



Manor Gardens Matters

The official Newsletter of the Manor Gardens Urban Improvement Precinct
VOL 2

JUNE/JULY/AUG 2026

Manor Gardens UIP Annual General Meeting - Have Your Say

The Board of Directors invites all members of the Manor Gardens Urban Improvement Precinct (MGUIP) NPC to attend the 2026 Annual General Meeting (AGM) on Wednesday, 26 August 2026.

The AGM is your opportunity to hear how the UIP has performed over the past year, review its finances and achievements, and help shape priorities for the year ahead. It is also an important part of the organisation's governance, where members can participate in decisions that influence the future of the Manor Gardens community.

Key items on the agenda include:

- Chairperson's and Operational Reports.
- Audited Annual Financial Statements.
- Approval of the 2026/2027 Business Plan and Budget.
- Election of Directors.
- Election of the Advisory Committee.
- Questions and discussion with members.
- AGM Details

Date: Wednesday, 26 August 2026

Time: 17:30 - 19:00

Venue: Manor Gardens Primary School

Your participation helps ensure that the MGUIP remains accountable, transparent and responsive to the needs of our community. We encourage all members to attend and have their voices heard.

For the full AGM notice, agenda, supporting documents and nomination information, contact the UIP Administrator Janice van Heerden
WhatsApp: +27 60 144 2704
Email: admin@mguip.co.za

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Uniting Communities - Igniting Change

Founding Chair to step down after guiding MGUIP through its formative years

By Bryan Ashe

The Manor Gardens Urban Improvement Precinct (MGUIP) will mark the end of an important chapter – the full launch of our UIP – at this year's upcoming first Annual General Meeting (AGM).

At this and each future AGM, one of the Directors on the Board will retire under the Board's planned rotational succession process – in keeping with the MGUIP's Memorandum of Incorporation.

This year Chairperson Shaun Kruger will be the first Director to retire, and conclude his term as the MGUIP's founding Chairperson. He has advised that due to increasing professional and personal commitments, he will not make himself available for re-election.

Shaun has played a pivotal role in the establishment of the MGUIP. As one of the founding Directors – working with fellow Directors, the Steering then Advisory Committees, the new management team, the Municipality and others – he has helped lead the development of the organisation from its inception.

This has included the establishment of the MGUIP's governance structures, strategic direction and operational foundations. These have now enabled the UIP to begin its first year of operating, and delivering meaningful improvements across Manor Gardens.

During this period Shaun's leadership has also helped guide the Board through the challenges of establishing a new organisation, while maintaining a strong focus on transparency, accountability and community service.

His commitment has helped position the MGUIP as an organisation dedicated to creating a safer, cleaner and more sustainable neighbourhood.

On behalf of the Board, Advisory Committee, staff and the wider Manor Gardens community, we extend our sincere thanks to Shaun for the countless hours, dedication and leadership he has invested in making our UIP a reality. His contribution has laid a strong foundation on which future Boards can continue to build.

Although stepping down as Chairperson and Director, Shaun has committed to ensuring a smooth transition. While he will naturally fulfil his responsibilities until the conclusion of the AGM, he has also offered his support in continuing to assist with the handover and succession process.

The MGUIP thanks Shaun Kruger for his outstanding service and wishes him every success in his future endeavours.



THINKING OF SERVING AS AN MGUIP DIRECTOR?



Your leadership can help build a safer, cleaner, stronger and more sustainable Manor Gardens for all.

KEY RESPONSIBILITIES OF A DIRECTOR



Set Direction

Set strategic direction and priorities for the MGUIP.



Approve Plans

Approve annual business plans and budgets.



Monitor Finances

Monitor expenditure and financial performance.



Ensure Compliance

Ensure compliance with the law, MOI, SRA Policy and Finance Agreement.



Oversee Services

Oversee service providers and monitor their performance.



Serve Community

Represent the interests of the community and ratepayers.



