

# **EPPING**

## **CITY IMPROVEMENT DISTRICT**



### **5 YEAR BUSINESS PLAN (Extended Boundary) 1 July 2017 – 30 June 2022**

**Dated 02 August 2016**

**Compiled in accordance with the City Of Cape Town  
Special Rating Area By-Law, 2012 as amended 2016**

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**IMPLEMENTATION PLAN** "Annexure A"

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**PROJECTS COMPLETED** "Annexure C"

## 1. Company Details

Company Name: Epping City Improvement District (NPC)  
Company Registration no: 2001/028149/08  
Address: 24 Gunners Circle  
Epping I  
7460  
Postal Address: P O Box 834  
Eppindust  
7475  
Telephone: (021) 535-5814  
Fax: (021) 535-5804  
E-Mail: [ecid@ecid.org.za](mailto:ecid@ecid.org.za)  
Website: [www.ecid.org.za](http://www.ecid.org.za)

ECID Coordinator: Tony Bartram  
ECID Manager: Lizette Johnstone  
ECID Security Liaison Officer: Ryan Ord

### ECID Board Members

William Wakefield- Security, Cleansing, Financial, Projects & Marketing Portfolios  
Atawullah Sondag- Security & Cleansing Portfolios  
Heinrich Husselmann- Financial, Projects & Marketing Portfolios  
John Dammert- Financial & Marketing Portfolios  
Keith Robson-N/A

## **2. EXECUTIVE SUMMARY-Incorporating Western Province Park**

The Epping City Improvement District (ECID) is a Non Profit Company (NPC) and was established in 2003.

Its core functions are public safety and to supplement & enhance the basic services offered by the City of Cape Town:

- To Facilitate a cooperative approach between the City of Cape Town & private sector in the provision of municipal services
- To Promote economic growth & sustainable development and facilitate investment.
- An additional property rate over and above the property rates is charged by the City of Cape Town on all properties. This levy is expressed as cents in the rand and is based on the Municipal valuation of the property and is payable by all owners. These funds are paid over to the ECID, which in turn operates according to an approved business plan.
- The cost of the additional services allows property owners the benefit from a well-managed business district.
- 35 Special Rated Areas (SRA's) are currently in operation in the City of Cape Town
- 48 jobs have been created as a direct result of the establishment of the ECID.
- The SRA is established for a period of 5 years and renewable in the 4<sup>th</sup> year.
- The SRA does not replace the services of the City of Cape Town, rather it supplements those services as set out in the Business Plan.
- Directors meet quarterly and all day to day operations are communicated via e-mail.
- The Board is elected at the AGM, where 1/3 of the Board members stand down yearly but may be re-elected.
- The Coordinator's duties are laid down in the "Just For You Business Support Services CC" contract, which is confirmed by the Board.
- The "Just For You Business Support Services CC" contract is renewed annually.
- The proposed extended ECID security operates utilising 7 vehicles, 2 quad bikes and 1 mobile security unit, manned in total by 10 security officers per shift rotation.
- The mobile unit and 2 vehicles operate manned by 1 officer each, Monday-Friday 06h00-18h00, the balance are on shift 24/7.
- Specifications are drawn up for the security contract, tenders are obtained and the Board appoints a contractor. The security contract is granted for a period of 3 years.
- ECID aims to ensure that visibility is at its optimal, that there is a rapid response from the patrol teams and that all security vehicles are operative and presentable. The security needs are constantly being assessed with recommendations submitted to the ECID Board. The vehicles and quad bikes are monitored by the ECID and requests, suggestions; instructions are given as and when required operationally.
- The mobile security office is deployed at various hotspots in Epping.
- The Law Enforcement officers are dedicated to ECID, the officers will each be assigned to a security vehicle with a security officer.
- The Law Enforcement officers are on contract from the City of Cape Town, their contracts are renewed on an annual basis.
- This has been a successful project with various by-law infringements being addressed on a daily basis.
- The Law Enforcement Officers have been instrumental in dealing with parking, dumping (especially around the areas of scrap metal dealers) and informal trading as they are able to undertake concerns that the ECID security are not authorised too.
- The camera initiative began in September 2010; there are now 16 PTZ cameras, 8 License Plate Recognition cameras and 18 Static cameras with 24 hour monitoring which are monitored by Stallion Security.
- The CCTV monitoring contract is reviewed annually and the Board will either renew the current service provider's contract or appoint a new contractor.
- The installation of the CCTV system has proven to be a successful initiative with an increase of arrests, stolen vehicles being positively identified and drug related issues dealt with.

