



DISASTER MANAGEMENT

Information on pre-, during-
and post-disaster activities



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**Disaster
Management:
Information on pre-,
during- and post-
disaster activities**



TABLE OF CONTENTS

■	List of Abbreviations.....	I
■	Foreword by Head of Disaster Management Centre.....	II
■	Disaster Management: Steps to be followed after a fire incident.....	1
■	Disaster Management: Steps to be followed after a major flooding incident.....	4
■	South African Social Security Agency (SASSA).....	6
■	Social Development: Implementation of Social Relief of Distress and the role of DSD during a disaster.....	15
■	Human Settlements: The role of Human Settlements in Emergency Housing/Disaster Relief.....	22
■	Electricity & Energy: Danger of building structures under powerlines - Your safety is our concern.....	26
■	Electricity & Energy: Be electricity smart.....	29
■	Waste Management.....	31
■	Home Affairs: Role of the Department of Home Affairs: Disaster Management Act.....	34
■	The role of communities pre-, during- and post- disaster.....	36
■	Departmental contact details.....	44

LIST OF ABBREVIATIONS

ADD	Assistant Deputy Director
CEWS	Community-based Early Warning Systems
DMC	Disaster Management Centre
DSD	Department of Social Development
ECD	Eastern Cape Departmental
ECD_oHS	Eastern Cape Department of Human Settlements
EHU	Emergency Housing Unit
HCE	Housing Consumer Education
HOD	Head of Department
JOC	Joint Operations Centre
NMBM	Nelson Mandela Bay Municipality
NGO	Non-Governmental Organisation
NPO	Non-Profit Organisation
OAG	Old Age Grant
PFMA	Public Finance Management Act
SASSA	South African Social Security Agency
SAWS	South African Weather Service
SCM	Supply Chain Management
SDEA	Social Development, Education & Administration
SOCPEN	Social Pensions System
SOP	Standard Operating Procedure
SRD	Social Relief of Distress
TRA	Temporary Relocation Area

FOREWORD

**Head of Disaster
Management Centre,
Dr Sindisiwe Nyide**



With the increasing frequency and magnitude of incidents, classified, and declared disasters, several bottlenecks have been identified in the Disaster Management System. They range from a lack of knowledge and ineffective procedures and structures to inadequate resources, all of which exacerbate the community's vulnerability. The Nelson Mandela Bay Municipality (NMBM) Disaster Management Centre (DMC) convened several meetings with internal and external Stakeholders to discuss the role, functions, responsibilities, and processes regarding disaster management. The Centre also conducted research to identify the gap and determine feasible measures to address it.

The Disaster Management Preparedness and Response Booklet summarises the roles and responsibilities of Disaster Management Stakeholders. It aims to promote the use of a coordinated approach in pre- and post-disaster activities to bridge the gap between the community, Government and Municipal Departments.

This Booklet endeavours to advocate for an effective pre-disaster risk-reduction approach without neglecting the post-disaster phase. The approach will ensure a standardised disaster management implementation in the Metro, as advocated by the Disaster Management Act 57 of 2002, as amended and the National Disaster Management Policy Framework of 2005.

Therefore, the Disaster Management Booklet provides guidance on various procedural matters. The Booklet has assisted in collating information to guide stakeholders on disaster management from the perspectives of the Department of Social Development, Department of Home Affairs, the South African Social Security Agency (SASSA), NMBM Electricity and Energy, NMBM Human Settlements, NMBM Infrastructure and Engineering: Water and Sanitation, and NMBM Public Health: Waste Management. With all the consolidated key information, it is anticipated that communities will become more disaster-resilient, resulting in minimal loss of life, reduced property damage, and limited environmental harm. The reporting of incidents will also be improved to mitigate the impacts of disasters.

The DMC will roll out public awareness initiatives through various platforms to promote understanding of the basic principles of disaster management among stakeholders.



The Disaster Management Centre acknowledges and appreciates all the Stakeholders for their valuable contribution to the Booklet. A special word of appreciation is extended to the Asivikelane Team for their valuable support in developing this booklet. The DMC is heeding the call to strengthen collaboration and avoid working in silos. Evidently, the DMC, by extension, the Municipality, is exploring collaboration with Non-Government Organisations and the Private Sector, as it is a multi-sectoral and multidisciplinary initiative. The Disaster Management Preparedness and Response Booklet will enhance preparedness and response, providing critical benefits for risk reduction.

Dr. Sindisiwe Nyide
Head: Municipal Disaster Management Centre
Safety and Security Directorate



DISASTER MANAGEMENT: STEPS TO BE FOLLOWED AFTER A FIRE INCIDENT

1. Report it to the **Ward Councillor's office** (Ward Committee member) or the **Fire and Emergency Control Centre** immediately after the incident and provide the following information:
 - Number of directly affected people
 - Address
 - Contact person and number
2. Contact numbers to report incidents:
 - Safety & Security WhatsApp: 079 490 0480
 - Disaster Management: 041 501 7900 (during office hours, 08:00-16:30)
 - Fire and Emergency Control Centre: 041 585 1555 (24 hours)

3. The Disaster Management Centre will be informed about the incident, and a Disaster Management Official of the area or standby crew will respond to the incident.
4. The Disaster Management Official will assess the incident and complete the disaster incident relief report and provide emergency relief.
5. Report the incident to the nearest police station for an Affidavit.
6. Obtain a Proof of Fire Report from the nearest Fire Station, if the Fire and Emergency Services were called and responded to the fire.
7. The disaster incident relief report will then be referred to the following role-players: NMBM: Human Settlements, Electricity & Energy, SASSA and the Department of Social Development, etc.
8. The above role-players will then conduct their own assessment and assist as per their legislated mandates.