Ensure Delivery

Ensure supplementary services are delivered effectively.



Manage Risks

Manage risks and protect the organisation's assets.



Ensure Accountability

Ensure transparency, accountability and good governance.



Attend & Participate

Attend Board meetings and participate in decision-making.



Promote MGUIP

Promote the objectives and reputation of the MGUIP.



Good Stewardship

Ensure public funds are used responsibly and for approved purposes.



WHO MAY BE NOMINATED?

The MGUIP encourages nominations from property owners within the Manor Gardens UIP area who:

- ✓ Are ratepayers and Members of the MGUIP NPC
- ✓ Are in good standing with the Municipality
- ✓ Are committed to the objectives of the UIP
- ✓ Are willing to actively participate in governance and oversight



DIRECTOR'S DUTIES

You must:

- ✓ Act honestly, in good faith and in the best interests of the MGUIP.
- ✓ Exercise independent judgement.
- ✓ Act with reasonable care, skill and diligence.
- ✓ Avoid conflicts of interest and declare any actual or perceived conflicts.
- ✓ Not use your position for personal gain.
- ✓ Maintain confidentiality where appropriate.
- ✓ Support lawful, transparent and accountable decision-making.



TIME COMMITMENT

Directors are expected to:

- ✓ Attend Board meetings.
- ✓ Review reports, budgets and governance documents.
- ✓ Participate in strategic planning and oversight activities.
- ✓ Attend Annual General Meetings and key community engagements.
- ✓ Serve on committees or working groups where required.



TERM OF OFFICE

Directors serve for a term of three (3) years. Directors retire by rotation to ensure continuity, succession planning and the introduction of new perspectives and leadership. Directors may make themselves available for re-election, subject to the provisions of the MOI.



WHY SERVE?

By serving as a Director, you help create a safer, cleaner, more sustainable and vibrant Manor Gardens for everyone.

*Your Community. Your Impact.
Your Leadership.*



INTERESTED IN NOMINATING OR WANT TO KNOW MORE?

Contact the MGUIP office or speak to any current Director.



MGUIP Community Picnic strengthens community spirit

By Shaun Kruger, MGUIP Director



Above - left to right: Carol Lottering, Bryan Ashe, Shaun Kruger, Kenneth Njibana, Deidre Taylor



The MGUIP Community Picnic and Ignite Event, held on Saturday 17th May, brought together residents, families, local organisations and service providers for a fun-filled day of community engagement.

The event gave residents the opportunity to meet the MGUIP Directors, Advisory Committee, staff and service providers in a relaxed setting, and learn more about the work being done to keep Manor Gardens clean, safe and well-managed.

Families enjoyed a variety of activities – including a jumping castle, games, colouring, storytelling, coffee, cupcakes, second-hand books and craft stalls. Community members also learned about MGUIP's new recycling initiatives, which will be a major focus during the 2026/27 financial year.

"The MGUIP is about people, partnerships and building a stronger sense of pride, ownership and belonging within Manor Gardens."

Shaun Kruger MGUIP Director

The event highlighted the value of residents engaging with the UIP, local leadership and service providers to build a cleaner, safer and more connected neighbourhood.

The MGUIP thanks everyone who attended, volunteered, exhibited at or supported the event. The success of the day demonstrated the strength of the Manor Gardens community and laid the foundation for many more community-building events in the future

MGUIP strategic workshop sets priorities for the year ahead

By Shaun Kruger, MGUIP Director

On Saturday 23rd May, the MGUIP's Directors, staff, Advisory Committee members and service providers attended a Strategic Workshop to help shape priorities for the coming year.

The workshop provided an opportunity to discuss both the challenges and opportunities facing Manor Gardens.

Key issues included safety and security, illegal dumping, environmental protection, student accommodation, municipal service delivery and strengthening community participation.

