

Rosendal-Mautse Town Committee Survey

March 2025

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1. Context to the survey

The Rosendal-Mautse Town Committee (RTC) commissioned a survey of residents in March 2025 that is aimed at informing the future purpose and role of the committee.



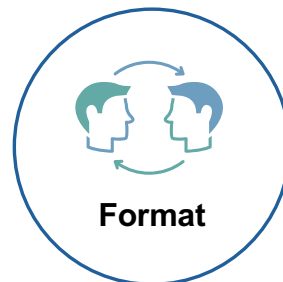
- To collect data via an independently run, and anonymised survey to understand a future role for and purpose of the Rosendal-Mautse Town Committee (RTC).
- The objective of this document is to provide survey data feedback to the committee, participants and the broader community.



A number of independent consultants with required skillsets were engaged to advise on and facilitate the survey.

Participants were selected through a combination of targeted outreach and random sampling:

- A target pool of ~50 residents was drawn across business owners, permanent residents, part-time residents, past committee members and other stakeholders (farmers, estate agents, authorities, officials).
- A further ~35 people were randomly selected (through Google Randomizer) from the town INFO Group and spontaneous "on-the-street" interviews.
- Of the selected group, 69 people participated in the survey.



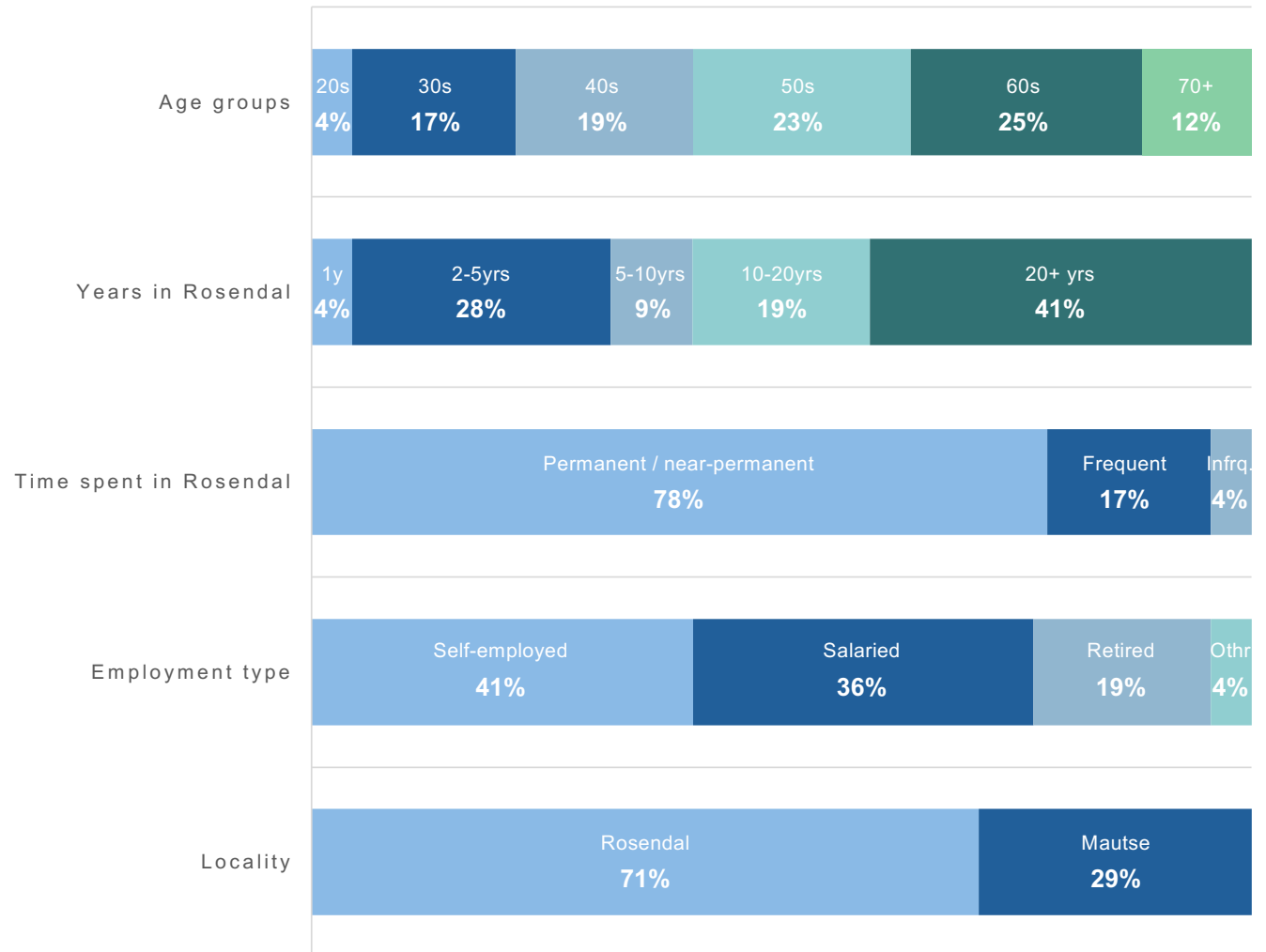
Most participants (58) were engaged through in-person and telephonic interviews with 11 participants completing the survey online. A standardised questionnaire was used across all participants, covering the following areas:

