



EASTLAKE ISLAND CITY IMPROVEMENT DISTRICT

BUSINESS PLAN for the period 1 July 2024 to 30 June 2029

Prepared by the Steering Committee: Ms C Philip; Ms J Hartley; Ms J Naidoo, Mr P Kruyt: Mr P Weir

In accordance with the City of Cape Town City Improvement District By-Law 2023 ("CID By-law") and CID Policy ("CID Policy")

This Business Plan is available at www.eastlakeislandcid.co.za

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PART A MOTIVATION REPORT

1. Introduction

The Marina da Gama, situated in the greater Muizenberg area, was developed by Anglo America Properties and Creative Homes in 1970.

One of the established areas within this development is Eastlake Island.

Walks around the area is a popular pastime of the residents and as many live on the water's edge, kayaking and paddle boats (padalos) are often seen on the waterways. The island is a peaceful place with lovely trees and grassed areas. We have a caring community and during Covid-19 many members of Eastlake Island came out in force to assist our struggling neighbours in Vrygrond with meals and assisting the varied NGO's there.

The steering committee for this CID application would hope that the establishment of a CID will help us to preserve and enhance our current lifestyle. It is therefore proposed that a City Improvement District (CID) be established covering an area within the City of Cape Town (City) as described below. The Eastlake Island CID, like all CIDs, is a community-driven venture which allows the local community to organise and make improvements of specific areas within the City.

Once established by the City, a non-profit company (the "CID Company"), carries out the improvements and upgrades proposed in the business plan of the CID Company (the "Business Plan"), funded by an additional property rate levied on rateable property located within the CID. In the case of the proposed CID, it is envisaged that all residential property owners will contribute to the improvements and upgrades.

This report has been prepared in accordance with the City of Cape Town City Improvement District By-Law 2023 ("CID By-law") and CID Policy ("CID Policy"). Section 22 of the Municipal Property Rates Act ("MPRA"), Act 6 of 2004, allows a municipality to define an area as a Special Rating Area for the purpose of improving or upgrading the area. This is achieved by the municipality collecting additional property rates from the property owners within the defined area and directing that money back to the area, as part of the approved Business Plan.

The MPRA allows the municipality to determine the additional rate (based on the property valuation) and collect the additional rates from the property owners. The revenue collected is then administered to the benefit of the defined area under the Municipal Finance Management Act, Act 56 of 2003 ("MFMA") and the Companies Act, Act 71 of 2008. A non-profit company (NPC) will be registered in terms of the Companies Act of 2008, and the budgeted revenue is paid over by the City to the NPC in order for the NPC to provide additional services to improve and upgrade the area according to the approved Business Plan.

The NPC is managed by a board of directors (the Board) who are property owners in the area. The activities of the NPC are strictly monitored by the City to ensure adherence to the Business Plan, compliance with the legislation, transparency and good governance.

The content of the Business Plan is determined during the establishment process and must be supported by at least 60% of the property owners in the residential area. The final application will be submitted to the City only if the steering committee attain the 60% support, in the case of Eastlake Island this will be 97 property owners.

The CID has a term of five (5) years during which it can operate and then needs to re-apply for a further term. The CID can be dissolved in accordance with chapter 9 of the CID By-law.

2 NAME OF THE PROPOSED CITY IMPROVEMENT DISTRICT

The proposed name is Eastlake Island City Improvement District ("EICID").

3 THE APPLICANT

The applicant is the chairperson of the EICID Steering Committee (the "Steering Committee"), Cheryl Philip. Delivery of any notices to the applicant in respect of the applications may be emailed to info@eastlakeislandcid.co.za

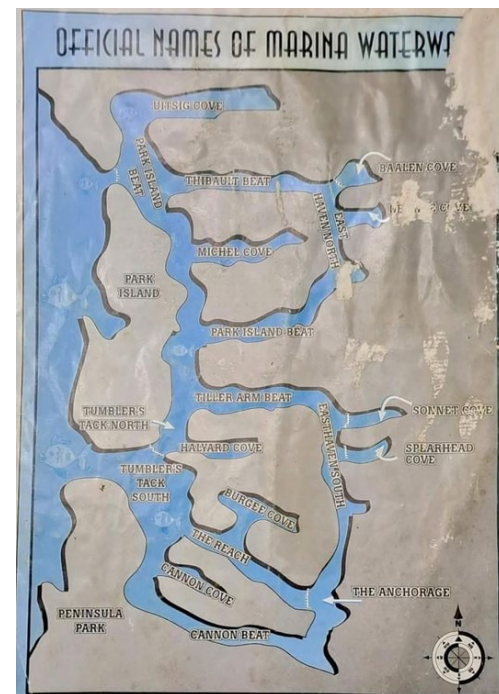
The steering committee members are as follows:

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4. DEFINED AREA OF THE CID

Eastlake Island, is, as the name describes, an island surrounded by waterways. The geographic area is defined mainly by the only vehicular entrance accessible by a vehicular bridge across the eastern waterway, Easthaven South. There is also a pedestrian gate between Eastlake Island and Park Island. This waterway is the border between Eastlake Island and the greater Eastlake area which extends onto the M5, Prince George Drive. There are 161 dwellings and NIL vacant plots in the area. The public open spaces belong to the City of Cape Town.

The following streets are wholly within the geographic area: Burgee Bend, Cable Close, Cutter Close, Capstan Close, Compass Close, Turks Head, Halyard Walk and Tiller Arm Way; Eastlake Island Way – even numbered properties numbers 6 – 122 and odd-numbered property - 1 Eastlake Island Way. Eastlake Island Way – even numbered properties numbers 6 – 122 and odd-numbered property number 1 Eastlake Island Way.



5. **STRATEGIC OBJECTIVES**

There are four main objectives of the EICID, all of which will be delivered by working in conjunction with the City where possible, improving and enhancing existing neighbourhood initiatives where feasible, and implementing additional services where desirable. The four objectives are listed below. The activities proposed to meet those objectives should all be seen as part of a system with a significant degree of interaction between relevant services required in order for all objectives to be met.

- 5.1 Maintaining the current high levels of public safety and sustaining them by improved safety initiatives. The use of technology will also increase. Core principles include expansion of security resources (see section 9 for details of how this will be achieved).
- 5.2 Environmental development, including, but not limited to beautifying and upgrading public areas and facilities (see section 10 of how this will be achieved)
- 5.3 Support for, and involvement in, broader civil society water quality initiatives; and
- 5.4 Regular and frequent communications between the CID board and the residents.

6. **CORE VALUES**

The core values of the Eastlake Island CID are transparency, accountability and community participation. To be achieved through

- 1. Transparent governance and effective communication;
- 2. Ongoing communication to and with the Eastlake Island CID community;
- 3. The submission of annual reports to the local community and the City of Cape Town CID Branch;
- 4. The encouragement of local community participation in board meetings and members meetings of the CID company; and
- 5. The publication of relevant documentation online.

7. WHY EASTLAKE ISLAND NEEDS A CID

Eastlake Island has a strong sense of community engendered by the environment which comprises waterways and an abundance of public open spaces – large parks, water access areas, lanes between the houses and wide verges. Existing community initiatives include ELISA (Eastlake Island Security and Guarding initiative), a public safety programme and maintenance of the public open spaces by residences. A CID would enhance the existing initiatives and provide better governance and transparency, simplified administration and robust continuity. Without the extra cash input from all the homes in the geographical area of the EICID, the current ELISA initiative is not sustainable. Service providers will be appointed by a competitive process as detailed in section 9 below.

8. URBAN MANAGEMENT SURVEY

The City of Cape Town CID Policy required the EICID Steering Committee to conduct an Urban Management Survey “(UMS)” to gather information from property owners on matters pertaining to Public Safety, Urban Management, Environmental Management and Social Development. The results of the survey are to be used to inform the Business Plan, in order to direct the funding and resources according to the priorities highlighted by the community.

The City required responses from not less than 20% of individual ratepayers in order for the CID process to proceed. The UMS was conducted online, with invitations to complete the survey distributed primarily by email during August 2023 to the more than 95% of individual ratepayers for whom email addresses could be obtained.

Responses were received from approximately 62% of ratepayers, substantially exceeding the minimum requirement of 20%. Accordingly, the steering committee is confident that the findings of the survey represent the feelings and wishes of the Eastlake Island community. The detailed UMS report together with a comprehensive analysis is included as Annexure B.

