



## PAROW INDUSTRIA IMPROVEMENT DISTRICT ASSOCIATION NPC (CID/SRA)

Registration number: 2001/027476/08

Including Tygerberg Business Park

Securing Your Business Environment

COVID-19 Corona Virus South African Resource Portal: <https://sacoronavirus.co.za>  
City of Cape Town's Media and News: <http://www.capetown.gov.za/media-and-news>  
PIID Monthly Newsletters: <https://www.parowindustriacid.co.za/newsletters/>

# NEWSLETTER

## OCTOBER 2024

Dear business owners,

Please note the email received with regards to the long outstanding water reinstatements throughout the area, further down in this newsletter, as well as other useful notices from the COCT.

The CID had grass cutting done throughout the area last week.

Please note that "known suspects" have recently allegedly been released from prison and have been noted hanging around Radnor Road robots on De La Rey roadside. Ravensmead SAPS has been sensitized to increase their patrols in De La Rey Road. It would be appreciated if business owners could sensitize your personnel to keep valuables out of view and to be vigilant when moving around De la Rey robots to catch taxis, as it is envisaged that cell phone robberies will increase now in the prelude to the festive season. When using vehicles, keep doors locked.

On the note of festive season, we will be distributing our shutdown information template at the beginning of December. Please ensure you fill in the form and complete as soon as possible and return. This information assists the CID in knowing when persons should be on premises and when not to gauge activity as suspicious or not. The after-hours contact numbers in the case of an onsite disaster such as burst pipes or geysers, fire etc is imperative so that you can be timeously informed, should such an unfortunate event occur.

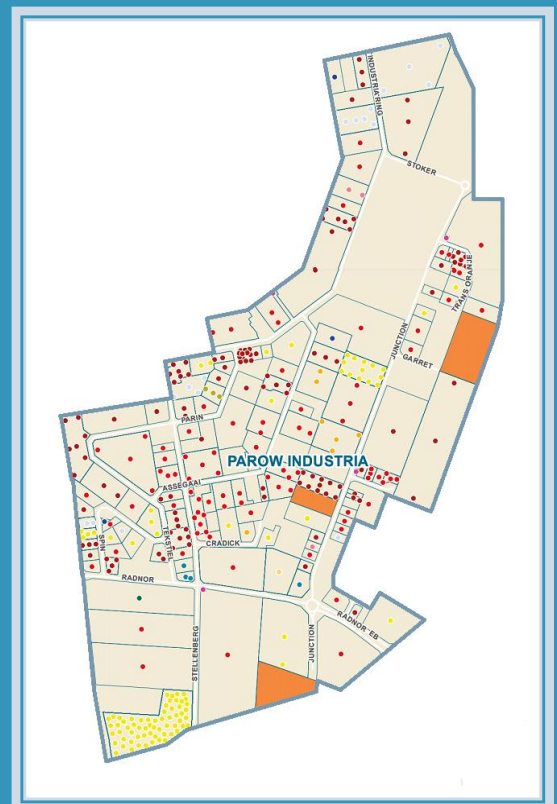
The CID has requested the COCT to cut back and/or control burn the bushes in Stoker circle as we were able to stop a couple from creating a shelter in the bushes just past the substation last week. Should you note any persons attempting to put up any shelters in the CID area, kindly contact the CID control room immediately 24/7 on 021 932 4800.

The CID AGM will be held on 2024-11-21 at 16:00. RSVP is essential for access to the venue on the day. Resolutions presented at the meeting can only be voted on by bona fide members of the PIID. This membership is available free of charge to all owners of property within the PIID footprint who are liable for the additional rate, but they must be registered before 12 November 2024. Feel free to contact the CID office on 021 932 4799 should you require any further information or have any concerns to share with regards to matters within the CID geographical area.

