

Kalk Bay and St James SRA NPC

Chairman's Report

Annual General Meeting: 24 October 2016

Our SRA is nearing half way of its 5 year business plan. Perhaps it is appropriate to start by reminding ourselves of what we are, what we do and how we compare to other SRAs.

The 5 year business plan and budget of our SRA was approved by a clear majority of property owners in 2013 to provide limited supplementary services in respect in respect of Public Safety, Cleansing, Environmental Upgrade and Social Development. Our SRA is geographically large but has the 7th lowest budget of the 35 SRAs currently operating in greater Cape Town and the contribution rate for residential property owners, who comprise the great majority of our members, is the 5th lowest.

The challenge, therefore has always been to provide meaningful SRA services on our very limited budget. I think it can fairly be said that our SRA has thus far made a significant contribution to preserving our communal quality of life, which is its sole purpose.

This report summarises our performance and broadly follows the headings as they appear in our Implementation Plan. After the disruptions and frustrations of the previous year, our performance this year can be summarized as steady, acceptable and well managed.

Management/Corporate Issues

The SRA has 8 directors, 4 from each of St James and Kalk Bay. The board held 11 monthly meetings over the past year, on the second Monday of each month. Minutes of these meetings are posted to our website. Average attendance by board members was 87%, an even higher rate than last year's 82%. This attendance rate is highly commendable given that most directors have busy jobs that place considerable pressure on their time and could not indicate more clearly the commitment of your directors to the SRA. Graham Durrant, a resident of St James, joined the board in March this year.

I again remind you that any member or resident is welcome to attend the first half hour of any board meeting to raise any query or complaint.

Councillor D'alton and his successor Aimee Kuhl attended most director's meetings and we record our thanks to them for their advice and the many instances in which they assisted to motivate action by Council officials.

I also record the board's thanks to the SRA manager, Gail Daniels, whose continued enthusiasm and commitment to efficient administration of our SRA is much appreciated.

We currently have 176 registered members, a slight increase from last year. We remind you that membership is free to all property owners in the SRA and we again invite all property owners to apply for membership.

Finance

The SRA again received an unqualified audit report on its financial statements for the year ended 30 June 2016. A copy of the financial statements has been placed on our website for your reference.

Highlights of the past financial year include:

- 95% of the budget approved by our members was spent as allocated
- All core business and project items were at least 90% spent, whereas we managed to contain our general overhead expenses to 83% of budget.
- The SRA has again been issued a tax clearance certificate thereby ensuring future flow of funding from the City.

Net cash on hand as at 30 June was R426,620. This has increased to R466, 000 as at 30 September.

The City advised us in September that an amount of R22,135 will be refunded to us from the accumulated retention account to cover bad debts. This amount will increase accumulated funds to about R488,000.

We are required by the City to retain R225,000 of accumulated funds, being the equivalent of two months' income from the City, as a permanent reserve to provide for contingencies, particularly any delay by SARS in issuing our tax clearance certificate. This means that we have net available funds of about R263,000 for possible utilisation in the remaining three years of our current business plan. As you will see from the budgets to be presented for approval, we propose to allocate and utilize an aggregate of R165,000 of these funds in the 2016/2017 and 2017/2018 financial years, which we believe will allow the sustainability of our 5 year business plan to its conclusion in 2019.

Public Safety

This issue has been identified by residents as the most important issue of community concern. It therefore accounts for the greatest allocation of our budget.

The SRA's core public safety strategy has from the outset been based on foot patrols, supplemented and enhanced in various ways, including by a limited number of strategically placed security cameras, a focus on Social Development activities, and close working relationship with SAPS, Law Enforcement, and SANP.