- The ECID provides a cleansing service in order to maintain the area.
- Specifications are drawn up for the cleansing contract, tenders are obtained and considered annually.
- The Board will either renew the current Cleansing service provider's contracts or appoint a new contractor.
- A weekly meeting is held with the manager/supervisor and a report is presented.
- The current team consists of 1 manager, 1 supervisors, supported by 21 cleaners.
- The cleaning and maintaining grassed and tarred areas as well as general cleaning of the area is high priority, ensuring the area remains presentable.
- Removal of bags and heavy objects is by way of a bakkie.
- The verges are cut on a monthly basis and general cleaning is done daily.
- The majority of the waste collected is redistributed through a recycling program.
- Monitor the removal of dumping, the cleansing of Council green bins and Council open grassed areas.
- Catch pit gulley's cleaned.
- Liaise with Council role players.
- Prioritize a list of essential needs and confirm with Council.
- Report defects; street lights, road services, road markings, storm water and road signs needing cleaning and obtain a C3 notification.
- Promote waste wise
- To plant trees on a yearly basis and ensure they are watered, the ECID makes use of a water bowser to water the trees planted.
- Encourage property owners to green their verges.
- To continue liaising with the City of Cape Town's Social Development Services regarding social responsibility.

### **3. VISION**

We strive towards building confidence in the area by continuing to improve the security and cleaning initiative, creating a safe and clean working environment for all working and visiting the area, thereby enhancing property values and encouraging more businesses to operate within ECID.

### **4. MISSION**

To continue improving the security, cleaning, environmental upgrades, marketing and social responsibility initiatives in ECID, thus ensuring the ECID is one of the top performing SRA's in Cape Town.

### **5. GOALS**

#### **Administration**

To run a cost effective and efficient ECID office that is legislatively compliant and acceptable to the property owners, reducing crime by proactive visible patrols, protect property values, attract new business/investments to the area and create a safe and clean working environment.

#### **Public Safety**

To determine and implement strategies to decrease crime levels, to continue to make use of visible security patrols, Law Enforcement Officers, cameras and cooperation with SAPS.

#### **Cleaning / Urban Management**

##### **Cleaning**

- To create a clean working environment by continuing with the cleaning operation and waste minimization program that is acceptable to property owners and companies.

##### **Urban Management**

- Liaise with Council role players, report defects, prioritize a list of essential needs and confirm with Council.
- Promote waste wise and encourage recycling.
- To plant trees on a yearly basis and ensure they are watered.
- Encourage Property Owners to green their verges

## Marketing

Visit companies, informing them of ECID actions & activities.

Approximately 15 000 company visits have been conducted; brochures, emergency evacuation procedures, calendars, pens, license disc holders, rulers and emergency number leaflets have been handed out.

