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Appendix A

BIOGRAPHICAL QUESTIONNAIRE FOR THE PARTICIPANTS

THE IMPACT OF SERVICE DELIVERY IN THE MANKWENG TOWNSHIP BY POLOKWANE MUNICIPALITY AS A THIRD SPHERE OF GOVERNMENT.
Participant’s biographic questionnaire

1. Particulars of the participants

Full name:.................................................................

Address :..........................................................
                                                  ........................................
                                                  ........................................
                                                  ........................................

Gender:................................................................

Disability:.........................................................

Age: 20-30/ 30-40/ 40-50/50-60/60-70.

School standard completed:.................................. 

Highest qualifications:.........................................

Number of years staying in the community:.................................

BIOGRAPHIC INFORMATION OF THE PARTICIPANTS

<table>
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<th>Participant</th>
<th>Gender</th>
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<th>Qualifications</th>
<th>Number of years staying in the community</th>
<th>Disability</th>
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<td>Participant 1: Teacher.</td>
<td>Female</td>
<td>30-40</td>
<td>B.Ed (Special Needs)</td>
<td>11</td>
<td>Blindness</td>
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**LETTER OF CONSENT**

Segooa R.W 8413233
P.O. BOX 55127
Polokwane
Dear Participant

REQUESTING YOUR PARTICIPATION IN THE RESEARCH PROJECT.

I Segooa R.W, an official at the Office of the Premier, hereby request your participation in the research study that concerns the impact of service delivery in the community Mankweng Township by Polokwane Municipality.

I am presently a final year student at University of Limpopo studying towards the degree of Masters in Public Administration. In the course of the project I will request you to assist me by providing information through interviews. During these interview sessions your rights will be respected and confidentiality and anonymity will be maintained which means that the source of information will not be disclosed without your permission. During this study you have the right to withdraw at any time.

As a participant you will also benefit form this research, as you will gain new knowledge about the impact of service delivery in the community by Polokwane Municipality. Concurrently you will benefit from the recommendations that will be made and be able to assume responsibility for proactively embracing those recommendations.

I……………………………………………………… hereby declare to participate in this research project  
Signature :………………………………………Date:………………………………..

Appendix B

P.O. BOX 55127
Polokwane
23 May 2005

The Municipal Manager
Polokwane Municipality
Polokwane

Sir

RE: REQUEST FOR INFORMATION RELATED TO MY RESEARCH STUDIES
AS WELL AS ACCESS TO OFFICIALS FOR INTERVIEWS

I am a Masters Programme student of Edupark in Public Administration (MPA). As part of the fulfilments of the requirements for the qualification, I am expected to do a research paper. To this effect I have developed a topic on “The impact of service delivery by Polokwane Municipality as a third sphere of Government for the period 1994 – 2004.” To this effect for me to be successful in my research I request your office to assist me with the following:

(i) the literature on the history of Polokwane Municipality with much focus on the period from 1994 although a background for the period from inception to 1994 is also required.
(ii) the documents dealing with provisioning of services to communities.
(iii) the IDP for the above period
(iv) access to the staff personnel who may be relevant in either providing information or documents.
(v) access to interview the Municipal Manger.

May I also duly inform your office that I will be conducting interviews with members of the communities served by Polokwane Municipality in various sectors and categories like the Youth, Women, People with Disabilities and Political parties to mention a few.
 Regards

____________________________________
RAMOKONE WALTER SEGOOA
Student Number: 8413233
Contact numbers: 082 806 4602
(015) 287 6000 (w)
Appendix D : CD Rom wit raw data

Focus group 1

1. Researcher: What are the basic services provided by the local municipality in the Township?

2. Participant 1
5. Roads provision not well provided for, roads are in a very bad state.
6. Water provision – water is ravaging the road and are all over the roads forming rivers. Is it impossible to fix these, we hear that government is providing if there is money in the budget. Who checks whether the engineers have done the correct things. Monitoring is not done when the roads are being tarred.

