



PAROW INDUSTRIA

IMPROVEMENT DISTRICT ASSOCIATION NPC (CID/SRA)

Registration number: 2001/027476/08

Including Tygerberg Business Park

⇒ *Securing Your Business Environment* ⇐

# MANAGERS / CHAIRMAN'S REPORT 2019/2020



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## INDEX

1. Introduction	Page 1
2. Mission/vision statement	Page 2
3. Services provided / achievements:	
3.1 Management and operations	Page 2
3.2 Security/ public safety / Law enforcement initiatives	Page 2-12
3.3 Cleansing Initiatives	Page 13-14
3.4 Urban Management initiatives	Page 15-19
3.5 Social Interventions	Page 20
3.6 Marketing Interventions	Page 20
4. Meetings	Page 20-21
5. Financial	Page 22
6. New Members / Directors	Page 22



## **1. INTRODUCTION**

The Parow Industria Improvement District (CID) / Special Rating Area (SRA) strives towards building confidence in the area as a safe, attractive and clean environment in which to conduct business with special attention paid to core responsibilities that encourage investment in the area, halt degeneration and promote economic growth / sustainable development.

The Parow Industria CID was the first industrial CID to be established on 1 August 2001 and is based on an international practice model aimed at preventing degeneration of cities and industrial areas into urban decay.

During 2019/2020 there were two members employed in the CID office – Tracy Engelke as Manageress and Sanchia van Lill as Assistant.

It was a busy period with many challenges such as extreme Loadshedding due to nationwide electricity shortages up to Stage 4 in some periods, and the worldwide outbreak of COVID-19 which lead to a National Lockdown on 26 March 2020 with a lowering to Level 4 on 1 May 2020 and a further lowering to Level 3 on 1 June 2020. At the end of the reporting period, the entire country was still at Level 3 which provided its own unique challenges.

Besides these extreme external factors, internally we were in our last year of our 5-year business plan, so we had to compile the new business plan for the next 5 years and then our contracts with our service provider for Cleansing, Public Safety and Camera Monitoring all expired on 30 June 2020 and the request for proposals for such service procedure also had to be undertaken in this uncertain time. These processes all took place and confirmation was received on 28 May 2020 that the CID's renewal term has been approved and after due consideration by the CID Board of Directors, a decision was taken to enter into a further three year contract agreement with the current service provider, ERC Group, for the CID's Public Safety, Camera Monitoring and Cleansing.

Despite all the challenges, the CID has continued to provide a "top up" supplementary security and cleansing service to the City of Cape Town's efforts, and during the period 1 July 2019 to 30 June 2020, the following was achieved:

- 21 x arrests were made by the CID's security service provider.
- 35 x illegal dumping incidents were prevented by the CID's security service provider.
- 477 x black bags and 535 x bins of litter were removed by the CID's cleansing service.
- 316 x faulty streetlights were reported by the CID to the City of Cape Town.
- Approximately 106 622km was travelled in patrols by the CID security in the industrial area.
- 67 x burst/blocked drains were reported.
- 21 x insecure premises were identified after hours and the business owners notified.
- 13 x fires were reported.
- 37 x accidents were attended to in the area.
- 16 x dead animals were reported for removal.
- 36 x dumpings were either removed by the CID cleaners (if small) and large dumpings reported to Solid Waste Department for removal.

## **2. MISSION / VISION STATEMENT**

The CID has the following mission and vision statement:

### **Mission Statement**

Shall strive to develop and market a safe, secure, clean, and attractive environment in which to conduct business.

### **Vision Statement**

To decrease crime and grime in Parow Industria through effective public safety patrols, camera surveillance, deploying of mobile trailer to "hot spots" and the provision of additional / supplementary cleansing services.

## **3. SERVICES PROVIDED / ACHIEVEMENTS**

The achievement and success of the CID's main objectives aimed at securing a safe, attractive and clean business area require the provision of services as per an approved business plan (2019/2020). Attached find copy of such business plan for your cognizance. The plan provided for numerous action steps with key performance indicators assigned thereto to measure service delivery. A summary of the services provided during 2019 / 2020 to achieve these objectives are indicated below:

### **3.1 MANAGEMENT & OPERATIONS**

The CID / SRA is managed by a Board of four Directors elected by its Members. There is a CID Manager and an Assistant who manage the day to day administrative processes and command and control over appointed service providers. Sight was not lost of facilitating investment in the area, promotion of economic growth and sustainable development. Services provided focused on public safety, cleansing, camera monitoring, waste related / environmental issues, effective communication with property / business owners, addressing the presence of neglected animals, and encouraging CID Membership.