- Broad demographical data
- Awareness of historic RTC projects
- Input on the future structure and focus of the RTC

2. Participant overview

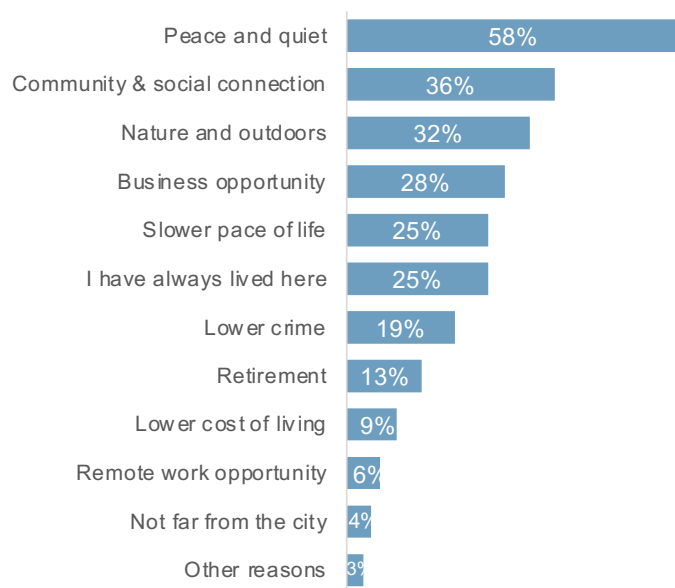
69 residents participated in the
anonymised survey.

The survey aimed at covering a
diverse set of residents from both
Rosendal and Mautse.



Participant overview

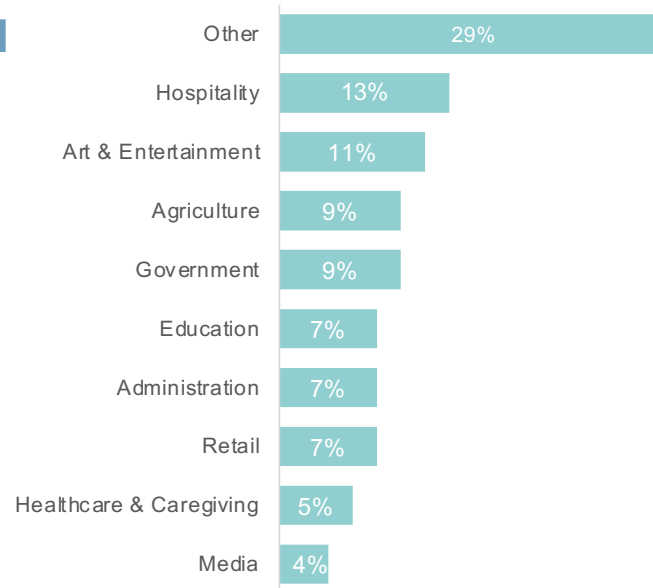
Top reasons for living here



Notes:

- Participants may have selected multiple reasons and therefore the percentages depict the number of times a particular item was mentioned

