



Supporting the Community

DOLPHIN COAST RESIDENTS & RATEPAYERS ASSOCIATION

(Non-Profit Organisation)

MINUTES OF THE 24th ANNUAL GENERAL MEETING

&

COMMUNITY CONVERSATIONS

HELD AT SALT ROCK COUNTRY CLUB ON WEDNESDAY

17 July 2024 at 6.00pm

DOCRRRA COMMITTEE PRESENT:

Deon Viljoen (DV) (Chairman & MC)
Stephan Marais (SM) (Vice-Chairman)
Flip Helberg (FH) (Secretary)
Deon Botha-Richards (DBR) (Treasurer)
Brian Botes (BB)
Hans Broerse (HB)
Mary Kassam (MK)
Vanessa Honiball (VH)
Trevor Greyling (TG)
Gaby Lyle (GL)
Stephanie Walker (SW) (Executive Officer)

DOCRRRA APOLOGIES:

**Ratepayers and Residents Attendance Register, Apologies & Estate Representatives.
Details in attached Appendix A.**

Opening & Welcome

Mary Kassam (MK), the DOCRRA Executive Committee Member, welcomed all DOCRRA members, our member estates, and potential members present at our meeting. DOCRRA is proud to announce that we now represent almost 6000 households.

MK also welcomed a number of special guests which include our local councilors Privi Makhan, Jack Abrahams, and Tammy Colley, Kobus Fourie (SIZA Water), Di Jones (Conservancy), Chris Oosthuizen (DCWM), Julius Kleynhans (OUTA), Nkobonga Chapter, Neighbourhood Watches, CPF, social outreaches, representatives from residential estates/complexes, estate agents, business owners, members of the media, and other civil society structures.

MK also covered various housekeeping information for the event location, and how the meeting will be presented.

A different format was implemented from previous AGMs. MK covered the reasons for the different format and the benefits thereof. The *AGM formalities* would take place first, and briefly, in order to perform the second part, being *Community Conversations*. This is where we cover the work we have been involved in, and to encourage and facilitate conversations with the audience – not at the end, but during the presentation.

She touched on how resilient our community is, and how we have had to experience and manage Covid, riot, floods and tornados – and how we want to harness that energy to further mobilise an active civil society.

A brief overview of the agenda was presented.

The meeting was split into two sections namely, The AGM, and then the Community Conversations.

The DOCRRA AGM

1. Approval of previous minutes

The previous minutes were made available on the website and at the meeting and were agreed they were a correct reflection of the last meeting and was approved at this meeting.

2. Chairman's Report

The Chairman noted that his report was published on the website, and that it is large, as it has been a very busy year, and a very good year. He also commented that all the AGM documents are available on the website and that there were a number of notices around the hall with QR codes enabling attendees to obtain access to these documents.

NOTE: A copy of today's AGM and Community Conversations presentation is also available on the website, and should be considered as part of the minutes as it provides more detailed information that was shared at the meeting. It can be found [HERE](#).

He provided the following highlights from his Chairman's Report:

- DOCRRA had a very strong AGM last year. Our Chairman, Brian Botes announced that he had been given a large contract at the Cayman Islands and that DV would need to step back into the chair, after stepping down for a year. The date for the AGM this year was based around Brian being back in SA. DV commented that it is one thing giving up your free time for an association like ours, but another for giving up your free time during your holiday. DV thanked Brian.
- At our last AGM, a group from Ward 8 attended our meeting and cornered us afterwards. They said that whatever we were doing on this side of the highway, they would like to do on the other side of the highway. We are delighted to have created a wonderful relationship with the Business Forum and civil society guys present at this meeting. Themba Ntuli, from Nkobongo, was co-opted on to our Executive Committee and is going to be voted onto the board at this meeting . He is the chairman of their association. This is now spreading out to Shakas Kraal and Shaya Moya which will be covered later.
- DOCRRA has gone digital in a large way.
 - We have implemented our online digital membership and payment system, which is seamless and easy to operate. DV thanked MK and her team, Tracy Hill (Code Source) and everyone else that assisted in putting this in place.
 - We made the decision to work with a social media partner called Big Fish, which is working very well.
- The DOCRRA Vice Chairman, Stephan Marais, has decided to step down as he is relocating to George in the Western Cape. DV expressed how grateful we are for his time and efforts, not only over this past year, but for many years. DV also thanked him for being here tonight.
- DV also recognized and thanked Don Forbes who has been on the board for a number of years. He has been like our 'Godfather' and has taught us a lot about municipalities, and municipal law. He has stepped down as it is not so easy for him to get around anymore. However, he is still available for providing advice to us. DV contacted him, and Warwick Chapman, for some advice during the elections.
- DV reiterated what MK said earlier, 'without you our members, and especially without our committee', we would not achieve what we do.
- The other thing we discovered - the use of WhatsApp groups has enabled us to create subcommittees focusing on specific topic areas. We now have 14 subcommittees, currently made up of about 43 volunteers. These all report back into the main executive committee, but are all autonomous.
- The chairman's report covers a lot more than the above and can be found [HERE](#).
- The report was accepted by the AGM attendees.