9. IMPROVING PUBLIC SAFETY

The urban management survey confirmed the importance of the existing public safety programme and identified it as the highest priority. The existing Eastlake Island Security program (ELISA) is at risk due to problems in the funding model, problems that a CID will address. The transition from the current model to the CID will be open and transparent.

The proposed change in the funding model will allow the existing public safety programme more freedom in selecting suppliers, and thereby the ability to upgrade the services in keeping with developments in the security industry. The process of appointing service providers will be a competitive process which is open and transparent. The process will be set up before the procurement process and all records will be kept for audit purposes.

Currently, crime levels are very low in the area of the proposed EICID. This is, however, not the case in certain adjoining areas and nearby neighborhoods.

Factors conducive to low crime levels;

- Most of the area is difficult to access, being an island with one vehicular/pedestrian bridge and a second pedestrian bridge;
- The MDGA has installed LPR camera's around the full perimeter of the Marina da Gama which cover all the peripheral entrances/exits;
- The vehicle access point into the CID area is monitored by an overview camera equipped with intelligent software and monitored from a central control room managed by a specialist service provider. The camera operation is financed and managed by the ELISA;
- A guarding operation consisting of a 24/7 guard at the vehicular entrance.
- There are currently six (6) further overview cameras equipped with intelligent software and monitored from a central control room managed by the specialist service provider;
- The guarding operation and camera operations are funded by around 80% of the residents of the area and managed by ELISA.

The effectiveness of guarding services is a deterrent but is limited in scope, due to the increasing numbers of residents now not supporting the security initiative.

The survey shows that public safety is the most important requirement of the residents; monitoring and detection of crime are significantly rated. Communication with residents is also seen to be important.

Proposed public services and projects:

There is a clear obligation to amend and improve the current safety initiatives in the area. The EICID will undertake its own processes in respect of appointing service providers as per section 9 above with the intent to provide the following initiatives.

- A greater ability to monitor all the major roads and public open spaces in the CID area 24/7 using more CCTV cameras equipped with intelligent software and monitored from a central control room managed by a specialist service provider;
- A 24/7 guard at the vehicular entrance. The entrance guard requires a team of 3 security personnel to provide 24/7 coverage; the contracting of the service provider will follow a competitive process as per section 9 above;
- The two (2) guard houses owned by ELISA (at the vehicular/pedestrian entrance at the pedestrian bridge (between Eastlake Island and Park Island) will be sold for a nominal sum to the EICID once it is approved and established;
- The existing WhatsApp and other communications are to be extended to all residents in the CID area; and
- The EICID to join the SAPS Muizenberg Forum and liaise with the MDGA security representative, as well as with the safety and security initiatives in adjoining areas.

The public safety provider would also provide the following additional services - locking and unlocking the gate on the pedestrian bridge.

9.1 Areas where the improvements will be carried out

- Leased cameras are already positioned to monitor traffic on all the major roads to enable the monitors to follow traffic through the area.

Additional cameras will be installed in designated areas. The service provider will be appointed as described under section 9 above. Due to increased load-shedding, the cameras will be fitted with a UPS, leased from the service provider, to ensure continuous transmission to the central control room managed by the specialist service provider; and

- The communication and collaboration improvements are listed above.

Cameras will be supplied through an operational lease from the service provider who will be responsible for all maintenance and cleaning, as well as upgrading the cameras when appropriate.

9.2 Total estimated costs

The cost of the proposed public safety support over the initial five-year term of the proposed EICID is summarized below.

Year 1	Year 2	Year 3	Year 4	Year 5	Total expenditure over 5 years
460 000	502 900	548 804	587 219	628 325	2 727 248

9.3 Allocation of resources

All residents will benefit from the public safety maintenance and improvement benefits described above.

9.4 Consistency with the municipality's Integrated Development Plan and Municipal Property Rates Act

Allocation of resources

The proposed improvements are consistent with the municipality's Integrated Development Plan (IDP) (16 objectives linked to its priorities and foundations) and with section 22(4) of the Local Government: Municipal Property Rates Act, No. 6 of 2004(the "MPRA"). The proposed

services and projects will support the City of Cape Town's IDP, Safety – by enhancing the public safety in the area for the benefit of the community and contributing to Objectives 5 (Effective law enforcement to make communities safer) and 6 (Strengthen partnerships for safer communities).

10. ENVIRONMENTAL DEVELOPMENT, URBAN MAINTENANCE AND CLEANSING

The survey additionally confirmed the importance of the sustainability of our unique environment. Water quality in the canals and in Zandvlei generally is critical to the viability of Marina da Gama as a 'green' residential area. Responsibility for water quality cleanliness of canals is clearly a function of the Council and other related statutory bodies. Furthermore, residents were concerned with the maintenance of the public open spaces as Council resources in the area have been reduced.

- 10.1 Eastlake Island public open spaces require increased resources to maintain and improve the area. We propose to partner with an NGO in environmental development, thereby contributing to social responsibility.

Proposed services and tasks

10.1.1. Maintenance and improvement of **public open spaces** in Eastlake Island is performed by 3 separate entities:

- City of Cape Town Recreation and Parks - grass mowing, trimming of trees on public open space and maintenance of children's playgrounds
- The MDGA supplies gardeners with tools on Tuesdays to the Marina islands on rotation, typically every 3/4 weeks. Volunteer Eastlake Island residents manage the gardeners on the day they are allocated to Eastlake Island. The work the gardeners do is entirely at the discretion of the volunteer managing them, subject only that it is on public open space.
- Eastlake Island residents maintain and develop areas on their own initiative and at their own cost.

- The board director will be available to log C3 notifications with City fault reporting system, where each reported fault is given a reference number and tracked. In addition, the Marina da Gama Association provides a similar service for log C3 notifications.

We propose to formalise the third component, providing one (1) gardeners (once every three to four weeks) to work alongside the Eastlake Island resident who manages the gardeners on behalf of the MDGA. The tasks will be managed by a POS sub-committee reporting to the EICID board. There are NGOs in our neighbouring communities that focus on developing gardening skills. We propose to partner with and support financially one of these NGOs and use gardeners that have graduated from its training courses. The relationship will be formalised through a Service Level Agreement. The objective would be to further upskill currently unemployed people thereby improving their work possibilities whilst at the same time improving the common areas of the CID. The City's Recreation and Parks Department employees responsible for Marina da Gama are well known to many Eastlake Island residents. The POS subcommittee will work closely with them in developing and implementing the agreed tasks which will include the beautification of various areas within the EICID and those areas that are currently not attended to due to lack of manpower by the MDGA. The only associated costs are those of the gardener as the MDGA will continue to supply the materials and tools required. The services provided by the EICID will be a supplement to those services currently provided by both the MDGA and the City of Cape Town.

The CID will work closely with the City's Urban Mobility Directorate to ensure speedy repairs to roads, pavements and drainage when needed, this will be achieved by reporting any faults via the C3 reporting system.

10.1.2. Total Estimated Costs

	Year 1	Year 2	Year 3	Year 4	Year 5	Total for 5 years
Environmental upgrading	7 500	8 025	8 587	9 188	9 831	43 131

10.1.3 Allocation of resources

Tasks and maintenance will be carried out throughout the EICID geographic area. Proposed tasks will be agreed upon in the annual budgeting process and presented at the AGM.

10.1.4 Consistency with the municipality's IDP and the MPRA

The proposed services and tasks are in line with IDP Objective 9 (Healthy and sustainable environment). In addition, the EICID will create employment opportunities through its commitment to enhancing the management of vegetation and the environment contributing to Objective 1 (Increased jobs and investment in the Cape Town economy) and Objective 15 (A more spatially integrated and inclusive City).

- 10.2 Support for and involvement in broader civil society **water quality initiatives** - water quality in the surrounding waterways and Zandvlei is the responsibility of the City of Cape Town. The EICID will join existing civil society bodies in holding the City to account.

Proposed Services and Tasks

This item, cleanliness along our canals, achieved the second highest score in our survey.

