

FISH HOEK VALLEY RATEPAYERS & RESIDENTS ASSOCIATION

(Incorporating Fish Hoek, Clovelly and Sun Valley)

Central Circle, Fish Hoek 7975

Web: <https://www.fhvrra.org.za/> Facebook: www.facebook.com/FHVRRRA/

Heritage Western Cape: Conservation Body

TO: Performance.Management@capetown.gov.za

**SUBJECT: 2024 / 25 ORGANISATIONAL PERFORMANCE MANAGEMENT SYSTEM
REVIEW**

DUE DATE: 30 OCTOBER 2023

The following comments are based on the 2024 / 25 column of the review.

FIVE-YEAR CORPORATE SCORECARD 2022/23 TO 2026/27

OBJECTIVE: 1. INCREASED JOBS AND INVESTMENT IN THE CAPE TOWN ECONOMY

From a survey of the architects providing us with departures for comments, none have said that the passing of building plans in 1.B or 1.C have been completed within 60 days.

OBJECTIVE 3. END LOAD-SHEDDING IN CAPE TOWN OVER TIME

Laudable. Many of our members would also like to contribute electricity, but the 14-page list of City approved inverters are too highly specified making it unaffordable (30kV etc.), including the bi-directional meters, although the later's price might fall in February 2024.

OBJECTIVE 4. WELL-MANAGED AND MODERNISED INFRASTRUCTURE TO SUPPORT ECONOMIC GROWTH

With other objectives seeking at least 96% compliance, 4.D and 4.E at 80% seem underwhelming. These should be stretch goals. Three days to resolve missed rubbish collection is too long in 4.F.

OBJECTIVE 5. EFFECTIVE LAW ENFORCEMENT TO MAKE COMMUNITIES SAFER

Why did the number of CCTV detections drop by 10% in 5.C in 2023 / 24?

OBJECTIVE 6. STRENGTHEN PARTNERSHIPS FOR SAFER COMMUNITIES

Neighborhood watch support satisfaction should be higher than 77% in 6.B. These are the eyes and ears for the community safety. They deserve better support.

OBJECTIVE 7. INCREASED SUPPLY OF AFFORDABLE, WELL-LOCATED HOMES

We are concerned that the land parcels in 7.A and 7.D might conflict with the community's socio-economic status. Home owners aspire to live in certain areas. We trust that a "listening" public participation process will proceed the identification of these parcels.

OBJECTIVE 8. SAFER, BETTER-QUALITY HOMES IN INFORMAL SETTLEMENTS AND BACKYARDS OVER TIME

Building plans should be formalised in these areas.

OBJECTIVE 9. HEALTHY AND SUSTAINABLE ENVIRONMENT

We'd like to see the percentage of biodiversity areas increased in 9.A as 66% and 9.B's hectares seem too low. These "exclusion" areas allow wildlife to flourish and provide green breaks from asphalt jungles where we live. Better sewage treatment would help 9.C's diarrhoea percentage.

OBJECTIVE 10. CLEAN AND HEALTHY WATERWAYS AND BEACHES

We'd like to see targets for lowering the E. coli reaching our beaches and wetlands from the stormwater systems.

OBJECTIVE 11. QUALITY AND SAFE PARKS AND RECREATION FACILITIES SUPPORTED BY COMMUNITY PARTNERSHIPS

11.A needs to consider our community's wish for wild flowers not being mowed.

OBJECTIVE 12. A SUSTAINABLE TRANSPORT SYSTEM THAT IS INTEGRATED, EFFICIENT AND PROVIDES SAFE AND AFFORDABLE TRAVEL OPTIONS FOR ALL

We'd like to see measurements on the progress of converting Metrorail to CityRail.

OBJECTIVE 13. SAFE AND QUALITY ROADS FOR PEDESTRIANS, CYCLISTS AND VEHICLES

For safer travel, we need dualling in sections of Ou Kaapse Weg. Shouldn't the number of potholes be decreasing in 13.B?

OBJECTIVE 14. A RESILIENT CITY

The 14.C percentage should increase as our stormwater system needs regular cleaning.

OBJECTIVE 15. A MORE SPATIALLY INTEGRATED AND INCLUSIVE CITY

When is the City going to listen to us? We want fewer mixed use developments in 15.A, not more.

OBJECTIVE 16. A CAPABLE AND COLLABORATIVE CITY GOVERNMENT

16.A's Community satisfaction survey result of 60% (3 / 5) is way too low. The debt level in 16.G should not rise above 40% to be serviceable in the future where the next financial crises are unpredictable.