Participants also recognised the positive progress made since the UIP has become operational. This has included increased security patrol, improved maintenance of public spaces, a successful community event, and stronger collaboration between residents and local stakeholders.

Three priority focus areas emerged from the discussions:

- ***Student and Youth Engagement - building positive relationships between UKZN students and residents.***
- ***Environmental and Greening Initiatives - promoting recycling, cleaner streets, verge beautification and protecting green spaces.***
- ***Community Connection - encouraging neighbourly relationships, better communication and greater resident involvement.***

The workshop generated several exciting ideas, including a community fun walk, a recycling project, an environmental campaign and a student outreach initiative. Participants also volunteered to assist with future projects.

A thank you to the participants. With planning, the MGUIP looks forward to working with the community to build a safer, cleaner, greener and more connected Manor Gardens.

New Beginings and Best Wishes to Sue Jacobson

The Manor Gardens UIP extends its sincere thanks to Sue Jacobson for her dedication and service to our community.

As one of the founding directors in the first phase of the UIP, Sue played an important role in establishing the organisation's first processes and helping lay the foundations for its success. Her commitment and willingness to volunteer have made a lasting contribution.

The Jacobson family called Archer Crescent home for nearly 17 years and became a valued part of the Manor Gardens community. Sue's enthusiasm, kindness, and community spirit will be greatly missed.

As Sue and her family begin an exciting new chapter up the hill in Kloof, we wish them every happiness, good health, and success in their new home. Thank you, Sue, for everything you have done for Manor Gardens.

Manor Gardens UIP making a strong start

By Kenneth Njibana, MGUIP Manager

The MGUIP has now completed its first two months of full operations and achieved significant improvements in safety, security, cleaning and greening across Manor Gardens. Our office is fully established, and from 1st April our appointed service providers all began their work.

For security, Homeland Security began its operations. It has deployed a dedicated Homeland Security patrol vehicle, and is providing daily visibility and rapid response throughout Manor Gardens. During the reporting period, patrols travelled almost 5,000 km – contributing to 11 arrests, and the recovery of 5 illegal firearms, 7 stolen cellphones and 3 stolen vehicles, while also assisting residents during medical emergencies and other community incidents.

The cleaning and greening programme has also made a visible difference. Around 45% of the planned programme has been completed, with over 6.6 km of road frontages cleared and maintained, 16,500 m² of vegetation cut back, and an estimated 808 m³ of green waste and illegally dumped material removed. Major work has been carried out along Queen Elizabeth Avenue, Mazisi Kunene Road, Bidston Road and several residential streets and public open spaces.

The UIP has continued to work closely with residents, schools, businesses, SAPS and eThekweni Municipality regarding reporting infrastructure faults, tackling illegal dumping and improving community engagement. While challenges such as faults, theft and recurring dumping remain, the UIP will continue expanding its greening programme, strengthening security patrols and pushing municipal service follow-up. Together, we are building a cleaner,

Manor Gardens Launch Picnic Photos



Local innovation making a difference

By Bryan Ashe

A former Manor Gardens Primary School learner is helping transform the way communities report and track municipal service delivery problems across South Africa.

Keyuren Maharaj, founder of CityMenderSA, began his educational journey at Manor Gardens Primary School, where he was introduced to computers through the school's Code Kids extracurricular programme. That early exposure to coding and technology sparked a passion that has grown into an innovative platform now used by communities nationwide.

CityMenderSA enables residents to report issues such as potholes, water leaks, illegal dumping, faulty streetlights, refuse collection problems and electricity faults through a website or mobile app. Residents can then track the progress of reports – creating greater transparency and accountability – while helping municipalities respond more effectively.

In Manor Gardens the MGUIP has adopted CityMenderSA as one of its tools for tracking service delivery issues throughout the precinct. By recording and monitoring faults on the platform, the UIP is able to build a clearer picture of recurring problems, follow up with the relevant municipal departments and advocate more effectively for improved service delivery.

