) market activity. Resale transactions are overwhelmingly concentrated in Plettenberg Bay, accounting for 1,954 of 2,402 total sales between 2019 and 2023. Freehold transfers dominate lower-income areas, while higher-income areas feature more diverse property types. Short-term rentals dominate the market in Plettenberg Bay, with limited affordable, long-term rental options. Almost all first-time homeowners in Kwanokuthula, New Horizons, and Kranshoek acquire properties through government subsidies, while first-time buyers consistently make up less than 20% of home buyers in Plettenberg Bay and Keurboomstrand.

5

Affordability gaps in Bitou vary by area, shaped by market size and function, but all share a shortage of lower-income housing. Households earning R0–R4,666 face the largest gaps, with demand concentrated in Kwanokuthula and New Horizons. Only 5,408 properties cater to 13,370 households earning under R22,500, underscoring the need for more low-cost housing to prevent informal growth. Middle-market gaps, especially for properties valued at R600,000–R1.2 million, are most acute in Plettenberg Bay. Meanwhile, high-end markets are oversupplied, driven by tourism and second-home demand rather than local incomes.

6

While national policy shapes housing interventions, municipalities are key to fostering vibrant local housing markets. Bitou's MSDF proposes balancing housing development with land and marine conservation. Key strategies include containing settlement footprints, investing in priority development areas, diversifying housing types, prioritising mixed-use developments, and promoting higher-density urban consolidation. These approaches aim to address housing shortages while supporting sustainable growth. Continued efforts are needed to review implementation progress, identify gaps, and enhance support for these initiatives.

2. Contextual Analysis

This section provides an overview of the social, economic and governance environment in Bitou, outlining how these factors influence the municipality's property market performance. The social context is informed by the presence and accessibility of social infrastructure and amenities, which affect the liveability and attractiveness of an area. The presence of amenities such as schools, healthcare facilities, and recreational spaces make an area more desirable, thereby increasing demand for housing and impacting property values.

2.1 Governance Context

2.1.1 Municipal Service Delivery

The Governance Performance Index (GPI) ranks Bitou above average within the country, province, and among the 'small towns' category (Good Governance Africa, 2024). The municipality is ranked thirtieth (30 out of 205) nationally, seventeenth (17 out of 24) in the province, and eleventh (11 out of 99) among Category B3 'Small Towns' local municipalities.

The GPI considers the following criteria in its evaluation of municipalities' performance:

- Administration and governance
- Economic development (only evaluated for metropolitan municipalities)

Similarly, the town's economic environment influences housing markets and property values. A growing and stable economy offers diverse job opportunities, attracting residents and households to an area, while ensuring that households remain in an area based on available work. Good governance, measured through stable local government and effective service delivery, enhances the liveability and attractiveness of an area. This increases market confidence and predictability, which is essential for property market performance.

- Leadership and management
 - Planning, monitoring, and evaluation
 - Service delivery
- Service delivery is weighted the heaviest, whereby the GPI focuses on access to and the quality of basic services (piped water, sanitation, electricity, and refuse removal). The South African National Census of 2022 indicates that overall access to basic services in Bitou is high: 98,6% of households use electricity from mains as their main source of lighting, 80% have piped (tap) water inside their dwelling, 97.3% have a flush toilet connected to a public sewerage system in their dwelling, and 85,2% have refuse removal at least once a week (Stats SA, 2024).

2.1.2 Social Unrest

Bitou has experienced some incidents of social unrest, tensions and protests relating to access to housing and basic services. Web-scraped data from news outlets using search words 'unrest', 'march', 'protest', 'riot', and 'tensions' identified some reported protests focused around

2.1.3 Political Continuity

Bitou Municipality has relatively strong administrative stability. However, political stability and continuity are less stable, as the municipality has had frequent changes in leadership. The 13-seat council is often governed through coalitions among the leading parties (Electoral Commission of South Africa, 2024). The municipality received a clean audit outcome in the 2022-23 financial year, which was an improvement from the preceding

Plettenberg Bay. These protests are related to access to land, access to housing, relationships between formal housing dwellers and backyard dwellers, access to economic opportunities or basic services.

four years and indicates an improvement in administrative stability (Auditor- General of South Africa, 2023). For the 2022-23 financial year, the municipality reported a low overall vacancy rate of 6.5%, with vacancies in senior management at 33.3%. The municipal manager has occupied the position for 15 months and the chief financial officer for 13 months.

2.2 Social Context

The social context of Bitou is presented by analysing the level of pedestrian access to key social infrastructure amenities. These amenities include schools, healthcare facilities, police stations, public transport and retail centres. The pedestrian accessibility index is calculated by aggregating and standardising the results from service area analyses of each of the above social amenities, with accessibility ranked from zero (0) for low accessibility, to one (1) for high accessibility levels.

Pedestrian accessibility is crucial for the poorest residents of an area who may not own cars, and rely heavily on public transport, which can be costly. Areas with improved walkability enable households to reduce transport expenses, enabling them to allocate more of their budget towards better housing options. Accessibility should however also be understood in the context of modal split. Therefore, while wealthier neighbourhoods may have lower pedestrian accessibility, residents of these areas may be less affected due to higher rates of car ownership.

Pedestrian Accessibility

Pedestrian accessibility in Bitou is highest in the core Plettenberg Bay node, followed by the immediate surrounding areas of New Horizons and Kwanokuthula. The areas with better pedestrian accessibility are indicated by blue and purple on the map. Bitou municipality is investing in the 'Coming Together' project, seeking to improve accessibility and spatial integration through investments in economic, social and civic amenities in Kwanokuthula, New Horizons, and adjacent informal areas like Bossiesgif and Qolweni (MSDF, 2022). There are fewer social amenities as one moves further away from the CBD of Plettenberg Bay and in Kranshoek and Keurboomstrand. This means that even though many parts of Bitou are within a 10 minute-drive, pedestrian access remains low.

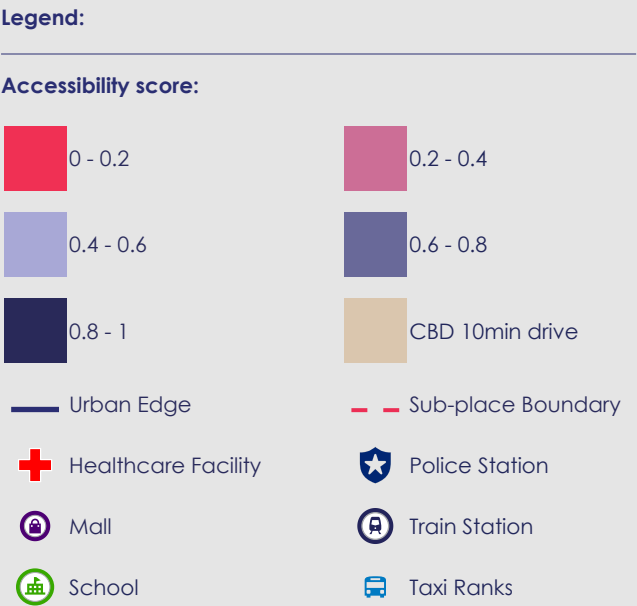
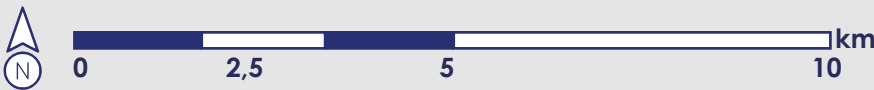


Figure 2 Accessibility of social infrastructure in Plettenberg Bay and surrounds
Source: Consultant calculations using data from the Western Cape Government, South African Police Service, and Google Maps, 2024



2.3 Economic Context

Bitou is one of the smaller economies in the Garden Route District, contributing 7.4% to the district's gross domestic product by region (GDPR), and 8.4% of the employment share (Provincial Treasury, 2024). In 2021, Bitou's GDPR at constant prices was R4.2 billion (Urban-Econ, 2022). Bitou's economy is highly reliant on the tourism sector, with a combination of beach, heritage, and nature tourism activities. The agriculture sector is small albeit a key contributor to the municipality's economy, through the cultivation of deciduous, stone and citrus fruits.

The municipality's economy is driven by the tertiary sector, which contributed 52.7% to GDPR in 2022. Of this, the leading sectors are finance,

insurance, real estate and business services sectors (31.2%) and the wholesale, retail trade, catering and accommodation sector (18%). These are followed by the general government sector which contributed 11% to GDPR in the same period. Overall, the municipality's economy has experienced a real growth of 3.2%.

The tertiary sector is also a key employer in Bitou's economy, making up 74.3% of all employment. The leading sectors by employment included wholesale and retail trade, catering and accommodation (23.5% of employment share), community, social and personal services sector (22.9%), and finance, insurance, real estate and business services with (18.5%).

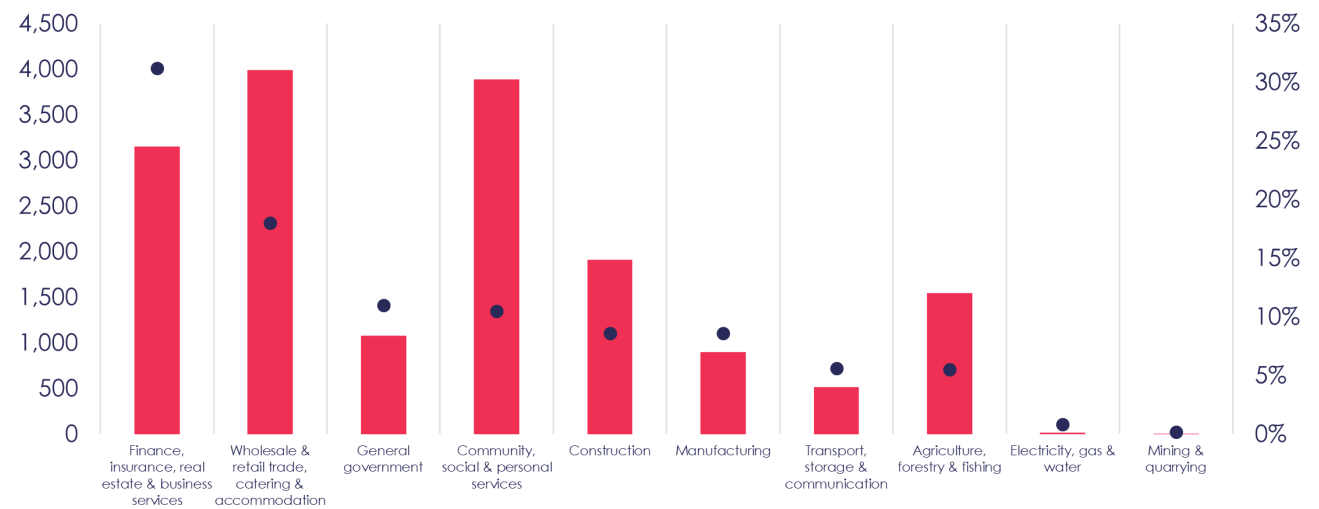


Figure 3 Sectoral employment and GDPR contribution

Source: Quantec, 2022

Legend:



Employment opportunities in the municipality are concentrated in the formal sector, with less than a fifth of jobs coming from the informal sector. Analysis of employment share across various skill levels indicates that the bulk of jobs in the municipality are semi-skilled jobs (35.1%) and low-skilled jobs (27.2%). Semi-skilled jobs are concentrated within the mining and quarrying, construction, transport and finance sector. There was an overall decline in job growth across all sectors between 2020 and 2021. In 2022, however, there has been an upswing in jobs growth, with the largest share the informal skills category. This implies that even though there is an increase

in employment opportunities, income levels might remain low, thus impacting on resident affordability levels.

Inequality and unemployment levels in Bitou are comparatively higher than the district and province. The Gini coefficient in 2021 was 0.68, which was an increase from 0.66 in 2015. Unemployment rates are also very high, estimated at 30.9% in 2022, which is a slight decline from 31.8% in 2021 (Quantec, 2022). These factors might affect household income and affordability levels and affect local housing markets.

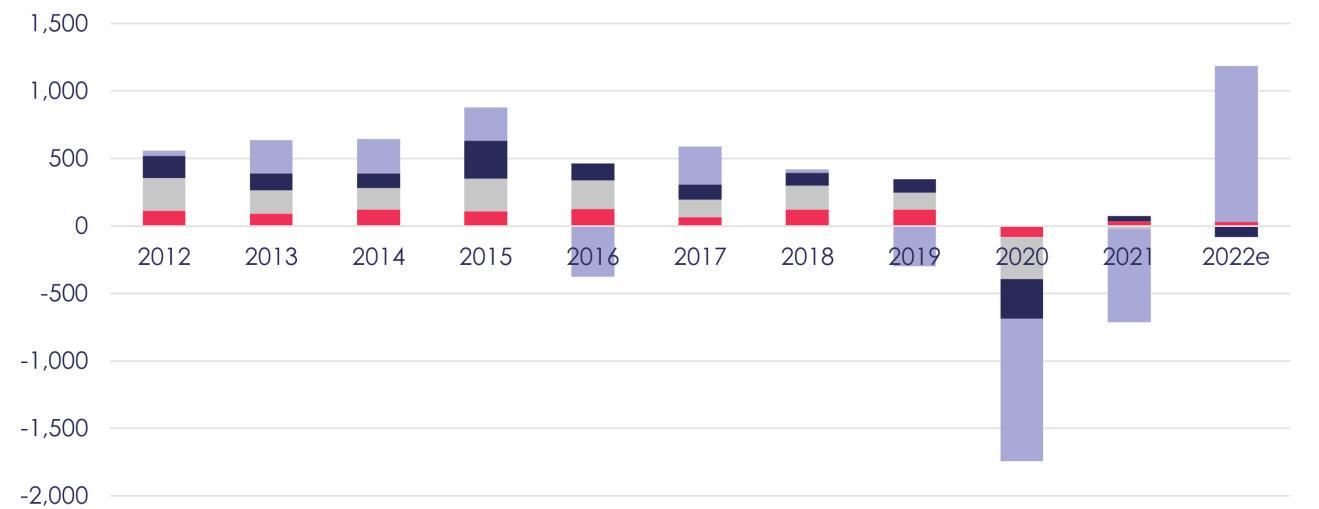


Figure 4 Employment growth by skill level, 2012-2022

Source: Provincial Treasury

Legend:



3. Demand Profile

3.1 Current and Projected Demand

Kwanokuthula currently has the largest number of households in the Bitou Municipality, with 5,690 households in 2024. By 2030, this figure is expected to increase to 6,542 households, maintaining its position as the area with the highest number of households. New Horizons is projected to follow, growing from 4,193 households in 2024 to 4,854 households in 2030. In terms of proportional growth, Kranshoek is projected to experience the highest increase at 16%, growing from 1,800 households in 2024 to 2,095 households in 2030. However, this growth is off a relatively low base compared to other areas. New Horizons is also expected to grow by 16%, while Kwanokuthula's proportional increase of 15% will translate into the largest absolute growth, adding 852 households. Plettenberg Bay, traditionally known as a holiday destination, is projected to grow by 13%, from

4,835 to 5,466 households, reflecting a shift toward more permanent residents.

Kwanokuthula and New Horizons together will contribute the most to overall growth, given their substantial starting bases and steady growth rates. Although Kranshoek, Keurboomstrand and Plettenberg Bay have notable proportional growth rates, their smaller population sizes mean their absolute contribution will be relatively modest. These trends suggest that Kwanokuthula and New Horizons will require significant investments in infrastructure and services to accommodate rising demand. At the same time, Kranshoek's rapid growth could drive the need for new development, highlighting the importance of targeted planning to manage its expansion effectively.

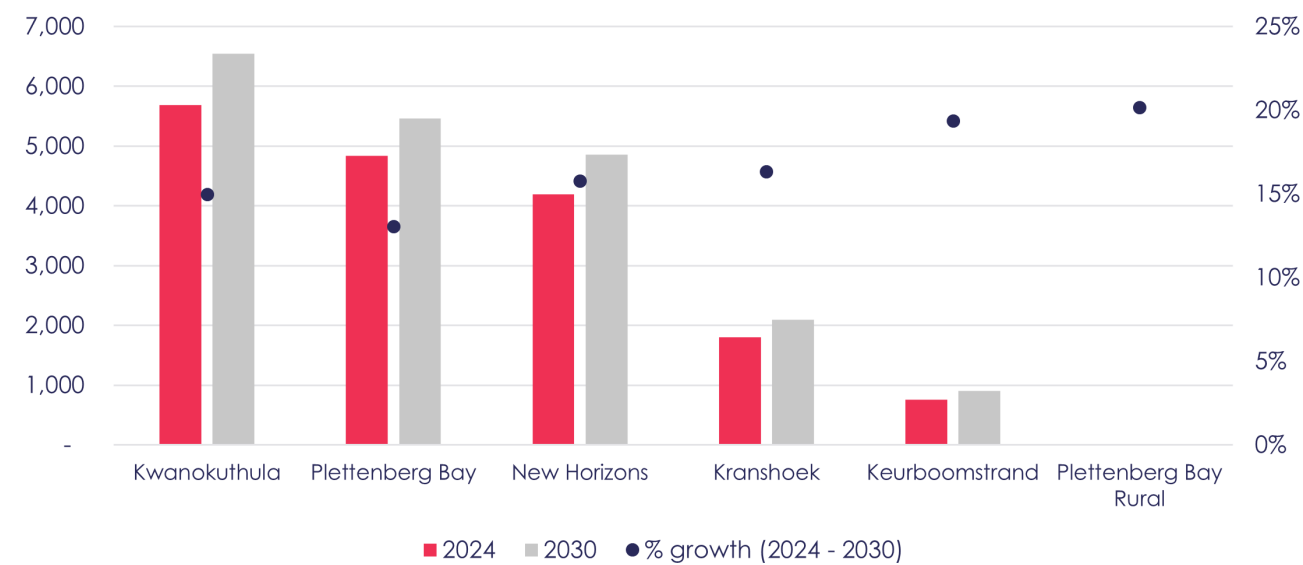


Figure 5 Number of households by town, 2024 - 2030
Source: Western Cape Department of Social Development, 2024

3.2 Demographic Characteristics

3.1.1 Semigration

Semigration to Plettenberg Bay increased significantly from 2019 to 2021, peaking in 2021, before declining slightly in 2022 and 2023. Figure 6 shows the number of households that semigrated to Plettenberg Bay between 2019 and 2023 and the values of the properties or even they purchased. This trend aligns with national patterns of increased mobility during the post-lockdown recovery period, followed by some stabilisation. Most semigration during this period occurred in the higher value brackets, particularly in the R1.5 million – R3 million segment. Lower-value transactions (R250,000 – R700,000) were less common during this period. This trend could reflect a combination of factors, including the limited availability of lower-cost properties or even in Plettenberg Bay, the possibility that semigrants are primarily from wealthier households, or that

What is 'semigration'? Semigration is the process of individuals or families relocating within the same country, typically from one region to another, often motivated by factors such as lifestyle preferences, employment opportunities, safety, or an improved quality of life.

lower-value transactions may occur informally and are thus underrepresented in the data. While the evidence suggests Plettenberg Bay attracts affluent semigrants, other dynamics, such as informal market activity or a preference for higher-value properties among semigrants, may also play a role. These findings further suggest that although Plettenberg Bay is a preferred destination for affluent semigrants, the decline in semigration since 2021 raises questions about the sustainability of this trend.

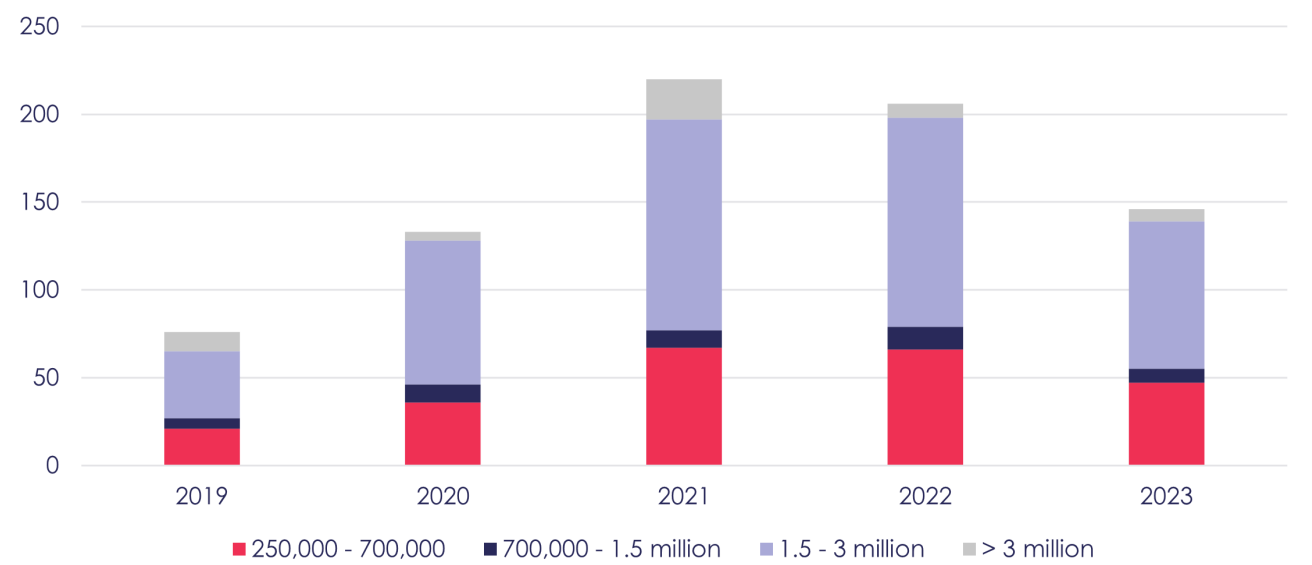


Figure 6 Number of semigrated households to Plettenberg Bay and property value purchased, 2019 - 2023
Source: Lightstone, 2024

3.2.1 Household Size

Among the towns in the study area, Kranshoek has the largest average household size, with an average of just over three persons per household. New Horizons follows, with an average household size slightly below that of Kranshoek. Keurboomstrand, Kwanokuthula, and Plettenberg Bay exhibit smaller average household sizes, all below three persons per household. The larger household size in Kranshoek could reflect a higher prevalence of extended or multi-generational families in the area. In contrast, the smaller household sizes in Keurboomstrand and Plettenberg Bay might be indicative of older or wealthier demographics, such as retirees or smaller, affluent households often associated with holiday destinations.

These differences in household size have implications for housing demand, infrastructure needs, and service provision. Larger household sizes may drive demand for larger homes and family-oriented amenities, while smaller households may create demand for more compact, higher-end housing options.

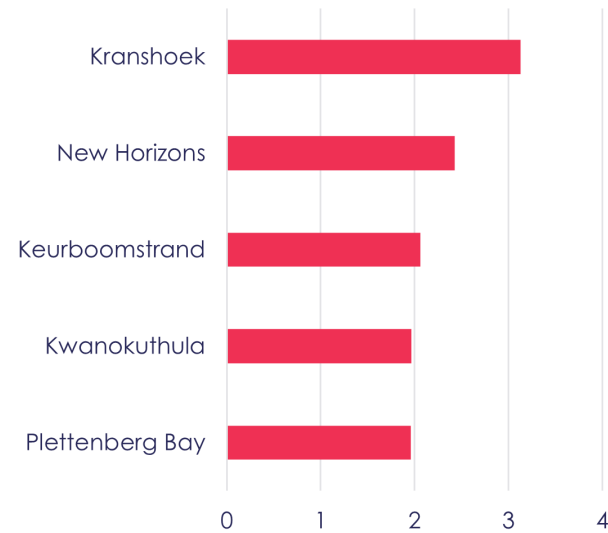


Figure 7 Average household size by town, 2024
Source: GeoTerralimage Neighbourhood Lifestyle Index, 2024

3.2.2 Population Group

In Bitou Municipality, 53% of residents identify as Black African, 29% as Coloured, and 16% as White, with smaller proportions identifying as Indian or Asian (0.3%) or Other (2%). The share of Black African residents is the highest among the municipalities listed, while the Coloured population share is notably lower than in neighbouring areas such as Oudtshoorn (76%) or Swartland (64%).

This composition reflects the migration and settlement patterns that have shaped Bitou over time, particularly the growth of low-income housing areas such as Kwanokuthula and informal settlements on the urban periphery. These areas have historically housed a large proportion of Black African households, many of whom have moved into the municipality in search of work in construction, domestic service, and the seasonal tourism economy.

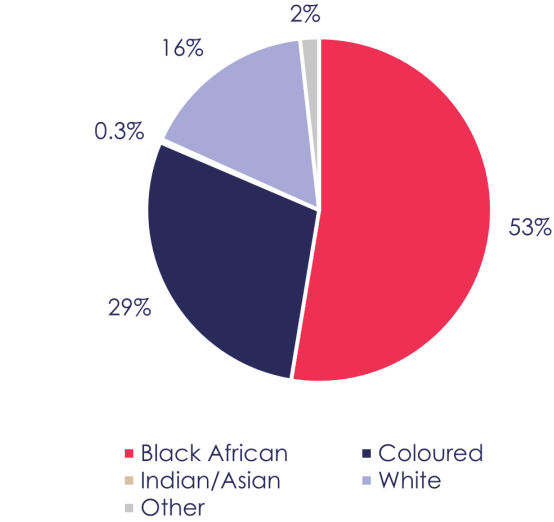


Figure 8 Population groups, 2022
Source: Statistics South Africa, 2022

3.2.3 Age Profile

According to property trends and statistics data reported by Property24, most property owners in Plettenberg Bay are aged 50 and older, with this age group accounting for 75% of total homeowners. The low percentage of younger homeowners under the age of 50 could indicate affordability challenges in the property market; however, in this area, it may point to the dominance of older and retired populations. Buyers are more evenly distributed across age groups compared to owners, but there is still a strong presence of individuals aged 50–64 (37%) and 36–49 (30%). This suggests that mid-career or nearing-retirement individuals are actively purchasing property. Younger buyers (18–35) make up a relatively small proportion (9%), which might reflect high property prices, making the area less accessible to first-time or younger buyers.

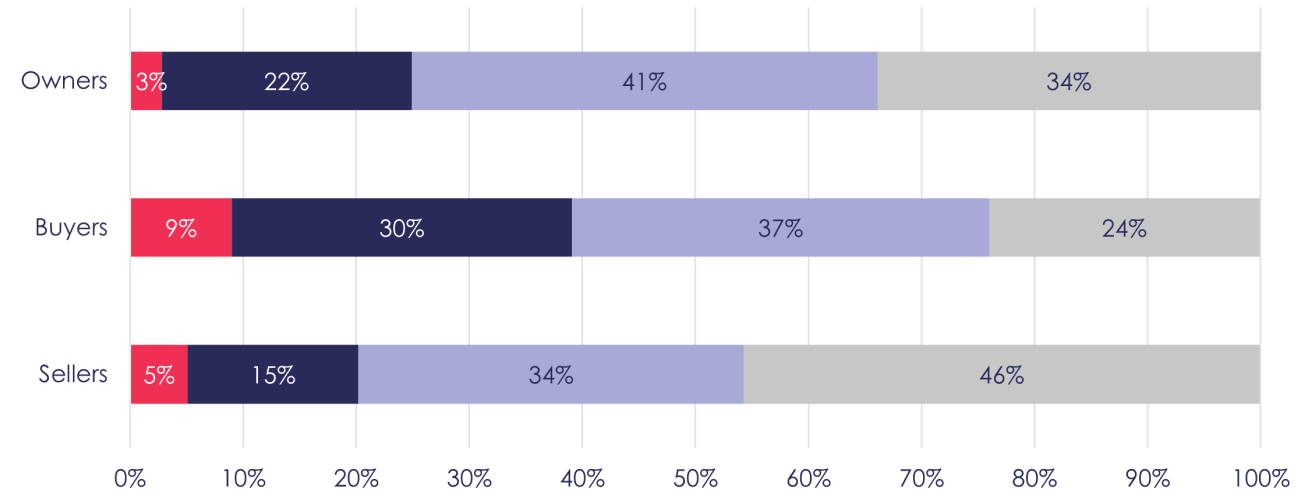


Figure 9 Age profile of owners, buyers, and sellers in Plettenberg Bay and surrounds, 2024
Source: Property24, 2024



3.2.4 Visible Housing Demand

Housing demand in Bitou is informed by multiple indicators. While the official housing demand database captures individuals who have formally registered for housing, it does not provide a complete picture of need. Informal settlements and backyard dwellings represent additional forms of unmet demand that are not currently addressed through government housing programmes. Together, these indicators offer a more comprehensive understanding of the scale and nature of housing need in the municipality.

Settlement	Dwelling Units in Demand Database
Kwanokuthula/New Horizons/Qolweni/Bossiesgif	5,347
Plettenberg Bay Town	371
Kranshoek	1,207
Wittedrift	330
Kurland	884
Total	8,139

Table 1 Detailed demand database of Bitou settlements
Source: Bitou Municipal Spatial Development Framework, 2022

Informal settlements provide further insight into housing demand that has not been accommodated through formal channels. These areas are characterised by unauthorised land occupation and high-density informal structures,

Table 1 shows a detailed breakdown of the housing backlog in Bitou townships, as reported in the Bitou Municipal Spatial Development Framework (MSDF). Most of this demand is concentrated in Kwanokuthula/New Horizons/Qolweni/Bossiesgif, which collectively account for 5,347 households, followed by Kranshoek with 1,207 households. These areas, alongside Wittedrift and Kurland, have been identified as strategic development zones.

often located on marginal land without adequate services or infrastructure. Table 2 provides a summary of informal settlements in Bitou, including estimates of structure counts, as identified by the Department of Infrastructure.

Settlement	Informal Settlement	Informal Settlement Count	Structure Count
Kwanokuthula	Kwanokuthula	2	166
	Green Valley	1	226
Plettenberg Bay	Qolweni	1	111
	Qolweni Bossiesgif	1	2388
Total		5	2,891

Table 2 Informal settlements in the study area, 2025
Source: Department of Infrastructure, 2025

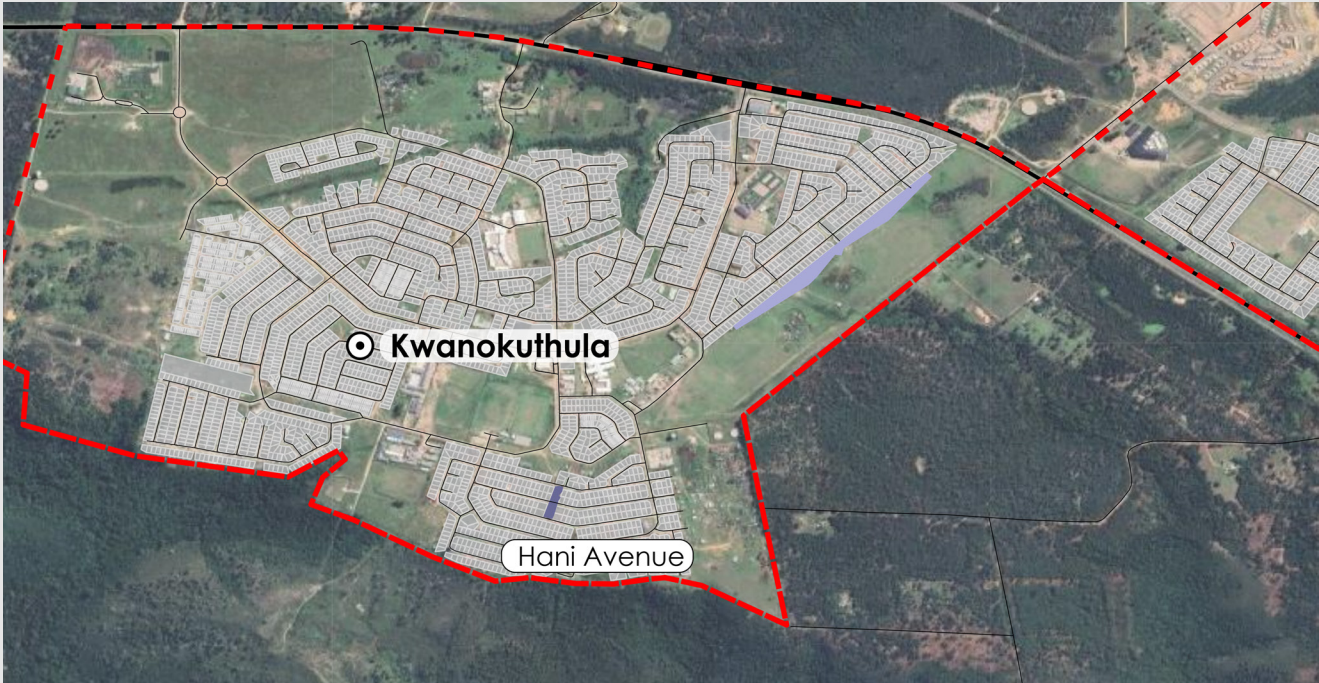


Figure 10 Informal settlements near Kwanokuthula, 2025

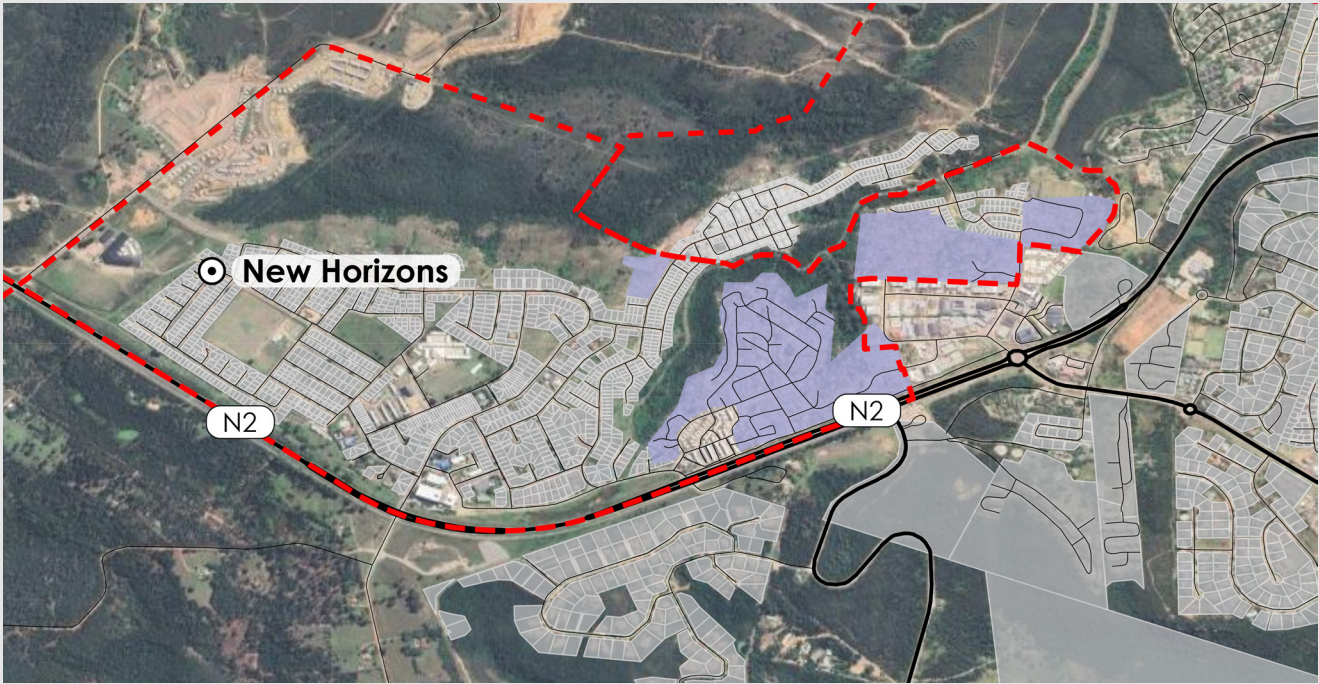
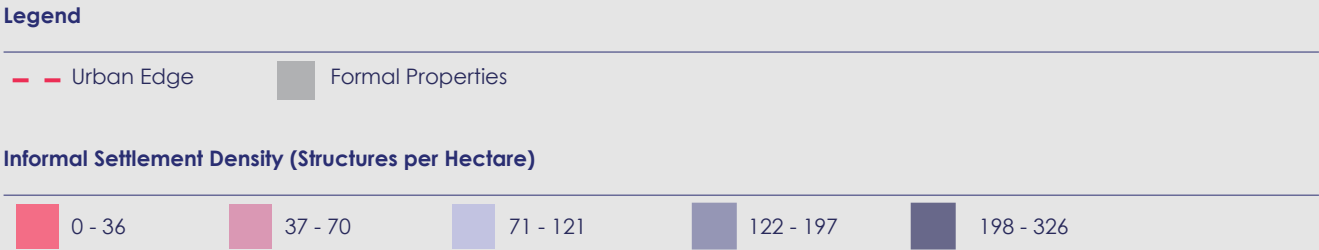


Figure 11 Informal settlements near New Horizons, 2025
Source: Western Cape Department of Infrastructure, 2025



What is a Backyard Dwelling Index? A 'backyard dwelling index' measures the likelihood and potential intensity of the presence of backyard dwellings within an area through analysis of building footprints from Google's 'Open Buildings' dataset, which is developed from satellite imagery taken between 2021 and 2023. For this analysis, the index is calculated for properties valued less than or equal to R500,000. The index ranges from zero (0) to one (1), where 0 indicates that the probability of a false positive (the incorrect identification of a backyard dwelling) is high, whereas 1 indicates that the probability of a false positive is low. A low index value therefore indicates a low incidence of backyard dwellings, while a high index value indicates a high incidence of backyard dwellings.

