

**EPPING CITY IMPROVEMENT DISTRICT
IMPLEMENTATION PLAN
1st July 2013 to 30th June 2014**

PROGRAM 1 - MANAGEMENT & OPERATIONS

ACTION STEPS	RESPONSIBLE	FREQUENCY per year	PERFORMANCE INDICATOR	COMMENTS
1. Compile yearly implementation plan and budget if required. Assess yearly needs within term business plan and draft implementation plan for year. Submit to Board then AGM for ratification then submit to Council.	Coordinator T Bartram	Annually	Yearly implementation plan finalised by ECID Board and minuted. AGM ratification given for yearly implementation plan. Completed plan approved by Council.	
2. Update job description as required or as changes occur.	Coordinator T Bartram	Ongoing	Job descriptions to be filed & all staff to have updated job descriptions.	
3. Confirm appointment of auditors & arrange annual audit, confirm AGM resolutions. Arrange audit and for auditors to present report at AGM.	Coordinator T Bartram	Annually	Audit performed to national requirements and all queries answered. Financials passed by AGM.	
4. Confirm appointment of book keepers & monitor financial accounts.	Coordinator T Bartram	Annually	Book keepers appointed and all accounts are up to date.	
5. Confirm Board resolutions Monitor general ledger quarterly, check income statement, Council income / expense report, bank statement & investments report monthly.	Coordinator T Bartram	Monthly	All accounts support audit and all accounts kept as required by Auditors.	
6. Arrange Board meetings	Coordinator T Bartram	Quarterly	Board meetings held and minutes taken.	
7. Table any over / under expenditure at Board meeting, confirm reasons in minutes. Table at the AGM, Inform Council.	Coordinator T Bartram	Quarterly/ Annually	Minutes to support major budget changes. AGM to confirm all major budget deviations. Council confirms major budget changes.	

PROGRAM 1 - MANAGEMENT & OPERATIONS

ACTION STEPS	RESPONSIBLE	FREQUENCY per year	PERFORMANCE INDICATOR	COMMENTS
8. Arrange AGM including venue, PA system, minute taking, advertising etc Arrangements agreed by the ECID Chairperson, all written documents tabled at AGM. Take minutes.	Ass. Manager L Johnstone	Yearly	Agenda, adverts, financials, Chairpersons report, agenda and business plan distributed. AGM conducted successfully	
9. Monitor creditors / debtors weekly. Draft & sign cheques in accordance with ECID procedures. Prepare invoices for EFT and send to authorised signatories.	Coordinator T Bartram Ass. Manager L Johnstone	Ongoing / Weekly	All creditors' / debtors monitored by computer weekly. Cheques passed by bank. Signatories authorise and payment is successful.	
10. Attend meetings with Council department as required, report back to coordinator.	Coordinator T Bartram & Ass. Manager L Johnstone	Ongoing	Meetings attended or apologies sent. Coordinator informed of all developments.	
11. Check SRA arrears information distributed by Council, note all Companies that are ± 6 months or R 5 000.00 in arrears. Contact Companies and offer guidance/ assistance if there is a dispute. All results forwarded to Council	Ass. Manager L Johnstone	Ongoing / Monthly	All Companies aware of their debt situation. All contacts recorded as they occur. Council contacted where applicable. Arrears to be ± 3% of collection.	
12. Check bank statements on a monthly basis to monitor payment of sponsorships.	Admin Assistant	Monthly	All sponsorships to be up to date.	
13. Maintain an office with equipment as required , update asset register as required and ensure all ECID & JFU equipment is functional.	Coordinator T Bartram	Ongoing	Asset register clearly splits furniture & equipment between ECID, JFU and staff. Equipment to be 95% functional.	