The issues of water quality and water and bank cleanliness are very inter-related and it is not possible to have separate strategies to bring about the necessary improvements. Water quality in the canals and Zandvlei is affected by 3 main sources of pollution:

- Sewage spills into the vlei have been frequent, and the water body has been closed for extended periods
- Cladophora algae growth has covered large parts of the vlei, particularly in dead-end canals, making the water body unsightly and causing unpleasant odours, as well as preventing boating and other recreational water activities.
- The Sand River and Langevlei canals are used for dumping litter in areas north of the Marina including large pieces of discarded furniture items that wreak havoc with blockages and causes general unhealthy conditions in areas north of the Marina. The litter enters the vlei during rain events when the litter traps are unable to cope with the volumes, resulting in unsightly litter along shorelines and in the water.

Resolving these sources of pollution is the responsibility of the City of Cape Town, and the solutions are far beyond the capability of EICID. EICID is just one of many affected parties that have an interest in eliminating pollution from the water body. The City is aware of the pollution issues and addressing them through several programmes, including the renewal of ageing sewage infrastructure and replacing the weed harvester.

EICID will join other civil society groups in monitoring Council's performance through the existing structures, such as ZPAAC (Zandvlei Protected Area Advisory Committee), and the Sand River Catchment Forum. The City has launched the Liveable Urban Waterways (LUW) programme to develop a systematic approach to waterway rehabilitation across Cape Town. The Sand River catchment has been chosen as the broader site for the pilot projects of the LUW programme. One of the sub-projects, the confluence of the Sand River and Langevlei Canals, has a direct impact on the litter problem in Zandvlei.

The EICID, together with other civil society organisations, will be registered as an Interested & Affected Party (I&AP). When completed, the project will reduce or eliminate litter entering Zandvlei from the Sand River and Langevlei canals, the current major litter pollution sources.

Area where improvements will be carried out:

The upgrades will take place outside the EICID geographic area but will directly affect the canals/waterways within the CID area.

10.2.1. Total Estimated Costs

There are no direct costs attributable to this programme.

10.2.2 Allocation of resources

All residents will benefit from improved water quality, which will be reflected in

- a water sport lifestyle; and
- a natural environment, closer to nature

10.2.3 Consistency with the municipality's IDP and the MPRA

The proposed services and projects are in line with IDP Objective 10 (Clean and healthy waterways and beaches) and programme 10.1 (Healthy Urban Waterways programme)

11. PROMOTION OF SOCIAL AND ECONOMIC DEVELOPMENT

Comments suggested that there are many existing charitable causes in our area and that it would make more sense to support existing initiatives, rather than beginning anything new. Many Eastlake Island residents are actively involved in social responsibility programmes in our surrounding areas, mainly in Capricorn/Vrygrond. These include feeding schemes such as Where Rainbows Meet; educational support by NGOs such as True North, supply of books to the local Vrygrond library, and involvement in the waste recycling operation in Vrygrond. The involvement by residents is either directly with the organisations referred to above or individual donations of various types to them.

Social Development will be supported by the CID by partnering with an NGO to implement the environmental initiatives; there are NGOs in our neighbouring communities that focus on developing gardening skills. We propose to partner with and support financially one of these NGOs and use gardeners that have graduated from its training courses. The relationship will be formalised through an SLA.

12. COMMUNITY INITIATIVES

The survey also revealed that residents felt that the Eastlake Island CID is not the correct vehicle for developing Community activities. It is worth mentioning that Marina da Gama Association (MDG), which covers over 1,300 dwellings in the Marina da Gama, has a long history of public events (e.g. Christmas Carols, children's Christmas Party and Open Gardens), is a better vehicle for community development. The survey, however, did raise the possibility of more water events, as in the past, which we will refer to the MDGA. The Marina already has many Marina-wide clubs and associations, managed by residents.

Communications systems and sources are currently unstructured and ad hoc. Communications within and for Eastlake Island require streamlining and boosting.

Proposed Services and projects

12.1 EICID will provide information through its website, email circulars and through messaging products such as WhatsApp. The information will include

- Logging incidents with the City

- Security alerts and public safety information
- EICID documentation
- Meeting notices

Communication will be run in conjunction with the existing MDGA information services.

12.1.1 Total Estimated Costs

	Year 1	Year 2	Year 3	Year 4	Year 5	Total for 5 years
Community initiatives	6 000	6 420	6 869	7 350	7 865	34 504

12.1.2 Allocation of resources

The communications will be provided to all members in the EICID geographic area.

12.1.3 Consistency with the municipality's IDP and the MPRA

The proposed programme of improved communications supports the objectives detailed in the 3 programmes above.

13. FINANCIAL IMPACT OF THE CID

13.1 Funding of the CID

The EICID budget will be funded by the property owners within the CID boundaries through an additional property rate levied on the municipal valuation of all eligible properties. Additional rates attract VAT at 15%.

The additional rates required to fund the annual budget escalates with an average of 7.4% over the 5-year term.

Budget allocation per Portfolio:

• Public Safety	83.8 %
• Cleansing Services	0.0 %
• Environmental Upgrading & Urban Maintenance	1.4%
• Social Upliftment	0.0 %
• Employee Related	0.0 %
• General Expenditure	10.9 %
• Projects	0.9%
• Capital Expenditure	0.0 %
• Contribution to the Rolling Bad Debt Reserve	3.0%

13.2 Calculation of the additional rate

The additional rate is expressed as a 'rate-in-the-rand' and is calculated by dividing the EICID budget total for that year with the total municipal valuation of all the eligible properties in the EICID area. The additional rate remains constant for the financial year commencing 1st of July, and will be recalculated annually by the City during the City's budget process. The CID Policy allows for a differentiation in rates between properties classified as residential and non-residential, there are no non-residential properties included within the boundaries of the EICID.

The individual CID contribution for residential properties is calculated as follows, where R.0.XXXXXX represents the additional rate 'rate-in-the-rand':

- Property municipal valuation x R 0.XXXXXX = Annual CID contribution (VAT exclusive)
- Annual CID contribution (VAT exclusive) ÷ 12 = Average monthly CID contribution (VAT exclusive)
- Average monthly CID contribution (VAT exclusive) x 1.15 = Average monthly CID contribution (VAT inclusive).

For example, the monthly CID contribution for a property with a municipal valuation of R 3 000 000, assuming a 'rate-in-the-rand' of R0.001285 for Residential properties would be calculated as follows:

$$R\ 3\ 000\ 000 \times R\ 0.001285 = R\ 3\ 855.00 \div 12 = R\ 321.25 \times 1.15 = R\ 369.44 \text{ (Residential)}$$

The City will pay the EICID a monthly amount equivalent to one-twelfth of its approved budget less 3% which is retained by the City as a rolling bad debt reserve. The contribution to the rolling bad debt reserve will be kept in a ring-fenced account for the EICID. At the end of the financial year the City reconciles the billing with the CID budget and any under or over billing is offset against the ring-fenced rolling bad debt reserve account to avoid any cash flow impact on the CID in the case of under billing. This account is subsequently compared with the arrears as at the end of the financial year. When the latter is less than the balance in the rolling bad debt reserve account, 75% of the difference is paid to the CID as per the Finance Agreement concluded between the City and the CID.

14. PROPOSED MANAGEMENT STRUCTURE

14.1 Incorporation of a non-profit company

Once the Inaugural Board has approval from the City, the board will register a non-profit company (NPC). The NPC will open a bank account, register the company for PAYE (if required) and VAT, and follow the legal steps outlined in the Implementation Plan.

14.2 Membership and board of directors

14.2.1 Membership

Membership of Eastlake Island CID NPC is open to eligible ratepayers liable for the additional rates in the defined area.

14.2.2 Board of Directors

14.2.2.1 Inaugural Board

The incorporating directors of the board will be the members of the steering committee and will have the portfolios below. The board will act in a voluntary capacity to provide the oversight function and implementation of the Business Plan.

Feedback per portfolio will be given at the board meetings on the implementation of the business plan. Board members will be assigned the roles below, for the initial period of six (6) months, during which a members meeting will be held to elect the board of directors who will hold office until the next annual general meeting. Board members will be elected to the board in terms of the memorandum of incorporation of the NPC.