Backyard Dwellings

Kwanokuthula exhibits a broader spread of high backyard dwelling index areas, particularly in its western sections. This pattern is indicative of significant backyard dwelling activity, likely reflecting high levels of housing demand and informal living arrangements in this area. The high index values in Kwanokuthula may also correlate with its larger population and the presence of subsidised housing stock, which often provides the spatial and structural conditions for backyard dwellings to proliferate.

In contrast, New Horizons generally shows lower backyard dwelling index values, with pockets of moderate to high values emerging in its central and more established residential sections. This suggests that backyard dwelling activity in New Horizons is less intense compared to Kwanokuthula but still evident in specific areas, potentially reflecting early stages of informal housing development.

In Kranshoek, moderate to high backyard dwelling index values are concentrated in established residential areas. This suggests a notable presence of backyard dwellings, likely driven by a combination of economic necessity and limited availability of formal housing options.

Building Change Detection

Kwanokuthula exhibited the highest growth rate, with its building count increasing at an average annual growth rate of 4.44%, from approximately 7,500 units in 2016 to around 10,000 units in 2023. This rapid growth likely reflects both government-subsidised housing initiatives and informal settlement development, driven by high levels of housing demand.

In comparison, New Horizons and Kranshoek displayed more moderate growth rates of 2.84% (from about 5,700 to 6,900 buildings) and 2.78% (from about 3,200 to 4,000 buildings), respectively. The relatively slower pace in these areas may be linked to their smaller populations and limited space for formal housing expansion. However, the consistent upward trend across all areas highlights the ongoing pressure to accommodate increasing housing needs.

The spatial distribution of these changes suggests distinct patterns of development, with Kwanokuthula likely serving as a primary hub for new housing delivery, including subsidised developments. Meanwhile, growth in New Horizons and Kranshoek reflects incremental additions to existing settlements, potentially influenced by both formal and informal construction activities.

What is Building Change Detection? Change detection analysis uses Google's Open Buildings 2.5D Temporal Dataset (2016–2023) and ArcGIS to examine urban expansion and the proliferation of informal settlements. The Open Buildings dataset, derived from Sentinel-2 imagery, provides annual data on building presence and fractional building counts, enabling temporal analysis of housing presence dynamics. Change detection techniques in ArcGIS are used to compare pixel-level data across two periods: 2016–2019 and 2019–2023. The aggregation over these two periods helps to minimise noise of smaller changes, making it easier to identify areas with notable and sustained development. These analyses identified magnitude, and spatial distribution of changes primarily driven by anthropogenic activity. Fractional building counts, also derived from the Google dataset, are used to quantify percentage changes in building density, with a focus on regions exhibiting significant transformations. This approach highlights spatial patterns of urban growth, offering insights into the development of both formal and informal settlements over time.

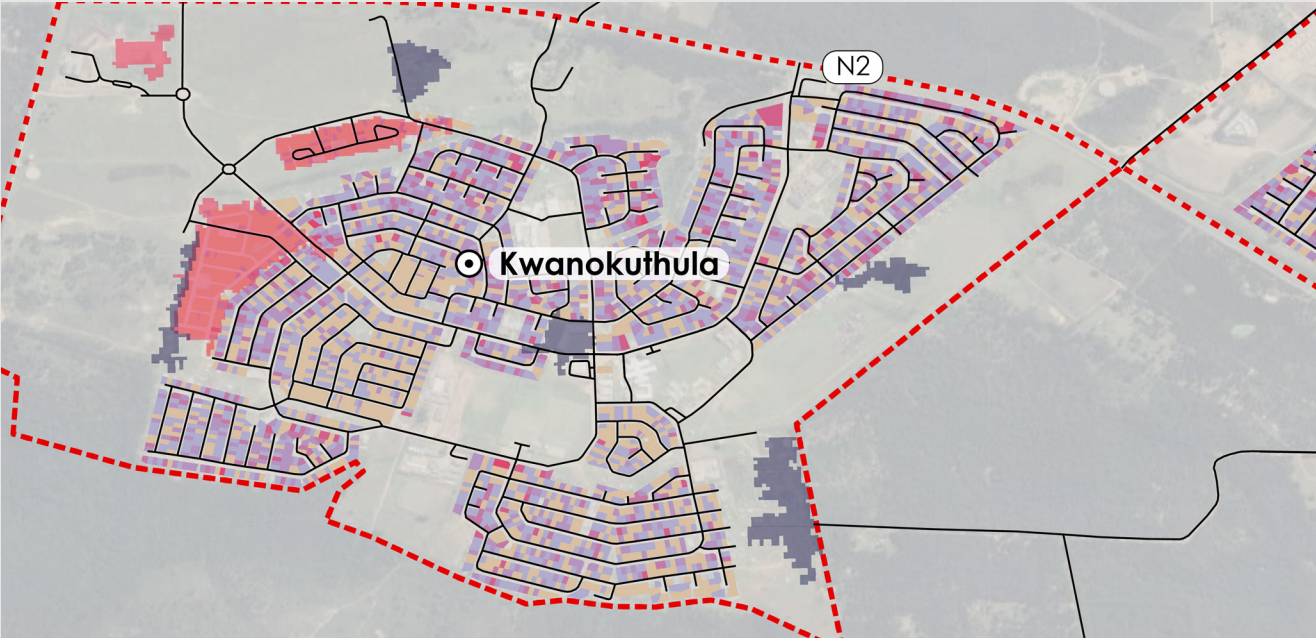


Figure 12 Potential backyard dwellings in Kwanokuthula, 2024

Backyard dwelling index:

Urban Edge	0,00 - 0,07	0,08 - 0,14	0,15 - 0,21
0,22 - 0,29	0,30 - 0,43	0,44 - 0,64	0,65 - 1,00

Building change detection:

2019-2023	2016-2019
-----------	-----------

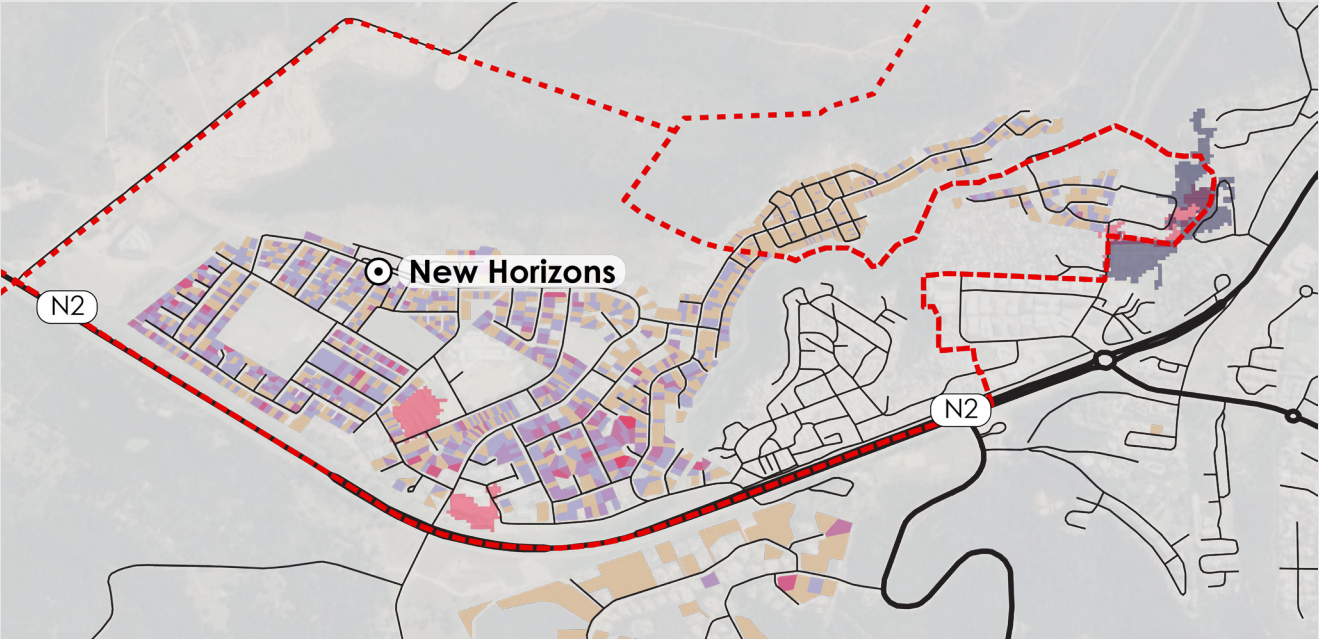


Figure 13 Potential backyard dwellings in New Horizons 2024

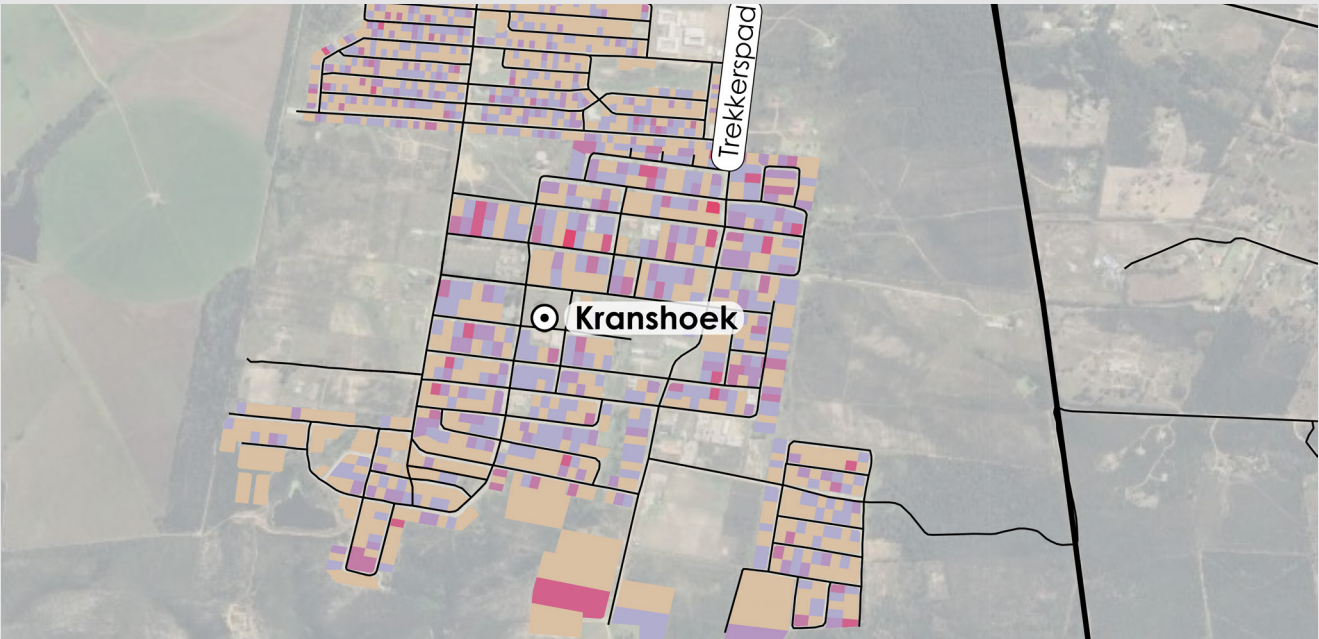
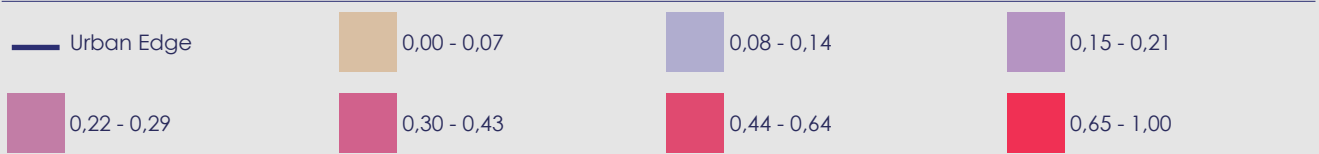
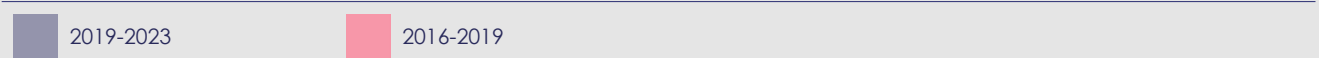


Figure 14 Potential backyard dwellings in Kranshoek, 2024

Backyard dwelling index:



Building change detection:



This page has been left intentionally blank

3.3 Affordability

Why does affordability matter? Housing affordability refers to the cost of housing relative to an individual or household's disposable income. The following analysis is based on monthly household income data from GeoTerralimage's Neighbourhood Lifestyle Index (2024). Incomes are mapped at an enumeration area (or small area) level, with red indicating low-income areas and purple indicating high-income areas.

The income distribution in Plettenberg Bay and its surrounds shows notable disparities. At the highest end, monthly household incomes in areas like Plettenberg Bay and Keurboomstrand range between R36,667 and R145,833, with Keurboomstrand showing the highest concentration of affluent households. The lowest incomes are concentrated in Kwanokuthula and New Horizons, where monthly household incomes are typically below R4,666. These areas have the highest concentration of low-income households.

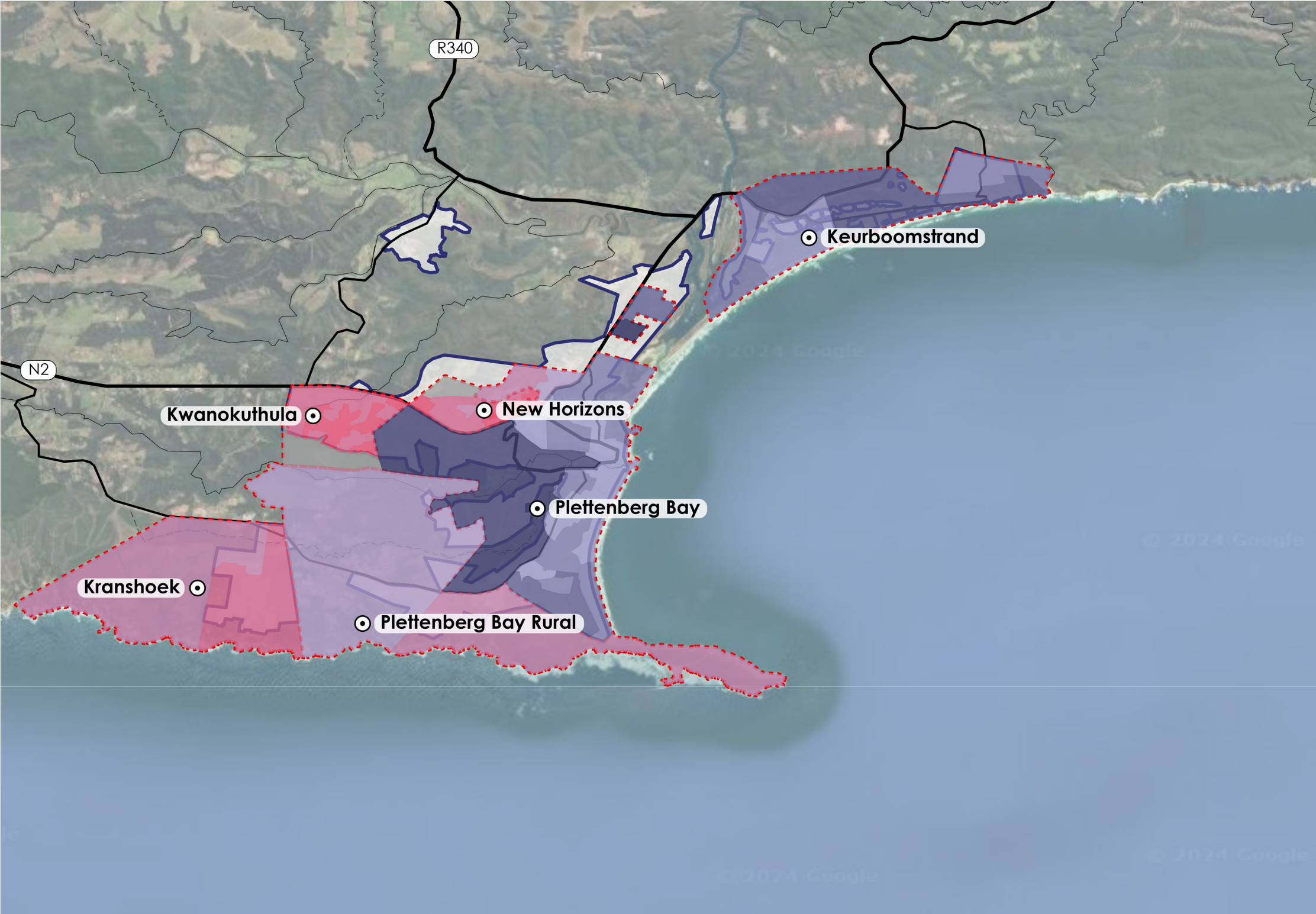
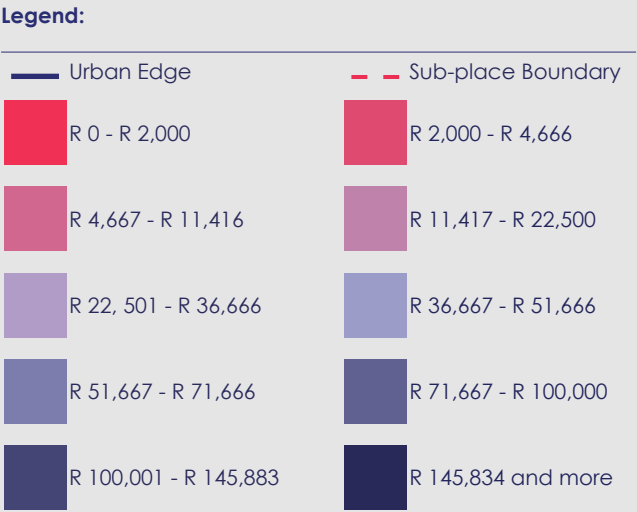


Figure 15 Spatial distribution of monthly income in Plettenberg Bay and surrounds
Source: GeoTerralimage Neighbourhood Lifestyle Index, 2024

4. Supply Profile

This section presents an assessment of housing supply in Bitou. Supply data assists local governments to understand – in detail – the current housing stock within their jurisdictions, as well as the types of housing developments that are planned in the area. This detailed assessment

of current and future housing stock enables area planners to identify shortfalls between demand and supply across different markets and develop strategies for supporting housing delivery within their boundaries.

4.1 Existing Stock

Why does housing stock matter? Housing stock encompasses the total number of residential buildings and units within a municipality, as recorded in the Municipal Valuations Roll or the Lightstone dataset based on data obtained from the Deeds Registry. In this section, the housing stock is analysed by market segment and property tenure type. Examining market segments and property types helps to understand different dynamics within the housing market, including affordability levels and consumer preferences. By looking at market segments, we can determine which income groups are being served and identify

any gaps in affordability. Analysing property types provides insight into the kinds of housing residents prefer and the availability of different housing options. This detailed understanding of the nature of the housing stock enables governments to identify under-served areas and unmet housing needs, allowing them to develop targeted strategies and policies that address specific issues. Effective policy and planning decisions, informed by these insights, can lead to more efficient resource allocation and better housing outcomes for the community.

4.1.1 Formal Housing Stock

As of 2023, the largest property stock is located in Plettenberg Bay, with 6,772 properties, followed by Kwanokuthula (3,318 properties), New Horizons (1,317 properties), Kranshoek (1,301 properties), and Keurboomstrand (1,024 properties). However, the most significant growth in property stock between 2019 and 2023 occurred in Kwanokuthula, which experienced a 15% increase, translating to 426 additional

properties. Keurboomstrand (12% growth) and Kranshoek (10% growth) also showed notable increases. In contrast, New Horizons (3% growth) and Plettenberg Bay (2% growth) exhibited slower rates of increase.

The largest absolute growth also took place in Kwanokuthula, underscoring its expanding role in the region's housing market. However,

as highlighted by the Backyard Dwelling Index, informal housing remains prevalent in Kwanokuthula. This suggests that the recorded growth in formal properties likely represents only a fraction of the total increase in housing in the area, with informal dwellings continuing to meet significant demand.

more saturated market or limited availability of new developable land. The relationship between formal and informal growth, particularly in areas with high informality, highlights the importance of integrating formal housing development with strategies to manage informal settlement growth.

These trends reflect varied dynamics across the towns: while areas like Kwanokuthula and Keurboomstrand are expanding rapidly, Plettenberg Bay's slower growth may indicate a

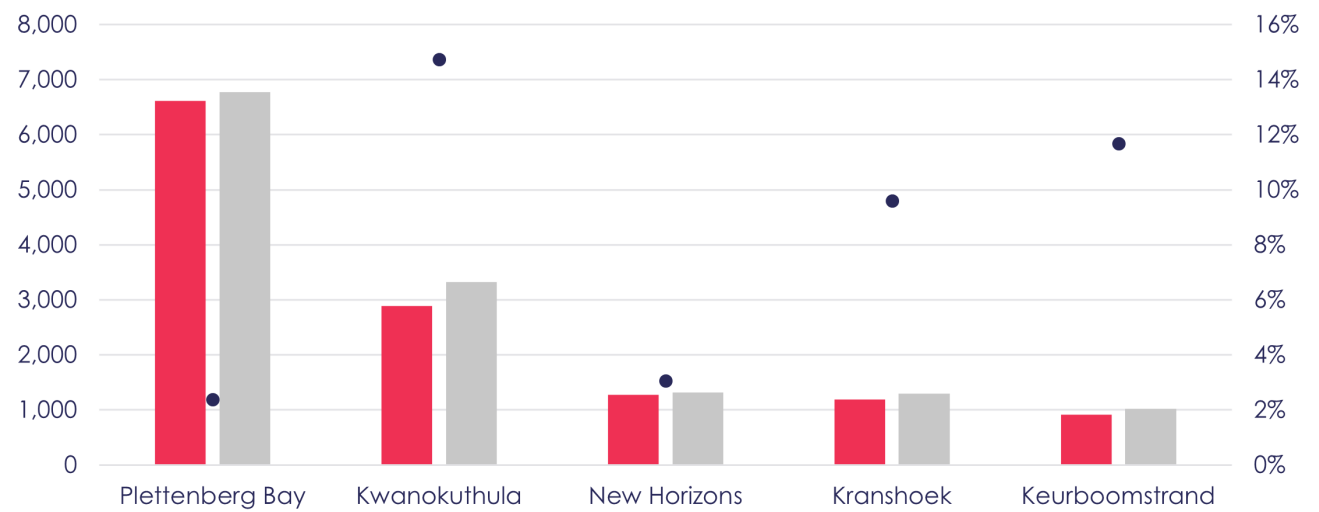


Figure 16 Number of properties by town, 2019 and 2023

Sources: Lightstone, 2024

Legend:

2019 2023 % growth (2019-2023)

4.1.2 Formal Housing Stock by Market Segment

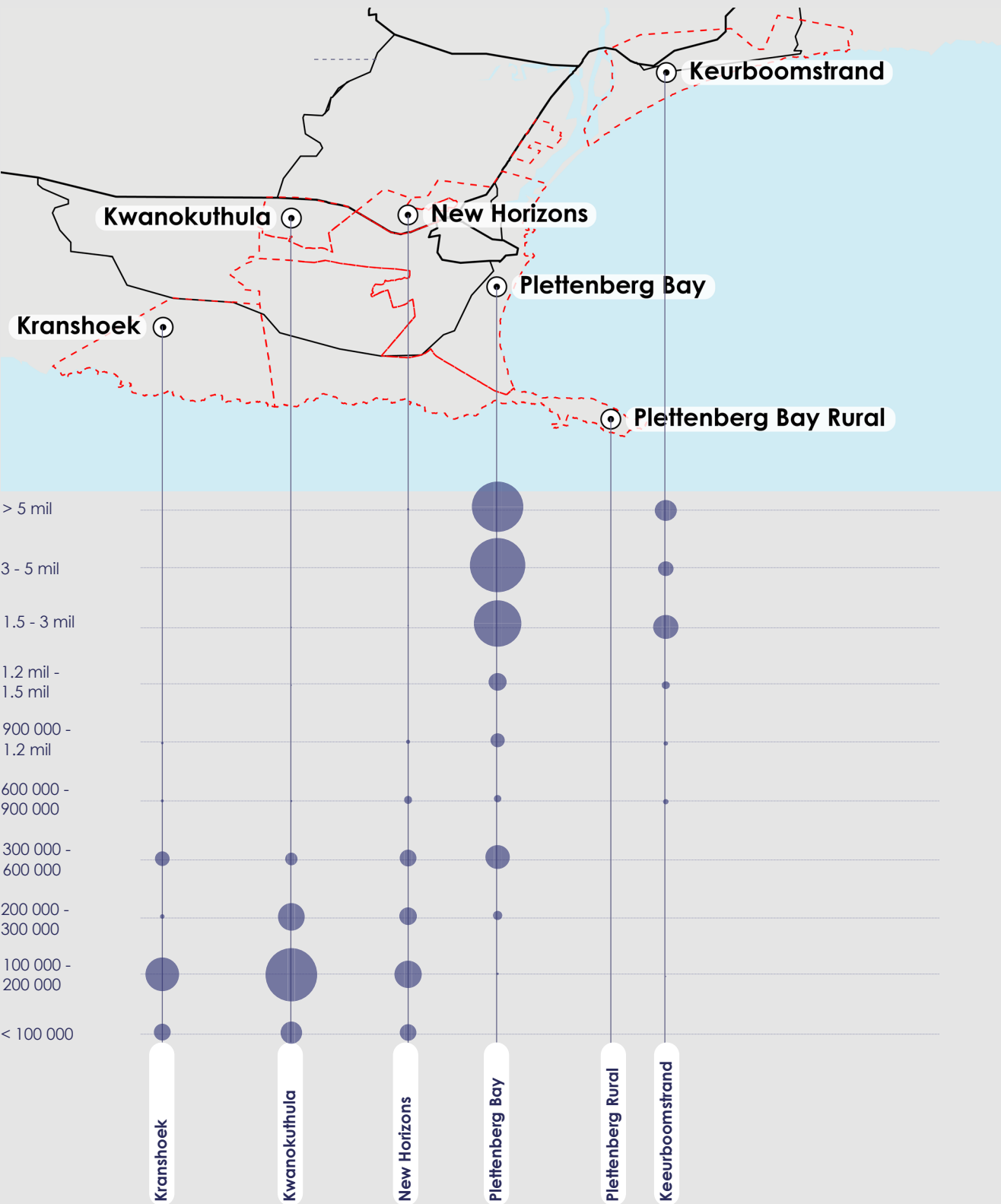


Figure 17 Housing stock by market segment by town, 2023

Source: Lightstone, 2024

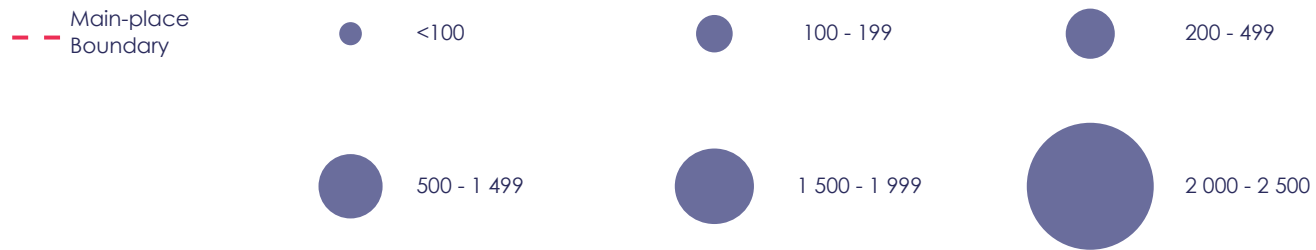
The property market in Bitou Municipality reflects a striking spatial divide in values, with high-value properties concentrated almost exclusively in Plettenberg Bay and Keurboomstrand. Properties in these areas predominantly fall within the R1.5 million to R3 million and above R3 million segments, with very limited stock valued between R600,000 and R1.5 million. This pattern underscores their role as premium housing markets catering to affluent buyers.

In stark contrast, the majority of properties in Kwanokuthula, New Horizons, and Kranshoek are valued between R100,000 and R200,000, highlighting their position as more affordable residential areas. While these towns are dominated by lower-value properties, Kwanokuthula shows some diversification, with moderate growth in properties valued between R200,000 and R600,000. This suggests incremental upward movement in property values, though affordability remains a key feature of these areas. Plettenberg Bay has seen significant growth

in its high-value property stock, particularly in properties valued above R5 million, reinforcing its position as a high-income housing destination. Keurboomstrand has followed a similar trajectory, albeit at a smaller scale, with growth in properties above R3 million. Meanwhile, Kwanokuthula and Kranshoek have experienced growth primarily in their lower-value stock, reflecting continued demand for affordable housing options.

These patterns highlight the dual nature of the property market in Bitou. On one hand, there is strong demand for high-value properties in Plettenberg Bay and Keurboomstrand. On the other, the proliferation of lower-value properties in areas like Kwanokuthula points to the persistence of housing demand at the lower end of the market. This divide highlights the need for balanced development strategies that cater to both ends of the housing spectrum while addressing affordability challenges in lower-income areas.