3. Annual financial statements

DV commented that the DOCRRA finances are in good shape.

DV stated that the Financials were published on the website and that he would not be reading through it in detail, but would refer to specific items, which are highlighted below:

- DOCRRA financials – actuals for the 2024 financial year:
 - Income R 586 522
 - Expenditure R 495 700
 - Surplus R 90 822
 - Funds on hand R 818 268

DV commented that we have a good balance which could keep us going for a good 2 years, if need be. DV stated that we are very proud of the fact that we do not get sponsorship from anyone – we are totally member financed. This provides leverage and independence. DV thanked all the members for their support.

The financials were accepted.

4. Amended DOCRRA Constitution

DV highlighted the major items that were changed in the constitution and the reasoning behind the changes:

- Members Definition. A change was made to say anyone that resides in a *residence* rather than *ratable property*.
- Dolphin Coast Area Definition. The geographical area covered by DOCRRA was expanded in order to include other wards. We also included a clause that says ‘and any other area that the committee deems necessary’.
- Sub-committee chairperson’s clause we amended to say:
 - Any such sub-committee shall be under the chairmanship of a member of DOCRRA, *appointed by the main Committee*, and who shall also act as a convener of such sub-committee.
- We also tightened up and streamlined our finances section and the operation of the signatories refer to the text in italics:
 - All moneys withdrawn must be signed for by *any two signatories designated by the Committee*,
 - *All payments will be made in accordance with the approved budget for such payment. Any non-budgeted or extraordinary payment must be approved by the committee.*
 - In the event of the DOCRRA accumulating a surplus, the Committee may authorise the investment thereof *in a savings or investment account with a recognised bank in South Africa, Any interest from such investment may be deposited in DOCRRA’s bank account*

The amendments were accepted and adopted at the meeting.

5. Election of DOCRRA Committee Members

Although Brian Botes is located in the Cayman Islands, he is still part of our executive committee and continues to do a tremendous amount of work for us. He continues to chair our Finance committee, which is our strongest committee.

DV covered all those committee members who have agreed to stand again this year. We co-opted Flip Helberg back this last year, who took a sabbatical for a year, and very happy to have him back. Themba Ntuli was also co-opted on our executive committee.

Members available to continue for another term are:

- Deon Viljoen
- Brian Botes
- Deon Botha-Richards
- Hans Broerse
- Vanessa Honiball
- Mary Kassam
- Gaby Lyle
- Trevor Greyling
- Rob Shaw
- Flip Helberg
- Themba Ntuli

In addition, Brian Pottinger has agreed to also join us on our committee. He is very busy with our Environmental subcommittee, amongst other areas. He also has a very good understanding of Zulu which will be very useful at some of the meetings we need to attend.

John Wallis has also offered to come onto our board. He has been very active on our Electrical and Infrastructure sub committees. Because we already have 12 members (which is our max), he will be co-opted onto our committee as well. We are very happy to have both Brian and John joining us on our committee.

Committee was accepted and approved.

DV welcomed the new committee.

This concluded the AGM portion of the event.

COMMUNITY CONVERSATIONS

6. DOCRRA Current Memberships

DV commented that we are delighted that we have reached the 6000 households' mark. However, stressed that we achieved this, uniquely, due to estates that we have signed up. This was a business strategy we made to give us traction and clout and gave us membership on a very expeditious kind of basis. DV hoped that this message gets carried to the rest of the country.