ROLE	PORTFOLIO
Chairperson/Vice-chairperson	Oversight role, chair meetings and overall direction. Delegation of specific tasks

Finance	Maintaining oversight of the accountant/bookkeeper, annual financial statements, VAT returns and certificates. Review of financial reports and annual budgets which are to be presented to the board and the City. Payment of contractors and staff. Annual tax certificates. Annual returns. Compliance with the Companies, legislative framework and King IV principles.
Public safety initiatives	Maintain oversight of contracts with the Public Safety service Provider. Monitoring service and response times. Interactions with public safety projects in the neighbouring areas, Law Enforcement (LE), Community Police forum (CPF) and South African Police Services (SAPS). Investigation and recommendation for improving public safety in the area.
Environmental development	Maintaining oversight of the public open spaces (POS) sub-committee. Approving tasks. Appointment and monitoring of gardeners. Liaising with city officials regarding the needs of the area.
Water quality	Attending council/civil society meetings. Liaising with local councillors and other civic groups. Lobbying through ZPAAC and Sand River Catchment Forum.
Communications	Oversight of public relations. Communication, facebook, website maintenance and updated content. Maintenance of the Whatsapp groups. Quarterly email newsletters
Secretary	Oversight of arranging meetings, keeping minutes. Preparation for and arranging the annual General Meeting. Membership list kept up-to-date and filing of required documentation

14.3 Board meetings

The Board will meet quarterly, and the community may attend the meeting for the first 30 minutes thereof, to inform the board of any issues. All property owners paying the additional property rate may become members after applying to the board and completing the necessary documentation. A political representative will be appointed to the Board as an observer by the Executive Mayor. Board members

will not receive remuneration. Agendas, notices and minutes of members' meetings will be published on the Eastlake Island CID's website. Dates of the board meetings will be published on the Eastlake Island website.

14.4 Financial and Performance Reporting Requirements

Provision has been made in the budget for the engagement of a third-party service provider to provide accounting and tax services to the Eastlake Island CID. The services to be provided will primarily be the maintenance of the books of account and the submission of required returns to the Revenue authorities. Monthly management accounts will be prepared by the appointed service provider for presentation to and approval by the directors of the company before being submitted to the City on the due date. Services, as stipulated in the Business Plan, will be provided by service providers who will be appointed by the Board of Directors. Comprehensive quotes will be obtained for evaluation, score and decision by the Board. Service provider selection decisions will be recorded in the minutes of the director's meetings.

15. PERMISSIBLE AMENDMENTS TO THE BUSINESS PLAN

If, at any time, it is decided that the geographical boundaries of the EICID needed to change then such change would need to go through a formal process as required in terms of section 26 of the CID By-law. If additional services are required, stemming from collaboration with City departments, which are not specified in the motivation report but deemed supplementary municipal services, the business plan can be amended without further consent by submitting a request to the City in terms of section 25 of the CID By-law as long as it is not material.

The Business Plan and Budget agreed upon and approved by the members annually may be amended by the City from time to time upon request of the Eastlake Island CID company board provided that such amendment is presented to the annual general meeting for approval. If the amendment proposed is substantial the CID will be required to go through the same formal support process as with the Eastlake Island CID establishment process.

EASTLAKE ISLAND CITY IMPROVEMENT DISTRICT

5 YEAR IMPLEMENTATION PLAN

1st July 2024 to 30th June 2029

MANAGEMENT AND OPERATIONS

NO.	ACTION STEPS	KEY PERFORMANCE INDICATOR	FREQUENCY per year	DURATION IN WEEKS, MONTHS OR YEARS					RESPONSIBLE	REPORTING LEVEL	COMMENTS
				Y1	Y2	Y3	Y4	Y5			
1	Appointment of relevant service providers	Appointment of appropriately qualified service providers	Year 1	→					Board	Operational	Service providers to be appointed by means of a well documented fair, equitable, transparent and competitive process. Review service provider appointment in last year of contract period by means of a well documented fair, equitable, transparent and competitive process.
3	Appoint an auditor	IRBA registered auditor appointed	Year 1	→					Board	Operational	IRBA registered auditor appointed at the AGM.
4	Board meetings	Quarterly Board meetings.	Quarterly	4	4	4	4	4	Board	Annual Report	Quorum of directors present at every meeting. Feedback per portfolio. Keep minutes and file resolutions.
5	Monthly Progressive Income and Expenditure Report to CCT	Submit reports to the CID Branch by 15th	Monthly	12	12	12	12	12	Manager	Operational and Board	Refer to Finance Agreement. Submit reports to the CID Branch. Board to track budget implementation and institute corrective measures when required.
6	Audited Annual Financial Statements	Unqualified Audited Annual Financial Statements	Annually	1	1	1	1	1	Board	Board, Operational and Annual Report	Annual Financial Statements audited and signed by nominated Directors.

EASTLAKE ISLAND CITY IMPROVEMENT DISTRICT

5 YEAR IMPLEMENTATION PLAN

1st July 2024 to 30th June 2029

7	Submit Annual Financial Statements to City	Signed Annual Financial Statements submitted to City	Annually	1	1	1	1	1	Board	Operational	Signed AFS submitted to the CID Branch by 31 August of each year.
8	Review arrears list	Report arrears to board	Quarterly	4	4	4	4	4	Board	Operational	Board Members in arrears cannot participate in meetings and members in arrears cannot participate in AGMs.
9	Annual feedback to members at AGM	Host legally compliant AGM	Annually	1	1	1	1	1	Board	Board	Host successful AGM before 31 December.
10	Submit Annual Report and Annual Audited Financial Statements to Sub-council(s)	Submit AFS and annual report to Subcouncil within 3 months of AGM.	Annually	1	1	1	1	1	Board	Operational	Submit proof of submission to CID Branch.
11	CIPC Compliance • Annual Returns	Submit Annual Returns to CIPC within 30 business days of company registration date	Annually	1	1	1	1	1	Board	Operational	Submit proof of submission to CID Branch.
12	CIPC Compliance • Directors change • Auditors change • Company Secretary	Submit amendments to CIPC within 10 business days of the change	Ongoing	→	→	→	→	→	Board	Operational	Submit proof of submission to CID Branch.
13	Manage and monitor the service request process	Complete daily reports of service requests and monitor outstanding issues	Monthly	12	12	12	12	12	Board	Operational	Follow up with sub-council in respect of outstanding service requests
14	Participate in the review / development of the City's Integrated Development Plan	Annual submissions to Subcouncil Board	Annually	1	1	1	1	1	Board	Operational	October to February of every year.
15	Participate in the City's Capital and Operating Budgets process	Annual submissions to Subcouncil Manager.	Annually	1	1	1	1	1	Board	Operational	By September of each year.
16	Maintain NPC membership	Up to date NPC membership register	Ongoing	→	→	→	→	→	Board	Operational	Maintain up to date membership list on website.

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17	Submit an extension of term application	Submit a comprehensive extension of term application for approval by the members and the CCT Council.	In year 5					1	Board	Operational	Prepare a new business plan in the last year of term.
18	Annual Tax Compliance Status	Within one month after expiry date.	Annually	1	1	1	1	1	Board	Operational	Upload Tax Compliance Status via the eService's portal.
19	Adjustment Budget	Board approved adjustment budget	Annually	1	1	1	1	1	Board	Operational	Submit Board minutes and approved adjustment budget to the CCT by end of March.
20	First Board meeting post AGM	Allocate portfolios, elect Chairperson, sign Declaration of Interest, complete POPIA declaration	Annually	1	1	1	1	1	Board	Operational	All new directors to receive relevant documents.
21	Register with the Information Regulator of South Africa	Compliance with Information Regulator of South Africa	Year 1	→					Board	Operational	
22	VAT reconciliation and tax returns	BI-monthly VAT returns and annual tax returns submitted to SARS on time	Bi-monthly	6	6	6	6	6	Board	Operational	