Legend:



SUPPLY PROFILE

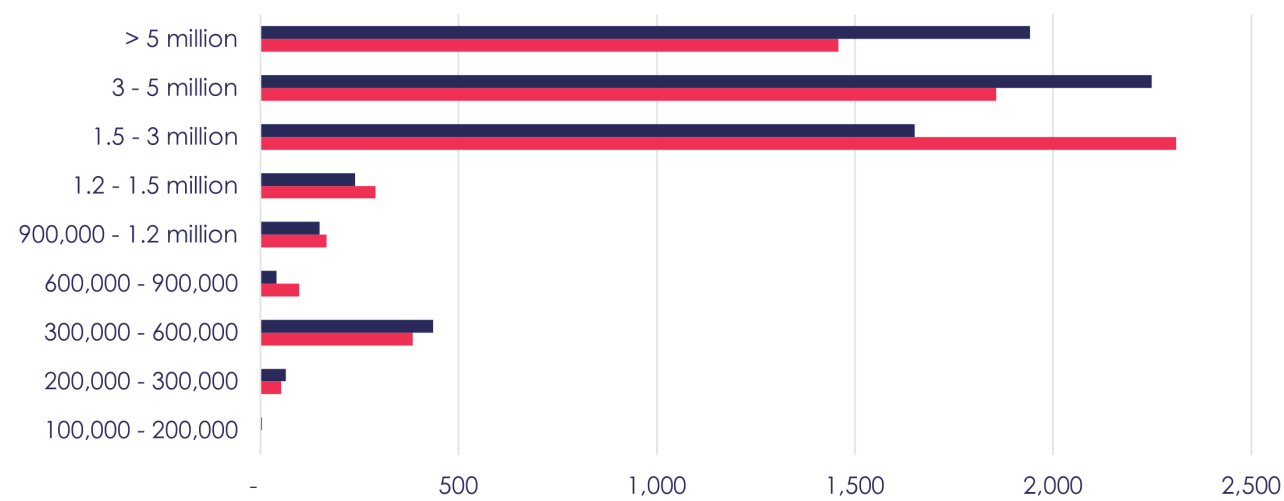


Figure 18 Properties by market segment in Plettenberg Bay, 2019 and 2023

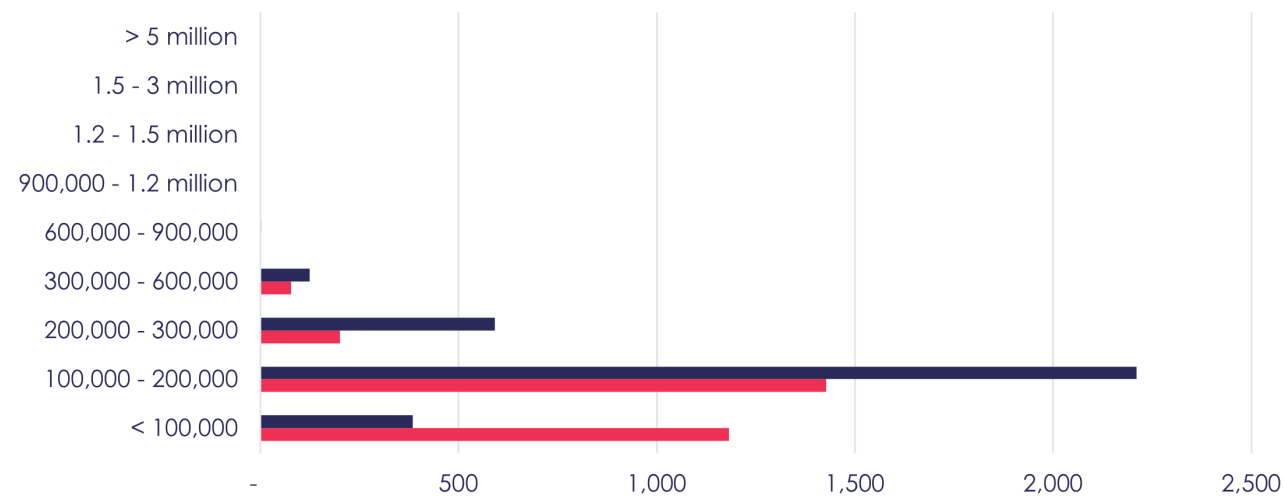


Figure 19 Properties by market segment in Kwanokuthula, 2019 and 2023

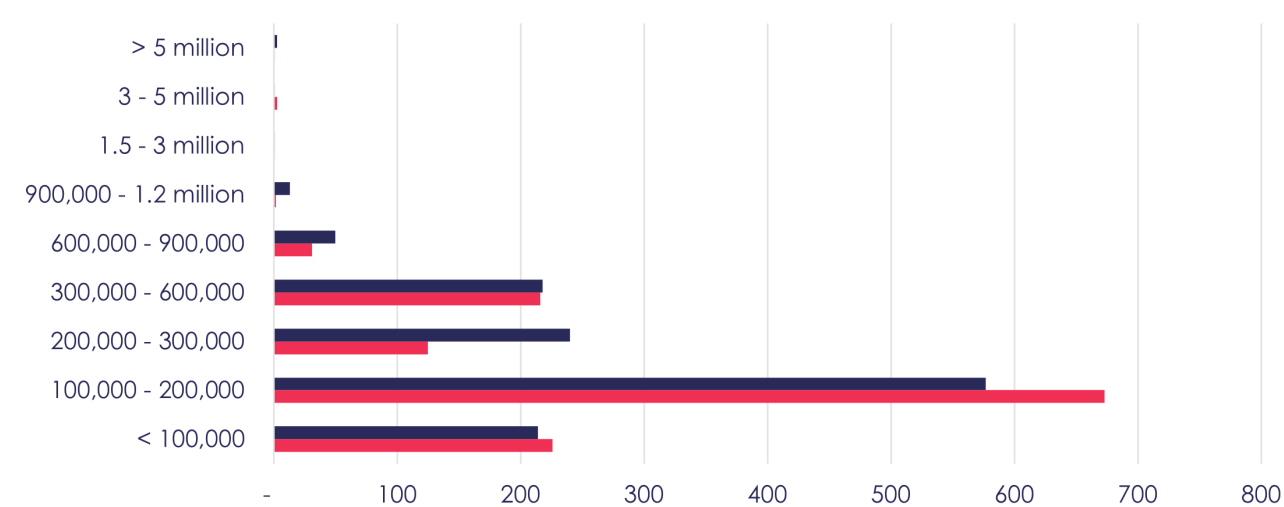


Figure 20 Properties by market segment in New Horizons, 2019 and 2023

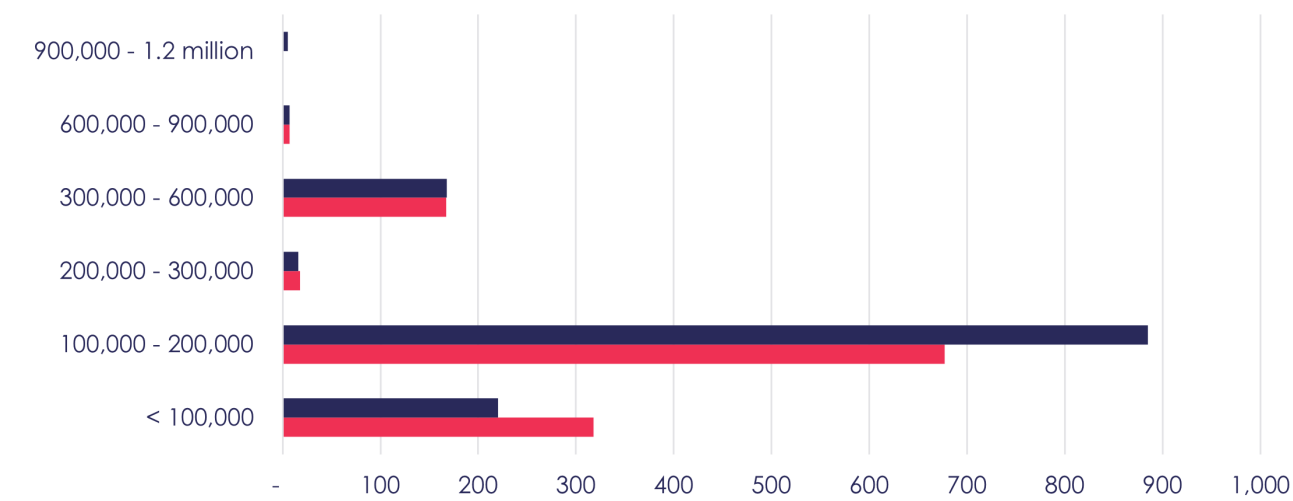


Figure 21 Properties by market segment in Kranshoek, 2019 and 2023

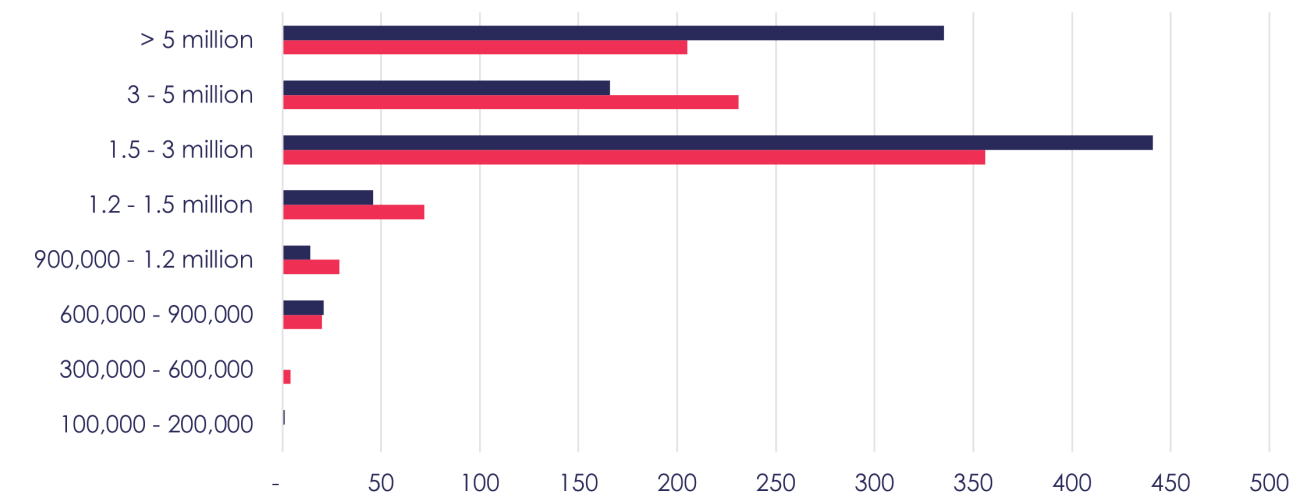


Figure 22 Properties by market segment in Keurboomstrand, 2019 and 2023

Sources: Lightstone, 2024

Legend:



The spatial distribution of property values aligns with Lightstone data, highlighting a stark divide at the extreme ends of the property value spectrum. In general, entire neighbourhoods exhibit limited differentiation in property values. In areas such as Kwanokuthula, New Horizons, and Kranshoek, most properties are valued below R300,000, whereas properties in Plettenberg Bay and Keurboomstrand are mainly valued above R1.2 million, with significant concentrations in the R1.5 million to R3 million and above R3 million segments. The map clearly illustrates the scarcity of properties in the middle of the market, particularly in the R600,000 to R1.2 million range. This map underscores the spatial polarisation in property values across the municipality, reflecting socio-economic inequalities and the challenges of affordability in the housing market.

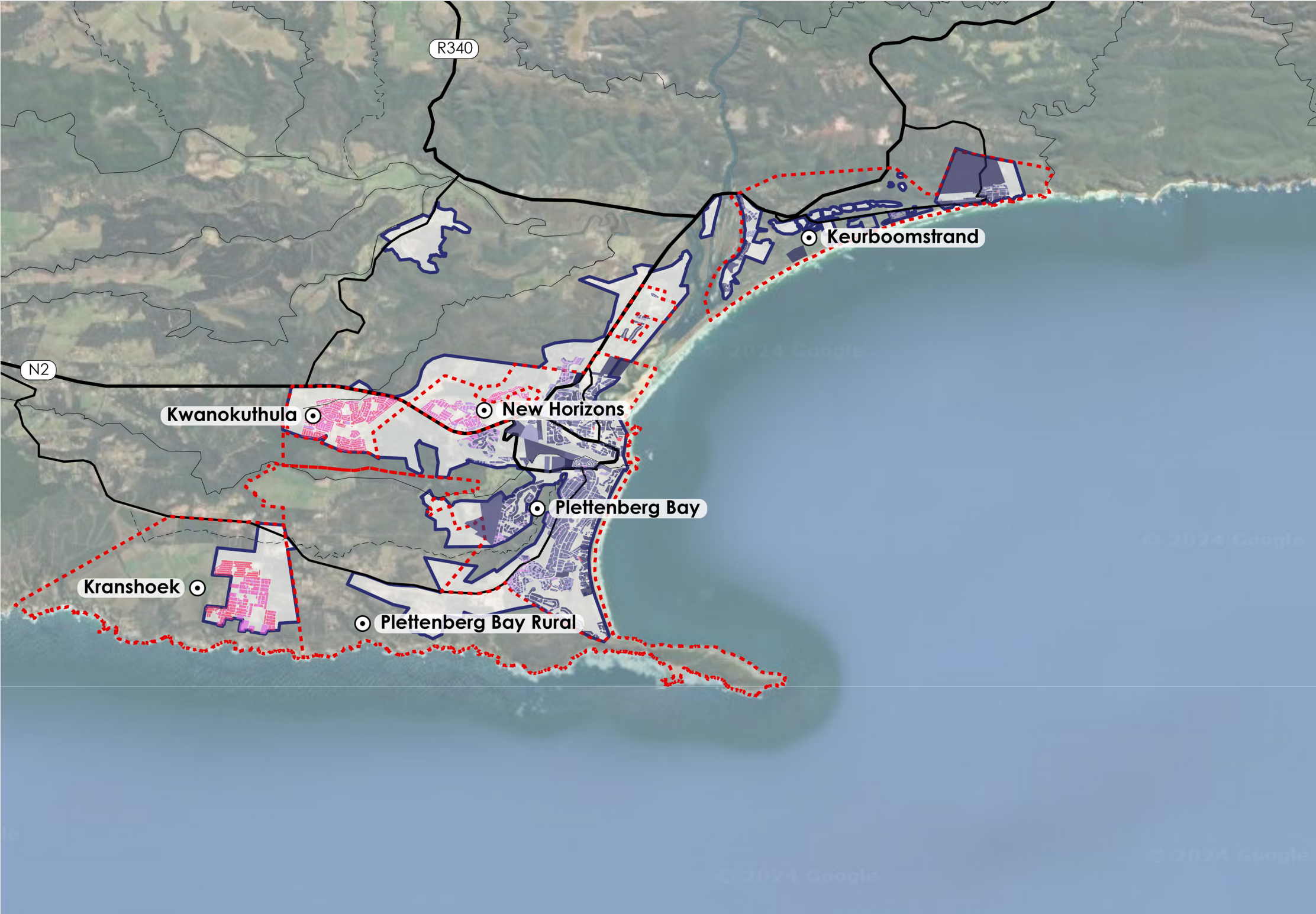


Figure 23 Spatial distribution of property values in Plettenberg Bay and surrounds, 2021
Source: Bitou Municipality General Valuation Roll, 2021

The map illustrates the real (inflation-adjusted) change in property values in Plettenberg Bay and its surrounds between 2018 and 2021. In Plettenberg Bay and Keurboomstrand, pink-shaded areas indicate widespread real declines in property values, often exceeding 5%. This trend may reflect market saturation, shifting demand, or broader economic pressures. In contrast, Kwanokuthula and New Horizons show stronger real growth in property values, represented by blue and green shades. Increases often exceeded 10%, with some areas surpassing 100%, likely driven by rising demand for affordable housing, new developments, or improved amenities.

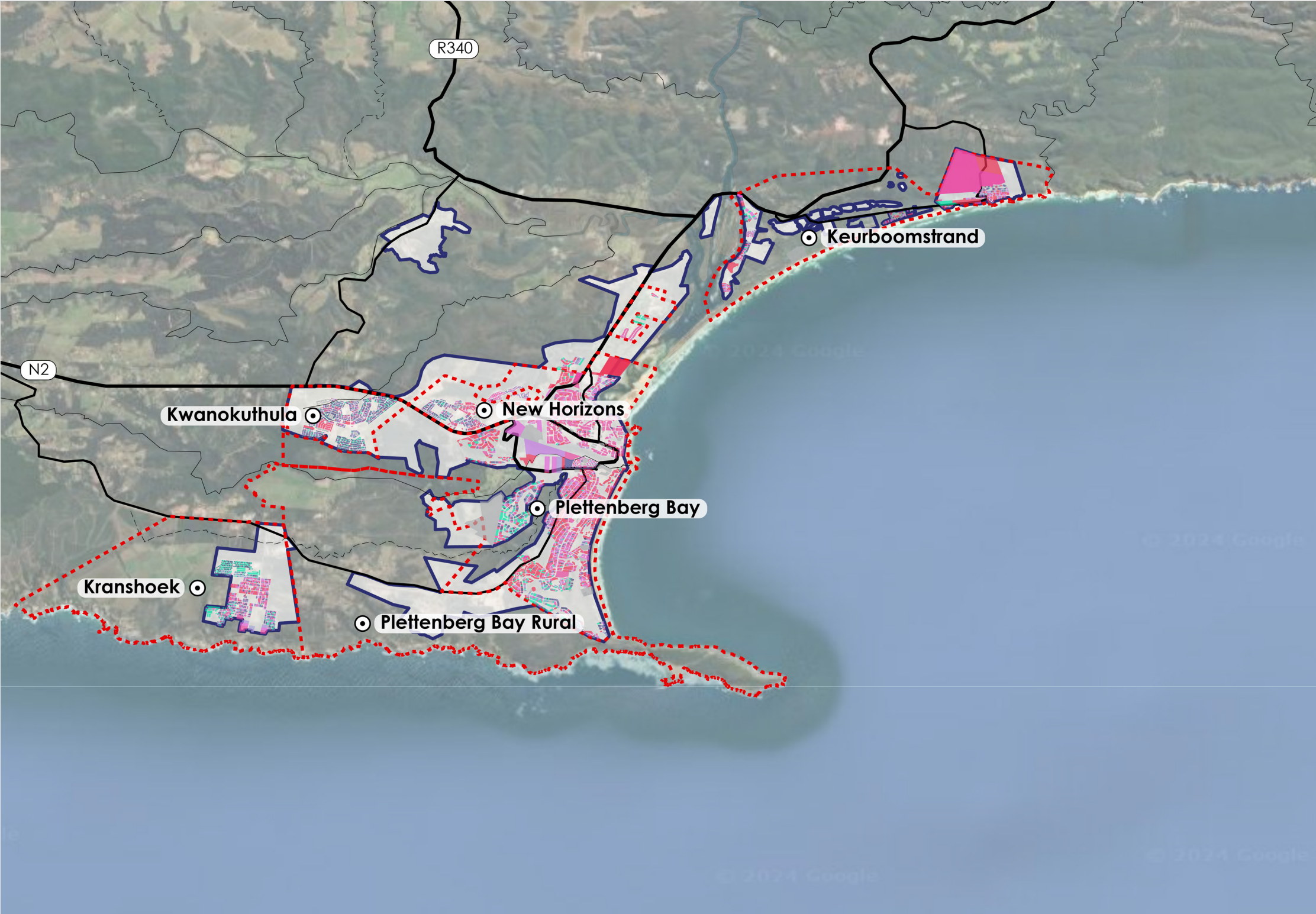
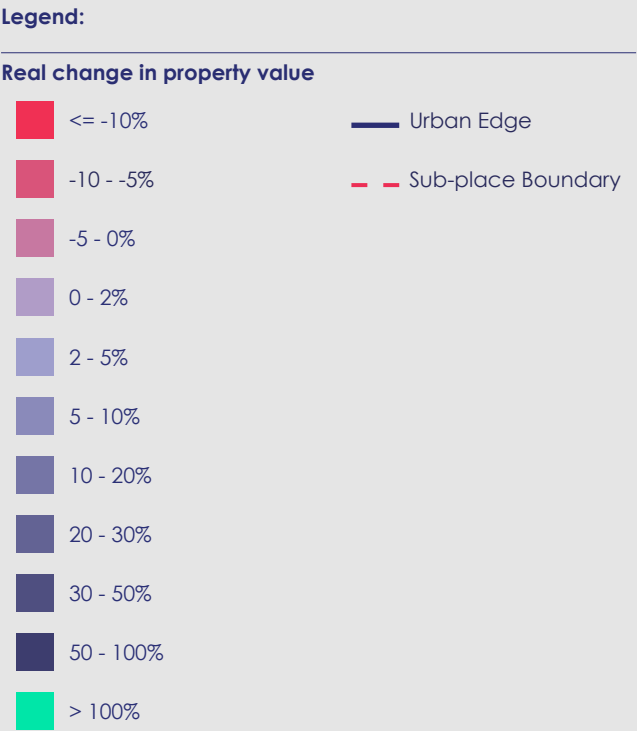


Figure 24 Real change in property values in Plettenberg Bay and surrounds, 2018 - 2021

Source: Bitou Municipality General Valuation Roll, 2018 and 2021

4.1.3 Formal Housing Stock by Property Type

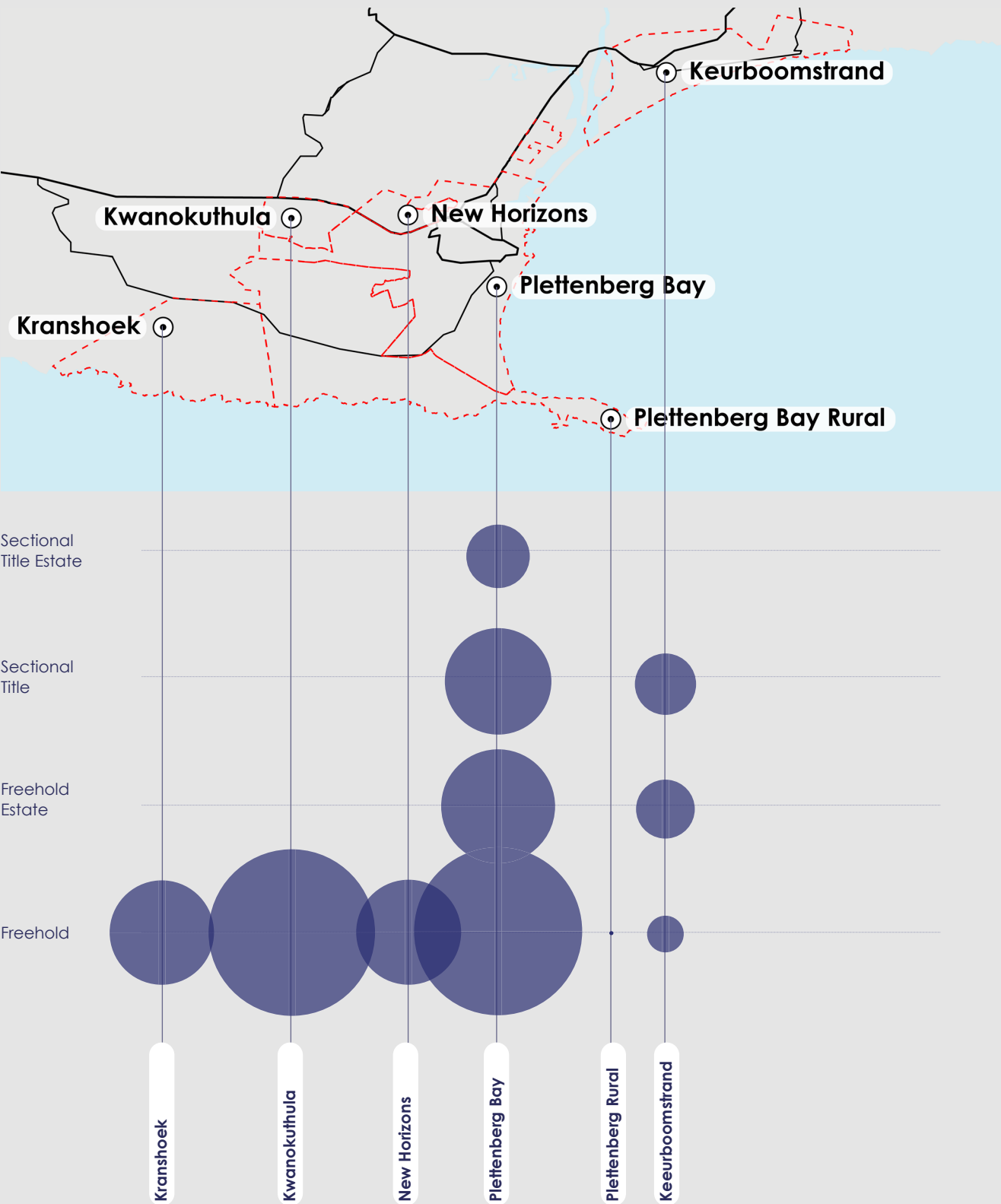


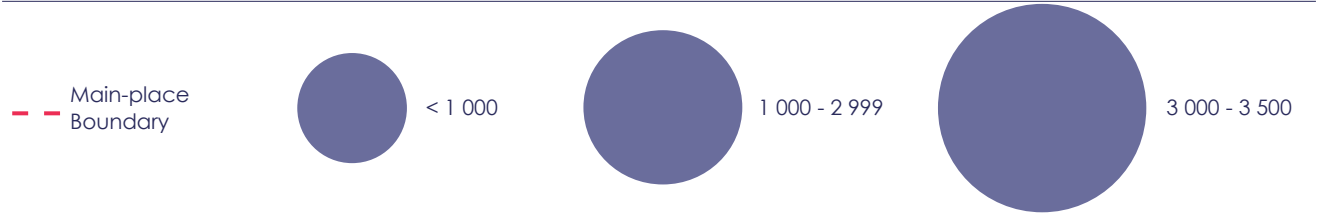
Figure 25 Housing stock by property type by town, 2023

Source: Lightstone, 2024

Between 2019 and 2023, the housing stock in Bitou showed minimal changes across property types. Freehold properties remain the dominant type, increasing by 8% from 8,823 in 2019 to 9,501 in 2023. Freehold estates grew by 5%, while sectional title properties and sectional title estates both grew by 6%. Plettenberg Bay continues to have the most diversity in property types, whereas Kranshoek, Kwanokuthula, and New Horizons are exclusively comprised of freehold properties. The most notable change occurred in Keurboomstrand, where 92 sectional title properties were added during this period.

This lack of growth in property type diversity highlights a key area for improvement, particularly in Kranshoek, Kwanokuthula, and New Horizons. Given the high demand for affordable housing in these areas, the introduction of higher-density property types, such as sectional title developments, could significantly increase housing supply while accommodating demand more efficiently. Diversifying property types in these areas could help address the shortage of affordable, formal housing and reduce pressure on informal housing, which currently meets much of this demand. Encouraging the development of higher-density housing options would not only help meet demand but also improve land use efficiency and create more inclusive housing markets in Bitou.

Legend:



SUPPLY PROFILE

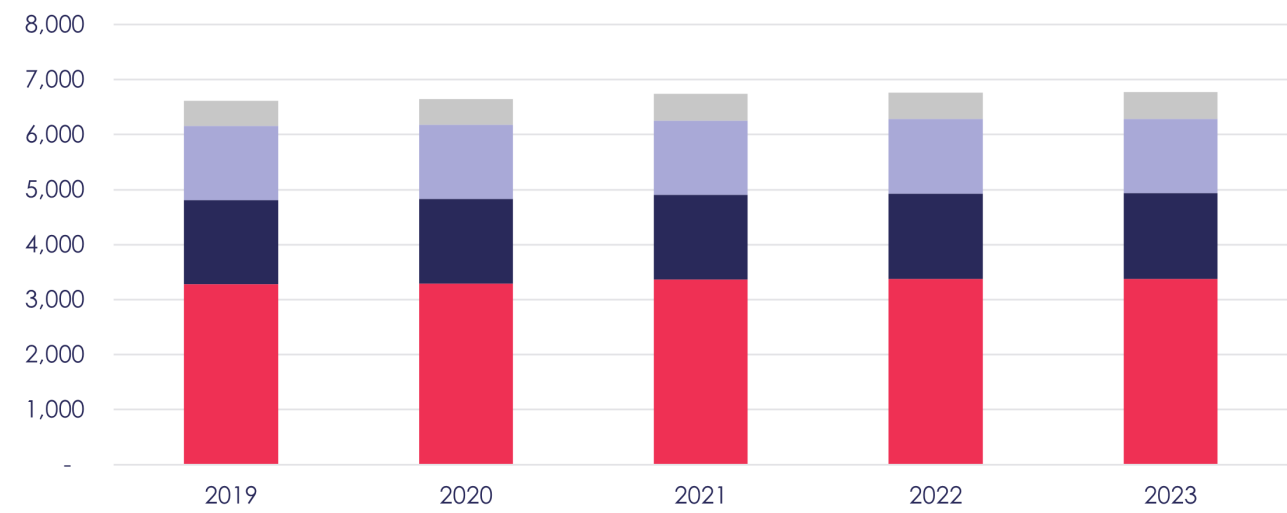


Figure 26 Properties by property type in Plettenberg Bay, 2019 - 2023

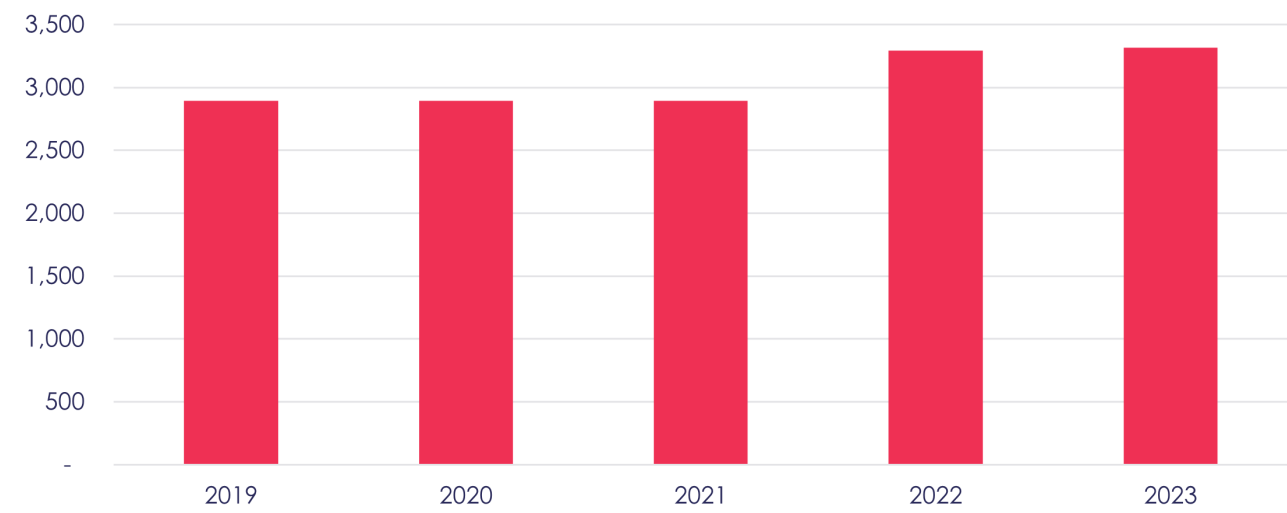


Figure 27 Properties by property type in Kwanokuthula, 2019 - 2023

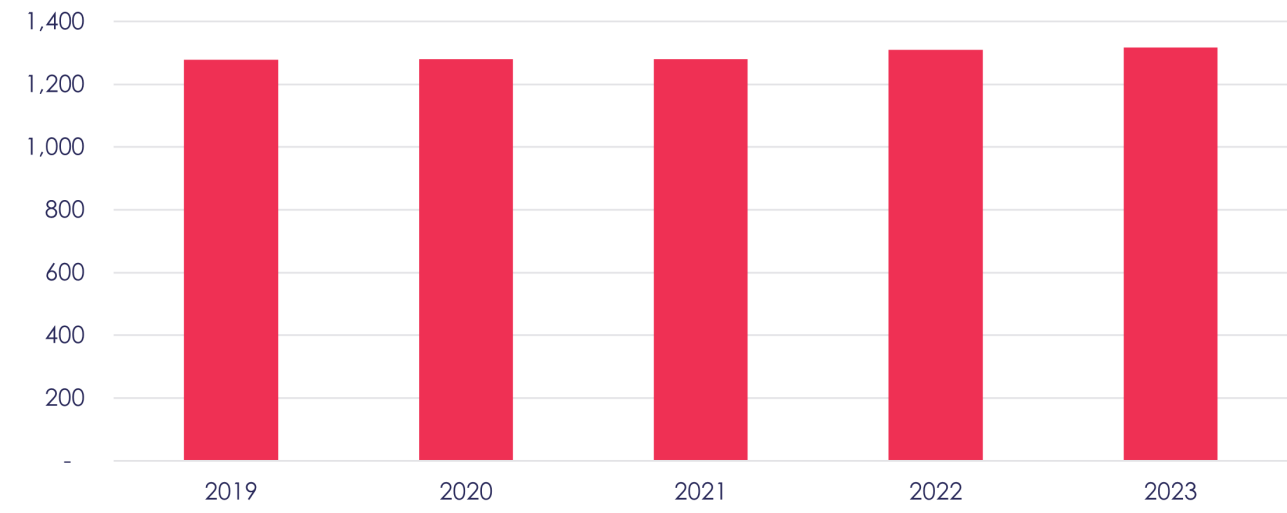


Figure 28 Properties by property type in New Horizons, 2019 - 2023

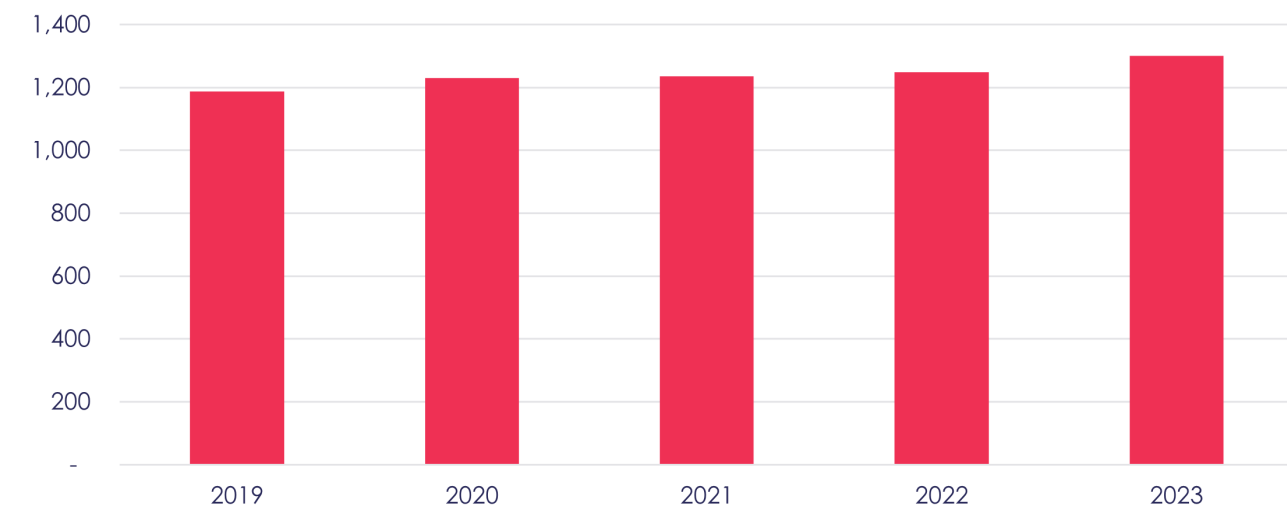


Figure 29 Properties by property type in Kranshoek, 2019 - 2023

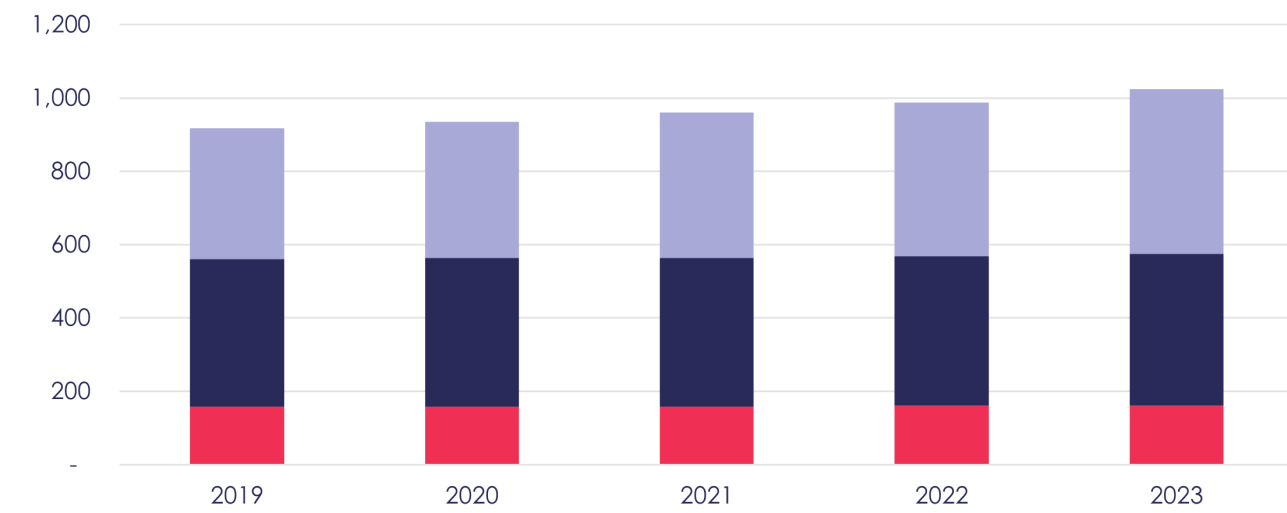


Figure 30 Properties by property type in Keurboomstrand, 2019 - 2023

Sources: Lightstone, 2024

Legend:



4.1.4 Government-Subsidised Formal Housing Stock

As of 2023, Kwanokuthula has the largest stock of subsidised properties, with 2,907 units, accounting for 88% of its total property stock. This represents an increase of 423 properties (7%) from 2019, underscoring its role as the primary area for government-subsidised housing in the municipality. Despite this growth, the persistence of informal housing in Kwanokuthula suggests that subsidised housing is only part of the solution to the area's housing demand.