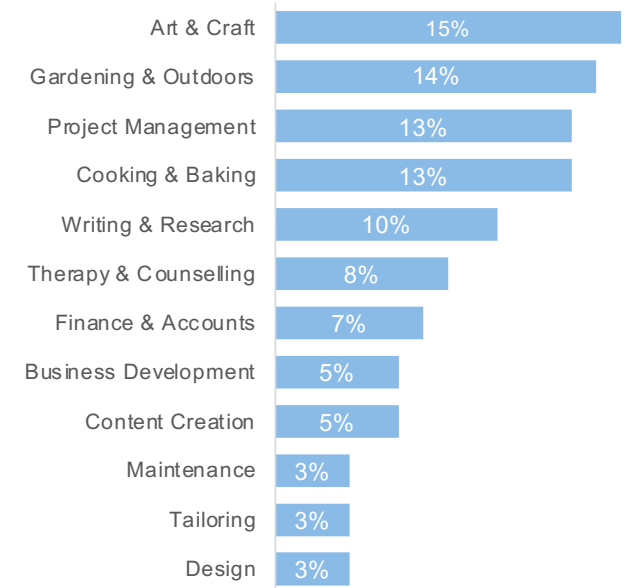
Top fields of work



Notes:

- Percentages based on the number of responses per category.
- Other fields of work less than 4%: Manufacturing, Construction, Finance, IT, Legal, Consulting and Engineering

Top skills categories



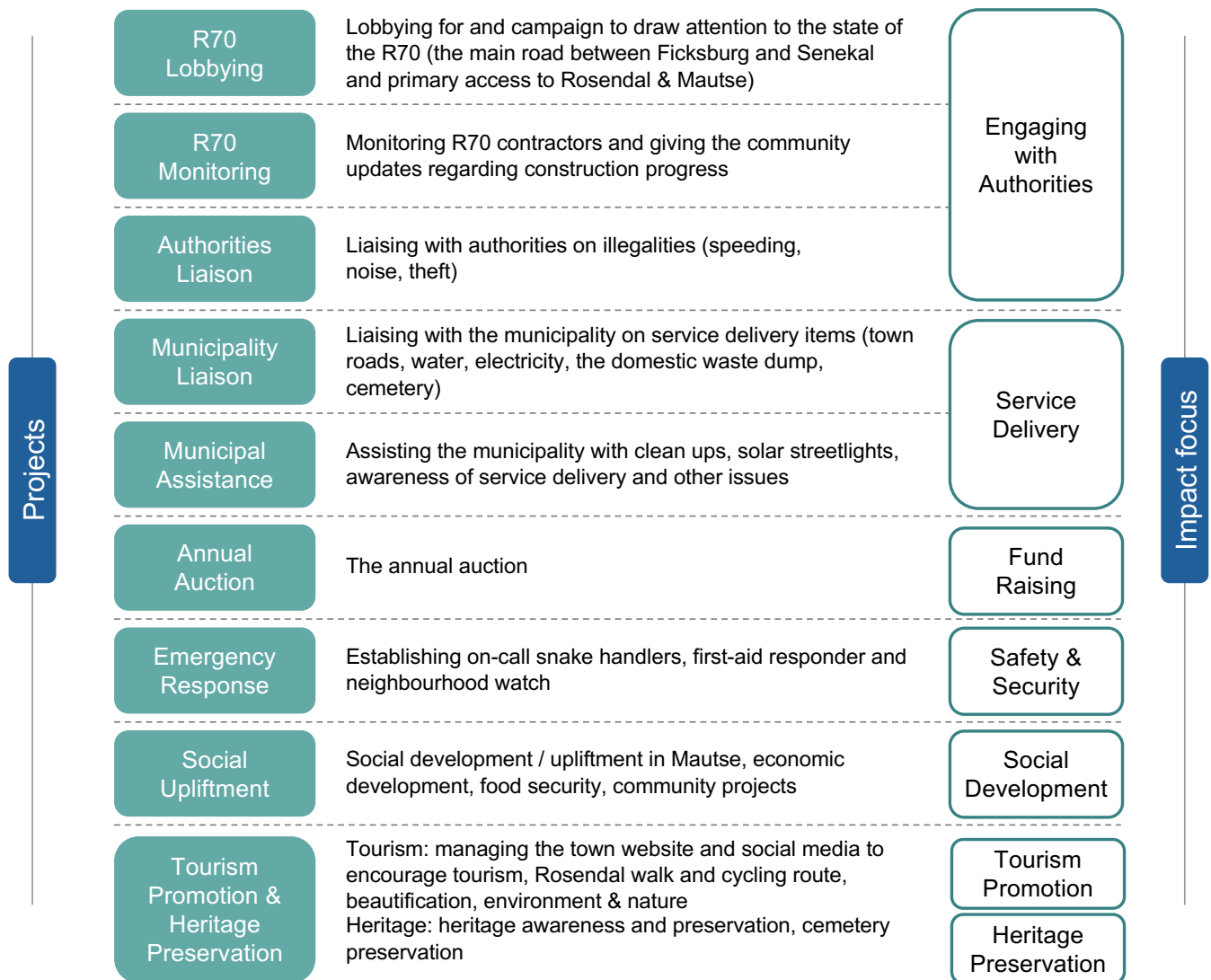
Notes:

