

**EPPING CITY IMPROVEMENT DISTRICT**  
**IMPLEMENTATION PLAN**  
**1st July 2016 to 30th June 2017**

**PROGRAM 1 - MANAGEMENT & OPERATIONS**

| ACTION STEPS  | RESPONSIBLE  | FREQUENCY per year   | PERFORMANCE INDICATOR   | COMMENTS |
|---|--|----------------------|---|----------|
| 1. Update job description as required or as changes occur.  | Coordinator<br>T Bartram                             | Ongoing              | Job descriptions to be filed & all staff to have updated job descriptions.  |          |
| 2. Attend meetings with Council department as required, report back to coordinator.   | Coordinator<br>T Bartram &<br>Manager<br>L Johnstone | Ongoing              | Meetings attended or apologies sent.<br>Coordinator informed of all developments.   |          |
| 3. Maintain an office with equipment as required, update asset register as required and ensure all ECID & JFU equipment is functional.  | Coordinator<br>T Bartram                             | Ongoing              | Asset register clearly splits furniture & equipment between ECID, JFU and staff.<br>Equipment to be 95% functional.                   |          |
| 4. Monitor creditors / debtors weekly.<br>Draft & sign cheques in accordance with ECID procedures.<br>Prepare invoices for EFT and send to authorised signatories.  | Coordinator<br>T Bartram<br>Manager<br>L Johnstone   | Ongoing /<br>Weekly  | All creditors' / debtors monitored by computer weekly.<br>Cheques passed by bank.<br>Signatories authorise and payment is successful. |          |
| 5. Check SRA arrears information distributed by Council, note all Companies that are ± 6 months or R 5 000.00 in arrears.<br>Contact Companies and offer guidance/ assistance if there is a dispute. All results forwarded to Council | Manager<br>L Johnstone                               | Ongoing /<br>Monthly | All contacts recorded as they occur.<br>Council contacted where applicable.   |          |
| 6. Confirm Board resolutions<br>Monitor general ledger quarterly, check income statement, Council income / expense report, bank   | Coordinator<br>T Bartram                             | Monthly              | All accounts support audit and all accounts kept as required by Auditors.   |          |

## PROGRAM 1 - MANAGEMENT & OPERATIONS

| ACTION STEPS   | RESPONSIBLE  | FREQUENCY<br>per year  | PERFORMANCE INDICATOR  | COMMENTS |
|--|--|------------------------|--|----------|
| statement & investments report monthly.  |  |                        |  |          |
| 7. Check bank statements on a monthly basis to monitor payment of sponsorships.  | Manager<br>L Johnstone<br>Admin Assistant            | Monthly                | All sponsorships to be up to date.   |          |
| 8. Arrange Board meetings  | Coordinator<br>T Bartram                             | Quarterly              | Board meetings held and minutes taken.   |          |
| 9. Table any over / under expenditure at Board meeting, confirm reasons in minutes. Table at the AGM, Inform Council.  | Coordinator<br>T Bartram                             | Quarterly/<br>Annually | Minutes to support major budget changes.<br>AGM to confirm all major budget deviations.<br>Council confirms major budget changes.                                |          |
| 10. 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<br>T Bartram &<br>Manager<br>L Johnstone | Annually               | Yearly implementation plan finalised by ECID Board and minuted.<br>AGM ratification given for yearly implementation plan.<br>Completed plan approved by Council. |          |
| 11. Confirm appointment of auditors & arrange annual audit, confirm AGM resolutions. Arrange audit and for auditors to present report at AGM.  | Coordinator<br>T Bartram                             | Annually               | Audit performed to national requirements and all queries answered.<br>Financials passed by AGM.  |          |
| 12. Confirm appointment of book keepers & monitor financial accounts.  | Coordinator<br>T Bartram                             | Annually               | Book keepers appointed and all accounts are up to date.  |          |
| 13. Arrange AGM including venue, PA system, minute taking, advertising etc Arrangements agreed by the ECID Chairperson, all written documents tabled at AGM. Take minutes.   | Manager<br>L Johnstone                               | Annually               | Agenda, adverts, financials, Chairpersons report, agenda and business plan distributed. AGM conducted successfully   |          |

