

PROPOSED SALT RIVER BUSINESS IMPROVEMENT DISTRICT



Commercial Property initiative

Public Meeting

16 July 2013

Agenda

- Opening and welcome by chairman
- Introduction to the SRBID initiative
- Presentation on the Proposed SRBID SRA
- Questions
- Closing

Would you like to work in an area where you could:

- Feel safe at your business?
- Appreciate clean pavements?
- Where staff feels secure walking from transport nodes to their place of work?
- With customers that feels safe to enjoy your business offerings
- Leave your car parked in the street and find that your car had not been broken into?
- Where you can drive on roads without potholes and with effective signage?
- Support unemployed people?





SALT RIVER: BAD HABITS AND LAZINESS BLAMED FOR UNSIGHTLY MESS

Dirty business in Albert Road

NICOLE MCCAIN

Plastic bags crammed with dirt and boxes of refuse lining Albert Road have Salt River residents holding their noses.

Warda Rahim, the chairperson of the Salt River Ratepayers' Association, says residents are fed up with the bags and boxes left on the pavement on refuse collection days, and suspects many businesses in Albert Road do not have wheelie bins as issued by the City of Cape Town.

"It seems only a handful of the established businesses have bins. The others put their trash out in boxes and bags on the pavement. People have to walk there and dogs scratch in the bags. It causes a terrible stench," she says.

A lack of proper refuse removal can lead to the pollution of neighbourhoods.

The degradation of the central business districts and surrounds has been identified as a serious problem, says Ernest Sonnenberg, the Mayoral Committee member

for Utility Services.

"There are a number of causes. One of these is the inadequate use of refuse removal services. In some areas, many owners do not use a refuse removal service or, where a service is used, it is insufficient in terms of the number of bins or frequency of removal."

Kenny Lewis, who works at a convenience store in Albert Road, says the business does not have a wheelie bin and he uses blue plastic dirt bags to dump his refuse.

"I've never seen any of the businesses on this block use a bin. They all put their refuse in bags or boxes, and put it on the corner of the block."

But Lewis says the system is causing chaos.

"It's always a mess on collection days, and the refuse standing on the pavement brings flies. The wheelie bins would be much better."

But some say the problem doesn't lie with the lack of refuse facilities.

A number of the shops in the area do have wheelie bins, says a business owner who does not want to be named.

"They do have bins, which they keep at the back of the shop," he says.

He blames laziness as the reason for businesses not making use of their bins.

The City has been cleaning the refuse despite the lack of wheelie bins, but Sonnenberg says the City is entitled to prosecute owners who don't use their bins, and encourag-



STENCH: Refuse left in bags and boxes on Albert Road is spread by passing pedestrians and dogs.
PHOTO: NICOLE MCCAIN



DUMPED: Refuse tossed into plastic bags and left at the side of the walkway for collection is causing a mess, business owners say.
PHOTO: LUZURU ZINI

es businesses who don't have any to contact the City.

According to the City's Integrated Waste Management Bylaw, all business owners must make use of the City's refuse removal service provider.

If they do not, the owner will be liable for the payment of a fine or imprisonment for a period not exceeding three years, or both a fine and imprisonment.

Owners who do not have a con-

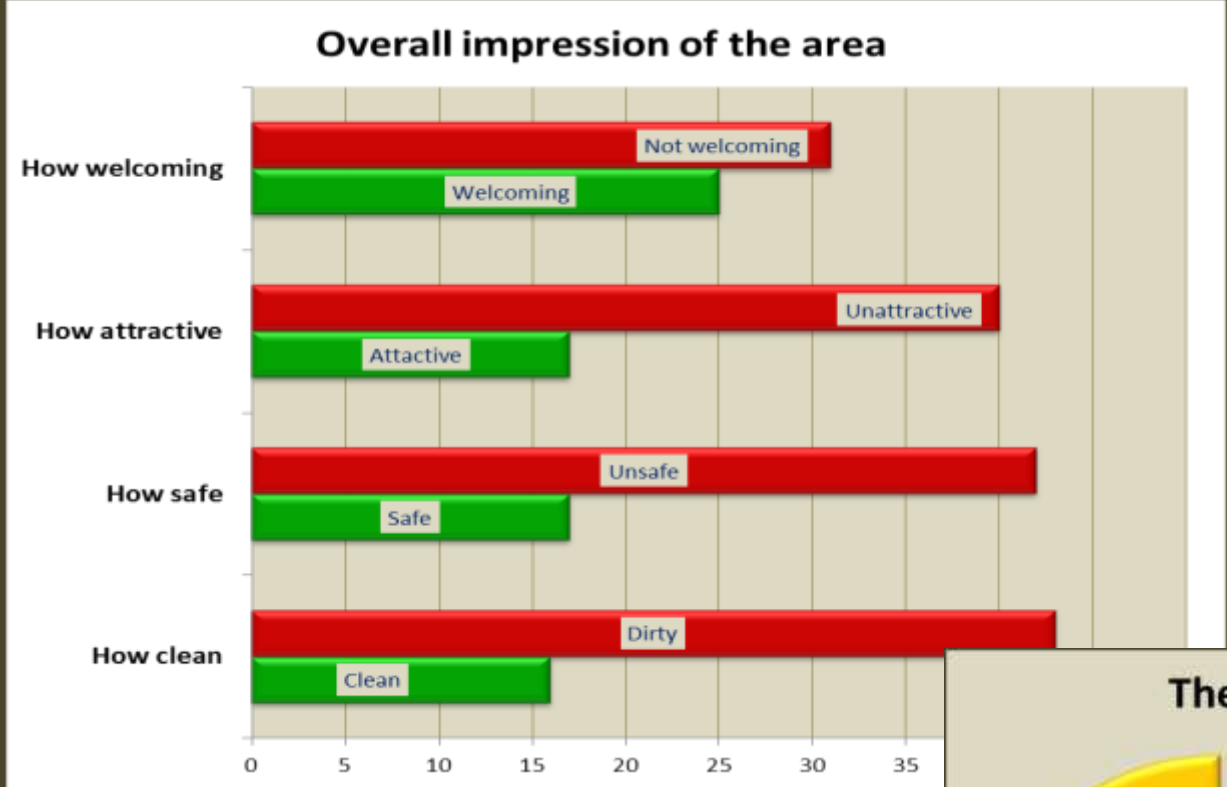
tract or dustbin can make use of the City's refuse removal services by completing the required application form. It can be requested from Solid Waste: Revenue Management by fax on 021 400 4302 or e-mail at wastewise.user@cape-town.gov.za.