In order to re-apply for electricity when you have a safe place to place the new meter, make sure you bring all of the documents below to the NMBM Electricity and Energy Directorate. Please bear in mind this process

takes longer than repairing a fault as authorisations need to be obtained.

Documents required:

- The fire report from the people who responded to the fire.
- Affidavit from the police.
- Letter from your Ward Councillor.
- Copy of ID, if any.
- Proof of address.
- Letter of ownership or the municipal account.





DISASTER MANAGEMENT: STEPS TO BE FOLLOWED AFTER A MAJOR FLOODING INCIDENT

1. Report it to the **Ward Councillor's office** (Ward Committee member) or the **Fire and Emergency Control Centre**, providing the following information:

- Number of people directly affected
- Address
- Contact person and number

(Contact numbers are the same as previously stated in page 1)

2. Evacuate to the nearest shelter, where necessary (church, municipal hall, etc.).

3. Disaster Management is informed about the incident, and an officer of the area or standby crew responds to the incident.
4. The officer will assess the incident and complete the disaster incident relief report and provide emergency relief.
5. The disaster incident relief report will then be referred to the following role-players: NMBM: Human Settlements, Electricity & Energy, SASSA and the Department of Social Development, etc.
6. The above role-players will then conduct their own assessment and assist as per their legislated mandates.

For large-scale incidents for both fires and floods the DMC requests assistance from businesses, NGOs, and individuals in the form of donations through radio announcements, newspaper articles and social media platforms of the Municipality's Communications Department. Donations can vary from food, blankets and sanitary products, to water, toys, etc.

Such donations are facilitated and recorded at DMC and distributed accordingly.

SOUTH AFRICAN SOCIAL SECURITY AGENCY (SASSA)



STANDARD OPERATING PROCEDURE FOR SOCIAL RELIEF OF DISTRESS:

SASSA is responsible for the issuance of Social Relief of Distress (SRD) to eligible beneficiaries only. SRD is an immediate response to a crisis in respect of an individual (adult or child), a family or a community in the case of a disaster, or undue hardship. Legislation allows SASSA to provide temporary financial and non-financial assistance to vulnerable persons who are experiencing “undue hardship”. Therefore, SRD is a temporary means of social assistance and may be issued in the form of cash, vouchers or other non-financial items.

The actual provision issued depends on the specific need the SRD is intended to meet and availability of budget/financial resources.

1.1 SASSA's role to deliver SRD

- The agency is mandated to provide SRD to any person in need of immediate relief, provided they meet certain prescribed criteria.
- One such criterion is that the person or representative of a household has been affected by a disaster and/or incident, whether or not declared in terms of the Disaster Management Act.

1.2 Types of SRD:

SRD may be given in various forms, depending on the specific circumstances which gave rise to the type of demand. The following forms of SRD are available:

- Disaster support/related incidents
- SRD in the form of school uniforms
- Zero Hunger Programme
- Vouchers & cash

For this booklet, only the disaster support/related incidents type will be discussed.

1.3 Application for SRD: Qualifying criteria

- Affected by a disaster, whether declared or not in terms of the Disaster Management Act, 2002 (Act No. 57 of 2002).

- A South African citizen or a permanent resident or a refugee who resides in the Republic.
- In the event of a declared disaster a person may qualify for SRD if that household has been affected by a disaster as defined in the Disaster Management Act, 2002 (Act 57 of 2002).
- The value of SRD paid to a person as a result of a disaster may not be recovered from any social grant payment, including an arrear payment.
- A list of persons or households affected by a disaster as verified by the Provincial or Local Disaster Management Response Unit or Social Service Professionals will be regarded as the final list for the provision of immediate humanitarian relief.

1.4 Document required for processing an application for SRD

The following document is required for an SRD application:

- In the case of a disaster, the list of households affected by a disaster as verified by the Provincial or Local Disaster Management Response Unit.

1.5 Type of relief that can be provided

- Financial or non-financial support which may include vouchers, cash, meals, baby packs, vanity/personal care packs, school uniforms or blankets and mattresses, etc. depending on the specific need within the available budget.

1.6 Application and verification of SRD

- Humanitarian aid is material and logistic assistance to people who need assistance. It is usually short-term help by the government or any other institution representing the government. Humanitarian relief can be in the form of meals, thick foam sponges, blankets, vanity packs, baby packs and school uniforms, as prescribed by and approved by the agency.
- Humanitarian relief is provided where victims are displaced and housed in:
 - (a) community halls or,
 - (b) communal facilities,
 - (c) any other alternative accommodation such as neighbours.
- No means test is applicable at the initial stage – the normal criteria such as means will only be taken into account once the person has received the initial humanitarian relief which takes place prior to leaving the temporary living arrangement.