- Participants may have selected multiple skills. The percentages thus show a particular skill in terms of the total number of skills mentioned

3. RTC past project awareness

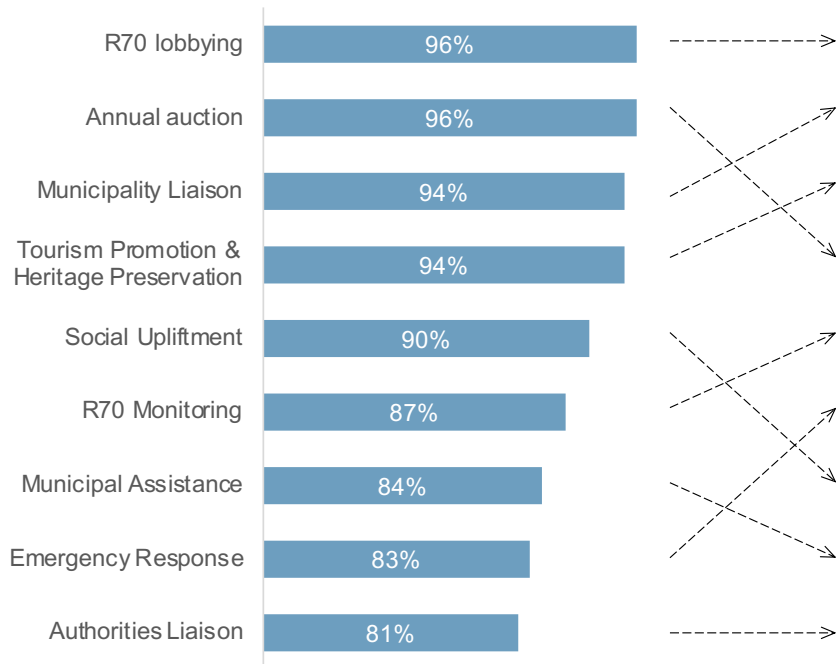
Nine RTC projects conducted over the past two years were presented to participants to gauge awareness and importance.

There was high overall awareness (~90%) of the RTC and its projects.

