

# Home











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### Have your say

Report faults or submit an inquiry

Name & Surname \*

Email \*

Cell: \*

Section \*

 ▼

Report Type: \*

 ▼

Description

## Korentepoortdam

WATER LEVEL 0%

## Duivenhoksdam

WATER LEVEL 0%

# Communication / Customer Survey

Thank you for giving us the opportunity to serve you better. Please help us by taking a few minutes to tell us about the communication / service you have received. We appreciate your input and want to make sure we meet your expectations

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1. What is your HOME language?

Afrikaans  English  Xhosa  Other

2. What is your preferred communication medium?

Radio  E-mail  Hessequa Municipality Facebook Page  Municipal Newsletter  SMS  Local Newspaper

3. Are you registered on the FREE municipal SMS database?

YES  NO

4. Municipal office hours and service points hours are suitable?

YES  NO

5. Do you make use of the Hessequa Municipality Facebook Page as a news source for municipal information?

YES  NO

6. In what way or method can municipal communication improve?
7. Rate your general Service Delivery Experience:  
 Very Good  Good  Acceptable  Not Acceptable
8. Reasons for unacceptable service  
 Not Constant  Poor Quality  Too expensive  Not applicable
9. Do you know who your Ward Councillor is?  
 YES  NO
10. How do you report complaints/queries to the municipality?  
 Telephone  E-mail  Letter to the local newspaper  Letter / e-mail to the Municipal Manager  Councilor  "Walk- in" at the municipal office  Municipal website
11. Overall experience when communicating with the municipality  
 Very Good  Good  Acceptable  Not acceptable

The objective of the survey is to assist the municipality in its communications mandate and create a platform whereby the public is afforded an opportunity to give feedback in general.

## Kommunikasie / Klient Opname

Dankie vir die geleentheid om munisipale dienslewering in die gemeenskap te meet. Help ons om dienslewering te verbeter deur die onderstaande opname te voltooi. Ons waardeer u insette en wil verseker dat ons aan u verwagtinge voldoen.

- 
1. Wat is u HUISTAAL?  
 Afrikaans  Engels  Xhosa  Ander
2. U verkose kommunikasie medium?  
 Radio  E-pos  Hessequa Munisipaliteit Facebook Blad  Munisipale Nuusbrief  SMS  Plaaslike koerant
3. Is u geregistreer op die munisipale SMS databasis?  
 JA  NEE
4. Munisipale kantoorure en dienspunte-ure is aanvaarbaar?  
 JA  NEE

Voorgestelde kantoorure:

5. Maak u gebruik van die Hessequa Munisipaliteit Facebook blad om munisipale inligting te bekom?

JA  NEE

6. Op watter wyse of metodes kan munisipale kommunikasie verbeter?

7. Algemene Dienslewering Ervaring

Baie Goed  Goed  Aanvaarbaar  Nie aanvaarbaar

8. Redes vir onaanvaarbare Dienslewering

Nie konstant nie  Swak gehalte  Onbekostigbaar  Nie van toepassing nie

9. Weet u wie u Wyksraadslid is?

JA  NEE

10. Hoe meld u klagtes/navrae aan by die munisipaliteit?

Telefonies  E-pos  Brief aan die plaaslike koerant  Brief/e-pos aan die Munisipale Bestuurder  Raadslid  By die munisipale kantoor  Munisipale webwerf

11. Algehele ervaring wanneer u met die munisipaliteit kommunikeer

Baie goed  Goed  Aanvaarbaar  Onaanvaarbaar

Die doel van die opname is om die munisipaliteit by te staan in sy kommunikasiemandaat en 'n platform te skep waardeur die publiek die geleentheid gebied word om algemene terugvoer aan die munisipaliteit te rig.

Submit Survey