2022–2027 CIRCULAR 88 OUTCOMES SCORECARD

OBJECTIVE 2. IMPROVED ACCESS TO QUALITY AND RELIABLE BASIC SERVICES

Due to the October 2023 water pipe bursts resulting in some residents having no water (Glencairn Heights: 7 days; Elsie Peak roads: 52 hours), we'd like to see WS3.2 dropped significantly from 30. To lower ENV2.1 meaningfully, you'll need to fine major grocers for all

plastic wrappings of their products. The measurement or wording for ENV3.2 seems reversed. Wouldn't the City want to see less reporting of non-collections?

OBJECTIVE 3.

To improve Cape Town's economic activity, EE3.5, EE3.6 and EE4.4 should be lowered. For assistance from the community, the City needs to find and recommend a cheaper inverter that complies with NRS 097-2-1: 2017 or a lower specification suitable to the City. Also, the cost for installing a City compliant reverse billing meter. The current cost of an AMI meter is R9,137.83 and needs to fall dramatically in February 2024 when the appropriate tender is awarded.

OBJECTIVE 4.

WS4.2 should be 95%. The City has been issued a water-use licence. The Minister: Department of Environmental Affairs has not been happy with the City's non-compliant marine outfalls. Something must be done as this effluent is finding its way into our coastal fish and beach water. WS5.4 needs to be 85% with the introduction of tertiary wastewater treatment to remove pharmaceuticals and toxic chemicals.

OBJECTIVE 10.

ENV5.2 needs to be 90% for the flora and fauna in the Silvermine wetlands, which often receives over-flow effluent from a sewage pumping station without a generator after a load-shedding event.

OBJECTIVE 11.

HS3.5 should be 25%. Just allowing civic organisations to meet in the minor halls during normal working hours would go a long way towards improving utilisation.

OBJECTIVE 13.

TR6.2 should be 20 if the City was more pro-active after winter and heavy rains. We don't need to emulate other provinces' high number of potholes.

OBJECTIVE 16.

Does the City really measure their Cllrs in GG4.1? We don't mind this one being 91.6%. Shouldn't we want a lower percentage for FM4.1? FM4.3 should be less than 5% as the City should educate its staff or hire, not rely upon contractors. For FM5.2 and FM5.3, the budget for maintenance should be greater than for asset replacement. Percentage changes are meaningless. FM7.2 is a function of CPI and has no merit in being measured.

2022-2027 CIRCULAR 88 OUTPUT SCORECARD

OBJECTIVE: 1.

We deal with architects when they have departures from the Municipal Planning By-Law. None of told us that HS2.22 takes 12 days. They tell us that it has taken six months for their plans to reach us due to City processes. Why does it take 150 days to finalise a business licence application as stated in LED3.11? We do want more businesses in Cape Town to improve our gainfully employed figures. The 80 / 20 procurement process is for small tenders and basically provided by SMMEs with high BBBEE credentials, yet LED3.31 says that it takes 220 days. This is shockingly high.

OBJECTIVE: 2.

WS1.11 and WS2.11 are about capacity. What happens when the City quits growing so rapidly. Shouldn't the measurement rather be on days taken to provide these services? For WS3.11 and WS3.21, 48 hours is a long time for a resident to be without water or sanitation / wastewater services. Call-outs should be closed within 24 hours. You would have more than 10MWA from SSEGs if the inverters weren't over-specified, in EE4.12, clarified in 3.A.

OBJECTIVE 5.

"FD1.11 Percentage compliance with the required attendance time for structural firefighting incidents" makes no sense.

OBJECTIVE 10.

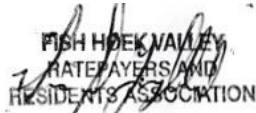
Only 6.27% of our coastline has protection measures in place, according to ENV5.11. We have requested nets at our stormwater culverts to catch the plastic litter before it reaches our beach. We have requested a sand percolation beds under the parking lots for our polluted stormwater culverts, yet only 6.27% have protection measures. This doesn't seem right. The community needs to see the results of the ENV5.12 samples. What is the City hiding? If the E. coli results are too high, do something about it.

OBJECTIVE 13.

TR6.12, TR6.13 and TR6.21 need to be increased. The maintenance budget needs to be greater than the asset replacement budget.

OBJECTIVE 16.

FM5.31 at 8.5% is too low. Realtors usually put this at 20% of property value.

NAME & SURNAME	Brian Youngblood, Chair: Fish Hoek Valley Residents and Ratepayers Association (FHVRRA)
CONTACT NUMBER	Cell: 084 399 9933
E-MAIL ADDRESS	FishHoekRRA@gmail.com
SIGNATURE	
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