DV stated he was pleased to see Ken Lever arrive who was the chairman of DOCRRA when DV joined DOCRRA. DV shared how things were then, and how we have grown since.

DV shared the list of estates, 23 of them, and highlighted that the slide was already out of date, as two more estates had joined since putting the slide together. There are still a number of estates and body corporates that we would love to join us. He appealed for assistance for getting them on board and that we are very happy to go and speak or present to them. We currently are doing feedback sessions at the various estates - recently for Zimbali and Princes Grant, and Simbithi and Brettenwood will be happening shortly.

7. DOCRRA Alliances and Partners

DV stated that we are very proud that we collaborate with a lot of organisations and people and that the Dolphin Coast is blessed with a plethora of civil society initiatives and structures. Each having their own area of expertise, and its own focus.

DV covered all the alliances and partners that we collaborate with and how we collaborate with them. We communicate and meet on a regular basis, helping each other. DV covered each one, the role they play, and how we work together. Many of them either are on our sub-committees, or interact with our sub-committees. Many were represented at the meeting and DV thanked them for attending.

DV highlighted that DOCRRA qualifies as a representative stakeholder of the community by KwaDukuza Municipality and, as a result, qualifies for a seat on each ward committee. DOCRRA plays quite an active role in the ward committee and work with all the councilors who are all present at the meeting. The hope is to do so in other ward committees such as Ward 8, and also have a seat on their ward committee.

DOCRRA is also part of the KZN RRA which includes many RRAs in KZN. If we see the challenges they are experiencing, you will realise how blessed we are.

DV commented that hopefully we will create better relations with the GNU and the new provincial government, than we have currently, as it has been a struggle up to now.

A new alliance that we have is with the Rise Up Movement which has been brought into the DOCRRA Outreach initiative. We are assisting them to find a permanent home to house their office and call center.

DV stated that we have a wonderful new station commander, Colonel Fikile Xulu, who we met and is very supportive.

DV shared the reason for the 'Community Conversations' section of this meeting, is because we would like to share ideas, get input from the community, and show that a diverse group of interests can actually work together when faced with challenges.

We are very proudly nonpolitical, non-religious, with independent funding and recognized by KDM municipality. KDM send all notices that are published in the Courier, at the same time.

8. Coalitions and Co-Governance

As our country is going into coalition territory as far as political parties are concerned, we are waiting to see how it will pan out at the local level. This is based on what Julius Kleynhans (OUTA) has shared with us. This is information obtained from a Prof Biljoen, from Bloemfontein University, who was involved in worldwide research on what type of municipality does best.

They came up with a model called **co-governance**. This means that you work together as civil society and business, with government, to deliver the services that you want. Not by design, but by good fortune, we already have some of that in the Dolphin Coast, where we have a *Public Private Partnership (PPP)*

- **SIZA Water** – Our water is bought from the government, the PPP distributes the water, looks after and manages the sewerage, and looks after the maintenance of the water reticulation that comes to our properties. In addition, they are always available to ask questions and approach. This is already a type of a co-governance concept.

Stephan Marais, from DOCRRA, has created a great relationship with the management of SIZA Water, and also worked with Vuthela, which is a consulting firm who are working on this contract not coming to an end for another 4-year contract.

DOCRRA met with the iLembe Municipal Manager and was quite impressed with him, where he was asked what is the plan going forward? He said we should not speak about the SIZA Water contract being extended, but rather how are we going to expand the excellent and improved service to a wider audience, and what role can private sector play in it? Who should play in what role, such as billing, distribution, and maintenance. DV felt that this kind of thinking is very encouraging.

- **Dolphin Coast Waste Management (DCWM)** – A shout out to them also for the street sweepers who are doing a great job. DCWM provide this service on behalf of the municipality, who does pay for this service. This is also already in a co-governance space.

DV also did a shout for that work in the safety and security area and especially to all that are attending. He highlighted Warwick Chapman who also was in attendance, and who headed up the GBOC when we had the riots. DV also commented on the major issues that we had in December 2019 at the beaches, and how the safety & security initiatives are now successfully managing these situations (illustrated recently by the Ballito Pro). This is another example how a great collaboration and co-governance where SAPS, Metro Police, the community policing forums, the neighbourhood watches, and the private security companies, all pulled together. Therefore the aim is to expand this concept into other areas.

