

**FEASIBILITY STUDY – PROPOSED ELSIES RIVER
IMPROVEMENT DISTRICT
SPECIAL RATING AREA**

PERCEPTION SURVEY REPORT

MARCH 2014

This report was prepared for the Elsie River Improvement District SRA Steering Committee in support of the feasibility study for the proposed Elsie River Special Rating Area by Gene Lohrentz of Geocentric Information Systems.

Disclaimer

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INTRODUCTION

Many Elsie River property and business owners have recognised that incidents of crime and grime including an increase in crime, homelessness, aggressive begging, illegal dumping and general urban degradation are escalating in the area. A group of concerned property owners has recognised the need to investigate and address the challenges facing the Elsie River area.

Property owners of adjacent communities in Epping Industrial, Parrow Industrial and the Voortrekker Road Corridor have already invested in the future of their areas by establishing their own Special Rating Areas commonly known as city improvement districts. In response a steering committee of property and business owners was formed to establish the feasibility for an Elsie River Special Rating Area (SRA). The steering committee does this work on a voluntary basis without any compensation.

As part of evaluating the feasibility and needs for a Special Ratings Area in the Elsie River area and in support of the development of the business plan, the steering committee commissioned a perception survey amongst property owners, businesses and people working or visiting the area of the proposed SRA. This report summarises the survey results.

The establishment of an SRA will enable the formation of a statutory body in terms the City of Cape Town SRA by-law. If the SRA application is successful SRA levies will be collected by the local authority from ratepayers in the area and paid over to the SRA management board. Funds raised will be dedicated to supplement municipal services such as security, cleansing and urban management.

Questionnaire and methodology

The perception survey is designed to provide feedback from property owners, businesses and people working or visiting the area on safety and security, social problems and urban management issues of the area. The survey is not intended to provide quantitative statistics but rather indicative trends upon which the needs in the area can be evaluated.

Geocentric collaborates closely with a research agency in respect to questionnaire and sample design and applies internationally accepted best practice in both instances. Each question is reviewed for its suitability before the questionnaires are used in the field. This supports the application of the results to the rest of the SRA establishment process.

Two target group-specific questionnaires were developed. The first group consists of business and property owners while the second group consist of shoppers and visitors using the Elsie River industrial area. Similar themes were addressed in each questionnaire, but the angle of questioning was adapted to be appropriate for the identified target group.

Broadly speaking, the following themes were covered in each questionnaire:

- Perceptions about the levels of safety and security
- Perceptions about the cleanliness of the area
- Whether social issues such as vagrancy is a problem in the area
- What are the expectations of both business owner/tenant and shopper (user)
- Predisposition towards the establishment of an Improvement Area

The property owner and/or business owner or tenant survey as well as the shopper or user surveys were conducted by Geocentric. In both instances, a structured questionnaire was used. A combination of face-to-face interviews and self-completion was applied in the data collection phase. A cover letter drafted by the Steering Committee explained the purpose of the survey and a copy of the letter was distributed to every survey respondent. Participants were also asked to rank the importance of the above listed issues at the end of the questionnaire and were also given the opportunity to express general comments and concerns in writing. The survey was conducted by contacting and interviewing property owners and businesses on an individual basis over a period of two weeks in March 2014.

Survey results and analysis

Survey participants

Seventy-one (71) participants completed the full perception survey and 23 respondents completed the user survey. 46% of the participants that completed the full survey are business owners renting the properties they operate and 37% are business owners owning the property they operate (See Figure 1 and 2). Figure 3 shows the general geographic location of where the surveys were conducted.

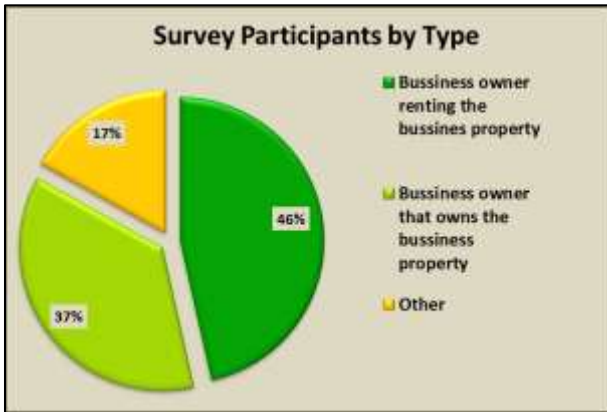


Figure 1 Survey participants by type

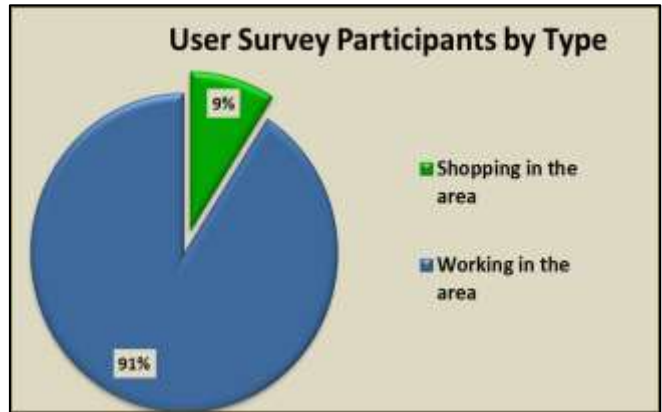


Figure 2 User Survey participants by type

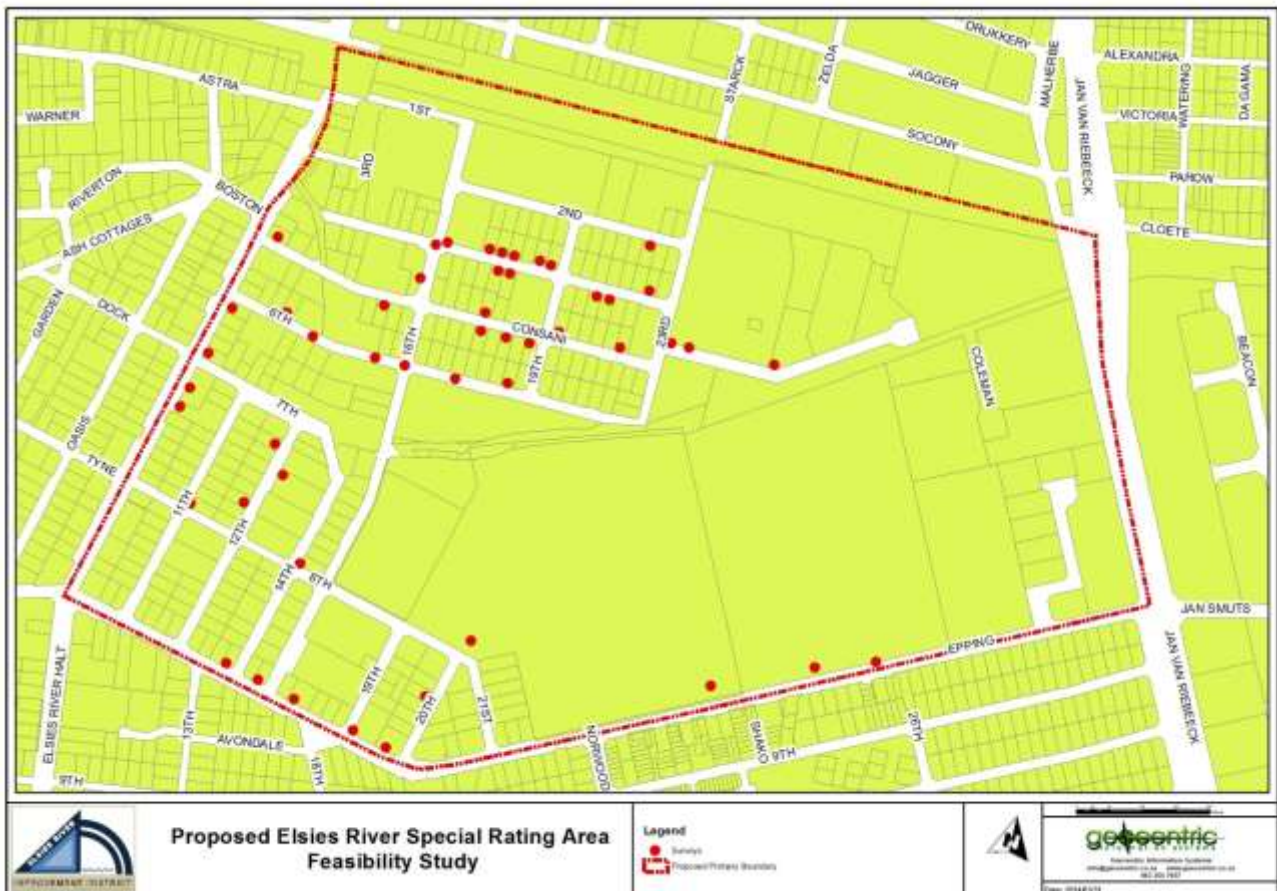


Figure 3 Indicative survey Locations

A significant number of survey respondents have been in the area as business and/or property owners for more than 10 years and therefore their opinion of the area and its current status is quite