If bins are damaged or stolen, it must be reported to the City's Call Centre on 0860 103 089 for replacement. An affidavit is required to process a claim for a stolen bin.

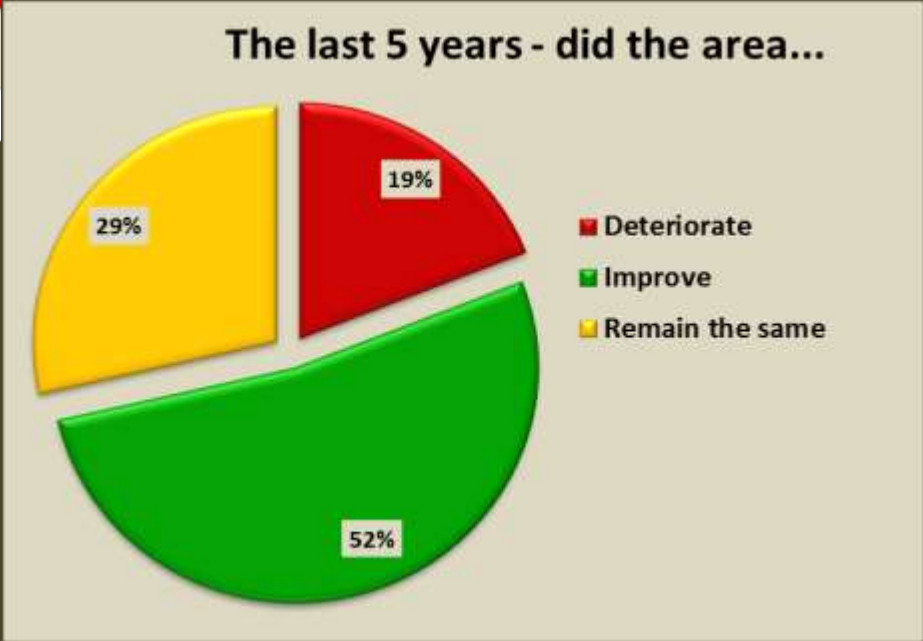
Salt River BUSINESS Area could have this future.... but there are some challenges

- A perception survey amongst 60 business and property owners and 30 shoppers was conducted in May 2013
- 38% were property owners, 62% tenants
- The survey questions were grouped into 5 sections, each focussing on five general urban issues namely:
 - Section 1 - Safety and security
 - Section 2 - Litter and cleanliness
 - Section 3 - Lighting & marking of streets and pavements
 - Section 4 - Public environment
 - Section 5 - Social environment

