

**ITEM NUMBER: C 10/05/18*****RECOMMENDATION FROM THE EXECUTIVE MAYOR: 22 MAY 2018*****MC 21/05/18 APPLICATION TO EXTEND THE TERM OF THE GLOSDERRY CITY IMPROVEMENT DISTRICT (GCID) FROM 1 JULY 2018 TO 30 JUNE 2023**It is **RECOMMENDED** that:

- (a) in terms of section 15 of the Special Rating Area By-law, 2012, as amended, the extension of the Glosderry City Improvement District (GCID) term from 1 July 2018 to 30 June 2023, be approved
- (b) the Glosderry City Improvement District's new 5 year Business Plan for the period 1 July 2018 to 30 June 2023, be approved
- (c) the City of Cape Town impose the levying of an additional rate on properties in the GCID from 1 July 2018 in terms of section 22(1)(b) of the Local Government: Municipal Property Rates Act (MPRA), Act 6 of 2004.



DATE: 2018 -05- 15

REPORT TO: COUNCIL

LC20470

1. ITEM NUMBER MC 21/05/18

2. SUBJECT

APPLICATION TO EXTEND THE TERM OF THE GLOSDERRY CITY IMPROVEMENT DISTRICT (GCID) FROM 1 JULY 2018 TO 30 JUNE 2023

ONDERWERP

AANSOEK OM DIE TERMYN VAN DIE GLOSDERRY-STADSVERBETERINGS-DISTRIK (GCID) VAN 1 JULIE 2018 TOT 30 JUNIE 2023 TE VERLENG

ISIHLOKO

ISICELO SOKWANDISWA KWEXESHA LOKUSEBENZA KWESITHILI SOPHUCULO LWESIXEKO SASE-GLOSDERRY (GCID) UKUSUSELA NGOWO-1 KWEYEKHALA 2018 UKUYA KOWAMA-30 KWEYESILIMELA 2023

LSU J2232

3. DELEGATED AUTHORITY

In terms of delegation

This report is

- Committee name :
- The Executive Mayor ito Delegated authority
- The Executive Mayor together with the Mayoral Committee (MAYCO)
- Council

#### 4. DISCUSSION

The Glosderry City Improvement District (GCID) was established in 2013 and is now applying for their first term renewal as the current term expires on 30 June 2018.

In terms of Section 15 of the Special Rating Area By-law - promulgated as per Provincial Notice No.7015/2012 as amended (SRA By-law), Council received an application to extend the term of the GCID from 1 July 2018 to 30 June 2023 (attached as annexure A).

The new Business Plan consists of a Motivation Report that defines the need and framework required to provide the top-up municipal services, an Implementation Plan proposing relevant action steps to implement the services and the 5 year Budget which reflects the funding required to provide these services.

The Business Plan proposes a continuation of the same services as implemented during previous years and a budget that increases with 8.0% year on year without compromising service delivery. The GCID budget is funded by the property owners and collected by the City in a sustainable manner as additional rates. This is as per the MPRA section 22 which facilitates some cross subsidisation as contributions are proportionately based on property values. The additional rates are modelled and capped to ensure affordability and sustainability in continued service delivery.

Chapter 1 of the SRA By-law requires that property owners are included in a consultation process before the renewal application is submitted to the City. Accordingly the Annual General Meeting (AGM) held on 1 November 2017 was advertised in the daily newspapers on 29 September 2017 and a notice with the agenda was sent to all property owners (refer annexure B). The term extension formed part of the agenda of the AGM and all relevant documents were made available through the GCID website to all property owners.

The term extension as per the new GCID Business Plan (1 July 2018 to 30 June 2023) was supported and approved by the members of the GCID as per the AGM draft minutes (refer annexure C) as informed through the successes achieved in the previous term as evidenced in the Chairman's Annual Report.

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The proposed term extension was circulated to all relevant Service Departments requesting them to ensure compliance in terms of the IDP. Only the Director: Area-Based Service Delivery – South responded indicating that GCID have conducted their CID in an exemplary manner and have improved the urban management of the area (refer annexure D). This was communicated to GCID. No other comments were forthcoming from any of the other Departments consulted so it is assumed that the proposed new GCID Business Plan aligns with the functions of the respective Departments with whom they will interact should the application to extend the term be successful.

- 4.1. Financial implications  None  Opex  Capex
- Capex: New Projects
  - Capex: Existing projects requiring additional funding
  - Capex: Existing projects with no additional funding requirements

Legal Compliance

4.2. Staff Implications  Yes  No

## 5. OUTCOMES OF DISCUSSIONS WITH MAYCO MEMBER

The GCID falls within Area 4 (South).

Cllr Andrews commented as follows:

*"We would like to thank the GCID members for the manner how they have dealt with the safety and cleansing aspects of the area. The partnership with SAPS and Law Enforcement agency ensured the GCID members who responded felt a lot safer when compared to the period prior to the establishment of the GCID. In light of this, the request to extend the term of GCID as prescribed by the Special Rating Area's policy is supported."*

## 6. RECOMMENDATIONS

Not delegated: for decision by Council:

It is recommended that:

- a) Council approve, in terms of section 15 of the Special Rating Area By-law, 2012, as amended, the extension of the Glosderry City Improvement District (GCID) term from 1 July 2018 to 30 June 2023.
- b) Council approve the GCID's new 5 year Business Plan for the period 1 July 2018 to 30 June 2023.
- c) The City of Cape Town imposes the levying of an additional rate on properties in the GCID from 1 July 2018 in terms of section 22(1)(b) of the Local Government: Municipal Property Rates Act (MPRA), Act 6 of 2004.

## AANBEVELINGS

Nie gedelegeer nie: vir besluitneming deur die Raad:

Daar word aanbeveel dat:

- a) Die Raad ingevolge artikel 15 van die Verordening op Spesiale-aanslaggebiede, 2012, soos gewysig, die verlenging van die termyn van die Glosderry-stadsverbeteringsdistrik (GCID) van 1 Julie 2018 tot 30 Junie 2023, goedkeur.
- b) Die Raad Glosderry-stadsverbeteringsdistrik se nuwe vyfjaar-sakeplan vir die tydperk 1 Julie 2018 tot 30 Junie 2023, goedkeur.
- c) Die Stad Kaapstad die heffing van 'n bykomende tarief op eiendomme in die Glosderry-stadsverbeteringsdistrik van 1 Julie 2018 ingevolge artikel 22(1)(b) van die Wet op Plaaslike Regering: Munisipale Eiendomsbelasting (MPRA), Wet 6 van 2004 plaas.



**IZINDULULO**

Azigu nyaziswanga: isigqibo seseBhunga:

Kundululwe ukuba:

- a) IBhunga maliphumeze, ngokwecandelo-15 loMthetho kaMasipala ongoMmandla ongeeRhafu ezizodwa wango-2012 njengoko ulungisiwe, ukwandiswa kwexesha lokusebenza kweSithili sokuPhuculwa kweSixeko sase-Glosderry (GCID) ukususela ngowo-1 kweyeKhala 2018 ukuya kowama-30 kweyeSilimela 2023.
- b) IBhunga maliphumeze isicwangciso sendlela yokusebenza esitsha seminyaka emihlanu se-GCID kwisithuba esisusela kowo-1 kweyeKhala 2017 ukuya kowama-30 kweyeSilimela 2023.
- c) ISixeko saseKapa masinyanzelise umrhumo olixabiso elongezelelekileyo kwiiipropati ezikummandla we-GCID ukususela ngowo-1 kweyeKhala 2018, ngokungqinelana necandelo-22(1)(b) loMthetho wobuRhulumente boMmandla ongamaXabiso eePropati zikaMasipala (MPRA) ongunomb.6 wangowe-2004.

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**ANNEXURES**

- Annexure A: GCID Business Plan for the period 1 July 2018 to 30 June 2023
- Annexure B: AGM advertisements and notice with agenda
- Annexure C: GCID AGM draft minutes
- Annexure D: Email to relevant Service Departments and response received


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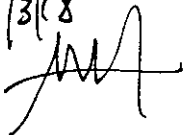
FOR FURTHER DETAILS CONTACT

NAME	Eddie Scott	CONTACT NUMBER	021 400 1872
E-MAIL ADDRESS	Eddie.Scott@capetown.gov.za		
DIRECTORATE	Area Based Service Delivery	FILE REF NO	
SIGNATURE : MANAGER			

EXECUTIVE DIRECTOR: AREA BASED SERVICE DELIVERY



NAME	Dr Louis Scheepers	COMMENT:
DATE	22.3.2018.	
SIGNATURE		

EXECUTIVE DIRECTOR: FINANCE

NAME	Kevin Jacoby <i>J. Steyn</i>	COMMENT:
DATE	27/3/18	
SIGNATURE		

LEGAL COMPLIANCE

- REPORT COMPLIANT WITH THE PROVISIONS OF COUNCIL'S DELEGATIONS, POLICIES, BY-LAWS AND ALL LEGISLATION RELATING TO THE MATTER UNDER CONSIDERATION.  NON-COMPLIANT

NAME	Sarah van Zyl	COMMENT:
DATE	28.03.2018	Certified as legally compliant:
SIGNATURE		Based on the contents of the report. 

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**MAYORAL COMMITTEE MEMBER**

NAME *Clv E Andrews* COMMENT:  
DATE *5 APRIL 2018*  
SIGNATURE *[Signature]*

**EXECUTIVE MAYOR**

SUPPORTED  NOT SUPPORTED

NAME *Patricia de Lille.* COMMENT:  
DATE *19.04.2018*  
SIGNATURE *P deLille.*

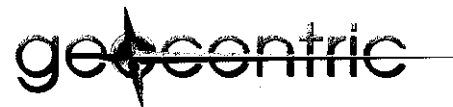


# GLOSDERRY CITY IMPROVEMENT DISTRICT NPC



September  
2017

Business Plan 2018-2023



Compiled by Gene Lohrentz of Geocentric  
Urban Management Company to the Glosderry Improvement District

# GLOSDERRY CITY IMPROVEMENT DISTRICT NPC

BUSINESS PLAN 2018-2023

## INTRODUCTION

In 2012 the Glosderry commercial, retail and light industrial area was characterised by crime and grime, homelessness, aggressive begging, informal car guards and general neglect of the public environment. Property owners agreed that it had escalated to unacceptable levels. Pres Les Pty Ltd, as a concerned property owner initiated a process to establish a City Improvement District, formally known as a Special Ratings Area (SRA).

Pres Les Pty Ltd along with other concerned property and business owners identified the Special Rating Area (SRA) model as a basis to address these problems and counter the potential for further urban decay and the increase of crime in the area. Their aim was to implement timely interventions through coordinated management to preserve and maintain the existing infrastructure and ensure the future viability of the area as a vibrant business. The proposed interventions focused on dedicated urban management and security (especially at night) planned to contribute to securing the area and driving incidents of property related crime down.

The formation of the Glosderry City Improvement District (GCID) in October 2013 enabled the establishment of a statutory body to manage and implement additional public safety and urban management operations in addition to those services provided by the City of Cape Town. The property owners from the area paid an additional rate to fund additional services for that specific area as set out in the business plan for the area. The additional services included the provision of additional public safety, cleansing services, maintenance and/or upgrading of the urban public environment and/or infrastructure and social services that addresses social issues in the area.

The SRA additional rates collected by the City from property owners in the area was paid over to the SRA Non-Profit Company (NPC) and dedicated to the specific area only as per the approved business plan. The additional rates paid by the property owners in the area meant an equitable split based on municipal property valuation. The cost of the additional services allowed individual property owners to benefit from a well-managed business node including a shared sense of communal pride, safety and social responsibility.

## VISION OF THE GLOSDERRY CITY IMPROVEMENT DISTRICT

The vision of the GCID is to create and maintain a clean and safe urban environment in support of the business activities and the property investments in the area.

## THE GLOSDERRY CITY IMPROVEMENT DISTRICT HAS THE FOLLOWING GOALS:

- Improve Public Safety significantly by proactive visible patrolling and cooperation with existing SAPS and City of Cape Town Law Enforcement efforts as well as other security service providers in the area.
- Creating a safe and clean public environment by addressing issues of maintenance and cleaning of streets, pavements and public spaces.
- Manage existing and new public infrastructure for the future benefit of all the users of the area.
- Protect property values.

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- Support and promote social responsibility in the area
- The sustained and effective management of the GCID area.

## **WHAT IS A SPECIAL RATING AREA (SRA)?**

In principle, the SRA will enable the establishment of a statutory body (a Non-Profit Company) managed by a board elected by its members, and operated by a management team appointed by the board as per the SRA By-law of the City of Cape Town. An SRA refers to a clearly defined geographical area where property owners from the area pay an additional rate to fund additional municipal services to improve and upgrade that specific area as set out in the business plan for the SRA.

The additional municipal services typically include the provision of additional public safety, public area cleaning services, maintenance and/or upgrading of the urban public environment and/or infrastructure and social services that addresses social issues in the area. The SRA additional rates (which attract VAT) will be collected by the City of Cape Town from property owners in the area and will be used to fund the budget of the SRA Non-Profit Company (NPC). The budget will be dedicated to the specific area only. The SRA additional rates paid by the property owners in the area means an equitable split based on a municipal property valuation. The cost of the additional municipal services allows individual property owners to benefit from a well-managed neighbourhood including a shared sense of communal pride, safety and social responsibility.

An SRA may be dissolved after establishment in accordance with Chapter 4 of the SRA By-law of the City of Cape Town.

## **FORMATION AND OPERATION OF A SPECIAL RATING AREA**

The procedure for establishing and managing a SRA is described below.

- The geographic boundaries of the improvement district (SRA) have to be established.
- All property owners within the defined area should be consulted and exposed to the proposed intervention.
- A perception survey measures the perception of people in the area and highlights specific needs and shortcomings
- A comprehensive business plan must be developed to address the needs of the area
- A consent and objection period has to occur and a pre-determined majority (50% plus 1) of the non-residential properties must vote in favour of the SRA in order to apply for the establishment of an SRA.
- Additionally, the full Council has the final approval of the SRA.
- Every property owner needs to be informed about the establishment of the SRA
- Once a SRA is approved, all of the property owners within the SRA have to pay the additional rate except those that are exempt in terms of the City's Rates Policy.
- Once legally constituted, the City will collect the additional rates from all property owners within the demarcated area.

### **WHAT ARE THE BENEFITS OF SRAs?**

#### **The SRA approach is holistic**

All issues that may be negatively impacting on the area are investigated and dealt with on an integrated basis by the property owners and stakeholders within the area.

#### **The effectiveness of the SRA is constantly measurable**

Through the utilization of tools such as the urban monitoring system, urban environments are managed and monitored at street level on a regular and on-going basis. Statistical information, reports and graphs are generated and enable the SRA board and stakeholders to measure the success trends and developments over a period of time.

#### **Enhancement of the environment and strengthening of investor confidence**

Enhancing the safety, cleanliness and economic vitality of different urban nodes which include: residential, commercial, retail and/or industrial - strengthens the competitiveness and attractiveness of the area.

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- The City collects the additional rates from the property owners within the boundary of the SRA and pays the SRA (NPC) monthly one twelfth of its approved budget less 3% which is retained as a provision for bad debt.
- Each SRA has its own board of directors, elected by the members of the NPC. A Board of Directors consists of property owners within the SRA and a political representative (ex-officio director) from the City of Cape Town appointed to attend board meetings by the Executive Mayor as an observer/s.
- A Non-Profit Company (NPC), which is responsible for the management of the SRA, within the framework of the approved business plan will oversee the implementation thereof.
- The board can appoint service providers and staff to manage the day-to-day operations of the NPC.
- The supplementary services provided by the SRA should represent the actual needs of the area according to the vision of the property owners for the area. The services provided are decided by the property owners as SRAs are property-owner driven.
- The City must maintain its current level of service and must continue providing similar services when the SRA is in operation. This is to ensure that the SRA services remain supplementary and are not a replacement for municipal baseline services.
- The SRA is established for an initial period of five years. The implementation plan and budget are approved annually and term renewals are required every five years.
- An SRA may be dissolved after establishment in accordance with Chapter 4 of the SRA By-law of the City of Cape Town.

**WHAT ARE THE BENEFITS OF SRAs?**

**The SRA supports investment**

The perception of crime, grime and general environmental disorder in most urban areas has a negative impact on residents, family life and the willingness of people to visit the area and thus sustain economic growth and development.

**An SRA creates a positive identity for the area**

The establishment of a SRA provides a new and positive identity from which to launch a concerted effort to maintain and enhance the asset base in the area thus attracting continued investment and development.