Our **Dolphin Coast Outreach (DCO)** is another area of collaboration. At the moment achieving 10,000 meals a month, distributing into a number of disadvantaged areas. This enables the establishment of goodwill, relationships and opening up opportunities to collaborate. DV stressed that we need to get the various departments in the municipality, such as social welfare and disaster recovery, to understand what we do, and work with us.

DV then introduced Julius Kleynhans from OUTA to present on co-governance and thanked him for coming all the way from Johannesburg.

Julius Kleynhans (OUTA) Presentation

Julius touched on Councilors of yesterday and today. Those that are doing very well, and those that are not, and possible reasons for this being their aspirations are to climb the political ladder, and not focused on public service. He commented that a councilor cannot address everything on their own. This is where co-governance can assist. Collaboration is key. He highlighted that this is where DOCRRA is achieving this, by having more of an engaging partnership with council – understanding the financials, asking the difficult questions, and engaging in what DOCRRA thinks should happen in this community. He compared our area to other areas around the country, and how blessed we are in our area.

He stressed that co-governance is the future of South Africa. There are 3 things that he wanted to leave with us for community building: Time, Talent, Ties. He stressed that we can all contribute. He urged the community to become members of DOCRRA who, he believes, sets a great example and is a great case study for OUTA so that they can share our successes with the rest of South Africa.

OUTA, besides doing what they currently do, are now looking at local government, and seeing how they can build co-governance and active communities - by building a network of like-minded organisations such as DOCRRA, and individuals, throughout SA.

DV asked Julius how they are assisting in Johannesburg. He said, by building networks & communication between the various associations using collaboration and engaging with officials in the city who are also frustrated for various reasons. OUTA started duplicating a lot of the work that DOCRRA does.

OUTA has started a fulltime capacity for this with RRAs to start funding it. It includes monthly contributions which creates more sustainability to grow faster and perform more work – especially for areas that need it desperately. They also have strategic litigation that they are starting to do. In response to a query on rates boycotts, Julius stated that they do not believe that is the answer and elaborated on why and the consequences. In addition, offered better options to consider. Julius also was asked on the GNU influence on local government and offered his views. He believes we have already seen some positive outcomes and that it is crucial that the GNU is successful. DV added that we are already in a coalition in our area. DV thanked Julius.

UPSTREAM ROLES AND ACTIVITIES

9. KDM Finances

Brian Botes presented on KDM finances. He stated that KDM performed well this year despite the CFO not being there. They still have money in the bank, and have a surplus. He covered various aspects for the KDM finances. A lot of projects have been done but still more that needs to be done. We hope that some of the money for these rolls over into the next year.

He commented that Shamir Rajcoomar is back, and it is good to have him back, and can hopefully address any issues that may have happened in his absence.

KDM was the top performing municipality in KDM, and about 7th in the country. It has a collection rate of 95% - again one of the highest in the country. Brian explained about MPAC and how we are involved by asking many questions on their reports and attending their meetings where they supply answers to the questions. These questions are available to the community. DV thanked the DOCRRA Finance sub-committee for all the work they do, and thanked Brad Jay and Russel Addiison for joining the committee.

10. KDM Performance

DV commented on KDM performance which has increased from 57% to 77%. Five years ago it was 43%. We hope we, DOCRRA, have played a small part in this achievement. The budgets were also the most austere budgets that we could have hoped for – 5% on rates & taxes, and electricity subsidized by the municipality. NERSA was 12.9%, and actual increase was 10%. Water and waste were at 7%. DV believes we had a good budget and would like to believe that our finance team positively influenced this.

One of our biggest concerns is underspending – collecting 95% but only spending about 75%.

Another is the current status with Council - the council meetings are not taking place, and the lack of oversight, and control. Three meeting in the last few months had to be cancelled due to not enough attendance.

Performance Management is finally starting to happen. The municipality is being challenged, from various areas, for the lack and poor performance management. This is important as then Consequence Management can be applied – and at the right levels.

Governance issue is with Procurement, specifically in electricity, roads, and items of a capital nature. DOCRRA is busy working on researching various cases.

Informal settlements in our area are another big problem. The municipality does want to address these, however, there is a foreign funded organization that contracts lawyers that assist the illegal people that move into these areas. These are on government owned land.