### **3.2 PUBLIC SAFETY / LAW ENFORCEMENT INITIATIVES**



*24-hour vehicle patrols in CID area by CID Security Service Provider, ERC Group.  
In photo is the Head Public Safety Officer, Mr W. Maphuko*



*New branding on CID Patrol Vehicles, "Romeo 1" and "Romeo 2".*

### **3.2.1 CRIME**

Statistics pertaining to proactive and reactive services for the following periods are attached:

- 2018/2019 financial year (Annexure A)
- 2019/2020 financial year (Annexure B)

Statistics are based on information received from the SA Police, CID's Public Safety and Camera Monitoring service providers. Statistics are attached as per Annexure "A" and "B".

Decreasing crime in the area has always depended heavily on services rendered by the SA Police and CID Public Safety Service. To this end, meetings are regularly held with SAPS Management aimed at securing the CID business environment, but no less than once a month. SAPS Ravensmead has assigned two dedicated officers to liaise with the CID and ensure the necessary service delivery standards are met.

The analysis of changes in crime patterns / threats / tendencies have remained ongoing with an end result of crime being kept relatively under control. This was predominantly achieved through security patrols by three guards in two vehicles, deployment of a mobile trailer unit equipped with cameras and on-board DVR recording devices as well as the effective monitoring of 29 cameras and 4 LPR's from the CID's control room. The close working relationship between the CID's security service provider (ERC Group) and SA Police Service also forms an essential part of the success, as in most cases the CID service provider makes the arrest and the suspect is handed over to SAPS Ravensmead, who experienced low resource levels, hence the strong need for the CID to manage the situation within our boundaries.

One must also never lose sight of the responsibility and involvement on the part of the CID's Members as crucial in securing the business environment. The result is the attraction of the right investors with increased property values. It is in everybody's interest to retain the CID initiative as a deterrent and reminder that criminal activity will not be entertained.

With all the steps and processes referred to in the paragraphs above, the CID has experienced another year with crime relatively under control. The downside is that criminal elements seem to have realized that within the CID area they are being watched and monitored until they leave the area, so now a new modus operandi is to break into

premises from the back perimeter where the CID has no jurisdiction and/or camera surveillance or response mechanism. These borders are from De La Rey Road to the back of the businesses in Stellenberg cul-de-sac and Spin Street, as well as from Aandblom street to the back of the businesses in Industria Ring Road. The suspects then exit the same way as which they entered the premises, and this is a major source of frustration to business owners. The CID has repeatedly requested SAPS to increase patrols on these borders which is within their jurisdiction, but with their limited resources incidents are still occurring.

Another boundary which is regularly “under attack” is the Belhar Railway line (cul-de-sac at the end of Stellenberg Road, Parow Industria) which is just beyond the CID boundary line. Although this area is not within the CID boundary, it affects unit owners of Millennium Park, which is within the CID’s defined geographic boundary. Due to the cable theft which occurs at all hours of the day and night, and the threats hurled at Millennium Park occupants who attempt to take action, it has caused a situation where it is affecting business as potential investors are wary as a result.

The CID continued to focus on Crime Prevention through Environmental Design (CPTED) during 2018 / 2019. CPTED incorporates the meaning of crime prevention through planning and design, the link between crime and the environment with responsibility in that regard. Planning recommendations cover vacant land, 24-hour land use, pedestrian use of infrastructure, equitable provision of facilities and urban renewal. Design recommendations bring to the fore cross-cutting issues such as lighting, landscaping, signage etc, soft open spaces, movement networks (taxis, train stations), hard open spaces (pedestrian-friendly environments, informal trading), public facilities and site layout / building designs. The CID considers CPTED an important aspect in the fight against crime and preventing degeneration of an area.

