PLETT RATEPAYERS' AND RESIDENTS' ASSOCIATION
MATTERS OUTSTANDING: QUESTIONS AND MUNICIPAL RESPONSES

RPA letter dated 20 October 2026, matched with the Acting Municipal Manager's letter dated 31 October 2026

Purpose: This document brings together the questions in the Ratepayers' letter of 20 October 2026 and the corresponding responses in Acting Municipal Manager F.R.J. Williams' letter of 31 October 2026. The questions are retained in substance and in their original numbering. Responses are summarised faithfully; where the Municipality did not answer a question, or gave only a general response, this is identified.

1. Plettenberg Bay Airport
1.1 What is currently preventing the airport from operating commercially, and what is the status of its Civil Aviation Authority licence?
1.2 What is the status of the current tender (reportedly the fourth process in two years)? Why did the earlier processes fail, and has anyone been held accountable?
1.3 By what date does the Municipality expect a commercial air service to be restored?
Acting Municipal Manager's response (31 October 2026): The Municipality currently has an Approved Aerodrome License. Williams says it is not possible at this time to provide a commencement date for commercial services. The Municipality will advertise during November 2026 for a service provider to manage and develop the airport. A media statement will also be made on the Municipality's official communication platforms. An investigation into previous tenders is in progress.
Assessment: *Partially answered. The licence status and proposed timing for a new service-provider tender are stated. The reason previous tender processes failed, accountability, and a target date for commercial services are not provided.*

2. Tourism funding and Plett Tourism
2.1 How much tourism funding has/will Bitou spend in 2025/26 and 2026/27, how much was allocated to destination marketing, and how was the balance spent?
2.2 What is the status of the new tourism tender, and what interim arrangements are in place for the 2026/27 peak season?
Acting Municipal Manager's response (31 October 2026): Williams states that R3.3 million was budgeted per annum for tourism, including the 2025/2026 financial year. The tender was readvertised, but none of the bidders was identified as compliant. The Administration planned to meet local external stakeholders on 9 November 2026 to clarify the Municipality's plan and allay fears regarding tourism services.
Assessment: *Partially answered. The annual budget and tender outcome are given. The breakdown for destination marketing, how the balance was spent, and the actual interim service arrangements for the peak season are not explained.*

3. Suspensions of senior officials and their cost

3.1 Please provide, for each senior official currently or recently suspended (including the Municipal Manager and the Director: Corporate Services), the full cost to date: remuneration while suspended, acting allowances, investigation, legal and disciplinary costs, and any settlements.
3.2 What has the Municipality spent in total on the two disciplinary processes involving the Municipal Manager? Council records show the first cost about R2.88 million.
3.3 Why did the Municipality agree not to oppose the postponement of the hearing from 12 November 2025 to 17 February 2026 (about 97 days on full pay)?
3.4 Is the Municipal Manager's remuneration package within the upper limits set for municipal managers? If not, what steps have been taken?
3.5 What is the current status of the Municipal Manager's disciplinary process?
3.6 Where an official resigned before a disciplinary hearing was concluded, has the Municipality continued proceedings or pursued recovery where the law allows?
Acting Municipal Manager's response (31 October 2026): Williams says the information requested should be the subject of a PAIA application because the Municipality is not permitted to share personal information of third parties. Regarding the Municipal Manager's disciplinary case, he says a majority of Council resolved in an in-committee meeting to take the outcome of the disciplinary case on review, and that the Municipal Manager will remain suspended pending finalisation of the matter. He adds that, in some instances where more serious allegations exist against employees who resigned before the disciplinary process concluded, criminal cases have been opened and are under investigation by SAPS or the Hawks.
Assessment: *Only 3.5 and part of 3.6 receive a substantive, though brief, response. No suspension costs, disciplinary costs, explanation for the postponement, or remuneration-compliance information is supplied. The Municipality directs the RPA to PAIA for the cost information.*