Participant 2
16. Roads are without the drainage system, water is everywhere like a river, cars won't pass learners are unable to travel to school. When it rains it becomes worse and when there is damage there is not one to fix them. In the previous years councilors were without offices, elony them chance to call them for meetings councilors forget that they are paid by our money.

Participant 3
26. Peter Mokaba – we are suffering with councilors, women complained about the rape of children, lack of provision of electricity. Roads - damaged soil for construction of roads has been damped elsewhere. During funerals, we are unable to travel to cemeteries. Naming of streets – even named one street sabohloko street due to non provision of services. We have no councilors, the community was taken it upon themselves to help the community.

Participant 4
The way roads have been constructed. The community questioned them but all in vain. During rainy seasons it’s worse, the residents sweep the pavements on their own, where are the people who once swept the streets. Our roads are full of soil, how will drivers be able to see dongas.

Participant 5

Soil is on top of the roads, when tenders are given is there inspection? When tenders are given let there be inspection. There is no drainage systems, we requested that there be inspection.

Participant 6

There are no councilors in the community of Mankweng ……

Participants 6

During the road construction the community requested them to do it correctly, they gathered soil to the sides but it was never done, the road is damaged, the constructers said they were hired while in training, with no expertise and competency, pavements – we are trying to reconstruct them but to no help.

We are paying but we really do not benefit as there are no tangible change.

Where is our money going to really?

Particpant 2

When tarred roads are constructed, let there be roads that are user friendly for those who are using the wheelchairs and other assisting devices – ramps so that it can assist even those with disabilities.
Participant 3

Peter Mokaba is stadium… is to forget about us, municipality to come and see what is happening, unity is in dongas and when a rain it becomes very devastating.

Our graveyard – is it because it belongs to black people, we buried lions not our beloved families lets compare township graveyard, yard surrounding it, it is dark in our cemetery. Thoka and Makanye all come to Mankweng, when it’s full to capacity what will happen to our late beloved families.

Participant 2

There is a road differentiating the burial sites, children play and crosses the graveyard, a gate for the entire proceeding, why is the gate to the graveyard always open, when it is dark it’s unbearable.

Participant 4

Our graveyard is given no respect, cleaned by old people from Zone 1, they sacrificed to clean it even they are on risk in terms of snakes, asked to call government to intervene there is no one taking care of the graveyard, there is a house and toilets built but they are always locked. Tender was given to yard the graveyard but it was too short and it was stolen and the graveyard continues to be vandalized, there is no respect for our beloved. We request the municipality to take care of it. There is sand in the
106. graveyard; it’s about 7 years that we have been complaining. The municipality is not doing any thing. 9 graves have fallen inside and let there be intervention. We pay every month but our money is not serving a purpose.

112. Participant 5

113. There are people buried in the Mankweng cemetery that do not reside there.

115. Toronto burial site is not fenced. People are given the yard within the cemeteries, some people have built houses at the cemeteries.

119. Participant 1

120. People may mess themselves even in the cemetery as toilets are always locked, people are unable to help themselves and we need the toilets to be unlocked. The cemetery yard has to be fenced temporarily but we still expected a brick. Another fence has been erected but we have been promised a brick wall.