Overall Perception of how people view the Salt River



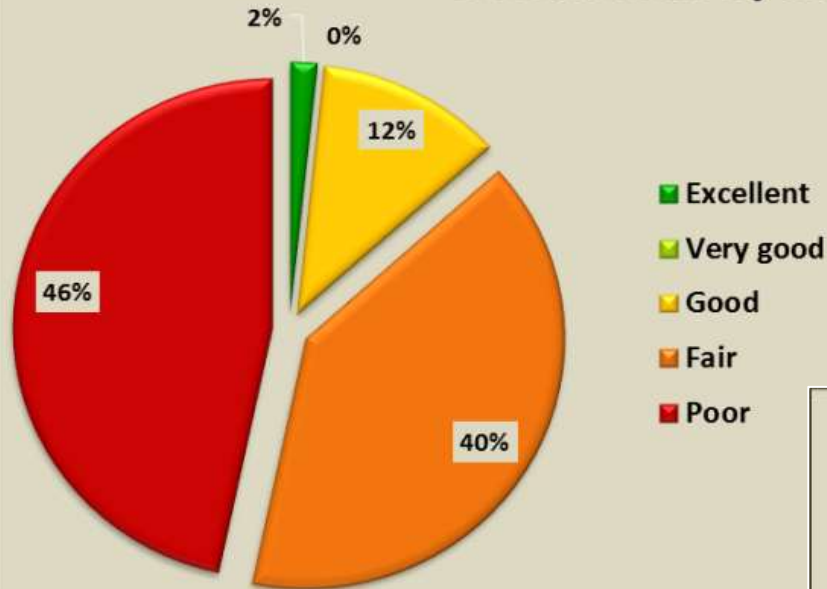
Business and property owners



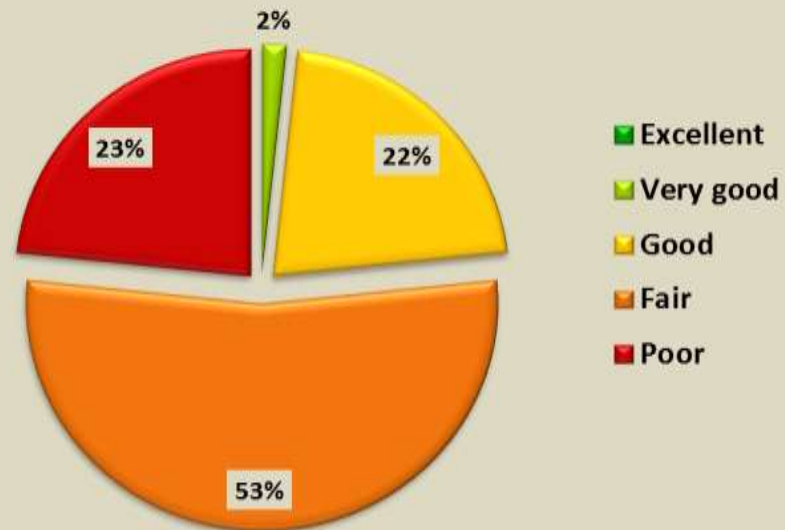
Perception on safety in the Salt River CBD