PROGRAM 2 - SECURITY INITIATIVES

ACTION STEPS	RESPONSIBLE	FREQUENCY per year	PERFORMANCE INDICATOR	COMMENTS
1. Appoint / renew Security service provider	Coordinator T Bartram	Annually	Board approved and new contract signed.	
2. Hold monthly meetings with senior management of present security provider.	Security Officer R Ord & Coordinator T Bartram	Monthly	Log to record details, all discrepancies attended to within 48 hours and coordinator informed.	
3. Hold weekly meetings with site manager of present security provider.	Security Officer R Ord & Coordinator T Bartram	Weekly	Log to record details, all discrepancies attended to within 48 hours and coordinator informed.	
4. Download and check Geotab.	Security Officer R Ord	Daily	Log to record details, all discrepancies attended to within 48 hours and coordinator informed.	
5. All security reports to be handed in to R Ord.	Security Officer R Ord	Daily	Monthly report filed.	
6. Liaise with SAP, Law Enforcement & Traffic Department, attend meetings as required & update electronic communication as required.	Security Officer R Ord	Ongoing	Attendance log completed and all e mails/calls attended to.	
7. Determine contingency plan with SAPS to enhance ECID objectives, log all details and file. Draft operational plans to SAPS requirements.	Security Officer R Ord	Ongoing	All details filed. All plans to SAPS format and Coordinator informed of plans.	
8. Implement strategies to supplement SAPS service. Implement strategy according to the plan. Note all discrepancies and amend as required.	Security Officer R Ord	Ongoing	Strategies implemented within stated time frame and results noted by ECID Board. Log to record details of changes and coordinator informed.	
9. Hold monthly meetings with security providers in the area & SAPS, confirm meeting dates and attend meetings or give apologies. Record details of meetings.	Security Officer R Ord	Monthly	Log to record details and coordinator informed.	
10. Company to be visited within 72 hours of complaint to address security issues. Record complaint & actions suggested.	Security Officer R Ord	Ongoing	Log to record details of complaint, suggestions to be noted, and coordinator informed.	

PROGRAM 2 - SECURITY INITIATIVES

ACTION STEPS	RESPONSIBLE	FREQUENCY per year	PERFORMANCE INDICATOR	COMMENTS
11. Formulate an emergency plan for Epping Industria Liaise with Disaster Risk Management, SAPS, Traffic, Fire Department, Metro Police, Law Enforcement and Environmental Health for implementation procedures.	Ass. Manager L Johnstone	Annually	Emergency plan in place and all businesses to be in possession of the emergency plan.	

PROGRAM 3 – LAW ENFORCEMENT INITIATIVES

ACTION STEPS	RESPONSIBLE	FREQUENCY per year	PERFORMANCE INDICATOR	COMMENTS
1. Confirm any changes to yearly contract with Cape Town Law Enforcement Division and arrange for Board to sign the contract	Coordinator T Bartram & ECID Board	Annually	Contract signed by Board and City of Cape Town.	
2. Interact with Law Enforcement Officers and management daily. Report all non-conformance issues to coordinator.	Security Officer R Ord	Daily	All conformance issues recorded and reported within laid down time frame	
3. Monitor ECID Law Enforcement vehicles & take appropriate action Arrange all servicing, maintenance and repairs.	Security Officer R Ord	Weekly	Inspection sheets completed and filed. Servicing, maintenance & repairs arranged & logged.	
4. Download Geotab and Standard Bank statements pertaining to Law Enforcement vehicles, all discrepancies to be noted and reported to coordinator. Record discrepancies where appropriate.	Security Officer R Ord	Weekly	Relevant downloads done daily/weekly. Processed information notes all discrepancies and is reported to coordinator within 24 hours.	
5. Send out a monthly report of all fines by Law Enforcement Officers	Ass. Manager L Johnstone	Monthly	Reports sent out 2 weeks into new month	
6. Continue to encourage businesses to sponsor this project.	Ass. Manager L Johnstone Security Officer R Ord & Coordinator T Bartram	Ongoing	Sponsorships obtained on a sliding scale for 3 years due to phasing out.	

PROGRAM 4 - CAMERA INITIATIVES

ACTION STEPS	RESPONSIBLE	FREQUENCY per year	PERFORMANCE INDICATOR	COMMENTS
1. Monitor camera system and download data Process downloaded data Arrange Law Enforcement/SAPS action.	Security Officer R Ord	Ongoing	Downloaded data conforms to SAPS specifications for court action. Arrange action within 36 hours of download.	
2. Visit camera control room and record details of visits and inform coordinator of any problems.	Security Officer R Ord	Weekly	Visit details recorded weekly.	
3. Collate crime statistics received from SAPS, ECID security and businesses in Epping.	Security Officer R Ord Ass.Manager L Johnstone	Monthly	Log of all crimes reported to be updated monthly.	
4.Three Class "A" incident reports sent to all Companies	Ass.Manager L Johnstone	Monthly	Reports sent out 2 weeks into new month	