128. Researcher: Is there consistency in the community in terms of paying the assessment rates?

131. Assessment rates among pensioners is done and outsiders come to Mankweng for water supply. In the graveyard people drink bears, children play, smokers.. Let us teach our children not to play within the graveyard’s premises. Most of the graves were fallen and we do not know whether it is because of heavy rains or the type of soil.
140. Participant 1
141. Solution - cemetery to be divided into two with a street in between
142. Participant 2
143. Nothing is done, Peter Mokaba is it under Mankweng, are they paying the rates?
144. The people of Peter Mokaba have all requirements necessary to be the residents...once carried an old lady who shitted on herself due to lack of toilets. People come to the cemeteries and even use the water in graveyard and they also sell it to surrounding communities.
145. The depth of the burial sites and the new ways of putting in the casclettes in the pits is dangerous for those digging the pits.
146. We have university, hospital and police station but as compared to other townships especially Seshego our township is not well serviced or not well considered.
147. Participant 1
148. Municipality must take responsibility and the key be available and be the responsibility of the caretaker which may minimize the vandalism occurring in the cemetery. Outsiders or people who are not residing in Mankweng bury their deceased in our graveside and it is not right, the Municipality doesn’t care as long as people pay without considering the question of residence.
149. Participant 1
173. My plea is that the municipality hire
174. security personnel as people may be
175. killed and be buried without knowing, the
176. place needs the caretaker.
177. Researcher:
178. Do you experience cut-offs in electricity?
179. Provision of electricity, Apollo lights are
180. not efficient and cannot curb crime and
181. violence, with regard to electricity we are
182. better of.
183. Participant 2
184. Pre-paid electricity, we need machines
185. nearby which we have but there is
186. inefficiency as the machines are not
187. properly helping us but they are inside the
188. shops which does not help after hours.
189. Transformer is very weak electricity is
190. always off within a month electricity is
191. off and it affects our electric appliances.
192. The electricity rates differs and gets
193. finished quicker. There are not enough
194. street lights. Apollo lights are not
195. available at Peter Mokaba.
196. Participant 1
197. This things are different, we need to
198. verify the sections which falls under the
199. jurisdiction of Mankweng as other units
200. are not paying rates, lets first fix the
201. assessment rates for all sections and
202. encourage all section to pay for the sake
203. of progress.
204. Participant 2
205. Other services like the removal of waste
206. products are not done consistently and
regularly, it takes up to three weeks for those services to be rendered, the care used for removals is pathetic, workers are without uniforms. People given those tenders are supposed to give us care that are used at Seshego and other areas under the municipality, without the uniform we can not differentiate them with criminals when the come for meter reading and waste removal.

Participant 3
Assessment rates are not the same for waste removal, how is it rated, we are not satisfied. People with big yards suffer, they refuse to carry grass waste but we are charged more.

Participant 4
My yard is big, they refuse grass and porridge refuse, in the new stands in Peter Mokaba we buy dustbins whereas others are given free of charge. We have six vans tendered for waste removals, we have dug pits for own waste removal and they may come after 3 weeks and we have to be able to identify them with uniforms, but they wear tekkies and they don’t speak well to residents.

Participant 5
We request municipality to give us the same rates, give us free dustbins, the people who remove dustbins must be given uniforms, the are from far we do no know them and we ask them to employ local people.
Participant 6

Broken dustbins … waste removal personnel are breaking our dustbins due to carelessness and improper handling. Let the people responsible for tender buy our dustbins. I’m surprised that people given tenders are supposed to be residents of that place but seemingly that is not the case.

Participant 1

We prefer that waste be differentiated accordingly and we need to know the person responsible for tendering waste removals as we need to report especially the broken dustbins and we must know the people, responsible for tendering the waste removals. The waste is not properly disposed but is thrown next to the village and it is a health hazard and the community is in danger. The services in the town are well taken care of properly done. We are paying and we need proper services and the care of the dumping sites.

Participant 2

Initially waste removals was tendered by Baloyi then by the councilor and we have to know the person responsible for services of waste removals.

Sanitation is very poor, it smells water all over the roads, sewerage is not well taken care of, when we report they may come after a week. They unblock and it blocks.
277. again when the township grows they don’t upgrade the infrastructure.
278. The pipes have not been changed they are old and made up of asbestos which has used during the old regime. When mainline is blocked the systems reverses it to our yards and blocks the entire system.

284. Researcher: As the community do you experience any form of corruption in the RDP houses?... The process of provisions of RDP houses is very slow and has taken about two years towards response. For the disabled we are told they are going to be assessed by social worker who are at times incompetent and biased towards people with disabilities. RDP’s provision is corrupt, RDP houses are built inside other people’s stands. Other people pay for assessments rates while someone else RDP house is built on the same stands. There is corruption in the provision of RDP houses. Region and sub-regions do not come along. One site is allocated to more than one person which is irregular and corruption among councilors. The instance still prevails as children almost died in those houses. Our RDP houses are not built for people without accommodation but for those relatives of councilors and the needy people who are entitled and qualify do
not get them. People are given sites that already belong to other people.