valuable. As shown in Figure 4, 36% of the participants have been in Elsie's River for more than 20 years while another 20% have been there for more than 10 years and a further 20% have been there for more than 4 years.

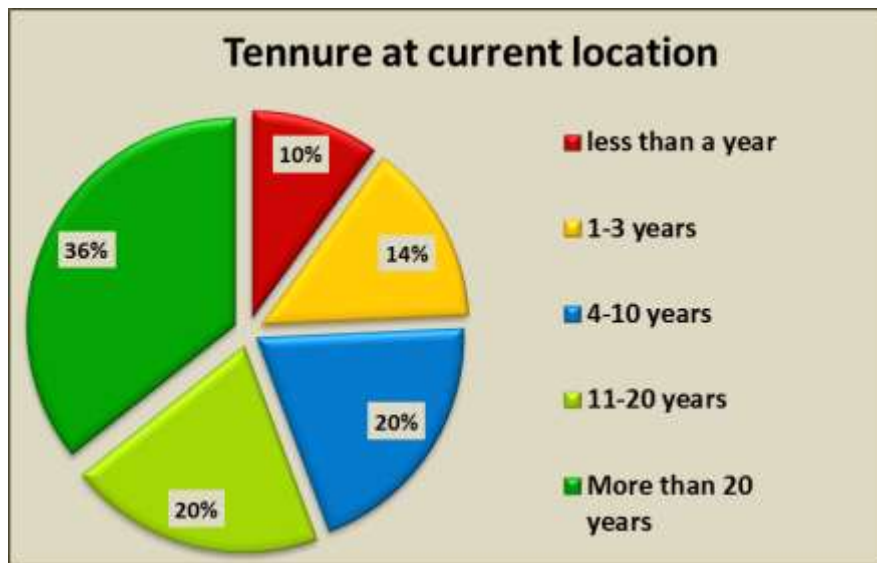


Figure 4 Tenure of respondents in Elsie's River

The shopper survey showed that 91% of the participants were working in the area whilst 9% were shoppers. Although user survey respondents were not asked to provide any details of their income or financial status general observations on income and Lifestyle Measurements were recorded. Most participants could be categorised in the middle and lower income groups.

Survey results

Overall perception

The initial section of the survey tested the perception of the overall image of the Elsie's River area, especially the areas where the surveys were conducted. Figure 5 illustrates how most respondents view the area as not welcoming, unattractive, unsafe and dirty.

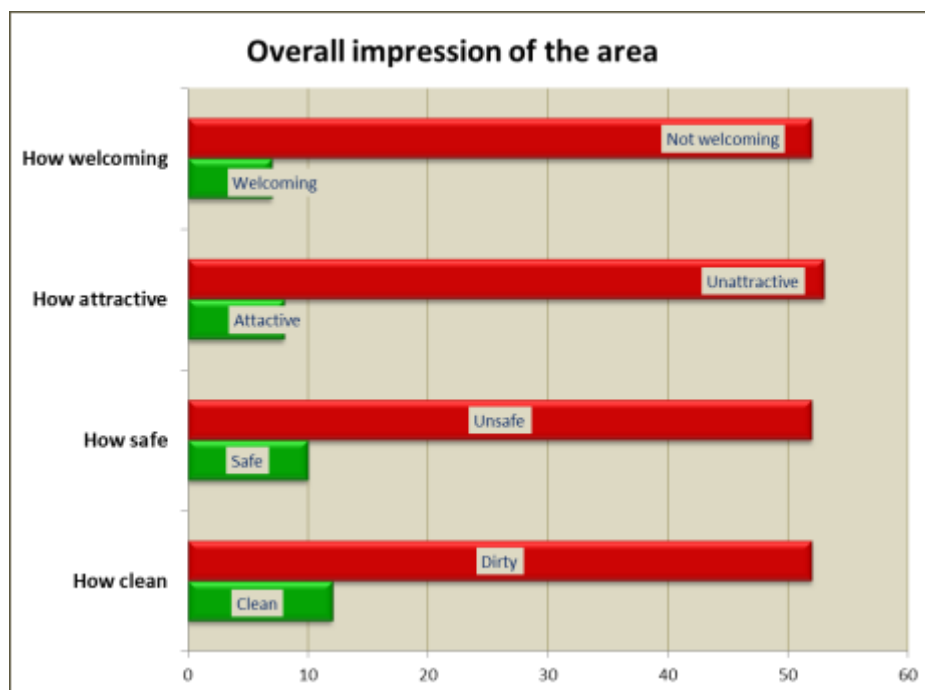


Figure 5 Overall impression of Elsie's River Area

The question on the overall impression of the Elsie's River area was followed by a measurement of the overall impression of municipal service delivery. Respondents were given a choice to select a range of answers from Excellent to Very Good, Good, Fair and Poor. **When these answers are analysed further, responses of Excellent and Very Good illustrates satisfaction, Good represents "middle of the road" acceptable while Fair and Poor represents dissatisfaction.** On this basis it is evident that up to 71% of the respondents are dissatisfied with municipal service delivery. Only 6% are clearly satisfied (refer to Figure 6).



Figure 6 Impression of municipal service delivery

Section 1 - Safety and security

Section 1 focussed on safety and security. Participants were initially asked to rate the overall security situation in the Elsie's River area. Overall, only 7% rated the overall security situation as good to excellent. 23% rated it as fair and 70% rated it as poor (see Figure 7). The analysis illustrates a high level of dissatisfaction with the level of safety and security in the area. The user survey illustrated similar levels of dissatisfaction with the overall safety of the area.

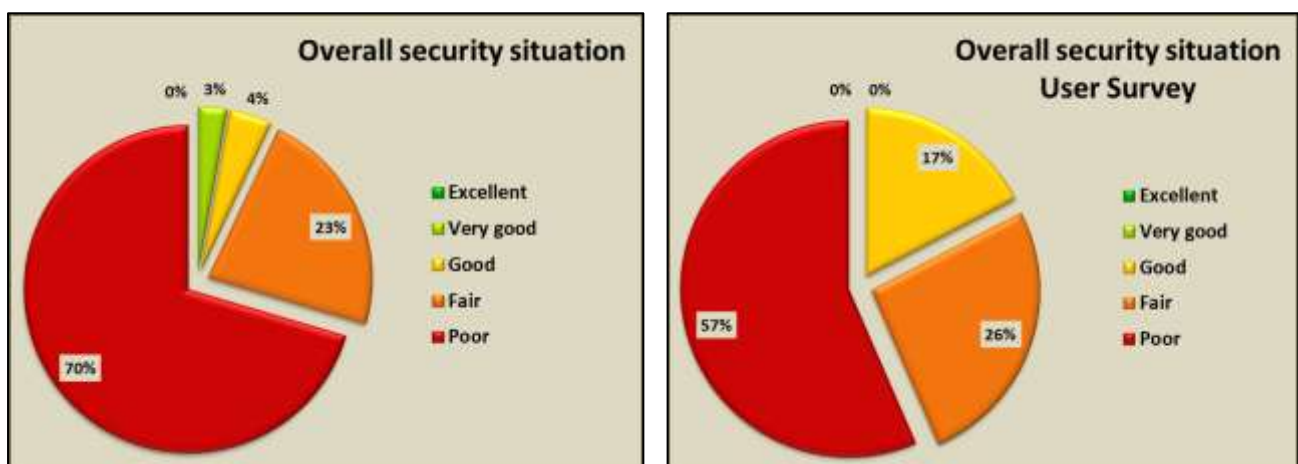


Figure 7 Overall security situation

Questions 6,7,9 and 10 focussed on respondents' experience of crime in the Elsie's River area. Respondents were asked if they or someone close to them have been a victim of crime. Participants were given the opportunity to answer Yes or No. All Seventy-one (71) respondents answered the question. 43 Participants or 61% answered "Yes". 26% of the user survey participants answered "Yes".