Kind regards,  
**Tracy Engelke**

## PRO-ACTIVE SERVICES:

UNSECURE PREMISES REPORTED:	4
FIRES REPORTED/EXTINGUISHED:	1
ACCIDENTS ATTENDED:	4
SUSPICIOUS/BREAKDOWN VEHICLES CHECKED:	29
SUSPICIOUS PERSONS CHECKED:	94
TROLLEY/BINS CHECKED:	125
BURST PIPES REPORTED:	2
PREVENTION OF DUMPING:	0
BINS FILLED BY CID CLEANERS:	345
BAGS FILLED BY CID CLEANERS:	185
FAULTY STREETLIGHTS REPORTED:	19
POTHOLES REPORTED (SITES):	5



## CRIME INCIDENTS FOR OCTOBER 2024: 2 INCIDENTS

### **22 October 2024 @ approximately 07:40: Robbery of cell phone (Ravensmead Stats: 190/10/2024)**

At 07h40 on Tuesday 22/10/2024 a woman was allegedly walking down Tekstiel Street when two males approached her, threatening her with a knife and demanding her cell phone. The two males took her cell phone and ran away. ( This was not reported to the CID and was obtained from Ravensmead SAPS stats)

### **26 October 2024 @ approximately 16:42: Rape: Junction Circle (Arrest by CID Responders – Ravensmead CAS: 229/10/2024)**

At 16h42 a lady was spotted running onto Junction circle with a male giving chase. The male caught the lady and walked with her towards Junction Cul de sac. Both CID patrol vehicles were dispatched. At 16h43 the suspect forced the victim to lie down and raped her. At 16h44 a taxi stopped, and the suspect tried to run away stabbing a male coming from the direction of the cul de sac who attempted to stop him. The CID patrol vehicles arrived and gave chase. Despite the suspect attempting to stab them, they were able to overpower and arrest the suspect before he could leave the CID area by Junction cul de sac. Ravensmead SAPS arrived at 17h01 and placed the suspect in one vehicle and the victim in the other vehicle before proceeding to Ravensmead SAPS.

## LONG OUTSTANDING WATER REINSTATEMENTS RESPONSE FROM OUR COUNCILLOR:

***Please see the response from the Executive Officer on the way forward and the reasons why it is taking so long to do the reinstatements.***

Dear Councillor Visser,

We sincerely apologize for the delay in reinstatement and any inconvenience this may have caused. I would like to provide you with some important information regarding our ongoing efforts to expedite reinstatements following water infrastructure repairs.

The City of Cape Town has allocated R55 million in the current financial year to speed up trench reinstatements after water and sanitation infrastructure work. Due to the unprecedented rate at which we have been replacing and maintaining water pipes, the volume of required reinstatements has significantly increased. As of August 2024, the Water and Sanitation Directorate has approximately 3,700 reinstatements pending, including road, sidewalk, meter, and driveway repairs.

To address the most urgent reinstatements, we are implementing a multi-pronged approach involving external contractors. Additionally, the Urban Mobility Directorate is assisting with reinstatements on major roads to minimize traffic disruptions.

In the 2023/2024 financial year, the Water and Sanitation Directorate allocated over R33 million for reinstatements, managed internally. This year's increased budget of R55 million will further accelerate the process and enhance service delivery.

We understand that maintenance and emergency repair work can cause disruption, and we are committed to reducing this impact as much as possible. As part of this commitment, we are reviewing and streamlining our reinstatement processes to improve efficiency and shorten future timeframes.

Temporary reinstatements are completed to ensure public safety. However, permanent reinstatements—whether of roads, driveways, or sidewalks—are handled by city-appointed contractors. This process can take up to nine months, as reinstatements are grouped to reduce costs related to callouts, site establishment, and administration. We are finalizing a consignment tender, with contractors expected to begin work in November 2024.

Your reinstatement has been added to our master tracking sheet, which is monitored closely, and we will follow up regularly to ensure progress is made.

Thank you for your patience and understanding as we work to complete these reinstatements.

## DITCH ESTIMATED WATER BILLS – LOG YOUR METER READINGS WITH THE CITY

Residents are reminded that they are able to submit their monthly water meter readings to the City of Cape Town, if they wish to do so. Customers who choose to submit their own readings generally do so to avoid the possibility of estimated billing if their meter cannot be read by the City for any reason.

