

EPPING CITY IMPROVEMENT DISTRICT
5 YEAR IMPLEMENTATION PLAN
1st July 2018 to 30th June 2019

PROGRAM 1 - MANAGEMENT & OPERATIONS

ACTION STEPS	RESPONSIBLE	FREQUENCY per year	PERFORMANCE INDICATOR	COMMENTS
1. Update job description as required or as changes occur.	Coordinator	Ongoing	Job descriptions to be filed & all staff to have updated job descriptions.	
2. Attend meetings with City of Cape Town departments.	Coordinator & Manager	Ongoing	Meetings attended or apologies sent. Minutes forwarded to Coordinator and Board and filed.	
3. Provide an operational office within ECID.	Coordinator	Ongoing	Operational ECID office accessible to all property owners.	
4. Comply with Company Act requirements. Submit required documents to CIPC within two months after AGM.	Board & Coordinator	Ongoing	CIPC requirements <ul style="list-style-type: none"> • New Directors • Membership List • Annual Returns • AGM • Supply City with proof/certificates. 	
5. Interact with property owners in arrears with SRA additional rates.	Manager	Ongoing / Monthly	All Companies aware of their debt situation. All contacts recorded as they occur.	
6. Process service provider payments.	Finance Portfolio Committee & Manager	Weekly	1. Processed within 3 days of receipt. 2. Authorised within in 2 days of submitting to Board members.	
7. Monitor payment of sponsorships.	Finance Portfolio Committee & Manager	Monthly	All sponsorships to be recorded monthly.	

ACTION STEPS	RESPONSIBLE	FREQUENCY per year	PERFORMANCE INDICATOR	COMMENTS
8. Board meetings.	Coordinator	Quarterly	Board meetings held and minutes taken and filed.	
9. Perform budget review.	Finance Portfolio Committee & Manager	Quarterly	Submit approved budget review to the City by 31 January.	
10. Mid-year reviews.	Board, Coordinator & Manager	Every 6 Months	Submit approved mid-year review to the City of Cape Town by 31 January.	
11. Table expenditure at Board meeting.	Financial Portfolio Committee & Coordinator	Quarterly/ Annually	Minutes to support major budget deviations. AGM to confirm all major budget deviations. City reviews major budget deviations.	
12. Compile yearly implementation plan and budget.	Board, Coordinator & Manager	Annually	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.	
13. Confirm appointment of auditors & arrange annual audit. Arrange for auditors to present report at AGM.	Finance Portfolio Committee & Coordinator	Annually	Audit performed to national requirements and all queries answered. Submit to City by 31 August.	
14. Appointment of book keepers and monitor financial accounts.	Finance Portfolio Committee & Coordinator	Annually	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.	
15. AGM.	Manager	Annually	AGM conducted successfully.	

ACTION STEPS	RESPONSIBLE	FREQUENCY per year	PERFORMANCE INDICATOR	COMMENTS
16. Submit Management Report and Annual Financial Statement to Sub Council.	Coordinator	Annually	Submitted within 3 months of the AGM.	
17. Submit input to Integrated Development Plan.	Board & Coordinator	Annually	Submitted to Sub Council.	
18. Submit input to City Capital Budget.	Board & Coordinator	Annually	Submitted to Sub Council.	
19. Obtain annual Tax Clearance Certificate.	Coordinator & Manager	Annually	Provide City of Cape Town with new TCC before expiry.	
22. Achieve a clean audit.	Board	Annually	Auditor's opinion in AFS indicate a clean audit.	
23. Submit a signed and detailed AFS to the City.	Board & Coordinator	Annually	AFS submitted to the City of Cape Town by 31 August.	

PROGRAM 2 - SECURITY INITIATIVES

ACTION STEPS	RESPONSIBLE	FREQUENCY per year	PERFORMANCE INDICATOR	COMMENTS
1. Liaise with SAP, Law Enforcement & Traffic Department.	Security Liaison Officer	Ongoing	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	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	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	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	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	Functional facilities supplied.	