Business and property owners

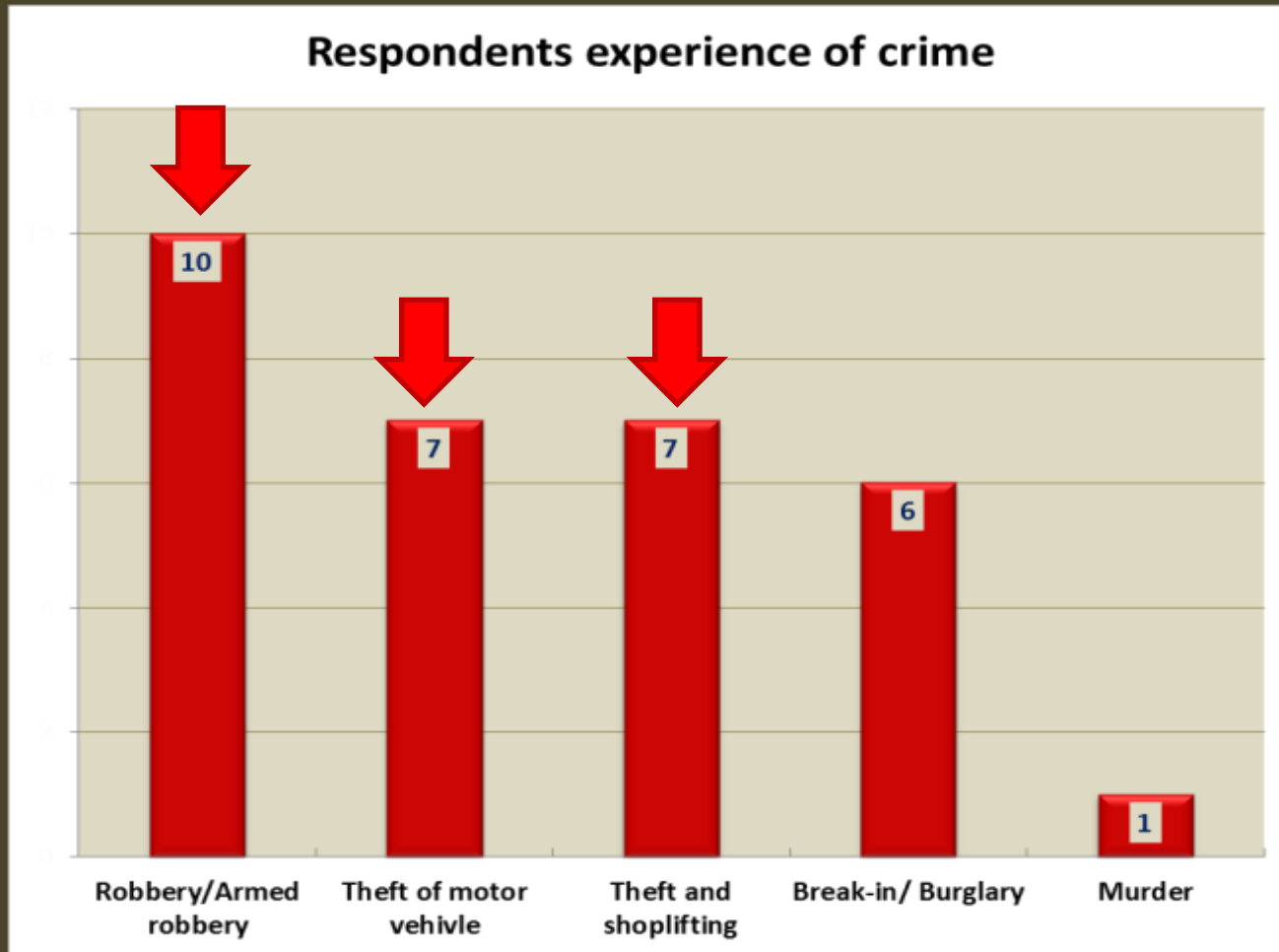
Overall security situation



Opinion on SAPS effectiveness

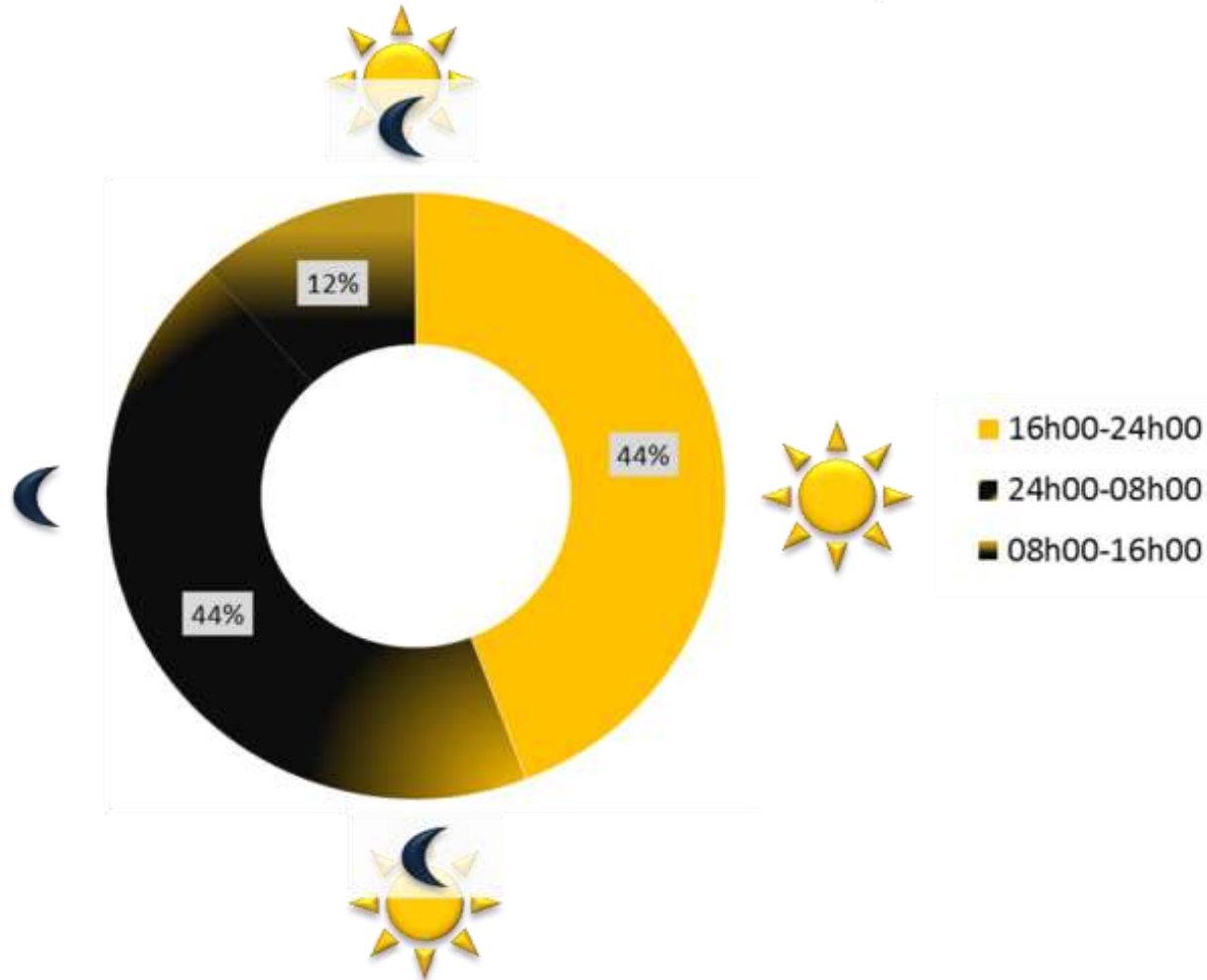


Perception on safety in Salt River



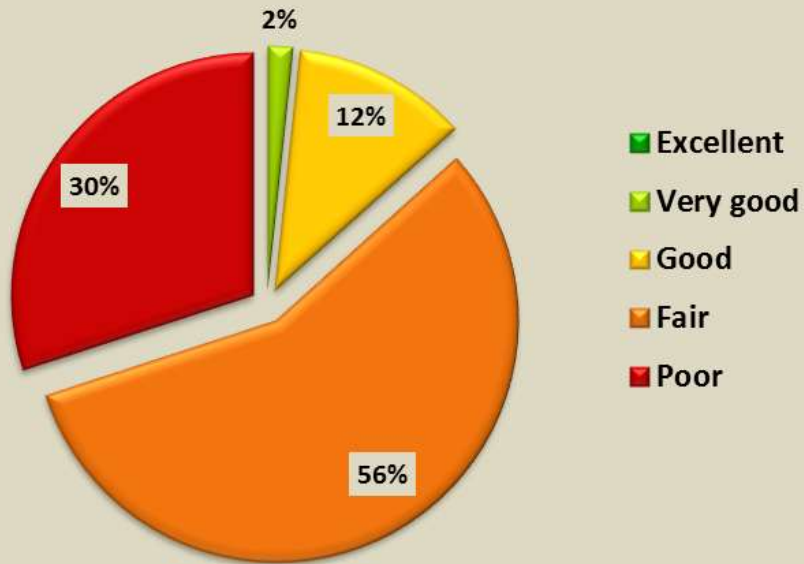
Perception on safety in the Salt River

Perception of time of crime incidents



Perception on public cleaning

