

CORRECTIVE PLAN OF DAWID KRUIPER MUNICIPALITY TO ADDRESS REVENUE BUDGETED FOR, BUT NOT MATERIALISING

Property Rates

Problem	Action	Frequency	Responsible Directorate	Progress Report	Challenges
Non materialisation of budgeted income from property rates	Submission of building plans completed together with the building plan completion form, to the Billing division	Monthly	Directorate Development & Planning: Building Control	Done monthly. Submitted as received to the Valuer as well as the Senior Accountant Billing	
	Submission of building plans together with the building plan completion form to the Valuer, to perform supplementary valuations.	Monthly	Budget & Treasury Office: Billing, Income, Debt Collection & Unauthorised Usages	Done monthly. Submitted as received to the Valuer as well as the Senior Accountant Billing	The valuations are not done monthly by the Valuer due to the current General Valuation Roll Contract conditions, however this will be addressed in the new tender process.
	Reconciliations between the building plan completion register and the information received mentioned in point 1 above from the Building Control division, to ensure that all completed	Monthly	Budget & Treasury Office: Billing, Income, Debt Collection & Unauthorised Usages	Done monthly	The reconciliation is a challenge because the information is duplicated of the plans signed off and approved.

	building plan's information are submitted for supplementary valuations.				
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All Services

Problem	Action	Frequency	Responsible Directorate	Progress Report	Challenges
Non materialisation of budgeted income from service charges	Verification of services levied per property to ensure that all services provided on an erf, are levied.	Quarterly	Budget & Treasury Office: Billing, Income, Debt Collection & Unauthorised Usages	The services in the following areas have been verified for the month of April 2019: Paballelo Rosedale Karos Olyvenhoutsdrift Vaalkoppies Rietfontein Welkom Groot Mier Klein Mier Loubos Philandersbron Askham Swartkopdam Kameelduin.	The challenges pertain mostly to the Mier area. The tariff for sewerage is not levied on most properties, as it is difficult to ascertain which households should be levied. The previous report was submitted to an official at the satellite office, and most areas were corrected with Askham still outstanding. The tariff for water usage is also not levied on most properties in

				In the process of completing the report which indicates the levies not done on some of the accounts per area.	the Mier area. There is still a challenge regarding water meters which must still be resolved between the Finance Directorate & Civil Engineering Services.
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Service Connections (Water, Electricity and Sewerage)

Problem	Action	Frequency	Responsible Directorate	Progress Report	Challenges
Non materialisation of budgeted income from service charges	Applications for service connections must be submitted to the Billing Division and after payment of the required fees, the Billing division will communicate with the relevant department, to do the requested service connection.	Daily	Budget & Treasury Office Billing, Income, Debt Collection & Unauthorised Usages, Directorate Civil Engineering Services, Directorate Electro – Mechanical Services	The following applications are still not completed: WATER <ul style="list-style-type: none"> • Application 0153 dd 07/06/2018 Portion 24 Vaalkoppies nr 40 • Application 0170 dd 20/11/2018 erf 12805 • Application 0171 dd 29/11/2018 Erf 20062 • Application 0173 dd 28/01/2019 Erf 20077 • Application 0177 dd 26/02/2019 Erf 16192 • Application 0178 dd 18/03/2019 Erf 3147 	The original application timeframe for the completion of the water and sewerage connection were 90 days. Decision has been made to shorten this time period to 30 days on a trial basis. The 30 days period has still not been

				<ul style="list-style-type: none"> • Application 180 dd 26/03/2019 Plot 481 Olyvenhoutsdrift • Application 0181 dd 26/03/2019 Erf 10277 • Application 0184 dd 20190429 Erf 12781 <p>SEWERAGE</p> <ul style="list-style-type: none"> • Application 0150 dd 24/05/2018 Erf 14850 • Application 0155 dd 04/07/2018 Erf 16257 • Application 0159 dd 21/08/2018 Erf 20061 • Application 0162 dd 10/09/2018 Erf 20006 • Application 0166 dd 27/09/2018 Erf 18819 • Application 0169 dd 22/10/2018 Erf 3627 • Application 0173 dd 28/01/2019 Erf 20077 • Application 0170 dd 20/11/2018 Erf 12805 • Application 0172 dd 15/01/2019 Erf 21933 • Application 0177 dd 26/02/2019 Erf 16192 	<p>implemented.</p> <p>The Electricity Services Connections: The client purchases a meter at the electricity services and pay for the meter, we receive the levy advices that a meter has been purchased for the property, but it takes more than a month two to three months for the meter to be installed.</p> <p>This we will also discuss in our monthly meetings that we will be facilitating with the Directorate.</p>
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				<ul style="list-style-type: none"> • Application 0181 dd 26/03/2019 Erf 10277 • Application 0182 dd 28/03/2019 Erf 3315 • Application 0183 dd 24/04/2019 Erf 4041 • Application 0184 dd 29/04/2019 Erf 12781 • The original application timeframe for the completion of the water and sewerage connection were 90 days. • Decision has been made to shorten this time period to 30 days on a trial basis. 	
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Informal Settlements