## PROGRAM 2 - SECURITY INITIATIVES

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

## PROGRAM 3 – LAW ENFORCEMENT INITIATIVES

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

## PROGRAM 4 - CAMERA INITIATIVES

| ACTION STEPS  | RESPONSIBLE   | FREQUENCY per year | PERFORMANCE INDICATOR  | COMMENTS |
|---|---|--------------------|--|----------|
| 1. Continue to encourage business to sponsor the motion detection cameras + lighting on the sidings.    | Manager<br>L. Johnstone                               | Ongoing            | Sponsorships obtained for 2016-17  |          |
| 2. Monitor camera system and download data Process downloaded data Arrange Law Enforcement/SAPS action. | Operations Manager<br>R Ord                           | Ongoing            | Downloaded data conforms to SAPS specifications for court action.<br>Arrange action within 36 hours of download. |          |
| 3. Visit camera control room and record details of visits and inform coordinator of any problems.       | Operations Manager<br>R Ord                           | Weekly             | Visit details recorded weekly.   |          |
| 4. Collate crime statistics received from ECID security and businesses in Epping.                       | Operations Manager<br>R Ord<br>Manager<br>L Johnstone | Monthly            | Log of all crimes reported to be updated monthly.  |          |
| 5. Three Class "A" incident reports sent to all Companies   | Manager<br>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. Monitoring of illegal Dumping. Report to Law enforcement / Council / Cleansing contractor  | Coordinator<br>T Bartram/Council/<br>Cleansing<br>Contractor / Law<br>Enforcement | Ongoing            | Removal of illegal dumping and applying penalties through law enforcement against offenders.   |          |
| 2. Monitor Council open grassed areas and request Council/Contractor to take action.  | Manager<br>L Johnstone  | Ongoing            | Open areas to be under control with grass shorter than knee high.  |          |
| 3. Hold meetings with service provider and check attendance / wage sheets.  | Coordinator<br>T Bartram  | Weekly             | 80% of items raised completed within stipulated time frame and monthly reports submitted. Number of workers paid to tally with wage sheet. |          |
| 4. 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                   | Manager<br>L Johnstone  | Weekly             | All incidents resolved and logged to show actions taken and results.   |          |
| 5. 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. | Manager<br>L Johnstone /<br>Council   | Weekly             | All incidents resolved and logged to show actions taken and results.   |          |
| 6. Monitor if Council bins need to be emptied and inform Council.   | Manager<br>L Johnstone  | Weekly             | Bins emptied in a reasonable time frame.   |          |
| 7. Verges to be cut monthly. Take photos of concerns & send to contractor with instructions to take action within 72 hours of notification.   | Manager<br>L Johnstone  | Monthly            | Grass length to be acceptable. All incidents resolved within 72 hours and log to show actions taken and results.                           |          |
| 8. Catch pit gulley's to be cleaned   | Cleansing<br>Contractor   | Monthly            | 25 catch pit gulley's cleaned and report to show which gulley's have been cleaned.   |          |
| 9. Liaise with the relevant role players at the local authority and submit / report recommendation Record all details and file & inform coordinator.                                      | Manager<br>L Johnstone  | Quarterly          | List of Council role players to be updated quarterly or as required. Recommendations to be to Council requirements.                        |          |

## PROGRAM 5 - CLEANSING INITIATIVES

| ACTION STEPS   | RESPONSIBLE              | FREQUENCY<br>per year | PERFORMANCE INDICATOR                   | COMMENTS |
|--|--------------------------|-----------------------|---|----------|
| 10. Review / appoint / renew<br>Cleansing service provider | Coordinator<br>T Bartram | Annually              | Board approved and new contract signed. |          |

**Council Liaisons**

**Epping 2**

Drains, potholes and street lights-Report to TOC  
 Cleansing-Denver Stevens  
 Parks-Joseph Mitchel  
 Air & Paper Pollution-Lynelle Matthys  
 Health-Betty Leedo  
 Informal Trading-Liezl Kenny  
 Rail sidings-Henry Jansen

**Epping 1**

Drains and street lights-Report to TOC  
 Pot holes & resurfacing-Conroy Cyster  
 Cleansing-Mr Mama  
 Parks-Joseph Strydom  
 Health-Betty Leedo  
 Informal Trading-Paul Williamson  
 Rail sidings-Henry Jansen

## PROGRAM 6 - MARKETING & COMMUNICATION INITIATIVES

| ACTION STEPS   | RESPONSIBLE   | FREQUENCY per year | PERFORMANCE INDICATOR   | COMMENTS |
|--|---|--------------------|---|----------|
| 1. Meet with all property owners to promote membership and raise awareness of the role of the ECID   | Manager<br>L Johnstone                                | Ongoing            | Maintain a membership of 65% or above   |          |
| 2. Receive and send correspondence to ECID owners and tenants as required.                           | Manager<br>L Johnstone                                | Ongoing            | All relevant correspondence to be done within 7 days.   |          |
| 3. Distribution of handouts & brochures.   | Manager<br>L Johnstone                                | Ongoing            | 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 60 companies per month. | Manager<br>L Johnstone &<br>Security Officer<br>R Ord | Monthly            | Log to show visits & submitted to Board monthly.  |          |
| 5. Website updated & maintained.   | Manager<br>L Johnstone                                | Monthly            | Maintained & 2 items placed on website monthly.   |          |
| 6. Gardens to be assessed. Certificates/ awards presented and photos taken for website.              | Coordinator<br>T Bartram<br>Manager<br>L Johnstone    | Yearly             | All certificates/ awards to be presented and placed on the website within 28 days.  |          |



## PROGRAM 7 - PROJECTS

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