Kranshoek follows with 1,018 subsidised properties, making up 78% of its total stock in 2023. The area saw a moderate increase of 71 subsidised properties, reflecting a 7% growth between 2019 and 2023. Similarly, New Horizons recorded a total of 868 subsidised properties in 2023, representing 66% of its stock. Growth in subsidised housing here was slower, with only 38 additional units added, equating to a 5% increase over the same period.

In contrast, Plettenberg Bay shows the smallest share of subsidised housing, with only 488 subsidised properties in 2023, making up just 7% of its total stock. However, the area experienced the fastest growth in subsidised stock, with an 18% increase (76 units) from 2019. This rapid growth, while still relatively small in absolute terms, reflects some efforts to diversify housing options in the area, though subsidised properties remain minimal compared to other towns.

These trends indicate that areas like Kwanokuthula and Kranshoek are heavily reliant on government housing, while Plettenberg Bay's low share of subsidised stock highlights the limited availability of affordable housing in higher-income areas. Addressing these disparities will require targeted strategies to balance housing provision across all segments of the population while mitigating the challenges associated with informal settlements.

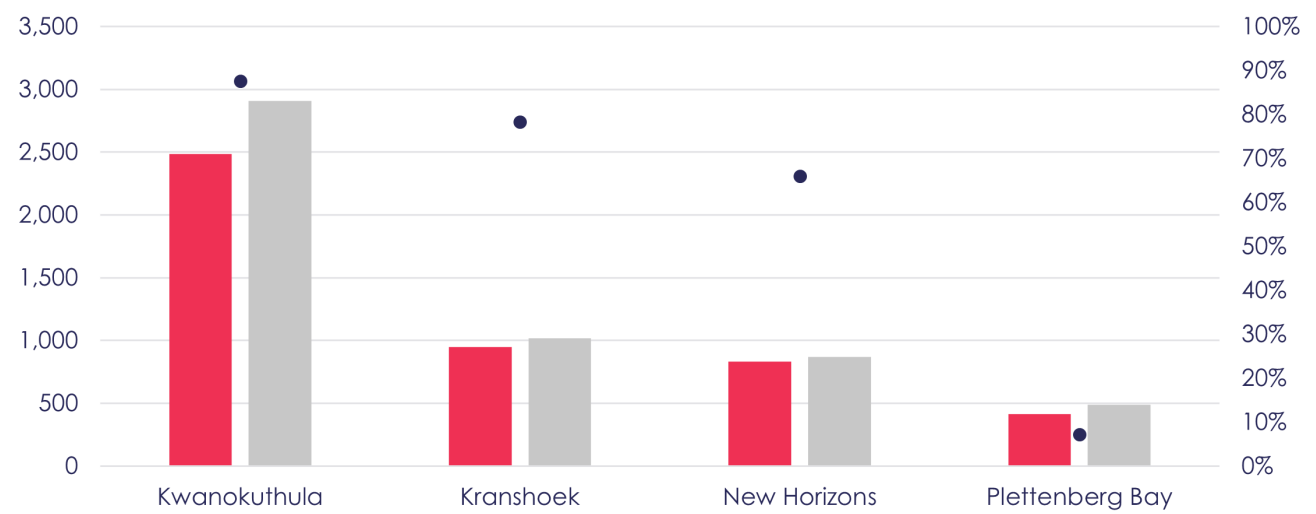


Figure 31 Number of subsidised properties by town, 2019 – 2023

Sources: Lightstone, 2024

Legend:

2019 2023 Subsidised properties as a % of total stock in town

4.2 Planned Property Development

Why do property development trends matter? Property development trends can be identified from a Municipality's building plan approval system and are indicative of market growth and investor confidence. High rates of property development are reflective of market confidence, developer activity, and market

growth. Data on unit sizes, project size and locations, as well as target markets can also enable governments to understand and plan for the spatial needs of new neighbourhoods thus enabling integrated planning and development.

4.2.1 Market-driven Property Development

Market-driven property development in Bitou, as confirmed by municipal officials and reflected on platforms such as Property24 and Private Property, is primarily focused on luxury lifestyle estates. Current developments are predominantly located on the outskirts of Plettenberg Bay and in Keurboomstrand, with properties starting at R3,325,000 for a two-bedroom house. Examples include Eden View Lifestyle Estate in Goose Valley and Seven Oaks Estate in Wittedrift, both exclusively offering 2- and 3-bedroom properties.

Alongside a range of amenities, these estates prominently advertise healthcare facilities and wheelchair-friendly design options, suggesting a strong focus on retirees or those approaching retirement age as the primary target market. This trend aligns with the demographic profile of Plettenberg Bay discussed previously, where

a significant proportion of property owners are aged 50 and above.

However, no detailed data is available on not-yet-advertised projects in the pipeline or the rate of uptake of these properties. This limits the ability to determine whether the market is nearing saturation or whether the current trends of high-end property development are likely to persist. While these developments contribute to the local economy and cater to a specific market segment, they may also exacerbate existing challenges related to housing affordability and inclusivity. The emphasis on luxury estates underscores the need for balanced urban planning that addresses the diverse housing needs of the broader population, ensuring sustainable and equitable growth in Bitou.

4.2.2 Government-Subsidised Property Development

The priority human settlement and housing development areas (PHSHDAs) in the Bitou Municipality encompass Plettenberg Bay, Kwanokuthula, New Horizons, Bossiesgif, and Qolweni. According to the 2023 Bitou SDF, the housing backlog in Bossiesgif, Qolweni, and New Horizons is estimated at 2,403 units. To address this, the SDF identifies areas for in-situ upgrading and formalisation within the Bitou Housing Project Pipeline. Notable projects include the Qolweni housing development, Phase 5 and 6 of the Kwanokuthula housing project (which plans to deliver 1,600 units), and the Ebenezer Phase 1 project to the north-west of New Horizons (which plans to deliver 1,642 units) according to data shared by Bitou Municipality officials.

The Ladywood area to the east of Kwanokuthula is also designated for mixed-use development, including residential, commercial, and government purposes, effectively bridging the gap between Kwanokuthula and Plettenberg Bay Town. Despite these planned developments, the total housing projects in the pipeline fall short of addressing the current housing demand of 8,139 units. This underscores the critical need for additional interventions and strategic planning to meet the municipality's growing housing needs.

Legend:

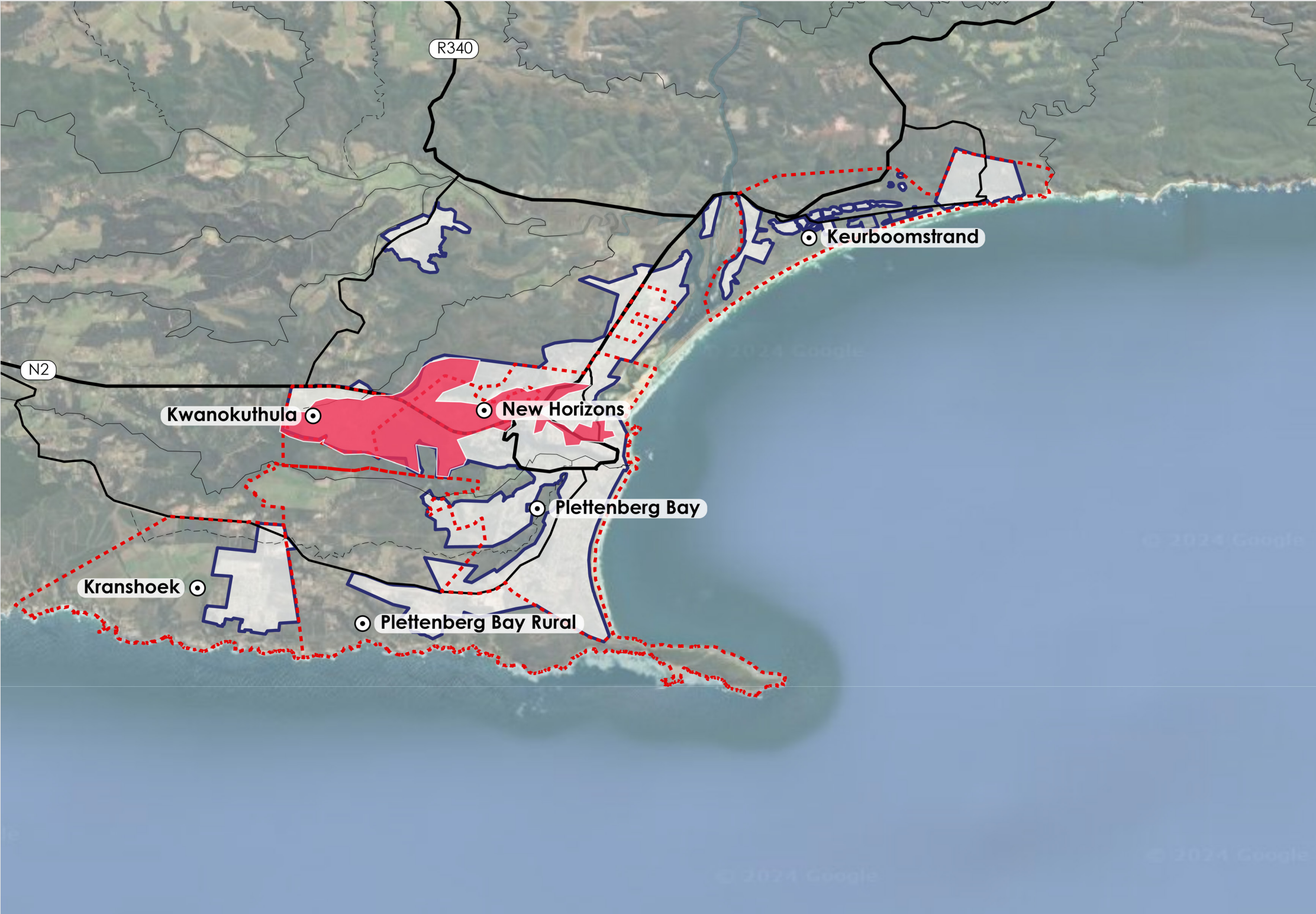
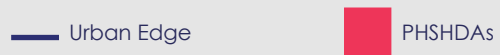


Figure 32 PHSHDAs in Bitou Municipality

5. Current Market Activity Profile

5.1 Rental Market

Why do rental markets matter? Rental housing is a significant part of the urban housing landscape and a key source of housing for low-income households, students, young professionals, and other market groups. Rental housing is assessed through market size and location, and trends in rental prices.

This section relies on rental data from Property24. Due to the lack of accessible and reliable rental data, rental property information is scraped monthly from Property24 to capture a snapshot in time of residential rental listings. The data is filtered to exclude commercial, industrial, and

short-term rental properties, ensuring the focus remains on long-term residential rentals. This scraping process will continue monthly for the duration of the housing market studies, with the aim of collecting longer-term data on residential rental listings.

However, this data does not capture the entire rental market. In particular, it may underrepresent low-income households who often find rental properties that are not listed on formal platforms like Property24.

5.1.1 Number of Listings

Short-term rentals dominate the market in Plettenberg Bay, significantly outweighing long-term rental options. Short-term rental listings far exceeded long-term listings in Plettenberg Bay over the period from August 2024 to May 2025. Monthly snapshots show between 300 and 379 short-term listings, compared to between 33 and 75 for long-term rentals.

This distribution aligns with Plettenberg Bay's role as a major holiday destination, where a large share of the rental stock is likely oriented toward short-term, seasonal demand. The consistently high number of short-term listings, including during off-peak months, suggests that the local rental market remains heavily geared toward temporary visitors rather than permanent residents.

At the same time, the disparity between short- and long-term listings may be influenced by platform bias. The data is drawn from Property24, which is widely used for residential property sales and long-term rentals, but is not the dominant platform for short-term holiday accommodation. Many landlords listing properties for temporary stays may instead use platforms such as Airbnb, LekkeSlaap, or Booking.com. As a result, while the data offers valuable insight into the formal rental market

as captured on Property24, it does not provide a comprehensive picture of all rental activity in Plettenberg Bay. Even with this limitation, the scale and consistency of short-term listings captured in the data reinforce the extent to which the town's housing stock is shaped by tourism, with relatively few options available to permanent residents seeking long-term accommodation.

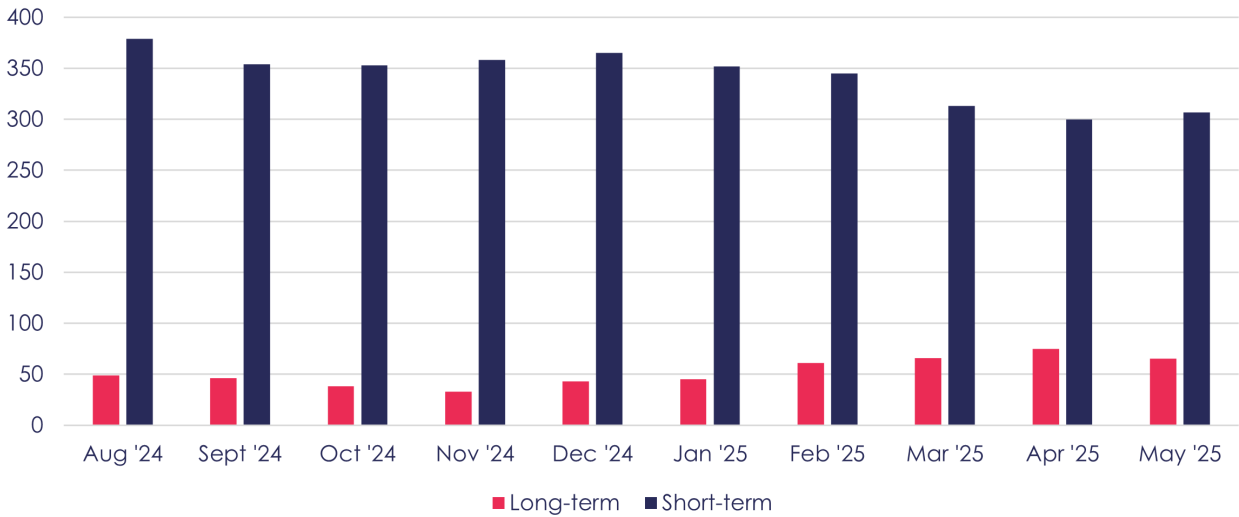


Figure 33 Number of residential rental listings per month

Source: Property24, 2025

5.1.2 Rental Prices

Rental prices in Plettenberg Bay show a broad range, with the majority of activity concentrated in mid- to high-price segments. Across the observed months, rental prices ranged from a minimum of R4,000 to a maximum of R68,000. Median prices varied between R19,500 and R25,500, while average prices ranged from R19,522 to R24,593. The high maximum prices reflect the presence of premium properties, while the lower end of the range suggests some availability of more affordable options. However, the high median

and average prices indicate that affordable rentals are scarce compared to mid- and high-income options. Permanent residents seeking lower-cost, long-term rentals may face challenges in a market where prices are driven upward by short-term and higher-income demand.

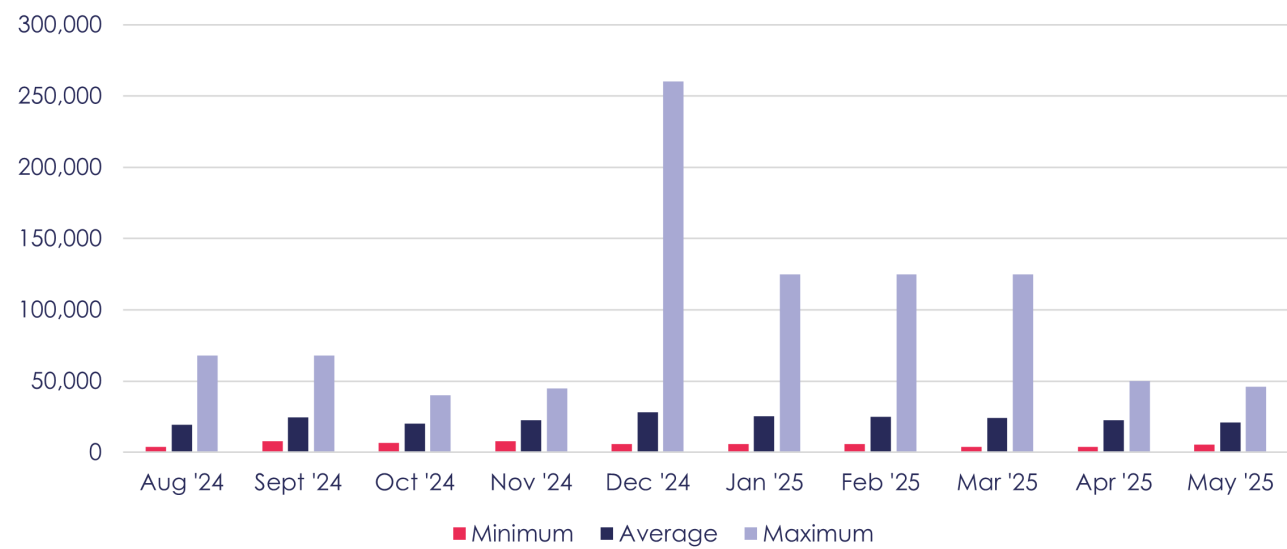


Figure 34 Price of long-term residential rental listings per month

Source: Property24, 2025

5.2 Primary Sales

Why do primary sales matter? Primary sales refer to the initial sale of properties from developers to first-time buyers. These transactions are indicators of new housing supply, reflecting developer activity, construction rates, and market growth. High primary sales suggest a growing market with new developments and robust economic conditions.

5.2.1 Primary Sales

Primary sales activity in Bitou reflects varied dynamics across towns, with a significant portion in areas like Kwanokuthula, New Horizons, and Kranshoek driven by subsidised housing delivery. While these areas recorded notable spikes in sales during years of increased government housing delivery, such as Kwanokuthula's activity in 2022, overall development is modest. Plettenberg Bay shows relatively higher levels of private market activity, with annual primary sales exceeding 150 in its most active year in 2021. However, even

in Plettenberg Bay, the scale of development is modest compared to more dynamic markets outside Bitou. These trends emphasise the need to consider the scale and nature of property development when evaluating policy options. For example, inclusionary housing policies may have a more limited impact in contexts where private property development occurs at a slower pace, a consideration that will be discussed further in the gap analysis section.

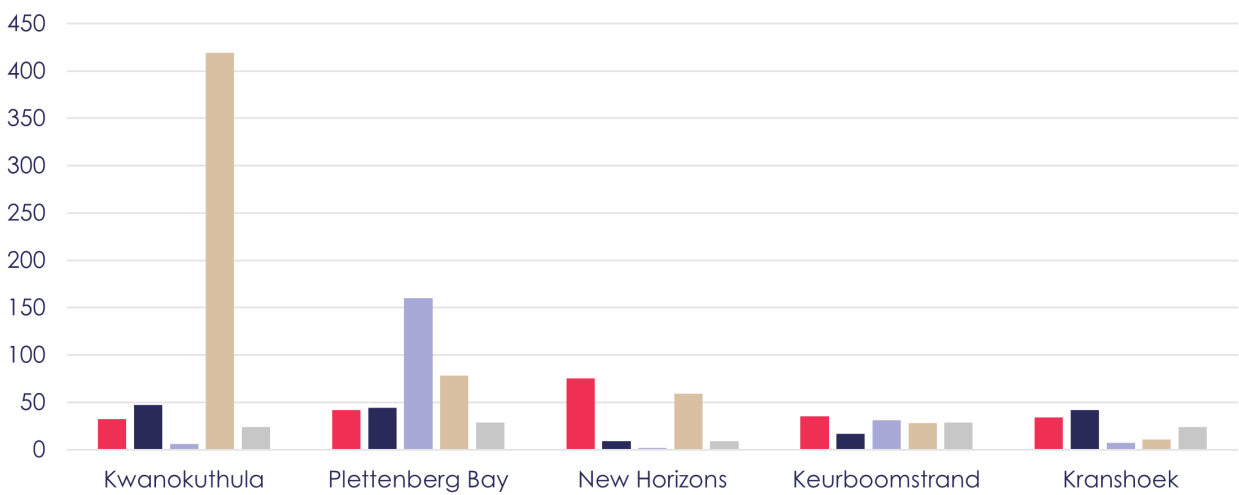


Figure 35 Overall primary sales, 2019 – 2023

Source: Lightstone, 2024

Legend:



5.2.2 Primary Sales by Market Segment

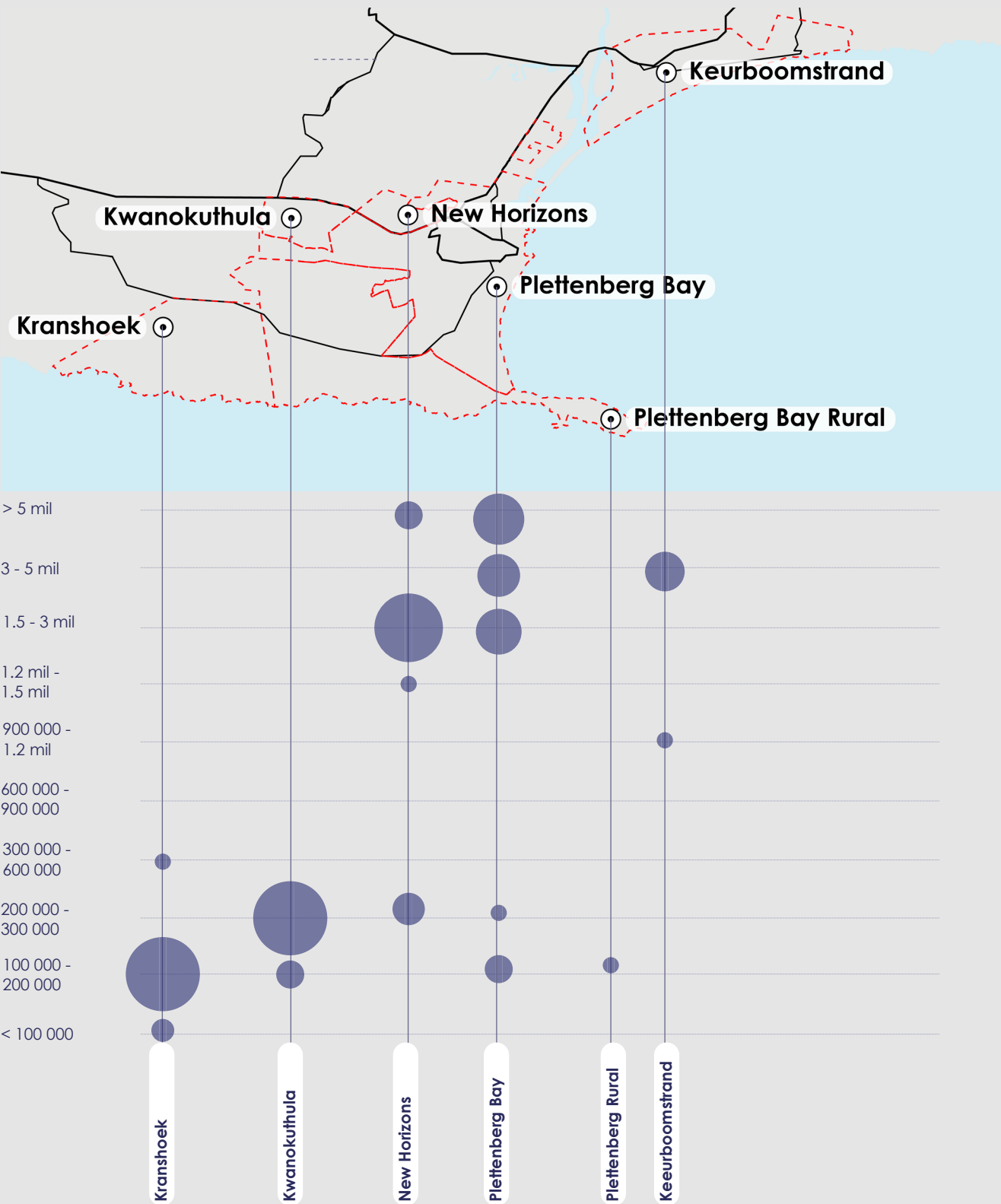
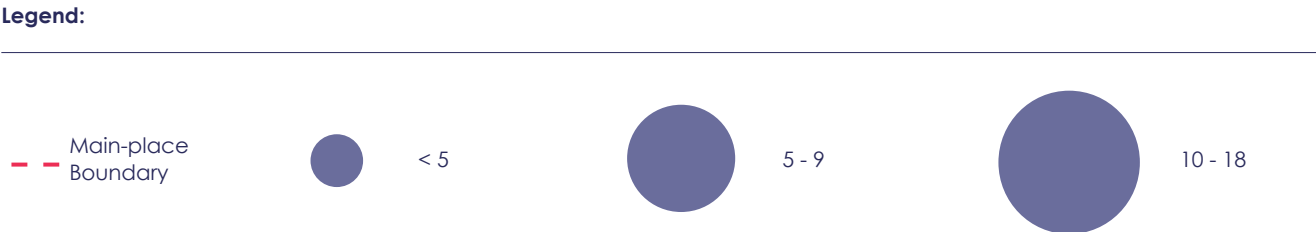


Figure 36 Primary sales by market segment by town, 2023

Primary sales data reflects the clear spatial divide in Bitou's property market, with low-income, government-subsidised housing concentrated in township areas and high-value transactions occurring in wealthier areas. From 2019 to 2023, most new property sales in Bitou occurred in the R200,000–R300,000 segment, largely in Kwanokuthula, where 413 transactions were recorded. Sales in New Horizons and Kranshoek followed a similar pattern, with nearly all transactions falling below R300,000, reflecting the exclusive delivery of subsidised housing in these township areas. These areas remain dominated by low-income households and exhibit little private sector development, particularly for middle- or high-income markets. By contrast, Plettenberg

Bay and Keurboomstrand stand out as high-income, higher-value markets, with the majority of transactions above R1.5 million. Plettenberg Bay accounted for 139 sales in this segment, with significant activity in the R1.5–R3 million and R3–R5 million price bands, confirming its role as the municipality's premier property market. Keurboomstrand also reflects a similar profile, with high-value transactions dominating a smaller but exclusive market. This clear segmentation in the property market results in limited opportunities for housing that serves middle-income households. Addressing this imbalance will require targeted strategies to encourage the development of more diverse housing options.



