

EPPING CITY IMPROVEMENT DISTRICT

5 YEAR IMPLEMENTATION PLAN

1st July 2017 to 30th June 2022

PROGRAM 1 - MANAGEMENT & OPERATIONS

ACTION STEPS	RESPONSIBLE	FREQUENCY per year	DURATION IN MONTHS OR YEARS					PERFORMANCE INDICATOR	COMMENTS
			Y1	Y2	Y3	Y4	Y5		
1. Draft new term Business Plan.	Board & Coordinator	As required						1 Y	Business Plan finalised by ECID Board, minuted by 30 September 2021. AGM approval given for term renewal. Completed plan approved by City.
2. Update job description as required or as changes occur.	Coordinator	Ongoing	1 Y	1 Y	1 Y	1 Y	1 Y	1 Y	Job descriptions to be filed & all staff to have updated job descriptions.
3. Attend meetings with City of Cape Town departments.	Coordinator & Manager	Ongoing	1 Y	1 Y	1 Y	1 Y	1 Y	1 Y	Meetings attended or apologies sent. Minutes forwarded to Coordinator and Board and filed.
4. Provide an operational office within ECID.	Coordinator	Ongoing	1 Y	1 Y	1 Y	1 Y	1 Y	1 Y	Operational ECID office accessible to all property owners.
5. Comply with Company Act requirements. Submit required documents to CIPC within two months after AGM.	Board & Coordinator	Ongoing	1Y	1Y	1Y	1Y	1Y	1Y	CIPC requirements <ul style="list-style-type: none"> • New Directors • Membership List • Annual Returns • AGM • Supply City with proof/certificates.
6. Interact with property owners in arrears with SRA additional rates.	Manager	Ongoing / Monthly	1 Y	1 Y	1 Y	1 Y	1 Y	1 Y	All Companies aware of their debt situation. All contacts recorded as they occur.

PROGRAM 1 - MANAGEMENT & OPERATIONS

ACTION STEPS	RESPONSIBLE	FREQUENCY per year	DURATION IN MONTHS OR YEARS					PERFORMANCE INDICATOR	COMMENTS
			Y1	Y2	Y3	Y4	Y5		
7. Process service provider payments.	Finance Portfolio Committee & Manager	Weekly	1Y	1Y	1Y	1Y	1Y	1. Processed within 3 days of receipt. 2. Authorised within in 2 days of submitting to Board members.	
8. Monitor payment of sponsorships.	Finance Portfolio Committee & Manager	Monthly	1 Y	1 Y	1 Y			All sponsorships to be recorded monthly.	
9. Board meetings.	Coordinator	Quarterly	1 Y	1 Y	1 Y	1 Y	1 Y	Board meetings held and minutes taken and filed.	
10. Perform budget review.	Finance Portfolio Committee & Manager	Quarterly	1Y	1Y	1Y	1Y	1Y	Submit approved budget review to the City by 31 January.	
11. Mid-year reviews.	Board, Coordinator & Manager	Every 6 Months	1Y	1Y	1Y	1Y	1Y	Submit approved mid-year review to the City of Cape Town by 31 January.	
12. Table expenditure at Board meeting.	Financial Portfolio Committee & Coordinator	Quarterly/ Annually	1 Y	1 Y	1 Y	1 Y	1 Y	Minutes to support major budget deviations. AGM to confirm all major budget deviations. City reviews major budget deviations.	
13. Compile yearly implementation plan and budget.	Board, Coordinator & Manager	Annually	1 Y	1 Y	1 Y	1 Y	1 Y	Yearly implementation plan finalised by ECID Board and minuted by end October. AGM approval given for yearly implementation plan and budget. Completed plan approved by City.	
14. Confirm appointment of auditors & arrange annual audit. Arrange for auditors to present report at AGM.	Finance Portfolio Committee & Coordinator	Annually	1 Y	1 Y	1 Y	1 Y	1 Y	Audit performed to national requirements and all queries answered. Submit to City by 31 August.	