Keyuren's journey is an inspiring example of how opportunities created in our local schools can lead to innovations with national impact. From learning the basics of computing in the Code Kids programme at Manor Gardens Primary, to developing a platform that is improving communities across South Africa, his story demonstrates the value of investing in young people's skills and creativity.

How you can help

If you notice a municipal service delivery problem, first report it to the relevant eThekweni Municipality department and obtain a municipal reference number. Once you have your reference number, log the same issue on the CityMenderSA app or website, including the municipal reference number where possible.

This process allows our MGUIP to track the progress of issues through its CityMenderSA portal, identify recurring problem areas, and follow up with the Municipality where necessary.

By reporting issues through both channels, residents help build a stronger record of local service delivery challenges, enabling the our UIP to advocate more effectively on behalf of our community.

Together, we can make Manor Gardens a cleaner, safer and better-managed neighbourhood.

Looking out for one another: Manor Gardens Seniors' group takes shape

By Sue Barrett

Sometimes a single event reminds us just how important community really is.

Earlier this year, a Manor Gardens resident collapsed at home. When he failed to appear for his usual daily walk, a concerned neighbour noticed that something was wrong. After being unable to contact him, she raised the alarm. Homeland Security's Janus Horn responded and, through a window, spotted the resident lying inside the house. Emergency services were contacted and entry was gained. Thanks to the neighbour's vigilance and the quick response of the first responders, the resident received assistance and has now recovered.

This incident sparked discussion within the Manor Gardens Residents and Ratepayers' Association and MGUIP about how we can better support older Manor Gardens residents who live alone.

A call went out for volunteers interested in providing support.

On Thursday, 25 June, some of Manor Gardens' senior residents attended a morning tea at the local Sica's Guest House, generously sponsored by the MG Residents and Ratepayers' Association and Sica's Guest House, the event was organised by the MGUIP Office. In addition to a reflective discussion, it presented a lovely spread of tea and homemade cake and was an enjoyable opportunity to meet others and chat.

The gathering provided an opportunity to raise concerns about older residents who may need support. This led to suggestions for simple daily check-in systems, such as a dedicated WhatsApp group. Another idea was to establish a network of volunteers who could occasionally assist older residents with practical needs or accompany them to social activities. More exploration is needed.

The gathering also initiated a discussion about the recreational activities Manor Gardens seniors might enjoy. Ideas ranged from social gatherings and outings to exercise and other activities. Since these activities may appeal to a range of senior residents, they could also provide valuable opportunities for friendship, connection and support.

Following the Sica's tea, the group organised a morning-tea picnic on Friday, 17 July, at Grenick Park on Queen Elizabeth Avenue. The relaxed social gathering provided another opportunity to get together and discuss future social events and neighbourhood support.

Another morning tea is being planned for mid-August. If you are interested in attending, please contact Janice at the UIP Office for details.

If you would like to volunteer, join the MG Seniors Group, sponsor an event or have ideas to share, we would love to hear from you.

Together, we can help ensure that Manor Gardens remains a community where neighbours look out for one another.

Calling all Seniors!

By Flora Van Kleef

Keen on returning to past hobbies and interests, maybe trying new activities and experiences, or brushing up on or learning new skills?

During June's get-together for Manor Gardens Seniors (at Sica's) many participants expressed a need or desire for more community-based activities that didn't require great expense or long-distance travel, as there is already a wealth of skills and knowledge in our community. Plenty of suggestions were put forward.

Ideas ranged from Zulu to computer lessons, or (indigenous) gardening discussion. They included poetry appreciation, board games or bridge groups; chair and other exercise classes; (bi-)monthly talks on a variety of subjects from e.g. astrology to our garden birds, AI and the future... and more, much more.

We all know that stimulating experiences, opportunities for learning and social interaction are essential for keeping a healthy brain, body and spirit.