The Water and Sanitation Directorate monitors water usage of about 687 778 water meters at business and residential properties across the city. For the 2023/2024 financial year, an average of 2 758 property owners submitted their water meter readings to the City monthly. 'Submitting your own reading is not compulsory, but it comes with great benefit to property owners. It can prevent estimated readings being applied to your monthly municipal bill and bring to your attention unusual changes in your water usage, with early detection of water leaks to avoid unexpectedly high bills,' said Mayoral Committee Member for Water and Sanitation, Councillor Zahid Badroodien.



### What are estimated readings on my bill?

When the City can't read your meter on a particular month, we will look at how much the property normally uses for that time of year and bill the account based on average use. Once the actual reading is obtained, the account is rebilled based on actual readings. This method is a common international practice to prevent delays in billing, and the undesirable accumulation of accounts in arrears. When accounts accumulate and residents do not budget accordingly, it can result in unpaid debts which can lead to actions being initiated by the City to recover the debt through restriction or disconnection of services to the property.

'Water is an essential resource, which we all need to use wisely at all times, regardless of the season and status of our dams.'

'We encourage more property owners to become savvy by getting into the habit of tracking their water meters and submitting readings to the City every month – it's only a click away,' said Councillor Badroodien.

Although the City's water billing system is sound and accurate, residents can proactively manage their water use responsibly to avoid unnecessary water losses or wastage.

### How to ensure that the City attains an accurate reading for your water meter:

- **Know where your water meter is located:** it could be within your property boundary, or beyond the boundary, on the Council side.
- Your water meter should be **accessible** to City officials at all times.
- Make sure it is **not obstructed** (e.g. by sand, rubble or weeds) and is easy to access and read.
- If your water meter is behind locked gates, or if dogs prevent the meter readers from taking a reading, you can submit the reading yourself (see below).
- Ask the City to relocate your meter to the outside of your property, via the City's Service Requests application, to prevent repeated estimations.

### Log your water readings on one of these City channels:

- **Email:** [Water.MeterReading@capetown.gov.za](mailto:Water.MeterReading@capetown.gov.za)
- **E-services:** <https://eservices.capetown.gov.za/irj/portal>
- **Online:** [www.capetown.gov.za/servicerequests/](http://www.capetown.gov.za/servicerequests/)
- **Call:** 0860 103 089
- **WhatsApp:** 060 018 1505
- **Visit:** City walk-in centres

There is a monthly five-day billing period in which readings need to be submitted based on the respective customer's billing cycle. Customers who register via E-Services are automatically reminded monthly via SMS and via the E-Services notifications. The Call Centre may provide customers with their respective meter reading date on request if the customer wishes to use alternative channels. Customers may also visit their nearest Customer Interaction Centres to provide their reading in person.

### How to read your meter:



- **Open your water meter box.** If the lid is closed, you can usually open it with something like a screwdriver.
- No matter what type of water meter it is, **the black numbers represent thousands of litres, called kilolitres, and red numbers represent litres.**
- **Water charges are based on the number of kilolitres of water used on the property every month.** If you are submitting your own readings to the City (e.g. if your meter is difficult for meter readers to access), you only need to supply the black numbers when submitting your reading.
- **Water meters continually record the amount of water that passes into a property throughout the lifespan of the meter.** The tally on the meter does not reset from month to month. Subtract the previous reading from your current reading to determine usage for the period between readings.

For more information on how to read your meter, see these videos and leaflet/s:


- **English:** <https://youtu.be/9LCaf2tkyDI>
- **Afrikaans:** <https://youtu.be/rl2q3ydEpq4>
- **IsiXhosa:** <https://youtu.be/xj0JXKhU57w>
- **Leaflet can downloaded here:** [English](#), [Afrikaans](#) and [Xhosa](#).