CURRENT MARKET ACTIVITY

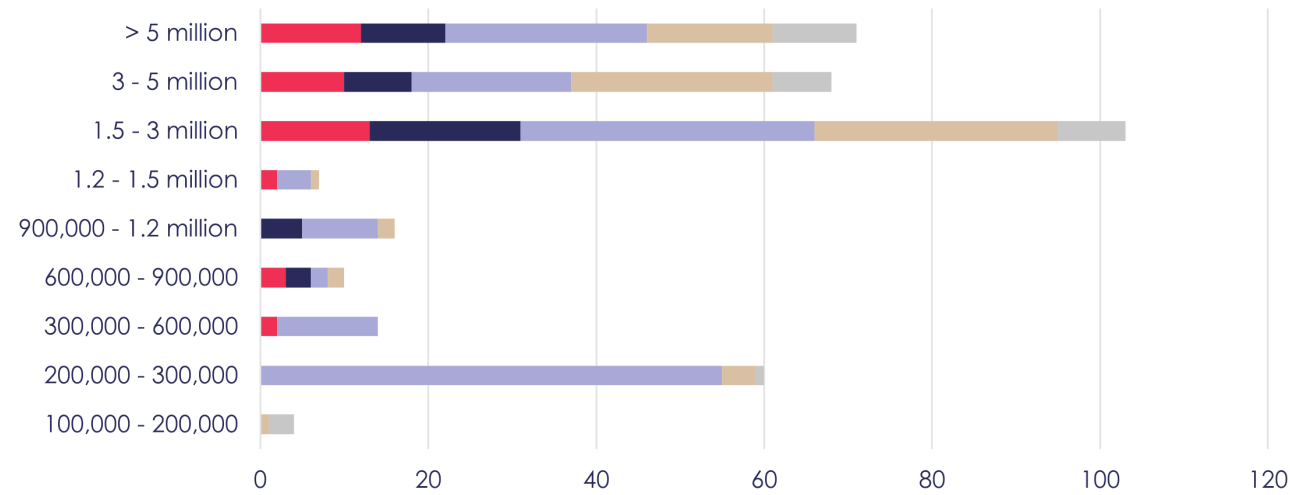


Figure 37 Primary sales by market segment in Plettenberg Bay, 2019 - 2023

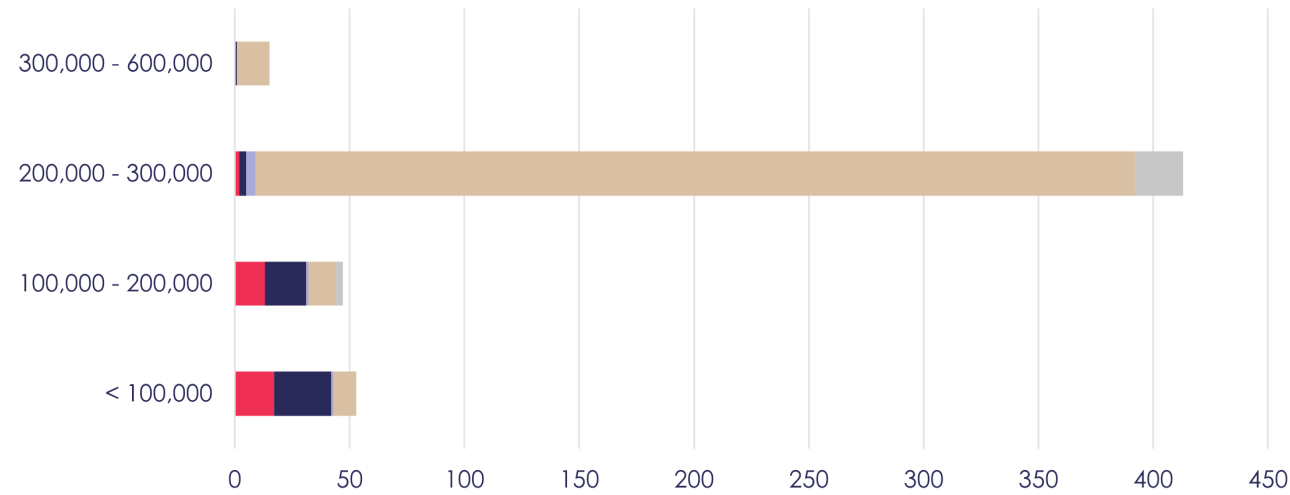


Figure 38 Primary sales by market segment in Kwanokuthula, 2019 - 2023

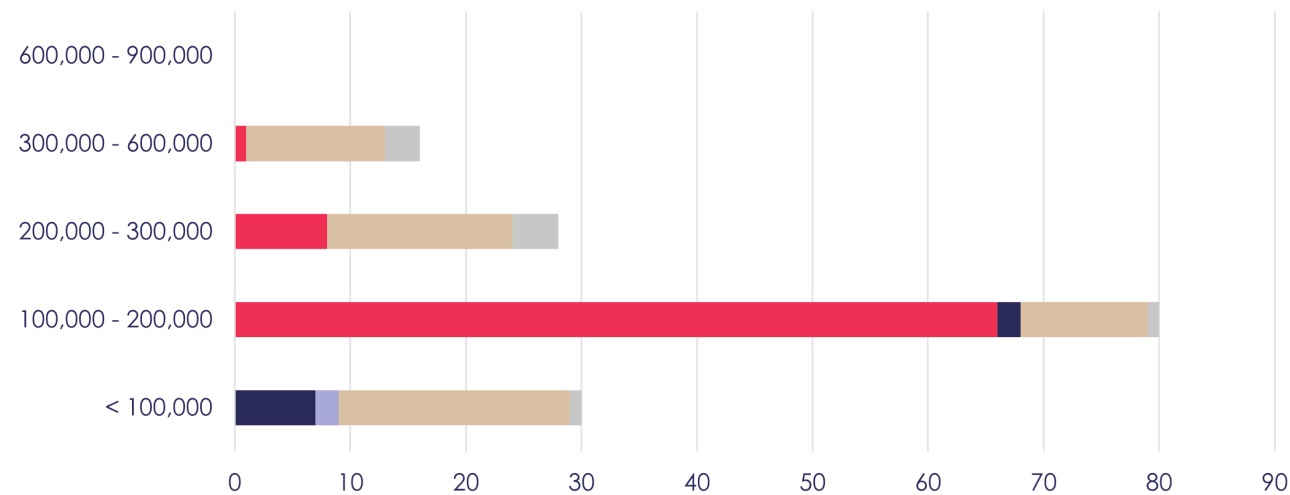


Figure 39 Primary sales by market segment in New Horizons, 2019 - 2023

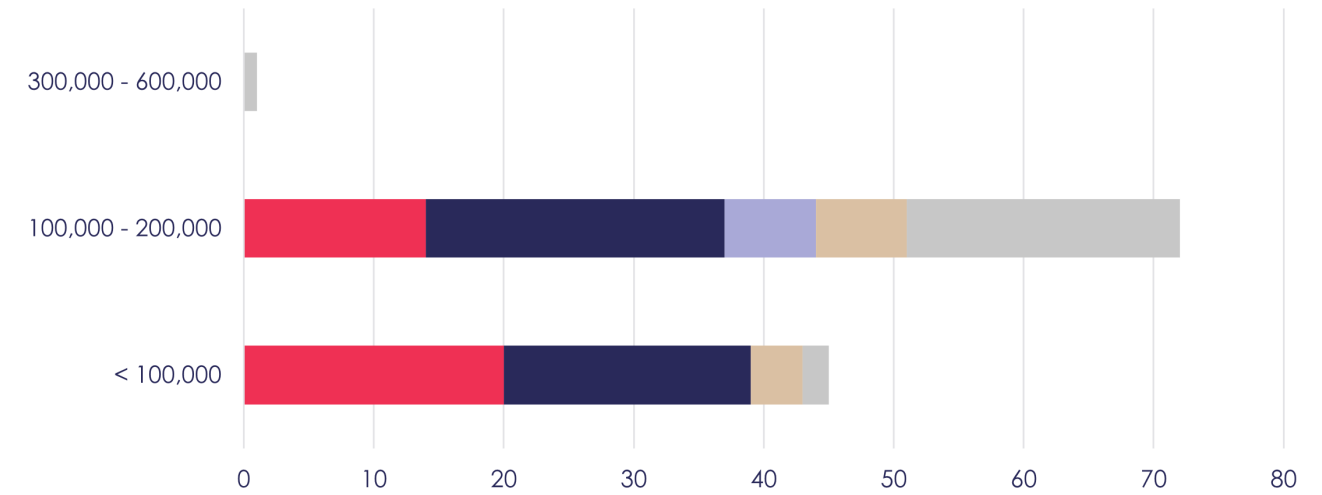


Figure 40 Primary sales by market segment in Kranshoek, 2019 - 2023

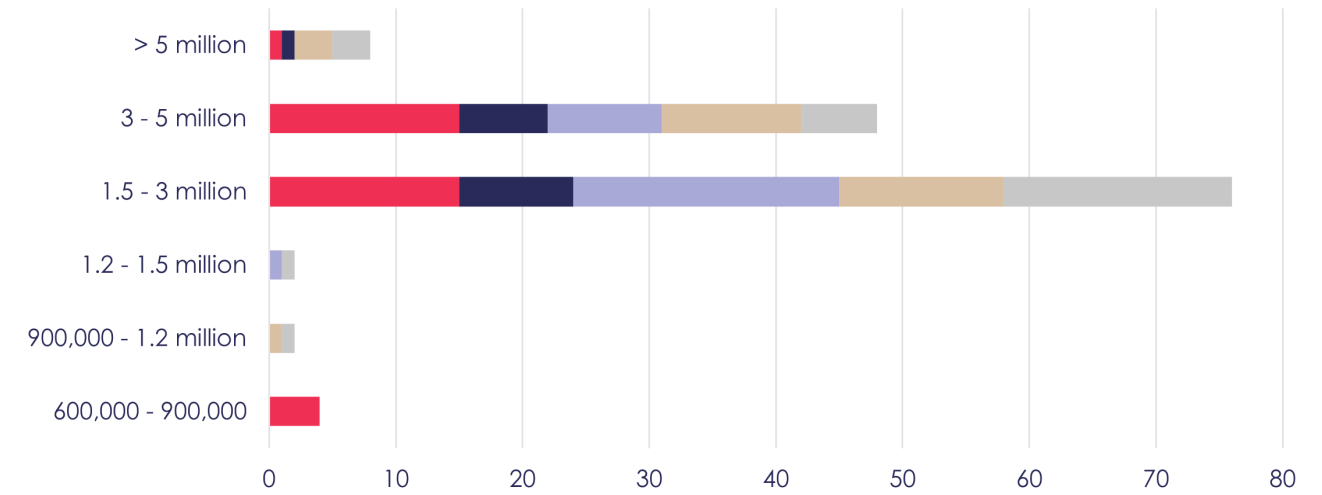


Figure 41 Primary sales by market segment in Keurboomstrand, 2019 - 2023

Sources: Lightstone, 2024

Legend:



5.2.3 Primary Sales by Property Type

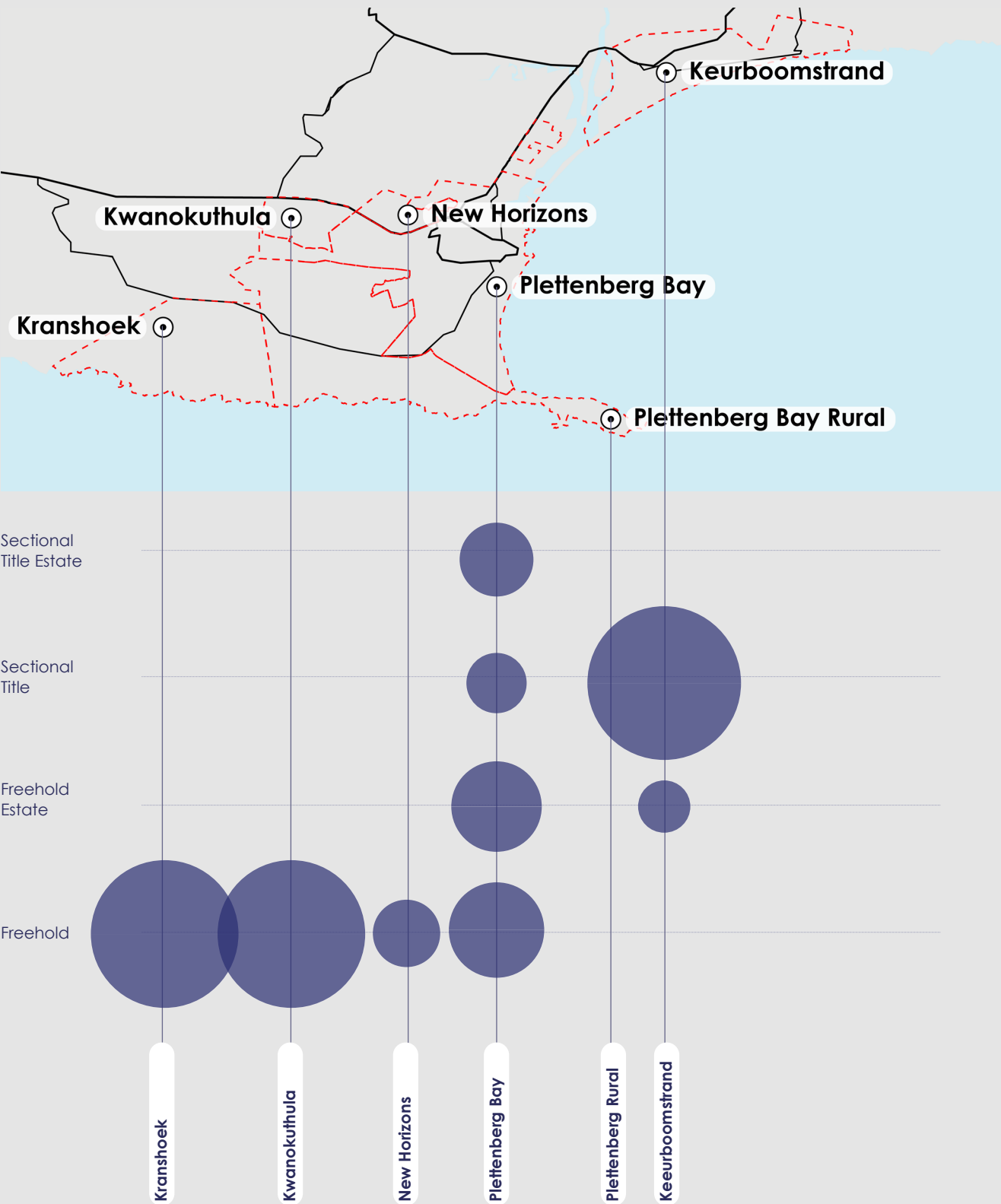
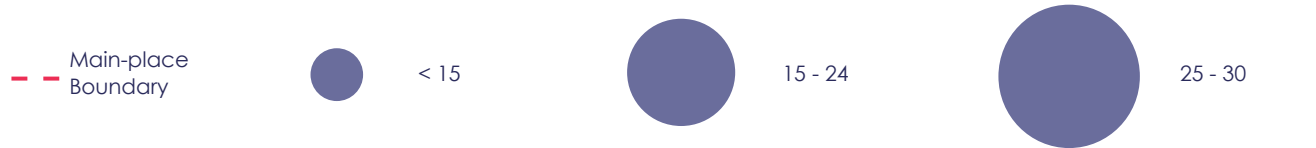


Figure 42 Primary sales by property type by town, 2023

Primary sales in Bitou highlight a divide in property types, with township areas dominated by freehold transfers and more diverse property types concentrated in higher-income areas. Across the municipality, freehold properties accounted for the majority of new sales, representing 922 of the 1,293 total transactions from 2019 to 2023. This pattern is particularly evident in Kwanokuthula, New Horizons, and Kranshoek, where all transactions involved freehold transfers. These areas primarily consist of low-income, government-subsidised housing with limited private sector development or diversity in property offerings.

In contrast, Plettenberg Bay and Keurboomstrand exhibit far greater diversity in property types. Plettenberg Bay recorded 129 freehold estate transactions, alongside 59 sectional title and 47 sectional title estate sales, reflecting its higher-end property market. Keurboomstrand similarly stands out, with sectional title properties accounting for 122 of its 140 transactions, complemented by smaller numbers of freehold estate and sectional title estate sales. These areas cater primarily to higher-income buyers, with more varied property offerings.

Legend:



CURRENT MARKET ACTIVITY

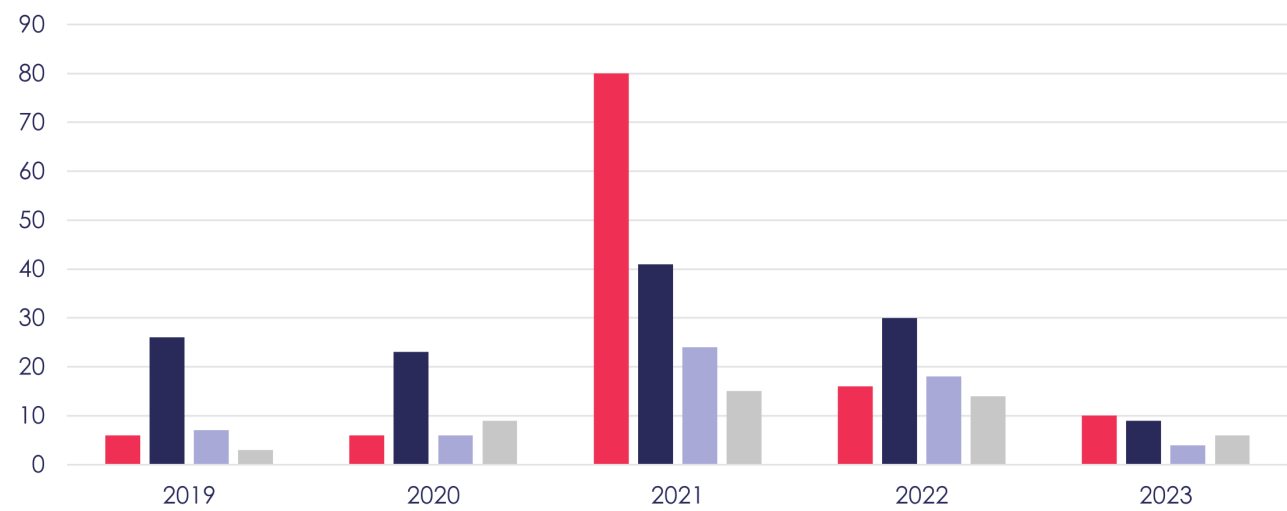


Figure 43 Primary sales by property type in Plettenberg Bay, 2019 - 2023

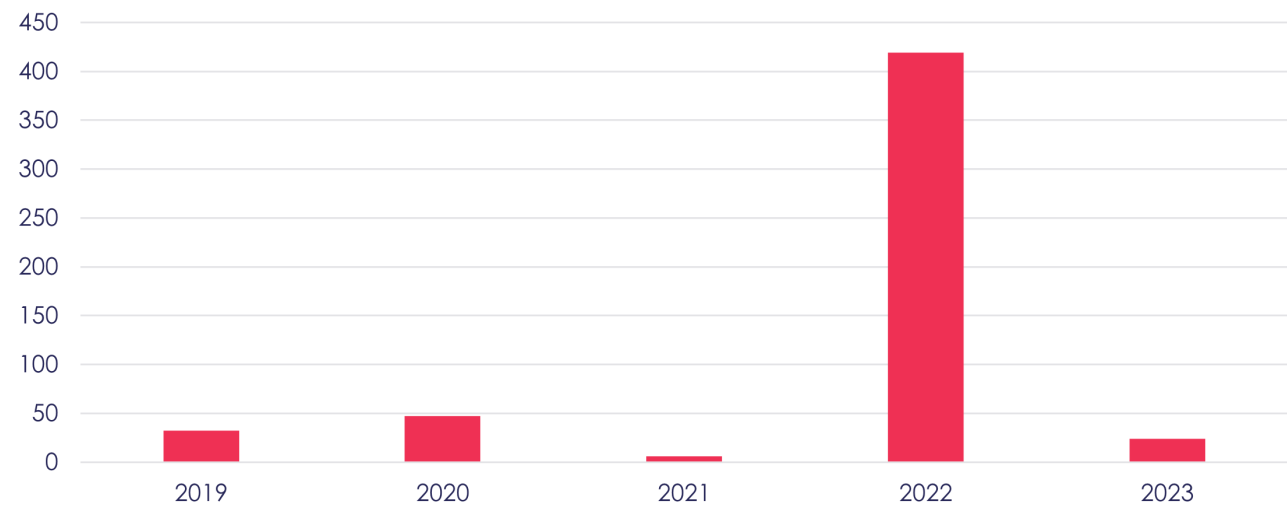


Figure 44 Primary sales by property type in Kwanokuthula, 2019 - 2023

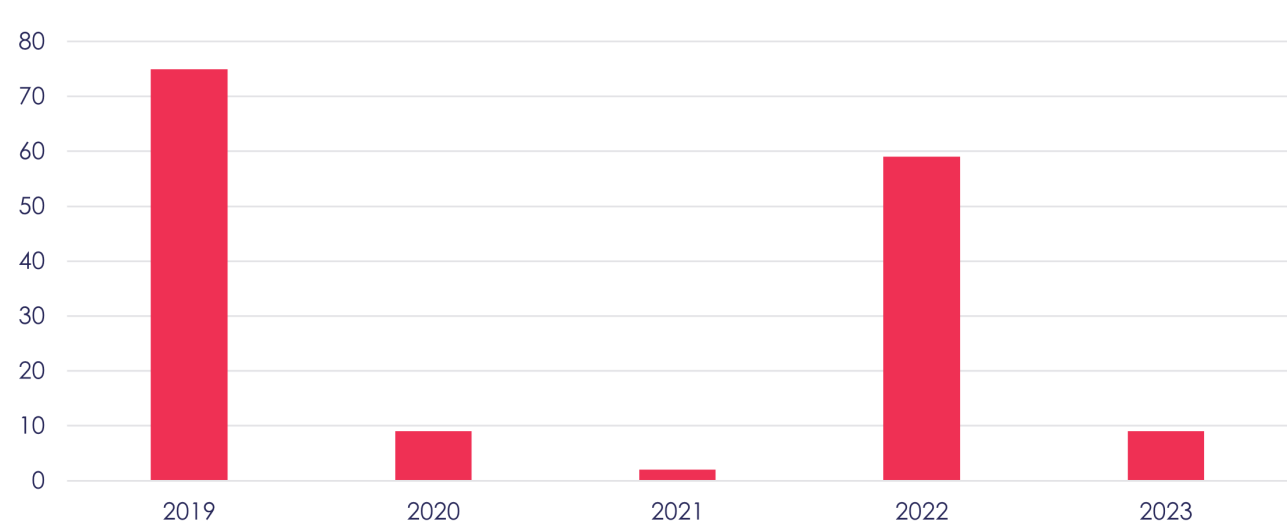


Figure 45 Primary sales by property type in New Horizons, 2019 - 2023

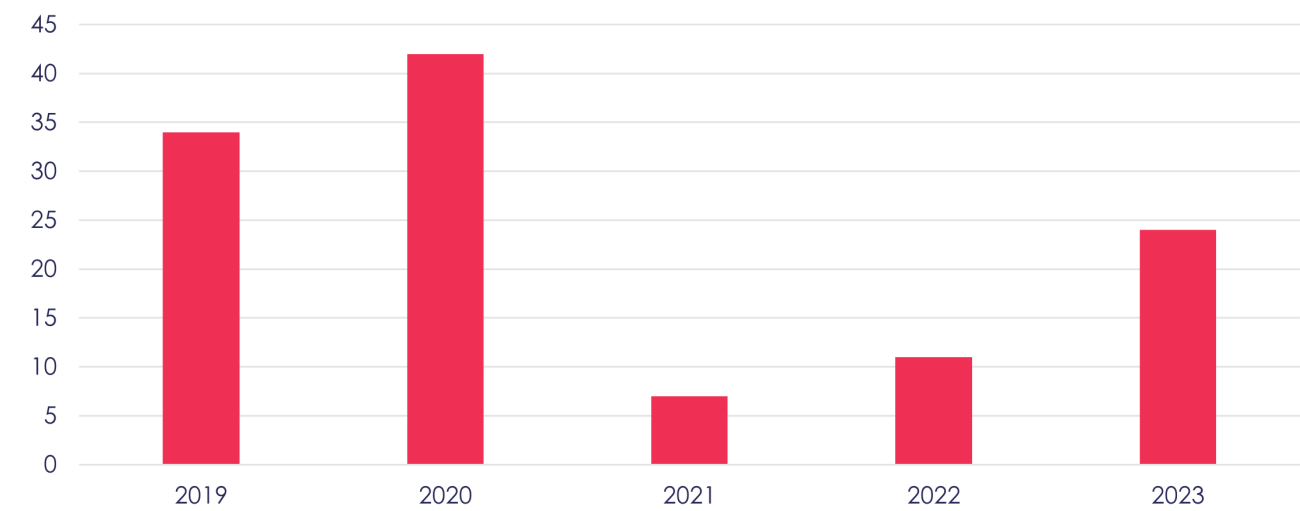


Figure 46 Primary sales by property type in Kranshoek, 2019 - 2023

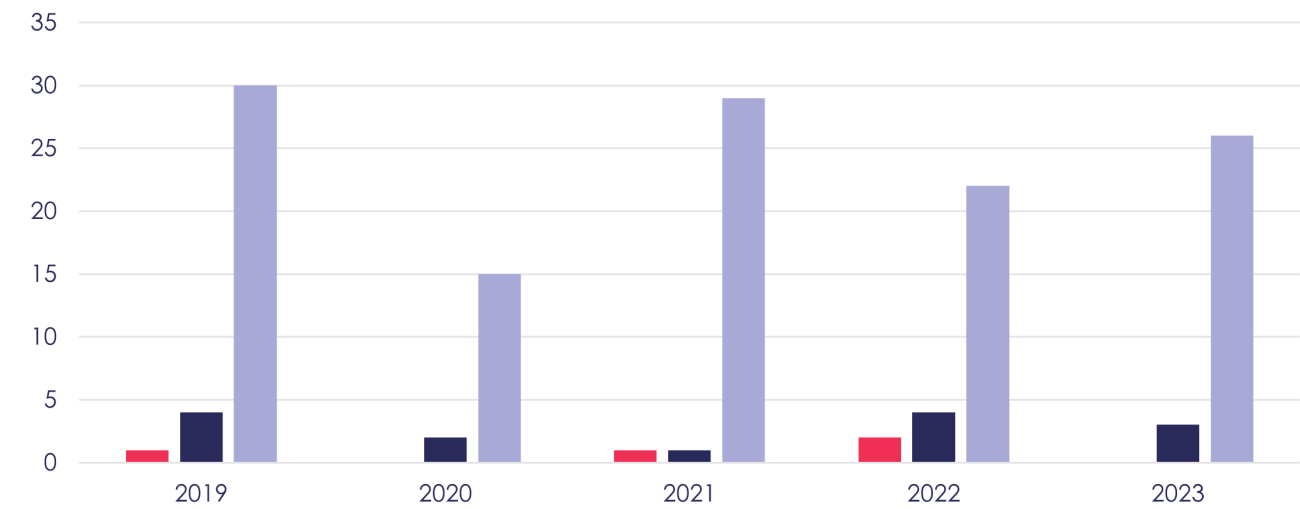


Figure 47 Primary sales by property type in Keurboomstrand, 2019 - 2023

Sources: Lightstone, 2024

Legend:



5.3 Resale Transactions

5.3.1 Resale Transactions by Market Segment

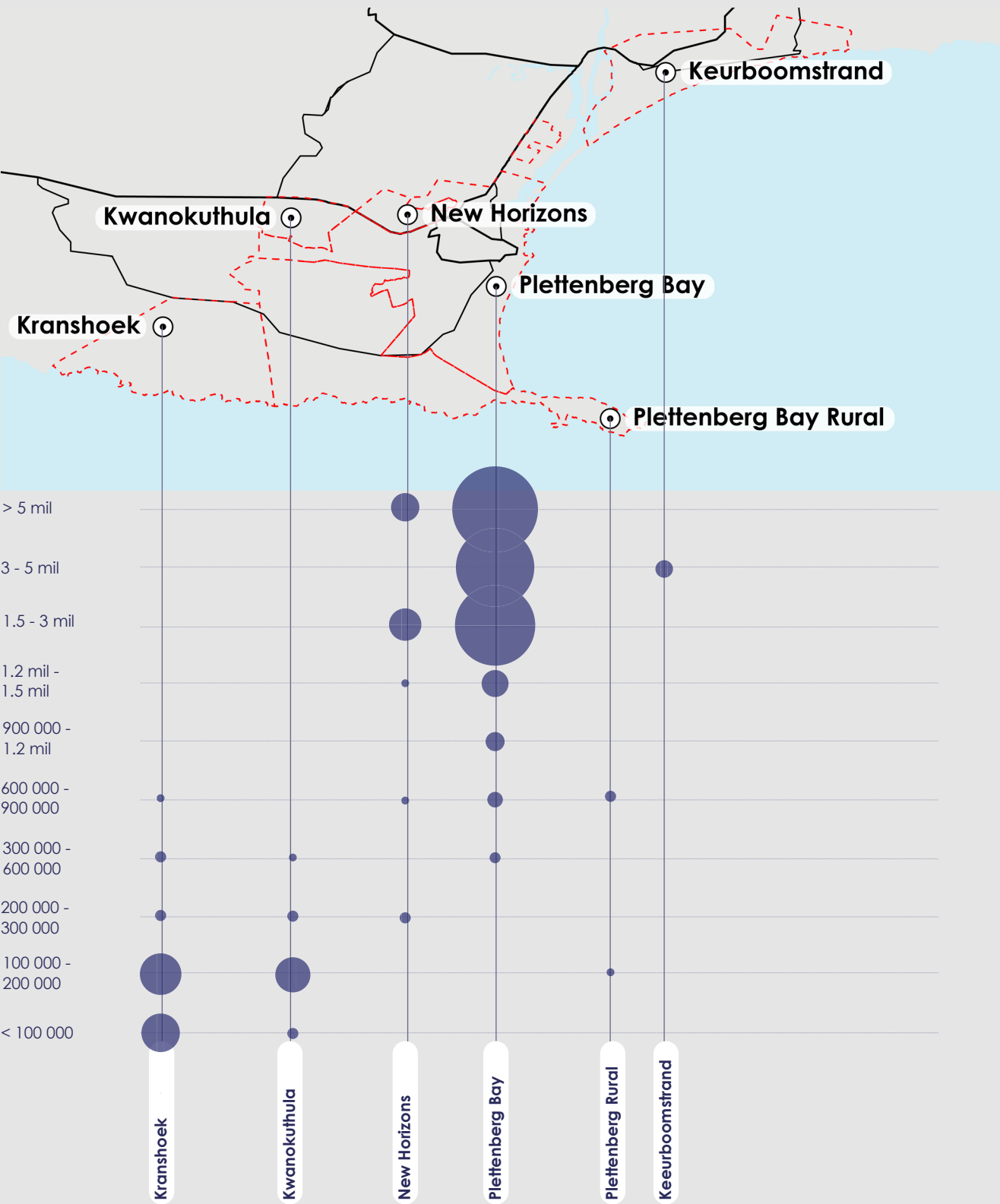


Figure 48 Resale transactions by market segment by town, 2023

Why do resale transactions matter? Resale transactions involve the transfer of property ownership from one individual or entity to another, subsequent to initial sale. Resale transactions provide an indication of market dynamics and liquidity. A high number of resale transactions suggests that there is a lot of activity in the market and that the market is vibrant.

Resale transactions in Bitou are overwhelmingly concentrated in Plettenberg Bay, which accounted for 1,954 out of 2,402 total sales between 2019 and 2023, highlighting significant disparities between higher-income and lower-income areas. In stark contrast, Kwanokuthula recorded only 83 resale transactions during the same period, while New Horizons and Kranshoek had 38 and 97 transactions, respectively. The majority of sales in these lower-income areas were in the R100,000–R200,000 price range, reflecting the prevalence of subsidised housing and limited market activity. However, subsidised

and lower-valued properties are often transacted informally, meaning that the deeds data likely underrepresents the actual volume of resale activity in areas like Kwanokuthula, New Horizons, and Kranshoek. Plettenberg Bay’s resale activity was concentrated in higher price segments, particularly the R1.5 million–R3 million and R3 million–R5 million brackets. Notably, there were 534 transactions above R5 million, indicating robust demand in the luxury property market. Keurboomstrand also exhibited similar trends with 230 resale transactions, mainly in the upper price segments.

These figures underscore the stark contrast in market liquidity and property values between higher-income areas like Plettenberg Bay and lower-income areas such as Kwanokuthula. The limited resale activity in subsidised housing areas not only reflects income disparities but also highlights the impact of informal transactions and resale restrictions on market mobility for lower-income households.

Legend:



CURRENT MARKET ACTIVITY

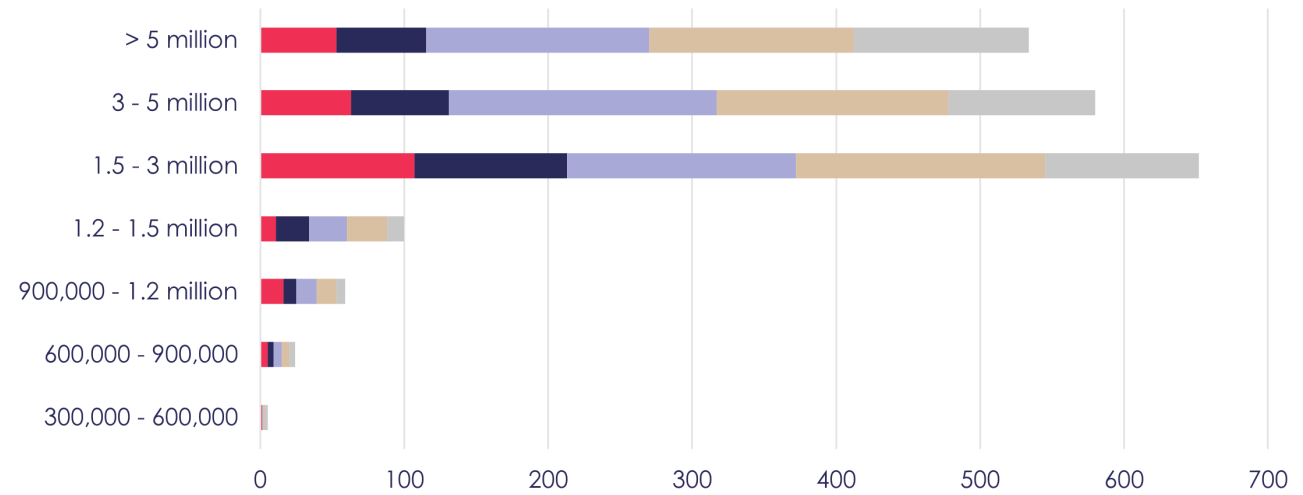


Figure 49 Resale transactions by market segment in Plettenberg Bay, 2019 - 2023

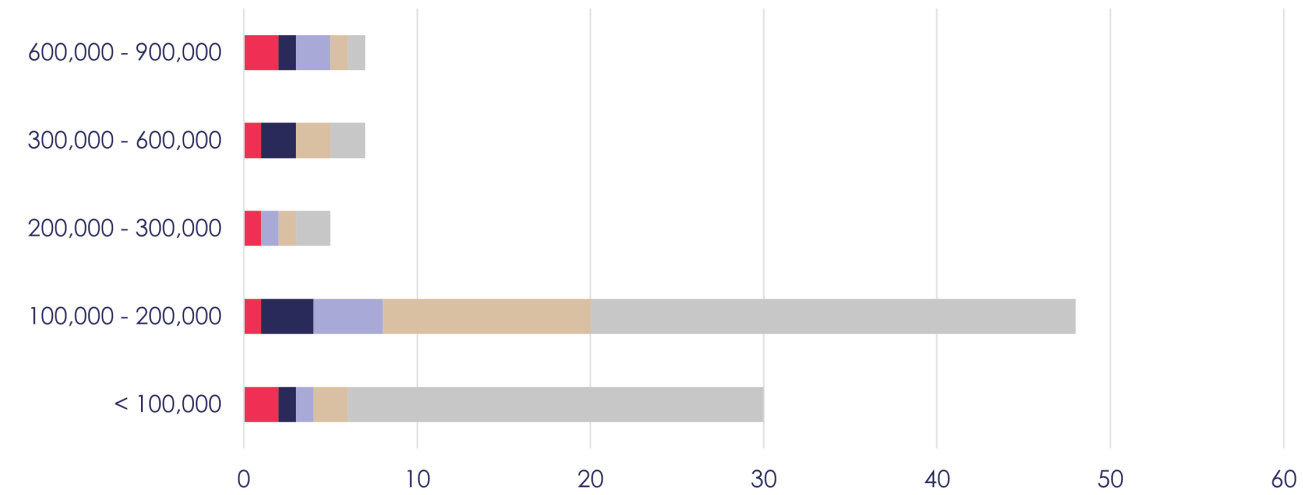


Figure 52 Resale transactions by market segment in Kranshoek, 2019 - 2023

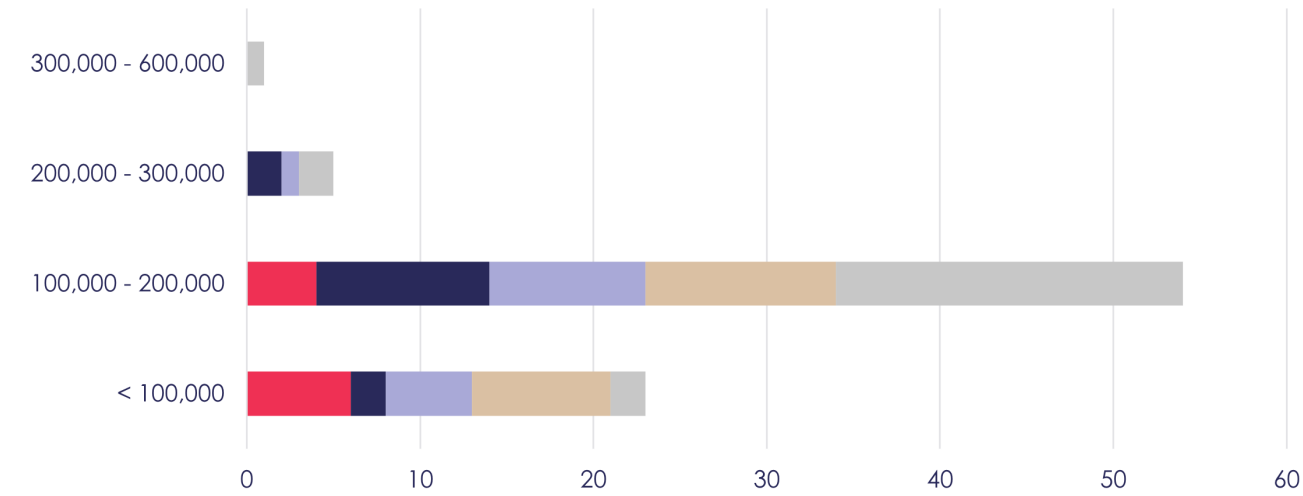


Figure 50 Resale transactions by market segment in Kwanokuthula, 2019 - 2023

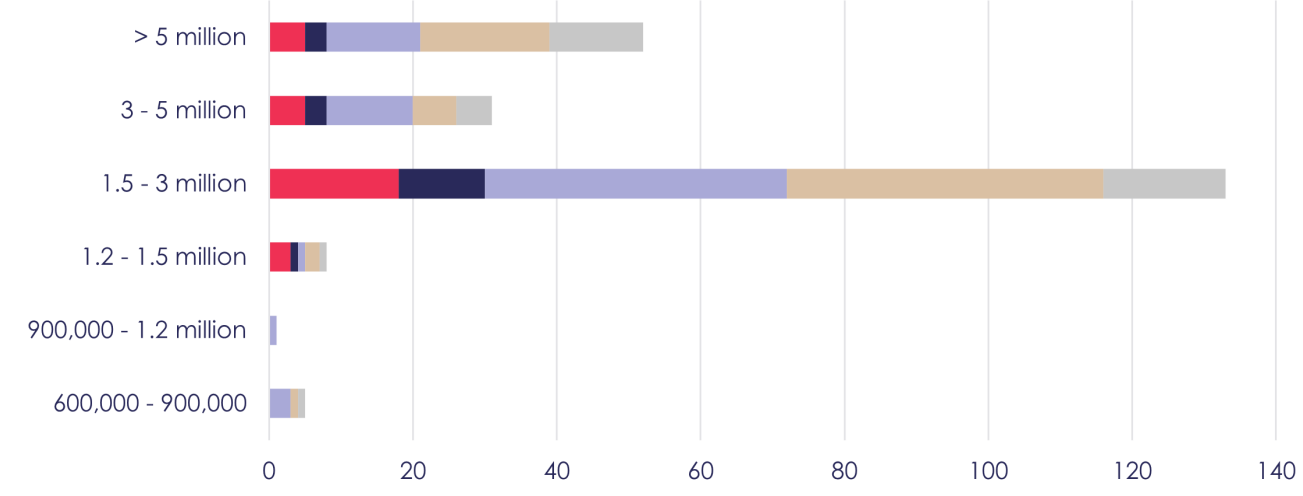


Figure 53 Resale transactions by market segment in Keurboomstrand, 2019 - 2023

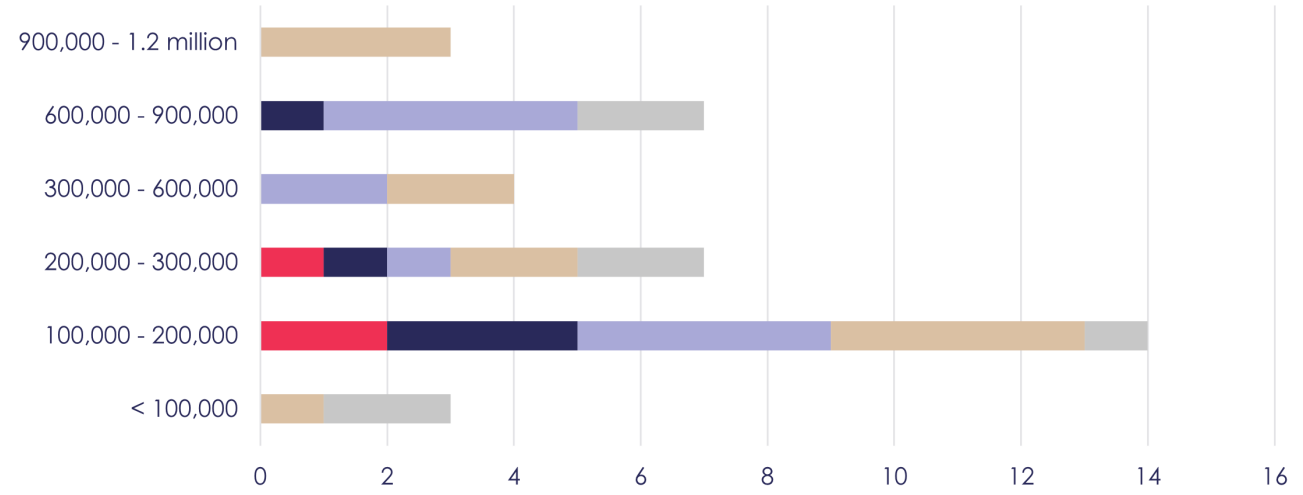


Figure 51 Resale transactions by market segment in New Horizons, 2019 - 2023

Sources: Lightstone, 2024

Legend:



