

Munisipaliteit

BERGRIVIER

Municipality

Rig alle korrespondensie aan:
Die Munisipale Bestuurder
Address all correspondence to:
The Municipal Manager



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Client Services Charter: BERGRIVIER MUNICIPALITY

"Community involvement and excellent client services are the building blocks of Bergrivier Municipality."

From the Executive Mayor and Municipal Manager

I am proud to introduce this document, the first ever Client Services Charter for Bergrivier Municipality. This Charter is evidence of our commitment to the wellbeing of our tax payers and other residents, and to the delivery of excellent services to these clients. Community involvement and excellent client services are the building blocks of Bergrivier Municipality. This Charter is visible evidence of our aim to satisfy the needs of our community.

As set out in this Charter, our clients also have a responsibility to assist us in this regard: a responsibility to provide the correct information; a responsibility to understand there are various priorities requiring attention; a responsibility to be reasonable, and a responsibility to trust that we have your interests at heart.

After consultation with rate payers, interested parties and our staff members, we have developed this Client Services Charter. Regular adjustments will keep it up to date and relevant, and it will be used as an instrument to measure our performance.

We strive to be professional and transparent in our dealings with our clients, and to maintain the highest possible service standards. You are welcome to provide us with feedback.

Who we are

Bergrivier Municipality serves an area of 4407 square kilometres with a total population of 56 000 people. The municipal area includes Redelinghuys, Eendekuil, Aurora, Velddrif, Porterville, Piketberg, as well as Goedverwacht and Wittewater, the two towns belonging to the Moravian Church.

Our Clients

Each and every rate payer and other residents in the Bergrivier Municipal area are our clients. We want to satisfy all our clients' needs - no matter how big or small - to the best of our ability. Some needs are obviously more urgent than others, but attention will be given to each individual case and it will be handled to the best of our ability.

What we do

Bergrivier Municipality wants to ensure the wellbeing of all its residents by means of economic growth, social welfare, community involvement and effective management in a safe and healthy environment. The delivery of excellent and sustainable services is one of the ways in which this aim can be achieved.

The services we render include:

- Community services such as traffic services and emergency services (including fire fighting) by means of which we care for the safety of our tax payers, and for beaches, libraries and museums;
- Technical services responsible for, among others, providing electricity, water, sewerage, roads, cleaning services, storm water pipes, and for maintaining parks, sports grounds and swimming pools;
- Building plans, land use applications, town planning, sale and lease of land, inspections and property valuations;
- Accounts and account enquiries and electricity enquiries and sales.

The staff members of Bergrivier Municipality are proud to deliver these services to the best of our ability and according to mutually accepted standards. In terms of our mission we strive to contribute to future development and growth in the region.

Standards

We have set the following service standards for the municipality. Please measure us against these standards! But remember, you as a client also have the responsibility to provide correct and detailed information to us otherwise we cannot meet these standards.

Telephone calls

- Answered within five ring tones.

Enquiries

Written (also by e-mail)

- Acknowledgement of receipt within six (6) working days;
- Answered within fourteen (14) working days, of feedback is provided if not finalised.

Telephonic

- Answered within ten (10) working days, of feedback is provided if not finalised.

Personal

- Finalised within ten (10) working days.

Accounts

Enquiries

- Feedback is given within two (2) working days;
- Adjustments are made before the following account is rendered.

Distribution of accounts

- Monthly before the tenth day of each month.

Municipal property tax

- Debited against the accounts on a monthly basis;
- Rate payers can submit a written request to pay the levy on an annual basis;
- Rebates, as determined by the Tax Policy and if the applicant is eligible, can be approved.

Supply Chain Management

- The relevant policy is implemented as determined by legislation and the Council's policy in this regard.

Electricity/electricity services

Connection

- Done within three (3) working days after receipt of the completed application form.

Replacement of meters

- Done within three (3) working days after the incident.

Power outage

- Repaired within one (1) working day.

Resumption of service

- Within one (1) working day after payment.

Water

Connection

- Done within five (5) working days after receipt of the completed application form.

Replacement of meters

- Done within three (3) working days after the incident.
- Bulk meters are replaced within four (4) working days after receipt of completed application form.

Resumption of service

- Within one (1) working day after payment.

Broken pipes

- Repaired within one (1) working day after the incident;
- Repair main line broken pipes within two (2) days after the incident.

Storm damage of water source

- Repaired within four (4) working days after the incident.

Sewerage

Connection

- Done within five (5) working days after receipt of the completed application form.

Collection

- Done within one (1) working day after receipt of the request.

Obstruction and damage

- Repaired within one (1) day after the incident.

Refuse

Domestic

- Two (2) bags are collected every week.

Businesses

- Bags are collected twice per week on request.

Garden refuse

- Collected by appointment.

Street bins

- Cleaned on a weekly basis.

Illegal dumping

- Removed one (1) day per week.

Roads

Potholes

- Repaired within three (3) working days after they have been reported in favourable weather conditions.

Regravelling

- Done once a year between January and April.

Tarring and resealing

- Done once a year between February and April.

Weeding

- Sidewalks are weeded from September to December and from February to April.

Spraying of insecticide

- Done annually in March, May and October.

Street sweeping

- Swept once a month;
- Bus routes are swept once every two weeks;
- Central business areas are swept once a week.

