



## **DOCRRRA CHAIRMAN'S REPORT ON 2021 / 2022**

Welcome to the *22nd Annual General Meeting (AGM) of the Dolphin Coast Residents and Ratepayers Association (DOCRRRA)*.

We remain grateful to Simbithi for their continued support and providing this venue, yet again, for our AGM, as well as the adhoc in-person meetings we have had during the last year. Unfortunately, due to Covid, many of the meetings have had to be held via Zoom, however, the meetings were still performed successfully every two weeks as normal.

I am proud to present this report on the activities of the Dolphin Coast Residents and Ratepayers Association (DOCRRRA) for the year ending February 2022.

For a comprehensive window, and the DOCRRRA activities, we present this report, as well as the presentation on the current year's activities that will be presented at the AGM held at the Pavilion Room in Simbithi.

For reading ease, I present this report under selected headings.

### **Property Revaluations**

DOCRRRA was ready and prepared to assist our members on considering their property revaluations and could assist those with concerns and objections. A legal opinion, a comparable property valuation service, and the appropriate process and forms were available for our members. This revaluation was well overdue and was performed much more comprehensively than before. This resulted in many anomalies having to be resolved. On average, values increased by some 30% (over 5 to 6 years) and we were pleased to confirm a 25% rebate from the KwaDukuza Municipality (KDM).

### **Roads and Traffic Plan**

Under the leadership of our former chairman, Ken Lever, the arterial roads traffic plan for KwaDukuza was considered and extensive input presented to KDM. Concerns around feeder roads, congestion areas, and pedestrian walkways, were highlighted. Consequently, a Master Road and Traffic Plan was commissioned by KDM. DOCRRRA has requested a copy of the last plan which will be shared on our website once received.

### **oThongathi Estuary**

Ken further attended the various meetings on the concerns and future of the estuary and lagoon, and presented the officials with recommendations and suggestions.

### **July 2021 Insurrections**

Our vice chairman, Flip Helberg, represented DOCRRRA on the Greater Ballito Operational Committee (GBOC), which did a sterling job of activating and leading our community to protect our lives and investments during the unrests and looting. The success of this civic collaboration remains a benchmark and the envy of many other communities.

## **SIZA Water**

Under the leadership of Stephan Marais, DOCRRRA met with the management of SIZA Water to unpack the challenge Siza Water has with the cost of supply from Ilembe and Umgeni Water. Subsequently, a research project was launched and a comprehensive report on SIZA Water has been made available on the DOCRRRA website.

## **Municipal Public Accounts Committee (MPAC)**

For the first time in many years, our DOCRRRA committee members had direct impact on this critical forum. Under the leadership of Brian Botes, some 40 questions were researched and presented as concerns to MPAC. The questions and the answers were incorporated in the KDM Annual report for the 2020/21 year.

## **Integrated Development Plan (IDP)**

After much lobbying, DOCRRRA was confirmed as a member on the IDP Representative Forum (IDPRF). Due to the municipal elections and Covid-19 limitations, activities of this forum were postponed to the beginning of the following year.

## **Municipal Elections**

DOCRRRA is a non-political organisation and did not side with any specific political party. The importance of voting and logistical information was communicated to our members. The delay in the election date, due to Covid-19 regulations, has had a considerable impact on the activities of the KDM Council.

## **KDM Performance for 2020/21**

- **KDM Financial Processes and Reports**

DOCRRRA has distinguished itself as the leading civic organisation unpacking and analyzing the many financial processes and reports at KDM. This is probably the single largest portfolio at DOCRRRA, and the DOCRRRA influence is bearing fruit.

Through our various communications, we keep our members up to date on findings, issues and trends. Our AGM presentation provides more interesting, informative facts and trends.