4. Recovery of funds
4.1 Have amounts owed by former Municipal Manager Mr L Ngoqo been recovered? If not, why not?
4.2 What steps have been taken to recover the payment of about R1 million to Mr F Lotter that was found to be unlawful?
4.3 Did the purchase of office furniture for the Chief Financial Officer reported in July 2026 comply with the cost-containment regulations? If not, is recovery being pursued?
Acting Municipal Manager's response (31 October 2026): 4.1 Williams says the Manager: Legal Services advised that the amount has not been recovered because the claim has prescribed. 4.2 He says the Manager: Legal Services advised that the agreement was entered into confidentially and lawfully with Mr Lotter and that no further action is necessary. 4.3 He says there was no purchase order for the CFO's furniture and that the CFO has refunded the Municipality in full for the expense.
Assessment: *Responses are provided to all three questions, but 4.2 does not explain the basis for the RPA's stated finding that the payment was unlawful or provide supporting documentation. For 4.3, the response confirms repayment but does not address whether the purchase complied with cost-containment regulations.*

5. Keurbooms River pumps and Ganse Vallei WWTW

5.1 We repeat the questions in our letter of 11 October 2026: the status and timeline of procurement and repair of the Keurbooms River pumps, the contingency plan for peak season, and how continuity of the Ganse Vallei WWTW design work will be secured.

Acting Municipal Manager's response (31 October 2026): Keurbooms River pumps: An order was issued to the service provider on 27 October 2026. The estimated period for completion of repairs is four weeks. Peak-season contingency: the same protocol as in previous festive periods will be implemented, relying on residents and visitors to use water sparingly. Ganse Vallei WWTW: a professional service provider (PSP) still needs to be appointed. The tender for a new PSP panel has closed and evaluation is in progress.

Assessment: *Partially answered. A pump repair order and estimated duration are provided. No detail is given on the specific peak-season operational contingency measures. For Ganse Vallei, the response confirms that a PSP has not yet been appointed and does not explain how continuity of the existing design work will be secured.*

6. Grants-in-aid and lease of municipal property

6.1 When will the balance of the documents requested under PAIA in April 2026 be provided?

6.2 Regarding the ten-year lease of a municipal property in Kwanokuthula at R100 a year: was the property advertised, was a market-related valuation obtained, and which Council resolution approved it?

6.3 What criteria and checks are applied to grant-in-aid applications, and how is the use of funds verified?

Acting Municipal Manager's response (31 October 2026): 6.1 Williams says PAIA provides guidelines on response timeframes and remedies where no response is provided, and asks the RPA to check the Act and take the necessary steps. He says his office is unaware of which PAIA application is being referred to. 6.2 He asks the RPA to provide adequate information, saying his office is unsure which property is being referenced. 6.3 He says grant-in-aid is dealt with under the Grant-in-Aid Policy and with due regard to the relevant provisions of the MFMA.

Assessment: *Not substantively answered. No date is given for the outstanding PAIA documents; no information is provided about advertisement, valuation or Council approval of the Kwanokuthula lease; and no detail is given about grant assessment checks or verification of expenditure.*

7. Senior Manager: Governance and Compliance

7.1 Where and for how long was the post advertised, who sat on the selection panel, and what due diligence was done on the appointed candidate's record?

Acting Municipal Manager's response (31 October 2026): Williams states that the position was advertised on the municipal website on 14 April 2028 and that the Recruitment and Selection Policy was applied.

Assessment: *Partially answered. The response gives a website and an advertisement date (14 April 2028, as written in the Municipality's letter) and refers generally to the policy. It does not state the advertising period, panel members or due diligence undertaken.*

8. Water security for the coming summer

8.1 The Summer Preparedness Plan noted by Council does not address the expected El Niño drought. What short-term measures will be in place by 1 December 2026?
8.2 Have the various damaged and vandalised boreholes been repaired and are facilities in place for their water treatment? What additional capacity has been added as a result?
8.3 What is the status of: replacement of the desalination plant membranes; acquiring a potable-water tanker; leak detection and repair; and the permanent repair of Sewer Pump Station 23 in Kwanokuthula?
8.4 What is being done to reduce water losses, which APAC reports at 19.3%?
Acting Municipal Manager's response (31 October 2026): 8.1 Williams says the September 2026 Summer Preparedness Plan was compiled in line with a Western Cape Government framework and includes aspects of extreme-heat preparedness and water-security planning. 8.2 The response is simply "no". 8.3 Desalination membranes: the tender for a service provider closed on 30 October 2026, after which bid evaluation and adjudication must follow. Potable-water tanker: no capital budget was allocated in 2026/2027; Bitou uses a tanker from Garden Route District Municipality. Leak detection and repair: pipe and leak repairs are attended to as and when logged with Customer Care and given a reference number. Sewer Pump Station 23: the Municipality is awaiting the outcome of an insurance claim, which is in the finalisation stage.
Assessment: *Partially answered. The plan's stated framework, tender status, tanker position, repair process and insurance-claim status are given. The response does not identify the short-term measures to be in place by 1 December, explain the bare "no" at 8.2, quantify additional borehole capacity, or address the 19.3% water-loss figure and a water-loss reduction programme.*

