

# Kalk Bay and St James SRA NPC

## Chairman's Report

### Annual General Meeting: 25 November 2019

This report summarises the activities of our SRA for the last year of its 2014-2019 Business Plan, which has been succeeded by a new Business Plan for the period 2019-2024 approved by our members at our AGM in November last year.

#### Management/Corporate Issues

The SRA is a non-profit company. The board consists of 9 unpaid volunteers, comprising 5 residents from Kalk Bay and 4 from St James. Over the past year the board has met almost every month and the average percentage attendance of board members was again very high. This is an outstanding achievement, given the many demands on our board members for their time. I recommend our community's thanks to them for their efforts.

Councilor Kuhl was able to attend many of our board meetings, and has contributed significantly to our SRA in many ways. We thank her sincerely for her contributions.

Gail Daniels, our manager, has again provided a friendly, efficient and prompt service to our board and members. She continues to be a terrific ambassador for our SRA. Her reliability and efficient management are very much appreciated. Thanks also our cleaning staff who have again cheerfully and efficiently carried out their often thankless work.

We currently have 182 registered members. Only two new applications for membership were received during the 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

Expenditure for the year on operations was 97.3% of the approved budget of R1,676,205, which illustrates that the SRA continues to fully utilise but not over-spend its budget. We fully spent our budget on core activities and managed to contain our general overhead expenses to about 87% of budget.

We underspent our budget of R122,000 for special projects by about R30,000. This contributed to cash reserves at the end of June being R395,965.

The SRA again received an unqualified audit of its 2018/2019 financial statements. Given the increasing focus on the board's responsibility to maintain a robust system of internal controls, the company will institute an annual structured review of risks and controls.

In September the SRA received a very welcome refund from the City of R224,000 from the retention reserve to cover bad debts which increased our total reserves to R675,000 as at the end of October. Of this we are obliged to maintain obligatory reserves of R360,000, leaving R315,000 available to be allocated and spent on various projects.

It is not the SRA's policy to accumulate surplus funds for its own sake rather than to use our surplus for worthwhile project. A proposal will therefore be made later in this meeting to utilise R213,000 of these total available funds for various projects this year.

### Public Safety

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

In pursuance of this policy, three trained and uniformed public safety patrollers employed by our contractor patrol the entire SRA during 12 hours shift by day and night on every day of the year. The patrollers are required to record their presence at all 68 electronic stations throughout the SRA at least 4 times in every 24 hour period.

The public safety contractor's foot patrollers have also been deployed:

- To various "hot spots" on an ad hoc basis from time to time
- To local schools to ensure the safety of pupils at arrival and departure times
- To patrol the St James/Muizenberg walk way and coastal areas during early daylight hours in summer

Despite the general increase in crime in Cape Town and in local areas the effectiveness of this policy, and the performance of Lake Security, our Public Safety contractor, over the past four years is confirmed by the following:

- The average number of visits to our 68 electronic recording points situate throughout the SRA has been at least 7 times per 24 hours, which is considerably more frequent than the contracted frequency
- Incidents of crime, as reported to the Crimewatch website and to the SRA monitored Whatsapp group has remained consistently considerably lower than the rate of crime experienced before Lake Security patrols began in November 2015, despite occasional periods of increased criminal activity.
- Lake Security patrollers have responded to over 100 incidents. These ranged from assisting with arrests and apprehension of suspects to alerting residents and visitors to open gates and unlocked motor vehicles.

In order to test the competitiveness of the service provided by Lake Security, requests for proposals were sent to three competitors. Two responded. Lake Security remains the most competitive in terms of price and the board is confident that they continue to provide a good service to our community.

The SRA currently has 8 cameras positioned and in operation throughout Kalk Bay and St James. They are linked to a system that collects images and displays them on the SRA's Wi-Fi system and on the SRA's dedicated, password protected, internet site.

It is proposed at this meeting to substantially increase this number by allocating R90,000 of our surplus funds for the acquisition and installation of approximately 15 more cameras. Two of these were installed and commenced operation last week. We plan to instal the remainder over the next three months, subject to approval by this meeting. Further cameras will be acquired in subsequent years.

We must record our thanks to the Ratepayers Association who have pledged R30,000 towards the acquisition of more cameras. It is hoped that private property owners will contribute additional cameras for use by the SRA. Six offers of cameras have thus far been received. The system is able to monitor up to 40 cameras.

All these cameras should enable the SRA to monitor most problem areas in our village.

The acquisition and operation of security cameras is very little use unless the images from the cameras are adequately monitored so that prompt and effective action can be taken.

The monitoring system developed by the SRA is designed to enable camera images to be viewed by volunteers on their own computers or tablets or smartphones. Over 50 residents throughout the SRA have volunteered their services to monitor images on a roster basis.

However, despite much effort by Bert Stafford of our Public Safety team and our contractor, this system has proved to be unworkable because many of the internet connections in the area are too slow to carry readable pictures.