Storm water

Flooding and obstruction

- Repaired within one (1) working day after incident.

Cemetery

New grave

- Prepared within two (2) working days after receipt of completed application form.

New niche

- Completed within one (1) working day after receipt of completed application form.

Maintenance

- Litter is picked up every day and the soil is weeded.

Sports grounds

Preparation

- Submit request at least three (3) working days before event.

Maintenance

- Litter is picked up every day, the cloak rooms are cleaned and the necessary repairs are done.

Swimming pool - open from September to March

Maintenance

- The water quality is monitored every day and the pool is cleaned daily.

Parks/gardens

Maintenance

- Trees are pruned twice a year;
- Every park is serviced at least once a month.

Recreational equipment

- Is painted once a year;
- Broken equipment is repaired within two (2) weeks;
- Equipment is immediately removed if dangerous.

Fire fighting/emergency services

Fire fighting

- Reaction time within 15-20 minutes after receipt of call.

Other emergencies

- Receive immediate attention and feedback.

Land use

Applications

- Acknowledgement of receipt given within seven (7) working days, or outstanding information is requested;
- Are finalised within three (3) months or feedback is given if not finalised.

Removal of restrictions

- Acknowledgement of receipt given within seven (7) working days, or outstanding information is requested;
- Advertising: 1.5 months (receipt of advertisement from Province: 2-3 months);
- Province finalises application: between 6 and 24 months (beyond our control).

Enquiries about planning control

- Feedback within two (2) working days.

Sale or lease of land

Enquiries

- Telephonic: immediate feedback;
- In writing and by fax: acknowledgement of receipt and feedback within seven (7) working days.

Sales

- Finalised within three (3) months (from receipt of request till tender);
- Registration by attorneys.

Building Plans

Handling of building plans

- Acknowledgement of receipt within 48 hours;
- Completed within thirty (30) working days or feedback is given if not completed.

Housing applications

- Acknowledgement of receipt within 48 hours;
- Annual door-to-door needs survey.

Handling of motor registrations and licences

- Thirty (30) minutes per case after completion of forms.

Hawker applications

- Finalised one (1) month after application.

Job applications

- According to advertisements;
- Temporary work: according to advertisements, or hand in details at offices.

Communicate with us as follows:

For any municipal enquiries, e-mail us at bergmun@telkomsa.net

Aurora

Physical address: Hoofstraat
Office hours:
Tel: 022-952 1720
Library: 022-952 1720
Building plans: 083 272 4120
Traffic services: 083 272 4129
Fire fighting services: 083 272 3714
Emergency after hours: 083 272 4131
Traffic services: 083 272 4129
Fire fighting Services: 083 272 3714

Eendekuil

Physical address: Hoofstraat
Office houers:
Tel: 022-942 1780
Library: 022-942 1780
Building plans: 083 272 4683
Traffic services: 083 272 4126
Fire fighting services: 083 272 3714
Emergency after hours: 083 272 4137
Traffic services: 083 272 4126
Fire fighting services: 083 272 3714

Piketberg

Physical address: Kerkstraat
Office hours:
Tel: 022-913 6000
Public Library: 022-913 6093
LB Wernich Library: 022-913 6105
Building plans: 022-913 6000/083 272 4109
Tourism bureau: 022-913 2063
Traffic services: 022-913 2499

Fire fighting services: 083 272 3714
Swimming pool: 022-913 6104 - Simon vd Stelstraat
Swimming pool: 022-913 6107 - Loopstraat
Housing enquiries: 022-913 6083
Emergency after hours: 083 272 3850
Traffic services: 083 272 4126
Fire fighting services: 083 272 3714
Electrical: 083 655 4846
Caravan park: 083 272 3958

Porterville

Physical address: Markstraat
Office hours:
Tel: 022-931 2100
Library: 022-931 2100
Building plans: 083 272 4683
Tourism bureau: 022-931 3732
Traffic Services: 022-931 2100
Fire fighting services: 083 272 3714
Emergency after hours: 083 272 3853
Traffic services: 083 272 4126
Fire fighting services: 083 272 3714
Electrical: 083 272 3294

Redelinghuys

Physical address: Voortrekkerstraat
Office hours:
Tel: 022-962 1605
Library: 022-962 1605
Building plans: 083 272 4109
Traffic services: 083 272 4126
Fire fighting: 083 272 3714
Emergency after hours: 083 272 4130
Traffic services: 083 272 4126
Fire fighting services: 083 272 3714

Velddrif

Physical address: Voortrekkerstraat
Office hours:
Tel: 022-783 1112
Library: 022-783 1112
Building plans: 022-783 1112/083 272 4120
Tourism Bureau: 022-783 1821
Traffic services: 022-783 1112
Emergency after hours: 083 272 4136
After hours: 022-783 1112
Traffic services: 083 272 4129
Fire fighting services: 083 272 3714
Electrical: 083 655 4875
Septic tanks: 083 272 4135

Dwarskersbos holiday resort 022-784 0110/083 272 4132

Stywelyne holiday resort 083 272 4129

We at Bergrivier Municipality do not shy away from change. We are prepared to adapt continuously in order to satisfy the needs of our clients. We would like to know what you think about our services. Please let us know as we would like to give everyone the opportunity to express his or her views.

