



## DOCRRRA CHAIRMAN'S REPORT ON 2023 / 2024

**Welcome to the 24th Annual General Meeting (AGM) of the Dolphin Coast Residents and Ratepayers Association (DOCRRRA).**

For those new to DOCRRRA....

“The Dolphin Coast Residents and Ratepayers Association (DOCRRRA) is a non-political, non-profit civil society organisation, dedicated to the efficient development of the Dolphin Coast, together with the promotion and protection of all ratepayers and residents’ interests, especially the delivery of satisfactory municipal services in return for rates paid. DOCRRRA is comprised of an Executive Committee which serve on a voluntary basis and is the representative body for what is referred to as “the South” of the KwaDukuza Municipality. We are recognized as the official community organisation by KDM.”

Our AGM was extremely well attended last year. The venue, very kindly provided by Simbithi, was filled to the brim – it was amazing to see such a groundswell of support from the community. This growth has necessitated the need for a larger venue to cater for the additional attendees we are expecting this year.

We would like to thank the Salt Rock Country Club (SCC) for providing their venue for our AGM this year. We remain eternally grateful to Simbithi for their continued support and providing their venue for our AGMs, for many years.

My Chairman’s Report summarizes the DOCRRRA major news and activities, and will be included in our presentation at our AGM which will be held at the SCC, on Wednesday 17 July, 2024 @ 18h00.

Last year, our Chairman, Brian Botes, was given the opportunity to go to the Cayman Islands for an 18-month project. I stepped in to replace him during this period. Fortunately, Brian is still actively involved in DOCRRRA, be it remotely, and on an as needed basis. He still heads up, and is involved, in our KDM Financials sub-committee, and continues to add much value to us.

For reading ease, I present this report under selected headings. The items listed below, also provide links to our website where more detailed information is available.

### **DOCRRRA Growth**

There has been substantial growth and development this year within DOCRRRA. As a result, we have added a number of new sub-committees to our portfolio. We now have over 40 volunteers which makes up our main executive committee, and sub-committees addressing focus areas such as KDM Financials, infrastructure, environmentals, electricity, safety and security, waste & water etc. With the help of the election of leaders for our sub-committees, and technology, we have greatly improved our internal communication and productivity among our executive committee, sub-committees and volunteers. We have many workstreams and issues that we are addressing, and we welcome any volunteers who wish to assist and participate on our range of committees.

One of the many positive outcomes from our AGM last year, was the appeal from a resident from Nkobongo in Ward 8, to assist them by collaborating with them to address ongoing concerns from their residents and assist them in addressing their challenges. We are grateful for the opportunity to collaborate with like-minded residents of this community. Themba Ntuli, chairman of the newly-formed DOCRRA Ward 8 sub-committee said, “we are confident that partnering with DOCRRA will give us the expertise to tackle the many service delivery issues facing our community – especially when it comes to access to public facilities and safety and security”.

The DOCRRA membership has also grown substantially. We currently have 23 estate members and, together with individual homeowners, over 6000 DOCRRA members.

### **DOCRRA Alliances and Actions**

- DOCRRA continues 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 Alliance (KORA), KwaDukuza Residents Forum (KDRF), iLembe Community Action Movement (ICAM), KZN RRA (KZN Resident & Ratepayers Association), and certainly not least, our Ward Councillors on the Dolphin Coast.
- KORA (made up of Zinkwazi, Tinley Manor and Blythedale), 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, and collaborate to create ‘one voice’ representation with KDM.
- This creates a forum for sharing lots of information, advice and supporting of one another – and thus resulting in a stronger and more influential residents and ratepayers’ body.
- 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).
- We are part of the Joint Operations communication team and enables us to post urgent requests in the event of disasters.
- The safety and security improvement during school holidays, special events, and long weekends has improved dramatically due to the multi-discipline and public-private partnerships that DOCCRRA endorses and promote.

### **KwaDukuza Municipality**

We understand how important efficient service delivery and prudent financial management are to our members. We have continued to put a huge effort towards these areas, by directly engaging with KDM across many levels, including the executive level.