5.3.2 Resale Transactions by Property Type

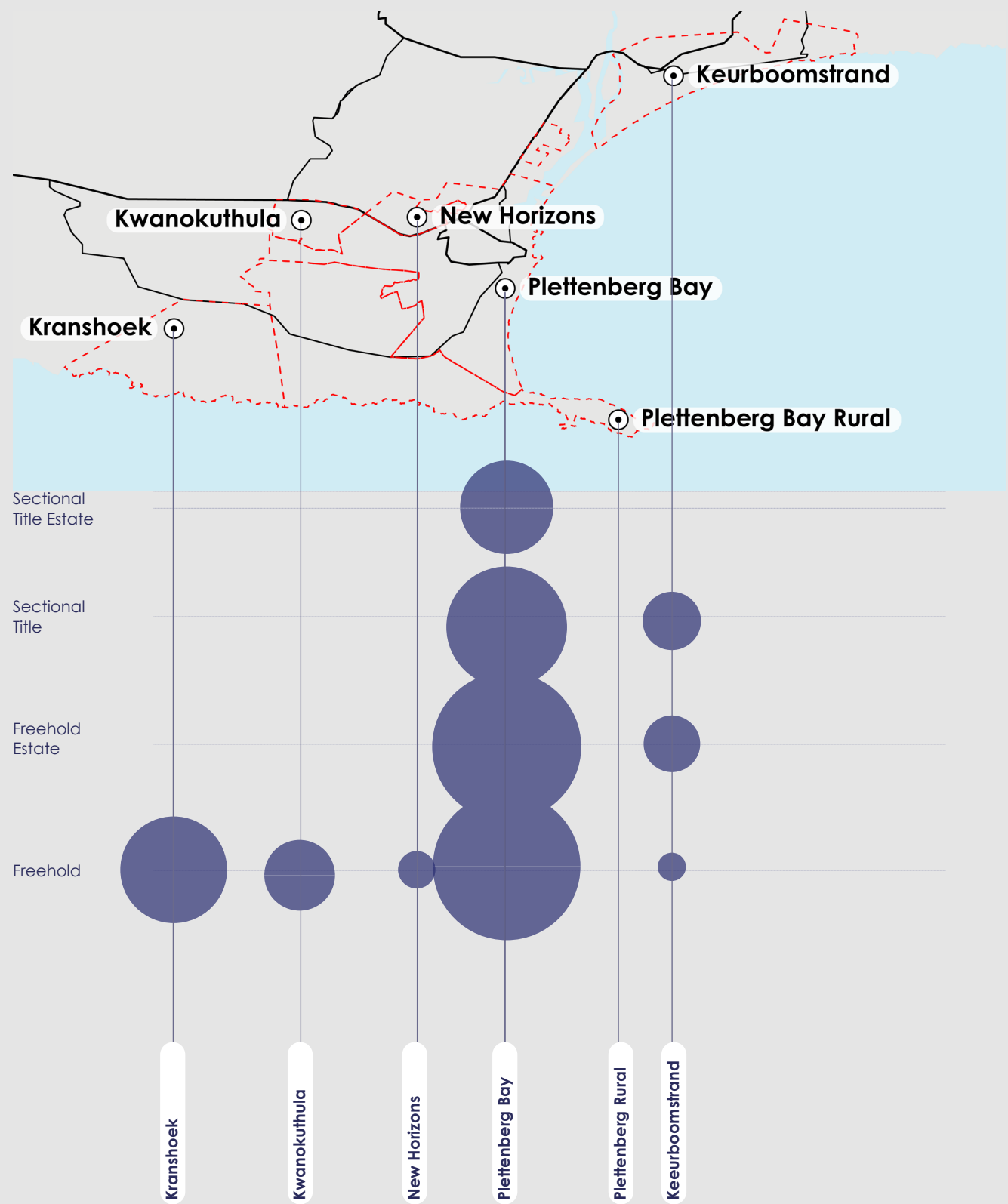
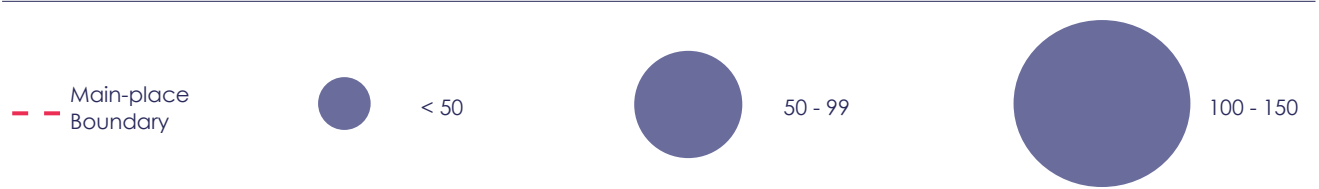


Figure 54 Resale transactions by property type by town, 2023

Freehold properties in Plettenberg Bay accounted for the largest share of resale transactions between 2019 and 2023, with 675 transactions. However, despite this high absolute number, only 3% of the total freehold stock was transacted in 2023, pointing to limited liquidity in this property type. In contrast, sectional title estates, while accounting for a smaller total of 206 transactions over the period, saw 10% of their stock transacted in 2023, indicating comparatively higher market activity. Similarly, sectional title properties, with 451 transactions during this period, demonstrate moderate liquidity relative to their stock levels. In lower-income areas such as Kwanokuthula,

New Horizons, and Kranshoek, all formal resale transactions were exclusively of freehold properties, as these areas consist entirely of this property type. Resale activity was limited, with only 83, 38, and 97 transactions recorded over the five years, respectively. Keurboomstrand showed distinct patterns, with sectional title properties dominating resale activity, comprising 122 of 230 total transactions. This reflects a preference for high-end, 'lock-up-and-go' housing in the area, which aligns with Keurboomstrand's appeal to wealthier buyers and its highly seasonal population.

Legend:



CURRENT MARKET ACTIVITY

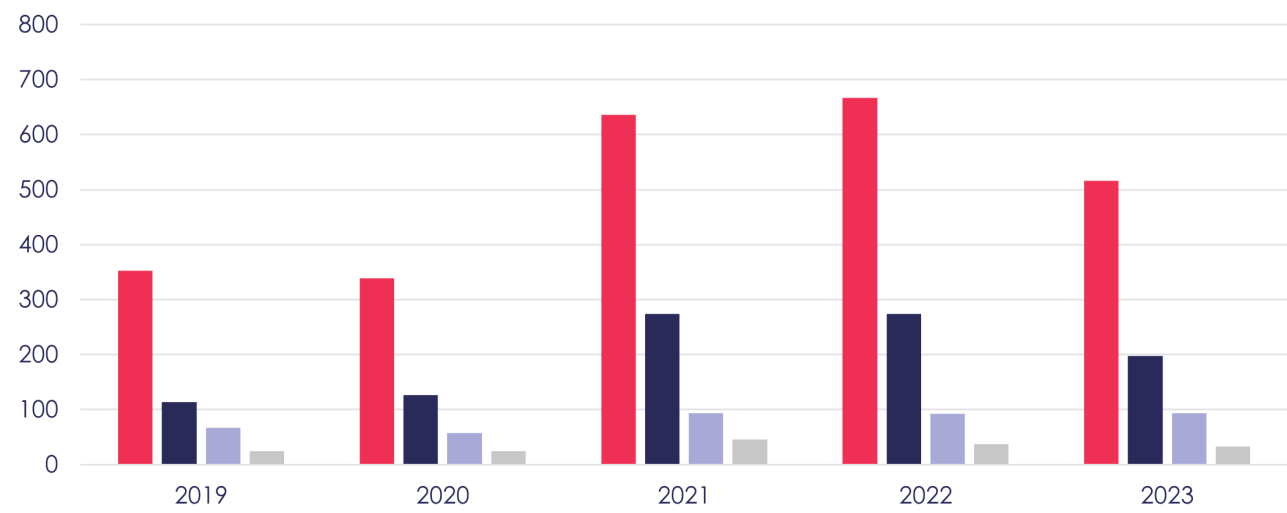


Figure 55 Resale transactions by property type in Plettenberg Bay, 2019 - 2023

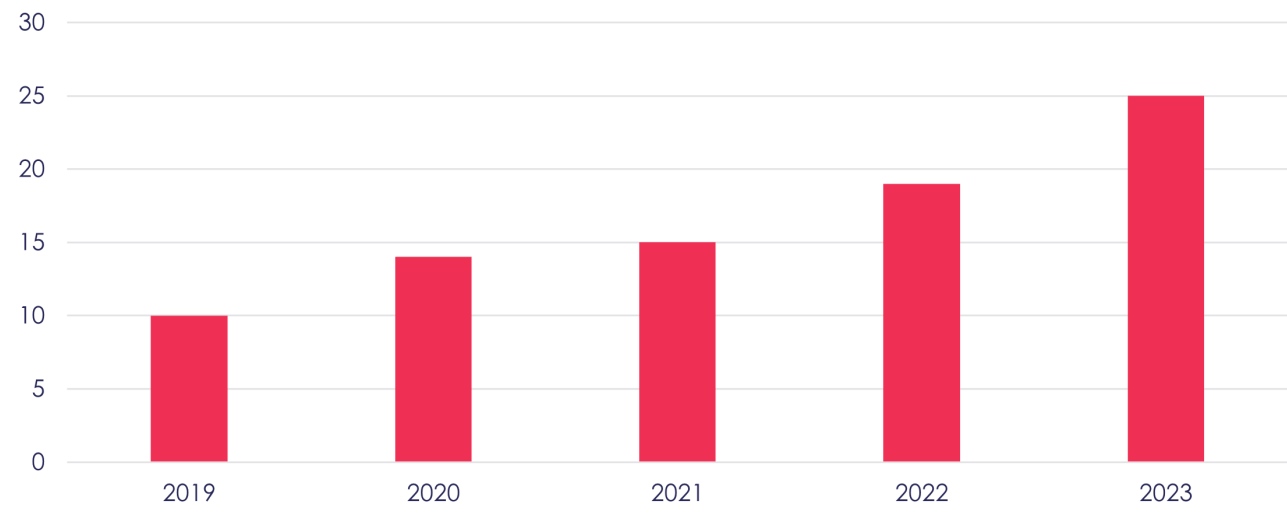


Figure 56 Resale transactions by property type in Kwanokuthula, 2019 - 2023

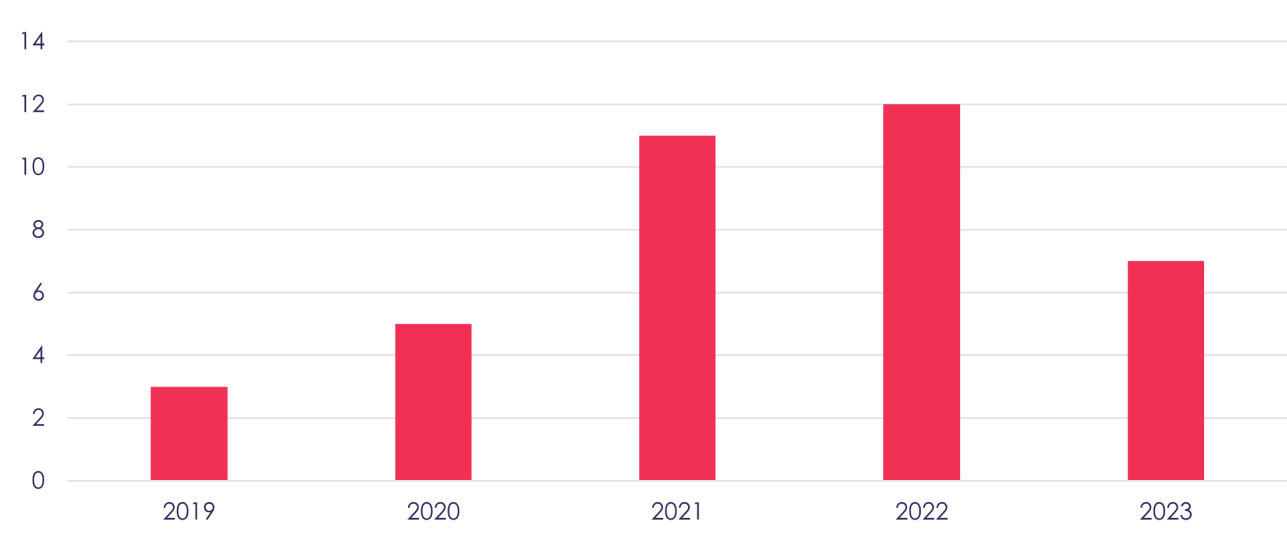


Figure 57 Resale transactions by property type in New Horizons, 2019 - 2023

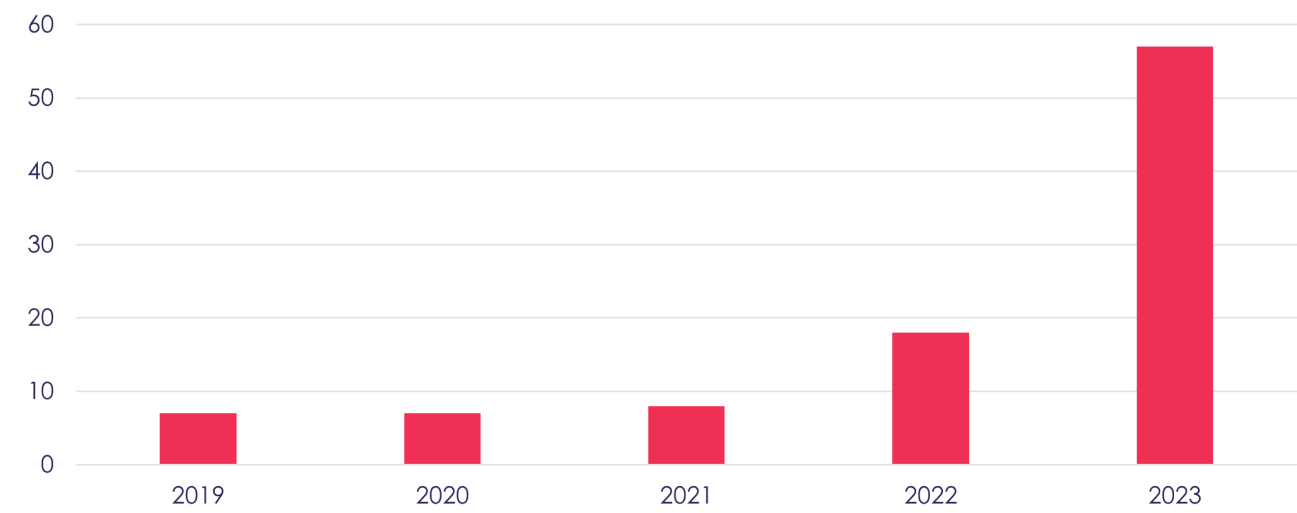


Figure 58 Resale transactions by property type in Kranshoek, 2019 - 2023

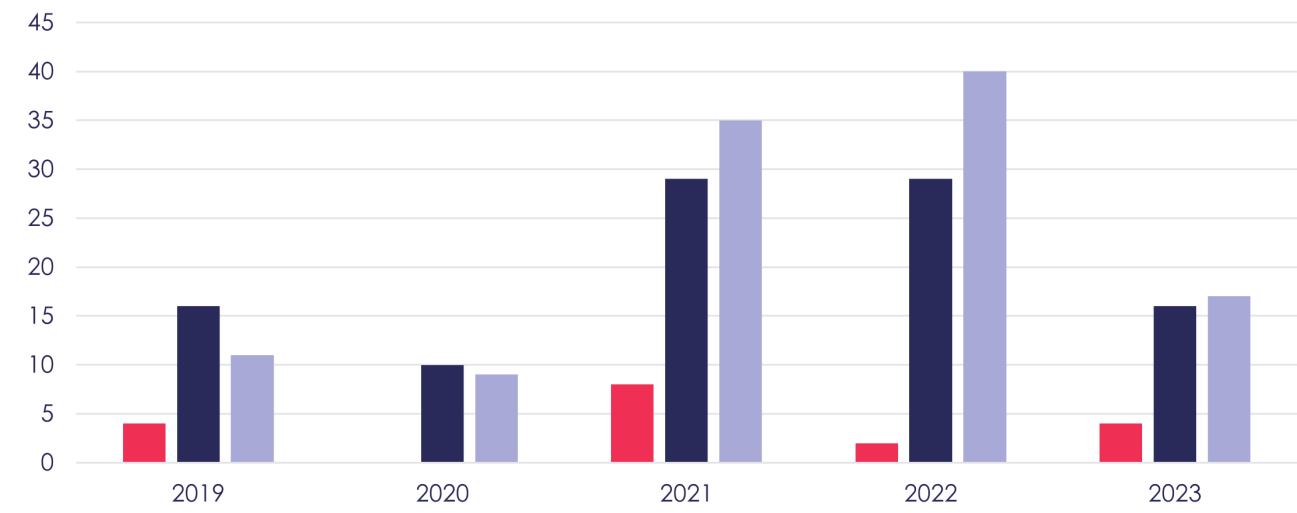


Figure 59 Resale transactions by property type in Keurboomstrand, 2019 - 2023

Sources: Lightstone, 2024

Legend:



5.4 Churn

Why does churn matter? Churn is the rate at which properties are bought, sold, or otherwise transferred within a specific period, typically measured annually. Churn rates are calculated by dividing the number of property transactions by the total number of properties eligible for resale in the market. Government-subsidised properties not yet eligible for resale, such as those under an 8-year restriction, are excluded from the eligible stock. This approach ensures the churn rate accurately reflects market activity, with higher rates indicating frequent property turnover and strong buyer demand. High churn indicates a dynamic and active market with frequent property turnover, suggesting robust buyer demand, investment activity, and overall market vibrancy. Conversely, low churn may indicate stagnation or slower activity levels, potentially reflecting lower consumer confidence or tightening lending conditions.

Churn rates are lowest in Kwanokuthula, New Horizons, and Kranshoek, primarily due to the dominance of subsidised housing bound by sale restrictions, which suppress turnover rates. This trend reflects the limited formal market activity in these areas, where subsidised properties are often subject to regulatory constraints. However, informal sales are also common in these areas and are not captured in the Deeds Registry data, meaning that recorded churn rates likely underrepresent actual market activity. This highlights the challenges of accurately assessing turnover in informal markets, which remain critical for understanding overall housing dynamics in Bitou.

Plettenberg Bay consistently exhibits the highest churn rates, reflecting its role as the primary urban hub with diverse property types and prices. Unlike more seasonal markets like Keurboomstrand, Plettenberg Bay maintains a more dynamic

property market, driven by its mixed-income appeal and broader buyer base. The area's diverse housing stock ensures greater market activity across segments.

Spikes in churn rates in areas like New Horizons, Kwanokuthula, and Kranshoek often result from low stock availability in specific segments. For example, the sharp rise in churn in the R900,000–R1.2 million bracket in New Horizons corresponds to just three sales out of a stock of ten properties eligible for resale. Similarly, the churn spike in the R300,000–R600,000 bracket in Kwanokuthula in 2023 reflects the sale of one property from a total of 16 properties that are eligible for resale. Such isolated sales in small stock pools can disproportionately inflate churn rates, emphasising the need to interpret these figures with caution.

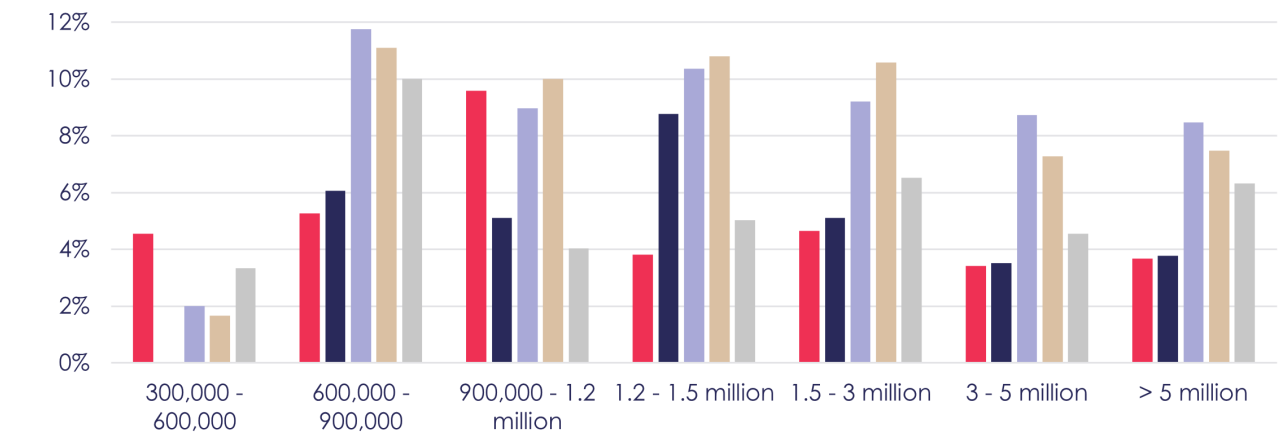


Figure 60 Churn by market segment in Plettenberg Bay, 2019 – 2023

Source: Lightstone, 2024

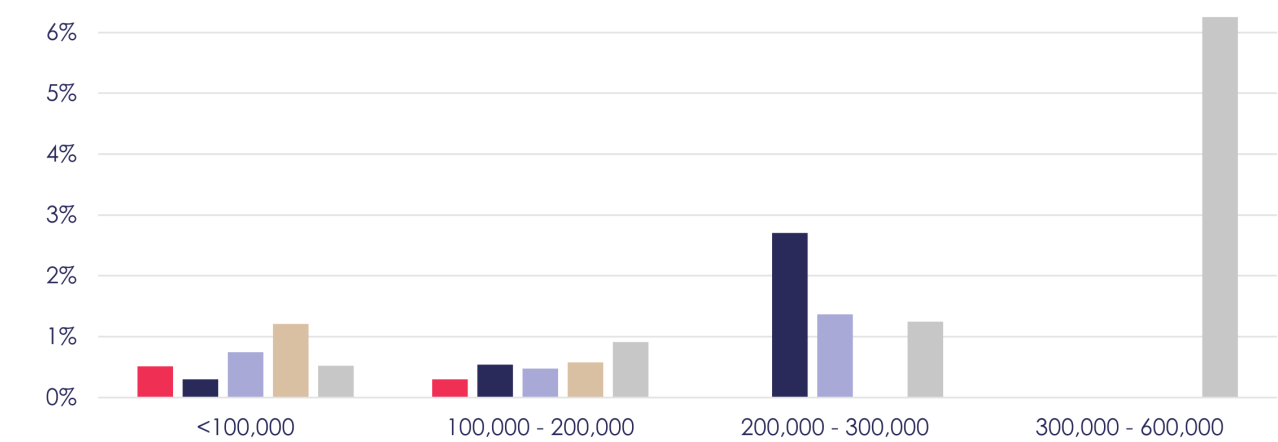


Figure 61 Churn by market segment in Kwanokuthula, 2019 – 2023

Source: Lightstone, 2024

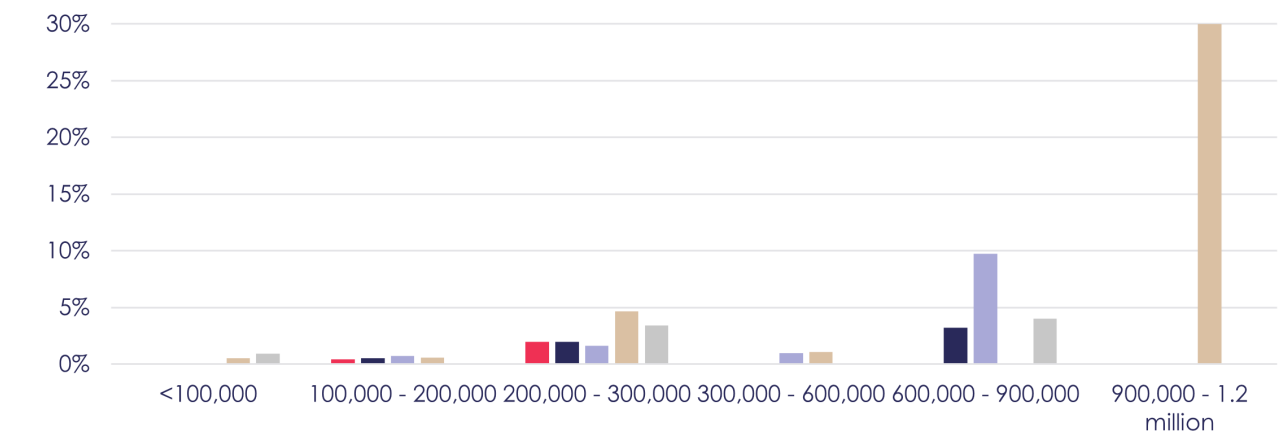


Figure 62 Churn by market segment in New Horizons, 2019 – 2023

Source: Lightstone, 2024

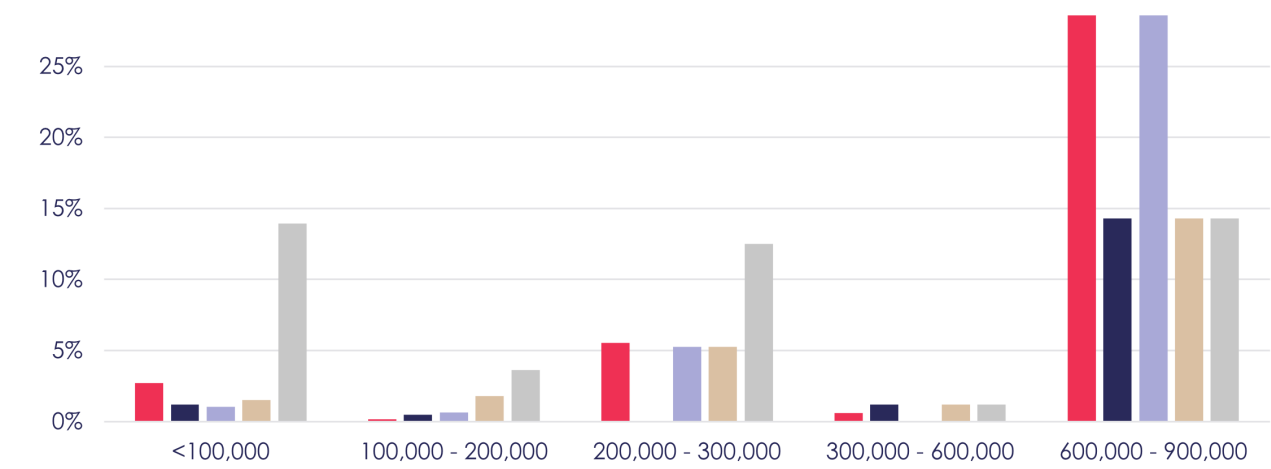


Figure 63 Churn by market segment in Kranshoek, 2019 – 2023

Source: Lightstone, 2024

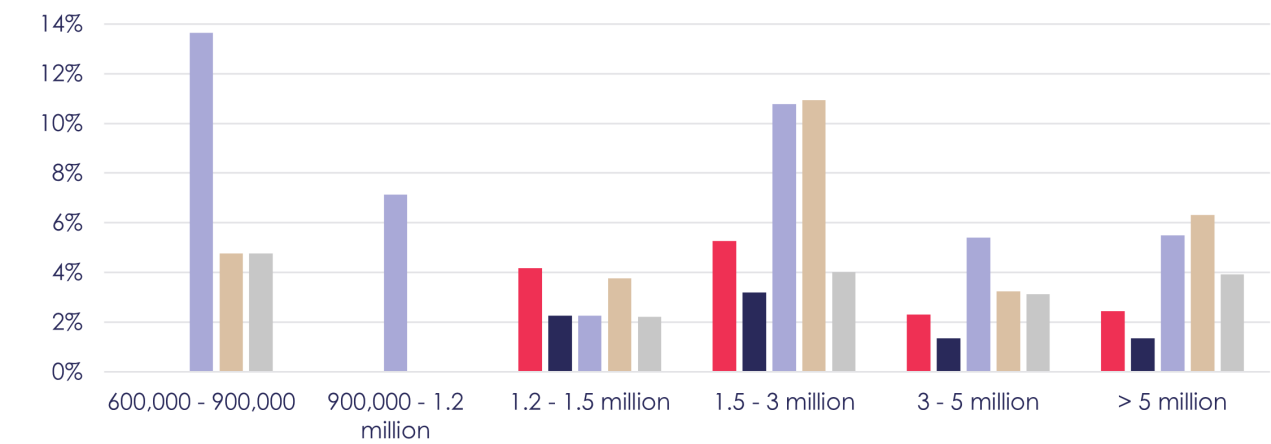


Figure 64 Churn by market segment in Keurboomstrand, 2019 – 2023

Source: Lightstone, 2024



5.5 First-time Home Buyers

Why do first-time home buyers matter? First-time home buyers refer to individuals or households who are purchasing a home for the first time. This section seeks to understand how many first-time home buyers are entering the market and how buyers enter the market. A high number

of first-time home buyers can be an indicator of increased demand, market vibrancy, and consumer confidence. This can inform the development of incentives and strategies to support home owners, increase access to finance, and enhance access to housing.

5.5.1 First-time Home Buyers as a Proportion of Total Home Buyers

First-time home buyers are prevalent in lower-income areas but make up a small portion of purchasers in high-income towns like Plettenberg Bay and Keurboomstrand, where high property values act as a significant barrier to entry. Figure 65 illustrates the share of market entrants to the towns that are entering the market for the first time. In Kwanokuthula, New Horizons, and Kranshoek, 60 - 95% of buyers from 2019 to 2023 were first-time homeowners, largely due to the prevalence of subsidised properties, whereas first-time buyers represented less than 20% of purchases in Plettenberg Bay and Keurboomstrand. These towns cater primarily to higher-income repeat buyers and second-home owners, with limited availability of properties priced for first-time buyers.

