

COMMUNITY SERVICES

Directorate	Department	Municipal Service Category	Municipal Service Description	Service Level Days	Responsible person
Community Services	Human Settlements	Human Settlements	Housing enquiries	7 days	Cyprian Duthie
Community Services	Human Settlements	Human Settlements	Housing Database (General & Emergency)	5 days	Cyprian Duthie
Community Services	Human Settlements	Human Settlements	Reporting Illegal Land Invasions, structures	2 days	Cyprian Duthie
Community Services	Protection Services	Fire, Rescue & Disaster Management	Fire safety related enquiries	10 days	Channell Swartz
Community Services	Protection Services	Law Enforcement & Traffic	Reporting of Overgrown Erven	10 days	Channell Swartz
Community Services	Protection Services	Law Enforcement & Traffic	Reporting of Bylaw Contraventions	10 days	Channell Swartz
Community Services	Protection Services	Law Enforcement & Traffic	Reporting of Vagrant	5 days	Channell Swartz
Community Services	Protection Services	Law Enforcement & Traffic	Reporting of Illegal Traders	Daily	Channell Swartz
Community Services	Protection Services	Law Enforcement & Traffic	Reporting of Stray Animals	2 days	Channell Swartz
Community Services	Protection Services	Law Enforcement & Traffic	General traffic enquiries	5 days	Channell Swartz
Community Services	Protection Services	Law Enforcement & Traffic	Road Markings and road signs enquiries	10 days	Channell Swartz

DEVELOPMENT PLANNING

Directorate	Department	Service Label	Service Description	Service Level days	Responsible Person
Development Planning	Building Control	Building Control	Building plan application enquiries	5	Christo Hamman
Development Planning	Building Control	Building Control	Building control related enquiries	5	Christo Hamman
Development Planning	Building Control	Building Control	Inspection of illegal building works	10	Christo Hamman
Development Planning	Building Control	Building Control	Copy of existing building plans	10	Christo Hamman
Development Planning	Town Planning	Town Planning	General Town Planning complaints	5	Lelanie Steyn
Development Planning	Town Planning	Town Planning	Land use/scheme regulation enquiries	3	Lelanie Steyn
Development Planning	Environmental	Environmental	Air Pollution complaints	3	Shagon Carelse

FINANCIAL SERVICES

Directorate	Department	Service Label	Service Description	Service Level Days	Responsible Person
Financial Services	Revenue	Debtors	Prepaid vendor off	4	Winston Joseph
Financial Services	Revenue	Debtors	Account enquiries	20	Sharief Daniels

Financial Services	Revenue	Debtors	Balance Enquiries	5	Winston Joseph
Financial Services	Revenue	Debtors	Change of details (i.e. address, email)	5	Chanell Thyse
Financial Services	Revenue	Property Rates and Valuations	Property rates & valuation	5	Marlene Sefoor [Prins]
Financial Services	Revenue	Property Rates and Valuations	Rebates (Discounts) enquiries	5	Marlene Sefoor [Prins]
Financial Services	Revenue	Credit control & Indigent Management	Indigent Benefit enquiries	5	Bernadette Joseph
Financial Services	Revenue	Credit control & Indigent Management	Applications for indigent support (without appeal) – Collab only	50	Bernadette Joseph
Financial Services	Revenue	Credit control & Indigent Management	Indigent appeals process – Collab only	6 weeks	Bernadette Joseph