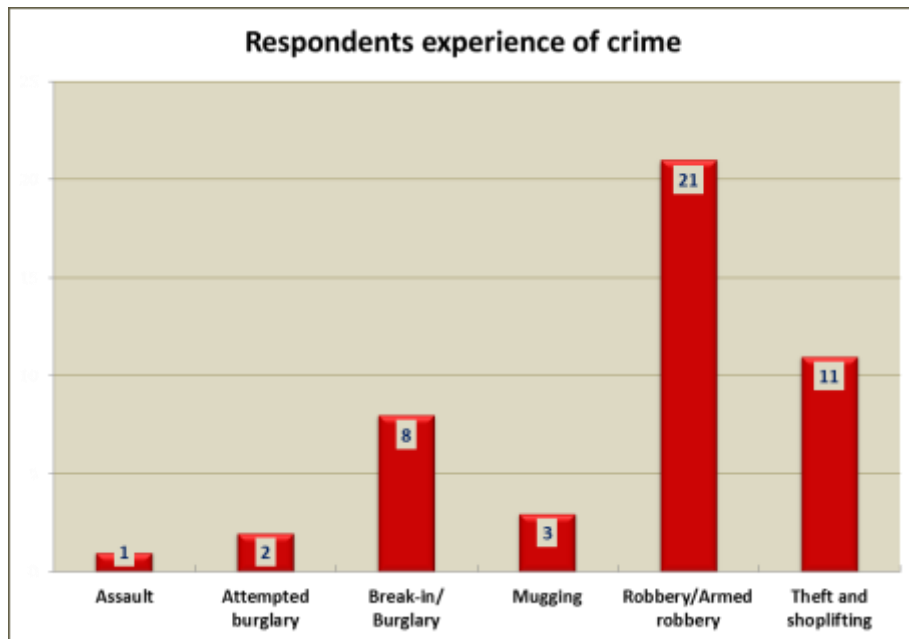


Figure 8 Experience of crime

Figure 8 illustrates the responses of the participants who answered “Yes”. Theft, robbery and burglaries are mentioned more often and indicate that contact crimes and property related crime most frequently occur. 44% of the respondents indicated that the crimes took place between 08:00 and 16:00, and 42% indicated between 16:00 and 24:00 illustrating a tendency for crimes to be committed during the day and/or early evening.

Beyond their personal experiences participants were asked to identify the types of crime that occur most frequently in their area and were provided with a list of typical criminal activities. Participants were also given the opportunity to specify any activity not listed.

Figure 9 illustrates the various criminal activities highlighted in the questionnaire and the frequency that each activity was listed by the participants. Although these figures cannot be regarded as accurate crime statistics or empirical evidence of crime, it illustrates that theft from property, theft from motor vehicles, shoplifting and snatching of belongings occurs most often in the area.

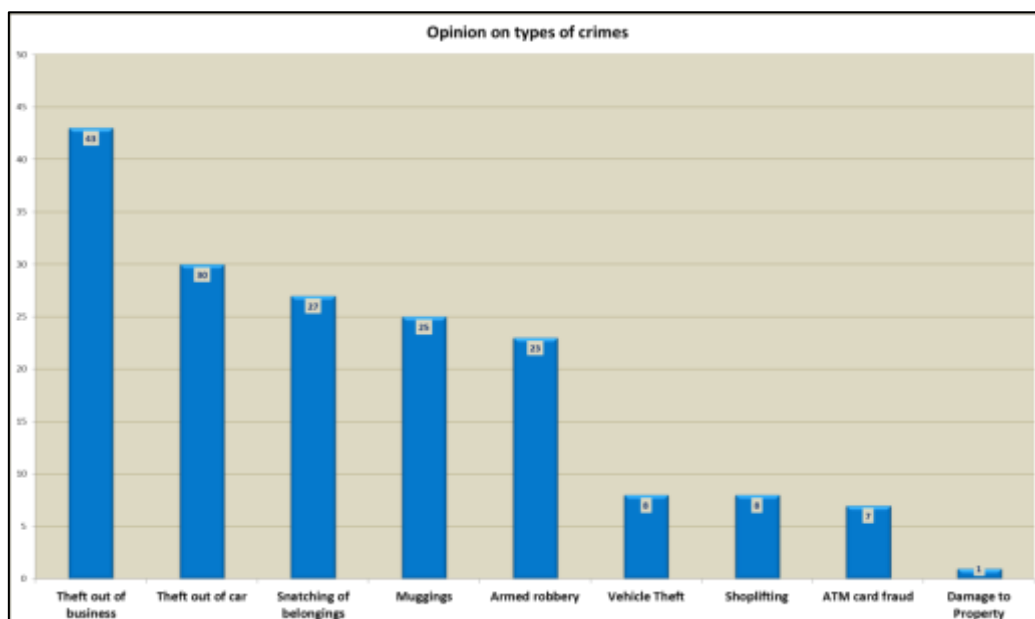


Figure 9 - Number of times that participants listed typical criminal activities

Participants were also asked to identify the location where most crimes occur. Table 1 lists the various locations and the frequency these were listed as locations of criminal activity.

Table 1 Listed criminal activity locations

Location	Frequency	Location	Frequency
Halt Road	16	14th Street	2
Overall in the industrial area	9	23rd Avenue	2
Consani Road	6	16th Street	2
6th Avenue	5	10th Street	1
Train Station	4	13th Street	1
3rd Avenue	4	2nd Avenue	1
12 Street	3	7th Street	1
8th Street	3	Pick n Pay shopping area	1
11th Street	3	Canal Area	1
Epping Avenue	3	The scrap yards	1
Station Subway	3	19th Street	1
Bus Terminus/ Taxi Rank	2		

Participants further indicated that crimes take place at various hours of the day but most indicated that they perceive crime to take place during the day and early evenings from 08:00 until 24:00.

Questions 12, 13 and 14 focussed on the use of public transport, especially busses, trains and taxis.

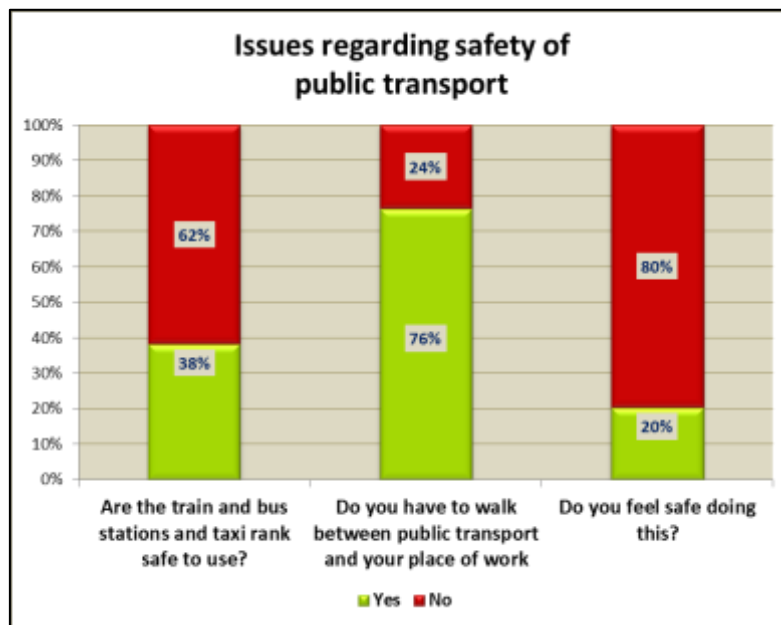


Figure 10 Perception of safety of public transport

It is accepted that not all the respondents utilise public transport. Respondents who do utilise public transport were asked to indicate whether they feel that the taxis, busses and train stations are safe to use. 62% of participants felt that public transport is unsafe. A number of participants indicated that they have to walk between their place of work and available public transport. 80% of these participants did not feel safe doing so (See Figure 10).