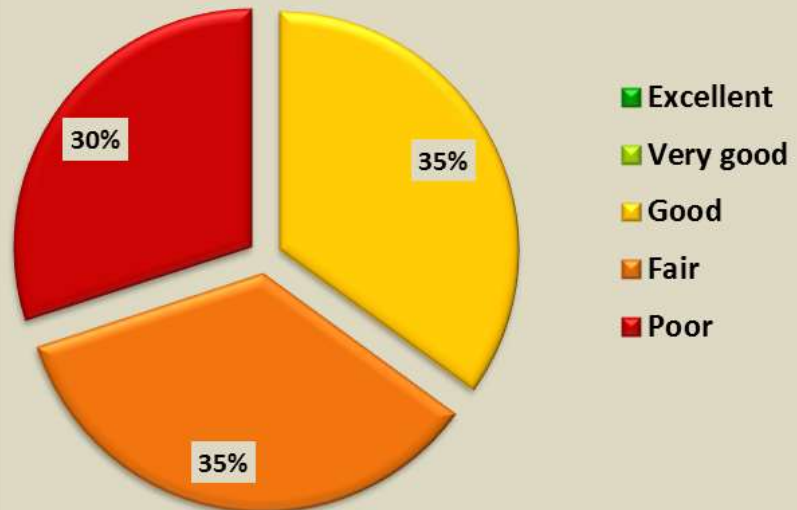
Overall cleanliness of the area



Business and property owners

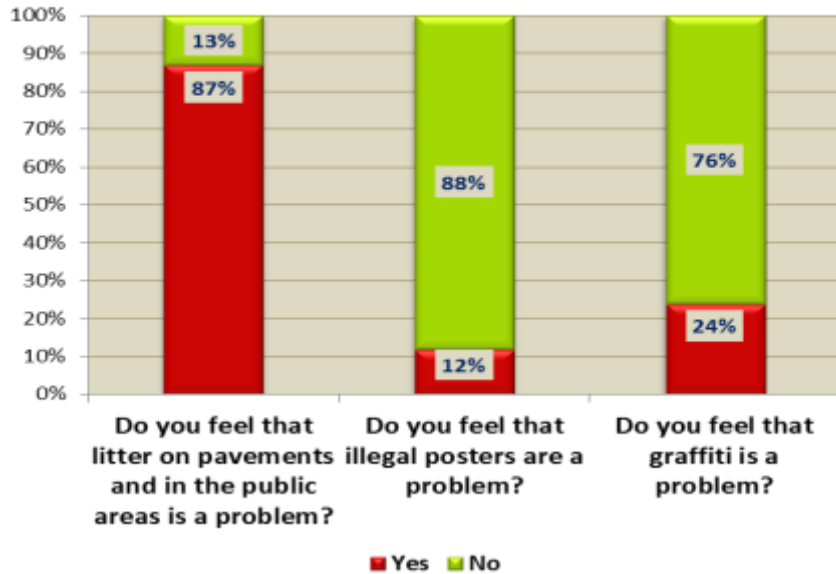
Shoppers and users of the area

Overall cleanliness of the area



Perception on public cleaning

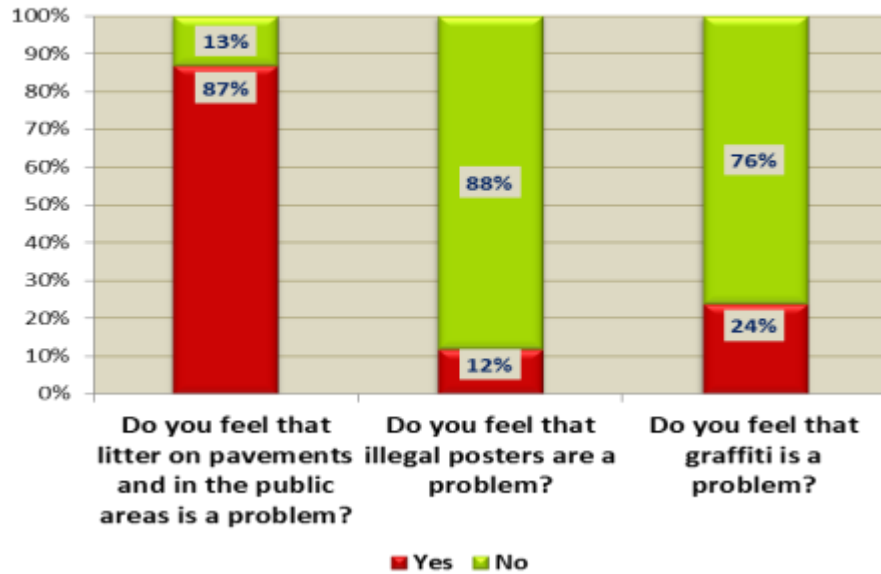
Issues regarding litter and cleanliness



Perception on public cleaning