**the SRA offers private sector management and accountability**

Once the SRA is set-up, a management body is established in the form of a Non-Profit Company. This company appoints a manager through which the SRA is managed. Annual reports and budgets are developed by the SRA management team which provides a full set of monthly management accounts overseen by the board. This ensures that the SRA is directly accountable to those in the community who pay the additional rates. In addition, the CID Unit of the City of Cape Town provides an oversight role to ensure appropriate execution of the business plan and management of the public funds.

**TYPICAL SERVICES OFFERED WITHIN A SPECIAL RATING AREA**

Services offered within a SRA do not replace the services of the City of Cape Town but rather complement and supplement those services. Typically, SRAs provide the following services:

**IMPROVED PUBLIC SAFETY**

SRAs provide supplementary public safety services over and above those that are provided by the City. With the assistance of Neighbourhood Safety Ambassadors (also known as Neighbourhood Safety officers) and private security companies SRAs effectively provide visible policing in conjunction with metro police, SAPS and existing community policing forums within the common areas (road reserves and public areas). This does not include assistance to any property owner.

**CLEANING AND MAINTENANCE**

SRAs provide cleaning and maintenance services over and above those provided by local government. This could include frequent pavement and street sweeping, daily trash and litter removal, weeding of pavements, reporting of illegal posters/pamphlets in the area and graffiti from buildings and public amenities as noted in the GCID Implementation Plan part 4-7.

**glosderry city improvement district NPC****URBAN MONITORING**

Urban monitoring aims to regularise the quality and management of the environment producing management information that contributes to increasing the urban management know-how and capacity in each area. This is achieved through a system of breakdown and incident identification, recording, reporting, tracking and resolution carried out by the management team.

**RECYCLING, GREENING AND ENVIRONMENTAL UPGRADING**

Greening and environmental upgrades aims to introduce opportunities to create green areas and landscaping which makes areas more attractive and user friendly. This also includes the development of waste minimization and recycling projects aimed at making the area more environmentally sensitive and the activities within more sustainable.

**PLACE MARKETING AND BRANDING**

The identity or the "DNA" of a place is what distinguishes it from another, providing people with a richly layered sense of that place and what connects them to it, giving them a stake and a sense of ownership within. The identity of a place equals its distinctiveness, and distinctiveness only occurs when the features and character of that place have been used creatively to develop and promote it. Whatever they are, these individual qualities can quite literally transform the economy of an area and the way it is promoted. Identity, and the way it is used to market a place brings opportunities for community development, with property owners and stakeholders participating in projects that not only develop that locality but the network of relationships within it.

**PARKING AND TRANSPORTATION**

SRAs work closely with the City of Cape Town, Taxi Associations and Metrorail to agree and implement effective parking and transportation solutions.

**SOCIAL SERVICES AND INFORMAL TRADING MANAGEMENT**

SRAs form alliances and partnerships with local NGOs and institutions and help to address common social issues within the immediate and surrounding area. It is common for SRAs to work with the City of Cape Town to implement local by-laws and policies including informal trade management.

**WHAT ARE THE BENEFITS OF SRAs?****SRAs monitor any new developments or interventions that impact on the area**

As the custodian of the area, the SRA is aware of developments in the area and can make collective comment to the authorities on land use change in order to guide the decision process.

**SRAs form effective working relationships with appropriate bodies or associations**

These relationships could include the local authority, tourism associations, and community policing forums, to name a few.

**The SRA can put forward ideas for change to the local authority**

Due to its close relationship with the local authority, the SRA can petition for new initiatives which will further improve the area, for example, traffic surveys.

**GLOSDERRY CID BOUNDARY**

**Western Boundary**

From Chichester Road along Garfield Road to Imam Haron Road to include all properties to the east of Garfield Road

**Northern Boundary**

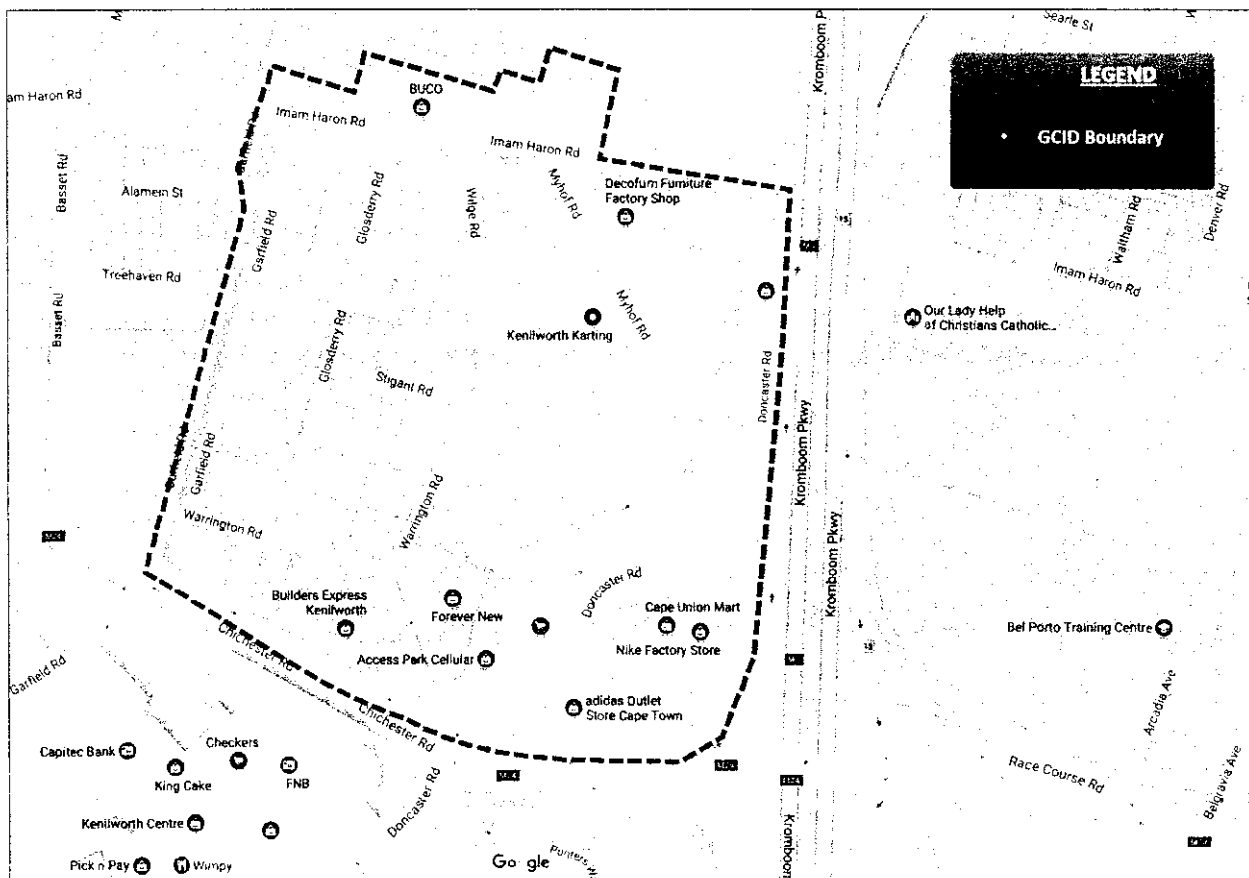
All properties bordering Imam Haron Road from Garfield Road to Laurier Road, then following the southern edge of the road reserve along Imam Haron Road to the Access Park property boundary/Kromboom Parkway Road Reserve Boundary.

**Eastern Boundary**

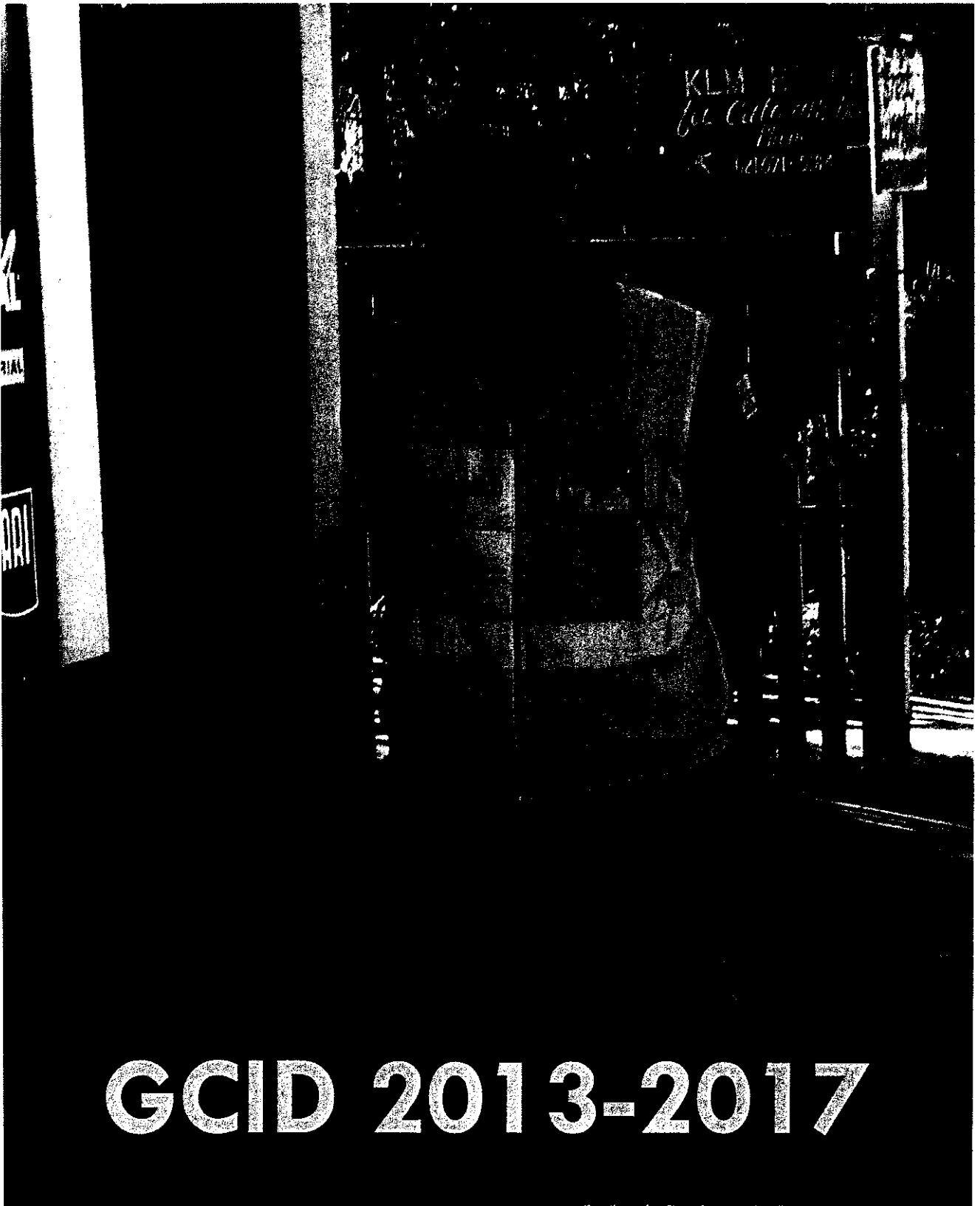
The western edge of the Kramboom Parkway Road Reserve as shared boundary with the Access Park property boundary from Imam Haron Road bridge to Kromboom Parkway on/off-ramp and Race Course Road intersection.

**Southern Boundary**

From the road intersection of the Kromboom Parkway on/off-ramp and Race Course Road then along the northern edge of Chichester Road up to the intersection of Garfield Road.



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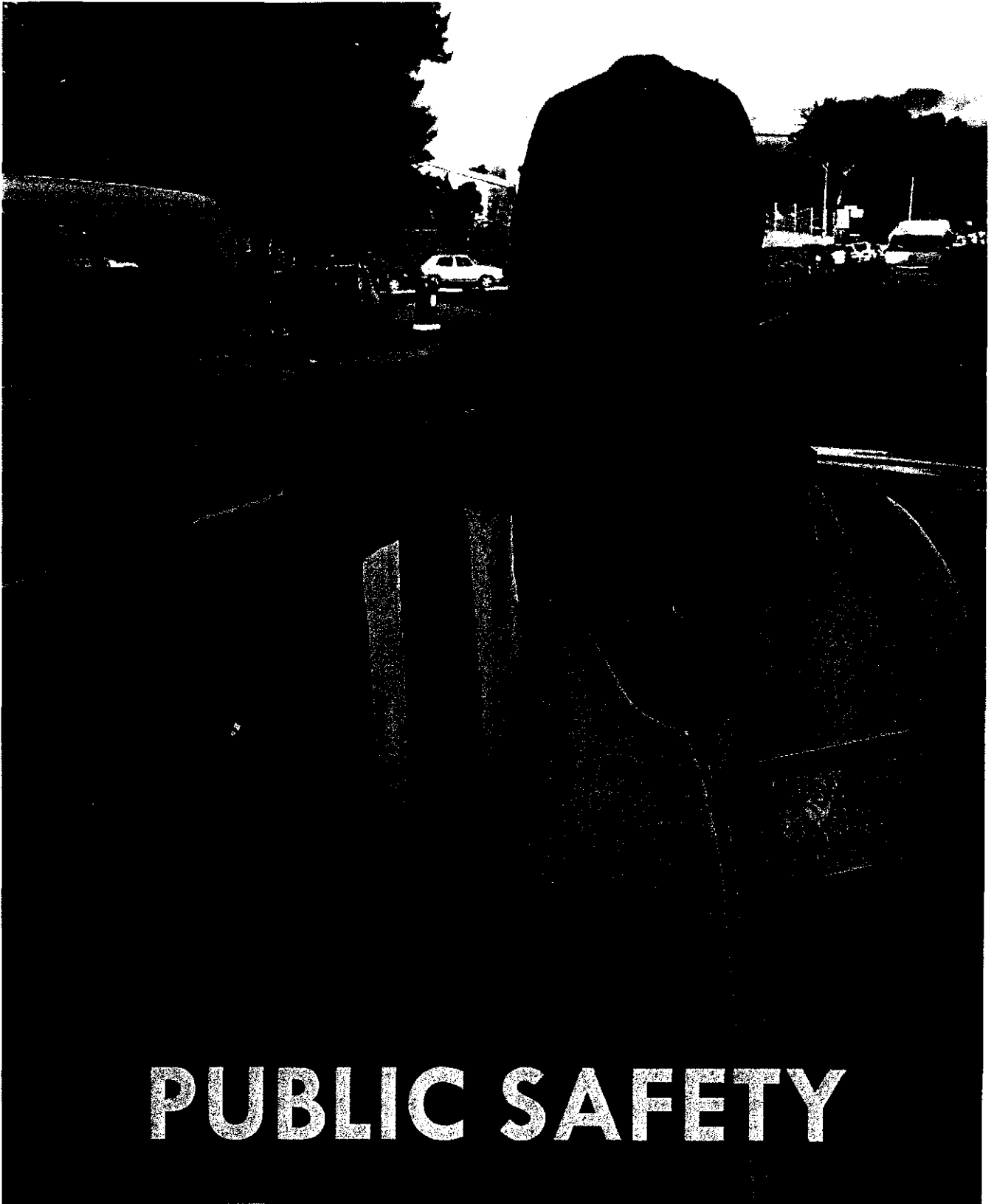


