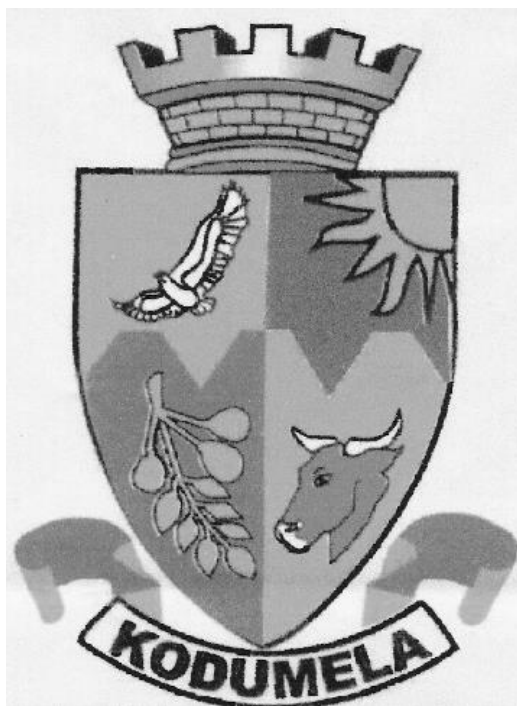


BLOUBERG MUNICIPALIT

APPROVED:

INDIGENTS POLICY

2017/2018



1. **Preamble**

Blouberg Municipality is committed to providing basic services to all its citizens including those who cannot afford to pay for services they receive from the Municipality.

2. **Definitions.**

Indigents- shall mean individuals resident in Blouberg who cannot afford to pay for services they receive from the Municipality and or The category of people being unemployed, disabled and pensioners who are unable to, pay the full costs of the average Municipal accounts.

Lack of affordability – shall refer to income levels below an amount as shall be determined by the Municipality from time to time.

Qualifying Grant- shall mean a rebate amount towards the provision of service as shall be determined by the Municipality from time to time.

Municipal Service costs- shall mean all services such as provision of water services, provision of electricity, provision of sewerage services etc by the Municipality to all residence of the Municipality.

Income from Joint Households- shall mean the combined incomes all income earners cohabiting in the same property or dwelling places.

3. **Purpose.**

Blouberg indigent policy aims to assist those households who cannot pay for their basic services due to lack of resources.

4. **Assistance**

Assistance shall come in the form of a qualifying grant valued as shall be determined by the Council from time to time. This amount shall not be less than hundred and Eighty Rand (R180-00, including VAT), which may only be applied to apply for all or portion(s) of the qualifying household's.

5. **Conditions for Qualification**

An indigent's grant to be provided to qualifying indigents is available only to the following households:

- Households earning a joint income of NOT more than R 3,400 per month (proof of pay slips/copy of recent bond statements):
- Residents of Blouberg Municipal Local Council,
- Residents in possession of a valid South African identity document, and

- In the absence of the salary advise or proof of monthly stipend, verification on the status of the beneficiaries to be done by Ward Councilors and or Local Headmen.

6. Procedure

Identification in terms of the relevant form shall involve the following:

- Screening;
- Interviews based on the questionnaires; and
- Selection based on the criteria for approval.

7. Basic Services Provided

7.1. Free Basic Water

In terms of this policy which is in line with;DPLG Guidelines and the water regulations. The recommended services in respect of water are:

- A minimum of portable water of 25 litres per person per day, or 6 kilotres per household per month at a minimum flow rate not less than 10 litres per minute.
- Located within 200 meters of a household; and
- With effectiveness such that no consumer is without a supply for more than seven full days in any year.

7.2 EBSST

The requirements for the provision of the services are:

- 50kwh per month is the minimum that must be allocated to each household.

7.3. Basic Refuse Removal

- Basic Refuse Removal – an indigent household be provided with a dump waste in mass containers at a communal site plus a disposal site.
- The removal of refuse from the communal site and disposal to a land fill site; or the removal of refuse from each property located within the municipal radius of collection and disposal of this waste in a land fill site.
- Refuse removal and disposal shall be done weekly free of charge.

8. The need for education and training.

The main objective in this would be:

- To develop entrepreneurial skills for people enabling them to provide for themselves.
- To educate indigents on the economical use of water and electricity.
- To encourage indigents to pay-off any debts.

9. Intervention by Social Development.

In the process during evaluation:

- Emphasis must be taken of the ages of the members of the families in order to determine who are physically fit.;
- Skills and abilities of each of these members must be written down in order to group together people with the same interest as skills;
- If skills are not suitably developed special training courses should be given to assist in capacity building; and
- Once these skills are adequately developed specific programmes should be developed to make people self-sufficient-e.g. shoe making, gardening, painting, catering etc.

10. Monitoring.

A screening and monitoring committee consists of;

- One representative from the Directorate Financial Services;
- An area social worker from the Directorate Community Services;
- One representative from the Provincial department of Social Welfare be established to:
 1. Evaluate the assessed forms;
 2. Monitor whether circumstances have improved in a particular family';
 3. Ensure that the council is not abused.

11. Reporting

Quarterly reports to be submitted to the council on:

- Progress made;
- Families assisted;
- Amount spent on the project to date;
- Any other matter, which the council should know.

12. Qualifying amount.

Voucher equivalent to R 180-00 pre month per household for as long as the household qualifies.

13. Payment for services exceeding

The indigents shall be held responsible for any consumption or liability to Council in excess of the subsidized amount of R 180-00 per month.

14 Credit Control Measures.

The Municipality undertakes to exercise credit control measures in recovering costs above the determined levels and failure to pay for such consumption. This shall include, in the event of non-payment, the discontinuation of such services.

Standard rates and tariffs will be applicable to indigents if the monthly consumption exceeds the free allocation. Indigent should be prohibited from carrying over free basic service allocations or any portion thereof from one month to the next unless the supply is metered.

15. Indigent Debtors

The Municipality has the legal obligation to take effective address arrears owing to the Municipality accordingly; indigent should be:

- Liable for any amounts due as a result of consumption in excess of the indigent support.

16. Withdrawal of the support.

The Municipality shall be entitled to withdraw any approval and or indigent support provided should the indigent:

- Failure to comply and or contravene the provision of the municipal policy or any other laws, regulations, by –laws
- Fail to comply with any conditions imposed by the municipality.
- Provide the municipality with false and incorrect information.
- If the indigent sells his property in which event the support shall however be transferred to the new property.
- If the indigent fails to pay the excess consumption of subsidized service support, without submitting written valid reasons to the municipality.
- If the indigent's household income exceeds the amount as determined by the policy.

17. Commencement date

1ST July 2017