

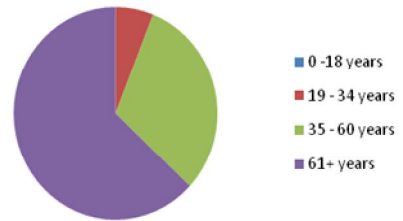


**REGIONAL OFFICE – LAMBERTSBAAI: RESULTS OF COMMUNITY SURVEY CONCERNING MUNICIPAL SERVICES AND COMMUNITY PRIORITIES**

**1. GENERAL INFORMATION**

**Municipal Service Area:** Lamberts Bay  
**Includes ward:** 4 and 5  
**Towns:** Graafwater, Elands Bay and Lamberts Bay  
**Age of respondents:**

0 – 18 years	0%
19 – 34 years	6%
35 – 60 years	31%
61+ years	63%

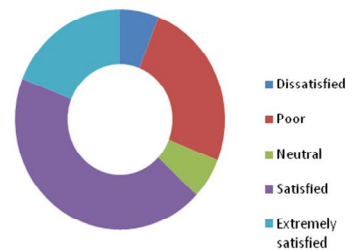


**2. MUNICIPAL SERVICES**

**2.1 Water:**

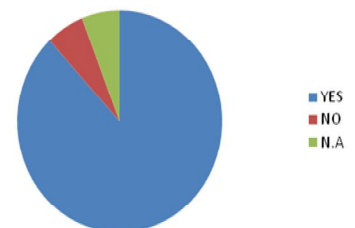
a) *In your opinion, are you satisfied with the water service provided by the municipality?*

Extremely Dissatisfied	6%
Receiving a poor service with much room for improvement	25%
Neutral – No opinion	6%
Satisfied, but room for improvement	44%
Extremely satisfied – no problems	19%



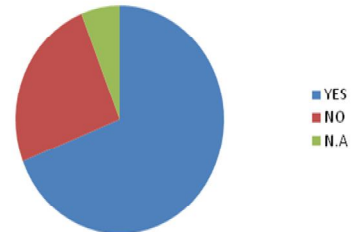
b) *Do you have a water meter that is read regularly?*

YES	88%
NO	25%
N.A	6%



c) *In your opinion, is your water consumption accurately measured and reflected on the account?*

YES	69%
NO	25%
N.A	6%



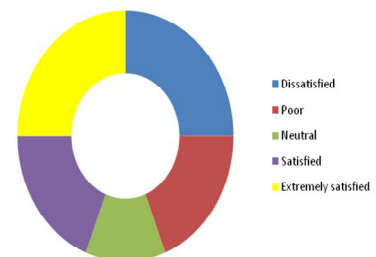
d) *Do you have any suggestions on how to improve water provision to your home, ward, residential area or town?*

1	Provide water tanks for community food gardening projects
2	Meter reading should be done more accurately
3	Water quality poor
4	Education and awareness campaign on water scarcity and water restrictions measures should be indorsed stringently by the municipality

## 2.2 Sanitation:

a) *In your opinion, are you satisfied with the sanitation service provided by the municipality?*

Extremely Dissatisfied	25%
Receiving a poor service with much room for improvement	19%
Neutral – No opinion	12%
Satisfied, but room for improvement	19%
Extremely satisfied – no problems	25%



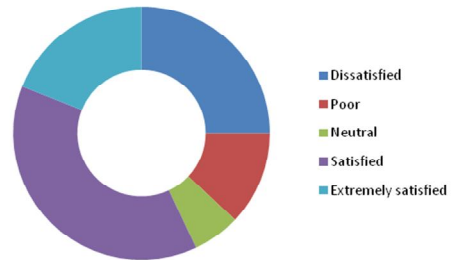
d) *Do you have any suggestions on how to improve water provision to your home, ward, residential area or town?*

1	Upgrade sewerage system – pollution with blocked drains especially during the holiday season
2	Advance repair and maintenance of pipes

### 2.3 Electricity:

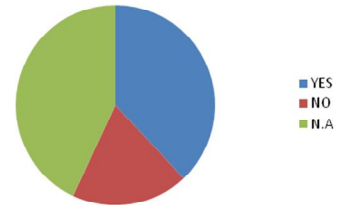
a) *In your opinion, are you satisfied with the electricity service provided by the municipality?*