**GCID 2013-2017**

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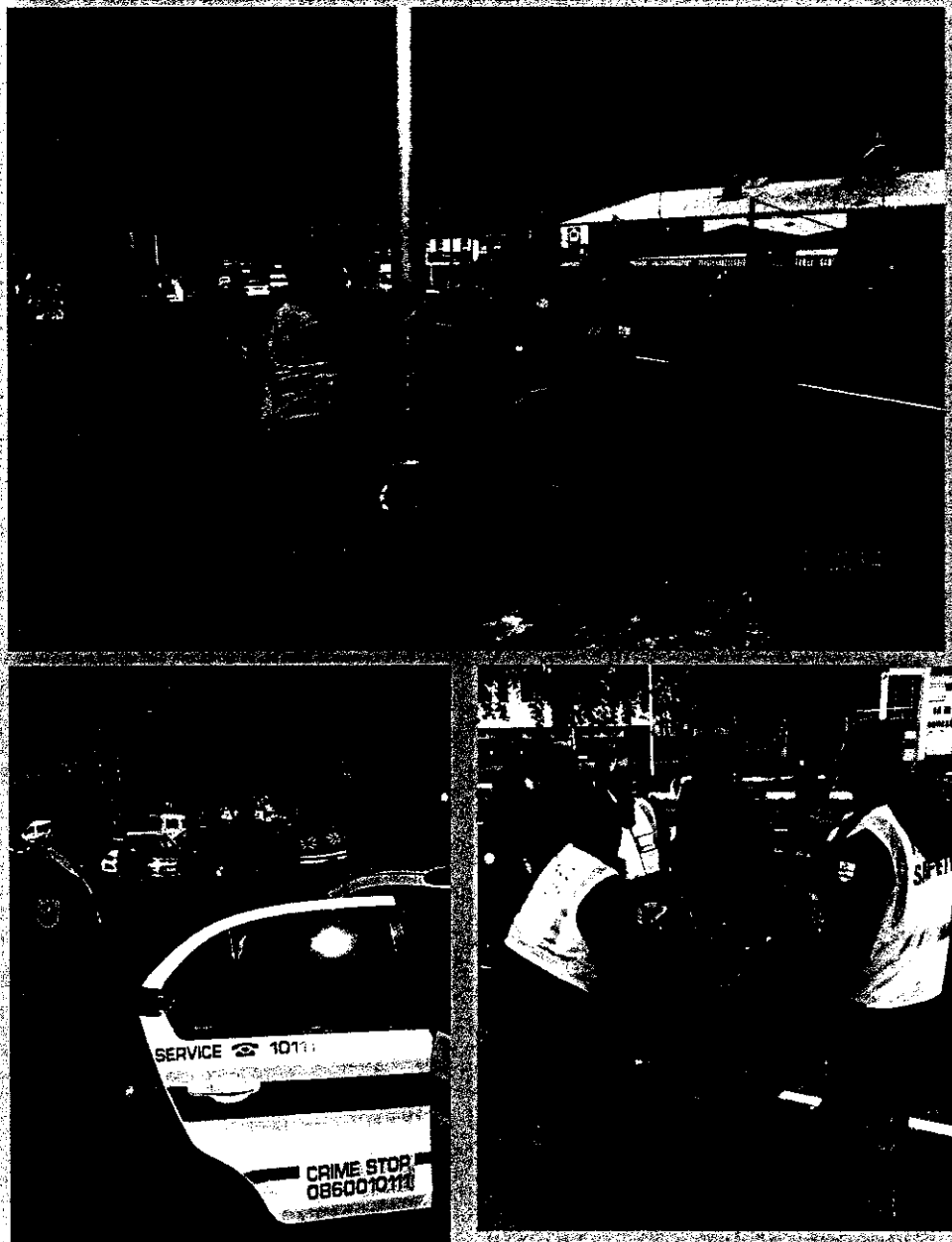


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## GCID OPERATIONS 2013-2017

The operational implementation of GCID took place in October 2013. The deployment consisted of a dedicated public safety patrol vehicle and public safety officers patrolling the area on foot. It also incorporated an urban cleaning and maintenance team and the GCID manager, overseeing the overall operation.



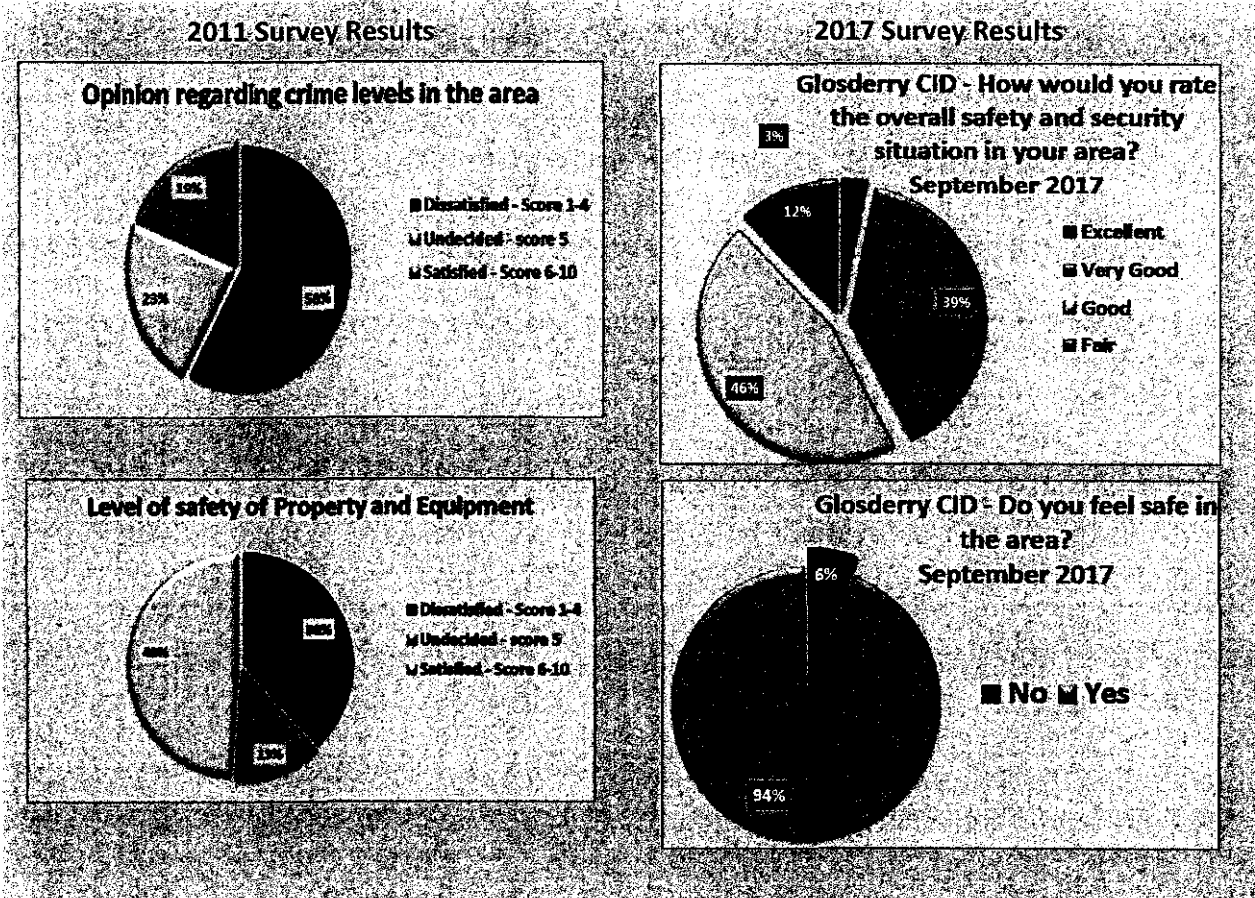
Within days of the commencement of operations the first arrests for theft, burglary and possession of stolen property followed with the assistance of the Claremont SAPS. The dedicated patrols and focus on safety created a safer environment for all the business owners and their staff in the area. This was also augmented by commuter patrols during the mornings and afternoons when staff walked to and from the public transport nodes, especially the bus stops in Imam Haron Road and the taxi pick-up points in Chichester Road.

A detailed survey was conducted in 2011 to determine the perception of the GCID area. Initially 38% of the respondents indicated that they do not feel safe in the area. Overall 42% rated the overall security

situation as average to good. 58% rated it as poor. Four and a half years later the same survey reveals the following results. Posing the same questions to respondents, 94% states that they feel safe in the area while 88% rate the overall security in

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the area as good to excellent. Similarly, 94% of respondents indicated that they see the Public Safety Officers and Patrol Vehicles and the work they do every day.



In addition to the patrol officers and patrol vehicles the initial drive included improving perimeter security by encouraging existing property owners and businesses to improve their security applications including enforced perimeters, adding electrified fencing and deploying powerful flood lights.

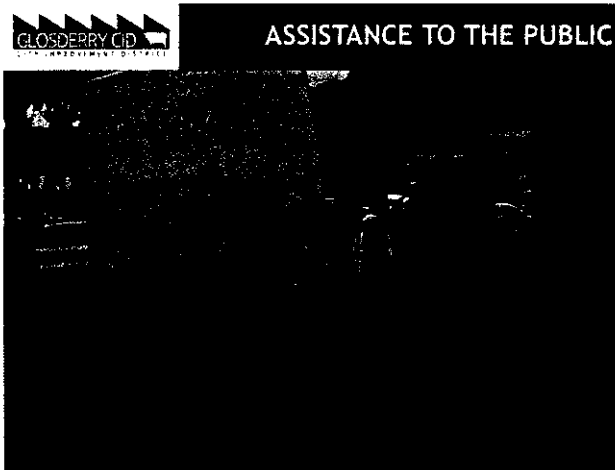
GCID also secured the assistance of the SAPS and City of Cape Town Law Enforcement Officers on a regular basis. Targeted public safety operations were conducted in the area to deal with various issues including traffic violations, anti-social behavior, drug dealing and illegal informal trade. City of Cape Town Law Enforcement Officers provided the ability to fine transgressors of City By-laws. This program will undoubtedly continue to ensure a well-regulated business environment that operates within the regulations, policies and by-laws.

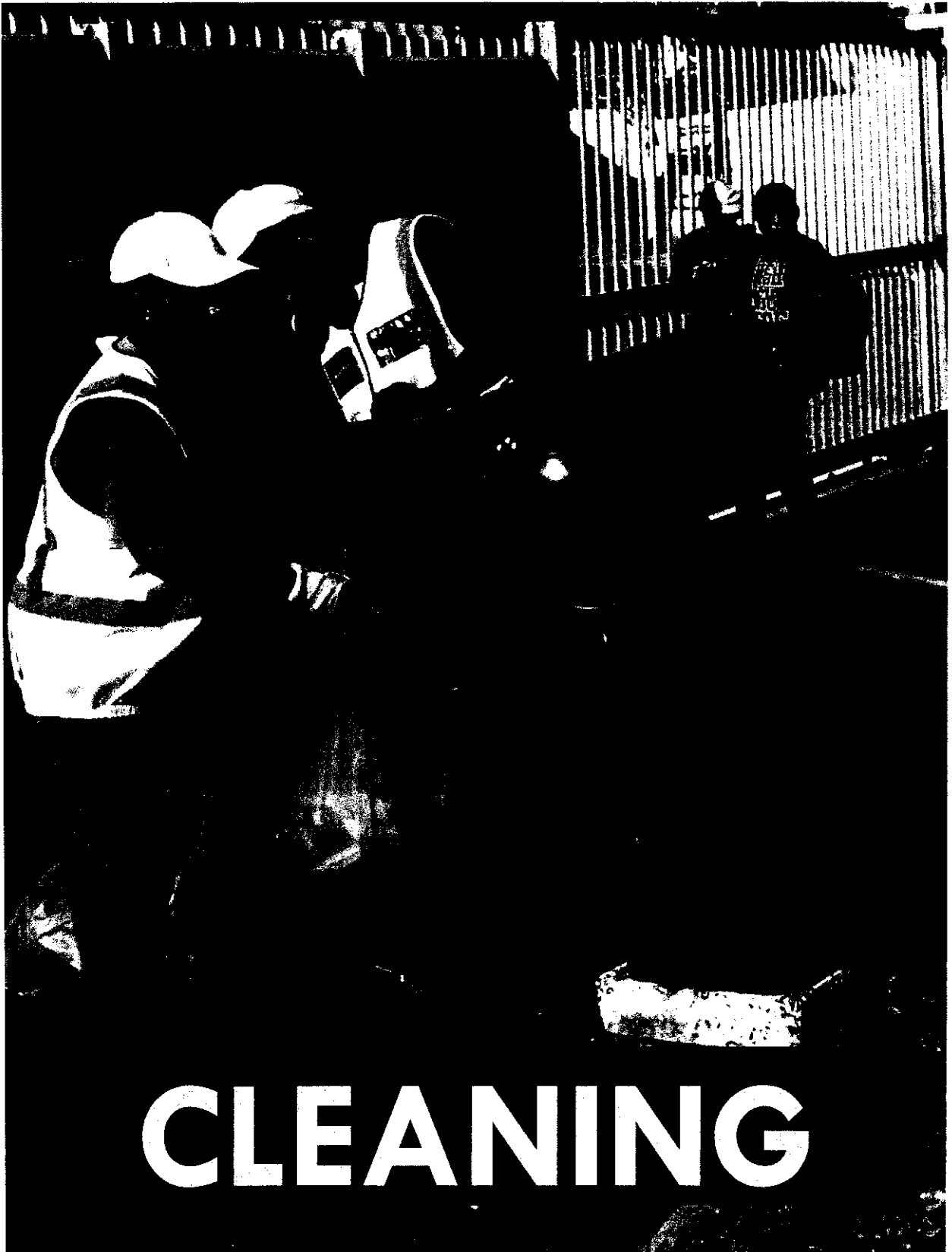




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The Glosderry CID public safety officers also assisted at various medical emergencies, fires and vehicles accidents, often being the first to call on emergency services, offer assistance and safeguard the area while emergency services execute their tasks.





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CLEANING OPERATIONS

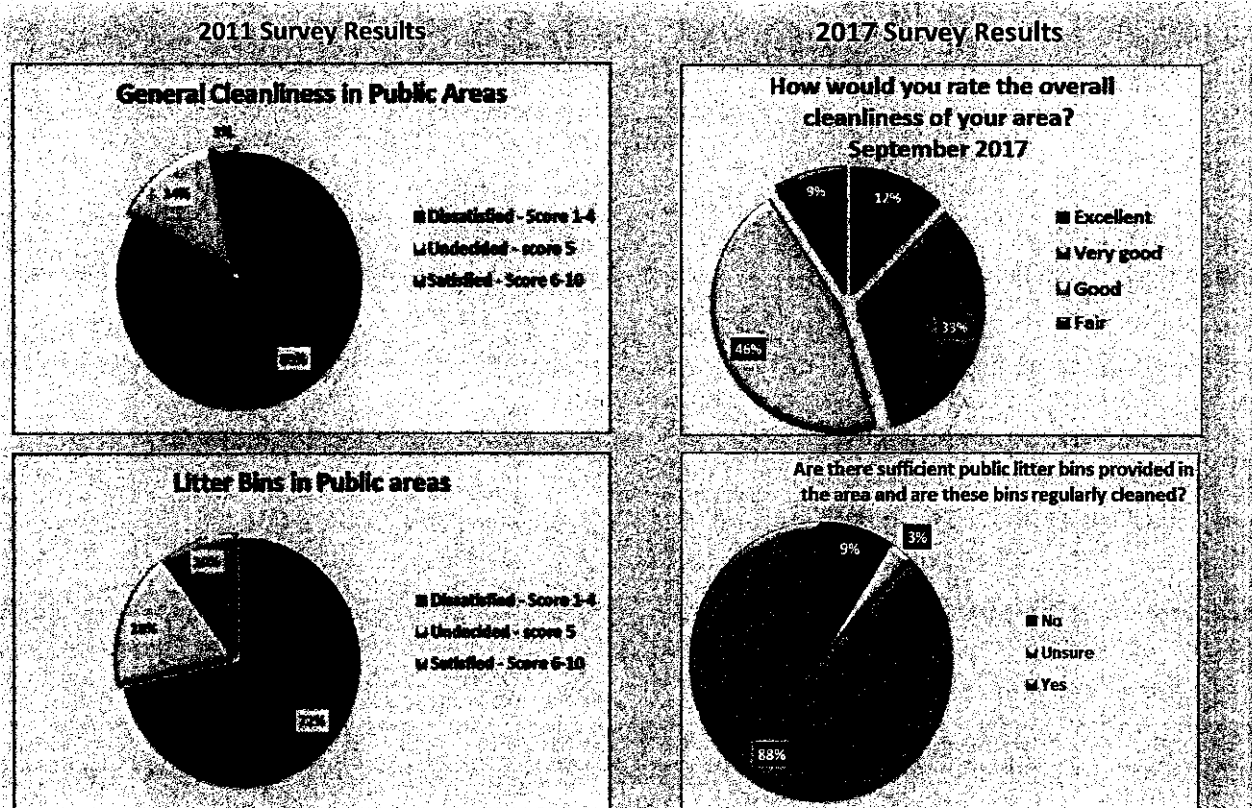
The initial survey completed in 2011 included opinions about the cleanliness of the GCID. It was no surprise to find that many respondents regarded the area as dirty and indicated that there are no public litter bins or cleaning efforts in the area at all. The photographic survey of the area in 2012 confirmed this opinion.



With the onset of operations in GCID the urban cleaning and management team got to work immediately and vast quantities of litter, building rubble, discarded tires, household waste and garden refuse was picked up and removed from the area. This was followed by deep cleaning all the roads and public spaces, doing regular grass cutting and trimming all trees and scrubs in the area to create a more attractive and clean industrial area.

The City of Cape Town partnered with GCID to implement green public litter bins throughout the area whilst the GCID cleaning team serviced these bins every week to ensure a cleaner environment.