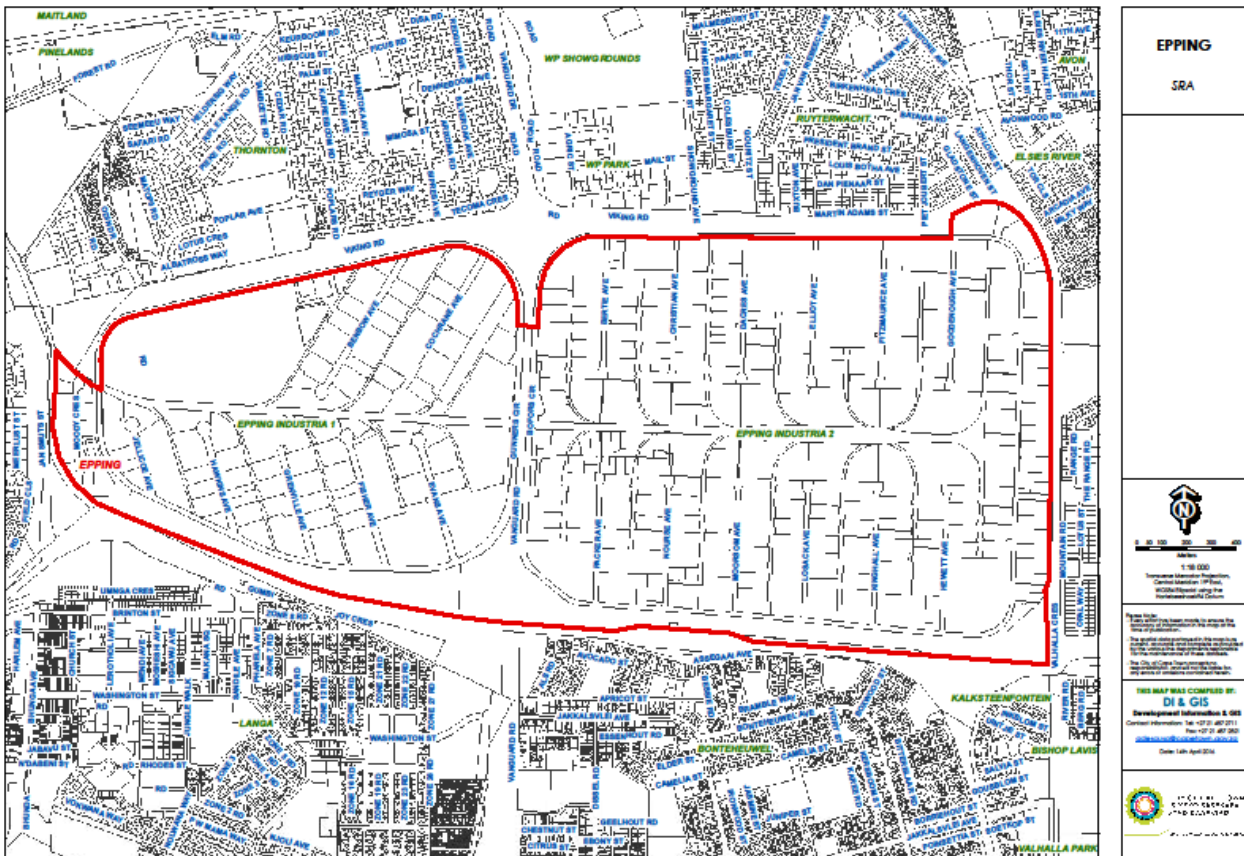
## Projects

Identify infrastructural projects / upgrades to improve the urban environment.

Proposed projects will be identified and evaluated by the Board and will be mainly funded using donated money.

## Social Responsibility

Liaise with the City of Cape Town's Social Development Services regarding social responsibility and provide food donations to neighbouring soup kitchens.



## 6. ECID BORDERS

The map illustrates the boundaries of the ECID.

## Epping 1 Boundary

- Northern Boundary-Viking Way
- Southern Boundary-Langa Metro Railway Line
- Eastern Boundary-Jakes Gerwel Drive
- Western Boundary-Metro Railway Line adjacent to Jan Smuts Drive

## Epping 2 Boundary

- Northern Boundary-Viking Way
- Southern Boundary-Bonteheuwel Metro Railway Line
- Eastern Boundary-Valhalla Drive
- Western Boundary-Jakes Gerwel Drive

## 7. FINANCIAL IMPACT

The proposed 5 year financial budget is attached.

A "Capital Replacement Fund" has been set up to fund replacement cameras and vehicles as they near the end of their life span.

## 8. MOTIVATION PLAN

### 8.1. ECID BOUNDARY EXTENSION

#### 8.1.1 Introduction

- The ECID can only operate within its boundaries (see display below)
- Property owners in Western Province Park have expressed an interest in joining the ECID to maintain a clean working environment and promote public safety.
- The ECID board is happy to extend its boundary to include Western Province Park, providing that it is self-sustainable with regards to cleansing and security and does not cause reduced services to the current ECID properties.

#### 8.1.2 Western Province Park Borders

This map illustrates the boundaries of Western Province Park.