- A person affected by disaster and who is displaced may receive humanitarian relief even if he or she is in receipt of a social grant, and the humanitarian relief will not be recoverable.
- All people affected may receive assistance even if they are not SA citizens. A list of persons or households as verified by the Provincial or Local Disaster Management Response Unit or Social Service Professionals will be regarded as a final list of the affected persons. The signed copies of the comprehensive list will form part of the substantiating documents for the payment of the invoice for the provision of meals and other humanitarian relief.
- When providing humanitarian relief, it is not compulsory to get copies of supporting documents. The list, as indicated above, will suffice. It is accepted that, when community members are housed in alternative accommodation (i.e. a community or church hall) following a disaster/incident, it is not possible to screen for the other criteria set in legislation, namely citizenship and means (other than social assistance). Therefore, humanitarian support can be provided to all affected persons at this stage.
- Where people affected by a disaster (declared

or undeclared) are housed in community halls or other alternative accommodation on a temporary basis and require meals as an interim measure, SASSA may assist, together with NGOs involved, such as Gift of the Givers, Red Cross, Local Service Providers/Suppliers of SRD, DSD, Department of Education or local cooperatives, etc. to assist in providing humanitarian support.

- The other services to be rendered could include organising three meals per day, school uniforms for children who lost their uniforms due to disaster, baby packs (per baby), vanity/personal care packs (per individual), blankets and mattresses/sponges. The costs for the intervention will be recovered from the Regional SRD budget allocation.
- SASSA shall not duplicate the services rendered by NGOs involved, such as Gift of the Givers, Red Cross, Local Service Providers/Suppliers of SRD, Government Departments, business sector or local cooperatives, who assisted in providing meals/soup, etc.
- The value of the SRD in response to disaster may be adjusted from time to time in line with the available budget. The delegations for such adjustments are with the Executive Manager: Head Office.

- Where meals are provided, these are provided for a maximum of 3 days at an approved amount per person per meal per day.
- Should a need arise for meals to be provided for a period exceeding 3 days, prior permission must be obtained from the Regional Executive Manager. This extension can be granted for a period not exceeding 7 days.
- Head Office must be informed of circumstances which gave rise to the extended need for provision of meals in writing for record purposes.
- Where there is further need for extension for a period longer than 7 days but not exceeding 14 days, the delegations for this approval rests with the Executive Manager: Grants Administration.
- Any extension in excess of 14 days must be approved by the Chief Executive Officer.

1.7 Assistance provided when beneficiaries leave the alternative accommodation

- When a person affected by disaster leaves the alternative accommodation, he/she may qualify for SRD provided that they meet the qualifying criteria. A normal SRD application must be taken following the application process. At this point, the means test is applicable.

- Provision of SRD may take place in the following forms:
 - One voucher/cash in addition to humanitarian support per household affected once they are ready to return home.
 - Once-off cash payments in the event that a household lost everything in the disaster; or
 - Where the disaster/incident has resulted in loss of life, the affected family may be assisted with SRD in the form of cash to the value of two amounts of an older person's grant for (one loss of life = 2 OAG amount). In order to pay this, two (2) adults in the family must each be identified as the recipients of the SRD cash to the value of the grant for older persons.
- In an event where there are no living family members, the Regional Executive Manager is expected to use his/her discretionary power for the disbursement of the relief.
- Where there is loss of life, this relief will be limited to South African citizens, refugees as well as permanent residents. Proof of death in the form of death certificates or confirmation of death from the South African Police Services is mandatory, and must reflect an

ID number for the deceased, which must be captured on SOCPEN.

1.8 Notification of application outcome

- The application must be approved or rejected by the agency in line with the approved delegations of authority. The applicant must be notified of the outcome of his or her application in writing or by any other form of electronic communication.
- SASSA must furnish the applicant of SRD with an electronic receipt or notification of outcome for the application of SRD.
- The applicant must ensure that SASSA has his or her current and correct cell phone number and address at all times. SASSA cannot be held liable for messages sent to an incorrect cell phone number.
- It is the responsibility of the applicant to ensure that SASSA has his or her correct bank account number.



SOCIAL DEVELOPMENT: IMPLEMENTATION OF SOCIAL RELIEF OF DISTRESS AND THE ROLE OF DSD DURING DISASTER

DEFINITION OF SOCIAL RELIEF OF DISTRESS (SRD)

- Social Relief of Distress (SRD) is an immediate response to a crisis in respect of an individual, a family or a community.
- The primary purpose of SRD is to ensure that vulnerable people have food to eat, with their hygiene taken care of.
- Legislation allows DSD to provide for non-financial assistance to persons with “insufficient means” who are experiencing “undue hardship”.
- SRD is a temporary means of social assistance and may be issued in the form of food parcels, relief vouchers, or other non-financial items such as school uniforms, blankets, hot meals, dignity packs, etc.
- The actual provision issued depends on the specific need the SRD is intended to meet.
- All above-mentioned assistance provided by

DSD also takes Section 195 of the Constitution of South Africa into account, which requires “services to be provided impartially, fairly and equitably”.