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PUBLIC SAFETY

NO.	ACTION STEPS	KEY PERFORMANCE INDICATOR	FREQUENCY per year	DURATION IN WEEKS, MONTHS OR YEARS					RESPONSIBLE	REPORTING	COMMENTS
				Y1	Y2	Y3	Y4	Y5			
1	Develop a Public Safety strategy and management plan	Up to date Public Safety Management and Strategy Plan	Year 1	→					Board and Service Provider	Annual Report	This is done comprehensively at the beginning of a new term and then modified continuously in conjunction with the SAPS, Local Authority and existing Public Safety service provider using their experience as well as available crime statistics
2	Appoint a Public Safety service provider(s)	Contracted PSIRA registered public safety service provider(s)	Year 1	→					Board	Board	The Public Safety service provider(s) could include Public Safety Patrols, Control Room services and CCTV Monitoring through a fair, equitable, transparent and competitive process
3	Review and approve the Public Safety strategy and management plan	Approved Public Safety strategy and management plan	Annual	1	1	1	1	1	Board	Annual Report	Clear deliverables and defined performance indicators to guide safety services by the appointed service provider and evaluate levels of service provided.
4	Record Public Safety Incidents	Up to date public safety incident records	Ongoing	→	→	→	→	→	Board and Service Provider	Board and Annual Report where applicable	Indicative records to be included in Annual Report

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5	CID participation in joint operations	Participated in joint operations	Adhoc	1	1	1	1	1	Board and Service Provider	Annual Report where applicable	Participation in joint operations dependent on the public safety needs of the area
6	Deploy Public Safety resources accordingly and effectively on visible patrols. Public Safety personnel and patrol vehicles to be easily identifiable	Effective Public Safety patrols	Ongoing	→	→	→	→	→	Board and Service Provider	Operational	Utilise the "eyes and ears" of all Public Safety and gardening/street cleaning staff, as well as own staff, to identify any breaches
7	Participate in local safety forums	Attend local safety forums	Quarterly	4	4	4	4	4	Board and Service Provider	Operational	Participate in existing Community Police Forum, other CIDs and SAPS meetings
8	Plan deployment of CCTV cameras	CCTV Camera deployment included in Public Safety strategy and management plan	Ongoing	→	→	→	→	→	Board and Service Provider	Board and Operational	
9	Register CCTV Cameras with the CCT	Cameras registered with the CCT	Ongoing	→	→	→	→	→	Board	Operational	
10	Monitor CCTV Cameras	Monitoring of CCTV Cameras by appropriately qualified service providers.	Ongoing	→	→	→	→	→	Board	Operational	Service providers to be reappointed or new providers to be appointed in last year of contract period by means of a competitive process. Well Documented.

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MAINTENANCE AND CLEANSING

NO.	ACTION STEPS	KEY PERFORMANCE INDICATOR	FREQUENCY per year	DURATION IN WEEKS, MONTHS OR YEARS					RESPONSIBLE	REPORTING	COMMENTS
				Y1	Y2	Y3	Y4	Y5			
1	Develop a maintenance and cleansing strategy and management plan	Up to date maintenance and cleansing strategy and management Plan	Year 1	→					Board and Service Provider	Annual Report	This is done comprehensively at the beginning of term and then modified continuously in conjunction with the service provider using their experience as well as available statistics
2	Appoint a maintenance and cleansing service provider(s)	Contracted service provider(s)	Year 1	→					Board	Board	Appoint a maintenance and cleansing service provider(s) through a fair, equitable, transparent and competitive process
3	Review and approve the maintenance and cleansing management plan	Approved maintenance and cleansing strategy and management plan	Annual	1	1	1	1	1	Board	Annual Report	Clear deliverables and defined performance indicators to guide maintenance and cleansing services by the appointed service provider and evaluate levels of service provided.
4	Evaluate and review the provision of public litter bins	Sufficient public litter bins	Ongoing	→	→	→	→	→	Board	Operational	Identify hotspot areas of littering to provide public litter bins and log a CCT service request
5	Cleaning of streets and sidewalks supplementary to those provided by the CCT	Clean streets and sidewalks in partnership with the CCT	Ongoing	→	→	→	→	→	Board	Operational	Identify hotspot areas of littering to provide additional street cleaning and log a CCT service request
6	Health and safety issues reported to the CCT	Logged CCT service request resolved	Ongoing	→	→	→	→	→	Board	Operational	Follow up with sub-council in respect of outstanding CCT service requests
7	Combat Illegal dumping	Logged CCT service request resolved	Ongoing	→	→	→	→	→	Board	Operational	Follow up with relevant department in respect of outstanding CCT service requests

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8	Removal of illegal posters	Urban infrastructure free from illegal posters	Ongoing	→	→	→	→	→	Board	Operational	Monitor the removal of illegal posters by the CCT and where relevant log a CCT service request
9	Removal of graffiti	Urban infrastructure free of graffiti	Ongoing	→	→	→	→	→	Board	Operational	Monitor the removal of graffiti by the CCT and where relevant log a CCT service request
10	Record maintenance and cleansing activities	Up to date maintenance and cleansing records	Ongoing	→	→	→	→	→	Board	Board and Annual Report where applicable	Indicative records to be included in Annual Report
11	Identify problems, requiring minor maintenance to CCT infrastructure and perform relevant maintenance on: a. Water and Sanitation infrastructure b. Roads and Stormwater infrastructure c. Road markings d. Grass cutting in Public Open Spaces incl. Parks	Completed minor maintenance to CCT infrastructure	Ongoing	→	→	→	→	→	Board	Operational, Board and Annual Report	Engage with relevant department before undertaking maintenance
12	Identify problems, required maintenance or damage to CCT infrastructure and report to relevant department including: a. Street lighting b. Water and Sanitation c. Roads and Stormwater d. Traffic signals and road markings e. Public Open Spaces incl. Parks	Report findings to the relevant CCT department and log CCT service request	Ongoing	→	→	→	→	→	Board	Operational, Board and Annual Report	Follow up with sub-council in respect of outstanding CCT service requests

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ENVIRONMENTAL DEVELOPMENT											
NO.	ACTION STEPS	KEY PERFORMANCE INDICATOR	FREQUENCY per year	DURATION IN WEEKS, MONTHS OR YEARS					RESPONSIBLE	REPORTING	COMMENTS
				Y1	Y2	Y3	Y4	Y5			
1	Develop an environmental development strategy and management plan	Up to date environmental development strategy and management Plan	Year 1	→					Board	Annual Report	This is done comprehensively at the beginning of term and then modified continuously in conjunction with the service provider using their experience as well as available statistics
3	Review and approve the environmental development management plan	Approved environmental development strategy and management plan	Annual	1	1	1	1	1	Board	Annual Report	Clear deliverables and defined performance indicators to guide environmental development services by the appointed or existing service provider and evaluate levels of service provided.
4	Promote waste minimization and management thereof through awareness on waste, water, noise and air pollution	Quarterly awareness campaign through newsletters or website to business and property owners.	Quarterly	4	4	4	4	4	Board	Board	Partner with CCT Urban Waste Management Law Enforcement
5	Implement a Recycling programme	Recyclable waste collected	Ongoing	→	→	→	→	→	Board	Board and Annual Report	Board in partnership with the Marina da Gama Association and the CoCT
6	Install public recycling bins	Public recycling bins installed	Ongoing	→	→	→	→	→	Board	Board and Annual Report	By cleaning staff in partnership with the City and Marina da Gama Association
7	Implement and maintain landscaping projects	Landscaping projects implemented and maintained	Ongoing	→	→	→	→	→	Board	Board and Operational	By gardener in partnership with the Marina da Gama Association

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9	Monitor and report illegal signage and posters	Report findings to the relevant CCT department and log CCT service request	Ongoing	→	→	→	→	→	Board	Board, Operational and Annual Report where applicable	Board in partnership with the Marina da Gama Association
10	Improve green urban environment	Green urban environment	Ongoing	→	→	→	→	→	Board	Board and Operational	Tree planting, maintaining of tree wells, road verges, replanting and maintaining of flower pots etc.
11	Monitor environmental health of waterways	Report findings to the relevant CCT department and log CCT service request	Ongoing	→	→	→	→	→	Board and Service Provider	Board, Operational and Annual Report where applicable	

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SOCIAL AND ECONOMIC DEVELOPMENT