- Northern boundary-Abuts Grand West Casino
- Southern boundary-Viking Way
- Eastern boundary-Showground Avenue
- Western Boundary-Jakes Gerwel



#### 8.1.3 Services

- The service levels that are rendered within the current boundary, will be duplicated in Western Province Park.
- There will be a branded security vehicle patrolling 24/7. The vehicle will be manned with one Public Safety Officer, per shift rotation, with support stemming from the other vehicles when needed as per current practice.
- A team of 2 cleaners will be on duty Monday to Friday, with the manager overseeing the cleansing in WPP.
- The Law Enforcement will assist and carry out patrols in WPP as part of their daily duties.



- Oversight will be managed by the ECID's Board, the day to day management will be carried out from the ECID's office under instruction of the ECID coordinator, who will be responsible for the delivery of services, ensuring that they are delivered on time and on budget to the highest standards possible.
- The focus will be aimed at safety, security, litter and cleanliness of the public environment.
- To continue liaising with the City of Cape Town's Social Development Services regarding social responsibility.
- To plant trees on a yearly basis and ensure they are watered.
- All references to ECID will from here onwards be for the extended area that will include Western Province park.

## **9. MANAGEMENT & OPERATIONS**

- The ECID is a nonprofit company (NPC).
- The Board has a minimum of 5 Directors who meet quarterly to review current operations.
- All day to day operations are communicated via e-mail to the Directors
- The ECID Board is elected at the AGM, 1/3 of the current Board members stand down yearly but may be re-elected.
- The management is on contract to Just For You Business Support Services CC (JFU), the ECID Coordinator is the member for JFU.
- The ECID Coordinator's duties are laid down in JFU contract which is confirmed by the Board.
- The JFU contract is reviewed on an annual basis.
- The ECID office will remain at its present location of 24 Gunners Circle Epping 1, the management team consisting of the Coordinator, the Manager, the ECID Security Liaison Representative and a part time admin assistant, who together with the Board facilitate the day to day operations of the ECID.
- The ECID staff have an excellent working relationship with a wide range of Council Departments i.e. roads, parks, public lighting, cleansing, drains and traffic signs.
- The office works closely with Pinelands SAPS and Elsies River SAPS and is supported by Law Enforcement and Traffic.
- The ECID is represented on various Police Forums.
- All financial aspects of the ECID are managed by an independent accounting firm.
- An Annual General Meeting (AGM) is held yearly to review the performance of the SRA and to review the budget and implementation plan for the following year.

## **10. PUBLIC SAFETY**

- The ECID security officers operate 24/7 utilising 5 branded vehicles and 2 quad bikes, manned in total by 7 officers;
- 1 Mobile security unit, manned by 1 security officer working Monday to Friday 07h00-18h00
- 2 Additional branded vehicles each manned by 1 officer each working Monday to Friday 07h00-18h00.
- The security needs are constantly being assessed with recommendations submitted to the ECID Board. Specifications are drawn up for the security contract, tenders are obtained and the Board appoints a contractor
- We aim to ensure that visibility is at its optimal, that there is a rapid response from the patrol teams, and that all security vehicles are operative and presentable.
- The security needs are constantly being assessed with recommendations submitted to the ECID Board. Specifications are drawn up for the security contract, tenders are obtained and the Board appoints a contractor.
- The vehicles and quad bikes are monitored by the ECID and requests, suggestions; instructions are given as and when required.
- The security contract is granted for a period of 3 years, the current contract ends 30 June 2017.
- The ECID use a Geotab tracking system, a digital repeater and digital radios to monitor all the security actions.
- Daily reports are submitted to the ECID office and these are sent out to all businesses on a monthly basis, the security liaison officer has regular meetings with the officers.



- The mobile security office is deployed at various hot spots in ECID, i.e. Langa and Bonteheuwel Stations, the informal market and various high visibility areas.
- The duties of the office in the mobile security office are to assist the public, monitor and report any criminal and unwarranted activities to the control room.
- Determine contingency plan with SAPS to enhance ECID objectives, log all details and file.
- Draft operational plans to SAPS requirements.
- Liaise with SAP, Law Enforcement & Traffic Department, attend meetings as required & update electronic communication as required.



Security



Mobile Security Unit

## 11. LAW ENFORCEMENT

- The Law Enforcement officers are dedicated to ECID.
- The Law Enforcement officers are on contract from the City of Cape Town, their contracts are renewed on an annual basis.
- This has been a successful project with various by-law infringements being addressed on a daily basis. They have been instrumental in dealing with parking, dumping (especially around the areas of scrap metal dealers) and informal trading as they are able to undertake concerns that the ECID security are not authorised too, such as powers of arrest, enforcement of compliance of by-laws and policies and issue fines to transgressors of City of Cape Town By-Laws .

