



# STEVE TSHWETE LOCAL MUNICIPALITY

## COMMUNITY SURVEY 2010

<b>LOCATION</b>	<b>AGE GROUP</b>	<b>EMPLOYMENT STATUS</b>	<b>MONTHLY HOUSEHOLD INCOME</b>	<b>POPULATION GROUP</b>	<b>GENDER</b>
Mhluzi	18-23	Employed	Less R1100.00	African	Female
Middelburg	24-29	Unemployed	R1100-R3500	Coloured	Male
Kwazamokuhle	30-35	Self-employed	R3500-R5000	Indian / Asian	
Hendrina	36-41	Student	R5000-10000	White	
Rural/Farm	42-47		R10000-R15000		
Nazareth	48-53		R15000-R20000		
Hlalamnandi	54-59		R20000 +		
Eastdene	60-65				
Mine Village	66 +				

  

<b>Disability</b>	
Yes	No

### GENERAL SATISFACTION RATING

5. Extremely Satisfied    4. Good    3. Satisfied    2. Dissatisfied    1. Extremely dissatisfied

1. How satisfied or dissatisfied are you with the following services?		1	2	3	4	5
1.1	The affordability of service tariffs of the Municipality e.g. consumer rates and taxes					
1.2	Waste Water Management					
1.3	The water supply / proximity to running water					
1.4	Electricity supply and metering					
1.5	Refuse removal from dwellings					
1.6	Refuse removal from community surroundings (Environment)					
1.7	Quality of water					

Comments:

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2. How satisfied or dissatisfied are you with the following Engineering services?		1	2	3	4	5
2.1	Roads					
2.2	Side Walks (Pavements)					
2.3	Street lights					
2.4	Storm water drains					
2.5	Road signs					
2.6	Speedhumps					

Comments:

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<b>3. Do you pay your municipal accounts?</b>	<b>Yes</b>	<b>No</b>
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3.1	I am satisfied with the service I receive from the Municipality	
3.2	I can afford to pay the services received	
3.3	I feel its necessary to pay my accounts promptly	
3.4	I receive my accounts on time	
3.5	I know where or how to pay my accounts	

(If no, what are some of the reasons for not paying your account?)

Comments:

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<b>4. Payment of accounts</b>	<b>Yes</b>	<b>No</b>
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4.1	If you cannot afford to pay your monthly accounts, are you aware of any arrangement the Municipality can provide?	
4.2	Are you aware of the consequences for not paying you accounts?	
4.3	Do you understand your municipal statement?	
4.4	Do you receive your accounts on time?	
4.5	Place where you pay your account accessible	
4.6	Are pay point office hours convenient to you?	

Comments:

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<b>5. If your municipal services are interrupted eg. Water, electricity etc, how does this affect you?</b>	<b>Yes</b>	<b>No</b>
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5.1	Do you feel that you are informed on time of the interruptions?	
5.2	Life threatening i.e, medical conditions that require oxygen etc.	
5.3	Loss of income	
5.4	Spoils – food that cannot be refrigerated etc.	
5.5	Does not effect me at all	

Comments:

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<b>6. How would you describe the Municipal staff who attends to you?</b>	<b>Yes</b>	<b>No</b>
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6.1	Quickly and friendly	
6.2	Very helpful	
6.3	Knowledgeable about the various services on offer	
6.4	Understands my needs	
6.5	Dignity and respect	

Comments:

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<b>7. Have you experienced any kind of household emergency or roadside accident where you had to make use of Municipal emergency services?</b>		<b>Yes</b>	<b>No</b>			
<i>(If yes, how would you rates their services)</i>		<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
7.1	Telephone answered quickly?					
7.2	Kind, compassionate and professional					
7.3	Emergency responded quickly?					
7.4	Made me feel safe and cared for					
7.5	Given reference number					

Comments:

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<b>8. Public participation</b>		<b>Yes</b>	<b>No</b>
8.1	Are you aware that Council Meetings are open for the public?		
8.2	Do you attend the Ward Meetings / Municipal Outreaches to give inputs about the needs (operational/capital projects)		
8.3	Do you know anything about the IDP and its influence on the budget?		
8.4	Have you ever attended an IDP Meeting?		
8.5	Do you read Municipal Newsletters / Notice boards / Website?		
8.6	Have you attended any meeting about Council's budget?		
8.7	Have you seen and made comments about the Council budget?		
8.8	Do you want to know more about Council's budget?		
8.9	Are you aware of all the by-laws of the Council?		
8.10	Have you ever made comments about a by-law?		

Comments:

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<b>9. How do you rate other Municipal services?</b>		<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
9.1	Health (Clinics)					
9.2	Emergencies (Fire services)					
9.3	Traffic					
9.4	Library					
9.5	24 Hour Electricity Vending Facilities					
9.6	License					
9.7	Cemeteries					
9.8	Parks					
9.9	Electricity					
9.10	Water Services					

Comments:

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<b>10. Knowledge about other Municipal services?</b>		<b>YES</b>	<b>NO</b>
10.1	Do you know where to report broken or not working streetlights/high mast lights?		
10.2	Do you know where to report damage streets or potholes?		
10.3	Do you know where to report the illegal dumping or unclean areas?		
10.4	Did you know that facilities for bulk refuse removal are available?		
10.5	Does illegal dumping on open space and sidewalks occur in your area?		
10.6	Is the littered area regularly cleaned?		
10.7	Are you aware of the procedure to report faulty/sub-standard services?		
10.8	Do you know where to report damaged or vandalized traffic signs (e.g. stop, robots, etc)?		
10.9	Are you aware of the toll free number of municipality that you can report corruption, misuse and fraud by Councillors or Council employees?		

Comments:

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<b>11. RDP Housing</b>		<b>YES</b>	<b>NO</b>
11.1	Do you currently live in an RDP house?		
11.2	Do you think that the quality of RDP houses in your area is sufficient?		
11.3	Do you understand the requirements to be considered for a RDP house?		
11.4	Do you know how to apply for a RDP house?		

Comments:

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<b>12. Social Grants</b>		<b>YES</b>	<b>NO</b>
12.1	Do you currently receive a social grant?		
12.2	Do you understand the requirements to be considered for a social grant?		
12.3	Do you know how to apply for a social grant?		
12.4	How friendly and effective are the staff who assist with the social grants?		

Comments:

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