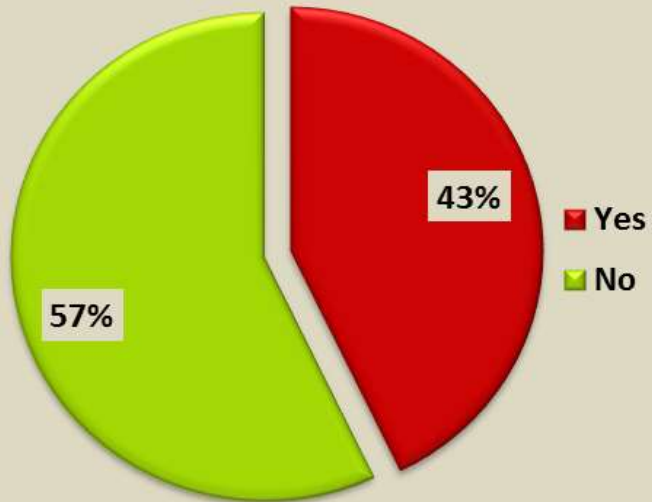


Issues regarding litter and cleanliness

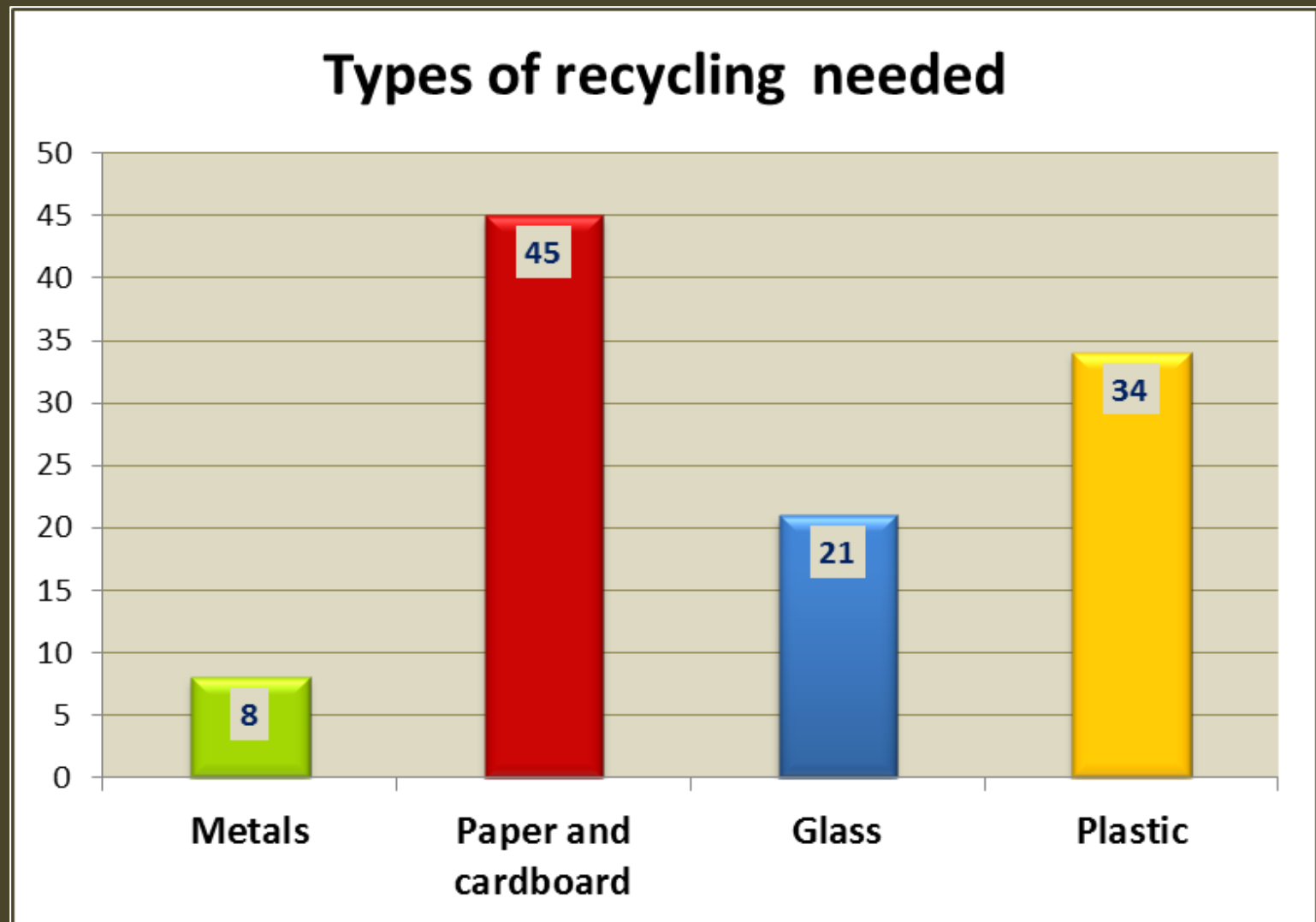


Perception on public cleaning

Do you experience problems with bin pickers?

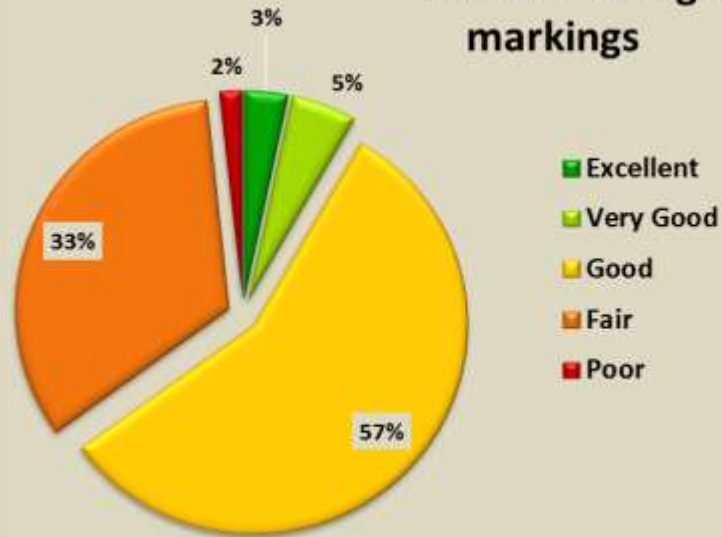


Perception on public cleaning



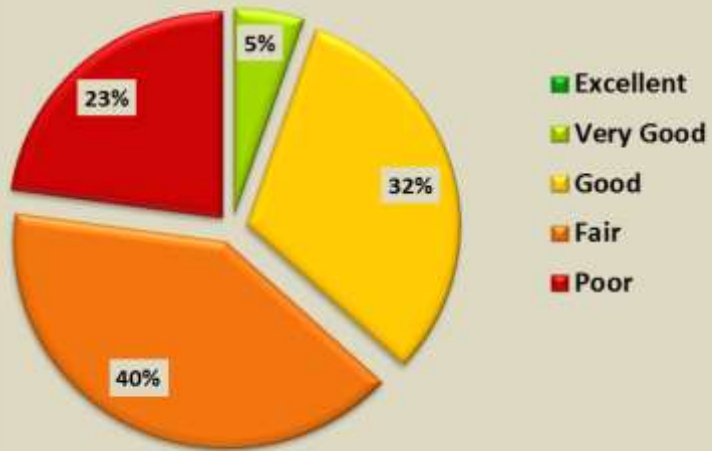
Perception on public streets and signage