The deep cleaning program was replaced with a weekly cleaning schedule rotating the cleaning team throughout the area to sweep streets, pick up litter, cut grass verges, trim trees, sweep sidewalks and deal with any illegal dumping that may occur.

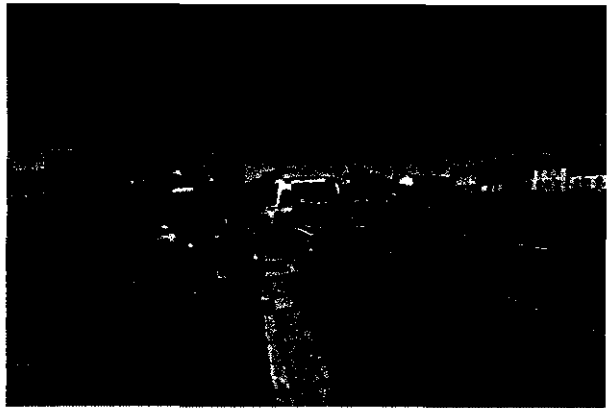


Asking respondents to offer their opinion in 2017 these efforts have certainly paid off. 46% regard the cleanliness as good and 45% regarded it as very good to excellent. This compares favorably to the 2011 opinion where only 3% that regarded the cleanliness of the area as good to excellent. The urban cleaning program will continue to ensure a clean and welcoming business area into the future.

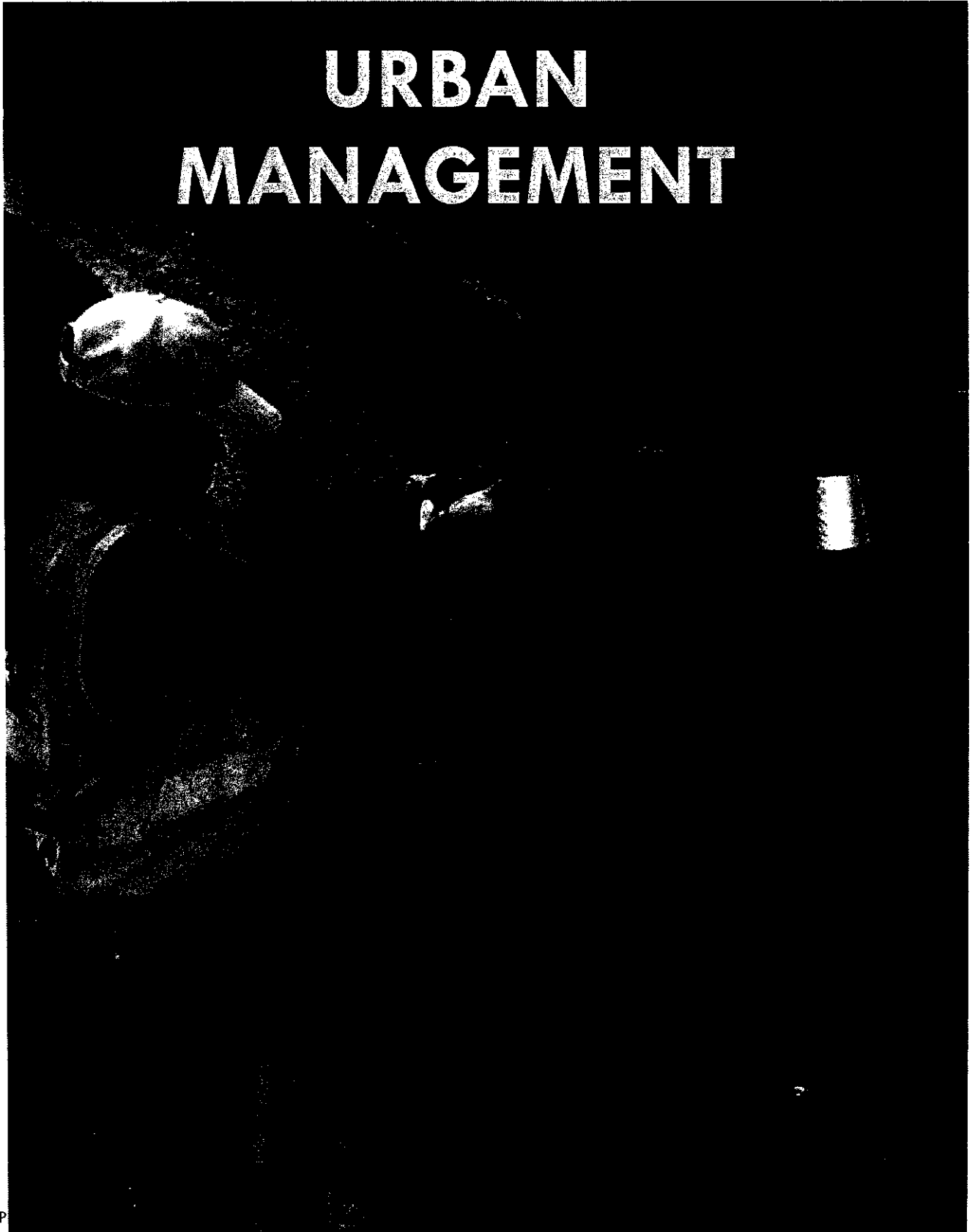




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# URBAN MANAGEMENT



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The urban infrastructure in the GCID area was in a poor state of repair before operations commenced in October 2013. Many businesses mentioned problems such as flooding during winter rains and numerous locations where the road infrastructure has been damaged severely. This was clearly due to the uncontrolled use of sidewalks to park heavy vehicles, a practice that causes damage to storm water curb inlets which in turn could not drain the road sufficiently when it rained.

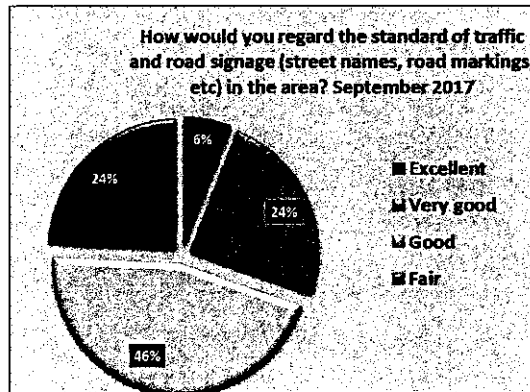
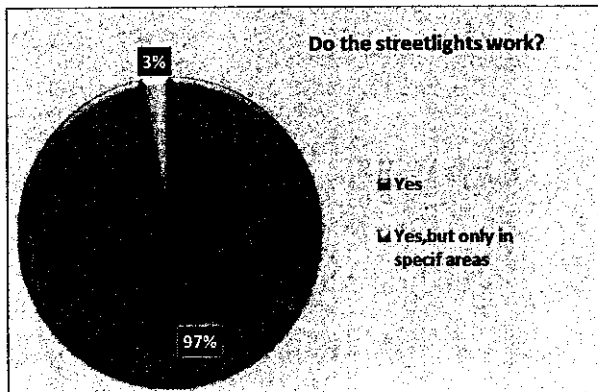
In some cases, the photographic survey found general lack of maintenance in the public environment. This was most evident in the lack of maintenance of sidewalks, the lack of street sweeping which lead to the further blocking of storm water drains and the lack of maintenance of infrastructure such as road signs and tree wells.

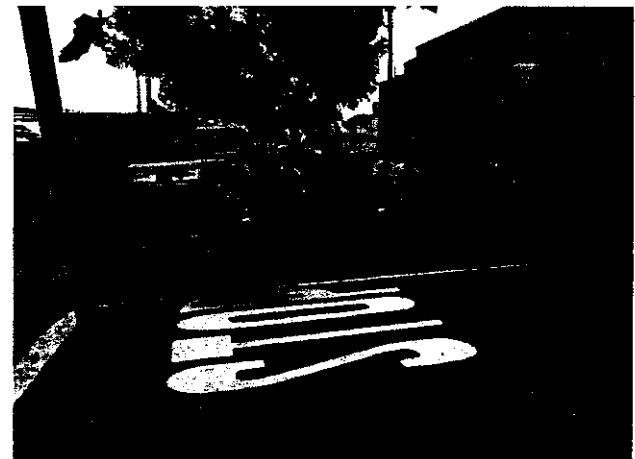
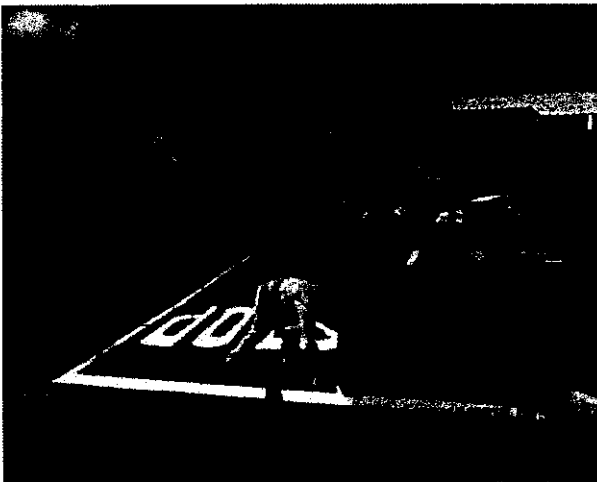
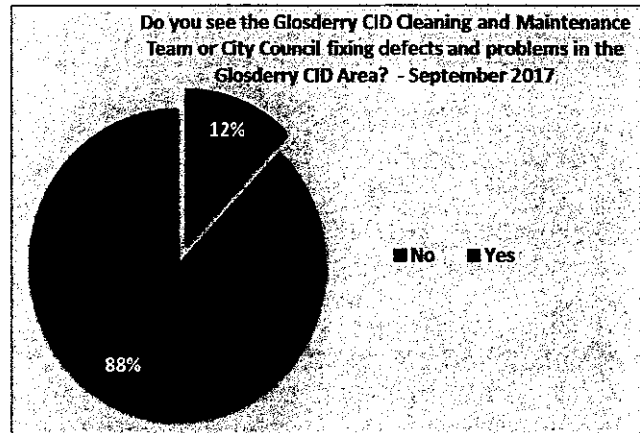
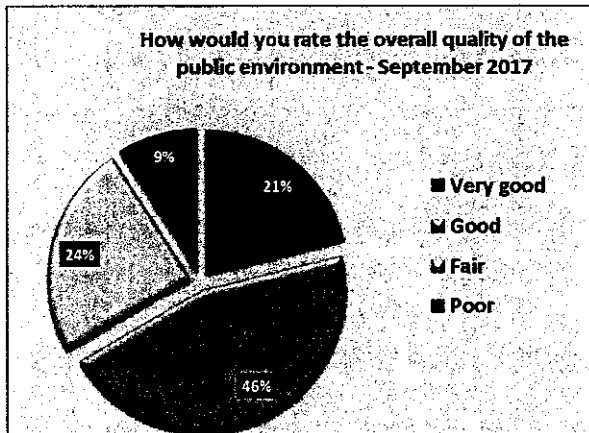


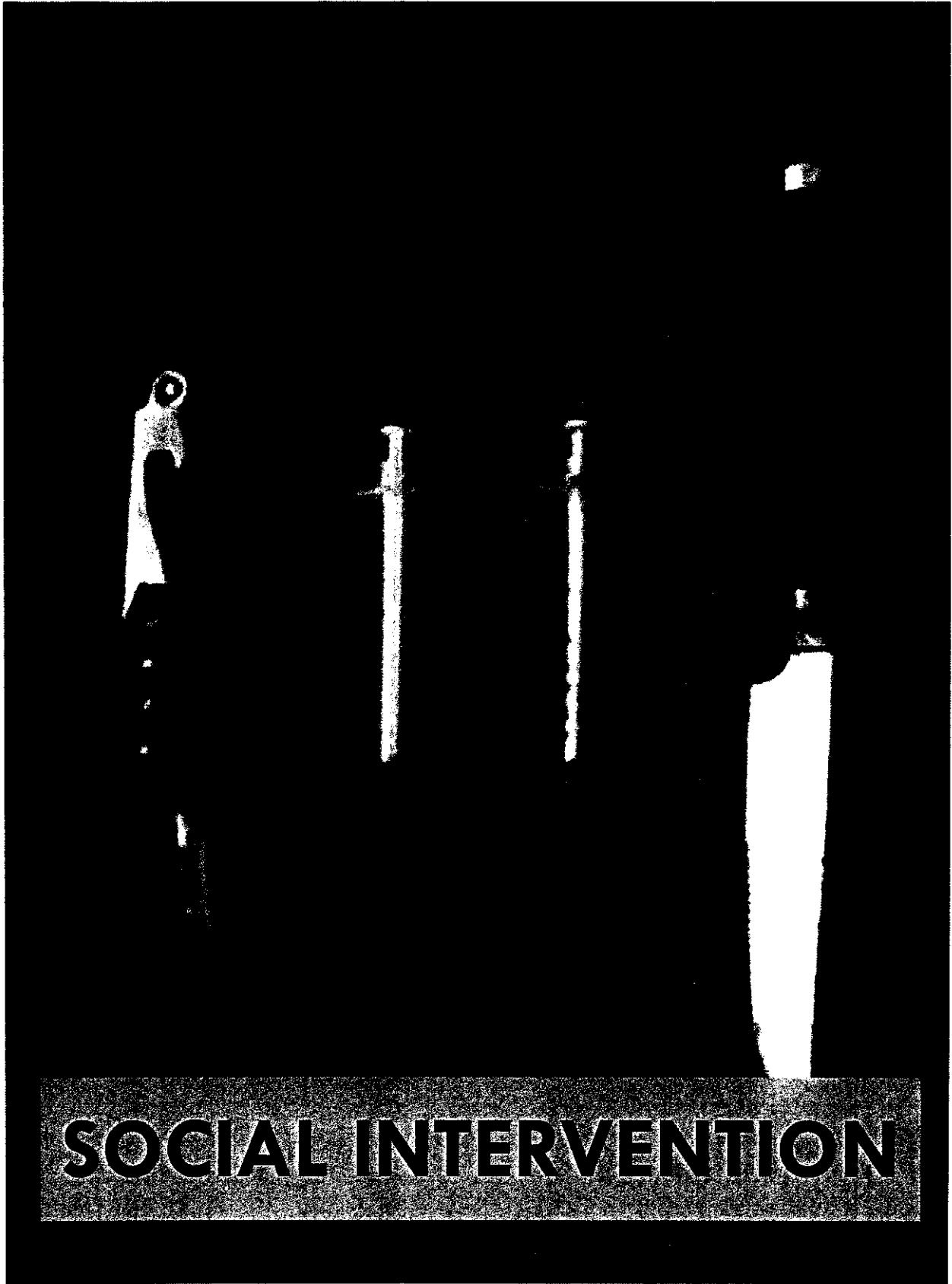
The GCID immediately addressed as many of the issues as possible. The management team surveyed the entire area for urban defects and reported each problem as a service request to the City of Cape Town. Photographic records were kept of all the defects. In partnership with the City of Cape Town each problem was addressed including the fixing of curb inlets, the cleaning of storm water drains and the protection of infrastructure through the installation of bollards.

By 2017 the opinion on the state of the public environment has changed completely. 81% of the 2017 survey respondents regarded the status of the public environment as good to excellent. 94% indicated that the street lights work and 82% rate the quality of street and road signs as good to excellent.

**SEPTEMBER 2017 SURVEY RESULTS ON URBAN MANAGEMENT**







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Homelessness and vagrancy remains a significant challenge for all urban areas in South Africa. Negative perceptions regarding bin-scratchers and beggars and their potential involvement with criminal activities required a multi-faceted approach in the GCID area.

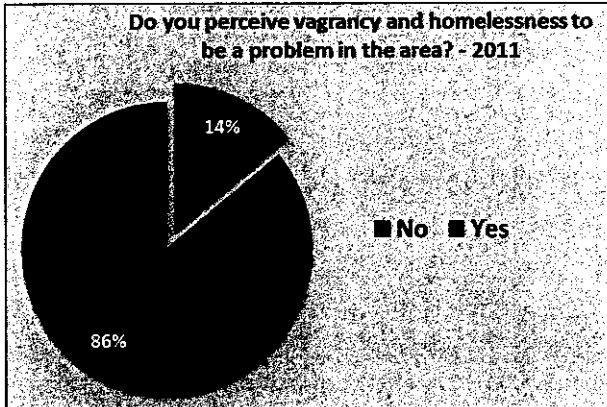
The management of GCID sought assistance from social partners in the area and through these partnerships, could offer homeless individuals an opportunity to go to a place of safety, offer possible reintegration with families and/or the opportunity to regain dignity through the social work action team, a work program sponsored by the GCID.