Extremely Dissatisfied	25%
Receiving a poor service with much room for improvement	12%
Neutral – No opinion	6%
Satisfied, but room for improvement	38%
Extremely satisfied – no problems	19%



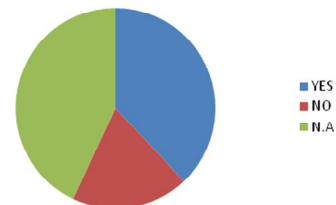
b) *If you have an electricity meter, is it read regularly?*

YES	38%
NO	19%
N.A	43%



c) *In your opinion, is your electricity consumption accurately measured and reflected on the account?*

YES	38%
NO	19%
N.A	43%



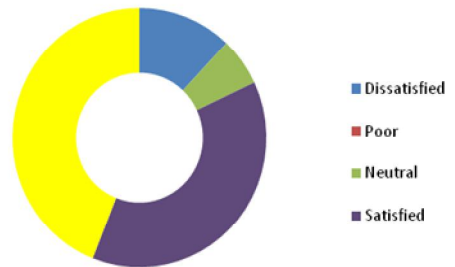
d) *Do you have any suggestions on how to improve electricity provision to your home, ward, residential area or town?*

1	Upgrade and improve Elands Bay electrical supply – many power failures
2	Save electricity by managing the on-and-off time of street lights
3	Illegal use and tapping should be addressed urgently
4	Education and awareness campaign to conserve electricity

**2.4 Refuse Removal:**

a) *In your opinion, are you satisfied with the refuse removal service you receive from the municipality?*

Extremely Dissatisfied	12%
Receiving a poor service with much room for improvement	0%
Neutral – No opinion	6%
Satisfied, but room for improvement	38%
Extremely satisfied – no problems	44%



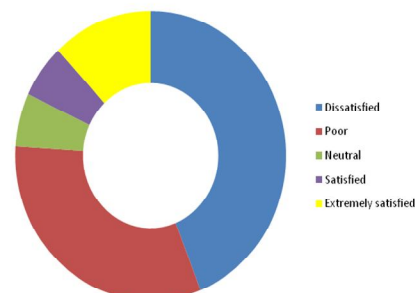
b) Do you have any suggestions on how to improve refuse removal service to your home, ward, residential area or town?

1	Initiate recycling projects in collaboration with the private sector and communities
2	Garden refuse removal service is not provided to Engelbrecht Primary School
3	Refuse bins and streets should be cleaned more regularly
4	Landfill site should be managed properly
5	Implement by-laws for illegal dumping and littering
6	Implement a clean and green campaign

### 3. COMMUNITY SERVICES

#### 3.1 Parks and public spaces: How would you rate the maintenance of parks and public spaces?

Extremely Dissatisfied	44%
Receiving a poor service with much room for improvement	32%
Neutral – No opinion	6%
Satisfied, but room for improvement	6%
Extremely satisfied – no problems	12%

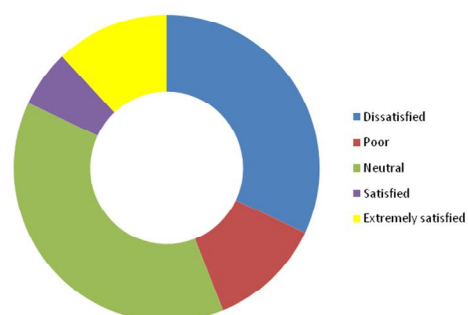


Do you have any suggestions on how to improve the above mentioned service in your ward or town?

1	No public toilets in Elands Bay
2	Maintenance and cleaning of cemetery can improve

#### 3.2 Community halls & municipal buildings: How would you rate the maintenance of community halls & municipal buildings?

Extremely Dissatisfied	32%
Receiving a poor service with much room for improvement	12%
Neutral – No opinion	38%
Satisfied, but room for improvement	6%
Extremely satisfied – no problems	120%



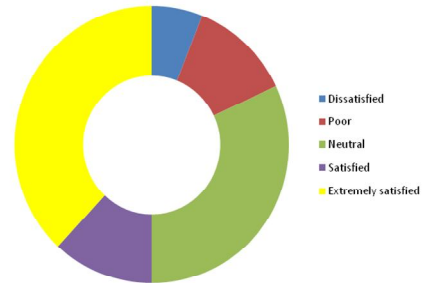
Do you have any suggestions on how to improve the above mentioned service in your ward or town?