Problem	Action	Frequency	Responsible Directorate	Progress Report	Challenges
Non materialisation of budgeted income from service charges	Submission of information regarding occupation	Weekly	Directorate Development & Planning:	The information is submitted weekly by the Housing unit to the Billing unit. The current process is that when the	Outstanding inspections from Housing Unit

	certificates issued for allocated erven to the Billing division.		Housing	consumer is issued with the occupation certificate, the Housing Unit brings the consumer to the Billing unit, to enable the immediate creation of the consumer's account. The Clerk Informal Settlements at the Billing division accompanies the Housing division when erven are allocated. Information regarding occupation certificates at Louisvalebeweg, Leseding, Kalksloot, Lambrechtsdrift, Karos, Leerkrans is still outstanding. Housing Unit must still do their inspections.	Information regarding occupation certificates at Louisvalebeweg, Leseding, Kalksloot, Lambrechtsdrift, Karos, Leerkrans is still outstanding. The Clerk Informal Settlement is currently compiling a list of all the the areas where there is no accounts and give to housing and they sign for the list, is done quarterly.
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Erven Sales

Problem	Action	Frequency	Responsible Directorate	Progress Report	Challenges
Non materialisation of income from erven sales	Amend Property Disposal Policy Council to appoint conveyance attorneys on year tender. Conveyance costs to form part of purchase price	1 July review of policy Appointment of conveyance attorneys end of September	Directorate Corporate Services	Income on land sales to date is R4,04 mil.	The sale of the property is approved without having a property number, it is a challenge. Inputs from Directorates are not received in time.

	<p>Council to consider selling sub economic erven below market value where applicable (where income is below certain amount)</p> <p>Council to provide serviced economic erven</p> <p>Administration to push for income from sales</p>				<p>Council refers items back delaying resolutions.</p> <p>Tender Committees do not sit regularly.</p> <p>Tender Committees challenges Council Resolutions</p> <p>Cancellations of purchases</p> <p>Lack of industrial erven</p>
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Water Revenue

Problem	Action	Frequency	Responsible Directorate	Progress Report	Challenges
By-passing of prepaid water meters – We only have 3 water meter teams. This is a huge problem and currently we do not have a number of households that by-pass the water meters	<ul style="list-style-type: none"> The water meter by-pass survey must be done using the “War-on leaks’ students. Info regarding the survey must be submitted to Water Distribution for repairs. Dedicate one water meter management team to tackle the 	Annually	Directorate Civil Engineering Services: Water Distribution – Control Technician	<ul style="list-style-type: none"> ➤ 550 meters were identified which had no purchases for the previous 6 months ➤ All 550 meters have been inspected ➤ 145 meters from the list has been reset ➤ No meters were found during April 2019 to be illegally by-passed 	<ul style="list-style-type: none"> •The late payments of the student stipends by Rand Water created problems for the surveys as the students did not pitch for work until the payments was done. •Safety of the students is compromised due to the investigations for the by-passing of

	by-passed water meters. <ul style="list-style-type: none"> • Penalties should be imposed as set out in the tariffs. • Proposed commencement date for work is 10 September 2018. 				the water meters. Students have been threatened if they report that the meters have been by-passed. <ul style="list-style-type: none"> • Currently we only have two vehicles operating for the metering teams. This is hampering progress. Director will take it up with Fleet Management.
Inadequate performance of the repair of faulty meters - list is supplied by finance on a monthly basis. We only have 3 water meter teams with only two vehicles that have to service the whole of the municipality.	Vacancies in Meter management teams to be filled as soon as possible.	Monthly	Directorate Civil Engineering Services: Water Distribution Directorate Corporate Services: Human Resources	100 non-moving meters have been replaced with new meters. 300 meters have been purchased in the months of March/April for continuous replacements and inventory.	None
Vehicles not enough to aid service delivery.	Vehicle should be obtained from non-service-delivering	Monthly	Directorate Civil Engineering Services:	<ul style="list-style-type: none"> • Theft of meters: we have changed our meters from brass to plastic meters so to 	<ul style="list-style-type: none"> • We still have one vehicle that we work with. This issue

Water teams (3) have only 2 vehicles.	divisions or acquire new vehicles to assist with the backlog of metering issues		Water Distribution, Directorate Electro – Mechanical Services: Fleet Management	eradicate the theft of meters.	hinders our department to work diligently; the matter has been escalated to senior management but hasn't received attention.
We also do not have sufficient capacity in terms of supervision for the Water Meter Management Teams	There is an Ass Supt position on the approved Organogram, but that post is not funded. We suggest urgently looking at whether we transfer funding from other funded posts so that this post can be filled.	Immediate	Directorate Civil Engineering Services: Water Distribution, Directorate Corporate Services: Human Resources	<ul style="list-style-type: none"> The acting incumbent has been put on hold. This has affected our work negatively. 	None

Electricity Revenue

Problem	Action	Frequency	Responsible Directorate	Progress Report	Challenges
By-passing of prepaid electricity meters	The appointment of more meter inspectors can reduce the electricity theft, improve revenue and result in a net saving.	Daily	Directorate Electro - Mechanical Engineering	One post has been advertised and the closing date were on the 10 th of May 2019 but no short listing has been done.	<ul style="list-style-type: none"> The filling of the post has been put on hold.

Inadequate performance of the repair of faulty electricity meters - list is supplied by finance on a monthly basis.	The appointment of one more technical official can reduce the back log on faulty meters and improve revenue and result in a net saving.	Daily	Directorate Electro - Mechanical Engineering	Must be added on organogram.	Organogram must be approved.
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Traffic Income

Problem	Action	Frequency	Responsible Directorate	Progress Report	Challenges
Non materialisation of income from traffic services	Internal staff ordered to execute warrants of arrest to improve income	Continuous/Daily	Directorate Community Services	<ul style="list-style-type: none"> As from date of arrangement, i.e. January to date, generated payments recovered amount to Sec341- R103 225.00 SEC56- R335 600.00 WoA- R163 975.00 	<ul style="list-style-type: none"> Because of voluntary nature of arrangements, not all officers are involved. - Commitment not guaranteed as those involved can decide not to be part at day time.