The CPTED initiative addresses management issues on the basic elements of crime and a combination of targeted measures to reduce crime. The intention is to promote cooperation between the police, local government and other role players to improve local-level crime prevention through designing environments that are safer. The CID has an important role to play in shaping the built environment to create a safer community.

The following CPTED issues have been addressed by the CID during 2019 / 2020:

- The CID public safety officers conduct daily night-shift streetlight checks where faults are reported to COCT for attention by the CID. Turnaround time is monitored and, in most cases, has been very swift except where there is a major sub-station problem.
- A presentable area that is landscaped with trees well-trimmed and grass cut helps against the “broken window” theory.
- Damaged / missing signage / bollards are reported to the COCT on a weekly basis after an area check is conducted on a Monday morning.
- The CID monitors vacant land that becomes overgrown as this is a crime generator that poses a threat to safety and security. Such overgrown erven are reported to the COCT for the necessary action. There were 12 x fires on vacant overgrown land in the book year which were extinguished by Fire Services.
- Movement networks are monitored, and Traffic services informed of transgressions/traffic congestion.

- The sharp increase in the number of informal traders in Parow Industria was addressed by the CID with its application to the City for a formal trading plan in the area which was Gazetted in August 2018. There are 17 x approved sites. This has however not totally prevented the influx of informal traders “attempting to set up shop in the CID area”. The CID however continues to report to Law Enforcement in “policing” this in terms of adhering to requirements of By-laws and Policies. The CID public safety officers report all illegal traders, and this is then taken up with Boyang Dibakwane of COCT for further action.
- The CID monitors vacant land and the COCT wetland area in terms of any informal structures, which are then reported to Law Enforcement and / or the City's Anti-Land Invasion Unit who promptly attends to this.
- The CID also requested extra ‘no dumping’ signage in December 2019 for Malta Recycling in Denton Street which was promptly erected by the City.
- The CID identifies areas where there is a major influx of people (such as bus stops) and requested extra green litter bins which the COCT promptly provides. This assists with less litter than just being thrown on the ground as persons are too lazy to walk a distance to a bin.
- The CID requested raised intersections in Stellenberg and Industria Ring Road and an automated pedestrian crossing in Radnor Road in February 2020.
- The CID requested ‘no parking’ signs and bollards in Stellenberg cul-de-sac where trucks were parking on the pavement in front of Cape Gate & Steel.

The CID wishes to express its appreciation to all City of Cape Town officials as well as our appointed Councillors, for their active role they have played in the above-mentioned CPTED issues.

### **3.2.2 USE OF MOBILE TRAILERS / INFORMATION KIOSKS DONATED BY DEPT COMMUNITY SAFETY (DOCS)**

One mobile trailer was handed over to Northpine CID in February 2020, who were not so fortunate to receive one with initial distribution as they were not yet established at the time.

The mobile trailer still in use in Parow Industria is equipped with cameras and an onboard DVR recording device which enables it to operate independently from the CID control room. The trailer is used when required in “hot spot” areas when we have camera down time, and also in Spin Street to ensure that the informal collectors visiting the recycling business in such street do so in an orderly manner without any contraventions of By-Laws. This section of Spin street is also where most petty crimes occur and the CID trailer has proved effective in deterring criminal activity by the mere presence of the trailer with its security officer occupant who has direct communication to the CID control room and CID patrol vehicles.



**Trailer equipped with cameras and an on-board DVR recording device offering mobile surveillance for instant deployment at “hot spot” areas.**



**With the outbreak of Covid 19, the CID was necessitated to decrease the number of public safety officers on the “Romeo 2” response vehicle to ensure social distancing protocols. Such responder was then utilized full time in the CID trailer which is parked daily in Spin Street – one of the CID’s hotspots.**

### **3.2.3 EXPECTATIONS OF AN INTEGRATED APPROACH AMONGST SECURITY SERVICE PROVIDERS IN CID AREA**

A Multi-Agency approach in securing the businesses environment effectively incorporates relevant role players such as the SA Police Service (Ravensmead), Law Enforcement, Traffic Services, Parow CID and its security service provider, all Security Service provider’s representative in the CID area as well as all property owners/tenants and employees.