1	Community hall needed for community and charity activities (Elands Bay)
2	Greening campaign (planting of trees)
3	Upgrade of reef picnic area
4	Cleaning of cemetery should be conducted more regularly
5	Play park for children
6	Cleaning of the 'vlei' area as a town attraction

7	Vacant plots should be kept clean by owners – municipality should monitor the cleanliness
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3.3 Libraries: How would you rate the maintenance of libraries?

Extremely Dissatisfied	6%
Receiving a poor service with much room for improvement	12%
Neutral – No opinion	32%
Satisfied, but room for improvement	12%
Extremely satisfied – no problems	38%

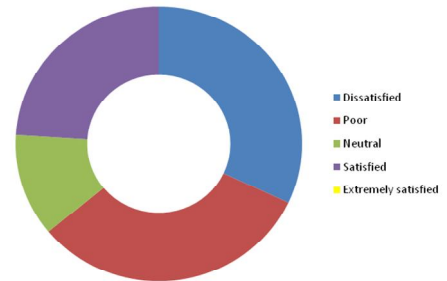


Do you have any suggestions on how to improve the above mentioned service in your ward or town?

1	Customer care training for personnel
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3.4 Sport fields & - facilities: How would you rate the maintenance of sport fields & - facilities?

Extremely Dissatisfied	32%
Receiving a poor service with much room for improvement	32%
Neutral – No opinion	12%
Satisfied, but room for improvement	24%
Extremely satisfied – no problems	0%

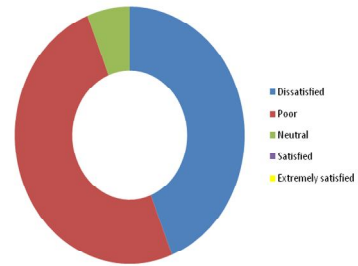


Do you have any suggestions on how to improve the above mentioned service in your ward or town?

1	Tennis courts in a very poor condition needs upgrading
2	Fencing of golf course

3.5 Resorts: How would you rate the maintenance of the resort?

Extremely Dissatisfied	38%
Receiving a poor service with much room for improvement	24%
Neutral – No opinion	20%
Satisfied, but room for improvement	12%
Extremely satisfied – no problems	6%

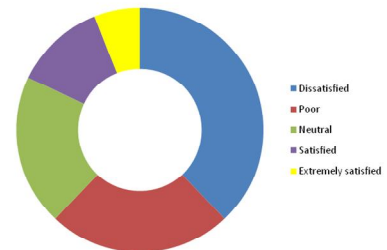


Do you have any suggestions on how to improve the above mentioned service in your ward or town?

1	Maintenance of caravan park very poor (Elands Bay)
2	Management of caravan park should improve
3	Cleaning of tide pool should be done regularly

3.6 Streets & sidewalks: How would you rate the maintenance of streets & sidewalks?

Extremely Dissatisfied	44%
Receiving a poor service with much room for improvement	50%
Neutral – No opinion	6%
Satisfied, but room for improvement	0%
Extremely satisfied – no problems	0%



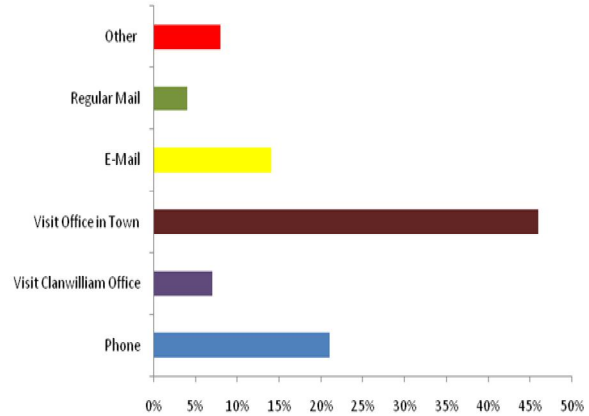
Do you have any suggestions on how to improve the above mentioned service in your ward or town?

