

PAROW INDUSTRIA IMPROVEMENT DISTRICT / SPECIAL RATING AREA  
CID/SRA  
(REGISTRATION NO 2001/027476/08)  
Including Tygerberg Business Park

⇒ *Securing Your Business Environment* ⇐

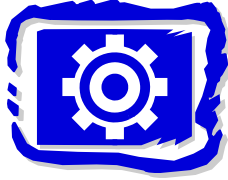
## MANAGERS / CHAIRMAN'S REPORT 2021/2022



COMPILED BY: TRACY ENGELKE  
CID MANAGER  
**PAROW INDUSTRIA IMPROVEMENT DISTRICT ASSOCIATION**  
JULY 2022

**INDEX:**

	ASPECT	PAGE NR
1	Introduction	1
2	Mission/vision statement	2
3	Service provided/ achievements	3
3.1	Management and operations	3
3.2	Public safety/ Law enforcement initiatives	3
3.3	Cleansing initiatives	7
3.4	Urban management initiatives	7
3.5	Social interventions	8
3.6	Marketing interventions	9
4	Finances	9
5	New members	9



**PAROW INDUSTRIA  
IMPROVEMENT DISTRICT NPC**  
(Registration number 2001/027476/08)  
Including Tygerberg Business Park

⇒ *Securing Your Business Environment* ⇐

## **INTRODUCTION**

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

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 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 2021 to 30<sup>th</sup> June 2022 the following was achieved:

NR	ASPECT ADDRESSED
30	Arrests made by the CID security service provider
195	Potholes reported for repair
230	Faulty streetlights reported
52	Burst pipes/ blocked drains reported
11	Fires were reported and extinguished by Fire Brigade
32	Insecure premises identified after hours, and owners notified
10	Dead animals reported for removal
8	Stray/injured animals assisted
23	Illegal dumping incidents were prevented
27	Accidents were attended to, and assistance given in the area
36	Illegal dumping’s were removed by the CID cleaners or reported to solid waste for removal
1272	Black bags removed by the CID cleansing service provider
663	Municipal wheelie bins filled by the CID cleansing service provider
129 210	Km travelled by the CID security provider response vehicles

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

The CID has the following mission and vision statement: -

### **2.1 Mission Statement**

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

#### **Vision: -**

To decrease crime and grime in Parow Industria geographical area through effective security patrols, camera surveillance, deploying of mobile trailer to “hot spots” and the provision of additional / supplementary cleansing services.

### **2.2 Mission Statement: -**

To decrease waste and grime in Parow Industria by co-ordinating a project aimed at waste minimization.

#### **Vision: -**

To decrease waste and grime in Parow Industria by creating a waste wise community, participation in the City’s information waste exchange website, and promoting the reduction of the amount of waste taken to landfill.

### **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 (2021/2022). 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 2021 /2022 to achieve these objectives are indicated below: -

#### **3.1 MANAGEMENT & OPERATIONS**

The CID/SRA is managed by a Board of five 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.

Services provided focused on safety and security in the public space, camera monitoring, cleaning, waste related / environmental issues, effective communication with property / business owners, addressing the presence of stray / neglected animals and encouraging CID membership.

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

##### **3.2.1 Crime**

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

- 2020/2021 financial year
- 2021/2022 financial year

Kindly note that the statistics are based on information received from the SA Police, CID's Security 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 security Service. To this end, meetings are regularly held, but no less than once a month with SAPS Management aimed at securing the CID business environment in the most effective way possible.

The analysis of changes in crime patterns / threats / tendencies have remained ongoing with a 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 at the identified hotspots, employ of additional foot patrollers to address the hotspot areas as well as the effective monitoring of 38 cameras and 4 LPR's from the CID's own control room.

The close working relationship between the CID's security service provider 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. As a result of high levels of crime in the Ravensmead SAPS precinct, their focus is elsewhere and there is a strong need for the CID to manage the situation within our boundaries.

In the 2021/2022 book year the CID's main focus remained public safety, camera monitoring and cleansing within the public space which cost R3 270 409.00 for the book year.

During March/April 2022 the CID was necessitated to review the contract with the then public safety, camera monitoring and cleansing service provider, ERC, due to non-compliance, and in 1 May 2022 Byers took over as the CID service provider after a request for proposal process was initiated to find a suitable service provider.

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 2020/21: -

- The CID responders 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 substation problem.
- A presentable area that is landscaped with trees well-trimmed and grass cut helps against the “broken window” theory. The CID ensures that these services take place and when not done by COCT departments realigns funding to execute. In late November 2021 the CID cut the grass on Junction and Stoker Circles, as the COCT had indicated that the reason the grass had not been cut since June 2021 was as a result of the City tender expiring and the new tender not yet being in place. The grass was however then cut thereafter on 24 and 28 December 2021 by COCT and finalized on 4 January 2022. In March as well as June 2022 the CID was once again necessitated to have grass cut out of CID funds due to problems with the newly appointed COCT tender.
- Damaged / missing bollards are reported to the COCT. Reference numbers were received for the bollards lying flat in Industria Ring Road, Trans Oranje Road, Junction Road, Radnor Road, Assegai Road and Stellenberg Road. All bollards were replaced/repared by the COCT in the reporting period.
- 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 11 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 CID responders also assist with traffic congestion along the main incoming/exit route being the intersection of Radnor and De la Rey Roads on a Friday afternoon when most businesses close at 15:00 creating an influx whereas in the week the closing times seem to be more staggered. Law enforcement also assists periodically.
- 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 were 17 approved sites. There has however been a revision of the plan and COCT has been liaising with the CID and Law Enforcement to issue concession letters in the absence of permits, due to the large turnaround volume of informal traders who are constantly changing. This initiative and proactive visits by COCT have prevented the influx of informal traders “setting up shop all over the CID area” and also greatly assist Law Enforcement in “policing” these in terms of adhering to requirements of By-laws and Policies. The CID responders report all illegal Traders, and this is then taken up with Noluvo Demane of COCT for further action.
- The CID monitors vacant land and the COCT wetland area in terms of any informal structures, which if found are then reported to the City's Anti-Land Invasion Unit who attends to this.
- The CID also identified and requested assistance with the following:
  - Road markings in roads- such as stop etc. This was done in November and December 2021