This strategy was reviewed and confirmed by the board in March 2015 and was further reviewed in March this year when it was modified by accepting the recommendation not to acquire or operate any security cameras. This decision was made because experience and consultation has led us to the view that unless an area is saturated with security cameras and they are constantly and efficiently monitored, the cost of cameras is not justified and their effectiveness as a barrier to crime is limited. For this reason, you will note that the provision for acquisition and maintenance of security cameras has been deleted from our proposed budgets.

Instead, it was decided to allocate funds to the potential engagement of an Auxiliary Law Enforcement Officer from the City and the provision of extra guards to patrol periodic hot spots.

As you will recall, the SRA appointed Lake Security as our Public Safety contractor just prior to our AGM last year. Our Public Safety portfolio holds weekly meetings with them to discuss issues and agree actions. Lake Security have provided an efficient and effective service over the past twelve months and we thank them for their efforts.

The effectiveness of the policy foot patrollers, and the performance of Lake Security, over the past year is evidenced by the following:

- The average number of visits to our 68 electronic recording points situated throughout has been in excess of 4 times per 24 hours and in most months has been almost double the contract number. In order to encourage sustained high performance, the SRA contributes with the contractor to a modest performance incentive scheme which has been effective in sustaining a high level of performance.
- Incidents of crime, as reported to the Crimewatch website, has declined significantly compared to 2013 and 2014. It must be noted however, that there was a spike in crimes reported in August and we expect the summer months to be difficult given the increase in unemployment and homelessness.

Other highlights over the past year include:

- Deployment of an additional security guard to hot spots, notably Carisbrooke Steps and the Behr Road areas which led to an immediate improvement to crime in these areas.
- Interaction and joint operations with the recently formed Baywatch Neighbourhood Watch and SAPS and SANP
- Improved response and co-operation from SAPS Muizenberg

The board regularly discusses and reviews additional ways in which the SRA can improve public safety. Current initiatives in this regard include the following:

- The SRA is facilitating the appointment of a local resident as a volunteer Auxiliary Law Enforcement Officer, trained and equipped by the City, with full powers of arrest and

to issue fines to patrol our SRA exclusively. This officer will assist greatly to control a range of issues such as informal trading and illegal activities in public spaces. It was hoped to have this officer operational in time for the festive season, but it appears this will not be possible.

- The SRA will acquire a body camera for use by our patrollers. This has been recommended by the Cape Town Central Business District as being useful in recording incidents in which they are involved.
- A meeting with local business owners has been held with a view to co-ordinating the activities of their private security guards and equipping them with two way radios to enable them to collaborate in their activities.
- The WhatsApp site for local residents to report incidents of crime will be reactivated and improved, under the management of Marion Thomas.

We again appeal to residents to report all incidents of crime to SAPS Muizenberg in order to ensure that they have an accurate understanding of crime in our area. This will help to ensure that they prioritise the allocation of resources to our area.

Cleansing Services and Environmental Upgrading

This portfolio concentrates on areas not normally maintained by the City Council (e.g. all streets other than the Main Road, Boyes Drive and Clairvaux Roads). Maintenance cleaning of residential streets is conducted by two full time employees and their work is inspected every week. Their performance has been good and many compliments have been received on their contribution to our environment. A third employee has recently been engaged to concentrate on the area between the Main Road and the railway line from the Haven in Kalk Bay to beyond St James pool.

Workers from the Extended Work Program are currently engaged in maintaining facilities at the harbor, including regular cleaning of the harbor beach.

Our manager and directors have spent an inordinate amount of time and energy in the past few months liaising with the Council regarding the poor quality of their refuse collection service in our area. We have had two meetings with senior City officials and its new contractor, the second one on Friday chaired by Councillor Felicity Purchase, and we are hopeful that the service will steadily improve.

A local Kalk Bay resident contributes her time and landscaping skills to the maintenance of the Dalebrook garden and the SRA pays for the labour engaged to assist her. This initiative is one of the many private initiatives regarding the maintenance and upgrading of public spaces which contribute so much to the quality of our environment. We owe our collective thanks to all who are involved and contribute to these initiatives.

