



# Customer Satisfaction Survey

**01 July 2023 – 30 June 2024(2023/2024)**

Note: This survey is conducted for the 2023/2024 financial year for the purpose of measuring customer satisfaction with the services delivered by Dr. Beyers Naudé Local Municipality in order to identify and address shortcomings. Completion of this survey form is voluntary. The closing date for submissions is 13<sup>th</sup> December 2024.

**Please indicate in which area you live (street, town, and ward): (e.g., Hartzenberg Street, Nieu-Bethesda, Ward 2):**

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**Please indicate your satisfaction level with the following services (please mark with an X):**

| <b>RATING: 1 = Extremely poor; 2 = Poor; 3 = Satisfactory; 4 = Good; 5 = Excellent (Please mark with an X)</b> |                       |             |                     |             |                  |
|--|-----------------------|-------------|---------------------|-------------|------------------|
| <b>SERVICE EXPERIENCE</b>  | <b>Extremely poor</b> | <b>Poor</b> | <b>Satisfactory</b> | <b>Good</b> | <b>Excellent</b> |
| Service points are easily accessible   | 1                     | 2           | 3                   | 4           | 5                |
| There are sufficient staff to provide an effective service   | 1                     | 2           | 3                   | 4           | 5                |
| Staff are helpful and friendly   | 1                     | 2           | 3                   | 4           | 5                |
| Staff are competent and knowledgeable  | 1                     | 2           | 3                   | 4           | 5                |
| Office hours of service points are suitable  | 1                     | 2           | 3                   | 4           | 5                |
| Areas in and around the offices are clean and neat   | 1                     | 2           | 3                   | 4           | 5                |
| I found it easy to reach the municipality telephonically   | 1                     | 2           | 3                   | 4           | 5                |
| Switchboard staff are friendly and courteous   | 1                     | 2           | 3                   | 4           | 5                |
| <b>SERVICE DELIVERY</b>  |                       |             |                     |             |                  |
| <b>Water</b>   |                       |             |                     |             |                  |

|  |   |   |   |   |   |
|--|---|---|---|---|---|
| The water is of a good quality   | 1 | 2 | 3 | 4 | 5 |
| The water supply is not often interrupted  | 1 | 2 | 3 | 4 | 5 |
| Water breaks are attended to quickly   | 1 | 2 | 3 | 4 | 5 |
| <b>Electricity</b>   |   |   |   |   |   |
| The electricity supply is constant   | 1 | 2 | 3 | 4 | 5 |
| The electricity supply is not often interrupted  | 1 | 2 | 3 | 4 | 5 |
| Electricity interruptions are attended to quickly  | 1 | 2 | 3 | 4 | 5 |
| Faulty streetlights are repaired quickly   | 1 | 2 | 3 | 4 | 5 |
| <b>Sanitation</b>  |   |   |   |   |   |
| Waterborne sewerage systems work effectively   | 1 | 2 | 3 | 4 | 5 |
| Sewerage suction tanker services are effective   | 1 | 2 | 3 | 4 | 5 |
| Sewer connections are attended to effectively  | 1 | 2 | 3 | 4 | 5 |
| <b>Roads and Storm Water</b>   |   |   |   |   |   |
| Roads are well maintained  | 1 | 2 | 3 | 4 | 5 |
| How would you rate provision and maintenance of the storm water drainage system by the municipality? | 1 | 2 | 3 | 4 | 5 |
| Potholes are repaired quickly  | 1 | 2 | 3 | 4 | 5 |
| There are sufficient street signs and roads clearly marked   | 1 | 2 | 3 | 4 | 5 |
| Rainwater is diverted effectively  | 1 | 2 | 3 | 4 | 5 |
| <b>Refuse Removal</b>  |   |   |   |   |   |
| Refuse is always removed once a week   | 1 | 2 | 3 | 4 | 5 |
| Areas are cleaned where refuse has been removed  | 1 | 2 | 3 | 4 | 5 |

| <b>Parks and Open Spaces</b>          | <b>Extremely poor</b> | <b>Poor</b> | <b>Satisfactory</b> | <b>Good</b> | <b>Excellent</b> |
|---------------------------------------|-----------------------|-------------|---------------------|-------------|------------------|
| Parks are neat, clean, and accessible | 1                     | 2           | 3                   | 4           | 5                |
| Road verges are clean and neat        | 1                     | 2           | 3                   | 4           | 5                |
| Public toilets are clean and neat     | 1                     | 2           | 3                   | 4           | 5                |
| <b>Halls and Sports Fields</b>        |                       |             |                     |             |                  |
| Halls are clean and neat              | 1                     | 2           | 3                   | 4           | 5                |
| Sports fields are clean and neat      | 1                     | 2           | 3                   | 4           | 5                |
| <b>Fire and Rescue Services</b>       |                       |             |                     |             |                  |

|   |   |   |   |   |   |
|---|---|---|---|---|---|
| My area is provided with an effective Fire Service  | 1 | 2 | 3 | 4 | 5 |
| <b>Law enforcement and Traffic Services</b>   |   |   |   |   |   |
| Law enforcement and traffic services are visible in my area   | 1 | 2 | 3 | 4 | 5 |
| There are sufficient traffic services in my area  | 1 | 2 | 3 | 4 | 5 |
| The Traffic licensing offices are effective   | 1 | 2 | 3 | 4 | 5 |
| <b>Rates and Accounts</b>   |   |   |   |   |   |
| Accounts are accurate   | 1 | 2 | 3 | 4 | 5 |
| There are sufficient pay points available   | 1 | 2 | 3 | 4 | 5 |
| Property valuations are reasonable  | 1 | 2 | 3 | 4 | 5 |
| Service subsidies to the poor are easily available  | 1 | 2 | 3 | 4 | 5 |
| <b>GOOD GOVERNANCE</b>  |   |   |   |   |   |
| <b>Ward Committees</b>  |   |   |   |   |   |
| My ward committee is functional   | 1 | 2 | 3 | 4 | 5 |
| I know how to get hold of my Ward Councillor  | 1 | 2 | 3 | 4 | 5 |
| <b>Access to Information</b>  |   |   |   |   |   |
| The municipal website is user friendly and up to date   | 1 | 2 | 3 | 4 | 5 |
| I find it easy to obtain information I have requested   | 1 | 2 | 3 | 4 | 5 |
| <b>Council Meetings</b>   |   |   |   |   |   |
| I always know when meetings of Council are held   | 1 | 2 | 3 | 4 | 5 |
| I am always welcome to attend meetings of Council   | 1 | 2 | 3 | 4 | 5 |
| I always receive feedback on matters submitted to Council   | 1 | 2 | 3 | 4 | 5 |
| <b>Administration</b>   |   |   |   |   |   |
| My letters are always responded to  | 1 | 2 | 3 | 4 | 5 |
| How would you rate the communication between the municipality and you?  | 1 | 2 | 3 | 4 | 5 |
| How would you rate the standard of service delivery of the municipality in respect of building plans and land-use applications? | 1 | 2 | 3 | 4 | 5 |
| <b>IDP and Performance Management</b>   |   |   |   |   |   |
| I can give input on the IDP   | 1 | 2 | 3 | 4 | 5 |
| IDP performance is reported back with IDP public meetings   | 1 | 2 | 3 | 4 | 5 |
| The municipal Performance Management System is effective  | 1 | 2 | 3 | 4 | 5 |

**GENERAL COMMENTS:**

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