# How to check for a water leak



- 1. Stop all water use.**  
Close all taps and don't flush toilets. It may be easier to do this overnight for a better reading.
- 2. Check and record your water meter reading.**  
Wait 15 minutes and take another reading. Make sure no tap was opened or toilet flushed since the first reading.
- 3. If there's a difference between the readings, you have a leak.**  
Get in touch with a registered plumber on the City of Cape Town's plumber database.




## CAPE TOWN'S DAM LEVELS

28 October 2024

Dams supplying Cape Town  
**Decreased by 0,2%** in the last week to 99%  
This time last year, dam levels were at 100,3%


Average total daily water use was:  
**945 million litres per day (MLD).**



Lower than  
**The target of 950MLD.**

**RISK OF WATER RESTRICTIONS: LOW**

More information on wise use:  
[www.capetown.gov.za/savewater](http://www.capetown.gov.za/savewater)




CITY OF CAPE TOWN  
ISIXEKO SASEKAPA  
STAD KAAPSTAD

## PUBLIC EMERGENCY COMMUNICATIONS CENTRE (PECC)


For all life or property threatening emergencies.

Available 24 hours!



**CALL US:**

**021 480 7700 from a cellphone and 107 from a landline**





# UPCOMING FREE WORKSHOPS FOR NOVEMBER



"Boost your business and profitability with our workshops and training. I see firsthand how these programmes drive success and create jobs in our communities." – James Vos, MMC for Economic Growth

- NOV 01** Introduction to Marketing and Sales  
09:00 – online
- NOV 04** Winning Business in the City: How to Tender  
09:00 – online
- NOV 05** Winning Business in the City: How to Price a Tender  
09:00 – online
- NOV 06** Winning Business in the City: Commodity Specific RFQ/ Tender Training  
09:00 – in person, venue TBC
- NOV 07** Grow and Capacitate your Business: Attracting Funding for your Purchase Order (Contract Finance/Business) | 09:00 – online
- NOV 08** Grow and Capacitate your Business: Scaling your Business to the Next Level (Business Improvement) | 09:00 – online
- NOV 08** LabourNet Live: Managing Incapacity due to Ill Health  
09:00 – online
- NOV 14** Supplier Networking Session | 09:00 – in person, Business Hub (c/o Strand and Adderley Street, CBD). RSVP neccessary.
- NOV 15** CoCT Digital Marketing Masterclasses: Marketing your Business on a Budget | 08:30 – online
- NOV 27** Introduction to Financial Planning  
09:00 – online
- NOV 29** LabourNet: Dealing with Absenteeism  
09:00 – online



Scan QR code to ACCESS website. Click on workshop to register.

[www.investcapetown.com/news-events/business-events/2](http://www.investcapetown.com/news-events/business-events/2)

021 417 4043

[business.support@capetown.gov.za](mailto:business.support@capetown.gov.za)

## DATA BASE UPDATING AND SCHEDULED VISITS:

Please contact the CID office should any of your details change, especially the after-hours contact person's name and number. I cannot stress the importance of us being able to reach you in an emergency. In the past the CID was able to assist business owners with incidents of flooding and fires where if the owner could not have been reached the damage could have been so much worse.

Should you be new in the area or just **wish to find out more about what the CID does for you**, feel free to contact the CID office and set up an appointment. In this manner we can speedily address matters that might be of concern, enlighten you of what we can and will do to assist you and what falls outside the CID mandate.

## CID CONTROL ROOM CONTACT INFORMATION

For any **emergency situations/assistance** kindly contact the **CID 24/7 Control Room** on **021 932 4800** or **072 197 5001** who will dispatch the necessary assistance.

Should you have any enquiries / suggestions/ complaints, please feel free to contact Tracy Engelke (CID Manageress) and/or Zaandria Liebenberg (CID assistant) at the CID office on 021 932 4799 (office hours) or at undermentioned email addresses.

***Tracy Engelke (CID MANAGER)***

Tel/Fax (021) 932-4799

E-Mail: [tracy@parowindustriacid.co.za](mailto:tracy@parowindustriacid.co.za)

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