So if you are interested and would like to explore or participate in any of the above, please contact Janice on 060 144 2704 (at the MGUIP Office) – via phone or Whatsapp message.



Sica's tea and launch of the Seniors Group followed by bring and share tea in Genrick Park



Protecting Manor Gardens' greenery protects our homes from heavy rain runoff

By David Briginshaw

Manor Gardens is well known for its beautiful trees, established gardens and green hillsides. These natural features do far more than make our suburb attractive – they help protect our homes and roads physically, as well as property values.

Because Manor Gardens is built on steep slopes with Berea Red soil, heavy rainfall can quickly lead to erosion, surface flooding and pressure on retaining walls. As more properties are paved or developed, less rainwater can soak into the ground. This can lead to increasing runoff water that can damage homes and neighbouring properties further downhill.

Trees, shrubs and groundcover play an important role in reducing these risks. Their roots help stabilise the upper soil layers, while vegetation slows rainwater, reduces erosion and allows more water to infiltrate the ground. Removing established greenery without proper planning can leave slopes exposed and more vulnerable during heavy storms.

In contrast, residents should remember that roofs, driveways and paved areas do not absorb rainfall. The more hard surfaces a property has, the greater the amount of stormwater that must be safely managed. Poor drainage can result in erosion, flooding, water pressure behind retaining walls and costly damage to buildings and foundations.

Town planning controls – which include the 50% building coverage limit in most of Manor Gardens – are designed to help prevent overdevelopment and preserve open space for drainage. Even where a property complies with building coverage requirements, excessive paving can still increase stormwater problems.

Simple steps can make a significant difference.

Retain mature trees where possible, minimise unnecessary paving, consider permeable paving for new projects, maintain gutters and stormwater drains, and ensure roof water is directed into suitable drainage systems rather than onto slopes or neighbouring properties.

If you notice cracks, leaning retaining walls, erosion or persistent wet areas, seek professional advice before problems become more serious.

Stormwater does not stop at property boundaries. By protecting our gardens, respecting planning controls and managing runoff responsibly, every resident can help keep Manor Gardens safe, attractive and resilient for generations to come.

Community benefits of our trees

By Lucy Sessions-Reid

The mature trees that line Manor Gardens do far more than add beauty to our suburb. They help create a cooler, quieter and healthier place to live.

During Durban's hot summer months, large trees provide welcome shade and naturally cool the surrounding air through a process called transpiration. This helps reduce temperatures around homes, streets and gardens. In contrast, hard surfaces such as concrete and paving absorb and radiate heat, making built-up areas noticeably hotter.

Our trees also help soften everyday noise by absorbing and deflecting sound from traffic and surrounding activity, contributing to the peacefulness that makes Manor Gardens such a desirable neighbourhood.

The benefits extend beyond physical comfort. Research has consistently shown that access to trees and green spaces can reduce stress, improve mood and support overall wellbeing. Even a view of greenery from your home can have a positive effect on mental health.

Every tree we protect and every garden we nurture is an investment in the future of Manor Gardens. Together, they help keep our suburb cooler, quieter, healthier and more enjoyable for everyone.

Save the Date - Manor Gardens Spring Festival!

A colourful Spring Festival is being planned for Saturday, 19 September 2026, at Grenrick Park.

The festival will celebrate the beauty of indigenous gardens and trees, showcase some of Manor Gardens' outstanding verge gardens, and launch our exciting Adopt-a-Verge Campaign, encouraging residents to transform and care for the verges outside their homes.

Keep an eye out for our festival poster and further details in the coming weeks. We hope you'll join us for a fun community day celebrating spring and making Manor Gardens even greener!

**Join the "Manor Gardeners" gardening group
Whatsapp Bryan 0826521533 to be added.**



What our waste tells us, and... Welcoming registered waste pickers to Manor Gardens

By Bryan Ashe

In June, a number of Manor Gardens residents attended Buyela ("return"), a powerful production by KZN's award-winning Empatheatre, staged at the Square Space Theatre on the UKZN campus. The play explores how a city's story can be told through what we throw away, revealing the lives, memories, and livelihoods hidden within our waste.

