



BERGRIVIER MUNICIPALITY
CUSTOMER SATISFACTION SURVEY 2017/2018

Note: This survey is conducted for purposes of measuring customer satisfaction with the services delivered by Bergrivier Municipality and to identify and address shortcomings. Completion of this survey form is voluntary.

Please indicate the area in which you reside: (Mark with an X)

Porterville (West of the R44 and South of the Jakkalskloof road)	Ward 1	
Porterville (East of the R44 en North of the Jakkalskloof road)	Ward 2	
Piketberg (South of Kloof Street)	Ward 3	
Piketberg (North of Kloof Street)	Ward 4	
Eendekuil en Redelinghuys	Ward 5	
Aurora / Dwarskersbos / Noordhoek	Ward 6	
Velddrif / Laaipek	Ward 7	

Rating: 1 = Extremely Poor; 2 = Poor; 3 = Satisfactory, 4 = Good; 5 = Excellent
(Please mark with an X)

Service Delivery					
Technical Services					
Water					
The water is of a good quality	1	2	3	4	5
The water supply is not often interrupted	1	2	3	4	5
Water breaks are attended to quickly	1	2	3	4	5
Electricity					
The electricity supply is constant	1	2	3	4	5
The electricity supply is not often interrupted	1	2	3	4	5
Electricity interruptions are attended to quickly	1	2	3	4	5
Faulty streetlights are repaired quickly	1	2	3	4	5
Sanitation / Sewerage					
Maintenance of infrastructure	1	2	3	4	5
Waterborne sewerage systems work effectively	1	2	3	4	5
Sewerage suction tanker services are effective	1	2	3	4	5
Roads					
Tarring of roads	1	2	3	4	5
Resurface roads	1	2	3	4	5
Roads are well maintained	1	2	3	4	5
Fixing of potholes	1	2	3	4	5
Sweeping of streets	1	2	3	4	5
Build speed bumps	1	2	3	4	5
Storm Water					
Provide storm water channel curbs	1	2	3	4	5

Keep storm water channel curbs and drains clean	1	2	3	4	5
Rain water is diverted effectively	1	2	3	4	5
Sidewalks					
Resurface existing sidewalks	1	2	3	4	5
Pave sidewalks	1	2	3	4	5
Keep sidewalks clean of refuse and weed	1	2	3	4	5
Build additional sidewalks	1	2	3	4	5
Refuse Removal					
Refuse are always removed once a week	1	2	3	4	5
Areas are cleaned where refuse have been removed	1	2	3	4	5
Cleaning and upkeep of street waste bins	1	2	3	4	5
Removal of garden waste	1	2	3	4	5
Building Control					
Undertake compliance inspections of completed buildings	1	2	3	4	5
Requirements to submit building plans are sufficient	1	2	3	4	5
Improve access to status of applications	1	2	3	4	5
Shorten time taken to approve building plans	1	2	3	4	5
Apply building plans and building regulations	1	2	3	4	5
Municipal Buildings					
Buildings are well maintained	1	2	3	4	5
Buildings are accessible for the disabled	1	2	3	4	5
Community Services					
Fire and Rescue Services					
My area is provided with an effective Fire Service	1	2	3	4	5
Response time is sufficient	1	2	3	4	5
Awareness of municipal emergency numbers	1	2	3	4	5
Law Enforcement and Traffic Services					
Law enforcement and traffic services are visible in my area	1	2	3	4	5
There are sufficient traffic services in my area	1	2	3	4	5
There is sufficient traffic signs and roads are clearly marked	1	2	3	4	5
The Traffic licensing offices are effective	1	2	3	4	5
Prevent illegal littering and dumping	1	2	3	4	5
Beautification (Parks & Open Spaces & Cemeteries)					
Parks and open spaces are neat, clean and accessible	1	2	3	4	5
Road verges are clean and neat	1	2	3	4	5
Public toilets are clean and neat	1	2	3	4	5
Cemeteries are maintained and is clean and neat	1	2	3	4	5
Halls, Sport Facilities, Play Parks and Swimming Pools					
Halls are maintained and are clean and neat	1	2	3	4	5
Sport fields are maintained and are clean and neat	1	2	3	4	5
Sport fields are sufficient	1	2	3	4	5
Sufficient play parks in your area	1	2	3	4	5
Provide recreational equipment for play parks	1	2	3	4	5
Play parks are maintained and are clean and neat	1	2	3	4	5
Make play parks safe for children	1	2	3	4	5
Swimming pools are maintained and are clean and neat	1	2	3	4	5