NO.	ACTION STEPS	KEY PERFORMANCE INDICATOR	FREQUENCY per year	DURATION IN WEEKS, MONTHS OR YEARS					RESPONSIBLE	REPORTING	COMMENTS
				Y1	Y2	Y3	Y4	Y5			
1	Develop a social and economic development strategy and management plan	Up to date social and economic development strategy and management Plan	Year 1	→					Board and Service Provider	Annual Report	This is done comprehensively at the beginning of term and then modified continuously in conjunction with the service provider using their experience as well as available statistics
3	Review and approve the social and economic development management plan	Approved social and economic development strategy and management plan	Annual	1	1	1	1	1	Board	Annual Report	Clear deliverables and defined performance indicators to guide social and economic development services
4	Monitor and review implementation of informal trading plans in support of economic development	Managed informal trading	Ongoing	→	→	→	→	→	Board	Board, Operational and Annual Report where applicable	
5	Promote Social Development awareness	Quarterly awareness campaign through newsletters or website	Quarterly	4	4	4	4	4	Board	Board	Partner with NGO in neighbouring Vrygrond
6	Work in conjunction with local social welfare and job creation organisations and develop the delivery of the supplementary services to improve the urban environment	Job creation through social intervention	Ongoing	→	→	→	→	→	Board and social welfare organisations	Annual Report	Partner with NGO in neighbouring Vrygrond

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COMMUNICATION

NO.	ACTION STEPS	KEY PERFORMANCE INDICATOR	FREQUENCY per year	DURATION IN WEEKS, MONTHS OR YEARS					RESPONSIBLE	REPORTING	COMMENTS
				Y1	Y2	Y3	Y4	Y5			
1	Develop a communication strategy and management plan	Up to date communication strategy and management Plan	Year 1	➔					Board and Service Provider	Annual Report	This is done comprehensively at the beginning of term and then modified continuously in conjunction with the service provider using their experience as well as available statistics
2	Appoint a communication service provider(s)	Contracted service provider(s)	Year 1	➔					Board	Board	Appoint a communication service provider(s) through a fair, equitable, transparent and competitive process. This could be an existing service provider.
3	Review and approve the communication management plan	Approved communication strategy and management plan	Annual	1	1	1	1	1	Board	Annual Report	Clear deliverables and defined performance indicators to guide communication services by the appointed or existing service provider and evaluate levels of service provided.
4	Maintain Website	Up to date website	Ongoing	➔	➔	➔	➔	➔	Board	Board	In terms of CCT CID Policy requirements
5	Newsletters / Newsflashes	Communication distributed	Quarterly	4	4	4	4	4	Board	Operational	Including use of social media platforms
6	Regular interaction with property and business owners	Feedback on interactions	Ongoing	➔	➔	➔	➔	➔	Board	Operational	
7	CID information signage	Clearly identifiable CID signage	Ongoing	➔	➔	➔	➔	➔	Board	Operational	Signage to be visible and maintained with CCT approval

PART C

EASTLAKE ISLAND CID

5 YEAR BUDGET AS PER BUSINESS PLAN

	2024/25	2025/26	2026/27	2027/28	2028/29
INCOME	R	R	R	R	R
Income from Additional Rates	-550 722 100.0%	-588 763 100.0%	-639 946 100.0%	-683 681 100.0%	-730 478 100.0%
TOTAL INCOME	-550 722 100.0%	-588 763 100.0%	-639 946 100.0%	-683 681 100.0%	-730 478 100.0%
EXPENDITURE	R	R	R	R	R
Core Business	467 500 84.9%	510 925 86.8%	557 391 87.1%	596 407 87.2%	638 156 87.4%
Cleansing services	-	-	-	-	-
Environmental upgrading	7 500	8 025	8 587	9 188	9 831
Law Enforcement Officers / Traffic Wardens	-	-	-	-	-
Public Safety	335 000	358 450	383 542	410 389	439 117
Public Safety - CCTV monitoring	-	-	-	-	-
Public Safety - CCTV - Leasing of cameras	125 000	144 450	165 262	176 830	189 208
Social upliftment	-	-	-	-	-
Urban Maintenance	-	-	-	-	-
Depreciation	- 0.0%	- 0.0%	- 0.0%	- 0.0%	- 0.0%
Repairs & Maintenance	5 500 1.0%	6 000 1.0%	6 000 0.9%	6 000 0.9%	6 000 0.8%
Interest & Redemption (Finance Lease)	- 0.0%	- 0.0%	- 0.0%	- 0.0%	- 0.0%
General Expenditure	56 200 10.2%	54 175 9.2%	57 357 9.0%	60 764 8.9%	64 408 8.8%
Accounting fees	18 000	19 260	20 608	22 051	23 594
Advertising costs	5 000	5 000	5 000	5 000	5 000
Auditor's remuneration	20 000	21 400	22 898	24 501	26 216
Bank charges	1 500	1 500	1 500	1 500	1 500
Marketing and promotions	4 000	4 280	4 580	4 900	5 243
Meeting expenses	500	535	571	612	655
Secretarial duties	1 000	1 000	1 000	1 000	1 000
Telecommunication	1 200	1 200	1 200	1 200	1 200
Projects	5 000 0.9%	- 0.0%	- 0.0%	- 0.0%	- 0.0%
Signage	5 000	-	-	-	-
Bad Debt Provision 3%	16 522 3.0%	17 663 3.0%	19 198 3.0%	20 510 3.0%	21 914 3.0%
TOTAL EXPENDITURE	550 722 100.0%	588 763 100.0%	639 946 100.0%	683 681 100.0%	730 478 100.0%
(SURPLUS) / SHORTFALL	-	-	-	-	-
GROWTH: EXPENDITURE	N/A	6.9%	8.7%	6.8%	6.8%
GROWTH: SRA RATES	N/A	6.9%	8.7%	6.8%	6.8%

*** Explanatory note 1: This template serves as a guide for steering committees when compiling their proposed public participation plan for approval by the Executive Director as contemplated in section 6(2) of the CID By-law. The template provides examples of a wide range of notification and consultation methods that may be employed. The steering committee should identify methods that would be both meaningful and cost-effective, taking into account the particular characteristics of the local community of the proposed CID. Where the proposed methodology deviates from any mandatory requirements in terms of the By-law, the steering committee must motivate such deviation to the program.

*** Explanatory Note 2: “local community” in relation to a CID-

means the body of persons comprising individuals falling under one or more of the following categories –

- (a) property owners in the district, irrespective of whether or not they will be liable for paying the additional rate;
- (b) residents of the district;
- (c) tenants and body corporates in the district;
- (d) any civic organisations and non-governmental, private sector or labour organisations or bodies which are involved in local affairs in the district affected by the proposed improvement or upgrading of the district.

PUBLIC PARTICIPATION PLAN (required under s. 6(2) of CID By-law)					
A. Proposed Methods of Notification (requirement under s. 6(7))					
Notification Medium	Details	Targeted Interested & Affected Party (“I&AP”)	By-law	Policy	Deviation sought?
Internet	Steering Committee’s Website at www.eastlakeslandcid.co.za	Local community & proposed Additional Rate Payers (ARPs)		Clause 9.4.3	N
Email notification	Email documents & notices to email addresses of proposed ARPs- (a) contained in the City’s records; ¹ and/or (b) listed in the steering committee’s register of members of the local community (clause 9.3).	Proposed ARPs	s. 6(7)(a)(i)	Clause 9.4.1	N
	Email documents & notices to email addresses of- (a) local community members listed in the steering committee’s register of members of the local community (clause 9.3); and (b) NGOs and other community organisations carrying on activities in the proposed Camps Bay CID. ²	Local Community and other affected parties such as NGOs	s. 6(7)(a)(ii)	Clause 9.4.1	N
Notification Medium	Details	Targeted Interested & Affected Party (“I&AP”)	By-law	Policy	Deviation sought?
Registered Mail	Post relevant documents or notice to: (a) Those ARPs for whom the steering committee does not have email addresses; and (b) Members of the local community contemplated who have not provided email addresses for purposes of the written notice	Proposed ARPs & Local Community	s. 6(7)(b) read with s.1 definition of “written notice”.	Clause 9.4.1	Y The anticipated success from the use of registered mail does not justify the cost. The majority of ARPs will be reached through other

¹ The City will provide the steering committee with those contact details, which ratepayers have provided to the City. In terms of a POPI Act declaration signed by the steering committee, personal information received from the City can only be used for the CID establishment process and furthermore may not be shared or disclosed to third parties unless the third party was appointed by the steering committee and has signed the same undertaking.