The CID deals directly with the business owners regarding crime related matters which they in turn can convey to their private / onsite security service providers. Integrated expectations from all identified role players include:

On the part of the SA Police Service, effective policing with increased visibility, safety tips and awareness “educational drives” and planning / co-ordination of regular blitz operations.

On the part of Law Enforcement, the CID required monitoring of informal traders and informal collectors.

Requests are regularly submitted to Traffic Services for enforcement pertaining to traffic violations, especially in Radnor and Stellenberg Road where there is major traffic congestion when employees of Simba and PEP leave office. The CID always attempts to do traffic management and have proved successful, but it is not always feasible as this is not the primary function and whilst traffic control is being conducted crime is occurring elsewhere within the CID geographical boundaries. In instances where Law Enforcement is required to do traffic control, it is requested by the CID, and has specifically been relevant in Assegai Street, Tekstiel Street, Trans Oranje and Stellenberg Cul de Sac, where traffic violations are either reported by business owners or viewed by the CID controllers and/or responders.

Since May 2020, Law enforcement has especially been active in the area with feedback on fines issued.

#### **3.2.4 APPRECIATION FOR ASSISTANCE OF SERVICES OF SA POLICE, TRAFFIC SERVICES AND LAW ENFORCEMENT**

The SA Police Ravensmead is thanked for their contribution during the past year, and we are hoping to build on this relationship to ensure better service delivery in the current financial year.

Lt Colonel Ponco joined Captain (f) Swanepoel of Ravensmead SAPS in attending the CID meetings and addressing of issues at station-level to ensure enhanced service delivery to the CID.

Traffic Services has intermittently assisted with the traffic congestion with closing times at the corner of Stellenberg and Radnor Roads, as well as accident scenes in the area. The CID is going to build on the relationship with Mr Morgan van Rensburg, the appointed co-ordinator for the area in which Parow CID falls, to ensure that service delivery is focused and enhanced.

Mr Fritz de Kock of Disaster Risk Management was replaced by Mr Kippie in late 2019 in the area. With the shutdown period and then the lockdown, this working relationship is in its early stages but we hope to enjoy the same level of commitment as received from Mr de Kock in the new year in terms of assistance to our business owners in terms of their compliance issues and also our Annual CID emergency evacuation drill.



**Law Enforcement conducting a "Bin Blitz" on 24 July 2019**



**A SAPS Operation was held in the area on 14 November 2019**



**Traffic Services doing compliance patrols in Industria Ring Road**



*SAPS Operation held on 19 July 2019*



*SAPS Operation held on 13 March 2020*

### **3.2.5 RENTAL OF HANDHELD RADIO COMMUNICATION & REPEATER SYSTEM**

The handheld radio communication system which was implemented during December 2008 is still operational. The system offers instantaneous communication between companies and the CID control room.



The aim is to create a dense communication network amongst all businesses and the CID for crime / incident reporting purposes and assistance requiring rapid response from the CID Patrol Vehicles and SAPS. Business owners are encouraged to consider rental of such a handheld radio.

This handheld system is currently proving highly successful as a link between the CID control room and business's on-site security service providers, especially in the case of after-hours emergencies.

The CID initiated a process whereby we issued a handheld radio to the PEP/PRAGMA foot patrollers who walk the section in front of PEP between Stellenberg and De La Rey Roads. This would allow them to immediately contact the CID control room when they view anything suspicious and/or any criminal activity so that the CID public safety officers can timeously intervene. This partnership proved successful in curbing the spate of cell phone robberies at the time in that section, as we worked towards achieving the same objective whereas previously, we had been working in silos. Sadly, as time went on the effectiveness of this implemented initiative waned and the CID then withdrew the handheld radio.

### **3.2.6 CAMERA SURVEILLANCE SYSTEM**

The CID adheres to a regulation of external and privately-owned CCTV cameras on City Property Policy (Policy number 21207) that was approved by Council on 25 June 2014.

The CID currently has 29 x cameras throughout the area and 4 x LPR's (Licence Plate Recognition). 6 x New camera installations were done in previous blind spots in the reporting period.