Resorts (Beach Resorts / Caravan Park / Camping Sites)					
Beach Resorts/Caravan park are maintained and is clean and neat	1	2	3	4	5
Security is sufficient	1	2	3	4	5
Ablution facilities are maintained and are clean and neat	1	2	3	4	5
Planting of trees and beautification of facilities	1	2	3	4	5
Sufficient day camping facilities					
Housing					
Provide more housing for low income families	1	2	3	4	5
Provide Gap housing	1	2	3	4	5
Application procedure for placement on waiting list is clear and easy	1	2	3	4	5
Libraries, Museums and Tourism					
Library service is sufficient	1	2	3	4	5
Libraries are maintained and are clean and neat	1	2	3	4	5
Museum service is sufficient	1	2	3	4	5
Museums are maintained and are clean and neat	1	2	3	4	5
Efficiency and helpfulness of Tourism Bureaus	1	2	3	4	5
Enhance tourism	1	2	3	4	5
Financial Services					
Accounts					
Cashiers are accessible	1	2	3	4	5
Staff are skilled and competent	1	2	3	4	5
Accounts are accurate	1	2	3	4	5
Account queries are always answered	1	2	3	4	5
There are sufficient pay points available	1	2	3	4	5
Service subsidies to the poor are easily available	1	2	3	4	5
Property Valuation					
Process of property valuations is sufficient	1	2	3	4	5
Property valuations are reasonable	1	2	3	4	5
Tariffs/Rates					
Are you satisfied with the electricity tariff	1	2	3	4	5
Are you satisfied with the water tariff	1	2	3	4	5
Are you satisfied with the sewerage tariff	1	2	3	4	5
Are you satisfied with the refuse removal tariff	1	2	3	4	5
Are you satisfied with the property rates tariff	1	2	3	4	5
Corporate Services					
Land Use Planning & Control					
Land use application procedure and requirements is clear	1	2	3	4	5
Improve access to status of land use applications	1	2	3	4	5
Procedure to issue zoning certificates	1	2	3	4	5
Improve awareness of spatial development framework provisions	1	2	3	4	5
Client Services					
Municipality's complaint management system is sufficient	1	2	3	4	5
Client service officials are accessible, helpful and friendly	1	2	3	4	5
Switchboard staff are friendly and courteous	1	2	3	4	5
The municipality's switchboard is always answered	1	2	3	4	5

Offices are clean and neat	1	2	3	4	5
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Human Resource Services

Advertising of vacancies is sufficient	1	2	3	4	5
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Application procedures are clear and easy	1	2	3	4	5
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Good Governance

Ward Committees

My ward committee is functional	1	2	3	4	5
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I know how to get hold of my Ward Councillor	1	2	3	4	5
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Access to information

The municipal website is user friendly and up to date	1	2	3	4	5
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I find it easy to obtain information I have requested	1	2	3	4	5
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Council Meetings

I always know when meetings of Council are held	1	2	3	4	5
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I am always welcome to attend meetings of Council	1	2	3	4	5
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Council resolutions are available on the website	1	2	3	4	5
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Administration

My letters are always responded to	1	2	3	4	5
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Integrated Development Plan (IDP) and Local Economic Development (LED)

I can give input on the IDP	1	2	3	4	5
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IDP performance is reported back with IDP public meetings	1	2	3	4	5
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Municipality supports and promotes LED	1	2	3	4	5
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Communication

Describe the municipality's communication with the public	1	2	3	4	5
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Does the municipality keep you informed about services	1	2	3	4	5
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Municipal newsletter	1	2	3	4	5
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Service Experience at Municipal Offices

Service points are easily accessible	1	2	3	4	5
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There are sufficient staff to provide an effective service	1	2	3	4	5
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Staff are helpful and friendly	1	2	3	4	5
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Staff are competent and knowledgeable	1	2	3	4	5
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Office hours of service points are suitable	1	2	3	4	5
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Areas in and around the offices are clean and neat	1	2	3	4	5
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Staff always answer their telephones	1	2	3	4	5
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Does the municipality provide quality service	1	2	3	4	5
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General Comments: _____

Thank you for your time in completing this survey questionnaire. The results of the survey will be submitted to Council. Please return the completed form to your nearest municipal office: Piketberg, Porterville, Velddrif, Redelinghuys, Eendekuil and Aurora; mail it to PO

Box 60, Piketberg, 7320, fax it to 022-9131406 or email it to vanhuyssteenj@bergmun.org.za by 11 May 2018.