² The steering committee should identify NGOs and community organisations (such as churches, clubs and social welfare organisations) carrying out activities in the proposed district and list their names and contact details in the steering committee’s register of members of the local community.

					means of communication.
Email notification/Physical meeting	Over and above the public meetings required in terms of section 6 of the By-Law; (a) The steering committee shall convene one or more focus groups for purposes of conveying information about, (b) Eliciting comment on, both draft and final business plans, and (c) Group(s) should consist of between 3 to 15 participants.	Sub-Council, NGOs and any other focus groups		Clause 9.8	N
Newspapers	Newspaper advertisements ³ in: (a) The Peoples Post (b) The False Bay Echo	Proposed ARPs & Local Community	s. 6(7)(b)	Clause 9.4.4	N
Public Notices	Public notices to be affixed at the following locations [e.g.]: (i) Office of the Marina da Gama Association	Proposed ARPs & Local Community	Not a legal requirement	Not a legal requirement	N
Other means	Broadcasts via messaging apps WhatsApp Groups and email listing	Proposed ARPs & Local Community. ELISA, the current security in Eastlake Island has a very active Whatsapp group and the accounting system has the email addresses of about 90% of members. We have since reached about 95% of the members		Clause 9.4.5	
Proposed Date	Proposed Action	Content of Register	By-law	Policy	Deviation sought?
17 Feb 2023	Open and maintain a register of member of the local community. “ <u>local community</u> ” in relation to a CID- means the body of persons comprising individuals falling under one or more of the following categories – (a) property owners in the district, irrespective of whether or not they will be liable for paying the additional rate; (b) residents of the district; (c) tenants and body corporates in the district; (d) any civic organisations and non-governmental, private sector or labour organisations or bodies which are involved in local affairs in the district affected by the proposed improvement or upgrading of the district.	Names, contact details & addresses of persons listed in s. 6(8) of the By-law.	s. 6(8)	Clause 9.3	N
Proposed Date	Proposed Action	Targeted Interested & Affected Party (“I&AP”)	By-law	Policy	Deviation sought?

³ If a local community consists of a large population whose first language is not English or Afrikaans, the steering committee may need to place their notices in a local community newspaper which is published in that language.

28 Feb 2023	Convene focus groups consisting of the following groups of people: (i) Representatives of NGOs' in local community; (ii) Representatives of any neighbourhood watch association in the local community and Community Policing Forum members; (iii) ARPs	Local Community & Proposed ARPs		Clause 9.8	N
Date	Notification Mediums	Content of Notice	By-law	Policy	Deviation sought?
28 Jul 2023	(i) Website; (ii) Email; (iii) Registered mail; (iv) Public notices; (v) Newspaper advertisement; (vi) Posters	PLEASE TAKE NOTICE THAT: - Peter Weir, proxy for the registered owner of Erf no. 144410, 39a Burgee Bend, Marina da Gama, Cape Town, intends to apply for the establishment of a City Improvement District in terms of the City of Cape Town: City Improvement District By-Law, 2023 (the "<i>By-law</i>"), read with the City of Cape Town's: City Improvement District Policy, 2023. - The proposed Eastlake Island CID will include all non-residential and residential properties in the area within the following geographical boundaries: the vehicular and pedestrian bridge into Eastlake Island from Eastlake Island Way; Southern Border: Burgee Bend; Northern Border: Tiller's Arm and Eastern Border: Eastlake Island Way - The purpose of the upcoming public meeting is to discuss the draft business plan and proposed application for establishment of the CID, and to elicit comments for purposes of preparing the final business plan. DATE: 7 September 2023 (TBC) TIME: 18:30 VENUE: San Marina Recreation Club ADDRESS: 8 Cormorant Street. Uitsig, Marina da Gama ALL PROPERTY OWNERS AND LOCAL COMMUNITY MEMBERS IN THE PROPOSED CID ARE KINDLY REQUESTED TO ATTEND THE MEETING. PLEASE TAKE FURTHER NOTICE THAT: - All property owners are automatically entered in the Interested Parties Register for the CID establishment in terms of section 7(a) of the By-law (the "<i>register</i>"). Other members of the local community who wish to register as interested persons must contact the applicant at email: info@eastlakeislandcid.co.za - The draft business plan is available for download at www.eastlakeislandcid.co.za and available for inspection at 39a Burgee Bend, Eastlake Island, Marina da Gama..	s. 6(6) s. 6(7)(a) s. 6(7)(b) s. 6(7)(c)	Clause 9.4.1	Y the success of registered does not warrant the cost

		3. Any written comments on the draft business plan and proposed application must be submitted to the applicant as appears in para 1 above by 7th October 2023. 4. If you are not the registered owner of the affected property, kindly forward this notice to the registered owners immediately. Alternatively, kindly inform info@eastlakeislandcid.co.za of the registered owner's contact details, so that he may relay the contents of this notice.			
Date	Venue	Details of Chairperson	By-law	Policy	Deviation sought?
7 September 2023	San Marina Recreation Club 8 Cormorant Street, Uitsig, Marina da Gama	Demetri Qually, chairperson of the Marina da Gama Association and ex-councillor of the City of Cape Town. Email: marinadagama@iafrica.com Tel: 0217883311 Demetri has experience in chairing large meetings and extensive knowledge of the Marina da Gama.	s. 6(5)		N
Date	Action/ Steps	Details	By-law	Policy	Deviation sought?
7 September 2023 – 7 October 2023	Provide local community until at least 30 days after the date of the public meeting an opportunity to submit to the applicant written comments on the proposed application and the draft business plan.		s. 6(8)		N
Date	Action/ Steps	Details	By-law	Policy	Deviation sought?
7 September 2023 – 15 October 2023	Prepare a table to accompany final business plan, which summarises: (i) Comments made during the 1 st public meeting; (ii) Written comments received pursuant to section 6(10); and (iii) The applicant's response to these comments, including references to changes in the final business plan that were made pursuant to any relevant comment.	CID Branch	s. 6(9)		N
Date	Notification Mediums	Content of Notice	By-law	Policy	Deviation sought?
8 November 2023	(i) Website; (ii) Email; (iii) Registered mail; (iv) Public notices; (v) Newspaper advertisement (vi) Posters	PLEASE TAKE NOTICE THAT: 4. Peter Weir, proxy for the registered owner of Erf no. 144410, 39a Burgee Bend, Marina da Gama, Cape Town, intends to apply for the establishment of a City Improvement District in terms of the City of Cape Town: City Improvement District By-Law, 2023 (the “By-law”), read with the City of Cape Town's: City Improvement District Policy, 2023.	s. 6(7)(a) s. 6(7)(b) s. 6(7)(c) s. 6(10) s. 6(11)	Clause 9.4.1	the success of registered does not warrant the cost

		5. The proposed Eastlake Island CID will include all non-residential and residential properties in the area within the following geographical boundaries: the vehicular and pedestrian bridge into Eastlake Island from Eastlake Island Way; Southern Border: Burgee Bend; Northern Border: Tiller's Arm and Eastern Border: Eastlake Island Way 6. The purpose of the upcoming public meeting is to discuss the draft business plan and proposed application for establishment of the CID, and to elicit comments for purposes of preparing the final business plan. DATE: 8th November 2023 (TBC) TIME: 18:30 VENUE: San Marina Recreation Club ADDRESS: 8 Cormorant Street. Uitsig, Marina da Gama ALL PROPERTY OWNERS AND LOCAL COMMUNITY MEMBERS IN THE PROPOSED CID ARE KINDLY REQUESTED TO ATTEND THE MEETING. PLEASE TAKE FURTHER NOTICE THAT: 5. All property owners are automatically entered in the Interested Parties Register for the CID establishment in terms of section 7(a) of the By-law (the "register"). Other members of the local community who wish to register as interested persons must contact the applicant at email: info@eastlakeislandcid.co.za. 6. The draft business plan is available for download at www.eastlakeislandcid.co.za and available for inspection at 39a Burgee Bend, Eastlake Island, Marina da Gama 7. Any written comments on the draft business plan and proposed application must be submitted to the applicant as appears in para 1 above by 7th October 2023. 8. If you are not the registered owner of the affected property, kindly forward this notice to the registered owners immediately. Alternatively, kindly inform info@eastlakeislandcid.co.za of the registered owner's contact details, so that he may relay the contents of this notice.			
Date	Venue	Details of Chairperson	By-law	Policy	Deviation sought?
8 November 2023	San Marina Recreation Club 8 Cormorant Street, Marina da Gama	Demetri Qually, chairperson of the Marina da Gama Association and ex-councillor of the City of Cape Town. Email: marinadagama@iafrica.com Tel: 0217883311 Demetri has experience in chairing large meetings and extensive knowledge of the Marina da Gama..	s. 6(10)		
Date	Action/ Steps	Details			Deviation sought?