PROGRAM 1 - MANAGEMENT & OPERATIONS

ACTION STEPS	RESPONSIBLE	FREQUENCY per year	DURATION IN MONTHS OR YEARS					PERFORMANCE INDICATOR	COMMENTS
			Y1	Y2	Y3	Y4	Y5		
15. Appointment of book keepers and monitor financial accounts.	Finance Portfolio Committee & Coordinator	Annually	1 Y	1 Y	1 Y	1 Y	1 Y	Book keepers appointed and all accounts are up to date by the 15 th of each month and sent to the City. All accounts support audit and all accounts kept as required by Auditors.	
16. AGM.	Manager	Annually	1 Y	1 Y	1 Y	1 Y	1 Y	AGM conducted successfully.	
17. Submit Management Report and Annual Financial Statement to Sub Council.	Coordinator	Annually	1Y	1Y	1Y	1Y	1Y	Submitted within 3 months of the AGM.	
18. Submit input to Integrated Development Plan.	Board & Coordinator	Annually	1Y	1Y	1Y	1Y	1Y	Submitted to Sub Council.	
19. Submit input to City Capital Budget.	Board & Coordinator	Annually	1Y	1Y	1Y	1Y	1Y	Submitted to Sub Council.	
20. Obtain annual Tax Clearance Certificate.	Coordinator & Manager	Annually	1Y	1Y	1Y	1Y	1Y	Provide City of Cape Town with new TCC before expiry.	
21. Apply for Tax Exemption Status.	Board & Coordinator	Annually						Tax exemption applied for.	
22. Achieve a clean audit.	Board	Annually	1Y	1Y	1Y	1Y	1Y	Auditor's opinion in AFS indicate a clean audit.	
23. Submit a signed and detailed AFS to the City.	Board & Coordinator	Annually	Y1	Y2	Y3	Y4	Y5	AFS submitted to the City of Cape Town by 31 August.	

PROGRAM 2 - SECURITY INITIATIVES

ACTION STEPS	RESPONSIBLE	FREQUENCY per year	DURATION IN MONTHS OR YEARS					PERFORMANCE INDICATOR	COMMENTS
			Y1	Y2	Y3	Y4	Y5		
1. Liaise with SAP, Law Enforcement & Traffic Department.	Security Liaison Officer	Ongoing	1 Y	1 Y	1 Y	1 Y	1 Y	Attend meetings as required & update electronic communication as required. Attendance log completed and all e-mails/calls attended to.	
2. Determine contingency plan with SAPS to enhance ECID objectives.	Security Liaison Officer	Ongoing	1 Y	1 Y	1 Y	1 Y	1 Y	Log all details and file. Draft operational plans to SAPS requirements. All plans to SAPS format and Coordinator informed of plans and addressed with the Board as required.	
3. Implement strategies to supplement SAPS service.	Security Liaison Officer	Ongoing	1 Y	1 Y	1 Y	1 Y	1 Y	Implement strategy according to the plan. Note all discrepancies and amend as required, within stated time frame and results noted by ECID Board. Log to record details of changes and coordinator informed.	
4. Security complaints followed up by visiting the company.	Security Liaison Officer	Ongoing	1 Y	1 Y	1 Y	1 Y	1 Y	Log to record details of complaint, suggestions to be noted, and coordinator informed. Company visited within 72 hours.	
5. Formulate an emergency plan for Epping Industria Liaise with Disaster Risk Management.	Manager	Ongoing	1 Y	1 Y	1 Y	1 Y	1 Y	Emergency plan in place and all businesses to be in possession of the emergency plan. SAPS, Traffic, Fire Department, Metro Police, Law Enforcement and Environmental Health for implementation procedures.	
6. Provide office/rest room for security officers.	Board & Coordinator	Ongoing	1Y	1Y	1Y	1Y	1Y	Functional facilities supplied.	

