ETHEKWINI MUNICIPALITY

ETHEKWINI WEEKLY BULLETIN

www.durban.gov.za

By 2030 eThekwini will be Africa's most caring and liveable City

14 July 2026 [Issue 469]

DURBAN CHAMBER COMMENDS ETHEKWINI FOR SUCCESSFUL WINTER TOURISM SEASON

The Durban Chamber of Commerce and Industry has lauded eThekwini Municipality for its robust winter tourism season, with several major events held, attracting local and international visitors to the City.

ETHEKWINI Municipality has welcomed the commendation from the Durban Chamber of Commerce and Industry following the successful hosting of this year's winter tourism season.

The business community recently praised the City's leadership, under the stewardship of eThekwini Mayor Councillor Cyril Xaba and his team, for successfully hosting a series of world-class sporting, entertainment, and tourism events that attracted thousands of visitors to Durban and delivered significant economic benefits.

In a recent statement, the Durban Chamber of Commerce and Industry said Durban had once again demonstrated its ability to host major events that attract visitors, stimulate economic activity, and strengthen the City's reputation as a premier tourism destination.

The Chamber highlighted flagship events, including the Comrades Marathon, the Hollywoodbets Durban July and the GAS Motor Show, noting that they showcased Durban's renowned hospitality while generating significant value for businesses across the hospitality, tourism, retail, transport, entertainment, and services sectors.

President of the Durban Chamber of Commerce and Industry, Asheen Magjee, praised the City's leadership and all stakeholders involved in delivering the successful events.

"These events once again demonstrated Durban's ability to deliver world-class experiences. We commend the City's leadership for ensuring a safe, clean, and welcoming environment for visitors, and we thank the event organisers, sponsors, and partners whose continued investment in these iconic events contributes significantly to the growth of our City and provincial economy," said Magjee.

Mayor Xaba welcomed the Chamber's recognition, describing it as a strong vote of confidence in Durban's ability to host major events and drive economic growth through tourism.

"We appreciate the Durban Chamber of Commerce and Industry's recognition of the City's efforts in delivering a successful winter tourism season. This acknowledgement reinforces the importance of strong partnerships in growing Durban's economy, creating employment opportunities and positioning eThekwini as a premier destination for tourism, investment, and major events. We remain committed to working with all stakeholders to build a safe, clean and vibrant City that benefits residents, visitors, and the business community alike," said Mayor Xaba.

The Hollywoodbets Durban July attracted about 45 000 visitors, generated approximately R254 million in direct expenditure, contributed around R880 million to the local economy and supported an estimated 1 270 jobs through its supply chain.

The Comrades Marathon welcomed approximately 21 600 participants and 65 000 spectators, while the GAS Motor Show attracted around 30 000 visitors over two days.

Collectively, these events reinforced Durban's position as one of South Africa's leading destinations for world-class sporting, entertainment, and lifestyle events.

ETHEKWINI MUNICIPALITY
BEACH WATER QUALITY
SCAN ME
TO GET THE LATEST BEACH WATER QUALITY RESULTS.
VISIT www.durban.gov.za
OR CHECK BEACH NOTICE BOARD FOR THE LATEST E.COLI RESULTS

ASIMILE SIYAQHUBA: DRIVING TOURISM IN ETHEKWINI

TOURISM plays a vital role in driving growth in the local economy and job creation. At the forefront of growing the tourism sector in the City is the Durban Tourism Directorate.

Highlighting the gains made in the tourism sector is the City's Five-Year Service Delivery Milestones campaign being rolled out under the theme: Asimile Siyaqhuba: Resilience Through Adversity.

The campaign highlights service delivery gains made during the 2021 to 2026 term of office.

SOME OF THE ACHIEVEMENTS INCLUDE:

- The Durban Tourism Business Awards celebrated its 5th anniversary this year. The awards continue to recognise excellence and innovation within the local tourism industry, fostering growth and motivation among stakeholders.

- Expansion of direct flights efforts to increase direct flight routes to Durban are progressing, making the City more accessible to international visitors and boosting tourism influx.

- Steady growth in visitor numbers. The latest data indicates a consistent increase in tourist arrivals, reflecting growing confidence in Durban as a preferred travel destination for both leisure and business travelers.

- Durban has been chosen as the host city for Africa's Travel Indaba for the next five years, positioning the City as a key hub for continental tourism and business opportunities. Africa's Travel Indaba is one of the largest tourism marketing events on the African calendar and one of the top three 'must visit' events of its kind on the global calendar. Africa's Travel Indaba serves as a key catalyst for economic growth in eThekwini, driving substantial direct, indirect, and induced contributions to the regional GDP, employment, household income, and government revenue.