In the user survey respondents were asked to indicate whether they make use of public transport. 65% indicated that they use public transport. 33% indicated that they don't feel safe using public transport. It would seem that in general public transport seems safe to some and unsafe to others but most participants indicated that the area between their point of work and the public transport nodes is perceived to be less safe. This underlines the perception of an unsafe public environment.

Participants were asked to express their opinion regarding the effectiveness of current policing efforts. 66% indicated that current efforts are poor. Only 13% has the opinion that the local SAPS service is good. This is illustrated in the graph shown in Figure 11.

Some of the comments listed regarding the opinion on SAPS effectiveness (ineffectiveness) include:

- An entire building was strip down, went on for days and NO police present.
- Do not respond on time
- Just never around, sometimes not taking note of what is happening!
- Never around
- Only on call outs
- They don't answer their phones

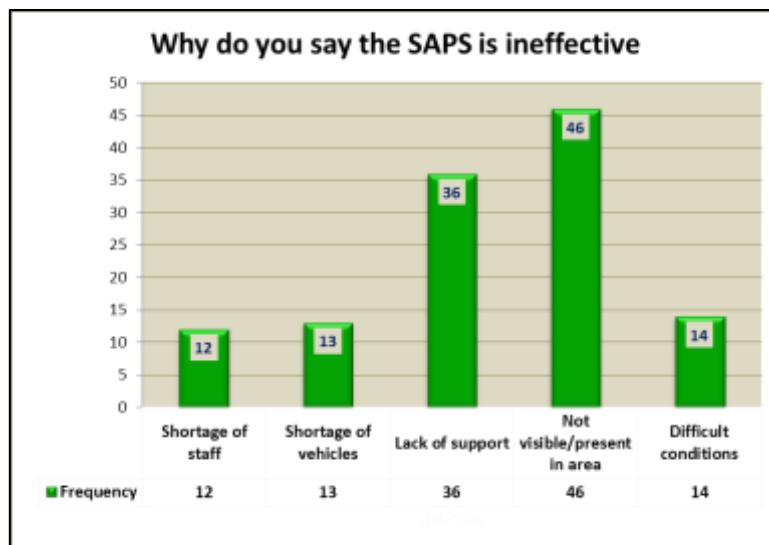
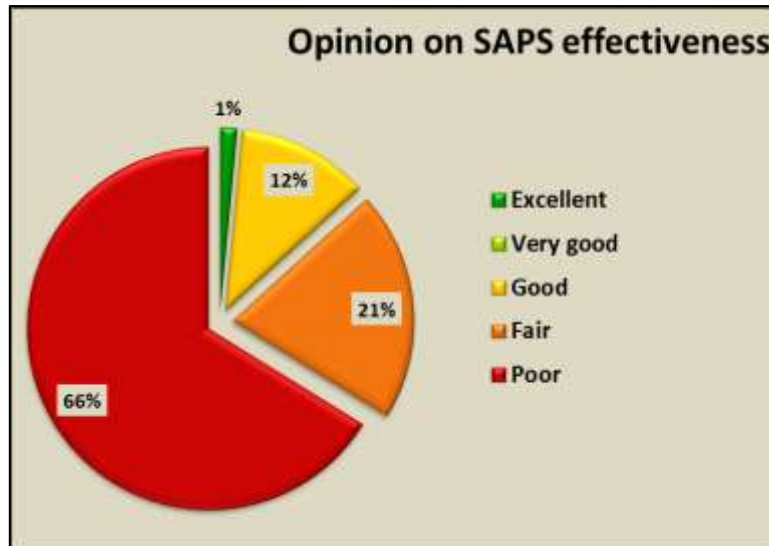


Figure 11 Opinion on SAPS effectiveness

As illustrated in Figure 11 participants indicated that the lack of visibility and presence of the SAPS in the area is the single biggest factor for their perception of SAPS ineffectiveness.

The last part of the section on safety and security dealt with the actions by property owners or businesses to ensure their own security. Participants were asked to indicate if they have private security such as a personal alarm system and/or armed response.

95% of the participants indicated that they have some form of safety and security in place (See Figure 12). 66% of respondents indicated that they would prefer any additional security services to be 24 hours per day while only 11% indicated that they would prefer additional security services from 07:00 in the morning until 19:00 at night.

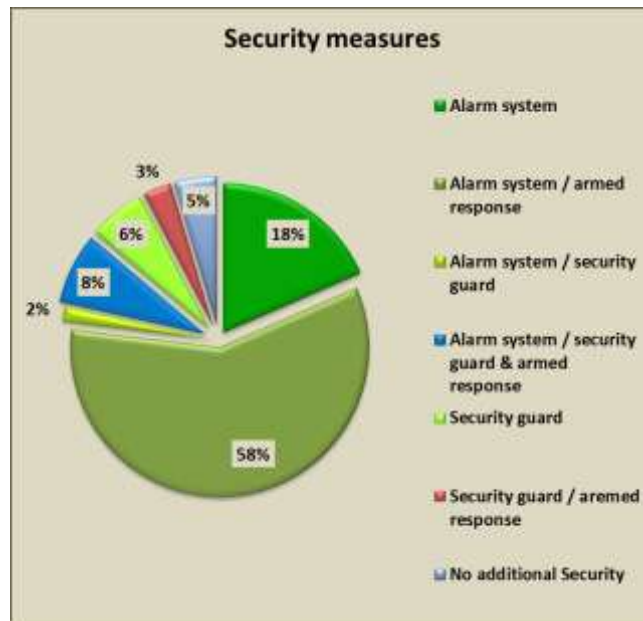
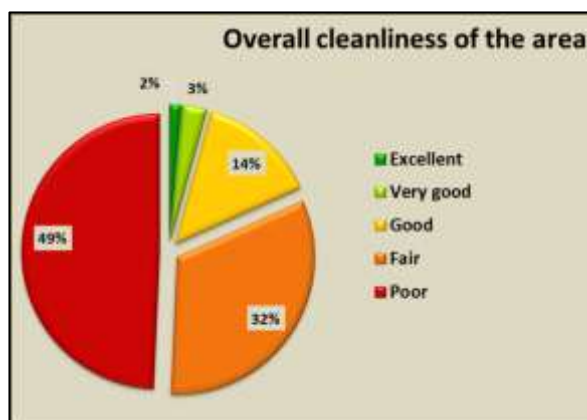


Figure 12 Personal security measures

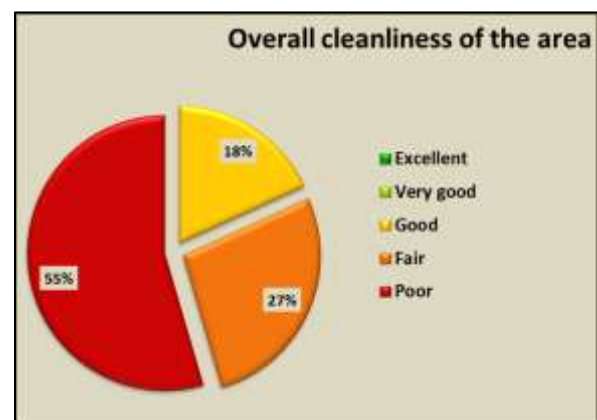
It would seem that the overall security in the Elsie's River area is dominated by property related and personal crime and that many of the problems occur during the day and early evening. The retailers and businesses are more vulnerable to crime related to robbery, shoplifting and snatching of handbags etc. which coincides with activities during business hours. Clearly there is a problem with the vulnerability of property at night as well.