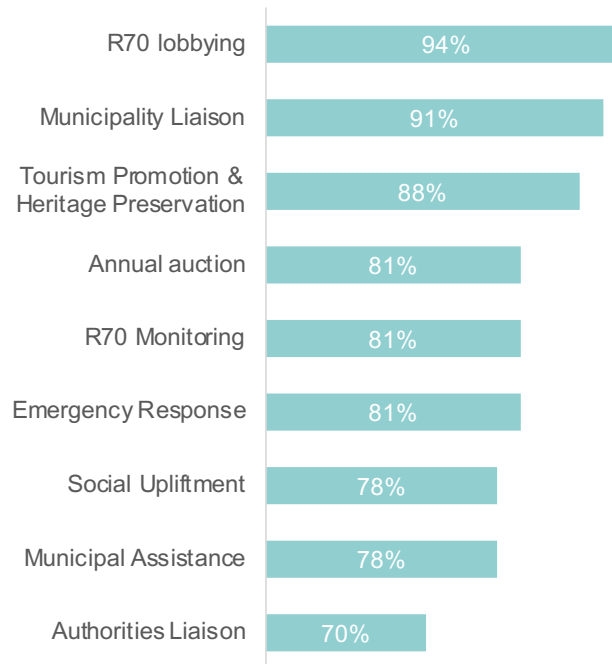


RTC past project awareness & importance

Awareness of past RTC projects



Importance of past projects



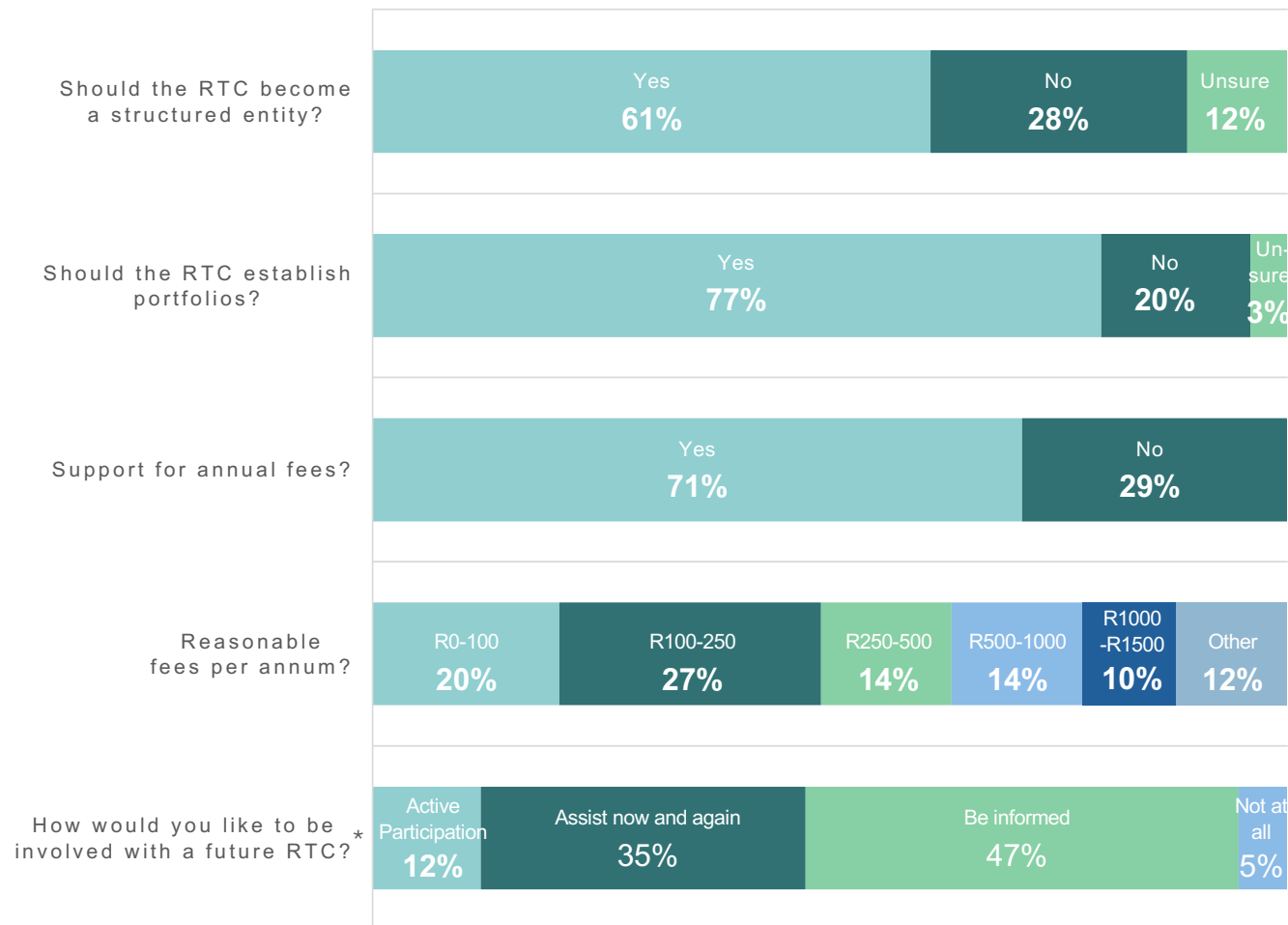
These results show:

- High overall awareness (~90%) of the RTC and its projects.
- Good alignment between project awareness and perceived project importance.
- Opportunity to strengthen overall RTC role and project awareness.
- Opportunity to create a stronger link between project importance and awareness.