PROGRAM 2 - SECURITY INITIATIVES

ACTION STEPS	RESPONSIBLE	FREQUENCY per year	DURATION IN MONTHS OR YEARS					PERFORMANCE INDICATOR	COMMENTS
			Y1	Y2	Y3	Y4	Y5		
7. Download and check Geotab.	Security Liaison Officer	Daily	1 Y	1 Y	1 Y	1 Y	1 Y	Log to record details, all discrepancies attended to within 48 hours and coordinator informed.	
8. All security reports to be handed in to Security Liaison Officer.	Security Liaison Officer	Daily	1 Y	1 Y	1 Y	1 Y	1 Y	Monthly report compiled and sent to all companies.	
9. Hold weekly meetings with site manager of security provider.	Security Liaison Officer & Coordinator	Weekly	1 Y	1 Y	1 Y	1 Y	1 Y	Log to record details, all discrepancies attended to within 48 hours and coordinator informed.	
10. Hold monthly meetings with senior management of security provider.	Security Liaison Officer & Coordinator	Monthly	1 Y	1 Y	1 Y	1 Y	1 Y	Log to record details, all discrepancies attended to within 48 hours and coordinator informed.	
11. Compile security monthly report.	Manager	Monthly	1Y	1Y	1Y	1Y	1Y	Report compiled and sent to Board and all Companies by the 15 th of each month.	
12. Appoint / renew Security service provider.	Security Portfolio Committee & Coordinator	Every 3 years	1 Y	-	-	1 Y	-	Board approved and new contract signed.	

PROGRAM 3 – LAW ENFORCEMENT INITIATIVES

ACTION STEPS	RESPONSIBLE	FREQUENCY per year	DURATION IN MONTHS OR YEARS					PERFORMANCE INDICATOR	COMMENTS
			Y1	Y2	Y3	Y4	Y5		
1. Provide office/rest room for Law Enforcement Officers.	Board & Coordinator	Ongoing	1Y	1Y	1Y	1Y	1Y	Functional facilities supplied.	
2. Interact with Law Enforcement Officers and management daily.	Coordinator	Daily	1 Y	1 Y	1 Y	1 Y	1 Y	All conformance issues recorded and reported within laid down time frame of MOA.	
3. Inspection of vehicles.	Security Liaison Officer	Daily	1 Y	1 Y	1 Y	1 Y	1 Y	Vehicles inspected daily and record kept.	
4. Monitor ECID Law Enforcement vehicles.	Security Liaison Officer	Weekly	1 Y	1 Y	1 Y	1 Y	1 Y	Inspection sheets completed and filed, taking appropriate action by arranging all servicing, maintenance and repairs. Servicing, maintenance & repairs arranged & logged.	
5. Download Geotab and Standard Bank statements pertaining to Law Enforcement vehicles.	Security Liaison Officer	Weekly	1 Y	1 Y	1 Y	1 Y	1 Y	All discrepancies to be noted and reported to coordinator. Relevant downloads done daily/weekly. Processed information notes all discrepancies and is reported to coordinator within 24 hours.	
6. Monthly report of all fines by Law Enforcement Officers.	Manager	Monthly	1 Y	1 Y	1 Y	1 Y	1 Y	Reports sent out 2 weeks into new month to Board and all companies.	
7. Contract with Cape Town Law Enforcement Division.	Board & Coordinator	Annually	1 Y	1 Y	1 Y	1 Y	1 Y	MOA signed by Board and City of Cape Town.	

PROGRAM 4 - CAMERA INITIATIVES

ACTION STEPS	RESPONSIBLE	FREQUENCY per year	DURATION IN MONTHS OR YEARS					PERFORMANCE INDICATOR	COMMENTS
			Y1	Y2	Y3	Y4	Y5		
1. Monitor camera system and download data, process downloaded data.	Security Liaison Officer	Ongoing	1 Y	1 Y	1 Y	1 Y	1Y	Downloaded data conforms to SAPS specifications for court action. Arrange action within 36 hours of download. Arrange Law Enforcement/SAPS action.	
2. Visit camera control room.	Security Liaison Officer	Weekly	1 Y	1 Y	1 Y	1 Y	1Y	Visit details recorded weekly and inform coordinator of any problems.	
3. Collate crime statistics received from SAPS, ECID security provider and businesses in Epping.	Security Liaison Officer & Manager	Monthly	1 Y	1 Y	1 Y	1 Y	1Y	Log of all incidences reported to be updated monthly and be part of monthly report.	
4. Class "A" incident reports.	Manager	Monthly	1 Y	1 Y	1 Y	1 Y	1Y	Reports sent out 2 weeks into new month to all Companies.	