9. Water quality and sewage spills
9.1 Please publish the results of the water-quality sampling done since May 2026, including the sites that the Eco Route report classified as high or very high risk for E. coli.
9.2 Is the raw water in Roodefontein tested regularly and for what contaminants. What do the results show and what specific additional treatment is required vs Keurbooms sourced raw water. Are these results publicly available?
9.3 Is water from the Roodefontein Dam being tested for contaminants before and after treatment, and are the results published?
9.4 Which sewer pump stations lack backup power, and what is the plan to prevent spills during power outages (for example at Rothersands and Magneten)?
Acting Municipal Manager's response (31 October 2026): 9.1 Williams says natural water bodies are tested by the Environmental Section only when required. 9.2–9.3 He says all water is treated at the Plett Water Treatment Works; Process Controllers conduct operational testing every two hours, and samples are tested three times a week at various points in the network. Final treated-water results are uploaded to the Department of Water and Sanitation's IRIS system. 9.4 For Pump Station 12, Rothersands, an order has been placed to procure a backup generator. The Municipality uses two mobile generators where needed.
Assessment: *Partially answered. The response gives general operational testing arrangements and a limited update for Rothersands. It does not provide the requested sampling results, identify E. coli risk sites, explain Roodefontein raw-water testing or treatment differences,*

confirm publication of the requested results, or identify all pump stations without backup power. Magneten is not addressed.

10. High Street and Sewell Street upgrade (SCM/2026/07/ENG, R41.43 million)
10.1 What is the current contract value after variations, and what costs (including materials) is Bitou carrying separately?
10.2 On what evidence were 10 locality points awarded?
10.3 When was the contract signed and the site handed over? Bitou's records show no signed contract as of 19 February 2026, three months after the award.
10.4 Has the contractor been paid standing time because materials were not supplied, and was work suspended over tax compliance?
10.5 What is the revised completion date?
Acting Municipal Manager's response (31 October 2026): Williams states only that the Municipality has published a media statement regarding High Street on its official communication platforms.
Assessment: *No numbered question is answered. The response does not provide contract values, variations, locality-point evidence, contract or handover dates, payment or tax-compliance information, or a revised completion date.*

11. Roads
11.1 Why was only about 58% of last year's roads budget spent?
11.2 Is there a preventive maintenance and resealing programme, as opposed to pothole patching? If so, please publish it.
11.3 How will residents be able to confirm that the work in the published October–November schedule has been completed?
Acting Municipal Manager's response (31 October 2026): 11.1 Williams says about 50% of the budget was allocated to the High Street project and that poor performance on that project resulted in poor expenditure of the roads capital budget. 11.2 He says the budget is currently depleted. 11.3 He says ward councillors receive monthly reports and encourages residents to engage with their ward councillor.
Assessment: *Partially answered. A reason for low expenditure is offered, but the response does not reconcile the RPA's figure of about 58% spent with the statement that about 50% of the budget was allocated to High Street. No preventive maintenance/resealing programme is supplied. The response does not explain how residents can verify completion of scheduled work.*

12. Beach access and Central Beach
12.1 What are the confirmed start and completion dates for repairing the beach access points and boardwalks damaged in the May 2026 storms, including Robberg 5 and Sanctuary Beach?
12.2 What storm-damage funding has been received, and how much has been spent?
12.3 What is the maintenance plan for Central Beach before the season?
Acting Municipal Manager's response (31 October 2026): Williams says the Municipality published a media statement regarding beach repairs on 22 October 2026.
Assessment: *The response refers to a media statement but does not provide the requested start or completion dates, funding received or spent, or the Central Beach maintenance plan.*

13. Financial management (APAC report, January–June 2026)

13.1 What is the plan to collect the 85% of consumer debt (R462 million) that is more than 90 days old?

13.2 What controls are being applied to overtime, currently about R2.7 million a month?

13.3 How much of the 2025/26 capital budget was unspent, and is any grant funding at risk of not being rolled over?

13.4 What is the size of MPAC's backlog of unauthorised, irregular and fruitless and wasteful expenditure cases, how far back does it go, and when will it be cleared? How many write-offs were approved without officials being held liable?

