



**MUNICIPALITY OF HENTIESBAY**

**MARCH  
EDITION**

# PELICAN NEWS



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## EMERGENCY NUMBERS

### FIRE FIGHTERS

999

085 300 2001

081 280 1805

085 300 2002

### SEWERAGE

### DRAIN PUMBING

### WATER SERVICES

### LAW ENFORCEMENT

081 280 1805

### HEAD OFFICE

50 2000

### ELECTRICITY

### MED RESCUE



EDITORS CORNER



Last year Easter holidays the whole of Henties had a bee in their bonnets, need I to remind thee of its name? Well, Covid, Covid, Covid to an extend that a child ones asks, when will Aunty Corona allow us to play outside again?

Reminds me of the storybook character where the "Evil Witch came into a little town and pollute the land with her witchcraft spells and it took the people of that town to go into prayers and God removed the evil witch from the town and the land was cleared with joy returning to the locals of the town".

In this edition I am humbled to share my observations in our little town with regards to this pandemic. I've seen more people uniting in prayers, adhering to the Covid-19 regulations.

I see anxiety and fear vanishing from worried faces of mothers. I've passed by a playground full of worriless little faces slighting at the Spar complex while the parents are shopping seen laughter and joy returning in a great

Thou we experience a little \*einas here and there such as with Jet and Ackerman's closing the peace, unity and love exceeds my human comprehension in town.

These words I utter on these little spaces carries weight to encourage every Henties baaier. In prayer we can achieve anything. Who ever is praying for Henties Bay, please don't Stop its working?

Here is your Easter Edition, Enjoy your Read.



# HENTIES BAY CREDIT CONTROL POLICY.

## **INTRODUCTION**

The Municipality of Henties Bay is continuously confronted with challenges of effective and efficient service delivery towards its community when addressing social and economic development related activities and programs. The aim of this credit control policy is to make staff members aware of the importance of credit control in practice and to establish a policy to ensure effective financial control. Overall, the credit control policy is aimed at monitoring the payments levels of the consumer accounts thereby ensuring improvements in cash flow position as well as timely collection of funds due to Council. The implementation of Council's much needed capital projects is heavily depending on availability of funds. Thus, non-payments of accounts would have spiraling effect that could hamper the implementation of these projects. This policy shall be enshrined in terms of the Local Authorities Act, 1992, (Act 23 of 1992) as amended. This policy will be binding on the public, officials and Councilors' of the Municipality of Henties Bay and that no interference with the implementation of the policy will be permitted. The Credit Control Policy shall be reviewed periodically to deal with changes in procedures, legal and social imperatives.

## **SCOPE AND LEGAL PROVISIONS**

This policy shall apply to all consumers, within the local authority boundaries of the Henties Bay municipality. Where it is clear that any of the clauses in this policy are inconsistent with the provisions of the Act, the provisions of the Act shall take precedence. The policy shall be in force, until such time that it is reviewed and/or amended and approved by the Council

## **CREDIT APPLICATION**

All new applications shall be accompanied by the required documentation indicated on the application form, e.g. identity documentation, company/ business registration form, company/business resolutions, employment details, proof of ownership/lease agreement. 8 6.2 The level of deposit payments for new applications shall be as per the Council approved and promulgated tariffs for the particular financial year. However, applicants with existing unpaid account balances at the time of the application may be required to update their consumer deposit. 6.3 Any outstanding accounts shall first be settled in full before the new application is forwarded for further processing or before a new account is opened. 7.

## **METER READING**

Consumer's accounts are dispatched by the 15th of each month, (25 days) to give Consumers time to settle their accounts on or before the 7th of the following month. If water meter readings cannot be obtained, due to closed gates, or any access difficulties, the meter readers should make notes on the cards and move the water meters outside the yards. In case no readings were taken for other reasons, the readings will be estimated. If it cannot be accessed for at least more than three months, the revenue section should write a letter to the consumers to contact the council finance department.

## **REMINDER MESSAGE**

A reminder message shall be printed on the Consumer's original monthly tax invoice that reads as follows: "**IF ACCOUNT IS NOT PAID ON OR BEFORE THE DUE DATE, SERVICES WILL BE DISCONNECTED WITHOUT ANY FURTHER NOTICE**". Accounts shall be paid in full on or before the 7th of every month following the month in which the account was rendered. If the 7th is not a working day, then the last working day of that week will be considered as the last day for payments. Consumers who realize that they will not be able to pay their accounts on due date, he/she may make payment arrangements with the finance department for an extension of the due date. The payment arrangements and extension of the due dates may be considered under the following terms and conditions: Where Loan/Water services have been in arrears down payments of at least thirty-five (35%) percent of the outstanding amount for residential property and seventy (70%) for businesses or industrial property shall be paid before written agreements shall be entered into. Where legal action has been instituted for collection of outstanding accounts, services will only be restored on full settlement of consumers account. 8 Unusual high usage (e.g. Water leakages).