Although there has been some improvement in performance from the previous financial year (57%) to last year (77%), there are several human resource issues that need to be dealt with. The critical post of the Deputy Mayor after the untimely passing of TV Ntuli. CFO Rajcoomar remains suspended (with pay) due to a frivolous case for a few thousand rands, whilst the ratepayers foot the legal bills for the same to the tune of several million rands.

Earlier this year, DOCRRA received the 'Most Active Ratepayer's Association' award at the Masakhane Awards Ceremony hosted by KwaDukuza. This award 'honours KDM's unsung heroes who have demonstrated stellar service to the community over the years.

### **KDM Executive Meetings**

- DOCRRA continues to have regular KDM Executive meetings where we determine the agenda raising concerns, issues, and questions regarding all major matters.
- This has proved to be quite successful in that KDM appreciate our approach and are much more open with us and willing to provide a lot more information, as well as listen and consider our input. Although we have come a long way, we still need to expand this even further.

### **MPAC, Council and Ward Meetings**

DOCRRA attends all stakeholder meetings that KDM is obligated to host on behalf of our members and represent their views.

- DOCRRA has representatives on the ward committees in wards 6, 22, and 30 and attend their regular meetings
- We attend all Municipal Public Accounts (MPAC) Committee meetings.
- We attend the monthly KZN Council meetings in Stanger.
- We are only active in the ward committees where we have membership representation and want to grow that into neighbouring wards.

DOCRRA actively participated in the KDM IDP/Budget 23/24 Imbizo. The focus was on financial issues, service delivery and lack of performance and consequence management that persists in KDM. Suggestions to improve the budgeting, planning, and monitoring processes, and to increase transparency and accountability were also put forward.

DOCRRA again played a leading role in evaluating and providing oversight at the Municipal Public Accounts Committee (MPAC). The main purpose of the MPAC is to exercise oversight over the executive functionaries of council and to ensure good governance in the municipality. Some 150 professional hours were spent in analysing the extensive draft report, submitting 45 key questions and recommendations at the 4 meetings of MPAC held at the KDM boardroom.

To view the complete report and our list of questions, as well as responses from KDM, please click [here](#) - the questions and answers are found on pages 438-453.

### **KDM Financials.**

- DOCRRA 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 DOCRRA, and the DOCRRA influence is bearing fruit.
- DOCRRA continues to receive, comment and question the various financial reports throughout the year.
- We evaluated, influenced, and provided feedback on the KDM Annual Report and performance.
- We meet with, and communicate with, KDM Financial management on a regular basis.
- We meet with, and communicate with, the Auditor General on a regular basis.
- We continually share our updates and feedback with the community via our website and the various social media.

Whilst our municipality remains financially sound and is ranked an impressive #7 nationwide, it's extremely important to us to have a close look at the performance across various areas and assess what is being done well and where there is need for improvement. Financially, KDM have no new loans, and their collection for rates and services sits at a healthy 95%.

Regarding infrastructure and operations, KDM has been fortunate to enjoy access to significant disaster relief funding (outside of their own budget) to make repairs of damages incurred during the flooding and these repairs have largely been executed according to schedule and budget.

Within the KDM budget, the overall maintenance spend remains below the national recommendation of 6-8% of the total sum despite having sufficient funds available to increase this amount.

However, our largest concern remains continued electricity losses which have risen to 26%, amounting to a total of over R260 million for the year. We keep continuing to monitor the progress.

What did DOCRRA achieve during last year? The overall increase in productivity of KDM, as reflected in their annual report, has grown from 43% some 4 years ago to 77% last year. We believe our influence and proactive participation have been a keen driver to achieving this.

Although we have made great strides over the last year.....there are still some thousand or so hills to climb. Together we are stronger.

### **DOCRRA Finances**

The verified financials for the year ending February 2023 are available for consideration and are available to view on our website.

### **DOCRRA Communication**

Our presence on many social media platforms, our website, and traditional media such as local newspapers and radio station, has grown exponentially over this last year. We now make use of a communications company assisting with our social media strategy, which has already made a vast impact on our communication's activities.



We post several blogs a month on our website and various social media platforms where we covered topical issues and actions, shared information, as well as offered advice and guidance where we could. In addition, over the past year, we performed a number of radio interviews and submitted letters and/or articles which were published in the Courier.