Participant 3

Pensioners and disabilities rates must be reduced, give them low percentages and free water but in our place it is not applicable. Let pension payout be done in a hall where they are protected from natural hazards like rain and the sun. The hall is not used properly, when pensioners have their meetings they are told to pay R800.00 rands. People are not allowed to use toilets in the hall, and disabled do not have a place for the payout. The people who make decision are in Polokwane, we are surprised because the hall is in Mankweng but decisions makers are based in Polokwane. Recreational facilities for the youth are not really taken care of ….

Services in the hospital are very poor especially for the elders in Mankweng. Doctors at the hospital do not take care of the elderly, there a decease called elderly, they do not treat us well. For all medicines they only provide us with panados. “Reboile fela” is the nickname for the hospital as elderly die due to lack of care. The only people they care for are the white grannies unlike. We are unable to take out old people to old age homes as we do not have money. We have long been requesting for an old age home in
Mankweng but in vain. Sites at Unit C are big for the erection of old age homes.

Researcher: Are assessment rates paid by all residents?

Participant 4: As long as a resident has a site, he has to pay for the rates. Other sites are rated so high and we don’t know the reasons in the old dispensation we were paying nothing until when are we going to pay for the rates as this rate.

Researcher: Is corruption hampering the level of service delivery?

Participant 1: Corruption of RDP houses, foundation is there without the structure being erected.

Participant 2: Roads construction is supposed to hire local residents, promises are not kept, promised to take local children to study towards computers, towards completion they promised to say goodbye but failed to do so. They are supposed to thank the community at the end of the project but it was never done. Investigate if the principle applies to other projects.

Participant 3: Creshe, sewerages, water provision provided by one person, all projects have been finished but we never experienced such, in a plan for RDP there are supposed to be toilets but we never saw such and now tender people are paid
378..without completion of such structures.
379. Some RDP houses are not utilized.
380. Participant 4
381. We want to choose our own councilors
382. but not chose by winning parties, those
383. ward councilors are not even known by
384. communities. They never come to us to
385. hear our concerns.
386. Participant 5
387. Security around the neighborhood has to
388. be a priority.
389. The police are not rendering efficient
390. services, when they are called they do not
391. respond timeously. Crime is
392. uncontrollable; people are marked
393. especially in the 179. late hours of the day.
394. Researcher: Are Imbizo’s initiated by
395. government making a difference in the
396. lives of people?
397. Participant 1
398. There are no meetings and we never meet
399. with our councilors, there is no . progress.
400. It’s written that we will meet with
401. councilors quarterly but it doesn’t
402. happen. Our councilors has been told to
403. meet with us but for the past five years
404. nothing was done, we wanted to give him
405. mandates, we wrote a letter to invite .him
406. for a meeting but the answer was that he
407. will go to Hwiti not to our . community
408. meetings.
409. Participant 2
410. In a meeting we get invites very late they
411. must invite us a week before in order .
to plan in advance and attend those

Meetings are held but not everyone is invited, even nominations for the councilors, those who were invited were councilor’s friends and those who are on their side and their relatives. They may even want to silence other people by giving them tenders. We need commission of inquiry to investigate the issues at hand especially ward 28.

Meetings are supposed to be held there is divide and rule strategy used. We still anticipate lack of services due to lack of strong leadership in Mankweng.

Researcher: IDP of Mankweng, do you know about it, is there understanding of what it is?

Projects around Mankweng, we do not know about them even the budget as our leaders never inform us, when IDP’s are drawn are not informed initially. When we were in Ward 23, asked councilors why we are not called for meetings. Issue of Commission of enquiry is seconded as our councilors do not inform us.

propose newsletter to be published and made known through community and other radio stations. Municipalities must come and call imbizo’s to hear from
communities. The municipalities must check the roll call register of community meetings.

