

10 December 2020

## MEMORANDUM

**To: The Msunduzi Mayor**  
Cllr Mzimkhulu Thebolla

**From: MARRC**

**CC: Mr. Mododa Khathide**  
Municipal Manager

**Mr. BS Duma**  
Ministerial Representative

### RE: ENGAGEMENT ON PROPOSALS SUBMITTED

#### 1. Purpose

The purpose of this motivation is to implore the Msunduzi Mayor to engage with MARRC on proposals submitted with an aim of finding mutually beneficial solutions to the billing and infrastructure maintenance backlog currently prevalent in the Msunduzi Municipality.

We have suggested that MARRC engage with your task teams, e.g. water, electricity etc., so that our members who have necessary skills can offer their assistance to council at no cost to council, we believe that the community involvement in these task teams, will go a long way to get Msunduzi back to being a City we can all be proud of, and worthy of being called The Capital of the Province". We believe that in doing this, we (i.e. MUNICIPALITY and MARRC) would thereby be adhering to section 42 of The **MUNICIPAL SYSTEMS ACT 32 OF 2000**, which requires as follows:

#### *"Community involvement*

***A municipality, through appropriate mechanisms, processes and procedures established in terms of Chapter 4, must involve the local community in the development, implementation and review of the municipality's performance management system, and, in particular, allow the community to participate in the setting of appropriate key performance indicators and performance targets for the municipality."***

#### 2. Background

MARRC is an **independent, non-political and legally constituted civic movement** that consists of concerned citizens that care about our city and we are solution driven in order to address the many challenges faced by our city. Our focus is to develop a robust and accountable citizenry who are proactive in addressing the different challenges in their respective communities for the betterment of our city.

MARRC represents the following resident and ratepayer associations and civic organisations that represents residents in the Msunduzi municipality. These represent the diversity of our city.

- Ashburton/Lynnfield Park
- Athlone
- Bellevue
- Bisley
- Blackridge/Boughton/Lester Park
- Clarendon
- Cleland/Meadows
- Greater Edendale
- Hayfields
- Lincoln Meade
- Montrose
- Naiperville
- Pelham
- Scottsville
- Sobantu
- Woodlands
- Active Citizens Movement
- Msunduzi Economic Development Agency

### **3. Discussion**

The purpose of this memorandum is to highlight to you our concerns regarding numerous attempts to engage with you and your executive team on a number of issues where no satisfactory outcomes have materialized

#### **1. Billing system solutions.**

- i. A preliminary draft case study report on the billing problems was emailed to you and relevant stakeholders on the 12 November 2020. To date we have not received acknowledgement of the email and no responses have been made to the document nor to our request to a meeting to discuss the document.
  1. The case study identified key problems relating to the billing and also provide creative solutions and recommendations which would assist with the revenue collection for the municipality.

#### **2. Infrastructure plan**

- i. This relates to improving the ailing infrastructure of water, electricity and roads.
- ii. Our desire is to develop a Municipal Infrastructure Maintenance Plan and make this plan public so that the implementation and compliance thereof can be monitored.
  1. Advanced skills reside within the MARRC group which will enable a world class Maintenance Plan to be developed.
- iii. The lack of maintenance coupled with inadequate infrastructure is a major contributor to the grievances of the residents of Pietermaritzburg. Transparency and pro-active communication would alleviate much of the frustration of those represented by MARRC.

We express our grave concern to the lack of seriousness on the above issues and our frustrations in working with the municipality at all levels.

There appears to be a distinct lack of engagement and responses to our correspondence – since the 12 February 2020 to date we have submitted nine letters to the municipal Executive Committee to address a number of issues and also made submission to municipal policies.

To date the majority of letters were not acknowledged and no responses were provided to address the many questions and policy submissions.

#### **4. Recommendations**

It is recommended that the Msunduzi Mayor and Executive Council provides feedback to the following matters urgently:

1. Provide feedback on the preliminary draft case study report submitted,
2. Schedule a meeting with regards to the above with Municipal key stakeholders,
3. Provide feedback on the Infrastructure Plan proposal submitted,
4. Provide MARRC with a platform to actively engage Municipal stakeholders going forwards.

Due to the urgency of this communication, we request acknowledgement of this memorandum and satisfactory adherence to the recommendations above within 30 days, failing which MARRC will explore other options to address our many frustrations and challenges with the municipality.

Yours sincerely

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**ANTHONY WALDHAUSEN**  
**CHAIRPERSON - MARRC**

**Contact details:**  
**Cell: 072 536 2978**  
**Email: msunduziarrc@gmail.com**

I hereby acknowledge receipt of the Memorandum

Name & Surname: \_\_\_\_\_

Date: \_\_\_\_\_

Sign: \_\_\_\_\_