6 x New Camera installations include:



**PTZ camera: cnr Parin & Industria Ring Road**



**PTZ camera: Spin Street (close to cnr Tekstiel)**



**Static camera: Trans Oranje cul-de-sac**



**Static camera: Stellenberg Road, looking down Cradick**



**Static camera installed on pole 9 at Junction Traffic Circle**



**PTZ camera: Stoker Traffic Circle**

Ensuring and maintaining a reliable wireless network and camera system remains a challenge as external interferences and congestion on the wireless link with limitations in terms of bandwidth place strain on a system of this nature. The technicians of the CID's current service provider, CuLive, are thanked for their excellent service where faults are attended to promptly and efficiently ensuring that downtime is at an absolute minimum.



**CuLive technician working on the server inside the CID control room.**

The CID had 42 x footage requests in the reporting period and on 21 x occasions footage was handed over to SAPS for use in criminal cases logged.

There were no strikes reported in the CID area for the reporting period.



*CID control room where 29 x cameras are monitored 24/7 by 2 x controllers per 12-hour shift*

### **3.2.7 SAFETY – EMERGENCY / EVACUATION PLAN IMPLEMENTED**

The CID was instrumental in the preparation of a broader evacuation / emergency plan for the industrial area following meetings with Disaster Risk Management, Fire Services, SA Police Service and Traffic Services, where after an evacuation / emergency plan guideline was reduced to writing in a flip chart format booklet. This booklet is distributed to all companies in the area.

The CID periodically updates the list of hazardous materials stored on sites in the CID area. Information on the average number of people and vehicles present in the area during the day and night is updated annually as this information could prove to be vital when it comes to an emergency requiring an evacuation. The updated list based on information received from business owners is kept on file in the CID office and in the CID control room.

A guideline to the harmful effects of hazardous materials stored on site in the CID area has been reduced to writing and placed on file in the control room so that knowledge of the harmful effects that one is dealing with during an emergency or required evacuation could hopefully decrease fatalities, injuries and damage. The CID office regularly tests the controllers on their use of this file in an emergency situation so that they become familiar with the hazardous materials and how to deal with it.

An emergency / evacuation exercise is held annually incorporating all relevant role players. We express our most sincere appreciation to the City's Disaster Risk Management Centre (DRMC), SAPS Ravensmead, SANDF, Metro EMS, Traffic Services, Metro Police, Law Enforcement and Fire & Rescue for their valuable contributions to these exercises. Exercises are followed by a de-briefing session where shortcomings are identified and addressed.

On 18 September 2019, an exercise was held involving Peninsula Beverages (Coke-a-Cola) situated at 57 Industria Ring Road, Parow Industria. Planning commenced in June 2019 already and was led by Disaster Risk Management Representative Fritz de Kock who provided the necessary guidance beforehand and constructive criticism on the day.

### 3.3 CLEANSING INITIATIVES

The CID identifies the root causes of grime by conducting surveys and identifying environmental design contributing to grime. Root causes are addressed, and a cleansing service is co-ordinated with four cleaners providing a daily “top-up” service to the COCT from 08:00 until 16:00.

The CID works in collaboration with the City of Cape Town cleansing schedule so we now know what is being done when and whereby the City of Cape Town cleaners deployed to the area and is able to adequately identify the shortcomings in order to address. It was important for this baseline to be determined in respect of basic service delivery on the City's part so that the CID would be able to identify its “supplementary” cleansing services. Measurement of performance or effectively managing cleansing in the absence of this baseline was not possible.

The CID monitors the work done by cleaners of the CID as well as the COCT. Issues are addressed as they occur with the CID cleaner's supervisor at ERC and any non-performance on the part of the City cleaners is reported to Priscilla Booysen with the quarterly solid waste/CID meetings held at the CID offices. Priscilla Booysen and her team are commended for their efforts and prompt feedback when issues are raised at these forums.

The CID ensures that our cleaners are not deployed in the areas where the COCT workers are deployed in order to ensure that a larger area is covered.