### **AUTHORITY TO APPROVE PAYMENTS ARRANGEMENT AND EXTENSIONS**

This should range from single (1) payment arrangements to maximum of (12) months payments arrangements depending on the amounts in arrears involved and the affordability of debtors concerned based on the following guidelines:

- o Up to a maximum of (3) months – Revenue/Billing Clerk/Assistant Credit Controller
- Up to a maximum of N\$ 10,000.00 in (12) months – Revenue Accountant
- o From a maximum of N\$ 10,001.00 to N\$ 20,000 in (24) months – Manager Finance & Administration
- o Above N\$ 20,001 in (54) months – SE: Finance in consultation with the CEO.

### **SUSPENSION OF SERVICE.**

Services in respect of any property of which an account is in arrears, for more than thirty (30) days, with arrears more than consumer deposit as per financial year approved tariffs amount will be suspended without any further notice. All disconnected accounts will be liable to pay the disconnection and reconnection charges. If outstanding accounts are not settled, within three months after the suspension of service, legal proceedings may be instituted against the defaulting consumer (in terms of 5.5 above)

### **ILLEGAL CONNECTION/UNAUTHORIZED CONNECTION**

Unauthorized reconnection of water to a property, tempering with the water meters or the illegal connection of water to a property are criminal offences, which shall result in legal actions being taken against the offender. Water supply shall immediately be disconnected and will only be reconnected upon full settlement of any outstanding/arrear amounts for all municipal services and charges. Illegal connections shall be subject to penalty fees as provided for in the Council's tariff for each financial year. Illegal connections shall include: Unauthorized re-connection of service after cut-off; Direct connection from neighbors. Any other connections for which no Council approval was obtained.

Kindly note the above is only a extract from the credit policy and below the link for the full credit policy.

<http://www.hbaymun.com.na/wp-content/uploads/2018/08/HENTIESMUN-CREDIT-CONTROL-POLICIES.pdf>



**T**he Council will like to inform the community about the importance of honouring agreements made with council on services council rendered to them on time and cost-effective manner. Failure to adhere to the agreement enables the council to perform its mandate to the community members. Council is however more than willing to listen to concerns of the community and its best place to attend to challenges brought under the council's attention.

Therefore, services in respect of any property of which an account is in arrears, for more than thirty (30) days, with arrears more than consumer deposit as per financial year approved tariffs amount will be suspended without any further notice. All disconnected accounts will be liable to pay the disconnection and reconnection charges. If outstanding accounts are not settled, within three months after the suspension of service, legal proceedings may be instituted against the defaulting consumer (in terms of 5.5 above)

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## Henties Bay invite you to enjoy an EGG-cellent Easter weekend....

- Fishing
- 4X4 Routes
- Dead sea routes
- Lunch at Cape Cross
- Sheila Shipwreck visits
- Local traditional Cuisine at the The Hut balcony Restaurant ( Tourism building )
- Easter Drive in Church Services with the AGS Church
- Beach Sunset dinners

*Henties Bay ,The Ultimate Holiday Experience ....*

**You can contact Grace !Noarises for all your  
Dorob Park permits at 0811401157 /064 501142**



## Kiddies Easter

Long, long ago before little Henties Bay, there lived a bunny called Happy. He would hide his Easter eggs in a beautiful sand castle he would build every year for halfling's. Sadly, no children would come to find his eggs.

Happy hop back to bunny land very unhappy and has never return to Henties. One day Uncle Hentie Van Der Merwe found Happy's easter eggs and invite his friends to eat with him. He somer fish and named the town Henties Bay.

**Fiction by Tante Grace**



# HENTIES BAY NATIS



The Henties Bay Natis office is up and operating in full flex. The office offers vehicle registrations, written learners license testing and over the counter services. A number of vehicle license's with registration N-HB can be seen on the roads. The center will however not provide all vehicle examining functions in the meantime.

## **Operating Hours & Contact details**

**Monday -Friday 8h00 till 13h00 /14h00 – 17h00**  
**+264 64 502000 / 502010 /0811289260**



# THE BUILDING INSPECTOR



Before any construction commences the owners should be in possession of an approved building plan from the Municipality.

## Process

- Draw up a Building Plan
- Submit such Plan at Building Control for estimation cost calculation
- Payment of estimation cost at the cashiers
- Submission of proof of payment to Building Control
- Submission of four (4) printed Building plan copies (2 in color)
- Upon approval Request for foundation/excavation inspection
- Request for DPC (Damp Proof Cost) Inspection
- Request for Lintol/Super Structure Inspection
- Roof Inspection
- Sewerage Inspection
- Boundary Wall Inspection
- Final Inspection

The Council request that the community familiarize themselves with the construction and inspection process



## **The Pelican team narrows in on JOHN /AWASEB for this edition**

John Awaseb started his municipal career at the tender age of 21 as a meter reader in 1990 shortly after independence. He was than promoted to assistant storeman in 2004 and later as stock controller in 2006.Position he still occupies. John Awaseb see his journey at the council as blessing in disguise and is forever grateful for the opportunity granted on councils' payroll. My daily activities involve writing of requisitions, orders, requesting quotation's  
No, an age man of 51 years, John can't be happier, blessed with seven children, lovely wife and three grandchildren.

When ask what he could do better if he had to turn back times, He narrates, taking my football serious. Back in the days I was a danger in the left back, proudly playing for Young Rasta, Super Eagles and Bafana Bafana F.C. Sports will always be my first love however nowadays I take part in Fun walks of which I've a gold on my name in the local Nalasra games he shares radiantly.

For any news contact ;

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