The SRA board therefore recently again reviewed its strategy in respect of the monitoring of our security camera images and the following modifications have been approved:

- A control room in the SRA office in the Community Centre, Kalk Bay has been established and is in operation, equipped with a TV monitoring screen capable of carrying 12 pictures simultaneously. More screens will be installed as the number of installed security cameras increases.
- Lake Security patrollers will view images on the screen during the night. This will enable them to react as and when they detect any problems. The cameras will give them a wide view of the area and their past experience enables them to quickly identify unusual activities.
- Volunteer camera watchers will be able to view the cameras during the hours outside

those mentioned above. The patrollers can give them access

- The originally intended strategy will still be implemented to the extent that the SRA can link volunteers who have a good internet feed into our system and we will send to them a test app to prove their connection. If proved satisfactory the SRA will provide the programme and passwords to link them into the system. We would provide the volunteers with instructions and agree time slots.

Advanced discussions are being held with Law Enforcement to instal screens in their station at Muizenberg to enable them also to monitor images from our security cameras. This should further assist in improved surveillance and faster response to public safety threats.

The SRA sincerely thanks Colonel Naidoo and Captain Knapp and their colleagues at SAPS Muizenberg for their sustained co-operation and help and many instances of quick reaction during the year. Our thanks also to the City's Law Enforcement team based at Muizenberg, which has recently been expanded to 55 officers under the command of Principal Inspector Hlakulu and Senior Inspector Mkwasi and who now operate on a 24 hour basis.

Mention should also be made of the SRA sponsored Whatsapp group, another community tool that assists our community's efforts in addressing public safety. Members of the Whatsapp group have access to the Public Safety contractor via mobile phone, who responds to any call for assistance. This system continues to operate very effectively.

#### Cleansing Services and Environmental Upgrading

This portfolio removes litter and weeds from those streets 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 a third employee concentrates on the area between the Main Road and the railway line from the Haven in Kalk Bay to beyond St James pool. They are a stable and reliable team. Their work is inspected regularly and their performance has been consistently acceptable or good. They are all important and valued members of our SRA.

The Cleansing Portfolio introduced a more stream lined roster system during the year. This enables our cleaners to visit most streets on a cycle of about three weeks instead of the previous cycle of about five weeks. It also allows them time to tackle other projects. Examples include help in cleaning the Outspan area and the harbor beach.

The SRA records its thanks a generous contribution from PETCO towards removal of litter from harbor beach. PETCO continue to be highly valued partners of the SRA.

Because maintenance of public spaces, including parks, is a core responsibility of the City, the SRA has a very modest budget for this purpose but sufficient to contribute to and support the many private initiatives by local residents who greatly assist in the maintenance of our public spaces and gardens.

Notable additions this year to these many private initiatives include a group of local residents who are in the process restoring Danger Beach Park into a safe and welcoming environment for residents and visitors. Also, a local Kalk Bay resident has taken on the maintenance of the garden at the entrance to the harbour. The SRA is providing limited financial contributions to both these initiatives and the maintenance of the Dalebrook Gardens.

We again thank all residents involved in these many initiatives for their wonderful contributions to keeping our village neat and attractive.

### Social Development

This portfolio has always been of fundamental importance to the SRA's approach of addressing all issues in our village, including social issues, in a holistic way.

Marion Thomas, the SRA's contracted social worker, who provided such wonderful service to those in need in our village over a period of 4 years, moved on to other challenges at the end of June. We thank her sincerely for her terrific contribution to our community.

She was replaced in July by Anna Els. Anna has extensive street level experience. She is a trauma counsellor and continues to work with SAPS Muizenberg as the coordinator of its victim empowerment program. She is already well known to many homeless people in our village as well as businesses and residents.

Anna provides a weekly consulting service to those in need of social assistance and consults and assists about 10 people per month. In addition, St James Primary School have engaged Anna to provide a counselling program from January.

Anna has established good working relations with the City and Provincial Social Development teams and is actively involved in the City's Street People Forum. She has also established good relations with the local Haven night shelter and other NGOs providing local social services.

The Street People's Forum will soon provide a social field worker to operate in the St James and Kalk Bay area. This will be of considerable assistance in dealing with the problem of homelessness

Regarding the sad issue of increasing levels of homelessness, the SRA has again consulted the relevant departments in the City for guidance and recently issued a guidance note to our residents. This is available on our website.

It is planned to hold weekly workshops in conjunction with the Haven night shelter and the Dept of Labour to assist the homeless.

The Street People's Forum will shortly launch a Give Dignity programme. Anna will drive this program locally by focusing on local businesses.

### Marketing/Communication

The SRA maintains regular contact with our members in order to inform them of our activities and on a wide range of local issues. Over the past year 35 e-mail communications, consisting of newsletters and news flashes, were sent to our e-mail database of over 800 local residents.

Our Manager keeps a log of all communications of compliments and complaints received in order for the board to assess our performance on SRA mandated activities. This log again indicates that members and residents are generally satisfied with the performance of the SRA.

### Conclusion

I am confident members will agree that the operations of your SRA have been efficiently and effectively managed. I am also confident that this will continue into the next five years.

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 every year that 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.