**Above: CID Cleaners working on the verge at Junction Road traffic circle.**



**Above left: COCT Cleaners working in Denton Road. Above right: A COCT Cleaner working at Stellenberg Road cul-de-sac.**

Some work done by the CID cleaners:

**Before**



**After:**



**Before**



**After:**



### 3.4 URBAN MANAGEMENT INITIATIVES

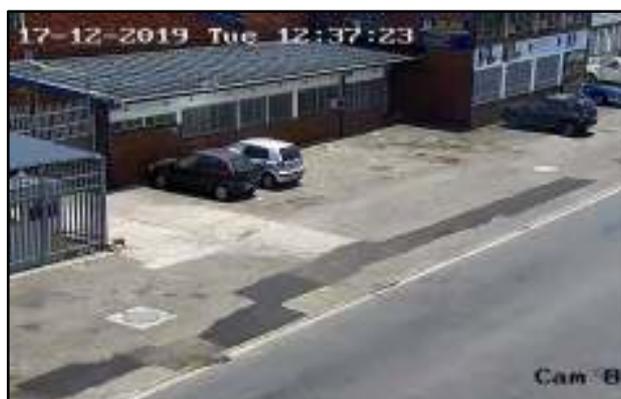
Urban Management initiatives have included:

- addressing environmental issues.
- identifying problem areas and essential needs pertaining to services provided by the City of Cape Town.
- landscaping.
- upgrade of camera / network re: surveillance system.
- regular updating of information re: CID's emergency / evacuation guideline and practice of a broader evacuation / emergency plan.

Companies laying fibre cables are monitored by the CID. Particulars are taken of the companies and where they worked so that if there are any complaints afterwards and/or verges not left in the state before commencement of work, then the CID is able to call the company back to "make good".



*The CID received a complaint from a business owner in Stellenberg Road on 4 December 2019 re the condition of the verge in front of their premises after being poorly resurfaced by a fibre company.*



*The CID office managed to reach the contractors responsible for the work thanks to the information obtained & provided by the CID public safety officers. As per the CID's request, the tar was resurfaced by the contractors on 13 December 2019.*

#### 3.4.1 ENVIRONMENTAL ISSUES:

- Encouragement of businesses through newsletters to reduce waste disposed of at the City's drop-off sites by achieving cleaner production methods and reduction of waste generation, waste utilization and recycling. The CID continued to engage with WISP (Western Cape Industrial Symbiosis Programme) and promoted their industrial symbiosis idea amongst companies to create partnerships / links / matches from under-utilized resources. The basic premise of the WISP

programme is that they gather data at respective companies on waste and resources and create matches with other companies who can re-use or recycle these materials. This holds economic and environmental benefits in terms of savings on the business bottom line and diverting waste from landfill.

- Support to the City of Cape Town's initiative to reduce the amount of waste that goes to landfill sites. This is achieved by channelling waste streams generated in the CID area to Nebo Primary School for recycling projects/ selling of the recycling for money in which to fund much needed work at the school. The CID also supports the COCT's Integrated Waste Exchange Website [www.capetown.gov.za/iwex](http://www.capetown.gov.za/iwex) by encouraging CID Members to list both their available waste types and any demand for waste.



*Recycling collected by CID employees at the CID office, handed over to Nebo Primary School.*

### **3.4.2 IDENTIFYING PROBLEM AREAS AND ESSENTIAL NEEDS PERTAINING TO SERVICES PROVIDED BY THE CITY OF CAPE TOWN**

The CID identifies problem areas and essential needs pertaining to services provided by the City so that these can be channelled to the respective departments e.g. street lighting, removal of illegal dumping, missing drain covers, cleaning / unblocking of drains, trimming of trees, maintenance of road surfaces, sidewalks, cutting of grass, cleansing, placing of litter bins / emptying of litter bins, road markings, road signs, removal of dense bush on COCT property, removing of graffiti, etc.

Parow Industria area has a problem in that stormwater systems initially designed provided for very few retention ponds where the run-off of water can be kept back during large storm events. The 100% rainwater run-off from properties due to large roof areas and hardened / surfaced open areas on the properties where water cannot penetrate the ground further add to the problem. Rainwater therefore flows into the streets in lower lying areas and intersections and from there needs to make its way into stormwater systems.

With systems designed to accommodate the average rainfall that one would experience in a 5-year period, the systems cannot cope and becomes completely full of rain water run-off with anything more accumulating on the roadway and channelling its way into the pipe system as the flow levels recede.

A presentation took place on 1 March 2019 where it was indicated that Parow Industria will form part of the Elsieskraal Master Plan which is due for completion by early 2020. An extension on the outcome of the Plan was postponed to end-May 2020. By the end of the financial year, the status was that all documentation is at the COCT for review.