- Successful hosting of the Hollywoodbets Durban July 2026 which attracted over 45 000 visitors and generated approximately R254 million in direct expenditure and contributed around R880 million to the local economy and supported an estimated 1 270 jobs through its supply chain.

- The 2026 Comrades Marathon welcomed approximately 21 600 participants and 65 000 spectators.

- The GAS Motor Show, which took place in the City, attracted around 30 000 visitors over two days.

- Strong business events (MICE) sector – Durban remains one of South Africa's leading meetings, incentives, conferences, and exhibitions (MICE) destinations, with the Inkosi Albert Luthuli International Convention Centre consistently hosting world-class events.

- Year-round coastal tourism – Durban's warm climate and clean beaches continue to attract domestic and international visitors throughout the year, supporting the hospitality and leisure industries.

- Cruise tourism growth – The opening of the Nelson Mandela Cruise Terminal has significantly enhanced Durban's appeal as a cruise destination. Over the years, Durban has experienced increasing cruise ship arrivals, bringing thousands of international passengers into the City and creating opportunities for local tourism operators, retailers, and cultural attractions.

- Film and Creative Industry – Durban has become an attractive destination for film productions through Durban Film Office, with productions creating jobs and showcasing the City to global audiences. Events such as the Durban Film Mart and Durban International Film Festival contribute to tourism while positioning Durban as a creative hub.

- Summer and festive season – Durban is consistently ranked among South Africa's festive season destinations, with its beaches, warm climate, family friendly attractions attracting millions of visitors and delivering substantial revenue for the tourism value chain. Durban's performance during the December to January 2025 holiday period saw 1.2 million visitors flocking to the City's beaches, cultural attractions, and hospitality venues.

EThekwini Municipality remains committed to building on this momentum by continuing to invest in destination marketing, improving service delivery, enhancing public safety and cleanliness, maintaining infrastructure, and attracting more major events and conferences to the City.

GLOBAL LEADERS AND INVESTORS TO GATHER IN DURBAN FOR RESURGENCE

Durban is ready to welcome the world to this year's edition of the reSURGEnce Durban Conference, which takes place from 24 to 28 October at the Durban Exhibition Centre under the theme, 'Decreasing Barriers by Increasing Access'.

DURBAN will welcome international delegates from across the United States of America (USA), the Caribbean and the wider diaspora when it hosts the reSURGEnce Durban Conference from 24 to 28 October at the Durban Exhibition Centre.

Held under the theme, 'Decreasing Barriers by Increasing Acces', the reSURGEnce Durban Conference will bring together investors, business leaders, government representatives, entrepreneurs, and faith leaders to explore opportunities that strengthen economic partnerships, investment, entrepreneurship and collaboration between Africa and the globe.

International delegates travelling from the USA, the Caribbean and other participating countries are encouraged to depart for South Africa on 21 October to allow sufficient time ahead of the conference programme.

As the host city, eThekwini Municipality is well advanced in its planning and preparations to ensure the successful hosting of the international conference.

EThekwini City Manager Musa Mbhele and USA reSURGEnce Conference Convenor, Reverend Dennis Dillon, have reaffirmed Durban's readiness to welcome delegates from around the world.

"Durban is open for business and ready to welcome the world. As a leading investment and trade destination, our City offers world-class conferencing facilities, modern infrastructure and an enabling environment for business growth.

We look forward to connecting global delegates with local opportunities while showcasing Durban's investment potential," said Mbhele.

He added that comprehensive safety and security measures are in place to ensure visitors enjoy a safe, seamless, and productive experience throughout the conference.

The reSURGEnce Durban Conference will feature a dynamic programme including an exhibition showcasing locally manufactured goods, conference sessions focused on sharing business knowledge and ideas, business-to-business engagements aimed at unlocking investment, and partnership opportunities.

The programme will continue in the USA from 17 to 22 November in New York and Newark, building on the momentum of the Durban conference by advancing discussions and strengthening the partnerships established in Durban.

For conference and exhibition registration, travel packages, and further event information, visit www.resurgenceconference.com

DURBAN METRO POLICE INTENSIFIES BY-LAW ENFORCEMENT OPERATIONS

A RECENT integrated operation by the Metro Police in the Isiphingo precinct focused on business compliance, traffic law enforcement, and public space management resulting in the closure of an unlicensed business and the removal of illegal structures.

The operation also saw the destruction of expired goods and the issuing of 62 by-law and traffic notices.

These ongoing operations reflect the City's commitment to enforcing municipal by-laws, improving compliance and creating a safe environment for residents, businesses and visitors.

As part of its ongoing commitment to ensuring compliance with Municipal by-laws and regulations, the Metro Police conducted a series of integrated law enforcement operations in the Isiphingo precinct.