Developed over four years in collaboration with informal waste pickers, the play reminds us that our rubbish doesn't simply disappear: and neither do the people who recover value from it. There will be a final performance of the play on Wednesday, 19 August 2026 at 6pm at Square Space Theatre (UKZN).

This story is reflected every week on the streets of Manor Gardens.

The unsung heroes of recycling

Informal waste pickers play a vital role in Durban's recycling system. Every day they recover paper, cardboard, plastic, glass and metal that would otherwise end up in already strained landfill sites. Their work reduces pollution, conserves valuable resources and supports the circular economy – while earning an honest living under often difficult circumstances.

Yet many waste pickers face suspicion, harassment and misunderstanding. It is important to remember that reclaiming recyclable material from your waste is a lawful activity, and these men and women provide an essential environmental service that benefits the entire city.

Building a safer, more inclusive community

The MGUIP is working with the South African Waste Pickers Association (SAWPA) to develop a system of registered waste pickers operating within Manor Gardens. This initiative aims to create greater accountability and recognition, while giving residents confidence that those collecting recyclables are known to the community.

Registered waste pickers can continue their important work with dignity and respect, while the MGUIP and residents benefit from improved communication and community oversight.

How you can help

Every household can make a difference by separating recyclable materials at source and placing them in clear bags on collection day. This not only makes recycling easier but also helps waste pickers' identify the recycling easier and makes it safer for them. By supporting registered waste pickers, Manor Gardens is building a cleaner, greener and more inclusive neighbourhood – one where environmental stewardship and community wellbeing go hand in hand.

Manor Gardens Recycling Project



The South African Waste Pickers Association (SAWPA)
Meet our community waste pickers from left to right Phumzile, Nobathemba, Sylvea and Majola.
They collect recycling every Monday in Charles Grove, Mazisi Kunene Rd and Manor Gardens.
Help them earn a living with dignity by separating your waste at source and placing it outside in a clear bag or get your complex to separate in bins and then place the recycling outside in clear bags for collection by the waste pickers.

What the waste pickers WANT

What they don't want

Please rinse all plastic and bottles before putting them in the recycling and don't place food waste in the recycling.

Compost Your Organics

The Bokashi Method
(Best for Apartments & Indoors)



In-Ground/
Vermicompost Bucket
(Best for Yards)



Please help make Manor Gardens Green and tread lightly on the planet.

Manor Gardens
Urban Improvement Precinct

BUYELA



Starring
Mpume Mthombeni
& Minenhle Sikhosana

Created by
Neil Coppen
Roshina Ratnam
Dylan McGarry
Mpume Mthombeni
Tony Miyambo

WEDNESDAY, 19 AUGUST 2026
6:00 PM

SQUARE SPACE THEATRE (UKZN)
UKZN (UNIVERSITY OF KWAZULU-NATAL)

a new play by Empatheatre

FREE ENTRANCE, LIMITED SEATS
RSVP: sonyatedeschie@gmail.com








Know, grow, protect & enjoy South Africa's indigenous plants

2026 PLANT FAIR





BOTANICAL SOCIETY OF SOUTH AFRICA
KZN COASTAL BRANCH

DURBAN BOTANIC GARDENS

5-6

SEPTEMBER 2026
09:00- 16:00

- FREE ENTRY
- FREE SECURE PARKING

Join us at Durban's longest running plant fair, the BOT SOC KZN Coastal Plant Fair, and get all the plants you need to give your garden a freshening up this spring.

We have a selection of local nurseries that have been tending to an array of indigenous plants in anticipation of this year's sale. This selection is offered to you at excellent prices, and your involvement supports our BOT SOC plant conservation projects.

