

# Kalk Bay and St James SRA NPC

## Chairman's Report

### Annual General Meeting: 26 October 2020

This report summarises the activities of the SRA since our last AGM in November last year. These have been hampered or curtailed to a varying extent for most of the past year by the COVID 19 pandemic that resulted in the declaration of a State of Emergency in March and the lock down of movement and activities since that time. Nevertheless, the quick application and approval of our staff as essential workers enabled the SRA to continue to provide the core services of public safety patrols and cleansing.

The SRA records its condolences and sympathy for all those in our community who have lost family or friends or who have suffered from the effects of the pandemic.

At the outset, I record the thanks of the SRA board and our community to our SRA staff for their commitment, hard work and initiative during the difficult days of the lock down. This inevitably involved occasional exposure to the risk of infection. Their efforts helped enormously to keep our public spaces clean and safe. We all owe particular thanks to our SRA manager, Gail Daniels, who displayed great energy and imagination in taking many actions on her own initiative to keep the SRA operating to the highest extent possible.

I also wish to record the thanks of the SRA and our community to the local team of Community Assistance Network (CAN) that was set up in our village almost overnight and to all of our community who contributed cash or in kind to its activities. The wonderful work done by CAN, is illustrated by the fact that by June our community had donated no less than R180,000 to CAN and this enabled them to provide food parcels every day for about 70 families in need. What a truly wonderful community achievement.

#### Management/Corporate Issues

As you know, the SRA is a non-profit company. The board consists of 8 unpaid volunteers, comprising 5 residents from Kalk Bay and 3 from St James. Graham Durrant, a resident of St James, retired from the board in January. We thank him sincerely for his calm and constructive contribution to our discussions.

Because of the fact that the activities of the SRA are operating more routinely than previously, the board took the decision in January to hold meetings every two months rather than every month as was done previously. These in person meetings have been suspended since the end of March due to the Covid 19 lock down regulations. Instead, the board has held three meetings via Zoom. Although our MOI states that a board meeting may not be conducted by means of electronic media such as Zoom, these meetings were nevertheless essential to enable the board to be kept informed and take some important decisions during the lock down period.

Attendance at our board meetings, in person or remote, was again at a high level. My thanks to all board members for their attendance and many contributions throughout the year.

In person meetings will resume after this AGM and, after consultation with the City, a proposal will be put to members for amendment of our MOI to allow for board meetings via electronic media.

Councilor Aimee Kuhl attended most board meetings, and has contributed significantly to our SRA in many ways. We again thank her for her contributions.

Gail Daniels, our manager, has again provided an outstandingly efficient and friendly service to our board and members. Thanks also to our cleaning staff who have again cheerfully and efficiently carried out their often thankless work.

We currently have 185 registered members. Seven 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

Despite the constraints imposed by the Covid 19 lock down, our financial performance against the approved budget of R2,073,275 was good. Overall expenditure on operations for the financial year ended on 30 June was 97% of budget. Expenditure on core operations was 92% of budget, while expenditure on general overhead expenses was contained at 74% of budget.

In regard to the budgets from our available surplus funds approved by our members for operational projects and capital expenditure, 91% of the approved capital expenditure budget of R100,000 was spent on the acquisition and installation of 9 security cameras. Unfortunately we were able to utilise only 62% of the approved budget for operational projects.

The SRA's total cash reserves at the end of September were R675,000. Of this we are obliged to maintain obligatory reserves of R377,000, leaving R298,000 available to be allocated and spent on various projects.

It is the SRA's policy to use our available surplus for worthwhile projects rather than to accumulate surplus funds for their own sake. A proposal will therefore be made later in this meeting to utilise a total of R251,000 on various projects during this year and next financial year. This is made up of a revised amount of R173,100 this year and R78,000 next year.

Thanks to the meticulous records maintained by our Manager, our annual audit was completed expeditiously and the SRA again received an unqualified audit of its 2019/2020 financial statements.

#### 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 relationships 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 71 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

The sustained efficiency of the patrollers is evidenced by the fact that the average number of visits to our 71 electronic recording points, which are recorded daily and checked on a weekly basis, has again been at least 7 times per 24 hours throughout the year, which is considerably more frequent than the contracted frequency of 4 times per 24 hours. This excellent performance was despite the fact that two patrollers and the supervisor contracted Covid 19 and despite a very wet and cold winter. The patrollers reported their assistance in respect of 75 incidents during the year. The SRA and Lake Security also have an arrangement with Mountain Men for back up support when required.

This sustained presence on our streets again resulted in reported incidents of crime remaining consistently lower than the rate of crime experienced before Lake Security patrols began in November 2015 despite more detailed and accurate crime reporting mechanisms. Also, despite a general marked increase in crime in Cape Town and surrounding areas since the easing of the lock down, reported incidents of crime in our SRA have not greatly exceeded the number of incidents during corresponding periods in previous years.

There has recently been an influx of homeless people to our area, some of whom have probably been displaced by the effects of the pandemic. Some of these homeless people are clearly using homelessness as a cover for criminal activity.