- DSD is responsible for the issuance of SRD.
- DSD will also ensure that all SCM policies and processes are followed stringently when acquiring and rendering SRD to ensure clean administration and proper conduct.

SUB-PROGRAMME INDICATORS

The sub-programme is implemented under the following two indicators:

- 2.5.1 Number of beneficiaries who benefited from DSD Social Relief Programmes.
- 2.5.2 Number of girl learners who benefited through Integrated School Health Program. Kindly note that this indicator is implemented at schools only, as indicated in the framework.

LEGISLATIVE MANDATE

- Constitution of South Africa, Act 1996 (Act No. 108 of 1996)
- Children’s Act (Act No. 38 of 2005)
- Social Assistance Act (Act No. 13 of 2004) and Regulations
- Disaster Management Act (Act No. 57 of 2002)
- Protection of Personal Information Act (Act No. 4 of 2013)

- White Paper for Social Welfare (August 1997)

IDENTIFICATION & REFERRAL OF BENEFICIARIES UNDER 2.5.1

- Beneficiaries of SRD are identified through the following processes, using intake form CW05 and illegibility or assessment form (CW09) depending on the circumstances of the case.
- Social Workers, Community Caregivers, Auxiliary Child and Youth Care Workers including Community Development Practitioners conduct the identification referred to above.
- The department may receive referrals from external stakeholders as well.
- Other beneficiaries are identified through community profiling, school visits, self referrals, community outreach programmes, social media, etc.

APPLICATION FOR SRD

- DSD may conduct an investigation and request additional information regarding issues which might influence the outcome of the application, particularly where the reason for the application is that refusal would cause undue hardship.
- The application will only be completed once all required documentation is made available by the applicant. However, in terms of Regulation 15(2), where required documentation is not available;

the application for SRD may be processed in the absence of the documents.

- It is important to remember that everyone has the right to apply (Constitutional right of access), but not everyone will receive the SRD .
- Should the applicant not qualify for SRD, he/she must be informed accordingly, as well as provided with reasons for the refusal, e.g. depleted budget, etc.

QUALIFYING CRITERIA FOR SRD

- Any person/s who is a South African citizen, a permanent resident, a refugee or a representative of a cluster foster care scheme, who has insufficient means and meets one or more of the following criteria could qualify for social relief of distress:
 - (a) Awaiting payment of an approved grant;
 - (b) Medically unfit for period of less than 6 months;
 - (c) Breadwinner has been admitted to a public or private institution for a minimum of 30 days from date of admission;
 - (d) Breadwinner has died (the application must be made within 12 months of the death of the breadwinner);
 - (e) Person is affected by a disaster.
- The only time a person who is already in receipt of a social grant can receive social relief of

distress will be in the case of a disaster where social relief would be given to the beneficiary as a response to the disaster.

APPLICATION FOR SRD

- Every application for SRD requires that the case be assessed on its own merits.
- While the delegated level for the approval of an application for social relief of distress is with the social worker, it is expected that the Local Service Office Manager takes responsibility for the overall management of this critical programme.
- Legislation requires that a register be maintained for every application for social relief of distress made.

NB: SRD can only be issued to eligible families when budget is available.

- Psycho-social Support Services is being rendered to families experiencing undue hardship.
- SRD may be issued to qualifying families in terms of material support in the form of food parcels, school uniform, blankets, etc. when budget is available.

DSD ROLE DURING DISASTER

- Disaster Management Unit or Councillor will inform DSD about the disaster.
- After the victims have been evacuated, DSD will

despatch Social Workers to the venue.

- An assessment of every individual affected will be conducted by a Social Worker utilising the DSD assessment form.
- Psycho-social Support Services will be rendered to the victims or survivors of disaster in the form of trauma support and counselling.
- NB: Vulnerable groups are always prioritised i.e. people with a disability, older persons, children with special needs, or children found to be in need of care.
- NPOs are activated during disaster for any emergency that might warrant removal of an elderly or person with disability.
- Institutions such as Child and Youth Care Centres are also activated to assist with children who might be in need of care.
- Database of the affected will be developed by a data capturer.
- Referrals will be done to both internal and external stakeholders, e.g. Home Affairs.
- Database will be submitted to SASSA when a need arise for further support, e.g. food parcels or uniforms.
- DSD District Director will represent the dept in JOC and give feedback to the District officials and HOD.
- When families are relocated or back at their homes, aftercare services will be rendered for

continued psycho-social support by DSD.

- A comprehensive report will be compiled by the District Coordinator and submitted to the ADD, which will later be submitted to Head of Department.





- **Household:** Defined as a group of persons who live together and provide themselves jointly with food or other essentials for living, or a single person who lives alone (Statistics South Africa).
- **Housing Kit:** The general term for Flood Kit, Enhanced Emergency Housing Kit or Relocation Kit.
- **Informal settlement:** Unplanned settlements and areas where housing is not in compliance with current planning and building regulations on land to which the occupants have no legal claim, or which they occupy illegally.