- **KDM Annual Report comment (from a DOCRRRA blog released earlier this year)**

***DOCRRRA Chairman, Deon Viljoen, has compiled and is sharing his comments on the Draft Annual Report of the KwaDukuza Municipality (KDM) for the 2020/2021 Financial Year.***

*DOCRRRA has considered the 497-page report and is pleased to note that there is a great improvement in the presentation this year with less grammatical errors, a uniform font and margins, and a better flow. Although DOCRRRA represents the Dolphin Coast Community, most of the comments made have relevance for the larger KwaDukuza Community as well.*

*DOCRRRA has not analysed reports on Youth Development, SSME Development, Sport Development, Education and Training, Agriculture Support and several other KDM functions that do not in particular pertain to the Dolphin Coast Community. We leave that to other community structures representing those communities where these are more relevant.*

### **The Good**

*There is a good improvement in the overall performance of KDM, from a paltry 47% in the previous year to 68% in 2021. Remarkably, the collection of electricity, rates and refuse charges are sitting in the mid to high 90<sup>th</sup> percentile. KDM is financially viable, liquid and achieved another clean audit, albeit with findings. Assets have increased to just under R3 Billion, with cash reserves growing by some R200M to just under R900M.*

*Outstanding debtors have decreased by 9% and several long-standing legal cases have been resolved – mostly in favour of KDM. The delivery of basic services increased by 9% on 2020, to 56%. This is the second year of increases in this category and a clear sign that constant pressure from residents and ratepayers is working.*

*There has been marked improvement on safety and security measures and the number of incidents for the reporting period.*

*The annual report is transparent and frank. KDM seems fully aware where their challenges lie and there are plans for nearly each of these challenges, underpinned by forums and committees and stated commitments to mitigate and remedy them.*

### **The Bad**

*Underspending of both operational and capital budgets has become a trend spanning several years. The operational budget is underspent by 19% and the capital budget by 33%. This is how the surpluses are made (overbudgeting and underspending) and explains poor service delivery.*

*The satisfaction survey on the performance of KDM has been delayed, again.*

*There are still too many vacancies, especially in key functional areas, and the IT systems are either inadequate or not properly implemented. Procurement processes are also compromised and another reason for tardy service delivery. Furthermore, overtime management is a big issue requiring improvement.*

*Irregular expenditure and the consequence management thereof, remains an alarming concern.*

*Non-performance on main risk issues such as storm water management, waste management and the management of service level agreements, are unacceptable.*

*The speed and accuracy of building plan approvals has improved but still leaves much to be achieved.*

*Local economic development is inadequate, particularly in the tourism sector.*

*KDM recognises their legal (and moral) obligation to work with their representative communities, yet engagement and response from KDM remains slow, and actual participation with communities is also inadequate.*

### **The Ugly**

*The frequently mentioned lack of performance management (despite a system being in place), coupled with no consequence management, remains the single biggest problem at KDM. This has and continues to be underpinned by DOCRRA at the MPAC forums and the different audit committees. Oversight and audit functions are under-resourced and not delivering. KDM leadership recognises this problem and plans are in progress but are yet to bear fruit.*

*Electricity theft now exceeds 20% of electricity bought. In addition, maintenance spending on electricity systems is still at around 50% of what is recommended. Streetlights, electricity distribution and reliability issues are recognised by KDM and remain a major concern for all.*

*Inadequate land use planning, together with the poor performance on housing provision for those in need, are also a major issue for the Dolphin Coast.*

### **Conclusion**

*There is a good improvement on both the presentation and substance of the draft KDM annual report. Although it comes off a very low base in 2019/2020, it proves that sustained involvement, engagement and influence by DOCRRA and other structures is being heard and recognised.*

*DOCRRA is already positioned to play a meaningful role on MPAC, IDPRF, Ward committees and the other structures, to ensure the Dolphin Coast community's voice is heard. Our commitment to maintaining the delicate balance of a tougher (such as that of OUTA/AG/SIU/HAWKS) and softer collaborative and participative approach is working. With new political leadership in Council, and hopefully new executive management soon in combination with more participation with community organisations, the dream of KwaDukuza becoming a city could become a real goal.*

### **Whistle Blowing**

During the year, information was received regarding the irregular and abusive use of vehicles at KDM. The information was researched and verified by DOCRRA, and reported to our contact at the Auditor General. We are pleased to report that this has resulted in disciplinary action, as well as refinement of the fleet management procedures.