The operations focused on business compliance, traffic law enforcement, and stop-and-search activities aimed at promoting public safety and maintaining order.

Business compliance inspections resulted in one business being closed for operating without a valid business licence.

Inspectors also confiscated and destroyed expired goods found on the premises.

A total of 23 by-law charges were issued, including one charge for operating without a business licence, one for failing to have a waste removal contract, and 21 unauthorised taxi stands notices.

Traffic enforcement operations yielded 39 traffic-related infringements. These included 20 charges for obstruction, including five for parking on sidewalks.

As part of the clean-up initiative, officers demolished three illegal structures.

The Metro Polie continues to strengthen by-law enforcement across the City to promote safer, cleaner, and more orderly communities.

SUCCESSFUL HAIR AND BEAUTY SALON BUSINESS WORKSHOP HELD

More than 450 hair and beauty salon businesses turned out for the Compliance and Registration Workshop held at the Pinetown Civic Centre on 8 July, demonstrating the sector's commitment to compliance and business growth.

MORE than 450 hair and beauty salon business owners from the City's inner and outer west regions attended the second leg of eThekwini Municipality's hair and beauty salon businesses registration and compliance workshop.

The event was held at the Pinetown Civic Centre on 8 July. The workshop equipped salon owners with information on business registration, compliance with the Municipal Business Licensing By-law, and the business support services available to help them build sustainable enterprises.

Participants also received guidance on licensing requirements, environmental health, fire safety, land use management, funding opportunities, and other support services aimed at promoting business growth.

EThekwini Municipality's Business Licensing Manager, Qondi Liqwa, said the overwhelming response demonstrates the sector's willingness to formalise and partner with the Municipality in building a sustainable hair and beauty industry.

Attendee Zanele Khumalo welcomed the initiative saying: "The information shared today has helped us understand the importance of compliance as well as the support available to grow our businesses."

Further workshops are scheduled for 22 July at the Bester Community Hall in KwaMashu, 24 July at the eThekwini Community Church in the Durban Central Business District (CBD), 27 July at the Amanzimtoti Civic Centre, and on 29 July at the Mount View Civic Centre in Verulam.

Hair and beauty salon business owners can register or obtain more information at the Municipality's regional Business Licensing offices located at the Embassy Building in the Durban CBD, Verulam Sizakala Centre, Winkelspruit Sizakala Centre, Pinetown Regional Centre, and Ntuzuma Sizakala Centre at Midway Crossing. Alternatively, email licensing@durban.gov.za or call 031 311 4535.

IMPACTFUL TRAINING WORKSHOP EQUIPS SMALL TOURISM BUSINESSES

AS PART of eThekwini Municipality's ongoing efforts to support local tourism businesses to deliver exceptional visitor experiences and promote Durban as a welcoming and preferred destination, a welcome training workshop was held on 10 July at the Durban Botanic Gardens.

The workshop, spearheaded by the City's Medium, Small and Micro Enterprises (MSME) Development Division in partnership with South African Tourism, aimed to strengthen customer service standards among tourism MSMEs.

Tourism businesses fully engaged with Olive Mncwango, Product Capacity Building and Recognition Specialist at South African Tourism, during a welcome training workshop held at the Durban Botanic Gardens on 10 July.

Facilitated by Olive Mncwango, Product Capacity Building and Recognition Specialist at South African Tourism, the workshop focused on the importance of customer service excellence. Participants were equipped with practical skills and knowledge to provide warm, authentic and professional service to both local and international visitors.

The training highlighted the importance of creating positive visitor experiences through high-quality customer service. It also encouraged tourism MSMEs to use excellent service as a competitive advantage.

Welcome Maduna, Programme Manager within the MSME Development Division, said the workshop forms part of the City's commitment to building tourism MSMEs.

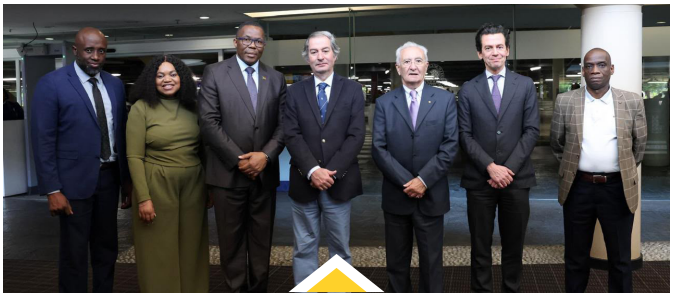
R63.5 MILLION FOR NEW JACOBS FIRE STATION

ETHEKWINI Municipality's commitment to strengthening emergency services has received a major boost, with R63.5 million set aside for the demolition and reconstruction of the Jacobs Fire Station. The existing station was closed after assessments found it to be structurally deteriorated, unsafe for occupation, and no longer compliant with building regulations.