- Need for a 3 way stop street at the entrance of Trans Oranje Road to Junction Road
- Need for speed humps along Industria Ring Road and Stellenberg Road – COCT unfortunately indicated that this is not feasible in an industrial area but rather proposed signage cautioning motorists which was installed April 2022.
- During October 2021 Industria Ring Road from Assegaai Road to Stoker Road intersections were resurfaced.
- The parking bays which were in a shocking state as a result of potholes and could no longer be used as a result were resurfaced in October 2021 in front of Lanco business Park as well as Lactalis in Industria Ring Road.
- The section of pavement in front of SSB Transport in Assegaai Road was tarred to prevent the sand which was eroding each time it rained from landing up in the storm water drainage system and causing flooding on the corner of Stellenberg and Assegaai Road.
- The CID paid for the removal of sand and dead grass at the Craddick Street intersection as well as along Industria Ring Road opposite Peninsula Beverages.
- The CID undertook landscaping at Junction Circle and in Industria Ring Road to minimize the work which must be conducted by the cleaners.
- The CID undertook tree trimming where branches were blocking camera views after receiving the necessary approval from the relevant COCT departments.

### **3.2.2 Use of mobile trailer / information kiosk donated by Dept Community Safety (DOCS)**

The CID has one trailer. The trailer is used daily in “hot spot” areas so that foot patrollers have a place to take their breaks, is visible to the community who might require assistance, and acts as a crime deterrent.



### **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 by means of monthly newsletters and periodic crime reports, which they in turn can convey to their private 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.

### 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 on site security service providers, especially in the case of afterhours emergencies.

### 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.

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 down time is at an absolute minimum.

The CID had numerous instances of footage requests in the reporting period and handed such footage over to SAPS for use in criminal cases logged.

There was a Numsa strike within the Industrial area in October 2021 for a period of 12 days which the CID monitored and was able to provide footage should it have been requested. There were also 3 other strikes in the reporting period which were monitored by the CID and were peacefully dispersed.

The following new camera installations were done in the reporting period:

A solar panel was installed by Camera 8 in October 2021 when electricity to the pole was disrupted due to building works.

A new camera pole was erected in Radnor Road by Chalk air. The pole has a PTZ, and two statics mounted on it for effective monitoring of the bottom half of Radnor Road, which is not only the CID's hotspot area but also one of the busiest sections.

One of the CID's old PTZ's was mounted as a static on camera 16 pole for purposes of eliminating/preventing the daily dumpings in this street.

### 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 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 was once again distributed electronically to all companies in the area in the reporting period.

The CID periodically updates the list of hazardous materials stored on sites in the CID area.

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 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. Exercises are followed by a de-briefing session where shortcomings are identified and addressed.

No CID initiated evacuation exercise was held in the 2021/2022 book year due to the restrictions amidst the Covid 19 pandemic. The CID did however assist PEP with their evacuation drill by doing traffic control on 15 October 2021.

### **3.3 CLEANSING INITIATIVES**

The CID co-ordinates a cleansing service with four cleaners providing a daily “top-up” service to COCT from 08:00 until 16:00 Monday to Friday.

The CID works in collaboration with the City of Cape Town cleansing schedule, to ensure that all areas are effectively always covered.

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 Booyesen with the quarterly solid waste/CID meetings held at the CID offices.

Priscilla Booyesen and her team are commended for their efforts and prompt feedback when issues are raised at these forums.



### **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 worked, so that if there are any complaints afterwards, and/or verges not left in the same state before commencement of work, then the CID is able to call the company back to "make good".

### 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 channeled 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 CCT property, removing of graffiti etc.

Although not part of the CID's geographical area, litter, and graffiti in De La Rey Road is periodically reported to the COCT for attention as this is the throughfare to the CID and remains a problem for business owners.

## 3.5 SOCIAL INTERVENTION INITIATIVES

The following steps are taken towards social responsibility:

### Informal trading plan

All informal traders in the area are monitored. Those that do not have permits are provided with the relevant contact details of the COCT official responsible for such aspect so that they can be successfully integrated into the system.

### 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. Incidents of dead domestic animals dumped in the Industrial area are reported for removal. In 2021 the CID donated R20 000.00 to the SPCA to partner and address issues which led to a successful sterilization drive taking place. This led to a marked reduction in the number of dumped kitten and puppy litters in the latter part of 2022. The CID ensures no animals enter the area with their owners if not on a leash.



### **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 those 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 re-cycling, 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 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.

### **4.FINANCIAL**

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

Full audited financial statements can be found on the CID's website.

### **5. NEW MEMBERS / DIRECTORS**

During the reporting period the CID had a total of four Directors until the AGM on 25 November 2021 where Mr Michael Birch was voted in as the fifth director.

During 2021/2022 the following companies resigned as members:

None

New applications for membership were received:

Michael Birch Property Trust.

The total number of registered members at end June 2022 is 29.

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

T Engelke

(MANAGER)

PAROW INDUSTRIA IMPROVEMENT DISTRICT ASSOCIATION

30 July 2022