DOCRRA has quarterly meetings with KDM Executive where DOCRRA determines the agenda. In attendance are all the KDM executive directors such as the mayor, the speaker, the municipal manager, COO and all executive managers. We submit our questions prior to the meeting allowing them to prepare for the meeting. This makes the meeting more effective as we can then discuss the answers at the meeting. We include ‘matters arising’ to address any items still outstanding from previous meetings.

DOCRRA recently received the ‘*Most Active Ratepayer’s Association*’ award at the Masakhane Awards Ceremony hosted by KwaDukuza. This award honors KDM’s unsung heroes who have demonstrated stellar service to the community over the years.

Ken Lever raised the issue of the amount of power cuts being experienced, however, did appreciate that maintenance was being done. However question why so much. He also queried what KDM are doing about housing in informal settlements. DV replied that this item is continuously on our list with KDM executive. DV expanded on this in the meeting as well as commented that the solution being consider is moving away from RDP homes, but rather provide infrastructure and services, and then platforms laid out in an organized town planning fashion, where individuals build their own structures. DOCRRA will continue to ask questions on this.

Regarding electricity issues we do know that with the implementation of the SKADA system, and the Dukuza power station, there are many upgrades that are happening at substations and metering upgrades.

Flip Helberg, who heads up the DOCRRA electricity sub-committee, provided some additional information. He stated that we have an old infrastructure in Ballito, and they are trying to address this by performing upgrades and replacing of breakers. Fair notice of these were given. The outage experienced recently in Salt Rock was a breakdown. He said the guys are working hard on these, and to bear with them, understand the demand is growing, not only in SA, but all over the world. Also suggested getting solar.

DV then introduced Philani Pityo from Ward 8, and who represents their Business Forum, and briefly explained what he is doing with them on a weekly basis. He mentioned that in our areas our ward councilors work with us, and they maximize the use of municipal facilities such as the library, school halls etc. However, he discovered in Nkobongo, if you are a councilor there, all the municipal assets become 'your kingdom' and control it, and access to it. Libraries which are full of books, and soup kitchens, are locked up. Community halls are not allowed to be used and have a 6M fence around it. These are locked up by the councilors. There are other facilities as well that are not available to the community. DOCRRA has raised this with mayor, the speaker, the municipal manager, and now waiting for a meeting with the chief whip. In the meantime we are assisting Ward 6, and other areas, and are now achieving some successes. DV then asked Philani to come up and share these.

Philani explained a little of what he has learnt from DV and thanked DOCRRA. He also thanked DCWM for sponsoring them for their soccer tournament (for about 500 children) they eventually were able to hold over Easter - thanks to the collaboration of DOCRRA and DCWM. The Lions from Richard Bay donated a brand-new wheel chair for their Gogo, for which they were very grateful. Philani thanked everyone for what they are doing for them. He highlighted that their business forum is there 'to help the community and make everyone feel they are part of family'. DV commented how we are learning so much from them as well – how the community hangs together, how they communicate, and how they, Philani, Moffat, Thami and Themba, are doing a fantastic job.

DV announced that they heard last Thursday, the main hall was open for children to use and play in during the school holidays. This is something that has never happened before. The next aim is to get the kitchen open for the soups, and then the library where DV's wife is involved – this is her specialty. But need to get the keys to open them.

DV gave a shout out to our councilor for Ward 22, Privi Makhan. Last year we had a budget of zero capital as it was an austere budget. She went and fought for the savings for the underspending from the previous year, which came to R4M, and then in addition, argued for more, and at the end of the day we have R7 or 8M.

11. Communication

MK, who runs the DOCRRA operations, specifically communication and membership, then presented on Communications and Memberships. MK started by thanking again all the members and member estates.

She highlighted that we are not a business, but an NPO. However, if we are selling a product, it would be ‘information’. Over the last 2 years, DOCRRA has expanded our content over all social media platforms in addition to regularly updating our website with blogs and additional information. We are also now making use of a professional design team and a social media manager. We recently sent out a wealth of information about voter registration and election day guidance. MK encouraged the community to let us know what they would like to see more of, what type of communication over and above that already supplied.

12. Membership

The big project we recently worked on was our online membership and payment platform. Currently the majority of our members have been from estates/complexes. It has been a challenge to sign up individual members in free standing homes. The solution was to launch a fully automated online membership and payment platform. It is quick and easy, and we have multiple membership options, and can pay using multiple payment methods – for less than a cost of a cappuccino per month.