Director of Fire Services Directorate Enock Mchunu said the project represents a significant investment in strengthening frontline emergency services and ensuring firefighters have the resources they need.

The project will be implemented over three financial years and is at an advanced stage of planning and design.

ENGAGEMENT STRENGTHENS TIES BETWEEN THE CITY AND PORTUGAL



EThekwini Mayor Councillor Cyril Xaba welcomed Portuguese Ambassador to South Africa, His Excellency Carlos Costa Neves, to Durban recently for high-level discussions aimed at strengthening co-operation between eThekwini Municipality and Portuguese cities.

AN ENGAGEMENT between eThekwini Mayor Councillor Cyril Xaba and Portuguese Ambassador to South Africa, His Excellency Carlos Costa Neves, to Durban recently saw high-level discussions held, aimed at strengthening co-operation between eThekwini Municipality and Portuguese cities.

The visit provided an opportunity to discuss areas of collaboration between eThekwini Municipality and cities in Portugal, with a focus on preserving shared cultural heritage and exploring strategic socioeconomic partnerships.

During the meeting, Mayor Xaba announced plans to relocate the statue of renowned Portuguese writer and poet Fernando Pessoa from the Durban Central Business District to the Durban Botanic Gardens. "Fernando Pessoa occupies a unique place in Durban's history. He lived in the City during his formative years from 1895 to 1905 and attended Durban High School. It was here that he mastered the English language, a skill that profoundly influenced his early literary works and contributed to his international acclaim," said Mayor Xaba.

In addition to discussions on cultural heritage, Mayor Xaba and Ambassador Costa Neves agreed to explore formal sister-city partnerships between the City of Durban and the Portuguese cities of Lisbon and Porto.

PROGRESS IN SMART METER ROLLOUT

ETHEKWINI Council noted the Accounts Management (Billing) Dashboard Overview Report for the month ended May 2026, which highlighted progress in modernising the Municipality's water and electricity metering systems to improve billing accuracy, reduce losses, and strengthen revenue collection.

The report noted that the Smart Water Metering Programme has exceeded its annual installation target, with 1 865 smart water meters installed and a further 135 currently being rolled out in areas including uMhlanga, Westville, New Germany, Bellair, and Amanzimtoti.

The programme is replacing ageing conventional meters with smart technology to reduce water losses, improve consumption monitoring, enhance billing accuracy, and ensure the fair allocation of free basic water.

Council also noted progress in the rollout of smart electricity meters, which are being introduced to address ageing infrastructure, faulty meters, electricity theft, and billing inaccuracies.

The smart meters provide real-time consumption monitoring, tamper detection, and improved integration with the Municipality's billing and vending systems.

The report further highlighted that approximately 95 percent of urban water meters are read and billed based on actual consumption. Council noted that the Accounts Management (Billing) Section continues to implement measures to improve billing accuracy.

Council has noted the progress made in modernising the Municipality's water and electricity metering systems to improve billing accuracy, reduce losses, and strengthen revenue collection.

SPECIAL DEBT RELIEF EXTENDED TO CUSTOMERS WITH RESOLVED ACCOUNT DISPUTES

ETHEKWINI Council has approved the reinstatement of the Special Debt Relief Programme exclusively for customers whose account disputes were still under consideration when the programme closed in January 2026. Approximately 154 account disputes, relating to electricity, water, and rates bills, have been identified. These disputes have a combined value of approximately R112.3 million.

EThekwini Mayor Councillor Cyril Xaba called on customers who were unable to benefit from the Special Debt Relief Programme, which ended in January 2026 due to pending account disputes, to take advantage of this once-off opportunity.

The reinstated programme is open from now until the end of August 2026.

"When we first introduced the programme from May to June 2025 to write off 50 percent of qualifying debt owed to the City as at the end of January 2025, ratepayers and various key stakeholders appealed to us to extend the programme."

The Special Debt Relief Programme, which concluded in January 2026, enabled the Municipality to write off R515 million, providing much-needed financial relief to more than 4 500 customers.

Mayor Xaba has urged all customers who had lodged account disputes to visit their nearest Municipal customer service centre for assistance before the reinstated programme closes at the end of August 2026.

If you would like to submit feedback or contribute to eThekwini Weekly Bulletin

Email: news.desk@durban.gov.za

EDITORIAL TEAM

EDITOR: Mandla Nsele, Director of Marketing and Communications • **SUB-EDITOR:** Charmel Payet • **CONTRIBUTORS:** Nonduduzo Ngcongo, Siphelele Buthelezi, Sane Shandu, and Gugu Mdlalose • **PHOTOGRAPHERS:** Thuli Dlamini and Nonjabulo Chamane • **DESIGNER:** Adi Deonarain