Section 2 - Litter and cleanliness

Section two of the survey asked participants for their opinion on litter and cleanliness. The opinion of people regarding litter and cleanliness can be very subjective and difficult to measure. The responses should be regarded as observations by the participants although it can be argued that the responses are based on people's desire for their area compared to the current situation. Overall, most participants regard the general state of cleanliness as fair (32%) to poor (49%) while only 19% regarded it as good to excellent. This illustrates a substantial measure of dissatisfaction with current circumstances. Survey respondents participating in the user survey shared the same overall view of cleanliness (or lack thereof) (See Figure 13).



Main Survey



Shopper Survey

Figure 13 Overall opinion of cleanliness of the area

Figures 14 and 15 illustrate a summary of the opinions regarding litter and cleanliness. Litter in the public areas seem to be a general problem according to the survey participants. In some cases it is the opinion that there are insufficient public litter bins (See Figure 16). It would seem that general refuse removal does not present a problem in the area.

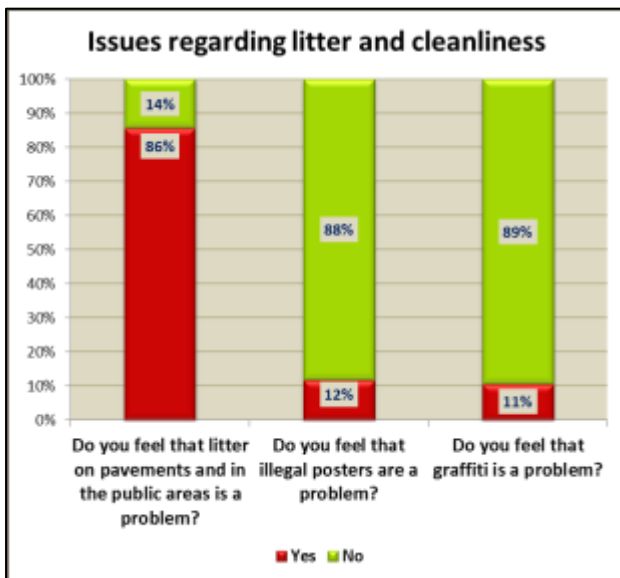


Figure 14 Opinion on litter and cleanliness

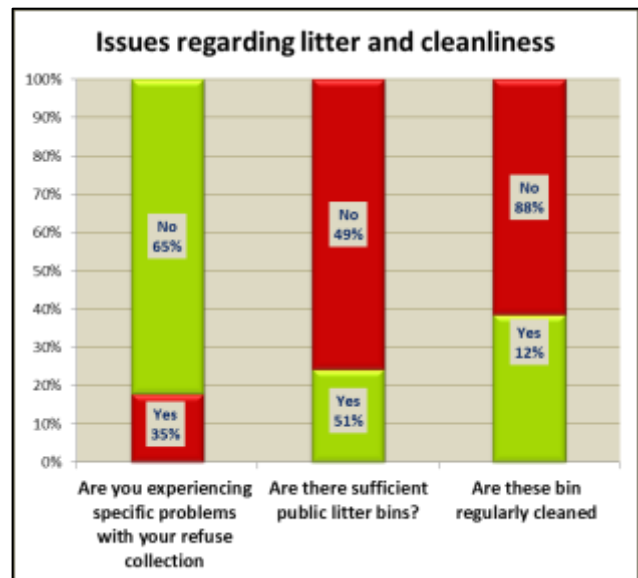


Figure 15 Opinion on litter and cleanliness



Figure 16 Overflowing public litter bins

Figures 17 to 22 illustrate issues of littering in the public areas which seems to occur frequently in the area. 86% of the survey respondents indicated that litter on pavements and in public places is a problem and it seems to be problematic in most areas.



Figure 17 Litter on sidewalks and in street



Figure 18 Litter in public open space



Figure 19 Litter left by vagrants on sidewalks



Figure 20 Litter on vacant land



Figure 21 Litter on the sidewalks



Figure 22 Litter on the sidewalks

Only 11% of survey participants indicated that there is a problem with graffiti in the Elsie River area and only 12% regarded illegal posters and advertising as a problem. The photographic survey found numerous incidents of graffiti and illegal public posters in the area as illustrated in Figures 23 to 26. Most of the graffiti can be categorised as “tagging” and most often it defaces public infrastructure.



Figure 23 Graffiti on a building



Figure 24 Graffiti



Figure 25 Illegal Posters on public infrastructure



Figure 26 Illegal Posters on public infrastructure

Table 2 lists the places and the frequency that they were mentioned as locations of littering.

Table 2 Where is litter a problem

Location	Count	Location	Count
Halt Road	15	19th Street	2
Overall in the industrial area	7	Coleman Road	2
Vacant land	6	11th Street	1
Canal Area	5	2nd Avenue	1
12 Street	4	7th Street	1
6th Avenue	4	8th Street	1
Consani Road	4	Bus Terminus/ Taxi Rank	1
16th Street	3	Station Subway	1
3rd Avenue	3	The scrap yards	1
Epping Avenue	3	20th Street	1

Two specific cleaning issues were surveyed separately. This relates to illegal dumping and bin picking.

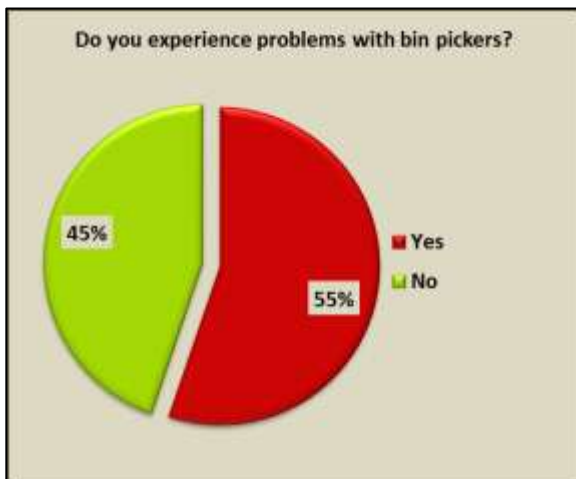


Figure 27 Problems with bin picking?

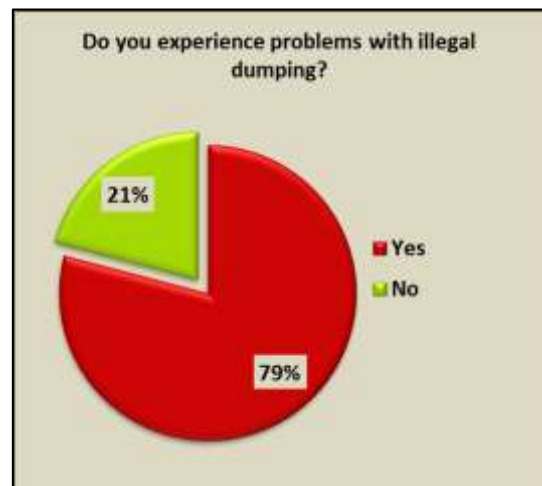


Figure 28 Perception on illegal dumping

79% of respondents highlighted illegal dumping as an issue (Figure 27). Most of the participants that indicated that this is a problem also indicated where the most illegal dumping takes place. Vacant land areas, sidewalks and side streets are frequently mentioned as locations for illegal dumping. General household waste, building rubble and packaging material are the most common types of waste illegally dumped. The photographic survey found extensive evidence of illegal dumping as shown in Figures 29 to 34.