- **Re-blocking:** A community-led process of reconfiguring the current layout of informal settlements by grouping shacks into clusters and reorganising the ground plane in such a manner as to optimally utilise space to promote the health, safety and well-being of households, with a particular focus on promoting accelerated service delivery to informal settlements.
- **Temporary Relocation Area (TRA):** A site developed in terms of the Emergency Housing Programme or prior to the rollout of a housing project where households are accommodated in prefabricated shelters on a temporary basis and have access to basic municipal services on a shared basis.

The Emergency Housing Unit (EHU) will be the custodian of the different housing kits.

These activities include but are not limited to:

- Receiving requests for Emergency Housing from Ward Councillors and Disaster Management.
- Providing emergency relief prior to the ECDoHS.
- Procurement of all required material/kits in terms of the NMBM's SCM policies.
- Budgeting for the acquisition of the material/kits.
- Procuring service providers to provide the required services to the affected households.
- Identifying temporal land for keeping those in need.
- Maintaining the housing kits - building material.
- Dismantling the housing kits when the need for it is over.
- Relocating the housing kit to the next site.
- Storage of the housing kits at safe, secure and accessible facilities.
- Sourcing funding for provision of emergency housing in the NMBM.
- Timeous distribution of the kits to the households covered in this SOP.
- Proper record-keeping in compliance with relevant audit requirements.
- The EHU shall assist Disaster Risk Management.

Additional functions/roles of the SDEA

- Gathering and investigating information of incident.
- Compiling list of affected victims.
- Liaising with key stakeholders.
- Together with NMBM and external stakeholders, remove victims to temporary places of shelter.
- Housing Consumer Education – HCE.
- Prevention & monitoring of illegal land invasion.
- Debriefing and counselling services.

Required process/documentation for applying for Housing Kits - Building Material required by SDEA

- Incident reported to Disaster Management/Fire Department by client/Ward Councillor.
- Incident report from Disaster Management/Fire Department to SDEA.
- Affidavit of incident by client.
- Letter from Ward Councillor confirming incident and motivation for Housing Kit.
- Construction of the temporal housing should be completed within 36 hours of receiving material.
- Housing kit delivery documents to be completed within 24 hours of receiving material.



ELECTRICITY & ENERGY: DANGER OF BUILDING STRUCTURES UNDER POWERLINES - YOUR SAFETY IS OUR CONCERN

Why is it so dangerous to build shacks next to or under high-voltage powerlines?

A fault anywhere on the powerline will cause very high current to flow down the pylon to the ground and could shock anyone it comes into contact with.

What is the ideal distance houses should be from high-voltage powerlines?

A servitude is registered for all powerlines. For a 132kV line the total width is 16m from the middle of the tower or 32m in total. That will be a safe distance away. There are different servitude widths for different voltages.

All powerlines are built within servitudes – what are the rules regarding the building of houses or shacks within servitudes?

Nothing may be built in servitudes. Not even high trees are allowed within servitudes. People are prohibited from staying there.

Do shacks made of metal material pose a greater risk when built under a high-voltage line? Is there a danger of electricity jumping or arcing to the shack?

Yes, definitely, as metal is a very good conductor of electricity and yes, there is a possibility of an arc to the shack. If lightning hits the line, as it often does due to the height of towers, that temporary extra voltage might also cause a flash to the shack.

Can people be shocked if they walk barefoot under a high-voltage line?

- (a) During very wet conditions, the powerline might cause an induced current in the ground. Although very small, the current can give the feeling of pins and needles.
- (b) If a washing line or a piece of corrugated iron is beneath the line, a current will definitely be induced and can even kill a person.

Why can't people tap power from high-voltage lines?

A very high voltage (132000 – 400000 volt) is used to transport a large amount of power over a long distance.

In that form, the power is not usable and will destroy all appliances in a home. It can even kill people touching those appliances. The voltage needs to be transformed to a much lower voltage (220V) to make the power usable.

Does an informal settlement under a powerline increase incidents of illegal connections and public safety incidents?

(a) Illegal connection – not really, as the people cannot use the power at such high voltage.

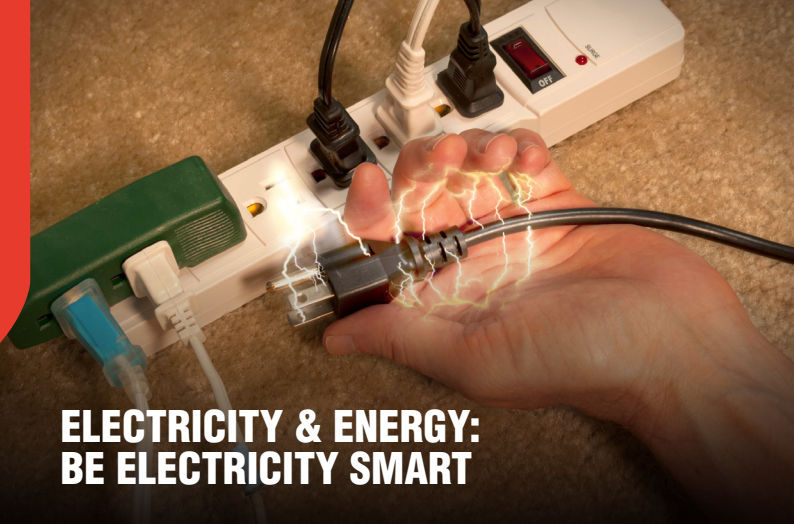
(b) Public incidents – yes, people sometimes climb pylons. If they touch the powerlines they will die or even fall themselves to death from the high pylons.