Subsidised properties are the dominant route into homeownership for first-time buyers in lower-income areas. Figure 66 illustrates the share of the first-time market entrants that are entering

the market through government assistance. In Kwanokuthula, New Horizons, and Kranshoek, nearly all first-time buyers relied on subsidised housing, emphasising the essential role of government assistance in enabling market access. By contrast, in Plettenberg Bay, less than 5% of first-time buyers entered the market through subsidised properties, reflecting the scarcity of affordable options in this area.

These patterns illustrate how property prices and the availability of subsidies shape homeownership opportunities. While subsidised properties create pathways for lower-income buyers in specific areas, the absence of affordable housing in areas like Plettenberg Bay that are close to economic opportunities and social amenities limits opportunities for market entrants, reinforcing geographic and economic disparities.

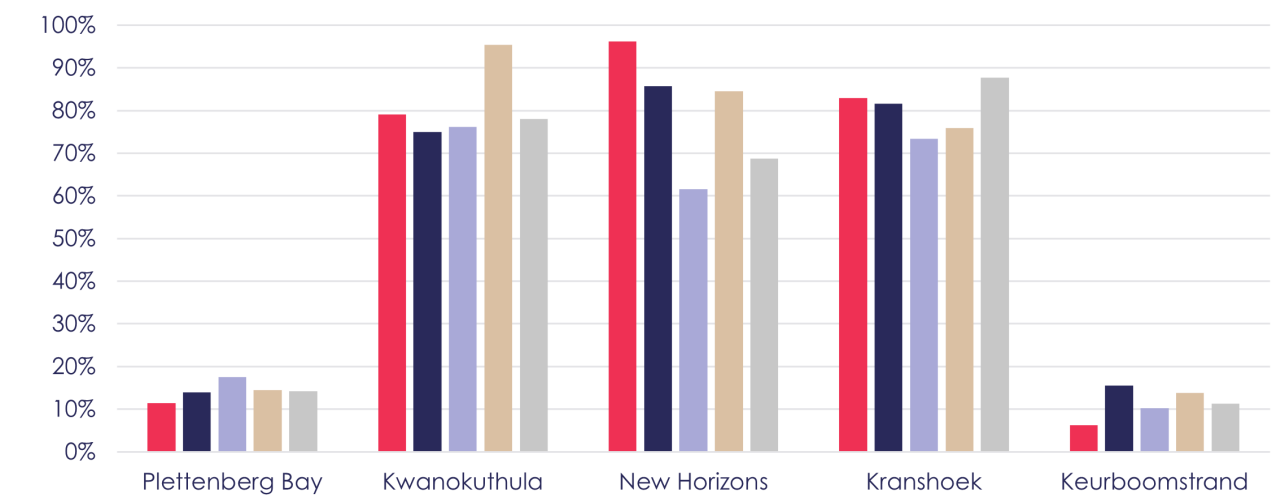


Figure 65 First-time home buyers as a proportion of total home buyers, 2019 – 2023
Source: Lightstone, 2024

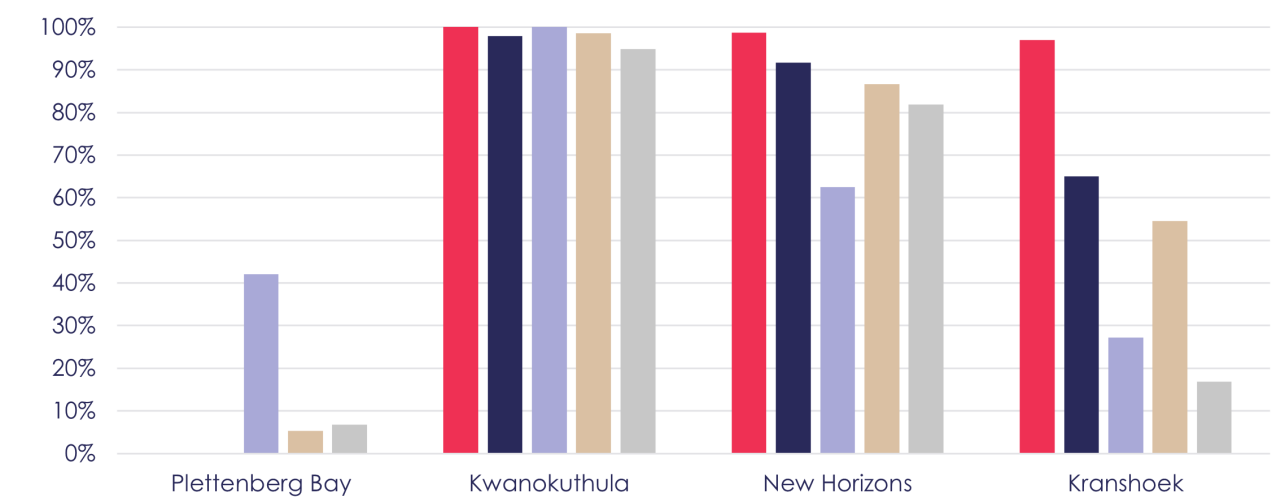


Figure 66 First-time home buyers of subsidised properties as a proportion of first-time home buyers, 2019 – 2023
Source: Lightstone, 2024



5.5.2 First-time Home Buyers by Market Segment

In Plettenberg Bay, first-time buyers were most active in the R1.5–R3 million and R3–R5 million segments, which accounted for a substantial share of activity between 2019 and 2023. This trend aligns with the area's higher-income profile and the availability of properties in these price ranges, which are often targeted at young professionals and families entering the market. The limited activity in lower price segments, such as below R1.2 million, reflects the scarcity of affordable housing options in this predominantly high-value market.

In Kwanokuthula, first-time buyer activity was overwhelmingly concentrated in the R200,000–R300,000 range, with minimal transactions observed in other segments. This aligns with the dominance of subsidised freehold properties in this area, which provide an affordable entry point for lower-income households. However, the lack of diversity in housing options limits opportunities for upward mobility within the market. Additionally, many transactions in this area occur informally, meaning the data may understate actual first-time buyer activity.

New Horizons had a concentration of first-time buyers in the R100,000–R200,000 range but also recorded a few transactions in higher price brackets, including R600,000–R900,000 and R900,000–R1.2 million. This pattern suggests that some households in this area may be transitioning into more formal housing options, although the overall volume remains low and is primarily driven by subsidised housing. Similarly, Kranshoek saw most first-time buyer activity in the R100,000–R300,000 range, reflecting its role as a low-income, primarily subsidised housing market.

Keurboomstrand, by contrast, recorded first-time buyer activity almost exclusively in the R1.5–R3 million and higher price brackets, with minimal activity in lower segments. The overall number of first-time home buyers was also lower than in other areas, which likely reflects the area's high-income market profile and its appeal to retirees and those purchasing second homes.

CURRENT MARKET ACTIVITY

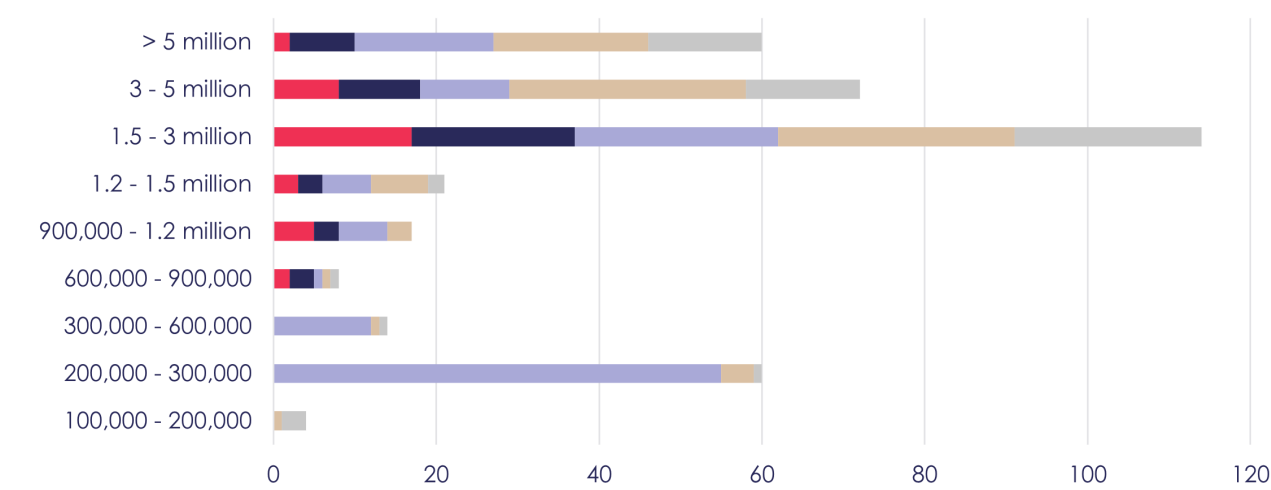


Figure 67 Number of first-time home buyers by market segment in Plettenberg Bay, 2019 – 2023
Source: Lightstone, 2024

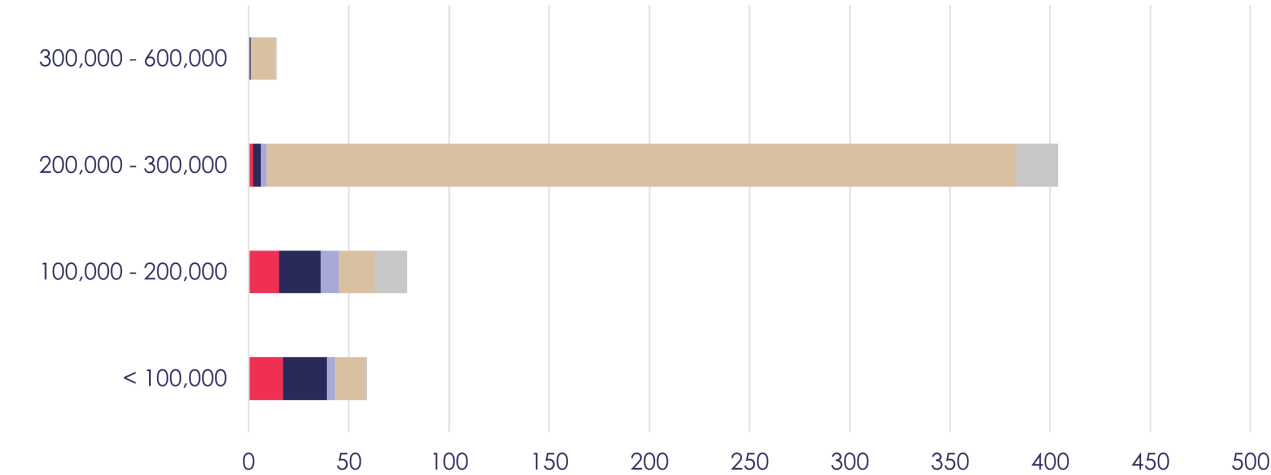


Figure 68 Number of first-time home buyers by market segment in Kwanokuthula, 2019 – 2023
Source: Lightstone, 2024

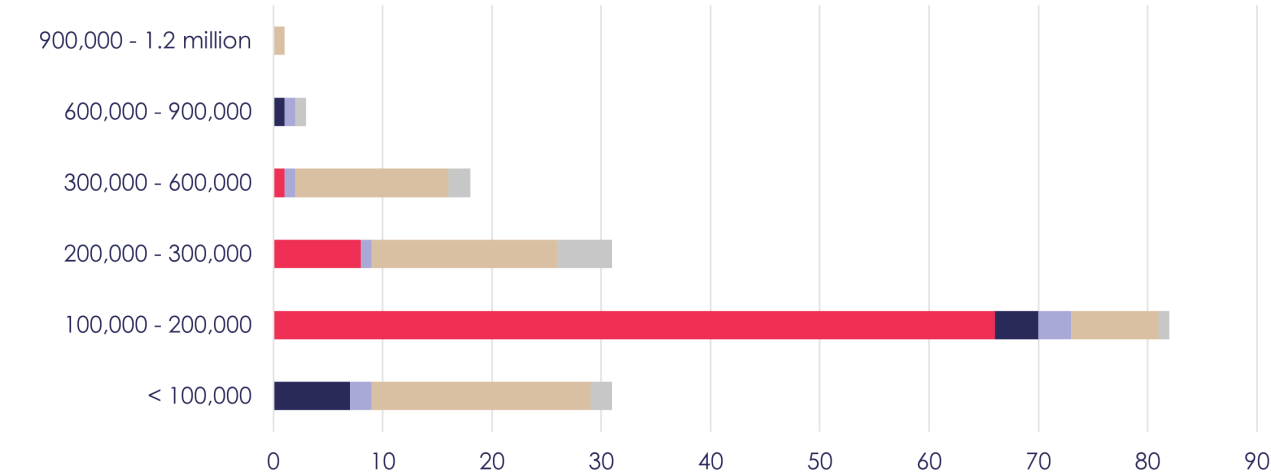


Figure 69 Number of first-time home buyers by market segment in New Horizons, 2019 – 2023
Source: Lightstone, 2024

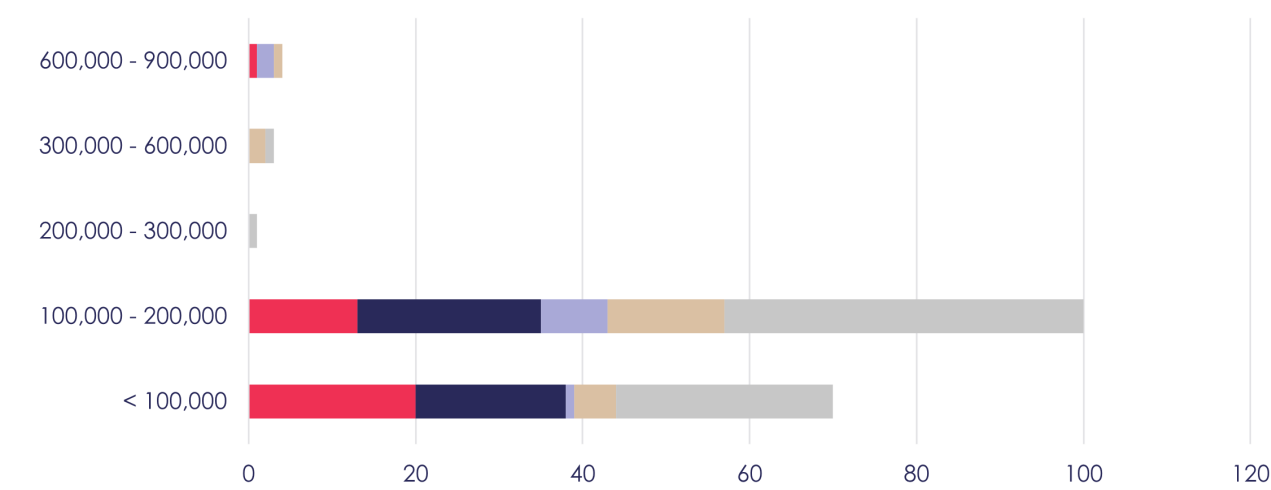


Figure 70 Number of first-time home buyers by market segment in Kranshoek, 2019 – 2023
Source: Lightstone, 2024

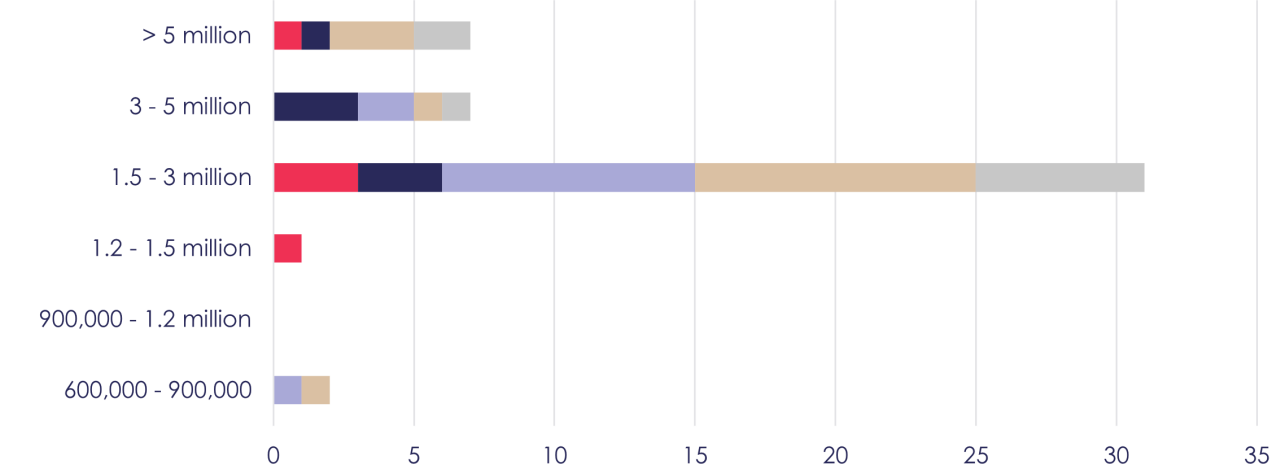


Figure 71 Number of first-time home buyers by market segment in Keurboomstrand, 2019 – 2023
Source: Lightstone, 2024



5.6 Mortgage Market

Why do mortgage markets matter?
The mortgage market provides insights into the level of involvement of commercial lenders in the housing market. This is an important metric for understanding the health and vibrancy of local housing markets, and the degree of financial sector confidence in the property market.

Mortgage activity in Bitou highlights stark contrasts between higher- and lower-income areas, reflecting unequal access to formal financing mechanisms. In Plettenberg Bay and Keurboomstrand, mortgage uptake was relatively consistent from 2019 to 2023, with 27-30% and 26-29% of properties bonded every year, respectively. These areas, characterised by higher-value properties, demonstrate a stronger reliance on formal mortgage financing, indicative of buyers with greater financial stability and access to credit.

Conversely, mortgage activity in lower-income areas such as Kwanokuthula, New Horizons, and Kranshoek was exceptionally low. Over the five-year period, Kwanokuthula recorded only three bonded properties, averaging just 1% of properties being mortgaged. Kranshoek saw similarly limited activity, with only 2% of properties mortgaged (five properties in total), while New Horizons had a slightly higher proportion, with 14% of properties bonded on average (12 properties in total).

This limited mortgage uptake in lower-income areas reflects the broader challenges faced by households in accessing formal financing, often due to lower incomes, employment insecurity, and the prevalence of informal property transactions. Without access to mortgages, households in these areas remain excluded from opportunities for wealth creation and housing market mobility. In contrast, the steady mortgage activity in higher-income areas points to more mature and formalised housing market.

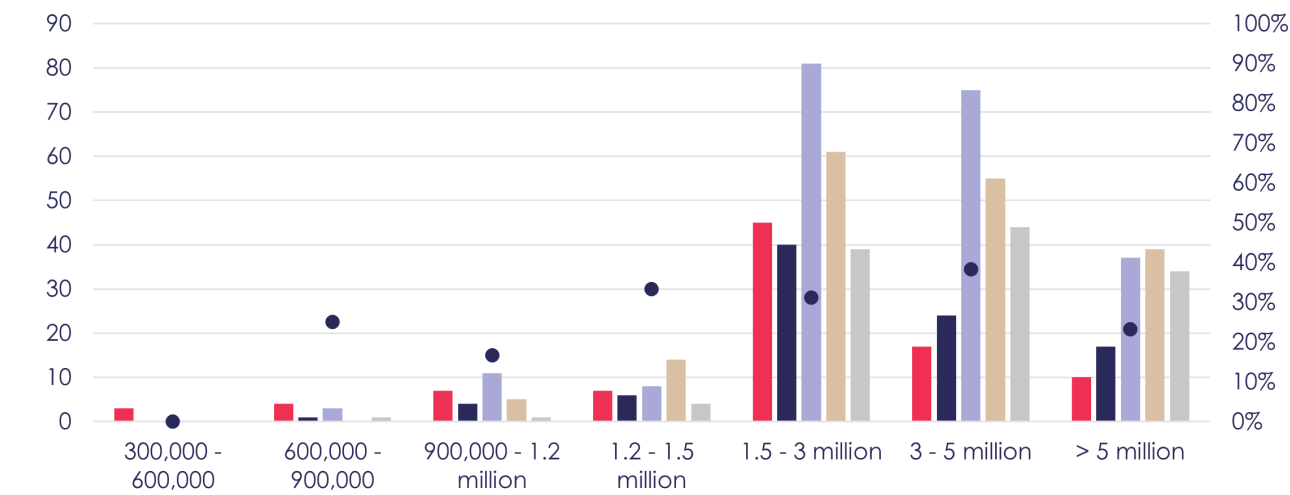


Figure 72 Number and proportion of bonded transactions Plettenberg Bay, 2019 – 2023

Source: Lightstone, 2024

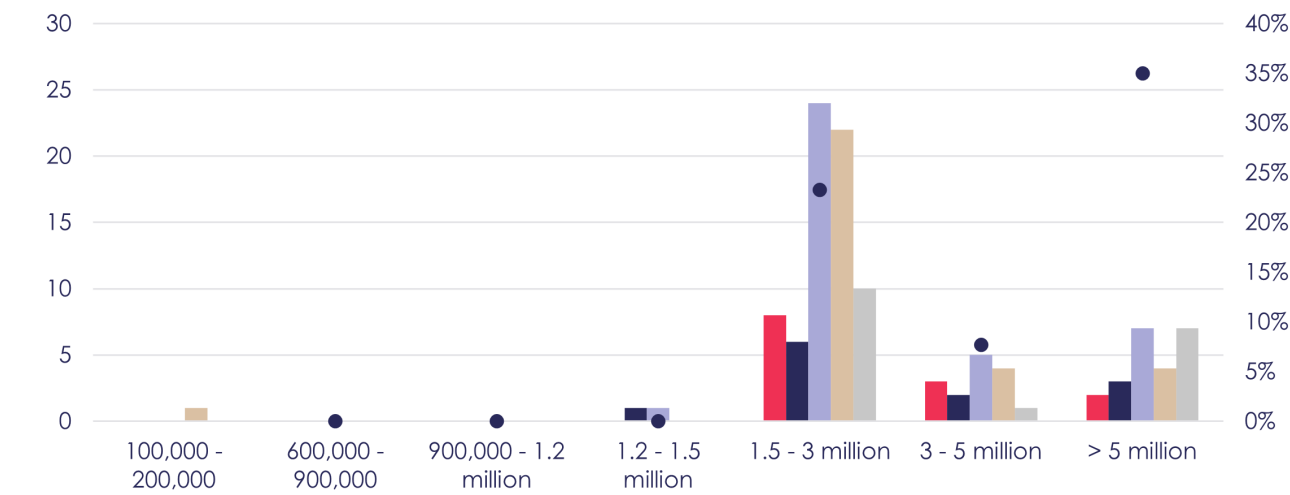


Figure 73 Number and proportion of bonded transactions in Keurboomstrand, 2019 – 2023

Source: Lightstone, 2024

Note: Figures for Kwanokuthula, New Horizons and Kranshoek are not included due to insufficient data.

Legend:



6. Gap Analysis

Why is gap analysis important? Affordability gap analysis seeks to understand whether the properties supplied in various market segments are affordable to households. This analysis uses data on property values and mortgage lending terms to estimate the household incomes required to afford properties in the area. Using data on available residential stock by market segment and the distribution of local household incomes, the analysis then offers insights on market segments that are over or undersupplied.

Estimating Affordability Gaps in Bitou

Affordability gaps are calculated using the premium-to-income approach. This approach compares property values in an area to local household incomes to estimate how many households in a municipality could afford to purchase a house with a bond in that market segment based on current lending terms.

Traditionally, the benchmark applied in assessing affordability calculations proposes that a household should not spend more than 30% of its income on housing. In South Africa, however, research indicates that the 30% ratio is the upper limit that relatively few households could afford. Data from South Africa's 2014/15 Living Conditions Survey indicates that on average, urban households spend 7% of their income on housing, while renter households spend 22% of their income on rent (see the appendix for a discussion on the interest rate and premium-to-income ratio assumptions).

Table 3 presents the affordability gaps for the three study areas in Bitou Municipality. This analysis uses the mid-range estimate of 22% to estimate the household affordability levels. Other assumptions applied in determining the minimum monthly household income required to purchase property in various market segments are as follows:

- Loan term of 20 years
- Deposit of 10% of the property value
- No subsidy or government assistance
- Interest rate of 10%, reflecting a balance between long-run average rates and current economic conditions
- Premium-to-income ratio of 22%

Housing affordability calculations are complex. This approach to gap analysis may obscure key nuances in household spending patterns and variations in income and wealth due to various reasons. Firstly, household income data is only available in ranges, with the effect that affordability gap calculations are based on the midpoint of each range. This approach may not accurately represent the households that lie within the tails of the ranges. Secondly, households may own properties valued above what they should theoretically be able to afford, which could be due to property value appreciation, inherited assets, or homes owned by retirees. Last, not all households rely on the mortgage market to access property, with some obtaining homes through inheritance or alternative forms of credit, which are not accounted for in these calculations.

Where are the Affordability Gaps?

There are variations in the patterns of affordability gaps across the study areas in Bitou, likely driven by each area's function, market size and characteristics. There are however also similarities across areas, notably, an undersupply of lower-income residential units relative to households and demand. The largest gaps were observed within the lowest-income households (earning R0-R4,666) who would be mainly eligible for state subsidised housing. Conversely, there is a proportionally higher share of high-value properties compared to local demand in the municipality.

Within the lower-income market segments, there are pronounced affordability gaps. GTI estimates that there are at least 13,370 households earning between R0 and R 22,500, who might afford properties valued less than R300,000. The share of residential properties affordable to these households are comparatively low, estimated at 5,408 as of 2023. Though this might be due to lags in the deeds registry, or delays in the transfer of government-subsidised titles to beneficiaries, the gap is sufficiently large that this likely does not account for the entirety of the gap. There is therefore a need to incentivizing low-income housing supply, as insufficient supply for this sub-market might lead to intensified growth of informally developed housing and greater reliance on backyard rental markets. Majority of the lower income households are concentrated in Kwanokuthula and New Horizons areas, indicating that the bulk of housing supply should be focused in these areas.

There is also a low supply of residential housing in the middle-market categories. GTI estimates that there are approximately 4,342 households across different income bands between R22,501 and R71,666, representing 23% of households. Lightstone Data however identifies only 1,271 residential units valued between R300,000 and R1.2 million, representing 9% of residential stock in the municipality. When reviewed across the property segments, there is higher demand in the middle-and-upper gap segments, with households earning between R36,667 and R71,666 who might afford units valued between 600,000 and 1.2 million. The bulk of demand in this submarket is in the Plettenberg Bay and Keurboomstrand areas.

The high-end and luxury markets in Bitou feature a relative oversupply of units relative to households. From Lightstone data, there are an estimated 7,269 residential properties valued above R1.2 million, concentrated mainly in Keurboomstrand and Plettenberg Bay. The share of high-income households is however relatively small, at only 6% of households. The mismatch between property values and household incomes in the high-end and luxury residential markets suggests an over-saturation of supply in the municipality. It could however also be attributed to the appreciation of property values relative to incomes, or due to the significant role of the tourism, retirement and secondary-home (holiday home) market in Bitou, which is a popular retirement and holiday destination.

Why are there more properties than households in the higher segments? The primary source of household income data is the GeoTerralimage Neighbourhood Lifestyle Index, 2024 (NLI). Household income is modelled at an enumeration area level and presents information on the number of households falling within selected income bands.

GTI Income data is cross-referenced with other information sources, including the National Treasury's Spatial Economic Activity Data (SEAD), which

provides municipal-level data on the number of jobs within different wage bands using administrative tax records.

GTI data indicates that 17% of households earn over R51,667 per month. However, National Treasury's data indicates that only 2% of households (149 employees) in Bitou Municipality earn over R51,200 per month. Although both datasets indicate a lower share of high-income households in the municipality, and despite potential differences in methodology, this indicates

that some property owners in the municipality earn their income elsewhere. Bitou's residential market is also highly influenced by the presence of second homes and retirees, which substantiates this finding.

Additionally, households may have accessed properties through avenues such as inheritance, or may own properties that have appreciated beyond their current income level, so that the current property price exceeds the price of a property they might be able to afford with their current income.

Therefore, although the below table provides a useful indication of gaps between local demand supply, these factors (among others discussed in the appendix) highlight the limitations of the price-to-income approach.

			Bitou					Plettenberg Bay					Kwanokuthula				
Household Income Bracket	Market segment	Minimum monthly household income needed	Number of households in income bracket	% of total households	Number of properties in market segment	% of total properties in market	Estimated gap	Number of households in income bracket	% of total households	Number of properties in market segment	% of total properties in market	Estimated gap	Number of households in income bracket	% of total households	Number of properties in market segment	% of total properties in market	Estimated gap
R0 - R4,666	< 100,000	R1 974	5,042	27%	819	6%	4,223	122	2%		0%	122	3,185	47%	385	12%	2,800
R4,667 - R11,416	100,000 - 200,000	R5 922	7,289	39%	3677	26%	3,612			4	0%	(4)	3,532	53%	2210	67%	1,322
R11,417 - R22,500	200,000 - 300,000	R9 870	1,039	5%	912	7%	127	544	10%	64	1%	480			592	18%	(592)
R22,501 - R36,666	300,000 - 600,000	R17 765	353	2%	969	7%	(616)	353	7%	436	6%	(83)			125	4%	(125)
R36,667 - R51,666	600,000 - 900,000	R29 609	2,049	11%	121	1%	1,928	1,768	33%	40	1%	1,728			3	0%	(3)
R51,667 - R71,666	900,000 - 1.2 million	R41 452	1,939	10%	181	1%	1,758	1,644	31%	149	2%	1,495					
R71,667 - R100,000	1.2 - 1.5 million	R53 296	593	3%	286	2%	307	313	6%	239	4%	74			1	0%	(1)
R100,001 - R145,833	1.5 - 3 million	R88 826	561	3%	2124	15%	(1,563)	561	10%	1651	24%	(1,090)			1	0%	(1)
R145,834 and more	3 - 5 million	R157 913	55	0%	2552	18%	(2,497)	55	1%	2248	33%	(2,193)					
	> 5 million	R197 391		0%	2307	17%	(2,307)			1941	29%	(1,941)			1	0%	(1)
Total			18,921	100%	13,948	100%	4,973	5,361	100%	6,772	100%	(1,411)	6,717	100%	3,318	100%	3,399

Table 3 Estimated housing gaps in Bitou

Sources: Consultant calculations using Lightstone, 2024; GeoTerralimage Neighbourhood Lifestyle Index, 2024

New Horizons								Kranshoek					Keurboomstrand				
Household Income Bracket	Market segment	Minimum monthly household income needed	Number of households in income bracket	% of total households	Number of properties in market segment	% of total properties in market	Estimated gap	Number of households in income bracket	% of total households	Number of properties in market segment	% of total properties in market	Estimated gap	Number of households in income bracket	% of total households	Number of properties in market segment	% of total properties in market	Estimated gap
R0 - R4,666	< 100,000	R1 974	1,735	44%	214	16%	1,521			220	17%	(220)					
R4,667 - R11,416	100,000 - 200,000	R5 922	1,942	50%	577	42%	1,365	1,815	88%	885	68%	930		1		0%	(1)
R11,417 - R22,500	200,000 - 300,000	R9 870	228	6%	240	17%	(12)	252	12%	16	1%	236					
R22,501 - R36,666	300,000 - 600,000	R17 765		0%	281	20%	(281)			168	13%	(168)					
R36,667 - R51,666	600,000 - 900,000	R29 609		0%	50	4%	(50)			7	1%	(7)	281	33%	21	2%	260
R51,667 - R71,666	900,000 - 1.2 million	R41 452		0%	13	1%	(13)			5	0%	(5)	295	34%	14	1%	281
R71,667 - R100,000	1.2 - 1.5 million	R53 296											280	33%	46	4%	234
R100,001 - R145,833	1.5 - 3 million	R88 826			1	0%	(1)								441	43%	(441)
R145,834 and more	3 - 5 million	R157 913			1	0%	(1)								166	16%	(166)
	> 5 million	R197 391			3	0%	(3)								335	33%	(335)
Total			3,905	100%	1,380	100%	2,525	2,067	100%	1,301	100%	766	856	100%	1,024	100%	(168)

Table 4 Estimated housing gaps in Bitou (continued)

Sources: Consultant calculations using Lightstone, 2024; GeoTerralimage Neighbourhood Lifestyle Index, 2024

Plettenberg Bay

As Bitou’s core urban node, Plettenberg Bay has a large number of residential properties and the second-highest share of households. This node also features a more even distribution of properties across market segments compared to other areas.

Although there is a gap in housing supply in the lower-income segment in Plettenberg Bay relative to demand, a more glaring gap is in the middle-market segment. An estimated 70% of households (3,766) in the area earn between R22,501 and R71,666 and would therefore fall within this gap market. However, Deeds Registry data identifies only 625 residential units in this market, representing 9% of residential stock. There is therefore a need to target interventions for this market, particularly in the upper end of the gap market.

There is an oversupply in the high-end and luxury markets. In the Plettenberg Bay area, nearly 90% of residential properties are valued over R1.2 million, which could be affordable to households earning above R71,776. However, GTI estimates show that only 17% of households in the area earn incomes sufficient to afford these units.

Without targeted intervention, current housing supply gaps are likely to increase in the area. Demand projections indicate that the share of households in Plettenberg Bay will grow by 15%, though Deeds Registry data show a slower rate of property development, with a 2% change in residential units between 2019 and 2024. There is therefore a need to incentivise increased housing supply, particularly within the middle-income segments.

Kwanokuthula

The Kwanokuthula area has the highest share of population and households in Bitou. As of 2023, there were an estimated 3,318 residential properties in the area. GTI data estimates show that household incomes in Kwanokuthula are primarily concentrated within the lower-income bands, with 47% in the lowest income category (R0–R4,666) and an estimated 53% in the next segment (R4,667–R11,416).

This concentration of low-income households means that the demand for subsidised and low-cost housing in Kwanokuthula is very high. Deeds data for 2023 estimate that the majority of residential stock in the area falls within this income segment, with 96% of properties valued under R300,000. Despite the supply of subsidised housing gap in the area, the number of households requiring housing in this income band far outnumbers available stock. There is some residential stock within the higher-income bands

in Kwanokuthula, though this stock is limited.