PROGRAM 5 – CLEANSING / URBAN MANAGEMENT INITIATIVES

ACTION STEPS	RESPONSIBLE	FREQUENCY per year	DURATION IN MONTHS OR YEARS					PERFORMANCE INDICATOR	COMMENTS
			Y1	Y2	Y3	Y4	Y5		
CLEANSING									
1. Monitor Council open grassed areas and request Council/Contractor to take action.	Manager	Ongoing	1 Y	1 Y	1 Y	1 Y	1 Y	Open areas to be under control with grass shorter than knee high.	
2. Hold weekly meetings with service provider.	Coordinator, Manager & Security Liaison Officer	Weekly	1 Y	1 Y	1 Y	1 Y	1 Y	Check attendance / wage sheets. 80% of items raised completed within stipulated time frame and monthly reports submitted. Number of workers paid for to tally with wage sheet.	
3. Monitor removal of dumping from streets and railway reserve. Report to Law enforcement / Council / Cleansing contractor.	Manager Council, Cleansing Contractor & Law Enforcement	Weekly	1 Y	1 Y	1 Y	1 Y	1 Y	All incidents resolved and logged to show actions taken and results. Take photos of concerns, send to Council and log a C3 notification, all outstanding items to be followed up weekly.	
4. Monitor if Council bins need to be emptied and inform Council.	Manager	Weekly	1 Y	1 Y	1 Y	1 Y	1 Y	Bins emptied in a reasonable time frame.	
5. Verges to be cut monthly.	Manager	Monthly	1 Y	1 Y	1 Y	1 Y	1 Y	Grass length to be acceptable. All incidents resolved within 72 hours and log to show actions taken and results.	
6. Catch pit gulley's to be cleaned.	Cleansing Contractor	Monthly	1 Y	1 Y	1 Y	1 Y	1 Y	25 catch pit gulley's cleaned and report to show which gulley's have been cleaned.	
7. Appoint/renew Cleansing service provider.	Cleaning Portfolio Committee & Coordinator	Annually	1 Y	1 Y	1 Y	1 Y	1 Y	Board approved and new contract signed.	
URBAN MANAGEMENT									
1. Promote waste wise by encouraging businesses to recycle, reuse and minimize waste.	Manager	Ongoing	1 Y	1 Y	1 Y	1 Y	1 Y	Communicate with Companies in Epping promoting waste minimisation.	
2. Greening of area.	Manager	Ongoing	1 Y	1 Y	1 Y	1 Y	1 Y	Encourage property owners to plant and maintain trees.	

PROGRAM 5 – CLEANSING / URBAN MANAGEMENT INITIATIVES

ACTION STEPS	RESPONSIBLE	FREQUENCY per year	DURATION IN MONTHS OR YEARS					PERFORMANCE INDICATOR	COMMENTS
			Y1	Y2	Y3	Y4	Y5		
3. Upgrades; <ul style="list-style-type: none"> Street lights Road services Road markings Storm water 	Board, Coordinator & Manager	Ongoing	1Y	1Y	1Y	1Y	1Y	Placed on City operational budget/capital budget.	
4. Report defects; Blocked drains, missing/damaged manhole covers, road signs, damaged roads and street lights. Take photos of concerns.	Manager & Council	Weekly	1 Y	1 Y	1 Y	1 Y	1 Y	Log C3 notification and monitor actions.	
5. Prioritise a list of essential needs to enhance the objectives of the ECID.	Manager	Monthly	1 Y	1 Y	1 Y	1 Y	1 Y	Records to show actions taken and results. Confirm items with Council Department, draft list and confirm with coordinator.	
6. Road signs to be cleaned of stickers and poster twine.	Cleansing Contractor	Monthly	1 Y	1 Y	1 Y	1 Y	1 Y	Report to Council contractor.	
7. Liaise with the relevant role players at the local authority and submit / report recommendation Record all details and file & inform coordinator.	Manager	Quarterly	1 Y	1 Y	1 Y	1 Y	1 Y	List of Council role players to be updated quarterly or as required. Recommendations to be to Council requirements.	
8. Plant trees.	Project Portfolio Committee & Manager	Annually	1 Y	1 Y	1 Y	1 Y	1 Y	Trees planted and watered as required.	