Standard of signage and markings

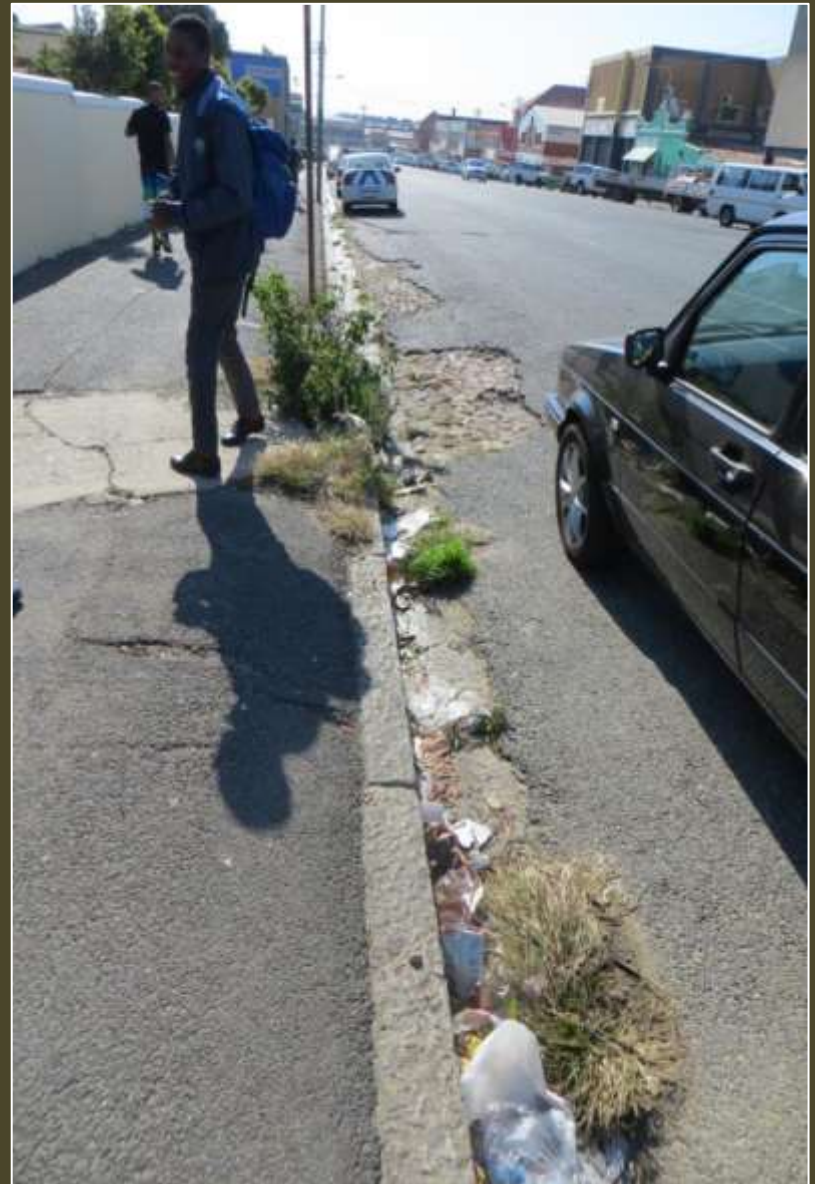


Perception on public environment

Perception of the status of the public environment

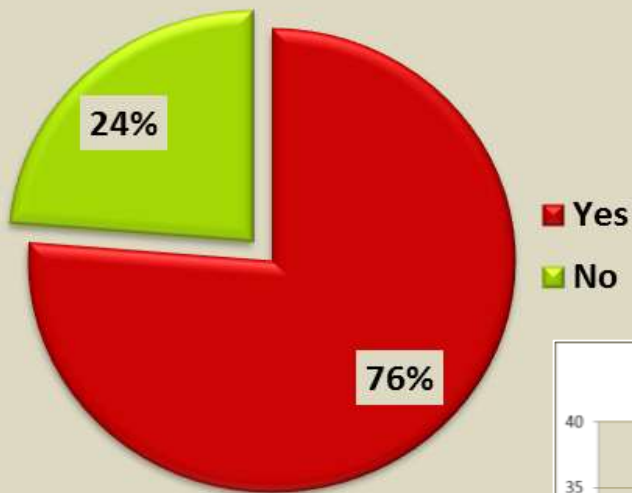


Perception on public environment

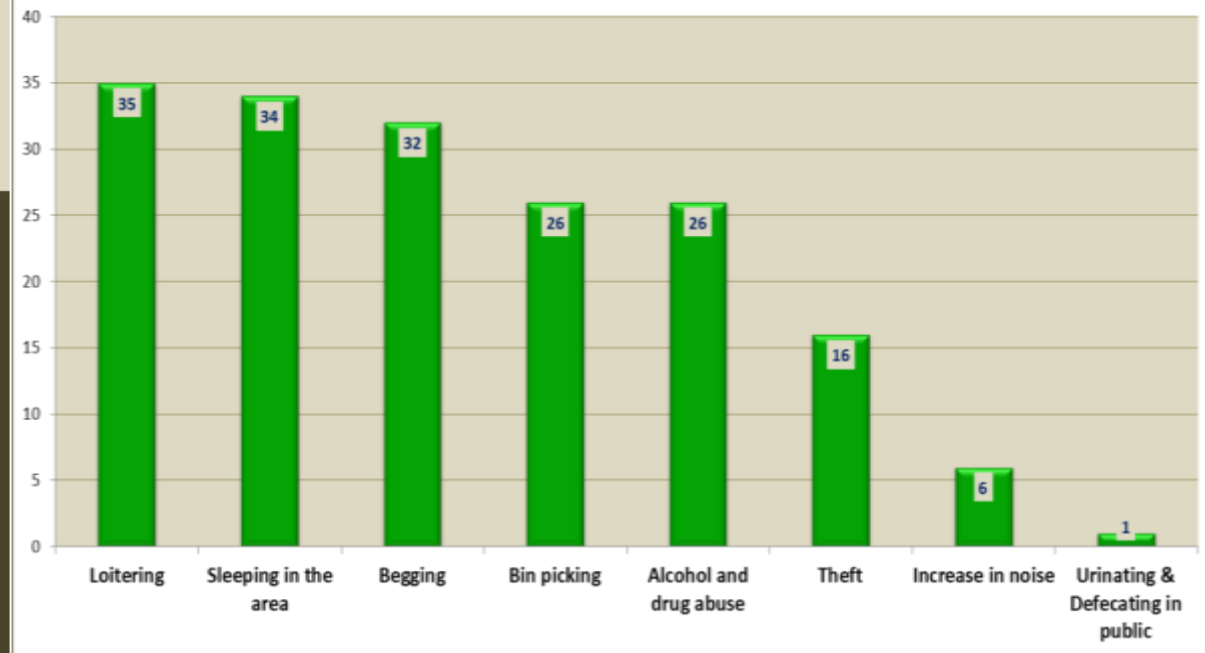


Perception on social issues

Is homelessness a problem?



Issues related to homelessness



Perception on social issues



What is a Special Ratings Area (SRA or CID)

- An SRA (NPC) provides additional services (security, cleansing and urban management) to those provided currently by the City of Cape Town
- A statutory body established under the SRA by-law (Provincial Gazetted 7015/2012) previously known as a City Improvement District (CID)
- Funded by an additional rate collected from rate payers by the City and paid over to the SRA management board
- Funds raised are dedicated to provide additional services (security, cleaning, urban upgrades, greening and social upliftment) exclusively within the SRA as per the business plan
- Cape Town has 26 SRAs in operation, and more communities have expressed interest to form SRAs.

Typical Benefits

- Well managed area
- Pride in communal achievements
- Social responsibility
- Environmental awareness (recycling, greening, energy efficiency, conservation)
- Attract new investments
- Market / promote area



Priorities

Service delivery category	Most important	2nd most important	3rd most important
Safety and security (including lighting)	90% selected		
Litter and cleanliness		62% selected	
Road and street signage			
Maintenance of public spaces			
Social issues such as vagrancy and begging			28% selected
Health and environmental safety			
Marketing of the area			

Goals

- Increase public safety by proactive visibility
- 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
- Protect property values.
- Attract investment to the area.
- Support the promotion of Salt River
- Promoting greening, energy efficiency, recycling
- Support and promote social responsibility in the area
- The sustained and effective management of the area.

SRBID Management

- NPC formed
- Appoint staff and service providers
- Board responsible for implementation of the Business Plan
- Special General Meeting will be called within 6 months of establishment in order to elect Board and approve next year's budget
- Directors elected annually from property owners at AGM