Considerable time and effort has been expended in attempting to get the City Council to cut back undergrowth and improve the Danger Beach Park. Although some progress has been

made, for which we are thankful, the situation is still not acceptable. Councillor Kuhl has volunteered to assist implement an agreed vision and action plan for the park once the input of all stake holders are obtained. This is currently being done in conjunction with the Ratepayers Association.

Social Development

Kalk Bay and St James has always been a live and let live community. Our community should therefore feel proud that it was a founding principle of our SRA to include this vital portfolio in order to address social issues in our community.

Our social worker, Marion Thomas, has had a busy and successful year. She has persevered tirelessly in trying to ensure that the various social development officials respond positively and in a structured way to requests for support and action. Her efforts are paying off in that these officials are now much more responsive than previously. Her activities have also succeeded in impressing on the City the need for much closer co-operation with SRAs. An indication this success is that she is a member of a consultative team that assists the City improve its collaboration in this regard.

Marion has also interacted with a range of other organisations. For example, she initiated two workshops held in Kalk Bay by the Western Cape Street Children's Forum, who collaborated with her in pushing for positive action on the children strollers and buskers in our area. A direct outcome of this initiative led to the appointment by the Provincial Department of Social Welfare of a dedicated team to deal with street children in various areas, including the Far South. Thanks to this newly established good working relationship, 4 of the regular 6 children are now under the care of the Department of Social Development.

Marion also arranged a series of four talks on substance abuse and a successful holiday activity club in June was attended by twenty local children. These initiatives have helped to build confidence in our community by indicating the SRA's desire to help with social issues.

On Marion's recommendation and initiative, the SRA and the Muizenberg Improvement District are collaborating in a project aimed at addressing the social issues of street people and street children in our areas. To this end, each SRA has since August employed a social field worker on a temporary basis. These field workers are managed by Marion who holds weekly feedback and debriefing meetings with them. Their work is invaluable because they have gained the confidence of most street people and through their activities, a data base of between 60 and 70 street people has been built up, about a third of whom frequent our SRA. This data base enables the social worker to build cases and engage relevant authorities for assistance.

Marion also continues to run a weekly open door clinic and has seen an increase in clients seeking her assistance. She has recently also been engaged by the Muizenberg Improvement District to assist them with social issues and holds another such clinic in Muizenberg.

Bear in mind that Marion has achieved all this on the basis of a three day half day contract! We are therefore very fortunate to have Marion's assistance and thank her sincerely for her important achievements.

Marketing/Communication

The responsibility of this portfolio is to maintain regular contact with our members in order to inform them of our activities and on a wide range of local issues. Fifty eight communications (8 newsletters and 50 newsflashes) more than one every week were sent to our e-mail database of 700 local residents every 40 weekly newsflashes

Perhaps a downside of this intensive communication is that some in our community appear to think that the SRA is responsible for more than our Business Plan and limited budget allows, as evidenced by the recent problems in Municipal refuse collection. If so, we are happy to deal with this as being much more preferable than being accused of not communicating enough.

Of course, our members also regularly provide us with feed-back on our performance. Our Manager keeps a log of all such communications in order for the board to assess our performance on SRA mandated activities. Although we received many fewer communications from residents than last year, this log again indicates that members and residents are generally satisfied with the performance of the SRA.

Conclusion

As stated at the commencement of this report, the operations of your SRA are being efficiently and effectively managed and I am confident that this will continue during going forward.

In addition to those already recorded, we wish to thank:

- All members of our community for their continued support, offers of help and also their criticism! I repeat what was said last year: this SRA and its community fund belong to you. We all need to work together to find the best and most cost effective means of addressing our communal concerns.
- Members of the City Council, particularly the Inter Services Liaison team, for their help and guidance.
- Our contractors and employees who have worked so hard to maintain our community as a safe and pleasant place in which to live, to do business in and to visit.

