
Your Ref: Clr T Van Der Walt
Room 201, Bram Fischer Building

Our Ref: 12/1/9/4/2
Date: 5 July 2022

Clr T Van Der Walt

D.A Councillor

Mangaung Metropolitan Municipality

Dear Van Der Walt

RESPONSE TO RULE 38 QUESTION. CHRONIC FAILURE TO COLLECT WASTE IN COMPLIANCE WITH NEMA.

Your letter dated 16 June 2022 with regard to the above-mentioned matter refers.

Question 1:

The domestic waste in Universitas West (and Parkwest Monday areas removed last 30 May) was not picked up since 2 April. When will it be picked up with adequate prior warning to residents?

RESPONSE:

Universitas West and Parkwest's domestic waste has since been collected even if this has been outside the scheduled collection cycle. Councilors are aware the schedules are communicated daily due to resource challenges experienced. We request that Councilors communicate to their constituents the changes and schedules communicated daily by the waste team.

The Department is investigating various other means of conveying collection rates and schedules, and this will be communicated shortly through the service delivery group.

The Universitas West areas was collected on the 2nd June 2022 and Parkwest was also collected on the 6th of June 2022. These areas were collected even before the Rule 38 was drafted and submitted

Question 2

What is the collection rate for refuse removal tariffs in the entire Universitas (including universitas Ridge) and Parkwest?

RESPONSE

Municipal waste collection tariffs are **not** determined per suburb or residential area, but by the category in which the property falls.

The current tariff for the category of residential area, as per Council resolution taken at a meeting held on 22 June 2022 (and currently open for inspection at all Municipal offices) are as follows:

Size of the stand (Square Metres)	Tarrif per month for the 2022/2023
0 – 300	60.07
301 – 600	80.08
601 – 900	142.77
901 – 1500	196.44
More than 1500	256.77

Question 3

All households in Mangaung have a standard allocation of 5 bags per household per week according to the Bylaws. Why are tariffs differentiated by size of the erf?

RESPONSE

Waste Tariffs are determined in line with the Property Rates Policy that was approved at a Council meeting held on 31 May 2017. The Council levies different rates for different categories of rateable property in terms of same policy. All rateable property are classified in a category and are therefore rated based on the market value of property or on the market value of a right in property within the area of jurisdiction of the Council as appearing in the valuation roll, in respect of the various categories of properties set in the table above.

Question 4

The By-law specifies that Garden waste can be part of the 5 bags of waste to be removed. Why does the department not remove these bags?

RESPONSE

We do collect bags with grass, grass cuttings, weeds, flowers and other plant material according to the by-laws if it is not heavy garden waste and not exceeding 5 bags inclusive of domestic waste.

According to section 5 (j) of the by-laws garden waste may be dumped at the municipal landfill site by the generator. Some of the garden waste that residents put inside bags contain, rocks and soils these are damaging the mechanism of compaction trucks.

Question 5

Mangaung has many Guesthouses and Student houses that also pay for removal and only put out 5 bags per week, however the Waste Department regularly and arbitrarily leave all bags at specific houses, guesthouses and student houses every week. What is the reason? Why should these properties be billed for removal?

RESPONSE

The Trade Waste Division provided the Councillor and a Ward Member of Universitas with the application forms for the guesthouses and businesses to request for special collection in terms of Trade Waste where the service provider(s) would commence with waste collection and to date we haven't received application as such.

Question 6

There are many townhouse complexes and businesses that pay private contractors monthly to remove their own waste due to the unreliable removal by Mangaung in the past. Can these properties be exempted from refuse removal tariffs?

RESPONSE

According to Section 23 of the by-laws the owner of premises where the Municipality is rendering waste services contemplated in this by-law is liable for the payment of prescribed tariffs for such services and is not exempted from or reduction of such tariffs due to non-usage, partial or limited use of such services. It also states the Municipality may exempt any person or category of persons deemed to be falling in the indigent category from paying prescribed tariffs for waste management services as outlined in the Municipal Indigent Policy.

There were several meetings held with the Community and Councillors, during those meeting it was resolved that Service Provider (s) are responsible to collect the Flats, Townhouses, Guesthouses, and other business but upon receipt of completed application forms to be collected under trade waste services.

Question 7

The method for selecting the daily areas for collection in Bloemfontein that are only communicated to councillors the night before is a mystery. There must be a Standard Operating Procedure to determine the order in which backlogs will be picked up. Is it selected subjectively by supervisors driving through an area? Is it based on which councillor or community complains the most?

RESPONSE

The Domestic Waste Collection teams will be able to follow the pre-determined waste collection schedule once we have stabilized in terms of having adequate resources.

Question 8

I demand on behalf of the community and as requested by the Universitas Neighbourhood Association that as soon as the backlogs have been cleared in War 23, there must be immediate PEP teams assigned to pick up all litter that has built up in major street such as: Pres Paul Kruger Avenue, Wynand Mouton Avenue, Parfitt Avenue, Jock Meiring Street, Donald Murray Avenue, Steven Street, Bell Street, Calvyn Crescent,

Groenewoud Street, Jim Street, Schotz Street, Besselsen and Boersma Streets, DF Malherbe Avenue, and Koos van der Walt and Jac Van Rhyh Avenues.