- The ECID will have 2 officers working Monday-Friday in 2 split shifts of 8 hours each, with one officer working from 07h00-15h00 and the other from 10h00-18h00. The officers will be assigned to a security vehicle with a security officer.
- The ECID use a Geotab tracking system, a digital repeater and digital radios to monitor all the Law Enforcement officers' actions.
- A report displaying fines issued are sent to all business in ECID on a monthly basis.
- The Law Enforcement staff compliment will be reviewed on an annual basis in order to determine operational requirements.



1 of 2 Law Enforcement Vehicle

## 12. CAMERAS TO MONITOR PUBLIC OPEN SPACE

There are 16 PTZ cameras and 8 License Plate Recognition cameras and 18 Static cameras with 24 hour monitoring, monitored a service provider.

This has proved to be a successful initiative with an increase of arrests, stolen vehicles positively identified and drug related issues dealt with. The monitoring contract is reviewed and renewed on an annual basis.

The ECID will enter into a maintenance agreement for all the cameras with a suitable service provider. The camera compliment consists of;

- 16 PTZ cameras
- The cameras are monitored 24/7
- Daily, weekly and monthly reports are submitted to the ECID by the service provider. The ECID has 2 replacement PTZ's in order to provide an uninterrupted service.
- 8 License Plate Recognition Cameras
- Weekly and monthly reports are submitted to the ECID by the service provider.
- 17 Static Cameras on the rail spurs and 1 in Admiral Crescent
- Daily reports are submitted to the ECID by the service provider.
- The CCTV camera controllers, ECID Safety Officers & Law Enforcement are linked together by means of digital radios, enabling a quick and more efficient response
- A Report highlighting class "A" incidents are sent to all companies on a monthly basis.
- Further camera installations will be dependent on available funds.
- No provision is currently made to roll out any CCTV surveillance in WP Park.