Figure 29 Illegal dumping of builders rubble



Figure 30 Illegal dumping of garden refuse



Figure 31 Illegal dumping of mixed waste



Figure 32 Illegal dumping household waste



Figure 33 Dumping of packaging containers



Figure 34 Dumping of general waste

Bin picking is mostly associated with the presence of homeless and unemployed people that frequent the area, especially on refuse collection days, to find food and recyclable materials from refuse bins. Sadly, this practice also results in additional littering when bin pickers sort the waste on sidewalks leaving the area littered and dirty. Significant numbers of homeless people and bin pickers were found in the area during the photographic survey and support the claim of 55% of the respondents who indicated problems associated with bin picking. Figures 35 to 37 illustrate the issue of bin picking and associated littering.



Figure 35 Bin pickers sorting waste on sidewalks



Figure 36 Bin pickers leaving waste on sidewalks



Figure 37 Bin pickers burn scrap and cables in the area

The need for waste recycling clearly exists in the area. 80% of all participants indicated that there is a need for recycling. Figure 38 illustrates the types of recycling that respondents indicated as important and the frequency that it was listed.

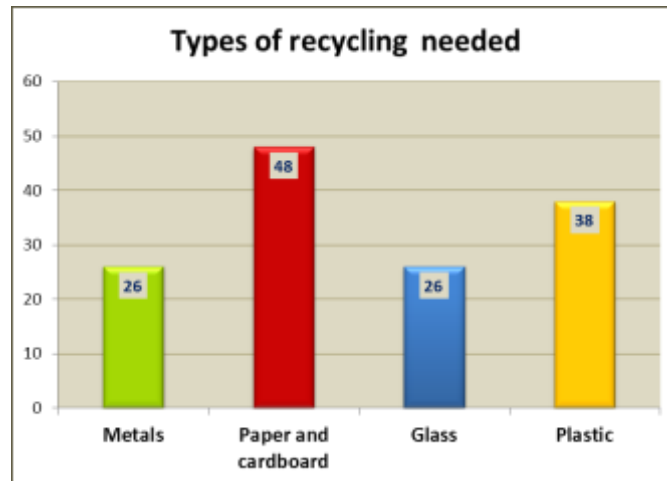


Figure 38 Types of recycling listed

Section 3 - Lighting and traffic

The third section of the survey sought the opinion of participants regarding the lighting of streets and pavements and the standards of traffic signs and road markings. Fifty-one percent (51%) of the participants regarded the street lighting as insufficient.

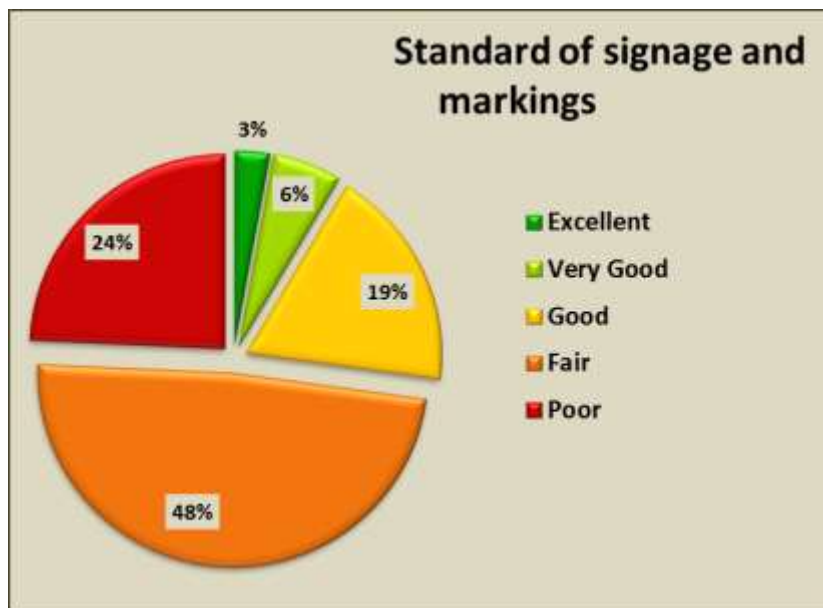


Figure 39 Standard of signage and markings

Only 28% of the participants regarded the standard of street signage and markings as good to excellent while 72% regarded it as of a fair to poor standard (See Figure 39).

Section 4 - The public environment

The fourth section of the survey collected opinions regarding the public environment, especially the participants' opinion regarding the maintenance and safety of pavements and the general state of public spaces and other public amenities. Participants were asked to provide an overall rating of the public environment. As illustrated in Figure 40, 73% of the participants rated the overall quality of the public environment as poor.

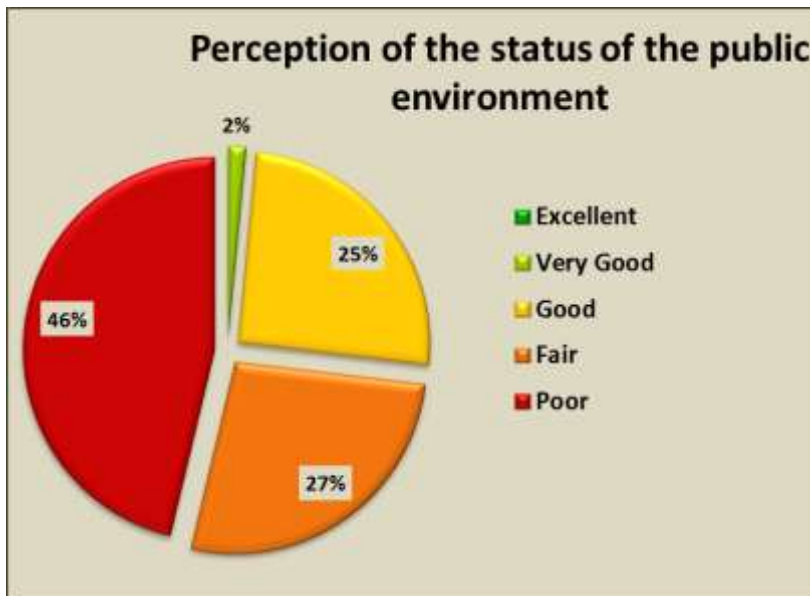


Figure 40 Rating of the overall public environment

In general the public areas in Elsie's River are not well maintained and not very clean. General disrepair of landscaping and sidewalks is visible in many areas. There are very few if any public areas that offer attractive locations for the workers and visitors of the area. This includes a lack of shaded areas, public seating and improved amenities such as paved sidewalks (See Figure 41). Figure 40 and 41 illustrates the responses received and shows that 73% of participants have a very negative perception of the public environment and 60% of participants are not satisfied with the maintenance of the pavements in the area.

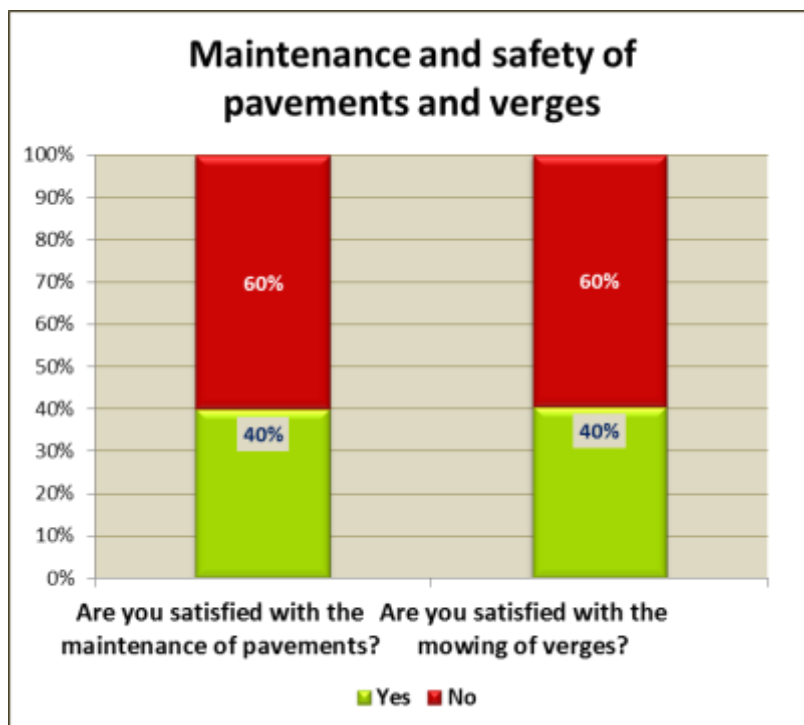


Figure 41 Maintenance and safety of pavements

Figures 42 to 47 illustrate the findings of the photographic survey. The photo results support the perception of the respondents. It can be noted that the sidewalks and other areas are considered poor in terms of surface and safety.



