

7 July 2026

Cllr I.S. Mqadi
Mayor
Ugu District Municipality
28 Connor Street
PORT SHEPSTONE
4240

By email: zero.mqadi@ugu.gov.za
mm@ugu.gov.za
france.zama@ugu.gov.za
vela.mazibuko@ugu.gov.za

Dear Cllr Mqadi

URGENT REQUEST FOR THE IMMEDIATE RESTORATION OF WATER SUPPLY TO VILLA RELAX 1, 9 LEONARD STREET, MARGATE

AfriForum is a non-profit civil rights organisation dedicated to the protection and promotion of constitutional rights, sound governance and community interests. We have been mandated by our members residing within the Ugu District Municipality to address this matter concerning the prolonged interruption of their water supply.

According to information received from the residents, the complex consists of nine residential units. Eight of the nine owners are fully up to date with their municipal payments. However, one unit has accumulated municipal debt amounting to approximately R173 000, and as a result, the Municipality has disconnected the water supply to the entire complex. It is particularly concerning that residents who have complied with their financial obligations are effectively being deprived of an essential municipal service because of the indebtedness of a single unit.

This action has left innocent, paying residents without access to water for approximately three weeks. The consequences are severe and unacceptable. The complex is home to several elderly residents, including a Stage 4 cancer patient who urgently requires access to clean water for daily living and hygiene. Residents have reported that they are unable to flush toilets properly, resulting in unsanitary living conditions that have contributed to stomach illnesses and infections. Access to water

June 2024

Address: 58 Union Avenue, Kloofsig, Centurion • **Tel.:** 086 10 200 30
Member Affairs – Email: ledesake@afriforum.co.za • **Directors:** Ms A. Bailey, Mr P.J.W. Buys, Dr H.K. Coetzee, Mr P.L. Dekker, Mr F.J.D. de Klerk, Mr G.R. de Vries,
Dr D.J. Hermann, Mr W.G. Human, Mr C.M. Kriel and Dr R. Pretorius. • **Company Secretary:** Mr W.A. Vogel.
Registration number: 2005/042861/08 • **NGO number:** 054 - 590

is a basic human necessity and is essential to protect the health, dignity and well-being of all residents.

Collectively disconnecting the water supply to all residents because of the default of a single owner is neither reasonable nor proportionate. Residents who have honoured their financial obligations should not be deprived of an essential service due to the conduct of another individual.

AfriForum therefore urgently requests that the Municipality:

1. immediately restore the water supply to the complex;
2. engage with the defaulting owner to recover the outstanding municipal debt through the appropriate legal processes;
3. enter a reasonable payment arrangement with the responsible owner or, where applicable, with the body corporate, instead of depriving all residents of water;
4. ensure that future debt recovery measures do not unfairly prejudice compliant residents, particularly vulnerable persons such as the elderly, children and those with serious medical conditions; and
5. provide written confirmation of the steps the Municipality intends taking to resolve this matter as a matter of urgency.

Access to sufficient water is recognised in section 27 of the Constitution of the Republic of South Africa, 1996, and municipalities are obliged to administer essential services in a lawful, reasonable and procedurally fair manner. We accordingly urge the Municipality to give immediate attention to this matter considering the serious impact on the health, dignity and wellbeing of the affected residents.

We trust that the Municipality will recognise the seriousness of this matter and act without further delay to restore this essential service. Should no satisfactory response be received within **seven (7) calendar days** from receipt of this correspondence, AfriForum and the affected residents reserve all rights available to them in law.

We request your urgent written response within the shortest possible time.

Kind regards

Jaco Grobbelaar
Regional Head
AfriForum
Cell: 066 565 8106
Email: jaco.grobbelaar@afriforum.co.za