This program offered all GCID staff including our public safety officers the opportunity to engage with vagrants and homeless individuals to discourage them from being in the area, living on the street and offering them assistance by our social partners. In 2011, 86% of survey respondents indicated that homelessness and vagrancy was a problem in the GCID area and by 2017 this has significantly changed.

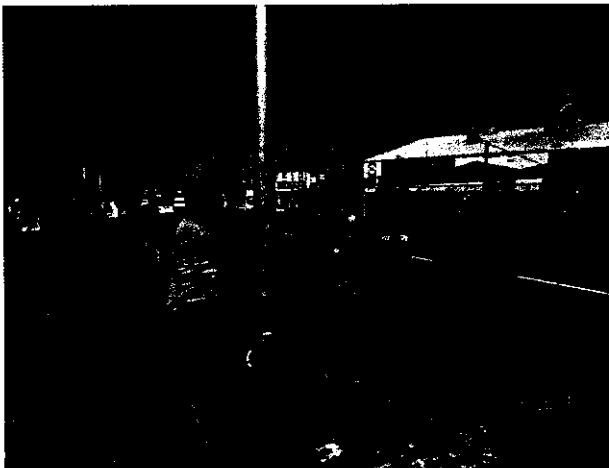
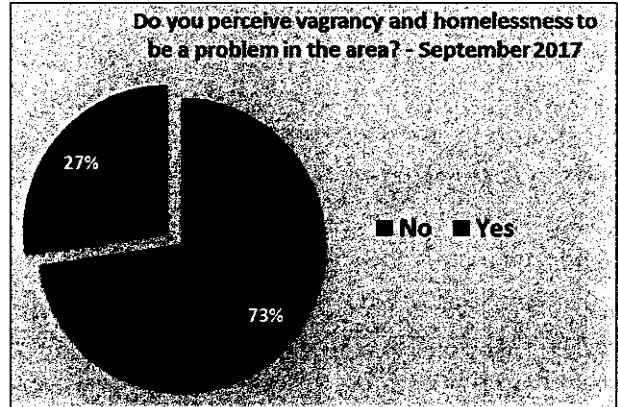


street and offering them assistance by our social partners. In 2011, 86% of survey respondents indicated that homelessness and vagrancy was a problem in the GCID area and by 2017 this has significantly changed.

**2011 Survey Results**



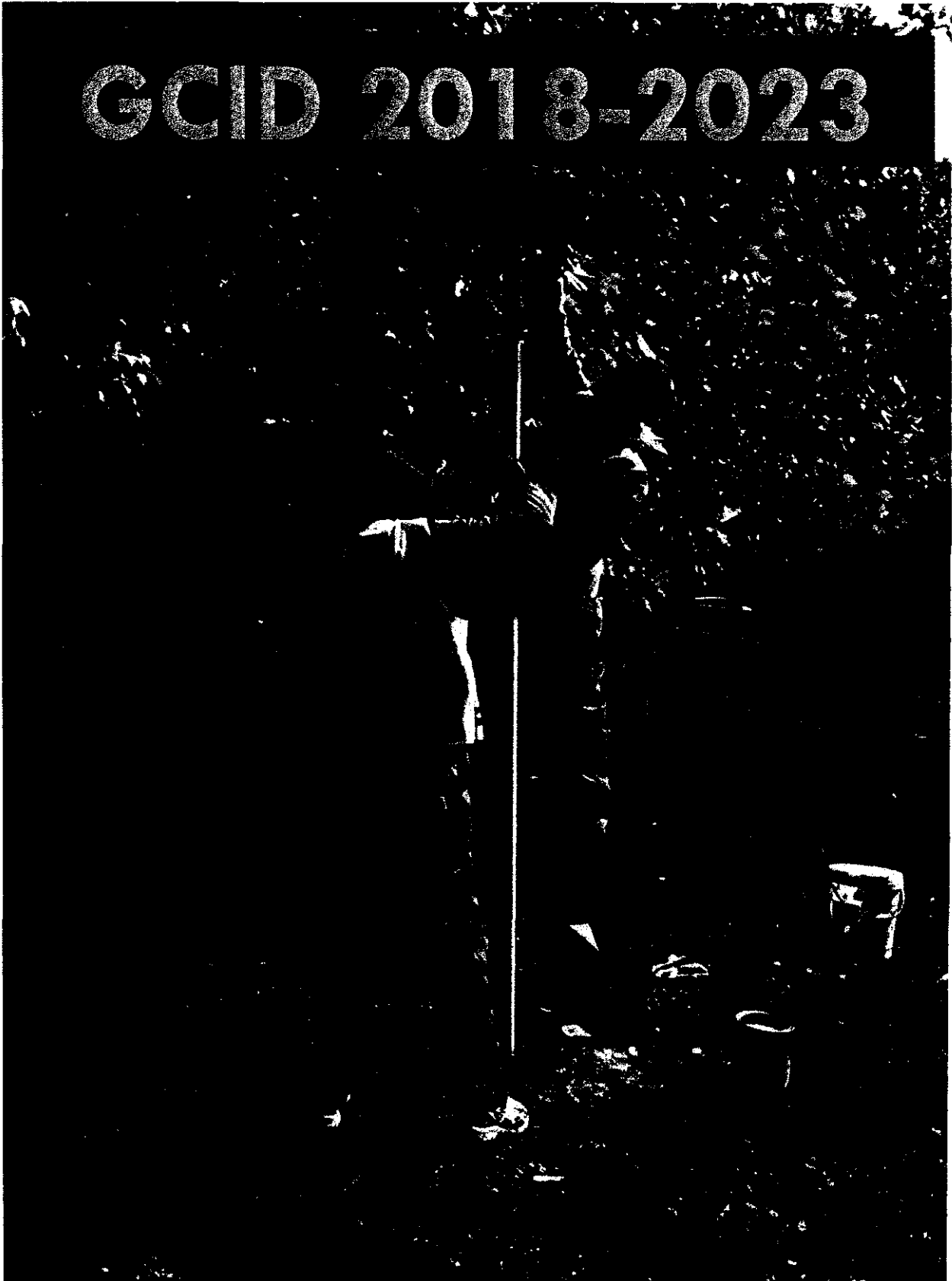
**2017 Survey Results**



PUBLIC SAFETY OFFICERS TALKS TO A HOMELESS PERSON IN THE AREA

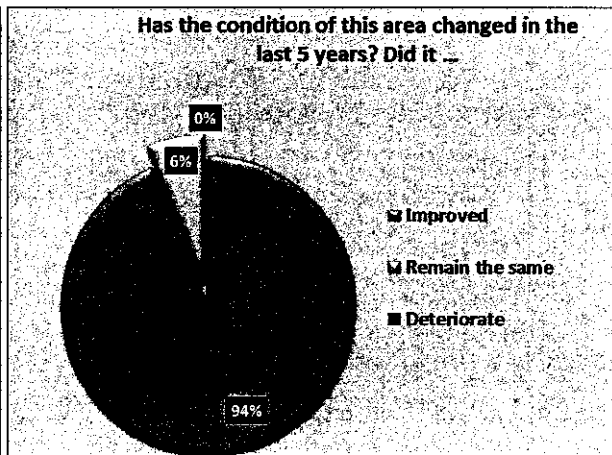
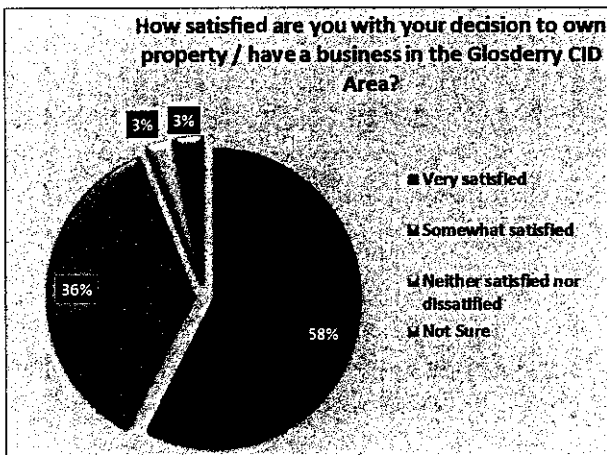
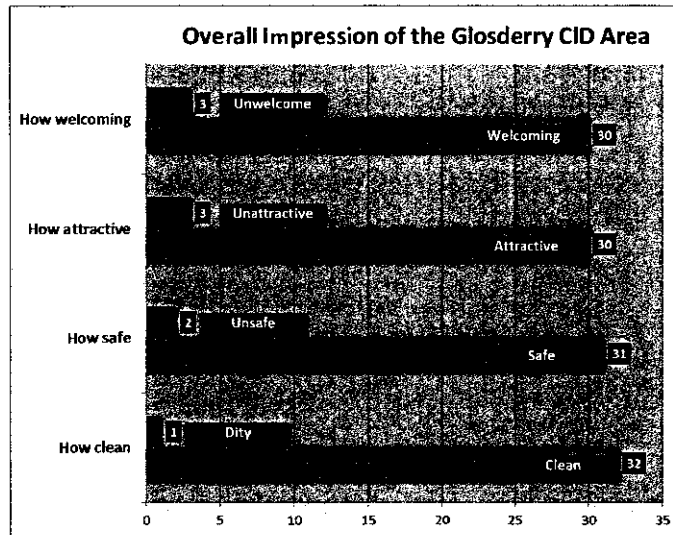


SOCIAL WORK ACTION TEAM IN ACTION



**OPERATIONS OF THE GCID: 2018-2023**

The future Implementation Plan is based on the results of the work and experience of the GCID management team since October 2013 and the perception survey compiled in September 2017 with due recognition of the specific management issues, safety, cleaning, urban management and social needs of the area. In addition, the Business and Implementation Plans incorporate service delivery to be provided by the City of Cape Town directorates and specific projects and capital investments for the duration of the Business Plan lifecycle.



Business confidence in the area is very high and the overall opinion of 94% of the survey respondent is that the area has improved over the last 5 years. Therefore the GCID will seek to extend the lifespan of the CID for the next 5 years.

The GCID will be directed to address six focus areas namely:

- The continued management of the GCID operations,
- The provision of extensive public safety measures



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- The cleaning, greening and maintenance of the public spaces in the area
- Continued co-operation with the relevant City of Cape Town departments to address and monitor urban management issues related to the public infrastructure in the GCID.
- To develop constructive partnerships with all the role-players in the Glosderry area to improve the sustainability of the industries and potentially create employment opportunities and social upliftment in the area.
- Marketing and promotional of GCID area as a well-managed and functioning industrial node.

The specific actions to achieve the above operations are set out below. In addition, a detailed implementation schedule is provided in Appendix A.

**MANAGEMENT OF THE GCID - REFER TO PROGRAM 1 OF THE IMPLEMENTATION PLAN**

Refer to Program 1 of the Implementation Plan

The GCID will continue to be managed by its own board of directors, elected by the members of the GCID. The Board of Directors consists of property owners within the SRA and a political representative from the City of Cape Town attending Board Meetings as an observer. The Board manages a Non-Profit Company (NPC), which is responsible for the management of the SRA, within the framework of the approved GCID business plan and oversees the implementation thereof.

Elected Board members take responsibility for the various portfolios in the company and board meetings allow the directors to review current operations and apply corrective measures as required.

The board can appoint service providers and staff to manage the day-to-day operations within the SRA. The supplementary services provided by GCID should represent the actual needs of the area according to the vision of the property owners for the area. The services provided are decided by the property owners as SRAs are property-owner driven. The GCID will be managed by a manager appointed by the Board and will oversee the day-to-day delivery of the additional services according to the Business Plan.

A formal Annual General Meeting (AGM) is held every year to review the performance of the GCID and to confirm the mandate of the members. The budget and implementation plan for the next year is also presented and discussed for approval at the AGM. The AGM also provides the opportunity to

- elect new directors to serve on the board of the NPC and ensure legal compliance,
- provide feedback in the form of the Annual Financial Statements,
- provide feedback in the form of the manager and chairperson's report,
- appoints auditors,
- appoints the company secretary.

**CURRENT CITY OF CAPE TOWN SERVICE LEVELS**

The GCID management team will continue to communicate and consult with the various City of Cape Town line departments responsible for service delivery in the GCID area.

**SAFETY SECURITY - REFER TO PROGRAM 2 OF THE IMPLEMENTATION PLAN**

To maintain and further improve safety and security the GCID will continuously evaluate and improve the comprehensive integrated safety and security plan for the area in conjunction with the appointed service provider. These actions will include coordination and cooperation with:

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- The South African Police Service
- Local Community Policing Forums
- Other existing security services in the area
- City of Cape Town Safety and Security Directorate
- Community organisations
- Other stakeholders

To maintain the levels of public safety of the area GCID will continue the deployment of security officers and a patrol vehicle to adequately secure the area. The GCID area will be patrolled on a 24-hour seven-days-a-week basis. This will be achieved primarily through the deployment of a highly visible security patrol vehicle and two on-foot Public Safety Officers. The teams on the ground will be supported by a 4-camera CCTV network, to be implemented in 2019 after a technical assessment. In addition, this deployment will be supported by a comprehensive radio and communications network and a manned control room. This will provide additional safety measures.

**OPERATIONAL SECURITY FORUM**

To facilitate an integrated approach, the GCID will continue to participate in the existing safety and security forum in association with the appointed security service providers. This current forum includes coordination and cooperation with:

- The South African Police Service
- Local Community Policing Forums
- Other existing security services in the area
- Neighbouring City Improvement Districts
- City of Cape Town Safety and Security Directorate
- Community organisations
- Other stakeholders

This forum continues to encourage the involvement of members of the GCID, property owners, tenants, businesses and representatives of the above mentioned organisations. This forum will continue to share pertinent crime information as well as trends or emerging threats. The forum should ideally be attended by the following stakeholder groups:

- The preferred private security service provider – employed by the GCID

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- The cleansing supervisor of the GCID
- The local SAPS Commander
- The Senior Superintendent of the Metropolitan Police Services
- The Principle Inspector / Law Enforcement Services
- The Assistant Chief Traffic Services
- Prominent property owners
- Representatives from the City Service Departments
- Representatives of other private security companies operating within the area.

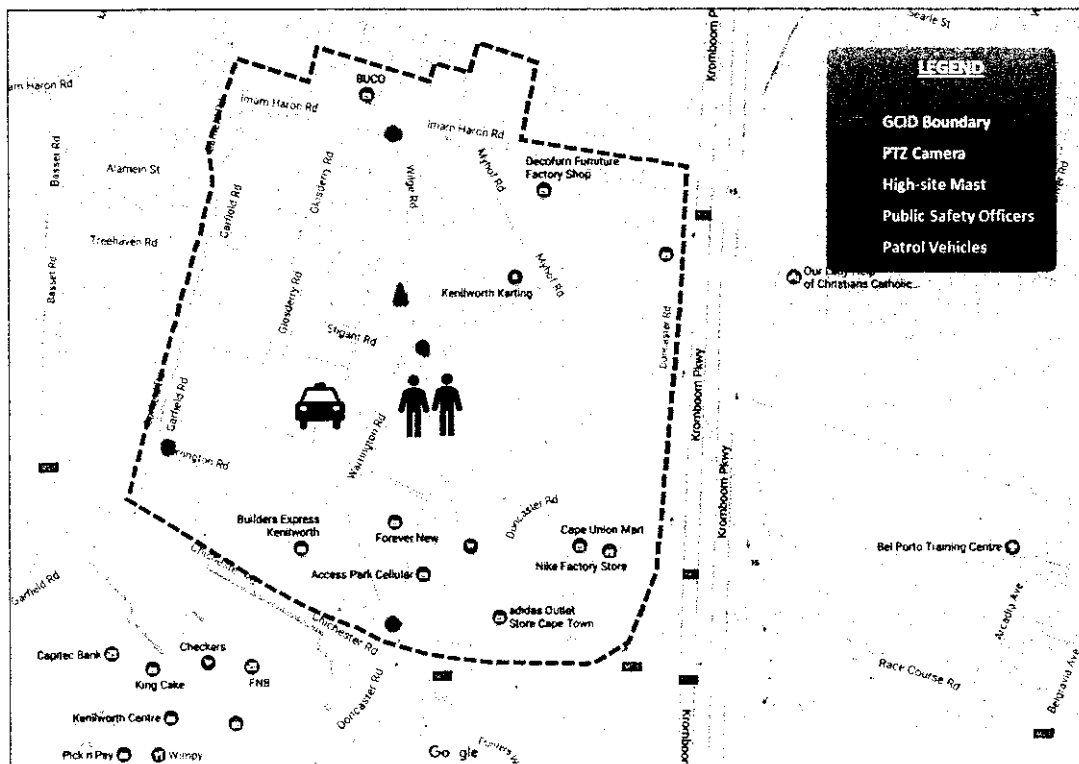
**PERIMETER SECURITY AND SECURITY APPLICATIONS**

Existing property owners and businesses will be encouraged to improve existing security applications in an ongoing program. This includes initiatives to encourage property owners and businesses to enforce their perimeters, add electrified fencing and deploy powerful flood lights.