Herewith photos of flooding in Parow Industria:



***Tekstiel Street flooded on 25 Oct 2019, 25 May 2020, and 27 June 2020.***



***Flooding in Industria Ring Road, Radnor, Stellenberg, and Tekstiel Street.***

Issues of concern raised by the CID that have a direct bearing on safety and security are as follows:

- The presence of heavy overladen trolleys and COCT wheelie bins being pushed around in the traffic lanes posing a safety risk and a contravention of Municipal By-Laws pertaining to these wheelie bins remains an ongoing concern which needs to be addressed by the City.



- Daily occurrence of traffic violations, illegal parking of trucks, vehicles and trailers causing obstruction and congestion throughout the industrial area, especially in Stellenberg Road extending between Radnor Road and the Belhar Railway Station. This congestion is mainly caused by trucks parking illegally and skips that are left in spaces intended for public transport / light motor vehicles. Reports are made by the CID control room to Traffic Services. An urgent appeal was made to business owners to ensure that trucks waiting to load / off load do not park illegally. There is also a plea not to leave skips on verges or parking bays. This all results in severe traffic congestion on a daily basis as can be seen by the photographs below



- Daily presence of illegal dumping and littering on De La Rey Road close to Radnor Road remains an eyesore and embarrassment to business owners as they bring international clients from the airport to the industrial area. This also has a negative

impact on the county's tourism industry. To date the CID has done much in terms of trying to involve relevant role-players from COCT aimed at solving the problem with a long-term solution that addresses the cause and not simply the symptoms. Records to this effect are kept at the CID office. Sadly, to date the problem still exists and although physically De La Rey Road is not incorporated into the CID's geographic boundary, it is used to gain access into one of the CID's main entrances. Another result of this littering is that it is ending up in stormwater systems and causing blockages with resultant flooding. Requests for assistance from the relevant City of Cape Town departments is ongoing.



- The maintenance of grass on the verges in the CID area remains an issue where the CID office is inundated with complaints from property owners. An urgent appeal is made to the City to ensure that grass on verges is maintained.



### **3.4.3 LANDSCAPING OF COMMUNAL AREAS**

The landscaping of communal areas has been dealt with as a Crime Prevention through Environmental Design issue (CPTED). See paragraph 3.2.1 supra.

### **3.4.4 IMPLEMENTATION OF A SURVEILLANCE SYSTEM**

This also forms part of safety and security and has therefore been discussed under paragraph 3.2.6 supra.

### **3.4.5 IMPLEMENTATION OF A BROADER EVACUATION / EMERGENCY PLAN**

This also forms part of safety and security and has therefore been discussed under paragraph 3.2.7 supra.

### **3.5 SOCIAL INTERVENTION INITIATIVES**

The following steps are taken towards social responsibility:

- Informal Trading Plan, which has already been discussed under paragraph 3.4.2 supra.
- Addressing the presence of stray animals / cart horses.

The presence of stray animals / cart horses in the industrial area is reported to the SPCA, Animal Anti-Cruelty League and Cart Horse Association. Numerous incidents of dead domestic animals dumped in the Industrial area are reported to SPCA for removal. The CID also assists by trapping and confining free roaming dogs in the area and then calling the SPCA for collection. It is found that most such animals had to be put down as they had contagious diseases.

### **3.6 MARKETING INITIATIVES**

Building community pride is an important step in obtaining the full participation of all property owners as this has a collective benefit for them in that resources are pooled to facilitate collective benefit. These collective benefits include a well-managed area, shared communal pride, safety and social responsibility with access to numerous joint initiatives incorporating recycling, job creation, etc. These benefits translate into increased property values and capital investments.

The above is achieved by liaison with property owners and tenants, encouraging them to maintain buildings and landscape street frontages.

- Electronic business network directory for Parow Industria CID:  
The CID has compiled a voluntary directory with all businesses in the area and their contact details which is on the CID website.
- Website:  
The CID has a website [www.parowindustriacid.co.za](http://www.parowindustriacid.co.za) incorporating a home page, frequently asked questions pertaining to CID's / SRA's, the emergency / evacuation guideline for the area, newsletters etc.  
A straight link to websites for the latest information pertaining to COVID-19 was incorporated.
- Monthly newsletters are sent to property / business owners.