Participant 4
The imbizo’s trend must be done at the level of local government as there won’t be changes. Poverty is prevailed and nepotism in projects. People paid 150 for the employment of their children in the new complex.

Researcher: The non-completion of the budget by the municipalities, is it impacting in any way to the provision of services?

Participant 5
Our children are not employed and were not employed in the business complex. We are never informed about the budget as a result we are not aware if it is completed or not as we are never informed about it anyway.

Participant 6
I hear the Premier and the President complaining about those things and I also think they are not completed in our area because if they were we would be getting better services

Focus group 2

1. Researcher: What are the basic services provided by the local municipality in the township?
4. Participant 1
5. Waste management collections is done on
6. Thursdays only some days not regularly
7. they skip some weeks, people carrying
8. waste into the bush, place is so filthy that
9. dogs are tempering with the bins, we are
10. happier but not so happy at all.
11. Participant 2
12. If you could drive down its not long that
13. they put a structure, papers are
14. everywhere, ploughing next to the
15. dumping site but they do not see its
16. functionality no one knows who is in
17. charge what is their programme.
18. Participant 3
19. On the way to Solomondale it is filty,
20. dogs, papers all lying around
21. mmmmmmm....
22. Participant 4
23. Next to this house, there are empty stand
24. in which people dump in that stand and
25. the 9. neighbours are always in the dirt.
26. Areas allocated to parks are very empty
27. and they turn out to be dumping place
28. for careless people.
29. Participant 2
30. Vegetative waste is used to repair the
31. roads, they do not collect then. They do
32. not go to the dumping area. Broken
33. glasses they usually do not take.
34. Participant 5
35. They make no provision for the
36. vegetative waste and the area the roads.
37. Participant 6
Roads are terrible, the markings are not clear and are not serviced and are not well cared of.

Participant 4

Roads issue has been on everyone’s lips. In the meetings to councilors, municipalities officers, drainages are not maintained and water flow easily on the street. Most the pipes are blocked.

Participant 5

Through ward committees, meetings are attended, blocks write reports, send to ward committees and report are not dealt with thoroughly. No written responses only verbal responses from communities. They are elected into office and they become paralysed. The councilor does not attend to people’s issues, we pay municipal rates but they argue that we never paid for the services.

Participant 6

Water supply is excellent and purified and shortage is notified through the media. Even electricity notification is done through media and school kids.

Participant 1

Sewerage system is bad; in case there is rupture of the pipes it is fixed quicker in days or even less than that if it is next to the municipality offices because they cannot stand the smell. There is one pipe in the township that is giving them problem and causing problems because it burst now and then.
Researcher: What is the general level of satisfaction in the community regarding services provided?

Participant 2
Hmmmm…. Electricity supply- we experience a lot of short falls, not all of are able to buy electricity units next to our points, we have to buy electricity in town, they have been giving explanations that we fail to understand on why there are no electricity points closer. Usually the electricity points are always full; you have to wait for some hours to buy the points. O ho it is very tiring.

Participant 3
Ja ja At times the service provider runs out of order and there are no vending machine points for selling electricity the surrounding area.

System of the new cards has changed but we have never been informed about them, you are just puzzled when you reach the supplier. Voltage is not even and it burns the transformer, we need to have people on standby to assist with all the queries and to help those that can not read or write to avoid little mistakes.

Participant 4
Our safety and electricity, street lights, the need for Apollo lights, when we are sleeping. There is crime being committed and we need Apollo lights as there will be enough lights in terms o
safety on our street. We urge people to put lights on most of the nights but consumption goes up in case we have the lights on for the whole night. We were told that if they insert the Apollo lights then the fees will increase which is much acceptable as compared to the crime committed.