We encourage and invite you to review the vast amount information on:

Our website at [www.docrra.co.za](http://www.docrra.co.za).

Facebook <https://web.facebook.com/Docrra/> and

Instagram <https://www.instagram.com/docrra/?hl=en> .

We also encourage you to join our WhatsApp group where we continually making information available.

To join go to <https://chat.whatsapp.com/9JyrGAV2eCC8URIKEs81Op>

We owe a debt of gratitude to our DOCRRA communications committee.

### **DOCRRA New Membership System**

Earlier this year, we launched our new online membership system on our website making it quicker and easier to become a DOCRRA member, whilst providing various options for payment.

Our power lies in our membership base. The more members we have, the more influence we wield. For those who are not yet members of DOCRRA, please consider joining us today for as little as the cost of a cup of coffee per month. To join, please go to our website [www.docrra.co.za/membership/](http://www.docrra.co.za/membership/) .

For estates/complexes that would like to join, or find out more about their DOCRRA memberships, please contact our Executive Officer, Stephanie by emailing [admin@docrra.co.za](mailto:admin@docrra.co.za) or calling on 064-737-2269.

### **DOCRRA Benefits Card**

Our DOCRRA members have access to our DOCRRA Benefits Card. Many participating local organisations offer discounts and special benefits to our participating members. We thank them for participating in this initiative as it creates a win for all. 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)**

March 2024, the Dolphin Coast Outreach (DCO) program celebrated its fourth anniversary. We are currently distributing on average about 3 tons a month, of nutritious homemade soup, donated by various local contributors. These are distributed to charities and existing organisations in need. So now we are providing and assisting Nkobongo, Shakas Head, Shakas Kraal and Shaya Moya.

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. Soup is collected and distributed monthly, from Frasers in the South, to Thembeni in the North.



Supporting the Community

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/).

### **DOCRRRA Executive Committee and Sub-Committees**

I wish to thank the DOCRRRA main committee, together with the additional co-opted members, for their support, input, guidance and time. Also to their spouses and partners that share this commitment of time with us.

Our committee consists of the following individuals, Stephan Marais (Vice Chairman, ), Brian Botes (KDM Finances), Mary Kassam (COO), Flip Helberg (BNW), Deon Botha-Richards (DOCCRA Treasurer), Hans Broerse (SRNW), Don Forbes, Vanessa Honiball, , Gaby Lyle, Trevor Greyling and Rob Shaw. We also owe a big debt of gratitude to Stephanie Walker, our Executive Officer, that keeps us all organised.

We say a special thank you to Don Forbes, who has been an incredibly valuable mentor to the committee with his wealth of knowledge due to previously being the mayor of Sandton. He has an in-depth knowledge of the relevant legislation as well as the formal and informal processes of municipal governance that has proved to be invaluable. Don stepped down earlier this year after serving as an executive committee member of DOCRRRA for more than 5 years.

We also say a special thank you to Stephan Marais who has decided to relocate to George. We appreciate his time and effort assisting us in various DOCRRRA activities and especially within the water and waste areas where he had many interactions with both Siza Water and Dolphin Coast Waste Management (DCWM).

These losses create vacancies within our Executive Committee and welcome and encourage new nominations for these positions, as well as volunteers for our various sub-committees.

### **Conclusion**

DOCRRRA achieved much during our 2023/24 financial year and we are proud of that. Yet, we are very aware that many obstacles and challenges still lie ahead.

DOCRRRA remains concerned about KDM performance management, consequence management, budgetary processes, underspending of budgets, and concerns around good governance. We will continue to working on these areas and continue putting pressure on and influence at whatever forum we can at both municipal and ward levels.

We have 'a mountain still to climb' and appreciate the support we get from our members, volunteers, partners and alliances, and specialist consultants.



Supporting the Community

We take time to reflect on the growth and achievement that has occurred over the past twelve months. None of this could take place without the tireless efforts of our volunteer committee and sub-committee members, as well as the many partners who we collaborate with on the concerns and issues facing the Dolphin Coast community – to them we owe our sincere thanks. Most importantly, however, we wish to thank all DOCRRRA members, both individual households and member estates, for their belief in the work we do, and their continued support.

**Deon Viljoen,  
Chairman  
DOCRRRA 2023/24**