RESPONSE

We have deployed all our PEP teams to various areas which have been identified as critical areas. We have also acknowledged that Universitas should also be classified as critical area that needs attention and will be treated as such.

Question 9

Because of the chronic non removal and late removal of waste, rat infestations have increased exponentially and due to the chronic nature of the Waste and rat problem, the incidences of poisonous snakes, especially puff adders and snake bites, specifically of dogs, have increased dramatically in the urban areas. Wheelie bins provided to each household and trucks that quickly empty them could assist to reduce the problem. When will this be introduced in Mangaung?

RESPONSE

The Wheelie bins were tabled as a possibility in the past, however the current expense to implement as well as the correct fleet availability and cost thereof is not under consideration until such time the Municipality's financial situation has improved and the current waste fleet stabilised through proper maintenance.

Question 10

Some residents hold back their waste in order to reduce the mess that uncollected bags create in the street. Therefore, it is critical that the schedule for the coming days and weeks are known by residents in advance, otherwise only those who left their waste outside are picked up if short notice is given.

RESPONSE

On daily basis when Councillors are provided with the collection report, they are provided with the information relating to the areas that will be collected the next day. The information should be shared by Councillors to the community members, they are representing.

Question 11

Mangaung must have back up plans for both workers, drivers and trucks that fail, as it is well known that this happens regularly. Does the budget make provision to procure the correct needed trucks over the MTREF period at a reasonable cost, including maintenance contracts? If you do not plan to acquire the needed fleet for regular removal, what is your plan? How many trucks are needed to normalise waste removal in the city and how many will be procured over the MTREF period? What alternate over are possible and what are their budgetary implications?

RESPONSE

The budget does not make provision for only waste management vehicles as fleet of the municipality is centralised. We agree that we should have reserves in terms of vehicles. The

municipality is currently finalising the shift system for Solid Waste to ensure optimal use of the existing resources.

Furthermore, a vehicle replacement strategy are in the process of development that will inform the fleet section during the budget process of the relevant needs of the service Department.

The over dependants on contractors are also under investigation as the current expenditure is not sustainable going forward relating to the non-maintenance of fleet in the Metro

Question 13

It is clear to me that the R 21 m budgeted in the unapproved budget for SMME removal is hopelessly insufficient for the need, furthermore the use of SMMEs for domestic removal usually leads to further labour unrest and disruptions to removal. Why is this money not put towards building a sustainable fleet?

RESPONSE

The budget of R 21 m is sufficient to have as an alternative of Waste Collection using SMMEs. The community expect their waste to be collected irrespective that the Municipality has capacity in terms of adequate vehicles, work stoppages, etc. Hence, we have budgeted for the alternative waste collection strategy.

Question 14

As the link and representative of my residents I must inform you that there are a number of organisations, movements and forums that are actively seeking for any legal means of claiming back money they have incurred on behalf of resident to remove waste that remains uncollected. The number of municipal rates payers that are also actively seeking any legal means to reduce their municipal rates and tariffs accounts due to failure to deliver basic services they pay for is also rapidly increasing. A meeting between you and my communities is urgently needed to negotiate the most applicable tariffs, type and schedule for removal in the area, as required by law

RESPONSE

The Councillor will be contacted to arrange a meeting with the community affected in due course.

Question 15

It seems obvious to the untrained eye that there have been regular instances where artificial backlogs were created during the five workdays of the week, and then quickly eradicated during two weekend and public holidays when workers receive overtime. This phenomenon is unacceptable to the rates payers who are paying for this overtime.

RESPONSE

We will gladly accept if the Councillor can bring us tangible proof that the overtime is man made for management to act against those implicated in these allegations.

Question 16

Should the situation not improve sustainably, or at least a written legitimate plan, including the budgetary provision made, on the permanent improvement of the situation not be presented to me by Friday 12:00, I will have no other option but to escalate the continued failure further.

RESPONSE

There has been improvement in terms of waste collection throughout the City. This is achieved through the limited resources at our disposal.

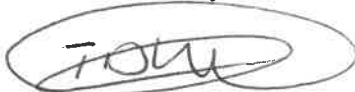
Question 17

When there are no trucks available, it means 5-15 teams or more do not have any work to do. What happens daily with these workers? Why are they not transported to a different suburb every week to do litter picking when there are no trucks?

RESPONSE

The maximum number of teams at North is seven. There are different strategies that are applied to ensure that all teams are utilised, one of these is to have more front - runners to minimise the number of pick-up points. The municipality is also currently finalising the shift system for Solid Waste to ensure optimal use of the existing resources.

Yours faithfully



Tebogo Motlashuping

07/07/2022

Acting City Manager