1 of 16 PTZ Cameras

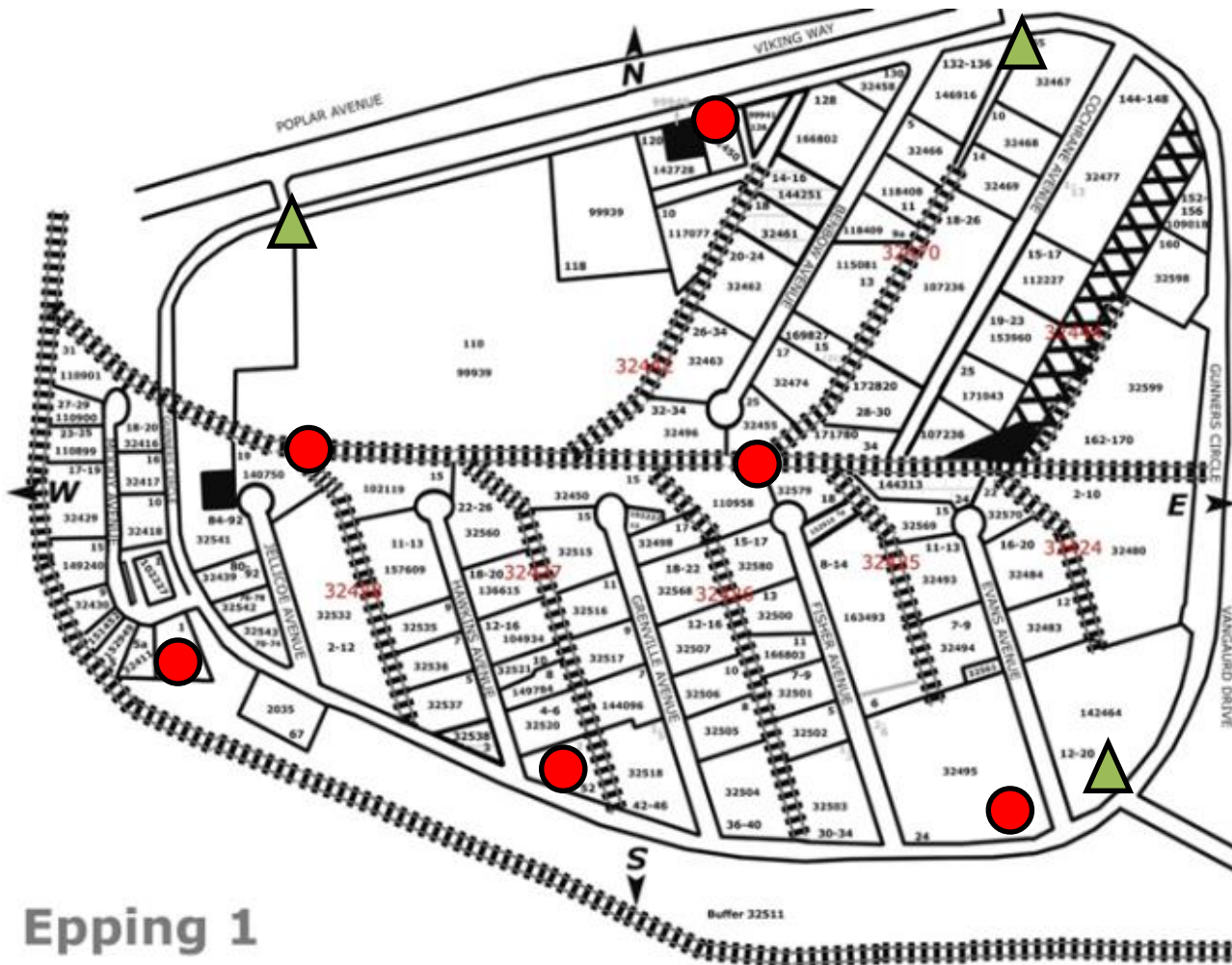


1 of 8 LPR Cameras

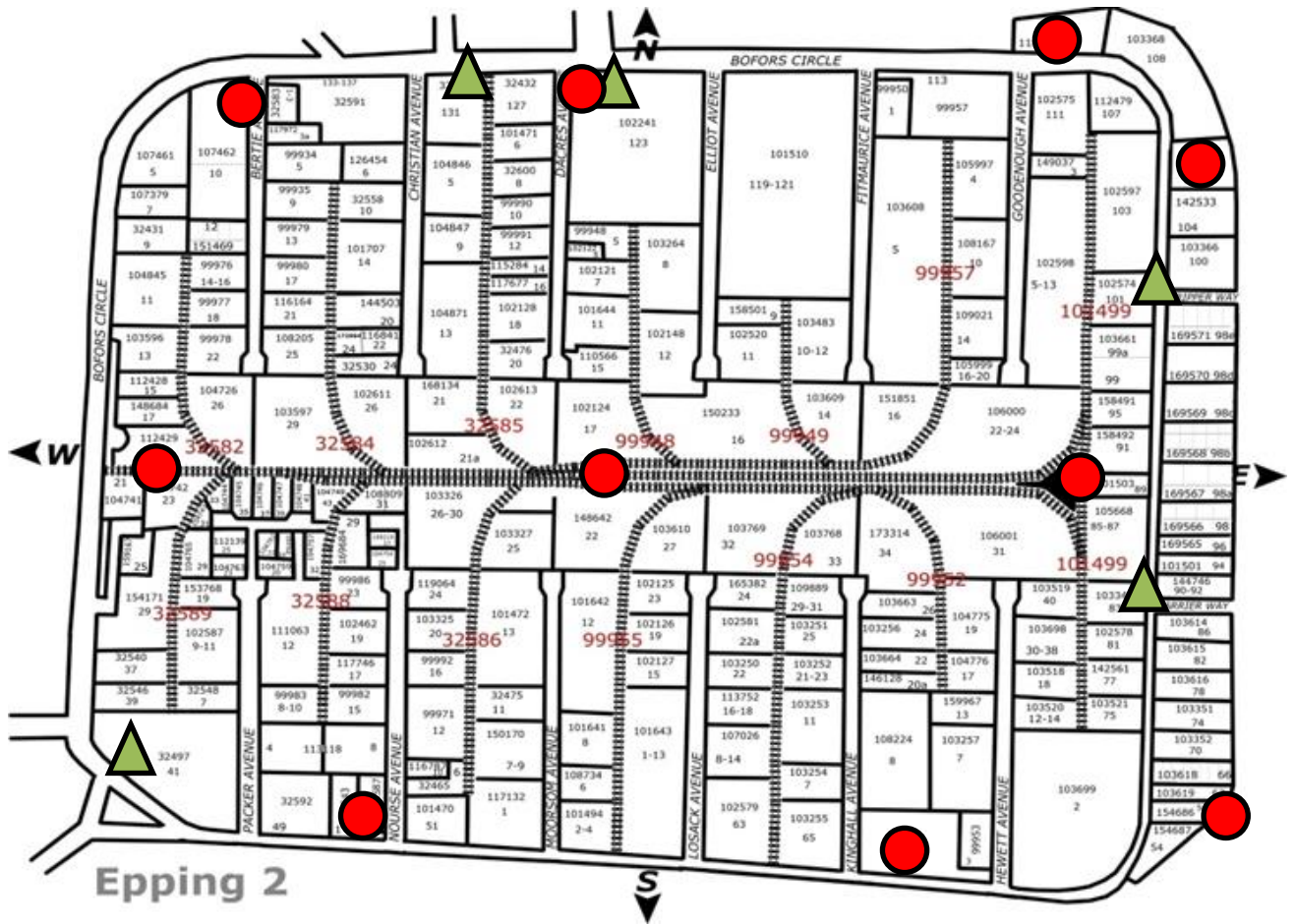
**PTZ Camera Positions**



**LPR Camera Positions**







### 13. CLEANSING

- The team will consist of 1 manager, 2 supervisors and 21 cleaners cleaning and maintaining grassed and tarred areas as well as general cleaning of the area which includes Epping Industrial and Western Province Park.
- Specifications are drawn up for the cleansing contract, tenders are obtained and the Board appoints a contractor annually.

The following functions are performed up and above those of the City to ensure a well maintained and functional ECID;

- Verge cutting and cleaning
- Cleaning of catch pit gully's
- Street sweeping
- Removal of illegally dumped items
- Tree pruning
- Watering of trees

Monthly reports are sent out to all Companies.



Cleansing Team



Water Bowser

## 14. MARKETING & COMMUNICATIONS

- The manager visits ± 60 companies per month informing them of ECID actions & activities and ascertaining if there are any concerns that the ECID can assist with and encouraging Property owners to apply for membership of the ECID, (current membership is at 65%); the ECID security liaison officer and the admin assistant also visit 30 companies per month respectively.
- Web design is outsourced and a marketing consultant supply expertise and guidance to the ECID when required. The website is updated monthly.
- Brochures, calendars, emergency plans and emergency number lists are compiled as required and handed out during visits.
- Brochures and company visits result in the Epping City Improvement District having a high profile in the area that is acknowledged by companies and the City of Cape Town.