STOP ILLEGAL DUMPING IN OUR NEIGHBORHOOD

Manor Gardens UIP – Community Action



THIS AREA IS MONITORED BY CCTV & ROUTINE SECURITY PATROLS

The onus is on residents not to dump garden waste and rubbish in open spaces and next to roads

REPORT TO MANOR GARDENS UIP OFFICE IF YOU SEE DUMPING
WhatsApp: +27 60 144 2704
Email: admin@mguip.co.za

Manor Gardens CPF and Ratepayers



Be alert regarding crime

By Janus Horn

Fraud: stay alert, stay safe

One of the biggest issues regularly discussed at Community Policing Forum (CPF) meetings is fraud. Criminals are constantly developing new ways to trick people into giving away money or personal information, with older residents often being specifically targeted.

Common scams include criminals pretending to be from your bank, SARS, SASSA or a government department, claiming there is an urgent problem with your account. Others use fake Facebook advertisements featuring well-known celebrities to promote "guaranteed" AI investment schemes. These videos and endorsements are often AI-generated and completely fraudulent.

Scammers also clone the voices of family members using artificial intelligence, pretending there has been an accident and urgently requesting money. Other scams include fake technical support calls, romance scams, unauthorised funeral or insurance policies, and ATM fraud where criminals distract you while stealing your bank card and PIN.

The best defence is simple: Stop, Think and Verify.

Fraudsters rely on panic and urgency. If you are ever unsure, speak to a trusted family member, friend, your local security company, or someone who is comfortable with technology before taking any action.

Top 10 Fraud Prevention Tips

- ***Never share your PIN, passwords or one-time passwords (OTPs).***
- ***Never click on suspicious links in emails, SMSs or WhatsApp messages.***
- ***Verify unexpected calls by contacting the organisation directly.***
- ***Be sceptical of investment opportunities promising guaranteed returns.***
- ***Never allow strangers to assist you at an ATM.***
- ***Don't feel pressured into making immediate payments or transfers.***
- ***Regularly check your bank statements for unauthorised transactions.***
- ***Keep your phone and computer security software up to date.***
- ***If a family member asks for money unexpectedly, phone them on their usual number to confirm.***
- ***If in doubt, stop and ask someone you trust before acting.***

Security teamwork helps tackle robberies targeting UKZN students

Thanks to a joint effort between SAPS, local security companies, and the UIP-operated Homeland CCTV network, there has been a major breakthrough in a series of robberies – involving targeting UKZN students on their way home from campus, and stealing their cell phones.

Investigators linked four robbery cases to three vehicles. All three vehicles were recovered, four firearms were seized, and seven suspects were arrested.

Homeland CCTV footage, together with rapid information-sharing between security partners, played a key role in identifying suspects, tracking vehicles, and making arrests.

This successful operation shows how working together can make a real difference in keeping students safe and creating safer communities.

Student Safety Tips

- *Keep your cell phone out of sight while walking and avoid texting or talking on your phone in public.*
- *Walk in groups whenever possible, especially after lectures or after dark.*
- *Stay aware of your surroundings and avoid wearing headphones that block out nearby sounds.*
- *If you're taking photos or filming TikTok or other social media content, choose safe locations and remain alert to your surroundings rather than focusing only on your screen.*
- *Report suspicious people or vehicles immediately to campus security, SAPS, or your local security company.*

Delays in Response to Water Leaks and Bursts

28 July 2026

Dear Councillors and Stakeholders..

Please be advised that the Municipality is currently operating with a very limited number of plumbing teams to attend to water leaks and burst pipes.

As many of you are aware, the dept has been without external contractor support for the past five months. As a result, our available resources are stretched, and we are currently prioritising severe bursts and other critical water supply incidents.

We kindly request your patience and understanding during this challenging period as our teams work tirelessly to address the most urgent cases. We also ask that you assist in communicating to residents that response times will be significantly slower than usual due to the resource constraints we are experiencing.