How does water under powerlines affect residents?

It is extremely dangerous and can cause electrocution. Remember, water and electricity do not mix.

How does the building of shacks under powerlines impact Eskom and Nelson Mandela Bay Municipality?

When people build homes under powerlines, the technicians cannot access the poles, which will result in customers staying without supply for an extended period of time.



ELECTRICITY & ENERGY: BE ELECTRICITY SMART

Every year, home fires are caused by electrical problems, often leading to deaths and property damage.

Therefore, it is essential to be alert and watch out for any signs that your home might be at risk for an electrical fire.

PREVENT FIRE BY LOOKING AT ELECTRICAL HAZARDS

Faulty sockets & outlets:

Worn-out sockets that are not properly grounded, and wires that loosen over time, eventually breaking, can cause fires.

Light fixtures & fittings:

Installing a bulb with a wattage that is too high for the lamps and light fixtures is a leading cause of electrical fires.

Extension cords:

Appliances should be plugged directly into the outlet and not into the extension for any length of time. Only use the extension as temporal measure.

Wiring:

This can happen when wires are not properly installed or maintained, causing them to overheat and start a fire. If the home is older by several years, it may not have the capacity to handle the increased amount of electrical appliances in today's average homes.

Illegal connections:

Illegal connections are dangerous and often result in serious injury or death.

A fire can be started due to an illegal electricity connection.

It's important to know what steps to take if a fire does break out. In addition, if you notice any of the warning signs it is important to act immediately by calling a licensed electrician to come and inspect your home's electrical wiring.



WASTE MANAGEMENT

Waste Management consist of SIX depots:

- Cuyler depot in Uitenhage
- Despatch depot servicing the Despatch area
- Addo Road depot in Motherwell and surrounding areas, e.g. eKamvelihle and Wells Estate
- Struanway depot in Ibhayi area
- Gail Road depot in the Northern areas

The Waste Management Operations consist of the following services:

Refuse Collection service:

- To formal households: door-to-door collections (wheelie bins and black bags collected on kerbside).

- To informal settlements: communal collection (bags collected at agreed collection points due to infrastructure challenges).
- Trade contracts: collection done from businesses and complexes that have signed contract with the NMBM.

Cleansing services:

- Street-sweeping
- Litter-picking
- Clearing of illegal dumping - each depot has a schedule to clear illegal dumping.
- Bulky waste collection, e.g. old furniture such as old fridges, beds, etc. Depots communicate with local councillors on days when residents are to place out their old furniture they want to discard.

Drop-off sites for Garden Waste and Bulky Waste:

- Kragga Kamma Road, Framesby
- Strandfontein Road, Summerstrand
- Hunters Retreat, Cape Road
- Seaview Road (next to informal settlement)
- Blue Horizon Bay
- Tipper Clerk, Blue Water Bay
- Ralo Street, KwaMagxaki
- Umnulu Street, Motherwell
- 5th Avenue, Walmer
- Colchester
- Gillespie Street, Kariega

- Hillwatch Road (off Verwoerd Avenue)
- Lambata Street
- Tambo Street
- Laksman Street
- Jolobe Street, KwaNobuhle
- Zolile Street, KwaNobuhle
- Sarili Street, KwaNobuhle
- Ngeyakha Street, KwaNobuhle
- Ntambanane Street, KwaNobuhle

Waste not accepted at the drop-off sites can be disposed at:

- Arlington Landfill Site in Walmer
- Koedoeskloof Landfill Site in Kariega

PLEASE NOTE:

Builder's rubble is not accepted at drop-off sites and will only be accepted at Arlington and Koedoeskloof disposal sites.

Builder's rubble is the responsibility of the contractor to dispose of accordingly.





HOME AFFAIRS: ROLE OF THE DEPARTMENT OF HOME AFFAIRS: DISASTER MANAGEMENT ACT

The Department of Home Affairs has a responsibility to issue birth, marriage and death certificates and smart cards, excluding passports. All other subsequent reissues must be paid for as required by the Public Finance Management Act (PFMA). Exception is, however, provided for a deviation from the requirement to collect revenue in the event of a disaster and such deviation can only be approved by the accounting officer.