Note: Percentages depict the number of total respondents as a percentage of total responses

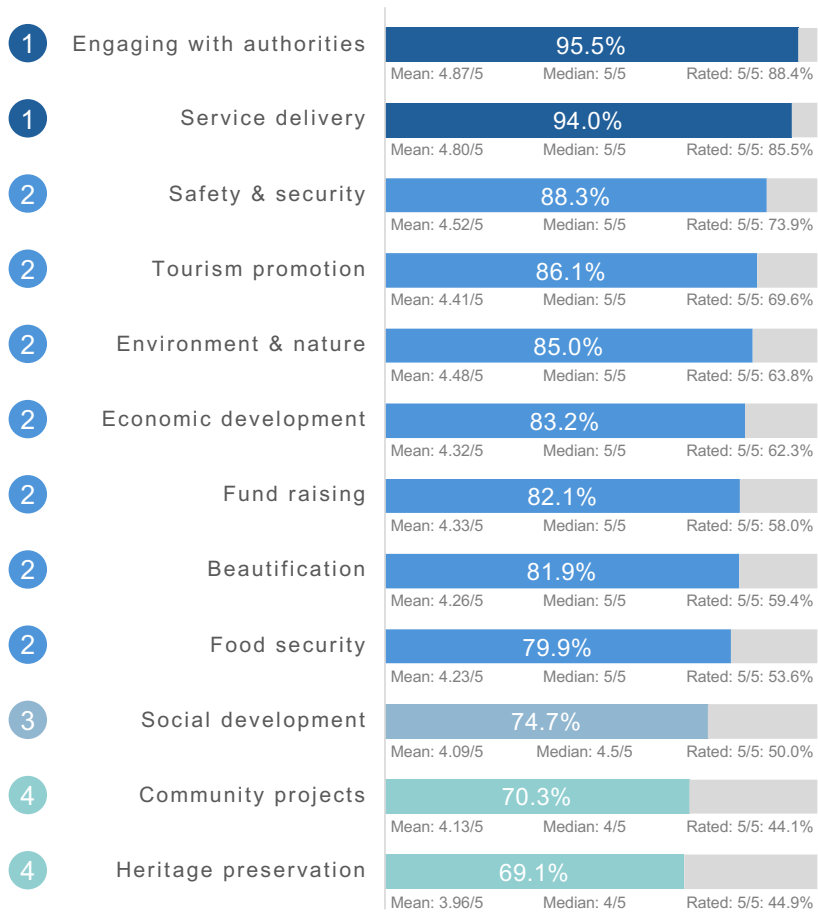
4. Future of the RTC

Inputs were obtained from participants regarding the potential future structure and priorities of the RTC.



* Some respondents gave more than one response. Eleven people indicated a desire to actively participate on the committee.

Future of the RTC – priority analysis



Based on a comprehensive statistical analysis of the survey data from the 69 participants, clear priority areas for the RTC were identified.

Methodology

The analysis used a combination of multiple statistical approaches (mean, median and percentage of high-priority ratings) to provide a balanced representation of community priorities:

- Mean rating (40%): The average score on a 1-5 scale
- Median rating (30%): The middle value when all ratings are arranged in order
- High priority scores (30%): The percentage of respondents giving a 5/5 rating