Participant 2

Yes. There is a high rate of crime due to lack of street lights, they stole the bicycles, handbags and usually boys are armed. The park is not functional hence it is the paradise for the thieves. The towns and the townships have poor communication about each other. In the townships people are not informed of anything concerning the service the people in the town are informed. We feel we are taken cheap not serious at the township. Unit D is informal settlement, people in Unit D are illegal immigrants, and crime is so high. During the day they do their survey and at night they steal. They steal the water when it is still in the main pipe and reservoir. We need a high brick wall for protection. Most of the illegal immigrants have the South African ID.

Participant 5

And about the sewerage it is caused by poor infrastructure, sewerage block due to poor drainage system, reaction
thereof is very slow. We need to be educated not to throw everything in the drain, shoes are found in the drain, rats and some sewerages must be open at least once a year to be cleaned to avoid blocked.

And about eh…. Children they throw dirt into the drainage which causes blockages of the drains, children at times drown in the drainage system, it is not closed at all the times, opening the drainage lid is illegal and there must a punishment for that. At times during the floods, we had to open the lids, mine is open from the main drainage because I had to redirect the water.

Participant 3
Experience of the rainy water day’s. Water is everywhere; cars stay outside the yard for some days and if you are in the yard you cannot go outside until the water at the street subside. Councilors are always called to come and witness but nothing is done about it. Children not safe, it becomes a river and the drainage system is needed to transport the flow of water away from the streets.

Participant 2
Between Nobody and Nchachana, there is a small rivelet, after rain its water is over which is not safe for our children especially in the morning on their own go to school. There is no landscape
management and the redirection of the water.

Participant 1

And again we do not have a cemetery around here, it was raised at some stage within 73. some years to come we won’t have any space left to bury our loved ones or ourselves. 74. The place is too little in terms of growth it’s too little.

Participant 5

Oh yes yes… The state of the graveyard, individuals have to take care of their own graves, there is a caretaker, a road to the cemetery is surfaced and need to be cared for.

During summer the road is a river and when there is a funeral you need to use grass to be able to reach the cemetery. In terms of the old graveyard it is a hive of thieves as there is no security at graveyard and there is easy assess. Thieves are able to meet without disturbance as the community is still honouring the place. Kids are not allowed to play next to it and policemen do not usually associate the place with thieves.

Participant 4

Safety on the roads is not up to standard, children are hit by cars on their way to schools or shops. This unit does not hav
places that need their services. Because the roads are always busy there are dirty with papers at all the place. We were hoping that a primary school will build after some few accident involving school kids but until now the department is saying there is no money for the new school. We were hoping that a primary school will build after some few accident involving school kids but until now the department is saying there is no money for the new school.

Participant 6
215.a ja ja…..speed humps are not there to limit the speed but are only put next to the magistrate offices maybe to protect the most important people and one hand made next to the pre primary school. And ja…. There is no clinic only one at zone 1. New born babies and their moms have to go a long distance to get the service they need.

Participant 1
And if you cannot afford the transport you will to finish. There are no shops around the unit and kids are at risk daily.

Participant 3
Shebeen are not regulated in terms of age control limit, it affects the children there are allowed and are abusing the alcohol and drugs and they cause mental illness to them and in tern the are killed by the cars at the street because they turn to be careless.
over the street but there is no place to
We are aware that we are loosing a
lot of potentials in ours children as they
turn to shebeens when bored or
when the school is out.

Participant 5

When we have big occasions like
wedding we have to travel long distance
to get to the hall that is expensive
to hire. Alternatively we use the stadium
which is the far away from the public
transport. We cannot use our street for
any occasion because we are packed
due to the illegal squatters.

Researcher: Is there consistency in the
community in terms of paying the
assessment rates?

Participant 2

Oh... no we are not up to scratch with
payment records, we pay without the
records, we pay without the recording of
our payment which usually end up with
confrontation that will lead to non
payment. Rates are not paid evenly as
illegal are not paying at all. We
gone beyond worrying about lack of
delivery of services. Big stands pay
larger sums of money whereas the
smaller stands pay less.

Participant 4

There are public and private crèches
around for the little children but they are
not well administered. We end up
pdomain less and children’s lives are endangered.