- AGM to reflect on past year and confirm planning and budget for next year's operations
- Board meets once a month

SRBID services

Public Safety:

- 6 x public safety patrol officers patrolling the area on foot, 5 days a week during the day-time
- 6 x public safety patrol officers patrolling the area on foot, on weekends during the day-time



SRBID services

Public Safety:

- 1 x patrol vehicles patrolling the area 24/7
- 1 x mobile command post
- Extended radio network
- CCTV Surveillance Project



SRBID services

Cleaning and Urban Management

- Urban management workers undertaking cleansing duties
- Acting as a Reaction Team to deal with illegal Dumping
- Graffiti removal where possible and removal of illegal posters and pamphlets from public spaces and non-municipal infrastructure
- Painting of road markings and correction of road signs
- Greening, tree pruning and landscaping
- Kerb, bollard and paving reinstatements
- Stormwater drain cleaning where required

Social Intervention coordination

- Integration with a job creation programme



SRBID services

- 4 x urban management workers in one 4 hour shift per day.
The shifts will be run Monday to Friday
1 x urban management supervisor (may be the CID manager)





SRBID services



SRBID services

Recycling Initiative
Social responsibility
Marketing

Property Owner Supported Projects



SRBID Budget

The main elements to the budget are: (paid by commercial properties)

Management of the SRBID and operational staff (11%)

Operations (72%)

- Security and law enforcement (64%)
- Cleansing and Urban Management & Social programmes (8%)

SRA company operational and administrative costs (9%)

SRA Establishment Costs (5%)

Year 2 – CCTV project (5%)

Bad debt provision (3%)

5-year budget escalation

8 % per year

The Legal Process

- ✓ Form steering committee
- ✓ Perform perception survey and feasibility study
- ✓ Draw up business plan
- Host Public Meeting
- Obtain 50% + 1 votes from property owners
- Submit application for an SRA
- Objection period
- Obtain approval from Council
- Establish NPC
- Appoint service providers
- Commence operations (1 July 2014)

Questions
?

Contact Details:

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Improvement District
Steering Committee
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or

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