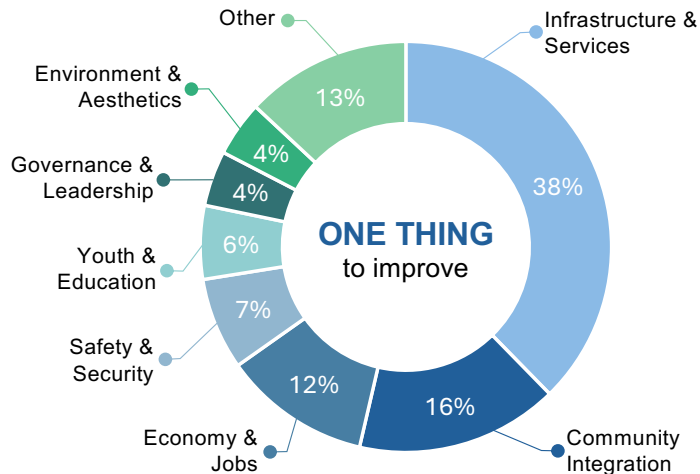
Priority tiers were determined by identifying natural statistical breaks in the composite scores.

Key Findings

- **Clear top priorities:** *Engaging with authorities* and *Service delivery* stand significantly above other categories.
- **Strong middle group:** Seven categories form a solid secondary tier, all with median ratings of 5/5.
- **Statistical analysis:** Priority tiers represent natural breaks in the data based on composite scores.
- **High ratings overall:** All categories received strong ratings, with means ranging from 3.96 to 4.87 on a 5-point scale.
- **Differing views:** There was significant variances in views pertaining to the five lowest ranked priorities. (Priority: Divisiveness Score | Standard Deviation: Heritage preservation: 2.20 | 1.16, Social development: 2.18 | 1.16, Community projects: 2.01 | 1.06, Beautification: 1.99 | 1.10, Food security: 1.97 | 1.08)

General community concerns

Participants were asked to name **ONE THING** they would like to see improve in Rosendal and Mautse



The top 4 themes represent 72% of respondent's input

Infrastructure & Services:

- Roads emerged as the dominant concern where participants expressed practical concerns regarding road maintenance: "streets - not scraped but bring gravel".
- Water security also surfaced as an important infrastructure issue, though with acknowledgment of existing mitigation efforts: "Water, not too bad water outages. Water trucks when low."

Community Integration:

The desire for stronger community bonds and better integration between Rosendal and Mautse were expressed by:

- The need for collective action: "Community unity. Everyone needs to work together. Share ideas."
- Youth engagement as a pathway to integration: "Children/teens are more occupied in useful activities especially in Mautse. Like to see more integration between the two communities."

Economy & Jobs:

- Economic concerns were particularly prevalent among Mautse participants, who emphasized both immediate needs and long-term development.
- Insufficient local commerce: "Lack of shops. For groceries you have to go to another town."
- Education as economic empowerment: "Academic development. Especially for adults," and "Unemployment" as a core issue requiring attention. Responses indicate that economic opportunity represents both an immediate survival concern and a pathway to community sustainability.

Safety & Security:

- Safety issues were raised by participants, with perspectives ranging from reminiscence about past security measures to current concerns: "Neighborhood watch gave a sense of safety.", "Crime is getting worse," and "Sporting facilities. Vandalized, youth will benefit most from this if it were a safe and clean place."

5. Comments, insights & opportunities

Over and above the structured data obtained through the survey, participants provided valuable examples, comments and suggestions.

These comments assist in transforming statistics from descriptive measurements into explanatory insights that will contribute to crafting the way forward.

Build on current RTC awareness and create structure

There is high general awareness of the RTC and its associated projects, which could be leveraged positively going forward. There was good support for a more structured entity with defined portfolios and openness to a possible fee structure from residents. 12% of respondents indicated that they would like to actively participate / serve on the committee and a further 35% said they would provide ad hoc support.

Stronger alignment between community priorities and RTC projects

Opportunities exist to better align RTC focus areas with residents' priorities. Going forward, attention could be given not only to which projects are undertaken, but also how they are conceived, communicated and implemented. Comments pertained mostly to infrastructure priorities such as road conditions, water access, the rubbish-dump and leaking sewage issues, with respondents referencing hazard and health risks. Some mentioned that tourism generating projects might clash with the best interests of residents, asking to "separate tourism from the town committee". Many residents from Rosendal felt that since the money is coming from the town the majority spend "should be within in the town". Some completely rejected the idea of spending it on Mautse, while others felt that Mautse hardly gets a say in where the funds go, and that the RTC should "explore how to make [their work] more expansive." "Even though the current committee is made up of quite of a few new residents, it feels as though there's pushback against new ideas. That prevents people from getting involved."