1	Improve supervision of job creation projects
2	Response and repair to pot holes to slow
3	Cleaning of sidewalks should improve
4	Maintenance of roads should be planned and budgeted for
5	Improve speed control in Lambertsbaai – building of speed bumps

## 4. CLIENT SERVICE & COMMUNICATION

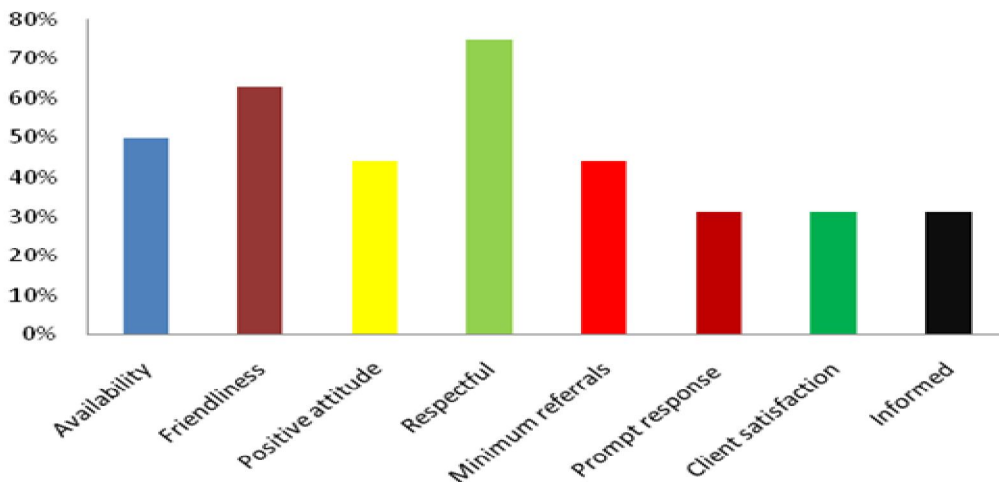
### 4.1 How do you communicate with the municipality?

Phone	21%
Visit municipal head office in Clanwilliam	7%
Visit municipal office in your town	46%
Use e-mail	14%
Regular mail	4%
Other	8%



### 4.2 In your dealings with the staff of the municipality, what was your experience?

	% YES	% NO
Have you found that staff is available to help at all times?	50%	40%
Have you found that staff is friendly?	63%	30%
Have you found that staff has a positive attitude?	44%	20%
Have you found that staff treats you with respect?	75%	10%
Have you been helped with minimal referrals?	44%	30%
Have you found that correspondence is dealt with and answered promptly?	31%	80%
Have you found that queries are dealt with and resolved to your satisfaction?	31%	90%
Does your municipality keep you informed sufficiently about its services?	31%	60%



4.3 *Do you have any suggestions on how to improve communication between the municipality and yourself?*

1	Management and communication of complaints should improve
2	E-mail communication should be utilized more by the municipality
3	Utilize the ward committees to communicate with the public pertaining to municipal operational issues, programs and projects
4	Public meetings should be advertized in local newspapers / news letters
5	Responsiveness to emergency numbers over weekends should be improved
6	Quarterly newsletter – utilize e-mail facility to distribute
7	Customer care training to all front desk personnel

## 5. WARD PRIORITIES

5.1 *What are the most important issues that you would like to be addressed in your ward within the next 5-years?*

<b>Ward 4: Elands Bay &amp; Graafwater</b>	
1	Community hall Elands Bay
2	Improve infrastructure for roads and sewerage works
3	Slipway should be operated according to prescripts and parking should be provided
4	Resort should not be privatized but managed properly
5	Improve debt management procedures
6	Municipality should maximize work opportunities for locals through job creation projects EPWP and contracts conditions of service providers that gets tenders but don't reside in the municipal area.
7	Finalize the registration of properties (Engelbrecht & Deseeda)
8	Improve maintenance of public facilities
9	Improve maintenance and upgrade of sport facilities
10	Upgrading of road in front of school and church
11	Street lights for the main road
12	Blue flag status for the beach
13	Business area and ablution facilities for informal traders

14	Improve building control regulations in the area
<b>Ward 5: Lamberts Bay en Leipoldtville</b>	
1	Upgrading and regular maintenance of municipal roads
2	Replace old asbestos pipes
3	Cleaning of business area of town
4	Cooperate with SAPS and law enforcement agencies to address smuggling
5	Toilet facilities on the beach front
6	Blue flag status for beach
7	Housing for low income groups
8	Improve enforcement of by-laws
9	Resort should be upgraded and well maintained
10	Improve the water, sanitation and road infrastructure
11	New refuse truck