The following requirements must be met before such a deviation can be approved:

- (a) A disaster must have been declared as per the provisions of the Disaster Management Act.
- (b) A certificate must be provided in relation to such declaration.
- (c) A community leader (Councillor) must provide a list of affected people and the services they need from the Department of Home Affairs, with an indication that they cannot afford the services and as such free services are required.
- (d) The information must be sent (by the councillor or delegated person) to the Home Affairs office closest to where the disaster occurred.
- (e) The office of the Department of Home Affairs will then submit an application for deviation within the internal protocols.
- (f) Upon approval of such deviation, a mobile office will be deployed to the affected area to provide the approved services.



THE ROLE OF COMMUNITIES PRE-, DURING- AND POST-DISASTER

Disasters, natural or man-made are almost a permanent feature of our lives even though they vary in scale, nature or impact. Although they affected large parts of our cities and surrounding areas, the impacts are often unevenly distributed. Some communities are more severely affected due to existing vulnerabilities, differences in the built environment, natural landscape, and socio-economic conditions,

Vulnerable people living in informal settlements are often the most affected by the impact when disasters occur. Many settlements face existing challenges such as poor infrastructure, limited access to services, overcrowding, and exposure to hazards such as flooding, fires, strong winds, storms, and heavy rainfall.

These disasters can cause injury, loss of life, damage to homes and belongings, disruption to livelihoods, and emotional distress. Vulnerable groups, including children, older persons, and persons with disabilities, are often at greater risk during emergencies.

While this booklet provides a layout of the government role players responsible for speedy and effective disaster management response. It also highlights the important role of played by communities and residents. Communities are the first to respond when disasters happen. For this reason, it is important to strengthen collaboration, build awareness, and support disaster preparedness for communities. Building community awareness and preparedness is an important step in reducing disaster impacts and protecting lives.

What you can do:

Communities should become familiar with community-based early warning systems (CEWS). A CEWS is a people centered system that helps communities monitor risks, understand disaster warnings, and respond quickly to hazards. The South African Weather Service (SAWS) provides weather alerts and warnings that communities should monitor and share widely so that it reaches all residents.

Support the development of disaster risk assessments, community mapping and community response plans.

- Keep emergency contact numbers clearly visible in homes and shared community spaces.
- Identify and map important community resources, infrastructure and safe places for shelter during emergencies.
- Identify who in the community is most vulnerable, such as older persons, children and people living with disabilities.
- Develop clear steps for evacuation, temporary shelter, and communication during emergencies.
- Each settlement and/or community should identify a disaster champion and/or volunteers to assist with disaster preparedness and response activities.
- Build strong partnerships with local government, NGOs, churches, local schools, Early Childhood Development centers and emergency services.

Information box: Early warning saves lives

Stay informed during severe weather. Monitor official weather and emergency updates from:

- Nelson Mandela Bay Municipality.
- Disaster Management.
- South African Weather Service.

Do Not:

- Spread misinformation.
- Share fake alerts.
- Ignore evacuation instructions.

Verified information saves lives during emergencies.

What to do if a fire breaks out

If a fire breaks out in an informal settlement, residents should immediately alert neighbors, evacuate safely, and call emergency services. The priority is saving lives, not property. **Never re-enter a burning home.**

- **Raise the alarm:** Shout to alert neighbours, especially children, the elderly, and disabled residents.
- **Evacuate quickly:** Use clear escape routes; avoid carrying belongings.
- **Call emergency services:** see above for a list of numbers.
- **Contain small fires if safe:** Use buckets of water, sand, or fire blankets – but only if the fire is manageable.
- **Do not re-enter:** Once outside, stay out. Wait for trained firefighters.

INFO BOX: Fire prevention tips

If there is a fire, report it immediately. Early detection can save lives!

Safe Cooking Practices

- Cook outside or in well-ventilated areas.
- Never leave stoves or open flames unattended.

Use Safer Fuels

- Use gas stoves with proper regulators over paraffin stoves.
- Store paraffin, petrol, and gas cylinders safely, away from heat sources.

Proper Candle Use

- Place candles in sturdy holders away from curtains and bedding.
- Extinguish candles before sleeping.
- Never leave candles unattended.

Electrical Safety

- Do not overload plugs or use illegal connections.
- Report faulty wiring to community leaders or NGOs.
- Avoid makeshift electrical connections.
- Create Firebreaks
- Leave small gaps between homes if possible to

slow fire spread.

- Don't build homes too close together.
- Clear rubbish and vegetation that can fuel flames.

Community Fire Watch

- Organize neighbours to monitor for fire hazards.
- Share responsibility for quick response.
- Emergency Readiness
- Keep buckets of sand or water nearby.
- Have a plan for evacuating children and elderly quickly.
- Educate Children
- Teach them not to play with matches, lighters, or stoves.

Work with Authorities and NGOs

- Participate in fire safety workshops.

What to do in a flood

Residents of informal settlements are especially vulnerable to flooding because their homes are often built in low-lying or unsafe areas with poor drainage, and the structures themselves are not strong enough to withstand heavy rains. Limited access to proper infrastructure and emergency services can worsen the impact.

During a flood

- Switch off: turn off electricity or unplug all appliances.
- Move to higher ground and avoid walking or driving through floodwaters.
- Evacuate to the nearest shelter, where necessary (church, municipal hall, etc.).

