

QUESTIONS TABLED FROM THE FLOOR:

At Subcouncil meetings, organizations and the general public are welcome to raise a maximum of 2 issues affecting the South Peninsula Subcouncil area of jurisdiction.

You will be given the opportunity to address the Subcouncil for a maximum of three (3) minutes per issue.

Please hand in the completed form to the secretariat \pm 7 days before the meeting.

MEETING HELD ON 17 September 2019

NAME	Brian Youngblood
ORGANISATION	Fish Hoek Valley Ratepayers & Residents Assoc.
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<p align="center"><u>ISSUE / TOPIC (1)</u></p> <p>The following are related to the same issue / topic, the City's service request system whether the new mobi version or the current: https://eservices1.capetown.gov.za/coct/wapl/zsreq_app/index.html#/create</p> <p align="center"><u>QUESTION (1)</u></p> <p>Can the systems be upgraded to require feedback being sent to the original requester regarding their complaint by the same method in which they made the request (SMS, email, landline or cellphone, What's App (but probably not Facebook messages)?</p> <p>By way of example, Ila Metcalfe logged several service requests regarding putrid smelling water flowing down Riverside Road (coming from between 24 and 26), Silverglade since September 2017. She has seen City officials discussing it amongst themselves then leaving without informing anyone. We reverted to the old system of who we knew and they have engaged with the complainant, answering questions and undertaking further investigations.</p>	

QUESTION (2)

Can the systems be upgraded to allow a feedback rating like uber, Takealot, ebay, amazon and aliexpress?

As an example, several neighbours on Fifth Avenue, Fish Hoek, requested that a street light replace the one that the City removed when they replaced the electrical pole. Each neighbour's request was promptly closed, but no action was taken. This required support from Cllr Kuhl to actually get the street light replaced. If the neighbours had been given feedback, as requested in the first question above, they could then gone to the City's service request rating system and rate the service a "zero" for no action taken. A rating of "1" would be very poor service provided and the problem is still unresolved. A top rating of "5" would mean that excellent service was provided. A rating of "3" or above would mean that the call can be closed. Our concern is that if the City just measures closed calls by the City alone, then all calls will be closed immediately, the department given credit for its abilities to close calls, but no action has ever been taken.

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