**CCTV PUBLIC SURVEILLANCE SYSTEM**

The CCTV system will be planned and deployed over a period of one year. Preliminary camera locations have been picked carefully based on several criteria including known crime locations, position that could provide coverage of multiple roads, positions that would cover commuter patrols and locations that will cover the entrances and exits to the area.

A high-site mast will be fabricated and installed at the Pres Les property pending their approval. This will serve as the accumulator of all the WIFI signals from all the CCTV cameras in the area. From here the data will be streamed to the control room of the public safety service provider where the cameras will be monitored on a 24/7 basis.



#### ASSISTANCE FROM THE CITY OF CAPE TOWN

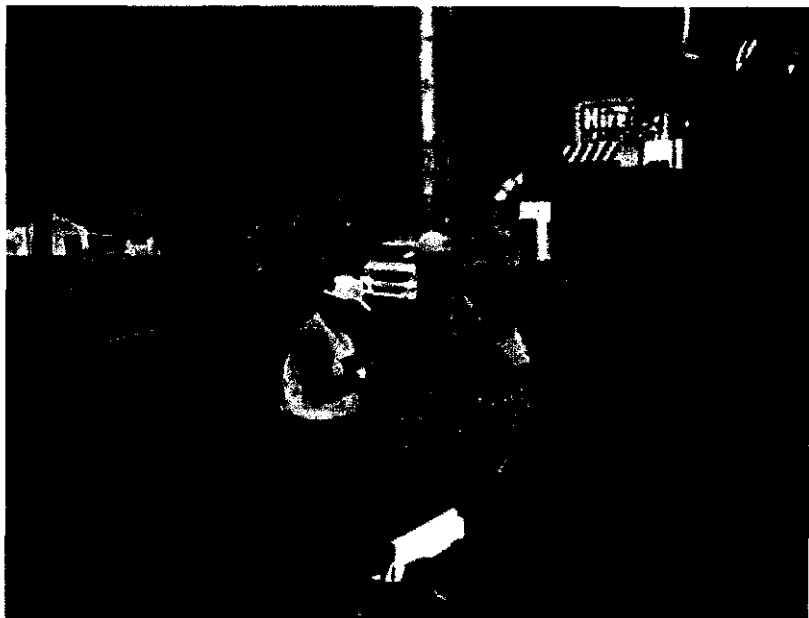
The GCID will further continue to enhance its safety and security initiative through close cooperation with the Safety and Security Directorate of the City of Cape Town to link in with their initiative to support a safer public environment. This effort will be focused on securing the continues services of Law Enforcement officers from the City of Cape Town when required and available. These services are made available to CIDs by the City of Cape Town and provide officers that will:



- Enforce compliance with By-Laws
- Have power of arrest
- Issue appropriate fines for the transgression of City By-laws
- Enhance safety and security in the GCID

#### AREA CLEANING AND URBAN MANAGEMENT -

Due to limited funding for a very large area the effective deployment of area cleaning and urban management initiatives will focus on specific areas at a time and will coordinate efforts with existing services provided by the City of Cape Town. It is therefore proposed that a multi-skilled team of workers that are well equipped are deployed in the GCID area to provide cleaning services and urban management.



The GCID management will continue to evaluate and enhance the comprehensive cleansing strategy in conjunction with the appointed service provider and the relevant City of Cape Town departments.

The strategy will support existing waste management services, identify specific management problems and areas and assist in developing waste management and cleaning plans for the area.

The plan will be executed by establishing a small team to:

- Decrease waste and grime in the area through a sustainable cleaning program.

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- Provide additional street sweeping, waste picking and additional refuse collection in all the public areas of the GCID.
- reporting of illegal posters, graffiti and stickers from public spaces and infrastructure.
- Promote waste minimisation by providing supplementary municipal services in the area including but not limited to more waste bins and waste recycling opportunities.

Urban management for the GCID will continue to require a multi-disciplinary approach from the management of GCID in close cooperation with the various service departments of the City of Cape Town.

Urban infrastructure will be improved by:

- Developing and implementing a plan to identify and monitor the status of public infrastructure such as roads, pavements, streetlights, road markings and traffic signs.
- Coordinating actions with the relevant City of Cape Town departments to address infrastructure defects. This will be done through specific liaison with departments and officials in addition to the reporting and monitoring of repairs required using the City's C3 system
- Continue to implement local actions to correct minor issues.



The provision of additional urban management services will be undertaken in cooperation with the social intervention and development initiatives of the GCID. As has been successfully applied, GCID will continue the social work program and job creation initiative for unemployed people linked to social welfare organisations in the area.

It is the intention to provide additional cleansing services through employment from these agencies where appropriate. In the future GCID envisages a program of skill development to enhance the capabilities the organisations to offer more skilled work opportunities. These opportunities include:

- Coordinate graffiti removal from public spaces and infrastructure
- Coordinate removal of illegal posters and pamphlets from public spaces and infrastructure
- Painting of road markings
- Greening, tree pruning and landscaping
- Kerb reinstatements
- Stormwater drain cleaning where required

The cleaning and maintenance deployment is as follows:

**Maintenance and cleaning to be provided by the relevant agencies**

The cleansing and urban management team includes:

- 2 x Cleaners Monday to Friday 08h30 to 16h30
- 1 x lawn mower and brush cutter
- General cleaning equipment such as spades, picks, etc.

The cleansing contingent will deploy in a team in various areas and rotate through the GCID.

#### ENVIRONMENTAL UPGRADING AND RECYCLING INITIATIVE

The GCID will embark on processes to develop and facilitate recycling initiatives for the Glosderry area to support the need for recycling programs. Through the management company, urban cleaning and maintenance teams will be equipped with maintenance and cleaning trolleys to pick up and sort recyclable material while cleaning.

Environmental upgrading includes greening and landscaping, initiatives to reduce water usage and creating awareness of waste minimization where circumstances and opportunities allow.



#### SOCIAL RESPONSIBILITY – REFER TO PROGRAMS OF THE IMPLEMENTATION PLAN

The social issues of the area are varied and complex and no single plan or approach will adequately address these issues. The GCID will coordinate social intervention actions with the various NGO's and social improvement organisations in the area to continue with the comprehensive strategy for addressing social issues in conjunction with the City of Cape Town, all relevant social welfare organisations and institutions. Social intervention and development can only be achieved by offering unemployed and/or homeless people an alternative.

The skills development and employment opportunity program offered by the urban management process will assist in this task. In addition, an information and communication strategy will be developed to inform the businesses and property owners of the area on issues of homelessness and unemployment and the intervention alternatives that exist or are planned. These initiatives will integrate with existing programs of organisations already active in the community as well as skills development initiative offered by businesses and industries in Glosderry.

#### MARKETING - REFER TO PROGRAMS OF THE IMPLEMENTATION PLAN

Marketing will continue to focus on communicating with the members, businesses and property owners of the GCID by:

- Maintaining an informative website and relevant social media platforms such as Facebook.
- Distributing GCID flyers and/or newsletters reflecting the initiatives and successes of the GCID.
- Promoting the GCID amongst the local businesses and industries.
- Promote community pride through the initiatives of the GCID in making the area cleaner and safer.

#### PROPERTY OWNER SUPPORTED PROJECTS

Property owners with the financial means to contribute beyond their CID levy for the GCID will be encouraged to support various additional initiatives such as:

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- Donation of infrastructure for the deployment of CCTV cameras on properties in strategic locations.
- Job creation and skills development opportunities.
- Funding of voluntary additional services including landscaping of public spaces through an “adopt a spot” initiative.
- Funding of additional security patrols in the public area.
- Donation of supplies and equipment for the operations of the GCID such as branding, signage, cleaning equipment.

**5-YEAR BUDGET OF THE GCID**

The 5-year budget for the continued implementation and operations of the GCID is set out in Appendix B. It reflects the identified needs of the GCID operations in as cost effective a manner as possible. Income in the form of additional rates will be derived from all commercial and industrial properties in the area. Should property owners receive partial or full relief in respect of rates they would enjoy full exemption from payment of any GCID additional rates.

## **glosderry city improvement district NPC**

This document was prepared for the Board of the Glosderry City Improvement District Special Rating Area by Gene Lohrentz of Geocentric Information Systems.

### **Disclaimer**


While every effort is taken to ensure that the information contained in this report is accurate, Gene Lohrentz and Geocentric Information Systems cannot be held liable or responsible for any inaccurate statistics or information contained in this report based on material supplied to us or found during research.

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	<b>GLOSDERRY CITY IMPROVEMENT DISTRICT (GCID)</b> <b>5 YEAR IMPLEMENTATION PLAN</b> <b>1st July 2018 to 30th June 2023</b>
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<b>PROGRAM 1 - GCID MANAGEMENT &amp; OPERATIONS</b>										
ACTION STEPS	RESPONSIBLE	FREQUENCY per year	DURATION IN WEEKS, MONTHS OR YEARS					PERFORMANCE INDICATOR	COMMENTS	
1. Fully operational Management Office	GCID Manager / GCID Board	Ongoing	→	→	→	→	→	Functional and accessible		
2. Appointment of relevant service providers	GCID Manager / GCID Board	1	1Y		1Y			Appointment of appropriately qualified service providers.	Service providers to be reappointed or new providers to be appointed at end of initial contracts (3 Years)	
3. Board meetings	GCID Manager / GCID Board	6	6	6	6	6	6	Bi-monthly Board meetings with feedback per portfolio. Keep minutes and file resolutions.		
4. Financial reports to CoCT	GCID Manager	12	12	12	12	12	12	Submit reports to the CID Unit timeously by the 15 <sup>th</sup> of the following month	Refer to Financial Agreement	
5. Audited Financial Statements	GCID Manager	1	1Y	1Y	1Y	1Y	1Y	Unqualified Financial Audits Submitted to the City by 31 August of each year		
6. Communicate GCID Arrears List	GCID Manager	12	12	12	12	12	12	Observe and report concern over outstanding amounts to Board and CID Unit – Board Members in arrears cannot participate in meetings		
7. Annual General Meeting	GCID Manager / GCID Board	1	1Y	1Y	1Y	1Y	1Y	Host successful AGM before 31 January – Annual feedback to members at AGM and	Once a year	

PROGRAM 1 - GCID MANAGEMENT & OPERATIONS										
ACTION STEPS	RESPONSIBLE	FREQUENCY per year	DURATION IN WEEKS, MONTHS OR YEARS					PERFORMANCE INDICATOR	COMMENTS	
								complying with legal requirements		
8. Submit Management Report and Annual Financial Statements to Sub-council(s)	GCID Manager / GCID Board	1	1Y	1Y	1Y	1Y	1Y	Submit AFS and annual report to Subcouncil within 3 months of AGM with prof of submission to CID Unit		
9. Successful day-to-day management and operations of the GCID	GCID Manager	Ongoing	➔	➔	➔	➔	➔	Monthly feedback to GCID Board at Directors present at every meeting		
10. Establish and maintain Website	GCID Board GCID Manager	Ongoing	➔	➔	➔	➔	➔	Website with all the relevant documents as required by the By-Law and Policy	Refer to Program 6-3	
11. Comply with all Company Act requirements	GCID Board	1Y	1Y	1Y	1Y	1Y	1Y	CIPC Requirements: <ul style="list-style-type: none"> <li>• Register new directors</li> <li>• Maintenance of Membership List</li> <li>• Annual Financial Statements</li> <li>• Hosting an AGM</li> </ul>		
12. Monthly Reports to the SRA Directors	GCID Manager	12	12	12	12	12	12	Report back on all CID related business to be measured and signed off	Provide monthly reports to the SRA Directors	
13. Manage and monitor the C3 notification Process	GCID Manager	12	12	12	12	12	12	Complete daily reports of C3 notifications and monitor outstanding issues		
14. Submit input to the Integrated Development Plan	GCID Manager	1Y	1Y	1Y	1Y	1Y	1Y	Annual submissions to Sub-Council Manager	October to February of every year	
15. Submit input to the City Capital/Operating Budgets	GCID Manager	1Y	1Y	1Y	1Y	1Y	1Y	Annual submissions to Sub-Council Manager by September of each year		
16. Communicate with property owners	GCID Manager	Ongoing	➔	➔	➔	➔	➔	Keep property owners informed through monthly newsletter		
17. Mediate issues with or between property owners	GCID Manager & City of Cape Town Departmental	Ongoing	➔	➔	➔	➔	➔	Provide an informed opinion on unresolved issues and assist where possible		

PROGRAM 1 - GCID MANAGEMENT & OPERATIONS										
ACTION STEPS	RESPONSIBLE	FREQUENCY per year	DURATION IN WEEKS, MONTHS OR YEARS					PERFORMANCE INDICATOR	COMMENTS	
	Managers and Law Enforcement									
18. Visit GCID members	GCID Manager	Ongoing	→	→	→	→	→	Communicate and visit GCID members twice per year	Refer also to Program 6-4	
19. Promote and develop GCID NPC membership	GCID Manager / GCID Board	Ongoing	→	→	→	→	→	Have a NPC membership that represents the GCID community Update NPC membership frequently. Ensure that membership application requests are prominent on webpage	Refer P 3.1	
20. Build working relationships with Sub-Council Management and relevant CoCT officials and departments that deliver services in the GCID	GCID Manager	Ongoing	→	→	→	→	→	Successful and professional relationships with sub-council management, Area Based Manager and City Departments resulting in enhanced communication, cooperation and service delivery		
21. Compile the SRA renewal application and survey.	GCID Manager / GCID Board	In year 4					1Y	Submit a comprehensive renewal application for approval by the members and the City of Cape Town by 31 August.		
22. Establish and maintain Website										
23. Obtain Annual Tax Clearance Certificate			1Y	1Y	1Y	1Y	1Y	Within one month after expiry date of current TCC		
24. Perform Budget Review			1Y	1Y	1Y	1Y	1Y	By 31 January		
25. Apply for Tax Exemption Status			1Y					By end of 1 <sup>st</sup> Financial Year		
26. Present Month Income and Expenditure reports at Board Meetings			12	12	12	12	12	Board members are informed of budget information and status		
27. Perform mid-year review								Submit Board Approved mid-year review to the City by 31 January		
28. Perform a mid-term budget			1	1	1	1	1	Perform a budget review and		

### PROGRAM 1 - GCID MANAGEMENT & OPERATIONS

ACTION STEPS	RESPONSIBLE	FREQUENCY per year	DURATION IN WEEKS, MONTHS OR YEARS				PERFORMANCE INDICATOR	COMMENTS
review							submit review to Board and CID Unit for approval	

### PROGRAM 2 - GCID PUBLIC SAFETY / LAW ENFORCEMENT INITIATIVES

ACTION STEPS	RESPONSIBLE	FREQUENCY per year	DURATION IN WEEKS, MONTHS OR YEARS				PERFORMANCE INDICATOR	COMMENTS	
1. Identify the root causes of crime in conjunction with the SAPS, Local Authority and existing security service using their experience as well as available crime statistics	GCID Security Provider Manager/Service	Ongoing	3M	→	→	→	→	Incorporate in Security Management Strategy Plan	This is done comprehensively at the beginning of term and then modified continuously
2. Determine the Crime Threat Analysis of the SRA area in conjunction with the SAPS	GCID Security Provider Manager/Service	Ongoing	3M	→	→	→	→	Incorporate in Security Management Strategy Plan	
3. Determine strategies by means of an integrated approach to improve public safety	GCID Security Provider Manager/Service	Ongoing	3M	→	→	→	→	Incorporate in Security Management Strategy Plan	
4. In liaison with other security role players and the South African Police Service, identify current security and policing shortcomings and develop and implement effective public safety strategy	GCID Security Provider Manager/Service	Ongoing		→	→	→	→	Incorporate in Security Management Strategy Plan	
5. Develop a Security Management Strategy with clear deliverables and defined performance indicators to guide safety services by the appointed service provider and evaluate levels of service provided.	GCID Security Provider Manager/Service	Revise as often as required but at least annually	3M	1Y	1Y	1Y	1Y	Documented Security Management Strategy with clear deliverables and defined performance indicators to guide safety services by the appointed service provider and evaluate levels of service	This is done comprehensively at the implementation of the CID and then modified continuously