ACTION STEPS	RESPONSIBLE	FREQUENCY per year	PERFORMANCE INDICATOR	COMMENTS
7. Download and check Geotab.	Security Liaison Officer	Daily	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	Monthly report compiled and sent to all companies.	
9. Hold weekly meetings with site manager of security provider.	Security Liaison Officer & Coordinator	Weekly	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	Log to record details, all discrepancies attended to within 48 hours and coordinator informed.	
11. Compile security monthly report.	Manager	Monthly	Report compiled and sent to Board and all Companies by the 15 th of each month.	

PROGRAM 3 – LAW ENFORCEMENT INITIATIVES

ACTION STEPS	RESPONSIBLE	FREQUENCY per year	PERFORMANCE INDICATOR	COMMENTS
1. Provide office/rest room for Law Enforcement Officers.	Board & Coordinator	Ongoing	Functional facilities supplied.	
2. Interact with Law Enforcement Officers and management daily.	Coordinator	Daily	All conformance issues recorded and reported within laid down time frame of MOA.	
3. Inspection of vehicles.	Security Liaison Officer	Daily	Vehicles inspected daily and record kept.	
4. Monitor ECID Law Enforcement vehicles.	Security Liaison Officer	Weekly	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	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	Reports sent out 2 weeks into new month to Board and all companies.	
7. Contract with Cape Town Law Enforcement Division.	Board & Coordinator	Annually	MOA signed by Board and City of Cape Town.	

PROGRAM 4 - CAMERA INITIATIVES

ACTION STEPS	RESPONSIBLE	FREQUENCY per year	PERFORMANCE INDICATOR	COMMENTS
1. Monitor camera system and download data, process downloaded data.	Security Liaison Officer	Ongoing	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	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	Log of all incidences reported to be updated monthly and be part of monthly report.	
4. Class "A" incident reports.	Manager	Monthly	Reports sent out 2 weeks into new month to all Companies.	

PROGRAM 5 – CLEANSING / URBAN MANAGEMENT INITIATIVES

ACTION STEPS	RESPONSIBLE	FREQUENCY per year	PERFORMANCE INDICATOR	COMMENTS
CLEANSING				
1. Monitor Council open grassed areas and request Council/Contractor to take action.	Manager	Ongoing	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	Check attendance / wage sheets. 80% of items raised completed within stipulated time frame and monthly reports submitted. Number of workers paid for to match 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	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	Bins emptied in a reasonable time frame.	
5. Verges to be cut monthly.	Manager	Monthly	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	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	Board approved and new contract signed.	
URBAN MANAGEMENT				
1. Promote waste wise by encouraging businesses to recycle, reuse and minimize waste.	Manager	Ongoing	Communicate with Companies in Epping promoting waste minimisation.	
2. Greening of area.	Manager	Ongoing	Encourage property owners to plant and maintain trees.	

ACTION STEPS	RESPONSIBLE	FREQUENCY per year	PERFORMANCE INDICATOR	COMMENTS
3. Upgrades; <ul style="list-style-type: none"> • Street lights • Road services • Road markings • Storm water 	Board, Coordinator & Manager	Ongoing	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	Log C3 notification and monitor actions.	
5. Prioritise a list of essential needs to enhance the objectives of the ECID.	Manager	Monthly	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	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	List of Council role players to be updated quarterly or as required. Recommendations to be to Council requirements.	

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	Ongoing	Maintain a membership of 70% or above.	
2. Communicating with ECID owners and tenants.	Manager	Ongoing	All relevant correspondence to be done within 7 days.	
3. Distribution of handouts & brochures.	Manager	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 90 companies per month.	Manager, Security Liaison Officer & Admin Assistant	Monthly	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	Maintained & 2 items placed on website monthly.	
6. Gardens competition.	Coordinator & Manager	Annually	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	PERFORMANCE INDICATOR	COMMENTS
1. Identify projects, assess need and draft action plan.	Project Portfolio Committee & Coordinator	Ongoing	Needs assessed and plan drafted. Action plan agreed by ECID Board. Approve/ratify at the AGM.	
2. Implement projects.	Project Portfolio Committee & Coordinator	Ongoing	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	PERFORMANCE INDICATOR	COMMENTS
1. Food donations.	Manager	Monthly	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	Meeting held with the City of Cape Town's Social Development Department and assist with the implementation of their policies.	