This helps DOCRRA to continue to deliver information, access, influence and accountability to preserve our Dolphin Coast. Our strengths are that we are fiercely independent, 100% member funded, no corporate sponsorship, apolitical, and represent the community without fear or favour.

MK provided examples where people are already making use of co-governance, without even knowing it. She gave examples such as private schools, private medical aids, private security – paying for a private company to fill a gap where government capacity is lacking. DOCRRA fills the gap in municipal oversight as an unbiased watchdog. DOCRRA needs the community support to be able to perform this and to bring more influence to bear on our policy makers.

A member of the audience stood up, Keith Bonsall, who shared he was a member through the Brettenwood Estate. He stated that he had an apology to make to DOCRRA. He has lived in the area for 11 years, known of DOCRRA, and was embarred to say that this was the first DOCRRA meeting that he has attended. He said that he was in was in awe of what DOCRRA is doing, and what they have achieved, and with such a small budget, and he felt that the subscription should be increased, even with having all the committed volunteers.

He also raised the concern about the Uber and Taxi relationship. The fact that they are armed, attacking Uber drivers, threatening etc. They are preventing the e-hailing taxis from performing their business. It also affects business that are transporting their employees. The taxi owners also seem to have their own security. This not only affects our local community but our visitors and holiday makers.

MK was asked to explain the different membership payment options.

Stephne Ashworth thanked DOCRRA for the meeting also saying ‘that it has been phenomenal’. She highlighted the age group that attended the meeting – not many less than 45. She also raised the seriousness of the taxi situation and felt that we are not taking it seriously enough and that we, the residents, needed to take stronger action. She, and many others, believe there are many police that are “taxi bosses”. She also suggested free memberships for those that can not afford it in areas like Shaya Moya, Shakas Head. MK shared that we have already sponsored members in some communities as we do want DOCRRA to become a more inclusive organization.

More attendees shared experienced regarding the taxis, not only the threats and abuse, but also how they break all the road rules making it dangerous to drive on the roads.

DV commented that DOCRRA has been aware of the taxi issues and assumes that the various parties such as business, UIP, community policing forums etc. are working on this. However, DOCRRA has heard all the concerns and requests at the meeting, and will be approaching all the various structures to establish what is happening about this.

DOWNSTREAM ROLES AND ACTIVITIES

DV highlighted all the DOCRRA sub-committees who help to address the downstream activities.

DV went through some of the main downstream activities and issues that we are trying to resolve.

DV highlighted the DOCRRA Benefits Card which is available to DOCRRA members, where local business offers our members special discounts.

DV announced **Eric Bott**, who is an independent electrical forensic engineer, introduced by Flip Helberg, when trying to resolve an issue where a school that DV's wife Megan is assisting, has had no power for a year.

Eric Bott Presentation

Eric performs forensic audits on electricity.

He commented that the council states that they are running at a loss of about R162M with electricity - this is mainly due to business. To try and recoup the money, they are going to replace all our meters. However the meters that they are installing, specially where you have solar, are not going to be beneficial to us. This means that instead of getting reductions, we are likely to get an increase in our electricity bills. This is because the meter automatically identifies a reverse, as a mistake, and adds it on. Eric stressed that we must ensure that the correct meters are installed. If you have solar, your solar installer must complete a specific form to request the correct the meter. Let him do this for you. Flip's company offers these meters at a very reasonable rate.

Eric also warned that some municipalities are going around to estates saying that their accounts are incorrect and that they owe a large amount of money. These are not necessarily the case and there are bylaws in place for this. In these cases you can contact Eric and he will try and assist you. He says that tariff structure is the main problem. He commented that in Ballito we are actually very fortunate in that we have one of the cheapest electricity in the country. As an example, Johannesburg is about 38% higher than us.

Eric works very closely with NERSA, and most of his work comes from them. He works in between the council and the consumer. He said that he is going to keep a close eye on businesses that are stealing as it affects the residents' costs.

DV asked Eric about prepaid meters and the issues experienced with those. He acknowledged that they have a bad name. He said the actual money goes to the prepaid companies and they are the ones that are making the money – a percentage of the sale goes to the prepaid company and that can vary between 5 to 14%.