Figure 42 Poor sidewalks in some of the streets



Figure 43 Poor sidewalk surface



Figure 44 Poor sidewalk surface



Figure 45 manhole on sidewalk without proper cover



Figure 46 Open manhole on sidewalk



Figure 47 Very poor sidewalk conditions

In general, some parts of the public environment can be described as “in distress” with some elements suffering from neglect and general deterioration. These elements include street furniture such as public signage and items such as public phones, and litter bins. Figures 48 and 49 illustrate these issues picked up during the photographic survey.



Figure 48 Public infrastructure in a state of disrepair – in many cases due to illegal processing of scrap on the sidewalks



Figure 49 Broken infrastructure such as these walkways and bollards shows neglect of certain aspects.

Participants were asked to rate the maintenance of infrastructure such as water supply, storm water drains and street gutters. 76% of respondents indicated dissatisfaction with the maintenance of this type of infrastructure rating the maintenance as to poor. The photographic survey captured locations of poor infrastructure maintenance in some of the streets in the Elsie's River area (see Figures 50 to 54).



Figure 50 Some sidewalks are overgrown with weeds and unmaintained



Figure 51 Some sidewalks are overgrown with weeds



Figure 52 Some road surfaces, kerbs and gutters are badly maintained



Figure 53 Storm water drains are blocked or completely absent due to poor road maintenance



Figure 54 Some manhole covers are missing and created serious road safety issues

Participants were also questioned about informal trade activities and how it contributes to the economy of the Elsie's River area. Respondents were offered a list of statements regarding informal trade and informal trade management. Table 3 lists the statements and shows the percentage of respondents that agreed or disagreed with each statement.

Table 3 Opinions regarding informal trade

Statements on informal trade. Do you agree or disagree?	Agree	Disagree
Informal trade is important as it contributes to the local economy	72%	28%
It needs more support	71%	29%
Informal trade is problematic as it impact negatively on formal economy	37%	63%
Support and better regulation should go hand in hand	92%	8%
Informal trading should take place in specially demarcated areas	87.5%	12.5%

Informal trade does not take place in many areas except in Halt Road at fairly high density. It would seem that better regulation and trading areas that are well managed would support this industry sector. The regulation of informal trade is a priority agreed upon by most respondents (see Table 3 and Figure 55).



Figure 55 Informal traders on the side walk in halt road. Lack of management and control of informal trade leads to an offering that often blocks the sidewalks and detracts from more organised trading.

Section 5 - Social environment

Social issues

The fifth section of the detailed survey focussed on the social environment. Most areas experience a level of homelessness with vagrants using the opportunities to beg for food and money. Homeless people often utilise **public areas** such as parks and alleyways for shelter and congregate on areas of potential income such as parking areas, traffic signals and shopping malls. Homelessness seems to be a problem everywhere in the area. This becomes more evident in the fact that 81% of participants perceive homelessness as a problem. If this is considered along with the fact that Elsie's River has many public open areas and places where homeless people can congregate and more opportunities for begging, this perception is quite valid. Figure 56 illustrates this difference in opinion clearly.

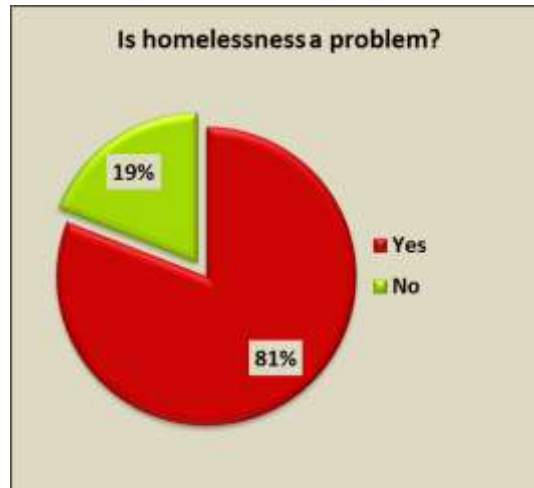


Figure 56 Perception of homelessness in the Elsie's River area

Participants were asked to identify the issues associated with homeless people in the area. The most frequently identified issues in the area in order of priority is loitering, sleeping in the area, begging, bin picking, alcohol and drug abuse, and theft as shown in Figure 57 below.

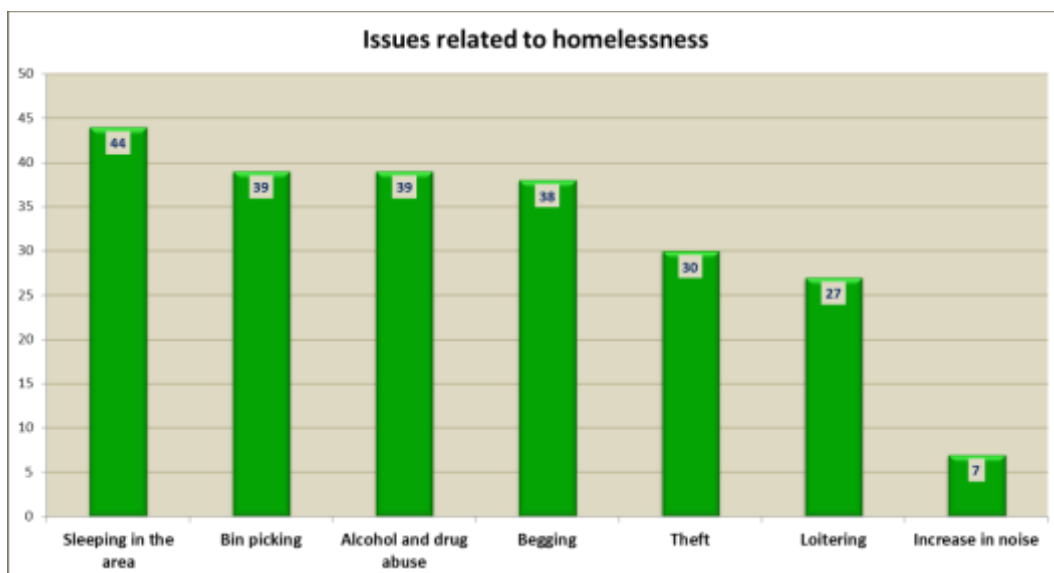


Figure 57 Issues related to homelessness and the social environment

Participants to the survey indicated various locations and public areas, especially around the shops as locations frequently used by homeless people. Table 4 lists the locations frequented by homeless people. Figures 58 to 61 illustrate the typical activities of homeless people in the area.