INFO BOX: FLOODING PREVENTION TIPS

Elevate homes: Build houses slightly raised above ground level using bricks, pallets, or sandbags to reduce water entering during floods.

Improve drainage: Dig small trenches or channels around homes to direct rainwater away.

Keep drains clear: Regularly remove rubbish and debris from community drains and pathways to prevent blockages.

Use sandbags: Place sandbags at doorways and vulnerable spots to block water entry during heavy rains.

Plant vegetation: Grow grass or small plants around homes to help absorb water and reduce erosion.

Avoid building in flood zones: Where possible, avoid settling directly next to rivers, streams, or steep slopes.

Community flood watch: Work together to monitor rising water levels and alert neighbours early.

Safe storage: Keep important documents, food, and valuables in waterproof containers or higher shelves or plastic sleeves. Make copies of your important documents.

Emergency paths: Identify and maintain safe evacuation routes to higher ground.

Emergency kit: Prepare a small emergency kit or grab bag containing important documents, medication and clothes.

Work with authorities and NGOs: Engage with local government or aid groups to request drainage improvements, flood barriers, and disaster response training.

HUMAN SETTLEMENTS: SOCIAL DEVELOPMENT, EDUCATION AND ADMINISTRATION

NAME & SURNAME	CONTACT DETAILS	ALLOCATED AREA
Nonyameko Frans	082 334 3234 nfrans@mandelametro.gov.za	Kariega Gqeberha
Solomzi Mavi	071 167 0733 smavi@mandelametro.gov.za	Gqeberha
Mbeko Vanqa	082 099 9460 mvanqa@mandelametro.gov.za	Gqeberha
McDonald Hlonyane	082 410 5066 mhlonyane@mandelametro.gov.za	Kariega
Noxolo Punana	082 334 3360 npunana@mandelametro.gov.za	Kariega Gqeberha
Ncediswa Ngxishe	079 490 0429 nngxishe@mandelametro.gov.za	Gqeberha
Nobulumko Makedama	073 267 0718 nmakedama@mandelametro.gov.za	Kariega Gqeberha
Erika Potberg	076 793 1211 epotberg@mandelametro.gov.za	Kariega Gqeberha
Office Numbers	041 506 2384 041 994 1211 / 1399	

ELECTRICITY & ENERGY

Report electricity faults:	Theft, illegal connections:
0800 20 50 50 (Option 3)	South - 041 392 4323 North - 041 994 1397

WASTE MANAGEMENT

Waste CCTV
041 506 2833

SASSA NMB LOCAL OFFICE MANAGERS

NAME & SURNAME	LOCAL OFFICE	E-MAIL ADDRESS & CONTACT DETAILS
Floyd Mkhontwana	Bethelsdorp	FloydM@sassa.gov.za 072 646 0372
Ntombekhaya Mkhontwana	Ibhayi	NtombekhayaM2@sassa.gov.za 083 619 3114
Sikhangele Ndevu	Motherwell Zwide	SikhangeleN@sassa.gov.za 076 538 4133
Xolisa Hoko	Uitenhage	XolisaH@sassa.gov.za 082 529 0563
Nomathamsanqa Pule	Walmer	nomathamsanqap@sassa.gov.za 074 930 2056

SOCIAL DEVELOPMENT OFFICIALS

NAME & SURNAME	LOCAL OFFICE	E-MAIL ADDRESS & CONTACT DETAILS
Nomzamo Bangani	District Coordinator	Nomzamo.Bangani@ecdsd.gov.za 076 922 1887
Lumka Time	Ibhayi Service Office	Lumka.Time@ecdsd.gov.za 041 406 5890 / 066 287 7590
Helette Strydom	Bethelsdorp	Helette.Strydom@ecdsd.gov.za 041 406 5960 / 066 288 1668
Nonzwakazi Datto	Motherwell	Nonzwakazi.Datto@ecdsd.gov.za 041 404 1841 / 066 287 8019
Nonkosazana Veveza	Uitenhage	Nonkosazana.Veveza@ecdsd.gov.za 041 996 9564 / 066 287 7578
Sakhiseni Matshona	Walmer	Sakhiseni.Matshona.ecdsd.gov.za 041 406 5839 / 066 288 0595
Bongani Ngqaba	Zwide	Bongani.Ngqaba@ecdsd.gov.za 041 406 5740 / 066 288 0842

NPOs IN INFORMAL SETTLEMENTS

Ikhaka le Afrika	Luthando OVC Care Centre
Zukile Madikane 073 2671 681	Thamsanqa Mbovane 067 7056 834

EMERGENCY NUMBERS

Ambulance:

112

**Mobile Emergency
Number:**

112

Dora Nginza Hospital:

041 464 0644

Livingstone Hospital:

041 405 9111

**Gqeberha Provincial
Hospital:**

041 354 5404

**Kariega Provincial
Hospital:**

041 961 5017

**South African Police
Service**

(Crime Stop):

10111

Fire Services:

041 585 1555

Stray Animals:

041 506 5413

NMBM Service Delivery

Call Centre:

0800 20 5050

**NMBM Safety &
Security WhatsApp:**

079 490 0480