PROGRAM 6 - MARKETING & COMMUNICATION INITIATIVES

ACTION STEPS	RESPONSIBLE	FREQUENCY per year	DURATION IN MONTHS OR YEARS					PERFORMANCE INDICATOR	COMMENTS
			Y1	Y2	Y3	Y4	Y5		
1. Meet with all property owners to promote membership and raise awareness of the role of the ECID.	Manager	Ongoing	1 Y	1 Y	1 Y	1 Y	1 Y	Maintain a membership of 70% or above.	
2. Communicating with ECID owners and tenants.	Manager	Ongoing	1 Y	1 Y	1 Y	1 Y	1 Y	All relevant correspondence to be done within 7 days.	
3. Distribution of handouts & brochures.	Manager	Ongoing	1 Y	1 Y	1 Y	1 Y	1 Y	Requirements confirmed by ECID Board, completed brochures & handouts to be fault free and distributed within the laid down time frame.	
4. Establish and maintain relationships with Companies in Epping by visiting 90 companies per month.	Manager, Security Liaison Officer & Admin Assistant	Monthly	1 Y	1 Y	1 Y	1 Y	1 Y	60 companies visited by manager, 15 visits each by admin assistant and security liaison officer. Log to show visits & submitted to Board monthly.	
5. Website updated & maintained.	Manager	Monthly	1 Y	1 Y	1 Y	1 Y	1 Y	Maintained & 2 items placed on website monthly.	
6. Gardens competition.	Coordinator & Manager	Annually	1 Y	1 Y	1 Y	1 Y	1 Y	Certificate and wards to be presented in December and placed on the website within 28 days.	

PROGRAM 7 - PROJECTS

ACTION STEPS	RESPONSIBLE	FREQUENCY per year	DURATION IN MONTHS OR YEARS					PERFORMANCE INDICATOR	COMMENTS
			Y1	Y2	Y3	Y4	Y5		
1. Identify projects, assess need and draft action plan.	Project Portfolio Committee & Coordinator	Ongoing	1 Y	1 Y	1 Y	1 Y	1 Y	Needs assessed and plan drafted. Action plan agreed by ECID Board. Approve/ratify at the AGM.	
2. Implement projects.	Project Portfolio Committee & Coordinator	Ongoing	1 Y	1 Y	1 Y	1 Y	1 Y	Finalise action plan, obtain required consents, implement and assess results. All Council / Company agreements drafted and filed.	

PROGRAM 8 – SOCIAL RESPONSIBILITY

ACTION STEPS	RESPONSIBLE	FREQUENCY per year	DURATION IN MONTHS OR YEARS					PERFORMANCE INDICATOR	COMMENTS
			Y1	Y2	Y3	Y4	Y5		
1. Food donations.	Manager	Monthly	1 Y	1 Y	1 Y	1 Y	1 Y	Food donations sourced, handed out to soup kitchens. Receipt of goods received signed by the recipients, photos taken of hand overs. Receipt and photos sent to donors and placed on website.	
2. Liaise with the City of Cape Town's Social Development Department.	Manager	Annually	1 Y	1 Y	1 Y	1 Y	1 Y	Meeting held with the City of Cape Town's Social Development Department and assist with the implementation of their policies.	