## PROGRAM 2 - GCID PUBLIC SAFETY / LAW ENFORCEMENT INITIATIVES

ACTION STEPS	RESPONSIBLE	FREQUENCY per year	DURATION IN WEEKS, MONTHS OR YEARS					PERFORMANCE INDICATOR	COMMENTS
								provided.	
6. Maintain a manned centrally located office(s) open to the members and residents of the SRA to request security assistance or report information	GCID Security Provider Manager/Service	Ongoing	→	→	→	→	→	Appropriately manned and equipped control room with skilled staff	As per Program 1-2
7. Deploy security resources accordingly and effectively on visible patrols. Security personnel and patrol vehicles to be easily identifiable	GCID Security Provider Manager/Service	Ongoing	→	→	→	→	→	Effective safety and security patrols in the GCID	
8. Utilise the "eyes and ears" of all security and gardening/street cleaning staff, as well as own staff, to identify any breaches	GCID Security Provider Manager/Service	Ongoing	→	→	→	→	→	Incorporate feedback and information in security and safety initiatives of the GCID	
9. Assist the police through participation by GCID in the local Police sector crime forum	GCID Security Provider Manager/Service	Monthly	12	12	12	12	12	Incorporate feedback and information in security and safety initiatives of the GCID Report on any security information of the GCID to the CPF	
10. Monitor and evaluate the security strategy and performance of all service delivery on a quarterly basis	GCID Security Provider/ SAPS Crime Intelligence Officer Manager/Service	Quarterly	4	4	4	4	4	Report findings to the GCID Board with recommendations where applicable	Refer to Program 1-15 and Program 6-1
11. On-site inspection of Security Patrol officers	GCID Security Provider Manager/Service	Daily	→	→	→	→	→	Report findings to the GCID Board with recommendations where applicable	
12. Weekly Security Reports from Contract Security Company	Security Provider Service	Weekly	52	52	52	52	52	Report findings to the GCID Board with recommendations where applicable Provide feedback to forum meeting	Incorporate into monthly management report to GCID Board

PROGRAM 3 - GCID CLEANSING INITIATIVES										
ACTION STEPS	RESPONSIBLE	FREQUENCY per year	DURATION IN WEEKS, MONTHS OR YEARS					PERFORMANCE INDICATOR	COMMENTS	
1. Develop a cleansing strategy document with clear deliverables and defined performance indicators to guide cleansing and delivery from the appointed service provider.	GCID Manager/ Cleansing Service Provider	annually	1Y	1Y	1Y	1Y	1Y	Cleansing strategy document with clear deliverables and defined performance indicators to guide cleansing and delivery. Revise as often as required but at least annually	Refer to 1.2	
2. Monitor and evaluate the cleansing strategy and performance of all service delivery on a quarterly basis	GCID Manager/ Cleansing Service Provider	Quarterly	4	4	4	4	4	Modify Cleansing Strategy to guide cleansing and delivery		
3. Co-ordinate the provision of additional litter bins and emptying of litter bins service providers and the relevant City of Cape Town departments.	GCID Manager/ Solid Waste Department	Quarterly	4	4	4	4	4	Quarterly status reports to Local Authority regarding progress of identified shortcomings		
4. Provide clean streets and sidewalks in the GCID	GCID Manager/ Cleansing Service Provider	Bi annually	6	6	6	6	6	Cleansing each of the streets within the CID Boundary at least once within every two month period		
5. Identifying Health and safety issues within the area and reporting to Council with C3 notification reference no's	GCID Manager	Ongoing	➔	➔	➔	➔	➔	Monthly evaluations and inspections Provide an improved healthy urban environment in the GCID		
6. Monitor and combat Illegal Dumping	GCID Manager/ Cleansing Service Provider/ Law Enforcement Officers	Ongoing	➔	➔	➔	➔	➔	Removal of illegal dumping as required and applying applicable penalties through law enforcement against transgressors		
7. Identify environmental design contributing to grime such as wind tunnels	GCID Manager/ Cleansing Service Provider	Quarterly	4	4	4	4	4	Quarterly evaluation of the causes of waste Quarterly evaluation of measures implemented and identification of remedial actions		

PROGRAM 3 - GCID CLEANSING INITIATIVES										
ACTION STEPS	RESPONSIBLE	FREQUENCY per year	DURATION IN WEEKS, MONTHS OR YEARS					PERFORMANCE INDICATOR	COMMENTS	
8. Promoting waste minimization through education and awareness on waste and water pollution	GCID Manager/ Cleansing Service Provider, Solid waste Department	Ongoing	➔	➔	➔	➔	➔	Monthly evaluations and inspections Report findings		
9. Encourage property owners to act responsibly in terms of waste management and encourage recycling initiatives	CID Manager / Solid Waste Department	Ongoing	➔	➔	➔	➔	➔	Monthly evaluations and inspections Report findings		
10. Coordinate with local NGO to assist in cleaning programs where applicable	CID Manager	Ongoing	➔	➔	➔	➔	➔	As required	Refer to program 4-6 and 5-2	

PROGRAM 4 - GCID URBAN MANAGEMENT INITIATIVES										
ACTION STEPS	RESPONSIBLE	FREQUENCY per year	DURATION IN WEEKS, MONTHS OR YEARS					PERFORMANCE INDICATOR	COMMENTS	
1. Submissions to Ward Allocation, IDP and Capital Budgets	GCID Manager	1	1Y	1Y	1Y	1Y	1Y	Report to the GCID Board with recommendations where applicable		
2. Identify problem areas with respect to: a. street lighting; b. missing drain covers / cleaning of drains c. maintenance of road surfaces; sidewalks d. cutting of grass / removal of weeds e. road markings / traffic signs  Use the established service levels to design the provision of supplementary services without duplication of effort	GCID Manager	Ongoing	➔	➔	➔	➔	➔	Urban management plan with clear deliverables and defined performance indicators to guide delivery – Report monthly to the Board	This is done comprehensively at the implementation of the CID and then modified continuously	

**PROGRAM 4 - GCID URBAN MANAGEMENT INITIATIVES**

ACTION STEPS	RESPONSIBLE	FREQUENCY per year	DURATION IN WEEKS, MONTHS OR YEARS					PERFORMANCE INDICATOR	COMMENTS
3. Identify and report infrastructure supplementing existing Council Services: a. Street lighting b. Dumping c. Refuse Removal d. Waterworks e. Sewerage f. Roads and Storm water g. Traffic signals and line painting h. Pedestrian safety i. Road repairs	GCID Manager	Daily / weekly and monthly reports to the C3 notification process and daily recording of references in the register						Monitor and evaluate. Report findings to the GCID Board with recommendations where applicable	
4. Compile a list of prioritized needs to enhance the objectives of the CID and liaise with the relevant departments to correct	GCID Manager	4	4M	4M	4M	4M	4M	Monitor and evaluate the plan and performance of all service delivery on a quarterly basis. Report findings to the GCID Board with recommendations where applicable	
5. Greening campaigns - Arbor Day	GCID Manager	1	1Y	1Y	1Y	1Y	1Y	Report to the GCID Board with recommendations where applicable	
6. Work in conjunction with local social welfare and job creation organization and develop the delivery of the supplementary services to improve the urban environment	GCID Manager	Ongoing	➔	➔	➔	➔	➔	Development of a long term sustainable work program	This is done comprehensively at the term renewal and then modified and managed continuously Also refer to Program 5-2 and 3-10
7. Illegal Poster Removal Notify and monitor the removal of illegal posters by the City of Cape Town	GCID Manager	Ongoing	➔	➔	➔	➔	➔	City of Cape Town infrastructure free from illegal posters	



PROGRAM 5 - GCID SOCIAL INTERVENTION INITIATIVES										
ACTION STEPS	RESPONSIBLE	FREQUENCY per year	DURATION IN WEEKS, MONTHS OR YEARS					PERFORMANCE INDICATOR	COMMENTS	
1. Identify and determine strategies by means of an integrated approach to address / homelessness and the relief measures available, current and future.	GCID Manager/ NGOs	Ongoing	→	→	→	→	→	Social intervention plan with clear deliverables and defined performance indicators to guide delivery	This is done comprehensively at the implementation of the CID and then modified continuously	
2. Work in conjunction with local social welfare and job creation organization and develop the delivery of the supplementary services to improve the urban environment	GCID Manager/ NGOs	Ongoing	→	→	→	→	→	Social intervention plan with clear deliverables and defined performance indicators to guide delivery	This will be a long term plan of action that will take time to develop – Refer to Program 4-6 and 3-10	
3. Coordinate Social Development programs and initiatives with City Social Development Department			→	→	→	→	→	Meet quarterly		
4. Public awareness program on social issues			→	→	→	→	→			

PROGRAM 6 - GCID MARKETING INITIATIVES										
ACTION STEPS	RESPONSIBLE	FREQUENCY per year	DURATION IN WEEKS, MONTHS OR YEARS					PERFORMANCE INDICATOR	COMMENTS	
1. Regular and monthly newsletters / Newsflashes	GCID Manager	Monthly	4	4	4	4	4	informative newsletters distributed quarterly	Also refer to Program 1-17	
2. Regular Press releases in local Newspapers covering: a. Local Development b. Promoting local Projects c. Social Issues	GCID Manager	Ongoing	→	→	→	→	→	Regular media exposure		
3. Establish and maintain Website	GCID Manager	Ongoing	→	→	→	→	→	Up to date and informative website in compliance with SRA legislation.	Refer to Program 1-11	

PROGRAM 6 - GCID MARKETING INITIATIVES										
ACTION STEPS	RESPONSIBLE	FREQUENCY per year	DURATION IN WEEKS, MONTHS OR YEARS					PERFORMANCE INDICATOR	COMMENTS	
			1	2	3	4	5			
4. Regular Member visits and meetings	GCID Manager	Ongoing	→	→	→	→	→	Monthly feedback to GCID Board at Directors Meeting	Refer to Program 1-17	
5. Establish the GCID Business Directory and link to website	GCID Manager	Every 2 months	2	2	2	2	2	Up to date directory		
6. SRA Signage			→	→	→	→	→	Signage to be visible and maintained		

# GLOSDERRY CITY IMPROVEMENT DISTRICT

## 5 YEAR BUDGET AS PER BUSINESS PLAN

	2018/19	2019/20	2020/21	2021/22	2022/23
<b>INCOME</b>	<b>R</b>	<b>R</b>	<b>R</b>	<b>R</b>	<b>R</b>
Revenue - Add. Rates	-1 521 237 84.2%	-1 642 936 96.7%	-1 774 371 96.9%	-1 915 949 97.0%	-2 069 626 97.2%
Other: Accumulated Surplus	-286 000 15.8%	-56 800 3.3%	-57 664 3.1%	-58 957 3.0%	-59 605 2.8%
<b>TOTAL INCOME</b>	<b>-1 807 237 100.0%</b>	<b>-1 699 736 100.0%</b>	<b>-1 832 035 100.0%</b>	<b>-1 974 906 100.0%</b>	<b>-2 129 231 100.0%</b>
<b>EXPENDITURE</b>	<b>R</b>	<b>R</b>	<b>R</b>	<b>R</b>	<b>R</b>
<b>Core Business</b>	<b>1 067 600 59.1%</b>	<b>1 153 008 67.8%</b>	<b>1 245 249 68.0%</b>	<b>1 344 869 68.1%</b>	<b>1 452 458 68.2%</b>
Cleansing services	203 000	219 240	236 779	255 722	276 179
Environmental upgrading	9 000	9 720	10 498	11 337	12 244
Public Safety	795 000	858 600	927 288	1 001 471	1 081 589
Public Safety - CCTV monitoring	30 600	33 048	35 692	38 547	41 631
Social upliftment	15 000	16 200	17 496	18 896	20 407
Urban Maintenance	15 000	16 200	17 496	18 896	20 407
<b>Depreciation</b>	<b>46 000 2.5%</b>	<b>46 000 2.7%</b>	<b>46 000 2.5%</b>	<b>46 000 2.3%</b>	<b>46 000 2.2%</b>
<b>Repairs &amp; Maintenance</b>	<b>10 000 0.6%</b>	<b>10 800 0.6%</b>	<b>11 664 0.6%</b>	<b>12 597 0.6%</b>	<b>13 605 0.6%</b>
<b>General Expenditure</b>	<b>408 000 22.6%</b>	<b>440 640 25.9%</b>	<b>475 891 26.0%</b>	<b>513 962 26.0%</b>	<b>555 079 26.1%</b>
Accounting fees	7 000	7 560	8 165	8 818	9 523
Administration and management fees	360 000	388 800	419 904	453 496	489 776
Advertising costs	7 500	8 100	8 748	9 448	10 204
Auditor's remuneration	10 000	10 800	11 664	12 597	13 605
Bank charges	4 000	4 320	4 666	5 039	5 442
Contingency / Sundry	4 000	4 320	4 666	5 039	5 442
Insurance	6 500	7 020	7 582	8 188	8 843
Marketing and promotions	6 000	6 480	6 998	7 558	8 163
Meeting expenses	3 000	3 240	3 499	3 779	4 081
<b>Capital Expenditure (PPE)</b>	<b>230 000 12.7%</b>	<b>- 0.0%</b>	<b>- 0.0%</b>	<b>- 0.0%</b>	<b>- 0.0%</b>
CCTV Cameras	230 000	-	-	-	-
<b>Bad Debt Provision 3%</b>	<b>45 637 2.5%</b>	<b>49 288 2.9%</b>	<b>53 231 2.9%</b>	<b>57 478 2.9%</b>	<b>62 089 2.9%</b>
<b>TOTAL EXPENDITURE</b>	<b>1 807 237 100.0%</b>	<b>1 699 736 100.0%</b>	<b>1 832 035 100.0%</b>	<b>1 974 906 100.0%</b>	<b>2 129 231 100.0%</b>
<b>(SURPLUS) / SHORTFALL</b>	<b>-</b>	<b>-</b>	<b>-0</b>	<b>0</b>	<b>0</b>
<b>GROWTH: SRA RATES</b>	<b>8.0%</b>	<b>8.0%</b>	<b>8.0%</b>	<b>8.0%</b>	<b>8.0%</b>
<b>BUDGET GROWTH</b>	<b>28.3%</b>	<b>-5.9%</b>	<b>7.8%</b>	<b>7.8%</b>	<b>7.8%</b>

# GLOSDERRY CD

GLOSDERRY CITY IMPROVEMENT DISTRICT INC  
GLOSDERRY, WILSON ROAD, CLANMATHRUS, CO. DU  
WWW.GLOSDERRYCD.COM

## NOTICE OF ANNUAL GENERAL MEETING

The GLOSDERRY CITY IMPROVEMENT DISTRICT INC (CD) will be holding its Annual General Meeting (AGM) on the 11th November 2017. All members are invited to attend to discuss the AGM agenda and to vote on the approval of the extension of the CD term and plan for the 2018/19.

Date: 11 November 2017

The AGM will be held at the GLOSDERRY CD Clubhouse, 700 Wilson Road, Clonmatherus, Co. DU.

Resolutions presented at the AGM can only be voted on by those who are members of the CD. It is a requirement available free of charge to all owners of non-residential properties within the CD. To be eligible to vote, you must register before 18 October 2017.

For further information, AGM documents and how to register go to: [www.glostderry.com](http://www.glostderry.com) or contact the CD office on 027 4388 4333.