TECHNICAL SERVICES

Directorate	Department	Service Label	Service Description	Service Level days	Responsible Person
Technical Services	Civil Infrastructure Services	Water	Infrastructure repair of fire hydrants	30	Administrator
Technical Services	Civil Infrastructure Services	Water	Repair water pipe bursts	5	Administrator
Technical Services	Civil Infrastructure Services	Water	Repair water leakages	5	Administrator
Technical Services	Civil Infrastructure Services	Water	Repair/replace faulty house connection meters	5	Administrator
Technical Services	Civil Infrastructure Services	Water	No water available	1	Administrator
Technical Services	Civil Infrastructure Services	Water	Low water pressure	7	Administrator
Technical Services	Civil Infrastructure Services	Water	Water quality complaints	5	Administrator
Technical Services	Civil Infrastructure Services	Roads & Stormwater	Blocked stormwater drains	14	Administrator
Technical Services	Civil Infrastructure Services	Roads & Stormwater	Stormwater pipe repairs (breakage & blockage)	30	Administrator
Technical Services	Civil Infrastructure Services	Roads & Stormwater	Damaged road repairs	30	Administrator
Technical Services	Civil Infrastructure Services	Roads & Stormwater	Pavement related	14	Administrator
Technical Services	Civil Infrastructure Services	Roads & Stormwater	Repair 1 x pothole	2	Administrator
Technical Services	Civil Infrastructure Services	Roads & Stormwater	Repair several potholes	30	Administrator
Technical Services	Civil Infrastructure Services	Roads & Stormwater	Uneven road surfaces / gravel roads	30	Administrator
Technical Services	Civil Infrastructure Services	Roads & Stormwater	Repair of sidewalk	30	Administrator
Technical Services	Civil Infrastructure Services	Roads & Stormwater	Driveway construction	30	Administrator
Technical Services	Civil Infrastructure Services	Sewer	Sewerage: Broken / missing manhole cover	7	Administrator
Technical Services	Civil Infrastructure Services	Sewer	Sewerage: Removal services	7	Administrator
Technical Services	Civil Infrastructure Services	Sewer	Clear blocked sewerage drains	2	Administrator
Technical Services	Civil Infrastructure Services	Sewer	Sewerage connections	21	Administrator

Directorate	Department	Service Label	Service Description	Service Level days	Responsible Person
Technical Services	Civil Infrastructure Services	Sewer	Sewerage: Smells	5	Administrator
Technical Services	Civil Infrastructure Services	Sewer	Sewerage: Leakages	2	Administrator
Technical Services	Solid Waste, Facilities & Amenities	Solid Waste	Removal services	7	Administrator
Technical Services	Solid Waste, Facilities & Amenities	Solid Waste	General dumping complaints	14	Administrator
Technical Services	Solid Waste, Facilities & Amenities	Solid Waste	Waste collection at transfer station	7	Administrator
Technical Services	Solid Waste, Facilities & Amenities	Parks	Cutting of trees and grass	14	Administrator
Technical Services	Solid Waste, Facilities & Amenities	Parks	Clearing of open overgrown areas	30	Administrator
Technical Services	Solid Waste, Facilities & Amenities	Parks	Grave preparation for burials	5	Administrator
Technical Services	Solid Waste, Facilities & Amenities	Parks	Problem at sport facilities	30	Administrator
Technical Services	Civil Infrastructure Services	Buildings	General repairs (small defects)	30	Administrator
Technical Services	Electrical Services	Electrical Services	Power interruptions	2	Administrator
Technical Services	Electrical Services	Electrical Services	Electrical Meter queries / complaints	5	Administrator
Technical Services	Electrical Services	Electrical Services	Streetlights are out of order	7	Administrator
Technical Services	Electrical Services	Electrical Services	A streetlight is out of order	3	Administrator
Technical Services	Electrical Services	Electrical Services	Faulty electricity power box (repair or replacement)	7	Administrator

CORPORATE MANAGEMENT

Directorate	Department	Service Label	Service Description	Service Level Days	Responsible Person
Corporate Management	Property Management	Property Management	Municipal Property General enquiries	5	Tondi Netshimbuphe (Administrator)
Corporate Management	Property Management	Property Management	Sports Grounds Bookings	2	Tondi Netshimbuphe (Administrator)
Corporate Management	Property Management	Property Management	Community Hall Bookings	2	Tondi Netshimbuphe (Administrator)
Corporate Management	Resorts / Camps and Occupational Health & Safety	Resorts/Camps	Resorts / Camps general enquiries	2	Tondi Netshimbuphe (Administrator)
Corporate Management	Library Services	Library Services	Library enquiries	2	Tondi Netshimbuphe (Administrator)