Please be assured that all reported incidents are being recorded and attended to as resources become available, with priority given to those posing the greatest risk to water supply, safety, and infrastructure.

We appreciate your support, cooperation, and understanding as we navigate these difficult circumstances.

Senior Management
EWS

Service Delivery Begins with Being Able to Report a Fault

Residents across eThekweni continue to experience difficulties reporting water, electricity and other service delivery faults. The Ward 33 Councillor has confirmed that she has been inundated with complaints about the Municipality's reporting systems.

When phone lines go unanswered, apps fail or websites do not work, faults cannot be logged and repairs are delayed.

Please continue to report faults through the official municipal channels and record them on the CityMender app. If you receive a municipal reference number, please add it to your CityMender report. This helps the Manor Gardens Urban Improvement Precinct (MGUIP) monitor service delivery trends and advocate for improved municipal services. If you need assistance with reporting options, contact the MGUIP Office on +27 60 144 2704.

Good service delivery begins with a reporting system that works.



ELECTRICITY AND ENERGY DIRECTORATE

WHATSAPP CHATBOT

YOU CAN USE THE CHATBOT TO:

- Log an electricity fault
- Get fault feedback
- Submit your electricity meter reading
- Apply for a new electricity connection
- Check your electricity application status

Better service. Faster support. Same commitment to you.

 **064 761 7930**

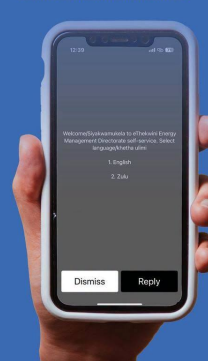
DID YOU KNOW?

THE ENERGY MANAGEMENT DIRECTORATE OFFERS FOUR SELF-SERVICE PLATFORMS THAT ALLOW YOU TO REPORT A POWER OUTAGE AND RECEIVE A REFERENCE NUMBER INSTANTLY

You can:

- Send 'Hi' to the WhatsApp chatbot on 064 761 7930
- Dial the USSD – *134*3532#
- Visit: webfaults.durban.gov.za
- Report on the Municipal App

Our teams are ready to serve you!



WHAT CAN YOU DO ON THE CHATBOT?

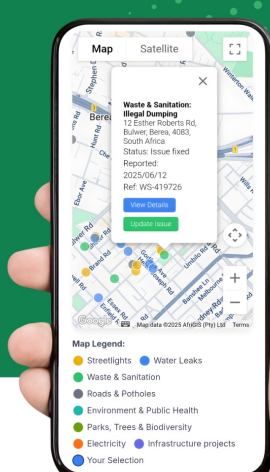
- Log water and sanitation faults
- Submit water meter readings
- Check fault statuses
- Make follow ups on reported faults
- Chat directly to a contact centre agent
- Upload pictures and videos of faults

BENEFITS:

- Receive an instant reference number after logging a fault
- Reduced turnaround times for faults
- Decongestion of call volumes
- Reduces the need to call in telephonically

 **073 1483 477**

USE WATER WISELY!



The Future of Service Delivery

New Organisation Onboarded

Manor Gardens

1 Download the app or use the website
2 Pin the issue on the map
3 Snap a photo & add details
4 Email it straight to your municipality
5 Chat & comment with your community
6 Track progress in real time & UPDATE

Start Logging Issues in Manor Gardens

Get Official Updates & Broadcasts from this Organisation
Enable Notifications on your APP using the Bell Icon

Download Now

www.citymendersa.co.za
enquiries@citymendersa.co.za

Map Legend:

- Streetlights
- Water Leaks
- Waste & Sanitation
- Roads & Potholes
- Environment & Public Health
- Parks, Trees & Biodiversity
- Electricity
- Infrastructure projects
- Your Selection

WATER | ELECTRICITY | WASTE | POTHoles | TREES | INFRASTRUCTURE | AND MORE