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### ANNOUNCING THE STELLENBOECH MUNICIPALITY GUYSON D'ASIE HERSONERING EN DEELETES 7 & 10 PLAAAS 1674 BOSCHENDAL

021 5719401

100070

Die oorsigting van die Boschendaal Dorp, poel en beide  
zake in die Stedele Nodus. Die ontwikkeling van die volgende  
einde (woonhuise, dorps-huise, woonhuise), 100 aksioneer  
in die EAT (reguleer die plaaas) en die oorsigting van die  
Klein Dorp (woonhuise en dorps) (20 aksioneer) 5000  
bediening (woonhuise en dorps) (20 aksioneer) 5000  
ke. (reguleer die Stellenboech Municipale Raad)

### Die artikel van die Stellenboech Municipale Verordening op

die oorsigting en benoeming van die  
100 aksioneer in die EAT (reguleer die plaaas) van die  
14 van Artikel 18 van die 1995-1996 Landwet op

die oorsigting en benoeming van die  
100 aksioneer in die EAT (reguleer die plaaas) van die  
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14 van Artikel 18 van die 1995-1996 Landwet op

<p>die oorsigting en benoeming van die 100 aksioneer in die EAT (reguleer die plaaas) van die 14 van Artikel 18 van die 1995-1996 Landwet op</p>	<p>die oorsigting en benoeming van die 100 aksioneer in die EAT (reguleer die plaaas) van die 14 van Artikel 18 van die 1995-1996 Landwet op</p>
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die oorsigting en benoeming van die  
100 aksioneer in die EAT (reguleer die plaaas) van die  
14 van Artikel 18 van die 1995-1996 Landwet op

die oorsigting en benoeming van die  
100 aksioneer in die EAT (reguleer die plaaas) van die  
14 van Artikel 18 van die 1995-1996 Landwet op

**ANNOUNCING THE STELLENBOECH MUNICIPALITY**  
GUYSON D'ASIE HERSONERING EN  
DEELETES 7 & 10 PLAAAS 1674 BOSCHENDAL

021 5719401

100070



**GLOSDERRY CITY IMPROVEMENT DISTRICT**

GLOSDERRY CITY IMPROVEMENT DISTRICT NPC  
C/O PRES LEVY WILGE ROAD CLAREMONT 7708  
www.gcid.co.za | info@gcid.co.za

**KENNISGEWING VAN ALGEMENE  
JAARVERGADERING**

Die Glosderry City Improvement District NPC (GCID) korrigeer  
Algemene Jaarvergadering (AJV) die belangrikste persoon  
word geword in die oorsigting van die jaar se bedrywige  
goedkeuring van die salaris verslag en Rekening W 2018/19

Datum: 18 Oktober 2017  
Tyd: 12:00  
Plek: Konferensie Saal The Les Fours Wine-Saal  
Claremont 7708

Steg kom die oorsigting van die GCID aan die oorsigting van die AJV die belangrikste persoon  
van die oorsigting van die GCID aan die oorsigting van die AJV die belangrikste persoon  
van die oorsigting van die GCID aan die oorsigting van die AJV die belangrikste persoon

Vir meer besonderhede oor registrasie van AJV dokumentasie gaan  
na [www.gcid.co.za](http://www.gcid.co.za) of skryf na die oorsigting van die AJV die belangrikste persoon  
of skryf na 021 672 3128





GLOSDERRY CITY IMPROVEMENT DISTRICT NPC

2013/083887/08

C/O PRES LES, 3 WILGE ROAD, CLAREMONT, 7708

[www.gcid.co.za](http://www.gcid.co.za)

|

[info@gcid.co.za](mailto:info@gcid.co.za)

Notice is hereby given of the Annual General Meeting of the Glosderry City Improvement District NPC (GCID) that will take place on the November 2017 at 12:00 at the Conference Room, Pres Les House, 3 Wilge Road, Claremont where the following items will be discussed.

## AGENDA

1. Registration
2. Welcome & Apologies
- 2.1 Membership – resignations; new
- 2.2 Quorum to constitute a meeting
3. Approval of previous AGM Minutes
4. Approval of Agenda
5. Chairman's Report
6. Noting of Audited Financial Statements 2016-17
7. CID Manager's feedback, SRA's Operations 2016-17
8. Approval of extension of the 5 year term (Business Plan 2018-2023, Implementation Plan Budget)
- 8.1 Approval of Surplus Funds 2018-19
9. Appointment of Auditors
10. Appointment of Company secretary
11. Election of Board Members
12. General / Q & A
13. Adjournment

**Please note the following:**

**The present Directors of the Glosderry City Improvement District NPC (GCID) and their respective portfolios are:**

<b>Name</b>	<b>Current CID Portfolio</b>	<b>Company</b>
Roy Kemmis-Betty	Chair Person	Pres Les
Andy Shoredits	Director	IPS
Haydn Heydenrych	Director	Property Owner
Chris Wolf	Director	IPS

All owners of Business property are invited to attend. However, only owners registered as members of the company may vote.

- Per clause 11.9.2 of the Memorandum of Incorporation, no member who is in arrears with payment of the additional rate for more than 60 (sixty) days, shall be entitled to vote at a members' meeting for so long as he is so in arrears except if the member can prove that he is in a dispute or has entered into an appropriate payment arrangement with the City.
- Owners wishing to apply for membership should do so via the website or by email. New membership applications should be received by 18 October 2017 to be approved and accepted at a meeting of the Board of directors of the GCID prior to the AGM.
- Any member may appoint a Proxy to attend the meeting on his/her behalf. Forms of Proxy may be downloaded from the website or requested by email. The proxy form may be delivered at the offices of the Company no less than 24 hours prior to the advertised time of the start of the meeting.
- Enquiries should be addressed as far in advance as possible, by email as above or by letter to the registered office of the company. The Financial Accounts can be downloaded from the website.
- Clause 12.1.7 of the MOI states "As required by item 5(1) (b) of Schedule 1 to the Act, at least 1/3 (one third) of the directors shall resign every year at the AGM, but shall eligible for re-election." The following Directors Haydn Heydenrych and Chris Wolf as the oldest serving directors, will resign. Haydn Heydenrych and Chris Wolf have made themselves available for re-election as directors. Forms for nomination of directors may be downloaded from the website or be requested by email.

The following documentation is available at the AGM and on the Glosderry City Improvement District NPC website at [www.gcid.co.za](http://www.gcid.co.za):

- Membership list
- Clippings of adverts, notice to members and CoR 36.2 form
- Minutes of previous AGM
- Agenda
- Audited AFS (Full set)
- Business Plan 2018-2023
- Implementation Plan and Budget 2018-2019
- Membership application form
- Nomination as Director form
- Proxy form

## GLOSDERRY CID NPC

**MINUTES OF THE ANNUAL GENERAL MEETING OF GLOSDERRY CID NPC  
HELD AT PRES LES HOUSE, 3 WILGE ROAD, CLAREMONT ON 1 NOVEMBER 2017**

---

**PRESENT** : MR R KEMMIS-BETTY : Chairman / Company Secretary / Proxy  
 MR AR SHOREDITS  
 MR CW WOLF  
 MR H HEYDENRYCH  
 MR G LOHRENTZ : Geocentric

(Refer additional attendance register list)

**ACTION****1. WELCOME**

The Chairman welcomed all present noting an apology from Mr F Fourie, the operator of Engen Garage.

**2. MEMBERSHIP**

The Chairman noted new members' being Southern Value Consortium / Vividend Income Fund 14 October 2016 and Mr R Windibank 27 October 2016 of Glosderry CID NPC respectively.

**2. QUORUM**

Due notice having been given to all members it was noted that a quorum in terms of Section 11.6 of the Glosderry Memorandum of Incorporation had been established.

**3. MINUTES**

The Minutes of the Annual General Meeting held on 28 October 2016, were accepted as a correct record of the meeting.

**4. CHAIRMAN'S REPORT**

The Chairman's message was tabled.

**5. ANNUAL FINANCIAL STATEMENTS 2016/2017**

The Annual Financial Statements for the period 2017 to 2018 were accepted by the members in the format presented.

**6. CID MANAGER'S REPORT**

Mr Lohrentz addressed the meeting welcoming all present followed by a visual presentation of the Glosderry precinct highlighting the services provided by Geocentric during 2017, in addition visualising improvements, services offered, the landscaping of the precinct, interaction with the South African Police and property owners.

Mr Lohrentz emphasised his efforts to maintain the precinct by conducting mowing operations over weekend so as not to damage vehicles parked in the area, in addition he noted the employment opportunities extended to MES labourers, who were previously unemployed.

**7. EXTENSION OF 5 YEAR BUSINESS PLAN / IMPLEMENTATION PLAN 2018 TO 2023 AND SURPLUS FUNDS**

Mr Lohrentz discussed the five-year budget parameters, as detailed in the Business Plan in conjunction with the Implementation Plan. These documents were accepted and approved by the members present.



**RESOLVED**

**THAT** the five-year Business, Implementation Plans and Budget for the period commencing July 2018, and terminating June 2023, be and is hereby approved.

In particular Mr Lohrentz highlighted the use of Surplus Funds amounting to R286 000 (two hundred and eighty-six thousand) provided for the installation of three security cameras within the precinct along with associated maintenance and depreciation costs which were accepted and approved by the members present. If affordable, a Licence Recognition Plate Camera will be installed within the area.

**RESOLVED**

**THAT** the Budget and the employment of Surplus Funds for the period 2018 to 2019 for Glosderry CID NPC be and hereby approved.

Commenting on the state of the Glosderry precinct, Mr Lohrentz noted the impressive improvement within the area in respect of security, cleanliness and the management of homeless people compared with the historical position of 2011.

The meeting congratulated Messrs Lohrentz and Leyile his team on the massive improvement within the Glosderry precinct.

**8. APPOINTMENT OF AUDITORS AND ACCOUNTANT**

The members present accepted and approved the re-appointment of C2M Chartered Accountants Incorporated "C2M" and Nicolene Cooke's Accounting Services "Nicolene Cooke's".

**RESOLVED**

**THAT** the re-appointment of "C2M" as Auditors of the Glosderry CID NPC for the ensuing period be and is hereby accepted and approved.

**RESOLVED FURTHER**

**THAT** the re-appointment of "Nicolene Cooke's" for the ensuing period be and is hereby accepted and approved.

**8. RE-APPOINTMENT OF COMPANY SECRETARY**

The meeting complimented and congratulated Mr R.R. Kemmis-Betty in respect of his continued professional service to the Glosderry CID and for having initially implemented the CID.

**RESOLVED**

**THAT** the re-appointment of RDY REGINALD KEMMIS-BETTY as Company Secretary of this Company for the ensuing period be and is hereby approved.

**9. ELECTION OF BOARD MEMBERS**

In terms of clause 12.1.7 of the Glosderry CID NPC Memorandum of Incorporation at least 1/3 (one third) of the directors' shall resign every year at the AGM, but shall be eligible for re-election.

Messrs C Wolf and H Heydenrych having resigned and indicated their willingness to be re-appointed, no other nominations for directors were received from those members present.

**RESOLVED**

**THAT** CHRISTIAN WILLIAM DE LETTRE BICARD WDLF and HAYDN HEYDENRYCH be and are hereby re-appointed Directors of this Company with immediate effect.

**12. GENERAL****12.1 Public Open Space – Garfield Road (POS)**

The meeting discussed various options pertaining to the effective use of the POS in Garfield Road. In this regard Mr Lohrentz presented a plan of the area together with proposed changes and development of the area in order to create formal parking and a relaxation area for workers. This plan had been rejected by Council based on the lack of funds, in addition a MiCiti transport route is proposed for the commuters using the POS. In addition, services are routed through the centre of the POS.

In response to several complaints from property owners regarding the poor state of the POS several proposals were made on how to rehabilitate the area. Suggestions were made to close the area off entirely with bollards', however this would cause greater traffic problems as parking is extremely limited within the area. Further suggestions were to partially bollard the area creating a "park" in a portion of the POS. In addition, suggestions were made to create formal parking bays along the eastern edge of the POS. It was proposed that the CID should pay for the establishment of these bays, such suggestion was rejected. Mr A Shoredits emphasised the need for the property owners adjoining the POS to pay for these parking bays.

Mr Lohrentz suggested developing the POS along Iman Haroon Road, it was felt that this would not be feasible due to the distant location of any parking bays from businesses who abutted the POS.

The usage / development of the POS, if permitted, would be discussed at a future Board Meeting.

Mr Lohrentz was requested to provide a cost estimate in respect of the proposed parking / bollard's covering of curbs on the POS in Garfield Road. **GL**

As there was no further business the meeting was closed.

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**R.R. KEMMIS-BETTY**  
**CHAIRMAN**

**Joepie Joubert**

---

**From:** Alesia Valda Bosman  
**Sent:** Tuesday, 17 October 2017 3:20 AM  
**To:** Runan Rossouw  
**Cc:** Louis Adrian Scheepers  
**Subject:** RE: Glosderry City Improvement District - Renewal

Dear Runan

I have no objection to the renewal of the Glosderry City Improvement District renewal application.

On gleaning their documentation, I am of the view that they have conducted their CID in an exemplary manner and have improved the urban management of the area.

Kind Regards/ Vriendelike groete/ Ngombulelo omkhulu

**Alesia V Bosman**

Director: Area Based Service Delivery:South  
 Phone: (021) 444 8701 | Fax 0862029593 | Email: [AlesiaV.Bosman@capetown.gov.za](mailto:AlesiaV.Bosman@capetown.gov.za)  
 Lentegeur Administrative Building  
 Cnr Melkbos and Merrydale Roads, Mitchells Plain  
 (adjacent to Lentegeur Civic Centre)

**Branches and Functions:**

**Subcouncils:** Inter Directorate Liaison; Sub-Council Coordination; Transversal Management; Service Delivery Operations and Area-Based Service Management

**Area Economic Development:** Local Area Economic Development; Local Area Tourism Development and Informal Trading

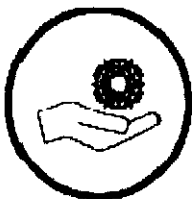
**Geographical Areas:** Mitchells Plain, Philippi; Lotus River; Grassy Park; Retreat, Lavender Hill, Capricorn Park; Muizenberg-Cape Point; Noordhoek; Constantia; Wynberg; Claremont, Newlands and Rondebosch

- For queries and complaints please contact the Call Centre via telephone 0860103089 / 31373 no more than 160 characters) / E-mail [Contact.US@capetown.gov.za](mailto:Contact.US@capetown.gov.za); mobi site can be accessed at: <http://www.capetown.gov.za/mobi>

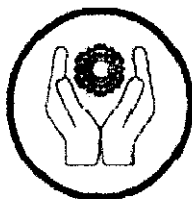
**\*\*For All Emergencies (Police-Ambulance-Traffic-Fire):-From landline 107; From Cell phone:- 021 480 7700**



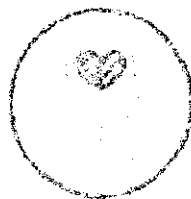
**DROUGHT CRISIS  
 THINK WATER**  
[www.capetown.gov.za/thinkwater](http://www.capetown.gov.za/thinkwater)



**OPPORTUNITY CITY**



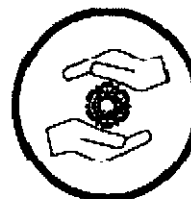
**SAFE CITY**



**CARING CITY**



**INCLUSIVE CITY**



**WELL-RUN CITY**

**From:** Runan Rossouw

**Sent:** Friday, 13 October 2017 2:42 PM

**To:** Alesia Valda Bosman <AlesiaValda.Bosman@capetown.gov.za>; Johannes van Schalkwyk <Johannes.vanSchalkwyk@capetown.gov.za>; Paul Williamson <Paul.Williamson@capetown.gov.za>; Letitia Bester <Letitia.Bester@capetown.gov.za>; Xolisile Mama <MichaelXolisile.Mama@capetown.gov.za>; Alfonso van Vuuren <Alfonso.vanVuuren@capetown.gov.za>; Lorraine Frost <Lorraine.Frost@capetown.gov.za>; Lisle Lombard <Lisle.Lombard@capetown.gov.za>; Ivan Anthony <Ivan.Anthony@capetown.gov.za>; Julia Wood <Julia.Wood@capetown.gov.za>; Dalton Gibbs <Dalton.Gibbs@capetown.gov.za>; Lorraine Gerrans <Lorraine.Gerrans@capetown.gov.za>; Pat Titmuss <Pat.Titmuss@capetown.gov.za>

**Cc:** Joepie Joubert <Joepie.Joubert@capetown.gov.za>; Nomnikelo Halana <NomnikeloGloria.Halana@capetown.gov.za>

**Subject:** Glosderry City Improvement District - Renewal

Dear Colleagues

The Board of the Glosderry City Improvement District (GCID) is in the process of obtaining support to apply for a renewal application to extend the GCID term to 2023.

Please familiarise yourself with the content of the Business Plan documents attached (Motivation report, Implementation Plan and Budget) and more specifically with the component that relates to your functional area for possible inclusion in your Directorate/Departmental SDBIPs.

All comments on the Business Plan can be directed directly at the Board. Please copy the CID unit (Joepie Joubert and/or Runan Rossouw) when responding to the Board (contact detail as per Motivation Report).

If you have no comments on any portion of the Business Plan you are also requested to inform the CID unit as reference will be made in the report to Council on the engagement with City Departments.

Regards

Runan Rossouw

Senior Professional Officer: CID - Compliance & Establishment  
Area Based Service Delivery

8<sup>th</sup> Floor, Civic Centre, 12 Hertzog Boulevard, City of Cape Town  
021 400 5148 (Office) 086 5885 414(Fax) 084 233 0715(Cell)

[CITYweb](#)



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**ISIXEKO SASEKAPA**  
**STAD KAAPSTAD**

**Making progress possible. Together.**

