



Umhlanga Ratepayers' and Residents' Association
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CHAIRMAN'S REPORT Year Ended 28 February 2026

When I started this journey in 2023, it was from a very simple place.

After trying to get service issues sorted without much success, I felt Umhlanga needed a collective voice.

We had so many active, passionate residents, WhatsApp groups, neighbourhood watches, people who cared deeply about this village we love - but we were speaking in fragments. No one body was pulling it together, independently engaging consistently with the Municipality, with Metro, with SAPS, with the Liquor Board, with developers.

So I decided to start Umhlanga Ratepayers & Residents Association. Not to complain. To participate.

What started as an idea around a kitchen table has become URRA - and today we are a registered, recognised, respected voice for Umhlanga, La Lucia and surrounds.

The year under review - March 2025 to February 2026 - has been a demanding one for every ratepayer.

This was a year where we felt the pressure, both in our streets and in our homes:

On our services - Our residents have endured ongoing water leaks, burst pipes, low pressure, and prolonged outages. Electricity faults, tripping substations, and delayed repairs became almost weekly occurrences. URRA spent countless hours logging faults, escalating to eThekweni Water and Electricity, following up on reference numbers, and pushing for honest communication from the Municipality. In addition we fought valuations, tariff increased and billing issues. This is basic service delivery, and we will continue to hold the city accountable.

On our safety and character The explosion of Special Consent applications turning quiet residential streets into late-night entertainment zones. The frustration of party houses and unlicensed establishments with loud music and public drinking spilling into Glenashley Beach. Illegal parking in Chartwell Drive, taxis parking on offramps,

*Registration. 2023/766339/08
Directors T A MacLarty, D Heafield, L Borland.*

running red lights and driving into oncoming traffic, drag racing of modified cars with no number plates, and the feeling that white shirts are never on the 'Oceans' side. And on more serious matters Drug houses /venues where busts happen but establishments remain open, and the visible increase in prostitution.

These are not easy issues. They test your patience. But this year URRRA did not sit back.

What we achieved together:

1. We became organised.

We have a formal constitution, a growing membership base, and structured portfolios covering safety, town planning, licensing, beaches, environment, and services.

2. We built bridges.

We have established a working relationship with Durban North SAPS, the CPF, Metro Police, and crucially, with eThekweni Water, Electricity, Roads and Stormwater. We sit at the table. We have a standing agenda with Metro - from visible policing to our clamping proposal for Chartwell, to licence enforcement. And we now have direct escalation channels for service faults, so that one burst pipe doesn't take 7 days and 10 phone calls to fix, in spite of the plumbers disagreement.

3. We protected our residential character.

We objected, commented on and monitored dozens of Special Consent and liquor licence applications.

4. We spoke for you - and followed up.

Whether it was appealing a Bingo Hall, fighting for residents affected by bad road planning, enforcement at Glenashley Beach, demanding feedback on drug dockets, or simply getting that water leak in Chartwell or that faulty streetlight in La Lucia finally repaired - URRRA has been your voice and your nag.

The truth is - this work is often thankless.

It happens late at night on WhatsApp, early mornings with officials, in long meetings where progress is slow.

I want to thank my EXCO and Committee - you know who you are - who give their time voluntarily, because you love this place as much as I do. We welcome anyone wishing to support our work and join our committee.

And to our members - thank you for trusting us. For reporting correctly, for logging faults with reference numbers, for being good witnesses, for joining your Neighbourhood Watches, for paying your memberships. URRRA is nothing without you.

Looking ahead:

My vision for the next year is simple:

- Reliable water and electricity - with proactive maintenance, not just reactive repairs
- No sewerage issues and closed beaches
- Regular and reliable services
- More visible policing on the ground.
- Finality on the Chartwell clamping solution.
- Stricter control on Bylaws and special Consent licences.
- Real enforcement at Glenashley Beach.
- And a cleaner, safer, more connected Umhlanga.

We started this to have a collective voice. Today we have it. Now we must use it wisely, firmly and with respect.

It has been my privilege to serve as your Chairman.

Thank you.

Terri MacLarty
Chairman – URRRA