## 15. FUTURE PROJECTS

- Property owners are encouraged to identify projects which are presented at the AGM for members to approve. Then include in the following years budget.
- Should a needs assessment highlight the requirements for a major project not identified at the AGM, the ECID Board will consider the costs and benefits and act accordingly with possible input from the City of Cape Town and obtaining/ratifying support from the members at the following AGM.

## 16. SOCIAL RESPONSIBILITY

- The ECID makes donations to the Cart Horse Protection Association and also assist by identifying overloaded horse carts, incorrect harnessing and lack of horse shoes and reporting this to their inspectors.
- The ECID also makes donations to the Animal Anti Cruelty League, and assists by taken in stray or injured animals where possible or reporting such cases to their inspectors. Both these organisations are based in Epping 2.
- Liaise with the City of Cape Town's Social Development Department regarding social responsibility and assist where possible to implement their policies.
- Giant Sweets, Capepots and Pioneer Foods contribute monthly food donations to the ECID in support of our two beneficiaries, namely Langa Baptist Church in Langa and the Church of the Nazarene in Bonteheuwel, both of whom have soup kitchens and also distribute food packages to the less fortunate.
- The ECID collects and arranges for the collection of the food items. All donations are accounted for and signed for by the respective recipients, photos and receipts are sent to the sponsors on a monthly basis, as well as placed on the ECID website.



Church of the Nazarene in Bonteheuwel



Langa Baptist Church