There are a range of interventions aimed at increasing housing supply within Kwanokuthula, including the established PSHDA areas and the earmarking of areas for future residential development. As presented in Chapter 4, however, planned housing supply in the area might fall short of addressing current housing demand. There is therefore a need to support and strengthen the development of low-income rental housing markets in the area. As presented in Chapter 2, the high incidence of backyard development in Kwanokuthula also suggests the presence of already existing informal rental markets.

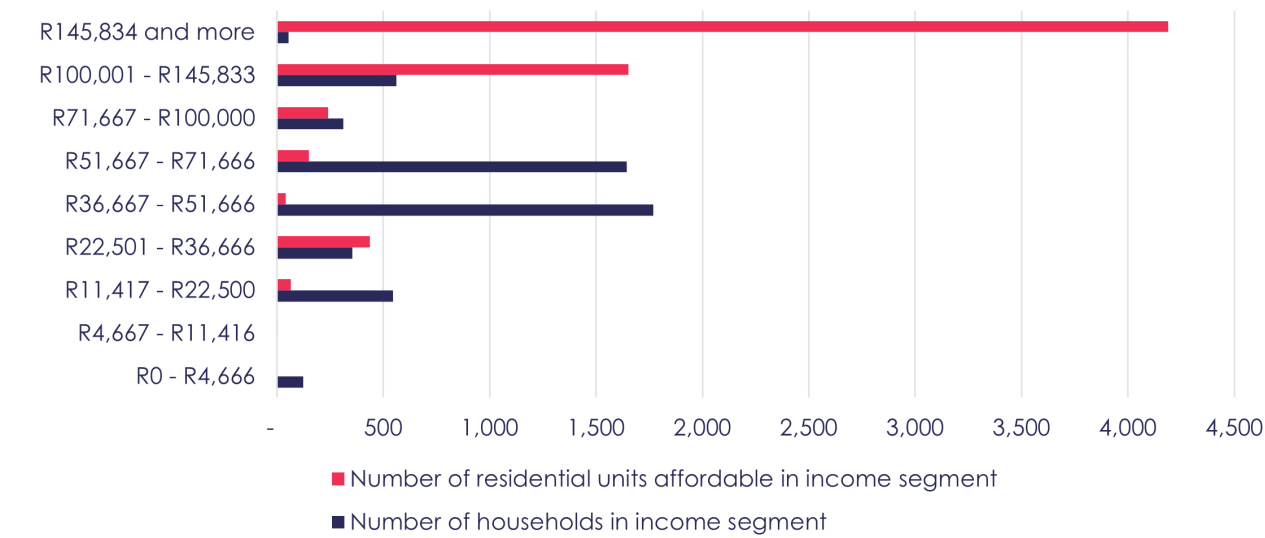


Figure 74 Affordability gap in Plettenberg Bay

Sources: Consultant calculations using Lightstone, 2024; Geoterralmage Neighbourhood Lifestyle Index, 2024

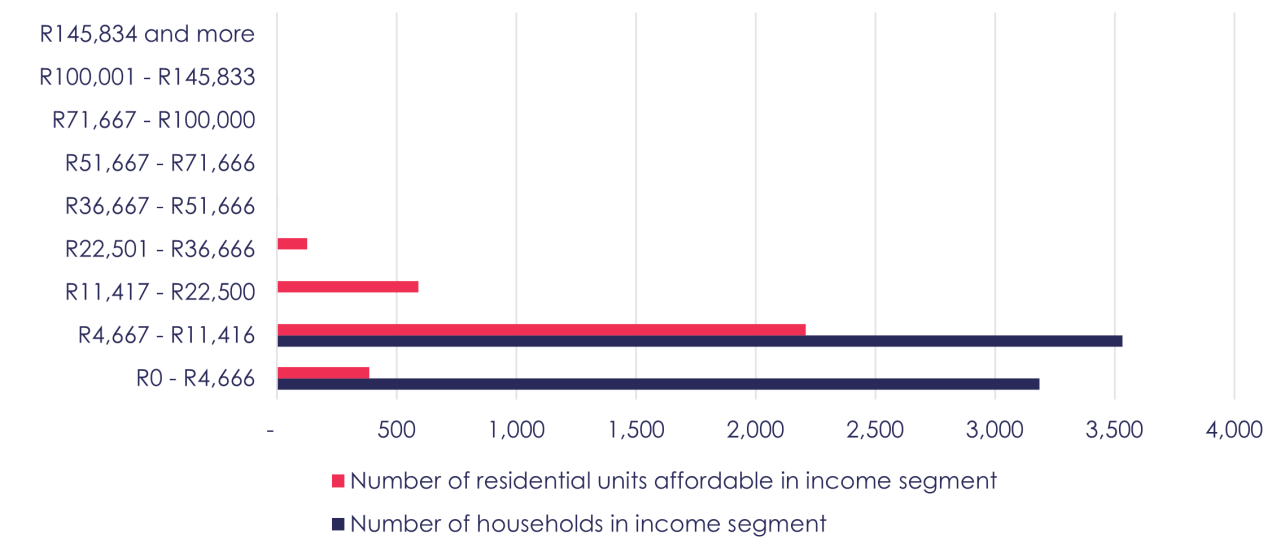


Figure 75 Affordability gap in Kwanokuthula

Sources: Consultant calculations using Lightstone, 2024; Geoterralmage Neighbourhood Lifestyle Index, 2024

New Horizons

The New Horizons area also has a large concentration of households within the lower-income segments. GTI data estimates show that 44% of households (1,735 households) earn less than R4,666 and would be mainly eligible for social or subsidy housing. A further 50% (1,942 households) are in the next income segment, earning between R4,667 and R11,416, and only 6% (240 households) earn between R11,417 and R22,500. These households might be able to afford properties valued at R300,000 or less.

The housing stock is also mainly in the lower-income segments. As of 2023, Deeds data show an estimated 1,317 residential properties in New Horizons. An estimated 78% of these (1,031 units) are valued under R300,000. There is a smaller share of higher-value properties.

The New Horizons area therefore also has housing gaps, where demand outpaces supply in the lower-income segments. Further evidence of this is in the variations between the growth in households and the growth in residential properties. DoSD data indicates that the share of households in New Horizons grew by 21% between 2019 and 2024, while residential stock only increased by 3% in the same period. The number of households is projected to continue increasing, which means that the rate of residential property development must be accelerated. Ongoing interventions in the area—including established PSHDA areas, the earmarking of areas for upgrading and formalisation, and planned and future residential development—need to be supplemented through support and strengthening of rental housing markets.

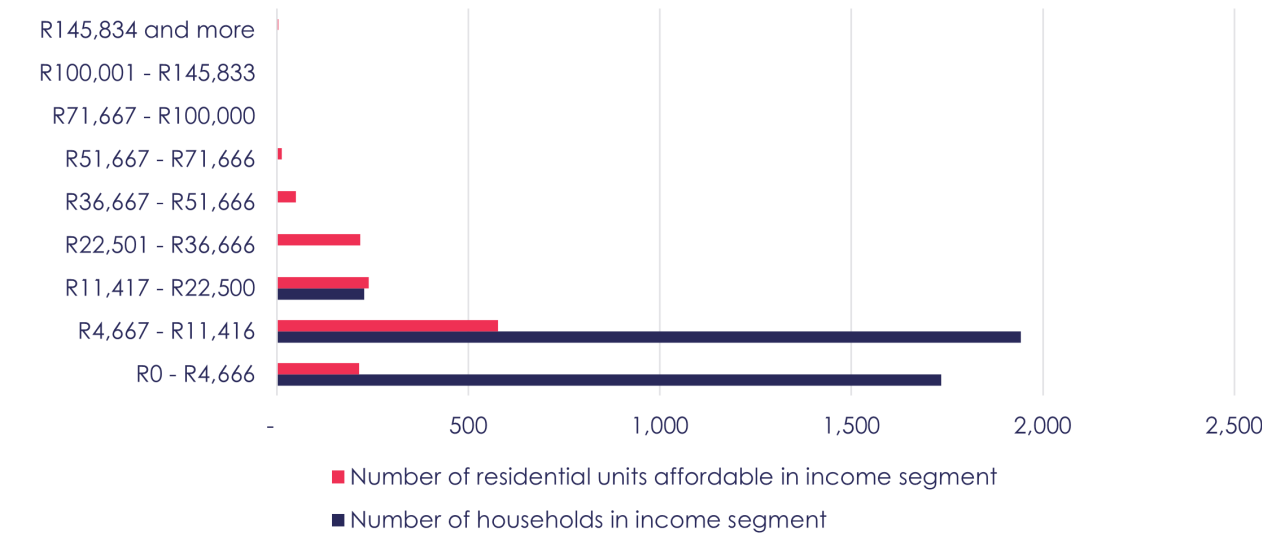


Figure 76 Affordability gap in New Horizons

Sources: Consultant calculations using Lightstone, 2024; Geoterralmage Neighbourhood Lifestyle Index, 2024

Kranshoek

The Kranshoek area has a relatively small share of households within Bitou Municipality compared to other nodes. According to GTI income estimates, most of these households are in the lower-income category, with 88% (1,815 households) earning between R4,667 and R11,416, and 12% (252 households) earning between R11,417 and R22,500. These households might be able to afford properties valued at R300,000 or less. Deeds data estimates identify approximately 1,301 residential properties in this area, with 86% (1,121 units) of these valued below R300,000. There is also a small share of higher-value properties, primarily falling within the gap housing range (between R300,000 and R1.2 million).

The housing supply gap in Kranshoek is therefore within the lower end of the residential market. Notably, these are households that fall slightly outside the lower end of the subsidy market, indicating that the opportunity in the area might lie in the development of social or rental housing markets.

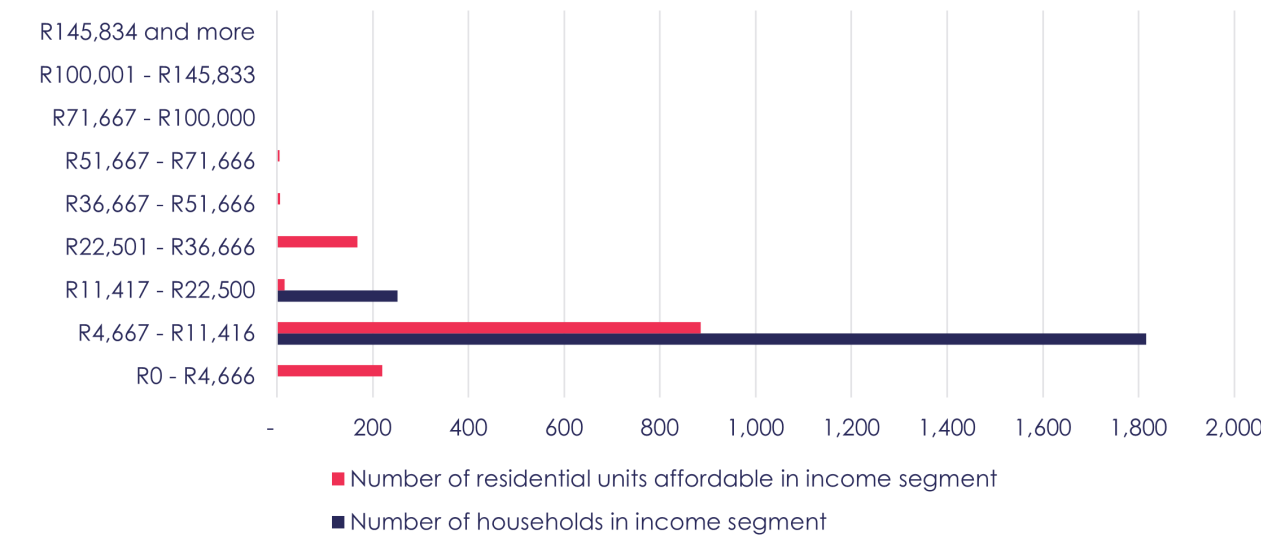


Figure 77 Affordability gap in Kranshoek

Sources: Consultant calculations using Lightstone, 2024; Geoterralmage Neighbourhood Lifestyle Index, 2024

Keurboomstrand

As a primarily holiday- and retirement-oriented node, the Keurboomstrand area has a relatively small share of households and residential properties within Bitou Municipality. The area differs from other nodes in Bitou in that households in the node are primarily concentrated in the high-income categories, and most properties are also high-value residential properties.

Although there are fewer households in Keurboomstrand relative to residential properties overall, there is an apparent affordability gap in the area. The majority of households in the area fall within the middle and upper ends of the gap housing market. These households might be able to afford properties valued between R600,000 and R900,000 or R900,000 and R1.2 million, respectively. Deeds data indicate that only 3% of residential stock in Keurboomstrand is valued within these

bands. The housing supply gap in Keurboomstrand is therefore in this middle and upper end of the gap residential market. However, given the nature of this area, this gap may be artificial, meaning that households in this area likely benefit from inherited wealth or may be retired individuals whose property has appreciated beyond their income (as discussed in the text box on page 88).

Bitou’s MSDF identifies some development constraints that exist in the Keurbooms area and limit its spatial consolidation. The area has environmental constraints, and its economy and population are also highly seasonal. There is, however, a need to mobilise for increased development of affordable and gap housing to meet current and future demand. The number of households in the area is projected to increase by 19% between 2024 and 2030.

Price-to-Income Ratios in Bitou

In Bitou, the median annual household income in 2023 is estimated to be between R56,004 and R136,992, while median home values range from R1.2 million to R1.5 million. This results in an overall price-to-income ratio for the study area ranging from 11:1 to 21:1. This means that, on average, households would need to spend between 11 and 21 times their annual income to purchase a median-priced home, indicating a significant affordability challenge.

In the Plettenberg Bay area, both median home values and median incomes are higher than the municipality’s average. The median property value range is R3 million – R5 million, while the median annual income range is R440,004 to R619,992. The resulting price-to-income ratio in this area ranges from 6.8 to 8.1.

The neighbourhoods of Kwanokuthula, New Horizons, and Kranshoek share similar patterns in median home values and incomes. In these nodes, the median property value falls within the R100,000–R200,000 range, while median annual incomes range from R56,004 to R136,992. This corresponds to price-to-income ratios between 1.5 and 1.8.

In Keurboomstrand, the median property value range is R1.5–R3 million, while the median annual income range is R620,004 to R859,992. This results in price-to-income ratios ranging from 2.4 to 3.5.

These figures suggest that properties in Bitou are generally unaffordable compared to local incomes. However, the lower price-to-income ratios observed in the lower-income neighbourhoods of Kwanokuthula, New Horizons, and Kranshoek indicate that properties in these areas are relatively better aligned with local incomes.

However, these estimates should be interpreted with caution. Income data may not fully reflect local economic realities, particularly as a significant proportion of residents may have incomes that differ substantially from working-age households. Additionally, house prices could be inflated by high demand for second homes and holiday properties, which may not accurately represent affordability for permanent residents.



Figure 78 Affordability gap in Keurboomstrand
Sources: Consultant calculations using Lightstone, 2024; Geoterralmage Neighbourhood Lifestyle Index, 2024

7. Conclusion

In South Africa, 'affordable housing' traditionally refers to policies, programmes or initiatives that seek to enhance access to housing for the affordable or gap markets. These might include incentives, subsidies or programmes targeted towards developers aiming to increase the supply of housing units (supply-side interventions), or support for households to access housing in the markets (demand-side interventions). From a finance perspective, these also include lending instruments developed to support target households to buy or build affordable housing.

There are a range of public housing subsidies and financial support instruments available in South Africa to support low-income-and-affordable housing markets (see Figure 79 below). This research shows that municipal housing markets are affected by a wide range of factors that would need to be addressed to unlock sustainable affordability across the entire housing market. Some of the key issues identified across the Bitou housing market are summarised below.

Key Takeaways

Bitou's housing market is distributed across multiple urban nodes, creating a spatially fragmented urban form. The municipality's population is projected to increase, driven by in-migration and internal growth, thus increasing demand for housing within the municipality. Kwanokuthula and New Horizons are set to drive the bulk of household growth in the municipality,

evidenced by backyard dwelling activity in these areas. These factors highlight a need for strategic responses to accommodate growth.

The largest share of property stock in Bitou Municipality is in Plettenberg Bay, followed by Kwanokuthula and New Horizons. The highest growth in property stock was in Kwanokuthula, with a 15% growth between 2019 and 2023. Property value distribution is varied across areas, with Plettenberg Bay and Keurboomstrand having higher-value properties, and lower-value properties more dominant in Kwanokuthula, New Horizons, and Kranshoek.

Plettenberg Bay dominates the municipality in terms of (formal) market activity, with sales, resales, and rental activity being concentrated in the node. First time home buyers are also relatively low across the Municipality, representing less than 20% of market activity in Plettenberg Bay and Keurboomstrand. Government subsidies have contributed significantly to market activity, with majority of homeowners in Kwanokuthula, New Horizons, and Kranshoek having acquired properties through government support.

There are housing and affordability gaps in the low-and-middle-income market segments in Bitou. These however vary depending on location. For households with no income, or low-income (R0-R3500) who might require state subsidised and social housing, the demand is mainly in the Kwanokuthula, New Horizons and Kranshoek areas. Middle and higher-income housing gaps

are primarily in the Plettenberg Bay town, and Keurboomstrand, indicating a need for gap and affordable housing.

Potential Interventions

Although housing policy and interventions are largely shaped by national policy, the responsibility for fostering vibrant and effective local housing markets lies with municipalities. Local authorities are under increasing pressure to ensure that housing markets are stable, efficient, and enable access to affordable housing to all residents. Municipalities can enhance local housing markets by leveraging national subsidies and incentives and by developing local policies and support initiatives.

Bitou's MSDF outlines a number of spatial and strategic proposals for addressing housing issues. In addition to continued support of public housing development, the MSDF advocates for the need to balance urban and housing development against land and marine habitat conservation. The framework proposes the containment of settlement footprints, investment in priority development areas, diversification of housing typologies, prioritisation of mixed-use developments, and adoption of higher density developments to consolidate the urban form. Further work is required to review the progress of implementation of these strategies and policies, and to identify gaps and support needed.

Inclusionary housing (IH) is considered a potentially viable tool for municipalities to

increase the supply of affordable housing in well-located areas. With IH, municipalities use conditions attached to land use rights approvals, to encourage private developers to dedicate a certain proportion of new housing developments to low and middle-income households who might not otherwise afford to live there. IH policies can be mandatory or voluntary, depending on context. Incentives provided to developers include enhanced development rights, reduced parking requirements, discounts on development charges, and expedited approvals.

The implementation of IH is complex, as the policy requires a range of conditions to be in place. If implemented well, IH has the potential to creating mixed-income communities and achieve spatial justice. However, IH is only one of many tools and levers that municipalities can use to incentivise developers to contribute to affordable housing development.

What are some necessary conditions for inclusionary housing to work?

- **Vibrant and active local housing markets** featuring strong effective demand, high rates of new construction and development, stable house prices, and low vacancy rates.
- **A convincing policy rationale** to embed political, administrative, civic, and investor buy in, and ease coordinated implementation.
- **Targeted policy and programme design** with incremental and adaptive implementation mechanisms – including monitoring, progress review, risk mitigation, and that enable adjustments in response to market developments.

Figure 79 presents an overview of the housing ecosystem in South Africa. It maps the different modes of housing access across income groups, and the subsidies and incentives available from the government and lenders. Supply-side incentives include subsidies for developers to develop affordable housing. For example, the Integrated Residential Development Programme (IRDP), the Social Housing Programme, or the Enhanced People's Housing Process (EPHP). Demand-side incentives include subsidies that increase household access to housing opportunities. For example, first-time homeowner subsidies (e.g. First Home Finance). Housing development in a municipality is also supported through municipal-level initiatives, including planning and housing legislation and by-laws, infrastructure development, land release, building design and planning support for small-scale rental investors, tax exemptions.

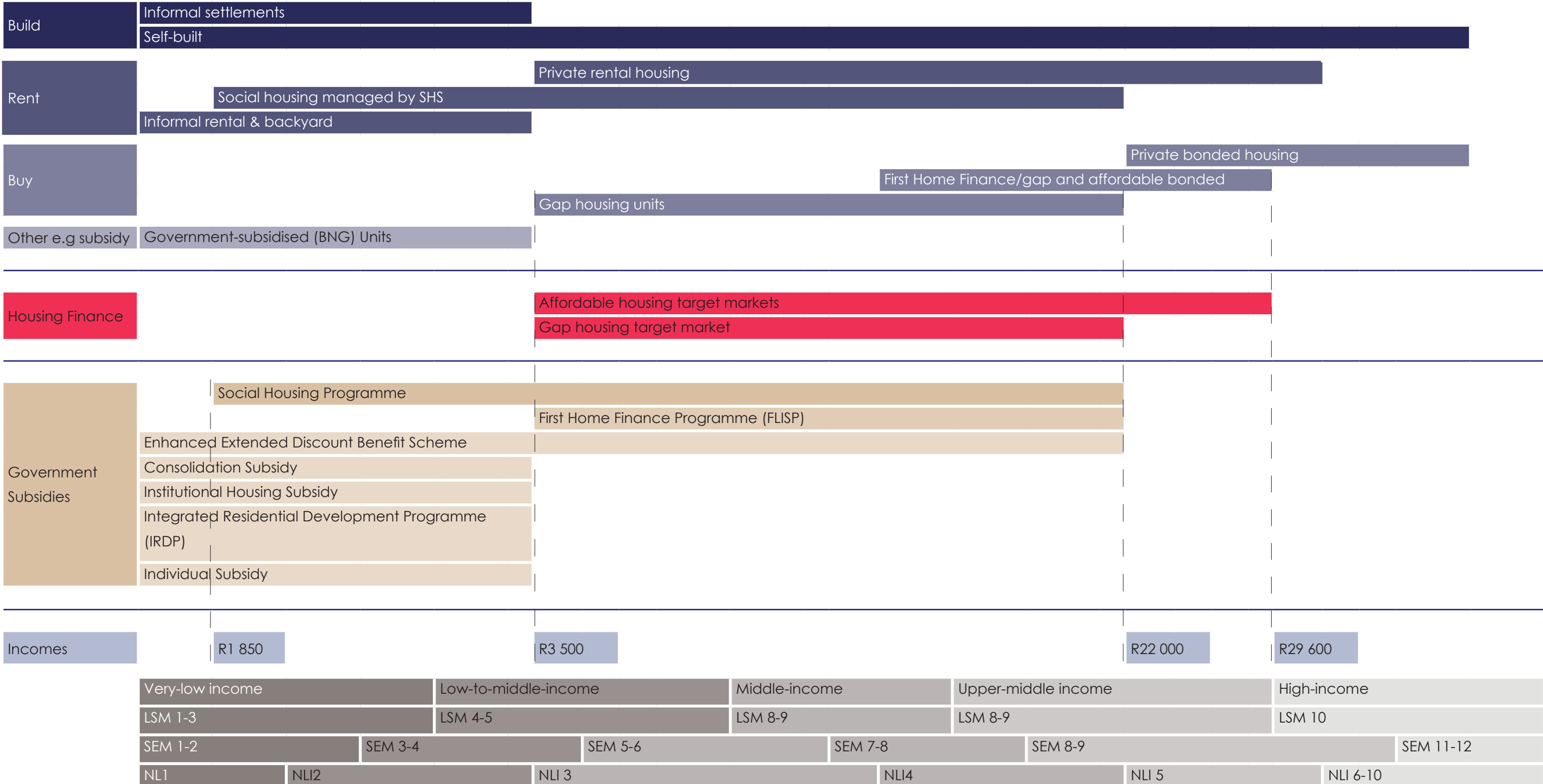


Figure 79 Support instruments available for different housing markets

8. Affordability Calculation Caveats

Interest Rate Caveats

Choosing the right interest rate is crucial for accurate housing affordability calculations. Historical data shows that the long-run average interest rate in South Africa typically ranges between 8% and 15%. Given recent trends and current economic conditions, using an interest rate of 9-10% offers a realistic benchmark.

However, interest rates on mortgage loans can vary significantly based on several factors:

- **Credit Score:** Higher credit scores usually secure lower interest rates, as these borrowers present lower risk to lenders.
- **Loan-to-Value Ratio:** A higher deposit, resulting in a lower loan-to-value ratio, can lead to lower interest rates due to reduced lender risk.
- **Income Stability:** Stable and higher incomes often attract better interest rates because these borrowers are seen as more reliable.
- **Loan Amount:** Larger loan amounts might have slightly different rates, with some lenders offering preferential rates for higher-value loans.
- **Bank Policies:** Different banks may have varying rates and terms based on their risk strategies and market approaches.

These factors mean that individual households may face different rates, affecting affordability. Higher interest rates increase monthly mortgage payments, raising the minimum income required to afford a property.

Premium-to-income Ratio Caveats

The premium-to-income ratios used in these calculations are based on historical and contextual analyses and are largely drawn from global standards. Traditionally, it is assumed that households allocate up to 30% of their income to housing costs. However, the share of income dedicated to housing varies by country, location, household size, income level, and tenure type.

For instance, data from South Africa's 2014/15 Living Conditions Survey shows that urban households spend about 7% of their income on housing (including rent or mortgage interest), indicating a need to allocate more income to essentials like food and clothing. However, there are notable variations across income groups. Lower-income households generally spend a smaller percentage of their income on housing compared to middle- and high-income households. By tenure, renter households spend about 22% of their income on rent, providing a more accurate reflection of current housing expenditure for those actively spending on housing.

Housing costs can vary significantly when considering household spending on utilities such as electricity, water, refuse and sewerage removal, liquid fuel, and gas. Data from the Living Conditions Survey indicates that households spend more on these utilities on average than on housing itself. Additionally, transport costs also impact household expenditure.

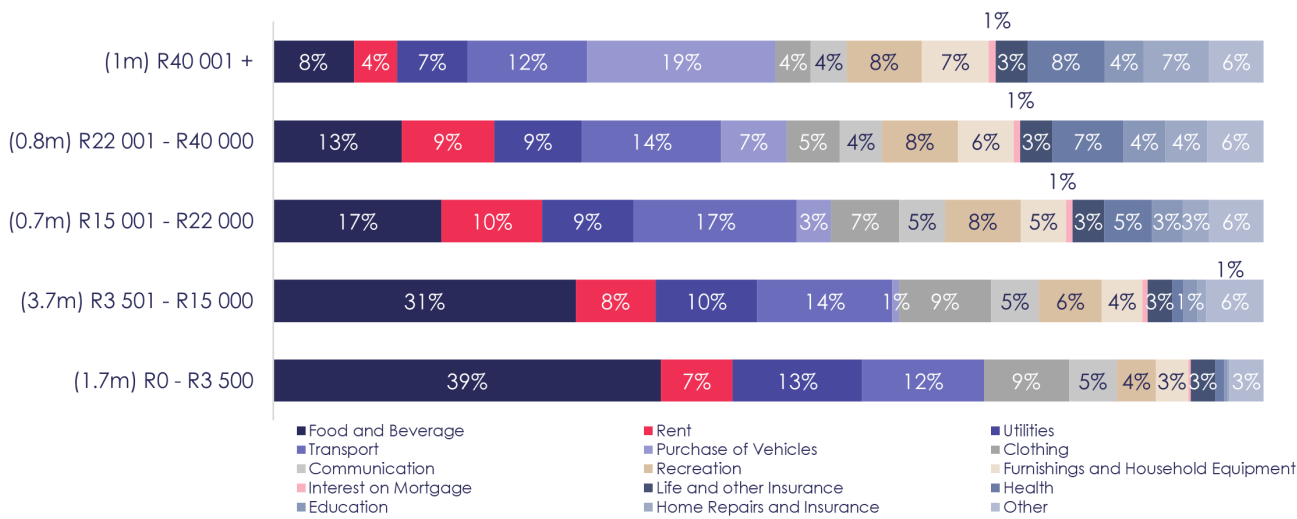


Figure 80 Household consumption expenditure by monthly income band (all urban households)

Source: Consultant calculations using data from the Living Conditions Survey 2014/2015

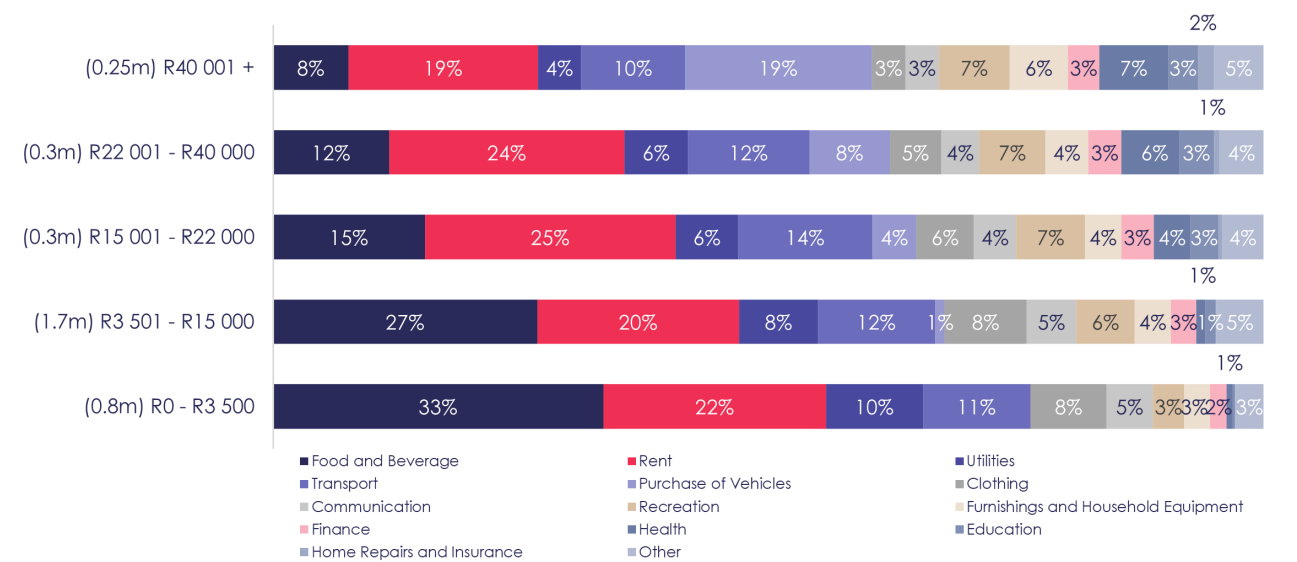


Figure 81 Household consumption expenditure by monthly income band (renter households)

Source: Consultant calculations using data from the Living Conditions Survey 2014/2015

Some households may opt for cheaper housing further from economic opportunities, resulting in higher transport costs. Therefore, while these benchmarks provide useful indicators for understanding the gap between market housing supply and local affordability, they should be interpreted with caution, considering the nuances of household spending patterns.

Additional factors to note:

- The calculations provide information on the number of households within the municipality with the income required to purchase a house with a bond in that market segment, based on current lending terms.
- Not all household access property through the mortgage market. These calculations do not consider rental markets, or the range of factors that could impact on a household's ability to pay, including other sources of credit.
- These calculations do not take into account transfer fees that might be incurred by households.
- Household decisions to purchase housing are not tied to market segments. Households purchasing ability can also be shaped by other sources of funding, or constrained by other competing expenses that might prohibit them from spending the benchmarked figure.
- Similarly, some households may be living in properties that are valued higher than their income band. Households might access properties through various avenues, including purchase, inheritance, that they might not be able to afford or buy through mortgage terms. Property values also tend to appreciate faster than incomes.
- An increasingly prominent alternative to understanding housing affordability is the

residual income method, which evaluates how much income remains for a household after paying for housing. This approach recognises that housing costs have the largest and least flexible claims on a household's net income, and that non-housing expenditures are limited by how much is left after paying for housing. Applying this method means that a household has affordability problems if they do not have sufficient residual income to cover other non-housing needs at a minimum level of adequacy. This minimum threshold relies on a socially relevant standards, and therefore considers varying living costs across contexts. The residual income approach provides a more nuanced and socially relevant measure of housing affordability. Its application in this study is limited by data availability.

9. Household Classification by Income Categories

There is a broad range of approaches for classifying households based on income to inform market research, policy development, social, economic, or other investment initiatives. In housing markets, households are classified from low-to-high income, to understand their income and affordability levels, or for the development of targeted interventions for different groups. These are briefly summarised below:

- **Government Housing Subsidies:** The Department of Human Settlements uses income categories to determine and legislate eligibility for various housing subsidies and support instruments. These income categories are however less flexible or adaptable, though they are adjusted from time to time.
- **Financial Sector Code (FSC):** The FSC income classification is used to determine income thresholds for developing financial products housing. Lending within this category can be for mortgages and non-mortgages (unsecured personal loans, secured non-mortgage loan, residential development loans, and wholesale loans. This value is adjusted annually using the midpoint of the average Consumer Price Index (CPI) and the average Building Cost Index (BCI). For 2023, the Affordable Housing market comprises households earning a gross income of up to R29 600 per month, and the 'Gap' Housing market comprises households earning a gross income of between R3 501 to R22 000 per month.
- **Living Standards Measure (LSM):** The LSM is a household segmentation measure developed

in the 1980s by the South African Advertising Research Foundation (SAARF), with the aim of understanding consumer behaviour. The measure classifies households and markets based on household ownership of durable goods and access to services. The LSM divides the population into 10 groups, with LSM 10 representing households with the highest standard of living and LSM 1 representing those with the lowest standard of living.

- **Socio Economic Measure (SEM):** The SEM was developed in the mid-2010s as an update to the LSM. The SEM profiles and categorises households based on goods, amenities and services available within the home as well as services, infrastructure, and amenities near their homes. Like the LSM, the SEM ranks the population into 10 categories, with SEM 10 representing households with the highest standard of living and SEM 1 representing those with the lowest standard of living.
- **Neighbourhood Lifestyle Index (NLI):** The NLI is a multi-dimensional income-based segmentation model developed by GeoTerra Image (GTI) Pty. The index profiles neighbourhoods based on the income, demographics and socio-economic characteristics informing market research, policy development, or social development. Neighbourhoods are ranked from 1 to 10, with 10 representing high-income, affluent communities, and 1 representing the lowest income of poorest community.