The SRA board therefore intends to review and possibly modify its Public Safety strategy in the near future in the light of current circumstances.

Regarding security cameras, I reported last year that the SRA at that time had 8 cameras positioned and in operation throughout Kalk Bay and St James. Since then, we have acquired and installed 9 additional cameras. Unfortunately, we have been obliged to remove two cameras from the harbour area while we wait for official permission to install them there. This means that we have 15 cameras currently installed and operating at various strategic locations throughout the SRA. We intend to install 4 additional cameras in Kalk Bay and 3 in St James before the end of this year and then to install 4 along Boyes Drive

in the first few months of next year.

All installed cameras are linked to a system that collects images on the SRA's Wi-Fi system and on the SRA's dedicated, password protected, internet site. The images are displayed in the control room at the SRA office on 3 TV monitoring screens each capable of carrying 12 pictures simultaneously. These images are monitored by Lake Security at night and randomly during the day. The images provide a wide view of strategic localities and their past experience enable them quickly identify and react to observed unusual activities.

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.

Installation and maintenance of our cameras has been significantly improved by a recent change of contractor to one who is locally based, much more responsive and who is experienced in local conditions. All these cameras should enable the SRA to monitor most problem areas in our village.

Advanced discussions are being held with Law Enforcement to install 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.

As a further tool to assist our community address crime, in the SRA introduced the Buzzer app in July for use by our local residents. This has been described as a "portable panic button" and is now widely used throughout Cape Town and is approved by the City.

The Buzzer app shows 8 pictures on a subscriber's mobile phone that describe various safety problems. The mobile phone holder simply presses on the picture that best describes the situation. When the Buzzer app is activated for assistance the exact location of the affected person can be seen by other subscribers and anybody in the area is able to assist. The alarm is also automatically sent to Lake Security at the SRA control room to facilitate quick and appropriate response.

Download and use of the app is free to users as the SRA pays the subscription charge. The app already has about 175 users. Its value to our residents is already clear and appreciated. This is illustrated by the fact that a number of safety incidents reported on the app have been quickly and safely resolved and in many cases a number of local residents responded quickly with offers of help.

The security whatsapp group formerly run by the SRA remains active and effective and is being maintained by Rachel Moore, with support from the SRA as required. This is another example of a member of our community providing a service for the benefit of our residents.

Colonel Naidoo, the recently arrived and highly effective station commander of SAPS in Muizenberg was recently suspended from his duties, we hope only temporarily. We record our sincere thanks to him and Captain Knapp and their colleagues 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 now has a stable team of officers under the command of Senior Inspector Mkwasi and who now operate on a 24 hour basis.

### 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), and also the area between the Main Road and the railway line from the Haven in Kalk Bay to beyond St James pool.

This arduous and often thankless work is carried by three full time employees. They are a stable and reliable team. Their work is inspected regularly and their performance has been consistently acceptable. They are all important and valued members of our SRA. One cleaner resigned last month and has been replaced by an energetic and enthusiastic young man.

The SRA records its thanks to PETCO for its generous contribution of funds towards removal of litter from harbour 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 maintain the Dalebrook Pool garden and to contribute to and support the many private initiatives by local residents who greatly assist in the maintenance of our public spaces and gardens. We again thank our residents for these wonderful projects that do so much to maintain our village as such a pleasant place to live and visit.

A project of particular mention is Danger Beach park. A group of local residents are in the process restoring this public garden into a safe and welcoming environment for residents and visitors. The SRA made contributions totaling R17,500 towards the cost of this project. The SRA also assists a local Kalk Bay resident who has taken on the maintenance of the garden at the entrance to the harbour. We again thank all residents involved in their 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.

Anna Els, our Social Development Coordinator has energetically and successfully provided social assistance to those in need to the extent possible under the lock down regulations. She consults an average of about four people per week at her weekly Open Door sessions and has assisted them on a range of issues, including obtaining ID documents and social welfare grants.

Her other successes include the following:

- She was a key player in assisting the homeless move to a holding area in Muizenberg at the start of the lock down, and then arranging to feed and clothe them there prior to their transfer to the accommodation at Strandfontein provided by the City
- She has succeeded in procuring the allocation by the City of a fieldworker to operate exclusively in St James and Kalk Bay on two days per week. This field worker is of great help to Anna in interactions with the homeless.
- Anna introduced officials from the Private Security Industry Regulatory Authority (PSIRA) to evaluate the suitability of local informal car guards with a view to better regulate them under applicable regulations.
- Anna has established a cooperative and highly effective system with SAPS for the quick removal of street children and referral to City social service officials.

Anna has established good working relations with the City and Provincial Social Development teams and SAPS and City Law Enforcement and is actively involved in the City's Street People Forum. She has also established good relations with local businesses and reports that this has resulted in better reporting of social issues by businesses and residents.

#### 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 28 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 continue to be efficiently and effectively managed.

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.