Table 4 Location frequented by homeless people

Location	Count	Location	Count
Overall in the industrial area	10	Empty Buildings	2
3rd Avenue	6	11th Street	1
Halt Road	6	16th Street	1
Canal Area	4	19th Street	1
Consani Road	3	7th Street	1
Vacant land	3	8th Street	1
12 Street	2	Bus Terminus/ Taxi Rank	1
14th Street	2	Epping Avenue	1
2nd Avenue	2	9th Street	1
Train Station	2	Around the shops	1



Figure 58 Homeless people in the area of the station



Figure 59 Homeless person – bin picking



Figure 60 Homeless person sorting scrap in roadway



Figure 61 Homeless people with stolen shopping trolleys moving scrap

Section 6 - Marketing of Elsie River

Survey participants were asked if it would be useful to have events in order to improve business opportunities in Elsie River. 80% of respondents answered yes and supported the idea. Most supported the idea of promoting business in the area. Participants were asked to indicate what type of events they would prefer and support. Some of the ideas included:

- Area clean-up efforts
- Crime awareness
- An Elsie River News letter
- Recycling promotion

Ranking the priorities for Elsie's River

This survey element of the questionnaire concluded with an opportunity for participants to rank each of the seven general themes of the survey in terms of its importance (See Table 5). As shown in Table 5, 69% of the respondents that responded ranked safety and security as the most important issue. Litter and cleanliness was selected as the second highest priority in Elsie's River. Social issues such as vagrancy and begging were ranked as the third highest priority in the area but the maintenance of public spaces and streets ranked 3rd alongside the social issues.

Table 5 Ranking of priorities for Elsie's River

Service delivery category	Most important	2nd most important	3rd most important
Safety and security (including lighting)	69% selected		
Litter and cleanliness		39% selected	
Road and street signage			20% selected
Maintenance of public spaces			20% selected
Social issues such as vagrancy and begging			20% selected
Marketing of the area			

Respondents' predisposition towards the establishment of an Improvement District was tested by asking participants if they would be prepared to pay a top-up levy on their rates bill for more and improved municipal services and public security in the area. Overall, 59 respondents answered the question. 61% are prepared to pay an additional rate.

Both the main survey participants as well as the shopper and user survey respondents were asked to indicate their opinion on the change in the status of the area over the last five years. 59% of the respondents of the main opinion survey indicated that the area has deteriorated. Only 8% indicated that it has improved. The user survey was mainly conducted amongst workers in the business area. 46% indicated that the area has deteriorated. 27% of respondents were of the opinion that the area has remained the same and 27% was of the opinion that it has improved. See Figures 62 and 63.

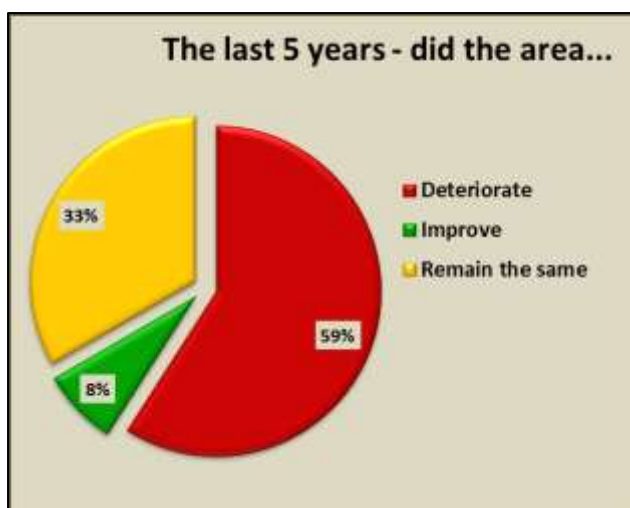


Figure 62 Status of the area over last 5 years

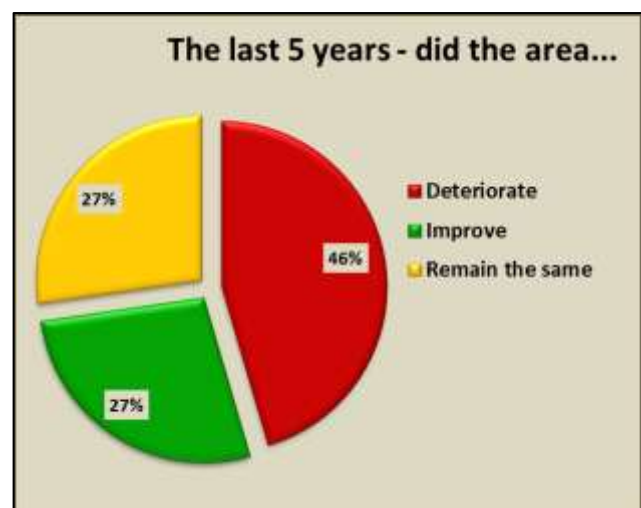


Figure 63 Status of area over last 5 years according to shoppers

General Comments

All participants were given the opportunity to express their concerns by providing specific comments at the end of the survey form. These comments were as far as possible captured directly as they were provided with due consideration of grammar and spelling where possible. However, details of the comments were not changed in any manner and in ***most cases captured with obvious errors***. Table 6 lists some of the responses received.

Table 6 Comments and responses received

General Comments & Suggestions
Beef up security!
Main concern: Police need to patrol - be visible.
When corporate businesses such as banks (FNB, Absa and Standard bank) moved out of the area, business dropped by huge numbers.
Drug addicts are major problem in area. Keep close eye on illegal scrap yards.
We need police and or security 24 hours .
Establish a security company with all the businesses affiliated, better patrolling, and quicker response. This will deter persons with bad intentions.
Neighbourhood needed in conjunction with the SAPs
Unemployment is on the increase, thus we experiencing loitering. We need more support.
More police presents, to keep the burglars away.
Elsies River is on a downward trend, because the general "conditions" have not improved for the last 15 years.
Bin picking, destruction of public fences
VERY IN FAVOUR OF THE AREA BECOMING AN SRA.
Crime. People closedown businesses and move out of the area.
Guys tip bins over on refuse collection day, and then they take what they need and leave the rest so! We call on SAPS for break-ins at night, they take very long to come..!
Increase in theft / drug abuse, etc.
10yrs ago, it was not this bad! Customers were still welcoming at the time..
Our previous location was 48 Epping Avenue, but we moved into Central Park for more security for the workers. Most of our employees live in the Elsie's River area and surrounds.
Subway closed down due to robbery and attacks. Policing need to do their work!
Taxi behaviour is unacceptable. Crime needs more visible policing.
if the situation does not improve, my directors are willing to re-locate.
Make it more safer for staff - public transport. More security.
There is a problem in street behind shelter WRT people trying to steal cables. Cable theft unit contacted on 2 occasions regarding this. Mo response received. Had to close the holes which were dug up myself to prevent these thefts..
repairs / Re-surfacing to Epping Avenue
Please note that we have a contract to do our own recycling as we collect waste from our other factories in Maitland and Elsie's river. The reason why we object to a top up levy is that we bought this building for R6.5million and are paying rates of R11 100 per month and we feel that this is more than sufficient for the council to maintain and service the area. Coupled to that we have to spend nearly R30 000 a month on 24hr security to protect our premises which obviously is for our own account as well.
Guys on the corner of 19th Str await closure time of businesses, then burn wires, etc. and do their thing. They occupy the road.
Taxi drivers should pay attention to the road laws.
Need parking lines for staff and customers
company moving in April 2014
Improve security and law enforcement, then we get good businesses and healthy society.
Yes to Q53 but let us see the improvement first and not pay extra with no improved services forthcoming because these payments will never revert but the services will.
Theft and mugging is very high. Staff has been robbed to and from work. Very dangerous for them to work late or earlier hours due to the increase risk. Traveling to Elsie's River is very difficult therefore we have a high staff turnover.

Conclusion

The survey was conducted over a period of two weeks in March 2014. From the responses received it would seem that some participants are aware of crime, concerned about crime or have been directly affected by crime. However, crime seems to be focussed on property related crimes and it is perceived that most crimes are committed during the day and early evenings.

Clearly, the management of the public environment is important to those who own property or businesses in the area and the need for urban management, safety and general improvement of the area seems a high priority to most survey respondents. Although problems of safety and some deterioration of the Elsie's River infrastructure are evident most participants are positive that an

intervention could improve the area. The area also has distinct social problems which are highlighted frequently.

A proper level of intervention through coordinated management of the area will no doubt maintain and improve the existing infrastructure. It may also contribute to ensure the future viability of the area as an industrial district, but failing such interventions the area seem to be degrading at an alarming rate. The problems and issues of the area can be addressed through a number of formal and/or civic mechanisms which may include the formation of an SRA.