Eric, a few other guys, and OUTA, managed to work on changing the law. When there was a mistake on an account, one had to first pay the account before the problem could be looked at. It was changed to pay what is reasonable, then declare a dispute for the amount, and then work from there. At the moment the municipality is the player and the referee. The solution is for the meter reader to supply the reading to both the consumer and the council. He has to cover whatever he is charging to have insurance to cover any claims for mistakes. This should result in a lot more accuracy in the readings, and a lot less issues. DV thanked Eric and stated that DOCRRA can make his contact details available, when requested.

13. Dolphin Cost Outreach (DCO)

DV firstly thanked his wife, Megan, who helps to co-ordinate the massive initiative. Karen Doveton, who was in the audience, started this initiative during Covid, and DOCRRA continued with it afterwards. We are now in our 4th year. We are currently supplying about 3 tons of frozen soup a month, which roughly translates to about 10,000 meals. Other items such as clothes and dry goods, are also distributed when received.

It is operating in about 8 different soup kitchens at the moment. DV shared all the locations.

We have people in the audience that provide the 'smaller soups' which are provided in smaller containers such as yoghurt and ice cream tubs, or 5-liter tubs that are provided to us from a Dominos pizza friend. These are used for emergency requirements such as the tornado disaster. They also go to the orphans in Tembeni, who have 109 children who live in 20 houses, built by the municipality.

DV wants to continue with the "smaller soups". Subsequent to this, we have bigger suppliers, and some companies sponsoring us, and a large supplier providing about 400 liters of soup, a week.

This is an initiative that we would like to collaborate with the municipality.

DV thanked all that participate in this initiative.

14. Close of Meeting

MK closed the meeting with thanks you to:

- Julius from OUTA
- Nicki, the Salt Rock Country Club event coordinator & her team
- Andrew Begley, from 251, who performed the audio-visual setup for the meeting
- Tracy from Code Source
- Councilors that attended the meeting
- Nkobongo team for attending the meeting
- Brian Botes for attending whilst being on holiday from the Caymen Island
- Stephanie Walker, DOCRRA Executive Officer
- The DOCRRA Executive committee and sub-committee members. MK stated that she was proud to be working and collaborating with this group who have service at heart for the community.

One of the attendees in the audience stood up and thanked MK, DV and the committees, and Ken Lever who was on the previous committee.

DV ended the meeting by saying thank you to 'his lefthand and his righthand' - Stephanie and Mary, whilst handing them bouquets of flowers, and to his wife, thanking her as well.

The meeting closed and was followed by drinks and snacks afterwards to encourage communication amongst the DOCRRA committee and the community.

DRAFT

APPENDIX A

REGISTER OF RESIDENTS AND RATEPAYERS' APOLOGIES

Annie-Louisa Schutte	Katrina Hagemeyer
Astra Russell	Len & Gail
Barbara Shingler (Ballito Estates)	Marc McClure Simbithi GM
Bernard Le Breton	Margaret and Bryan Jackson
Carol Greig	Marissa Pillay (Trafalgar Prop Management)
Catherine Busby	Mark Whitehead (KDRF)
Craig Nell (Simbithi Estates)	Mary Rados
Dave Charles (Radio Life&Style)	Penelope Rose Leckie
Diana Borrageiro (Collins Residential Projects)	Peter King
Elaine Dunn	Roshini Singh
Elmo Stuart (Frinton-on-Sea)	Roslyn Graham (Trafalgar Prop Management)
Gerald Turner	Ruth Pollard
Herman Botha (SIZA Water)	Sandy Coughlan
Irene Joss	Sarish Shamprasadh
Jacob Kotze	Shamilla Pillay
Jean Robert (Marichel)	Sharon Paterson
Jennifer Campbell (Get It Magazine)	Sonja vd Merwe (Ballito Self Storage)
John Bayne (Beverley Hills)	Stan and Wendy Ferguson
John Fishwick	Thierry Leclezio (Ballito UIP)
Justin & Lorinda Scott (The Estates Magazine)	Tim and Jenny Bamber

ESTATE REPRESENTATIVES/PROXIES

Dunkirk	Natasha Strong
Simbithi	The DOCRRA Chairman
Brettenwood	Jon Dreyer
Zimbali	Michelle Larkens
Port Zimbali	André Mostert
Maratea	Flip Helberg
Kenwyn-on-Sea	Derrick Lobban
Caledon Estate	Tony Bath
Frinton-on-Sea	The DOCRRA Chairman
Marichel	Stephne Ashworth
Seaward Estates	Andrew Bigley

RESIDENTS AND RATEPAYERS REGISTERED FOR AGM

Below is a list of those who registered to attend the AGM meeting.