Acting Municipal Manager's response (31 October 2026): 13.1 Williams lists measures: disconnection notices and final demands; disconnections for long-unpaid accounts; use of a newly appointed collection service provider, particularly in Eskom-supplied areas; referral of long-outstanding debtors, especially businesses, to lawyers for collection and summons; expanding the indigent database to identify consumers who may qualify for possible write-offs; ongoing data cleansing to identify billing deficiencies; increasing revenue-management capacity; and exploring smart meters, particularly prepaid water meters in Eskom-supplied areas, subject to project planning and public participation. 13.2 He says some overtime is unplanned and arises from emergencies, disasters and breakages, and that expenditure can rise during budget, annual financial statements and IDP periods. Controls listed are monthly monitoring by project managers, validation by directors, monthly reports to identify overspending by directorate, improving efficiency in overtime and standby use, using the customer-services desk to track overtime, and considering a standing agreement limiting standby to two weeks a month, to be discussed with Council, management and labour. 13.3 Williams says that, according to the unaudited AFS, the percentage unspent was 85%. The only grant rollover applied for was the Informal Settlement Upgrading Partnership Grant, and he says it is normally highly unlikely that this rollover will not be approved. 13.4 He says UIFW information is currently unverified and reports must first serve before MPAC and Council before he can respond. He adds that write-off matters are being dealt with through MPAC and the Disciplinary Board, with reports to be submitted to Council in due course.

Assessment: *Partially answered. A collection strategy and overtime controls are outlined. However, the 85% figure is given as the unspent percentage without a rand value or clear confirmation that it refers to the 2025/26 capital budget. No MPAC backlog size, age, clearance timetable or number of write-offs without liability is supplied.*

14. Title deeds

14.1 In October 2022 the Municipality set a target of 5,000 title deeds by 2026. How many have been registered against that target?

Acting Municipal Manager's response (31 October 2026): Williams says the target mentioned was not set by the Human Settlements Department. He says the backlog in 2022 was about 3,500 title deeds and that registration of properties has been prioritised since 2022. He says it is difficult to provide annual numbers by area, but gives the following totals: pre-1994 title deeds completed and issued: 2,880 (Kwa-No 2,159; New Horizons 410; Kurland 311); "pre-214" title deeds completed: 166 (the date appears in the letter in this form); post-2014 title deeds

completed: 440; total title deeds or transfers completed: 3,486; title deeds in the office not collected: 422.
Assessment: *Partially answered. Completion figures are supplied, but the Municipality does not confirm how many count against the stated 5,000 target. It says the target was not set by Human Settlements. The source letter's wording "pre-214" is reproduced as written and may need clarification.*

15. Openness and public participation
15.1 What is the status of the councillor code-of-conduct matter arising from the 2025 festive-season firearm incident? Has Council considered reports that more than one councillor was involved?
15.2 Why was the public excluded when this matter was tabled in March 2026, and was the procedure in Council's Rules of Order followed?
15.3 Will Council restore the practice of giving ward committees Council agendas so they can comment before items are decided?
15.4 Why were local civic organisations not invited to the Speaker's recent stakeholder session on public participation?
15.5 What justifies the 74.6% increase in the fee for copies of building plans (R286.40 to R500.00) from 1 July 2026?
Acting Municipal Manager's response (31 October 2026): 15.1 Williams says the matter was discussed in committee and the disciplinary hearing is in process. 15.2–15.3 He says that once the new generation of ward councillors is elected, recommendations can be made to them to have agendas made available as proposed by the RPA. 15.4 He says his office is unaware of the session referred to. 15.5 He attributes the increase to increased operational costs, including increases in toners within the department.
Assessment: *Partially answered. The disciplinary process is said to be in progress, but there is no response to whether Council considered reports of more than one councillor or why the public was excluded and whether the Rules of Order were followed. The agenda proposal is deferred until after the election. No explanation is given for the specific 74.6% increase beyond a general reference to operational and toner costs.*

Source documents: Plett Ratepayers' and Residents' Association letter, "Matters Outstanding", dated 20 October 2026; and Acting Municipal Manager F.R.J. Williams' letter, "Plett Ratepayers: Various Matters", dated 31 October 2026. This comparison records the contents of those two documents and does not independently verify the Municipality's statements.