PROGRAM 5 - CLEANSING INITIATIVES

ACTION STEPS	RESPONSIBLE	FREQUENCY per year	PERFORMANCE INDICATOR	COMMENTS
1. Appoint/renew Cleansing service provider	Coordinator T Bartram	Annually	Board approved and new contract signed.	
2. Hold meetings with service provider and check attendance / wage sheets.	Coordinator T Bartram	Weekly	80% of items raised completed within stipulated time frame and monthly reports submitted. Number of workers paid for to tally with wage sheet.	
3. Liaise with the relevant role players at the local authority and submit / report recommendation Record all details and file & inform coordinator.	Ass.Manager L Johnstone	Quarterly	List of Council role players to be updated quarterly or as required. Recommendations to be to Council requirements.	
4. Prioritise a list of essential needs to enhance the objectives of the ECID. Confirm items with Council Department, draft list and confirm with coordinator.	Ass.Manager L Johnstone	Monthly	Records to show actions taken and results.	
5. Verges to be cut monthly. Take photos of concerns & send to contractor with instructions to take action within 72 hours of notification.	Ass.Manager L Johnstone	Monthly	Grass length to be acceptable. All incidents resolved within 72 hours and log to show actions taken and results.	
6. Monitor waste removal and dumping from streets and railway reserve. Take photos of concerns, send to Council and log, all outstanding items to be followed up weekly	Ass.Manager L Johnstone	Weekly	All incidents resolved and logged to show actions taken and results.	
7. Monitoring of illegal Dumping. Report to Law enforcement / Council / Cleansing contractor	Coordinator T Bartram/Council/ Cleansing Contractor / Law Enforcement	Ongoing	Removal of illegal dumping and applying penalties through law enforcement against offenders.	
8. Monitor blocked drains, missing/damaged manhole covers, road signs and street lights. Take photos of concerns, send to Council and log all outstanding items to be followed up weekly.	Ass.Manager L Johnstone / Council	Weekly	All incidents resolved and logged to show actions taken and results.	
9. Monitor if Council bins need to be emptied and inform Council.	Ass.Manager L Johnstone	Weekly	Bins emptied in a reasonable time frame.	

PROGRAM 5 - CLEANSING INITIATIVES

ACTION STEPS	RESPONSIBLE	FREQUENCY per year	PERFORMANCE INDICATOR	COMMENTS
10. Catch pit gulley's to be cleaned	Cleansing Contractor	Monthly	25 catch pit gulley's cleaned and report to show which gulley's have been cleaned.	
11. Road signs to be cleaned of stickers and poster twine.	Cleansing Contractor	Monthly	Report to show which signs have been cleaned.	
12. Monitor Council open grassed areas and request Council/Contractor to take action.	Ass.Manager L Johnstone	Ongoing	Open areas to be under control with grass shorter than knee high.	
13. Promote waste wise by encouraging businesses to recycle, reuse and minimize waste	Ass.Manager L Johnstone	Ongoing	Communicate with Companies in Epping promoting waste minimisation.	

PROGRAM 6 - MARKETING & COMMUNICATION INITIATIVES

ACTION STEPS	RESPONSIBLE	FREQUENCY per year	PERFORMANCE INDICATOR	COMMENTS
1. Establish and maintain relationships with Companies in Epping by visiting 60 companies per month.	Ass.Manager L Johnstone & Security Officer R Ord	Monthly	Log to show visits & submitted to Board monthly.	
2. Meet with all property owners to promote membership and raise awareness of the role of the ECID	Ass.Manager L Johnstone	Ongoing	Maintain a membership of 70% or above	
3. Gardens to be assessed. Certificates/ awards presented and photos taken for website.	Coordinator T Bartram Ass.Manager L Johnstone	Quarterly	All certificates/ awards to be presented and placed on the website within 28 days.	
4. Receive and send correspondence to ECID owners and tenants as required.	Ass.Manager L Johnstone	Ongoing	All relevant correspondence to be done within 7 days.	
5. Website updated & maintained.	Ass.Manager L Johnstone	Monthly	Maintained & 2 items placed on website monthly.	
6. Distribution of handouts & brochures.	Ass.Manager L Johnstone	Ongoing	Requirements confirmed by ECID Board, completed brochures & handouts to be fault free and distributed within the laid down time frame	

PROGRAM 7 - PROJECTS

ACTION STEPS	RESPONSIBLE	FREQUENCY per year	PERFORMANCE INDICATOR	COMMENTS
1. Identify projects, assess need and draft action plan & submit to ECID Board for approval.	ECID Coordinator T Bartram	Ongoing	Needs assessed and plan drafted. Action plan agreed by ECID Board.	
2. Implement projects.	ECID Coordinator T Bartram	Ongoing	Finalise action plan, obtain required consents, implement and assess results. All Council / Company agreements drafted and filed. Project implemented and goal achieved.	