Researcher: As the community do you experience any form of corruption that provision of services

Participant 1

And yes about corruption in the courts. We have a big problem regarding that. People are selling stands and sites. Sites have more than one owner, which causes disharmony. They have been reported but there is no one attending to them. Church or school sites have been given to other people. Some people have been unlawfully evicted from their stands because they do not have enough money to give to the officials who are working when they know they will get bribes.

Participant 2

Ja...Ja... there is a rumor that the is going to be a new complex here. People are paying R150.00 to get the job at the site. And we have heard that the current tender in charge of the reconstructing the sports centre in the township was awarded to the mayor.

Participant 6

The other thing is the RDP houses that are already allocated to the affording. Construction of the houses is not well done as it is affected by the rains. Poor people are still without the houses that were initially built for them.
Researcher: The non-completion of the budget by the municipalities, is it impacting in any way to the provision of services?

Participant 4

We are never informed about the budget as there are projects that are started but never completed like RDP houses some are still waiting to be roofed. Some of yards are next to the road which is not safe for the members in the house.

Researcher: Are Imbizos initiated by government making a difference in the lives of people?

well the imbizos are called but we hardly see consequential evidence in improvement people speak and speak about their dissatisfaction and are tired of speaking they want action now

Individual Interview

1. What are the services provided by your municipality to Mankweng Township?
2. As a municipality provide for roads, cemetery undertaking sports infrastructure, water is provided for by dwarf and electricity by Eskom.
7. What is the level of satisfaction among community members?
8. Members of the community in Mankweng are quiet excited about the way services is provided because we take their needs into consideration.
9. Although water is not provided by us and electricity we made sure that the cemetery is well fenced as before used to cross all over the cemetery, was no caretaker, the toilets have been build and we are really improving that area.
10. With regard to the roads, seeing that these is so much sand on the surfaced road, and as part of maintained we are going to embark on a clean up campaigning and redress the situation.
11. The problem with the residential area is that watering whenever there is rain, we are in the process of relocating residents as that area cannot be developed and serviced because it is not suitable area for inhibition by human beings.
12. Although some people still stay at that zone, the plan of the municipality is to move people to a safer and serviced area that is suitable for habitation by human beings.
13. The hall may not be said to be inaccessible but there has to be control by the municipality to protect the assets.
14. It will further be used by the old people during the earning of grants but for
personal use by members of the community, it has to be through normal procedures of hiring and paying for the usage of the hall.

A feasibility study has been conducted on the means and ways of improving our services at Mankweng especially the services related to the removal of the refuse, that service has been outsourced and a tender has been allocated to a service provider to collect the refuse.

Mankweng unlike the city and Seshego, in fact Mankweng is not charged for services as such they only pay for assessment rate as dwarf provide water and Eskom makes provision for electricity. In fact they are subsidized by Seshego and city residents we other infrastructure that they do not pay for, but that is about to change as dwarf is going to concentrate on bulk water provision and the municipality will take charge of water provision then we shall exercise control for in case when people do not pay we can cut water like Seshego and the city of Polokwane.

When people pay we are able to improve provision of services and even provide for other services that were initially not provided for. We have an office in Mankweng where people go and make enquiries about their accounts in case they have queries and meetings are regularly held with the community.
members to explain and give clarity to some of the things they might need to be cleared on.

Assessment rates are charged as per property in meter squat, when much development is done then the rates will not be the same as he house that is smaller hence the assessment rates are never the same but differ as per household and a study has been done on this as well.

Corruption does hamper the level of service delivery everywhere, it is not promoted but if and when it happens it does hamper the delivery of services.

Through Imbizos we are able to interact with communities and they are able to tell us their needs and problems. In case there are any like the old age pensioners earning their grants in the case, the assessment rates and its inconsistencies, we were able to pick it up at a meeting we had with members of the community.

We are hoping to have MIF stretching a period of over three years because have little time for really spending as our and of financial year is in June and have a period of inactivity during the festive seasons which gives us very time really. We are overcoming that challenge by this new initiative.