### **4. MEETINGS**

In addition to daily and weekly meetings with the CID's security service provider and monthly meetings with SAPS, the following meetings also took place during 2018/2019: -

- 3 July 2019: monthly Safety & Security meeting
- 5 July 2019: arranged for CuLive to give ERC controllers training in control room
- 5 July 2019: met with Mogamat of COCT with regards to retention pond condition
- 9 July 2019: inspection by Runan Rossouw of COCT with regards to membership lists

- 15 July 2019: met with Karina Joubert of Indwe with regards to insurance updating
- 16 July 2019: CID Board meeting
- 17 July 2019: met with Mr Davids of Simba with regards to their OHS matters
- 2 August 2019: monthly Safety & Security meeting
- 8 August 2019: attended CID information sharing session in Cape Town
- 12 August 2019: met with Mr Monageng of Simba icw traffic complaints
- 13 August 2019: Met with DRM and Peninsula Beverage representatives icw emergency evacuation
- 4 September 2019: monthly Safety & Security meeting
- 10 September 2019: met with representatives of Millennium Park icw cable theft
- 13 September 2019: de-briefing meeting for Millennium Park operation
- 18 September 2019: Coke evacuation drill
- 19 September 2019: wheelie bin operation
- 20 September 2019: met with Eben Marais (ERC Group). Went through all issues
- 25 September 2019: CID Forum meeting
- 26 September 2019: Board meeting
- 2 October 2019: monthly Safety & Security meeting
- 3 October 2019: met with Blue Downs Cluster SAPS representatives
- 8 October 2019: met with Millennium Park trustees and CID Board
- 9 October 2019: met with Karl Mentoor – new ERC Group Site Manager
- 10 October 2019: met with Jeanine du Prees and Deon Botha and Councillors Viljoen and Martlow
- 14 October 2019: met with persons for permission for removal of stickers in Junction Road.
- 29 October 2019: met with Runan Rossouw of COCT icw 5 year business plan
- 1 November 2019: met with Triangle Farm CID – assisted them with membership documentation.
- 6 November 2019: monthly Safety & Security meeting
- 26 November 2019: met with Elizabeth Pool of PEP – new Security Head
- 28 November 2019: AGM 2019
- 28 November 2019: Board meeting
- 4 December 2019: monthly Safety & Security meeting
- 6 January 2020: met with Millennium Park trustees icw their camera monitoring request
- 9 January 2020: met with Solid Waste
- 30 January 2020: Board meeting
- 04 February 2020: meeting with Michael Birch and Richard Ayres – complaints of Spin Street
- 05 March 2020: monthly Safety & Security meeting
- From mid-March to end of the reporting period no further meetings took place due to the nationwide lockdown and social distancing initiatives implemented thereafter.

## **5. FINANCIAL**

The Parow Industria Improvement District Association NPC currently finds itself in a sound financial position.

In accordance with the Finance Agreement that exists between Parow Industria Improvement District and the City of Cape Town (COCT), the City pays over 97% of the annual budget to the CID / SRA in 1/12th instalments and retains 3% as a provision for bad debts.

Accordingly, the COCT paid over R4,788,723.00 (VAT exclusive) and retained R148,105.00 (VAT exclusive) for the 2019/2020 financial year. Retention of R167,330.05 was refunded to Parow Industria Improvement District NPC in 2019/2020.

## **6. NEW MEMBERS / DIRECTORS**

During the reporting period the CID had a total of four Directors.

During 2019/2020 the following companies resigned as members :

Nicoletta , Allcast Foundry, Wideprops, Joshane, Gearhouse, G Z L Trust, Cheff Connection and Best Choice caterers.

A Cloete ceased to be a member as he was co-representative with G Morse for Peninsula Beverages. Mr Runan Rossouw of COCT had indicated that there cannot be two representatives for one company.

No new applications for membership were received.

The total number of members to date is 27.

All Directors and existing members are thanked for their commitment towards the Association's endeavours.

*T Engelke*

(MANAGER)

PAROW INDUSTRIA IMPROVEMENT DISTRICT ASSOCIATION

1 July 2020