Abrahams, Jack	Mann, Malcolm
Addison, Russel	Mbambo, Moffat
Akakios, Steve	McCartney, Garth
Allan, Graham & Carol	McClure, Marc
Ally, Cassandra	McDonnell, Ann
Angelica, Ricky	Meyer, Kelly & Ryan
Ashworth, Stephne & Alan	Mgobhozi, Wilson
Baltz, Max	Middleton, Tracey
Banks, Peter	Milne, Laurie
Barnard, Martin	Milstead, Trevor
Bassett, Tom	Misra, Shyam
Bath, Tony	Moffet, Murray
Bayne, John William	Mostert, Andre
Bell, Collette	Mountinho, Pedro +1
Bigley, Andrew	Mthembu, Phumlani +1
Bonsall, Keith & Laurinda	Murphy, Mandy, Kevin, & Kallen
Botes, Brian	Murphy, Mike & Carol
Botes, Justin	Naicker, Shan
Botha, Hayley & Wynand	Name
Broesre, Hans	Naude, Etienne
Brook, Michelle +1	Naude, Janet
Butler, Connie & Bryan	Ndlondlo, Helen +1
Button, Rob & Jessie	Nelo, Ross
Catt, Ian & Hilliary	Ntuli, Themba +1
Chiliza, Thami	Oosthuizen, Chris
Cloete, Calvin	Pityo, Philani
Coetzee, Edwin	Pottinger, Brian & Susan
Correia, Ricardo	Princes Grant x4
Daniels, Josh	Rademan, Dian +1
Davidson, Leanne	Rattray, Theresa
De Billot, Gerard	Rennie, Roger +2
Del Fabbro, Paolo	Reynolds, Kevin & Jenni
Dlamini, Sboniso	Ring, Zach & Christy
Dreyer, John	Roberts, Neal
Driemeyer, Guy & Glynis	Rogers, Bianca & Kyle
Du Preez, Clayton +1	Rohloff, Cheryl
Dube, Cindy	Roos, Bernadine +1
Everett, Belinda	Sawyer, Lee-Ann
Foster, Geoffrey	Schotter, Walter
Fourie, Penny	Schulze, Stef
Friemond, Debra +1	Sealby, Colin +1

<p>Froude, Peter & Jeanette Gagen, Alan Garland, Christopher Gohl, Maïke Greeff, Martin +1 Hale, Chelsey Helberg, Flip & Jenni Hill, Tracy Hlabisa, Peter Hodge, Hugh & Brenda Holt, Christie Honiball, Vanessa Jack, Bev & Gordon Jay, Brad Johnstone, Craig Jones, Dave Jones, Di Jones, Michele +1 Kassam, Asif Kelly, Martin +1 Kenwyn on Sea x4 Klopfer, Ralph Kourie, Keith La Marque, Jacques Jeffrey Larkens, Michelle Le Roux, Phyllis Lever, Ken Lightfoot, Neil Lister, Jeni Lobban, Derrick & MaryAnn Logan, Anne & David Macartney, Mr. G MacDonald, Bryan Makhan, Privi</p>	<p>Senekal, Holly-Louise Sharma, Vishal Sharp, Bobby Shaw, Rob & Mrs. Skewis, Dylan Smulders, Linda Sommerville, Andrew Sounes, HJ Spalding, Sonja Steffens, Morne Stringer, Lion +1 Strong, Natasha Theunissen, Glenda +1 Thomas, Ray Thomson, Ian & Bridget Tremearne, Frances +1 Varrie, Leonnes Viljoen, Deon & Megan Viljoen, Pat Volker, Dale Wade, Stuart Walker, Stephanie Wallis, John Watson, Shirley +1 Weir, Alwyn & Gerty Whittaker, Alan +1 Wilson, Marion Wobbe, Patricia Wulff, Eduard Zietsman, MJ Zwane, Ayabonga</p>
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