### **DOCRRA Partners and Alliances**

DOCRRA is pleased to collaborate with The Ilembe Business Chamber, Salt Rock Neighbourhood Watch, the Ballito Neighbourhood Watch, The Ballito Urban Improvement Precinct, the Dolphin Coast Conservancy, the KwaDukuza Organised Ratepayers Association (KORA) being Tinley Manor, Blythedale and Zinkwazi, and certainly not least, our Ward Councillors on the Dolphin Coast. KORA was formed in order to create a collective voice on behalf of Residents and Ratepayer Associations in KwaDukuza, support each other, and to share relevant information and best practices.

In addition, DOCRRA has a strong relationship with the responsible representative for the Auditor General (AG) for KDM, as well as with various divisions of the Organisation Undoing Tax Abuse (OUTA).

## **DOCRRRA Communication**

Our presence on many social media platforms, our website, and traditional media such as local newspapers and radio station, grew exponentially over this last year. We owe a debt of gratitude to our DOCRRRA communications committee.

## **DOCRRRA Membership**

Membership fees increased from R200 to R250 per household per year. For proxy members in our affiliated Estates, the fee increased from R100 to R110 per household per year. A few more Estates joined during the year with the largest being Seawards Estate. Membership grew to around 3,300 paid up members.

## **DOCRRRA Finances**

The verified financials for the year ending February 2021 are available for consideration. DOCRRRA performed considerably better than budgeted for. Membership revenue increased by 38% to R458K for the year. Expenditure increased by 26% to R297K. The resultant surplus for the year was R199K, increasing the reserves of DOCRRRA by 58% to R541K. DOCRRRA remains a going concern with sufficient reserves should any legal action be required to further its aims.

## **DOCRRRA Committee and Sub-committees**

I wish to thank the DOCRRRA main committee for their input, guidance and time. We host meetings every two weeks and attend as many KDM meetings and sub-committee meetings. Our standing sub-committees focus on communication, KDM finances (MPAC, Annual financial Statements, Annual Budgets, mid-year report back, adjusted budgets and actual performance), DOCRRRA finances, Roads and Traffic, Electricity and streetlights, and various ad hoc committees for other pressing issues.

Our committee consists of the following individuals, Flip Helberg (Vice Chair and BNW), Deon Botha-Richards (DOCRRRA Treasurer), Brian Botes (KDM Finances), Hans Broerse (SRNW and Ward 22 committee member), Don Forbes, Penny Fourie, Vanessa Honiball, Mary Kassam and Gaby Lyle. We also owe a big debt of gratitude to Stephanie Walker, our Executive Officer, that keeps us all organised.

In addition, we are grateful for our research fellows who do not serve on any permanent committee yet are available for consultation when required.

## **DOCRRRA Benefits Card**

Our membership benefits card has grown rapidly during the year. Many participating local organisations offer discounts and special benefits to our many participating members. You can find more information on our web site [www.docrra.co.za/docrra-benefits-card/](http://www.docrra.co.za/docrra-benefits-card/).

## **Dolphin Coast Outreach (DCO)**

We are extremely proud of our gracious supporters that continue making home cooked soup meals available weekly, support our various special requests for dry goods, clothes, toys, linen and bedding, stationery, and personal hygiene items.



Supporting the Community

Some 2,000 liters of soup is collected and distributed monthly, from Frasers in the South, to Thembeni in the North. We are always looking for more participants. For more information, please access our web site [www.docrra.co.za/dolphin-coast-outreach/](http://www.docrra.co.za/dolphin-coast-outreach/).

## **Conclusion**

DOCRRRA achieved much during our 2021/22 financial year and we are proud of that. Yet, we are very aware that many obstacles and challenges still lie ahead.

I wish to thank especially our member Estates and individual members that make our activities possible. Without your continued support, we will not be able to keep our Municipality accountable and assist in maintaining and improving our lifestyle and property values on the Dolphin Coast. We remain painfully aware of the state of Municipalities around the country.

Lastly and again, thank you to our committee members for their support, and our spouses and partners that share this commitment of time with us.

**Deon Viljoen,**

**Chairman**

**DOCRRRA 2021/22**