Improved RTC governance & transparency

Requests for better financial accountability: "If there's money involved, there should be a system for applying and auditing. Transparency is vital" and "Transparent and constructive communication and inclusive and respectful engagement is necessary." Residents noted that it's easier to commit to something like the auction when they know where the money will be targeted (meaning specific projects). Several residents did not know where money from fundraisers went.

Attention to basic community needs and threats

Many respondents emphasized focusing on fundamental community issues. "[There is] very high unemployment so hunger and heating is a big issue. People need to be more tolerant of those who are left hungry" and "The dam at the bottom of the road... the sewage running into the town is a shame. It's massive pollution". Several respondents mentioned fruit theft in Rosendal, some suggested better education while others were upset by the acts. One Mautse resident mentioned a farm he used to work at distributed vegetable seeds and would host competitions (winner would get an appliance like a microwave). This resulted in beautification and more food as people competed to have the best garden.

Note: Many valuable comments were made by participants – too many to include all. Representative samples were selected to bring the insights to life.

Comments, insights & opportunities

Stronger purpose and values for the committee

Many responses highlighted the need for a unified vision for the committee, and some identified. *"Make sure committee has a common purpose and value set that currently doesn't exist, creating division. Ideas therefore clash with individual values. A common value set and common purpose would avoid division in the committee."* There is confusion about what the RTC is and does. *"The current RTC needs to clarify who they are, and what they're doing. The name is causing a lot of problems. It gives the impression that it's a fully representative democratic structure, which it isn't."* Many of the Mautse residents have never heard of the RTC. Feedback from the Rosendal community at times expected the RTC to help with municipal work, others felt the RTC has no obligation to assist in matters that should be the responsibility of the government/municipality.

Effective communication and flow of information

Multiple comments emphasize the need for stronger, more effective communication to improve awareness and transparency as well as the need for a multipronged communication approach that supports the flow of information across different sectors of the community, which includes regular reporting: *"The town committee needs to have regular report backs and release of minutes. Regular release of financial information. Minutes should be released within 30 days of every meeting."* It was also mentioned that official communication should be sent via e-mail. Audits, newsletters, invitations, etc. should have a better communication channel than a WhatsApp group.

Stronger, more productive community relationships

There is general agreement that improvements are required, but differences in priorities exist, particularly between Rosendal and Mautse participants. Focusing on initiatives benefiting both communities could enhance impact and foster better relationships: *"When there is a goodwill attitude between the communities, many things can be addressed and sorted out in a much better manner."* Concerns were raised about the increasing divide between the sub-communities: *"The Mautse / Rosendal connection has deteriorated over time"* and *"Deeper integration, genuine, with Mautse, Metate... Big racist divide between the two communities and the attitudes hinder possible development projects."* and *"Mustn't feel like black vs white, the unity between the two communities must be improved."*

Equitable and respected representation

Concerns were expressed regarding RTC representation, members' attitude and agency. Some respondents felt members of the committee should be figureheads in the community to ensure their contribution is effective and respected: *"People that serve should be ones who can put aside their egos and work within structured parameters and continue to work towards transparency."* There are concerns about representation and inclusivity in leadership when contrasted with tokenism. *"Mautse residents are seen as recipients, so they are inherently unequal"*

Note: Many valuable comments were made by participants – too many to include all. Representative samples were selected to bring the insights to life.

6. Next steps

Based on the survey outcome the aim is now to refine the RTC purpose, revise the RTC structure and create standard operating procedures.

'From the people, for the people'

- The immediate next step is for the current RTC to meet:
 - Review and discuss survey feedback.
 - Agree the go-forward approach that will be used to define the revised RTC.
- Community engagement will continue through the process with specific mechanisms communicated once the go-forward approach has been agreed.
- This document has been published to the Rosendal INFO Group but please feel free to circulate to other residents not on the group.

Thank you!

The RTC wishes to thank everyone who participated in the survey, and in particular the willingness and openness of participants to provide valuable input, that will assist in crafting a productive way forward.