8 November 2023 – 8 December 2023	Provide local community until at least 30 days after the date of the second public meeting an opportunity to submit to the applicant written comments on the proposed application and the draft business plan.		By-law s. 6(12)	Policy	
Date	Action/ Steps	Details	By-law	Policy	Deviation sought?
31 Oct 2023 – 8 December 2023	Prepare a table to accompany final business plan, which summarise: (i) Comments made during the 2 nd public meeting; (ii) Written comments received pursuant to section 6(14); and (iii) The applicant's response to these comments.		s. 6(13)		

ANNEXURE B

LIST OF RATEABLE PROPERTIES WITHIN THE CID

PROPERTY CATEGORY	STREET NO	STREET NAME	SUBURB	UNIT NO	LIS KEYS	ERF NO
Residential	7	CAPSTAN CLOSE	MUIZENBERG		64759	93620
Residential	9	CAPSTAN CLOSE	MUIZENBERG		64760	93621
Residential	10	CAPSTAN CLOSE	MUIZENBERG		64761	93622
Residential	3	COMPASS CLOSE	MUIZENBERG		64745	93606
Residential	5	COMPASS CLOSE	MUIZENBERG		64746	93607
Residential	16	COMPASS CLOSE	MUIZENBERG		64747	93608
Residential	14	COMPASS CLOSE	MUIZENBERG		64748	93609
Residential	12	COMPASS CLOSE	MUIZENBERG		64749	93610
Residential	10	COMPASS CLOSE	MUIZENBERG		64750	93611
Residential	8	COMPASS CLOSE	MUIZENBERG		64751	93612
Residential	6	COMPASS CLOSE	MUIZENBERG		64753	93614
Residential	16	HALYARD WALK	MUIZENBERG		64734	93594
Residential	14	HALYARD WALK	MUIZENBERG		64735	93595
Residential	12	HALYARD WALK	MUIZENBERG		64736	93596
Residential	10	HALYARD WALK	MUIZENBERG		64737	93597
Residential	8	HALYARD WALK	MUIZENBERG		64738	93598
Residential	6	HALYARD WALK	MUIZENBERG		64739	93599
Residential	4	HALYARD WALK	MUIZENBERG		64740	93600
Residential	2	HALYARD WALK	MUIZENBERG		64741	93601
Residential	1	COMPASS CLOSE	MUIZENBERG		64744	93605
Residential	8	CABLE CLOSE	MUIZENBERG		64725	93585
Residential	6	CABLE CLOSE	MUIZENBERG		64726	93586
Residential	10	BURGEE BEND	MUIZENBERG		64790	93653
Residential	8	BURGEE BEND	MUIZENBERG		64791	93654
Residential	45	BURGEE BEND	MUIZENBERG		64776	93639
Residential	47	BURGEE BEND	MUIZENBERG		64777	93640
Residential	49	BURGEE BEND	MUIZENBERG		64778	93641
Residential	51	BURGEE BEND	MUIZENBERG		64779	93642
Residential	30	BURGEE BEND	MUIZENBERG		64780	93643
Residential	28	BURGEE BEND	MUIZENBERG		64781	93644
Residential	26	BURGEE BEND	MUIZENBERG		64782	93645
Residential	24	BURGEE BEND	MUIZENBERG		64783	93646
Residential	22	BURGEE BEND	MUIZENBERG		64784	93647

PROPERTY CATEGORY	STREET NO	STREET NAME	SUBURB	UNIT NO	LIS KEYS	ERF NO
Residential	8	CAPSTAN CLOSE	MUIZENBERG		64762	93623
Residential	6	CAPSTAN CLOSE	MUIZENBERG		64763	93624
Residential	4	CAPSTAN CLOSE	MUIZENBERG		64764	93625
Residential	2	CAPSTAN CLOSE	MUIZENBERG		64765	93626
Residential	41	BURGEE BEND	MUIZENBERG		64774	93637
Residential	43	BURGEE BEND	MUIZENBERG		64775	93638
Residential	4	COMPASS CLOSE	MUIZENBERG		64754	93615
Residential	2	COMPASS CLOSE	MUIZENBERG		64755	93616
Residential	1	CAPSTAN CLOSE	MUIZENBERG		64756	93617
Residential	3	CAPSTAN CLOSE	MUIZENBERG		64757	93618
Residential	5	CAPSTAN CLOSE	MUIZENBERG		64758	93619
Residential	2	CUTTER CLOSE	MUIZENBERG		64706	93566
Residential	1	TURKS HEAD CLOSE	MUIZENBERG		64707	93567
Residential	3	TURKS HEAD CLOSE	MUIZENBERG		64708	93568
Residential	5	TURKS HEAD CLOSE	MUIZENBERG		64709	93569
Residential	5	CUTTER CLOSE	MUIZENBERG		64696	93557
Residential	7	CUTTER CLOSE	MUIZENBERG		64697	93558
Residential	14	CUTTER CLOSE	MUIZENBERG		64698	93559
Residential	12	CUTTER CLOSE	MUIZENBERG		64699	93560
Residential	10	CUTTER CLOSE	MUIZENBERG		64700	93561
Residential	8	CUTTER CLOSE	MUIZENBERG		64701	93562
Residential	1	CUTTER CLOSE	MUIZENBERG		64694	93555
Residential	12	TILLER ARM WAY	MUIZENBERG		64568	93397
Residential	10	TILLER ARM WAY	MUIZENBERG		64569	93398
Residential	8	TILLER ARM WAY	MUIZENBERG		64570	93399
Residential	6	TILLER ARM WAY	MUIZENBERG		64571	93400
Residential	4	TILLER ARM WAY	MUIZENBERG		64572	93401
Residential	2	TILLER ARM WAY	MUIZENBERG		64573	93402
Residential	18	TILLER ARM WAY	MUIZENBERG		64565	93394
Residential	16	TILLER ARM WAY	MUIZENBERG		64566	93395
Residential	14	TILLER ARM WAY	MUIZENBERG		64567	93396
Residential	4	CABLE CLOSE	MUIZENBERG		64727	93587
Residential	2	CABLE CLOSE	MUIZENBERG		64728	93588
Residential	24	HALYARD WALK	MUIZENBERG		64730	93590
Residential	22	HALYARD WALK	MUIZENBERG		64731	93591

PROPERTY CATEGORY	STREET NO	STREET NAME	SUBURB	UNIT NO	LIS KEYS	ERF NO
Residential	20	HALYARD WALK	MUIZENBERG		64732	93592
Residential	18	HALYARD WALK	MUIZENBERG		64733	93593
Residential	16	CABLE CLOSE	MUIZENBERG		64721	93581
Residential	14	CABLE CLOSE	MUIZENBERG		64722	93582
Residential	12	CABLE CLOSE	MUIZENBERG		64723	93583
Residential	10	CABLE CLOSE	MUIZENBERG		64724	93584
Residential	3	CABLE CLOSE	MUIZENBERG		64716	93576
Residential	5	CABLE CLOSE	MUIZENBERG		64717	93577
Residential	7	CABLE CLOSE	MUIZENBERG		64718	93578
Residential	20	CABLE CLOSE	MUIZENBERG		64719	93579
Residential	18	CABLE CLOSE	MUIZENBERG		64720	93580
Residential	1	CABLE CLOSE	MUIZENBERG		64715	93575
Residential	7	TURKS HEAD CLOSE	MUIZENBERG		64710	93570
Residential	9	TURKS HEAD CLOSE	MUIZENBERG		64711	93571
Residential	11	TURKS HEAD CLOSE	MUIZENBERG		64712	93572
Residential	2	TURKS HEAD CLOSE	MUIZENBERG		64714	93574
Residential	6	CUTTER CLOSE	MUIZENBERG		64704	93564
Residential	4	CUTTER CLOSE	MUIZENBERG		64705	93565
Residential	27	BURGEE BEND	MUIZENBERG		95793	132717
Residential	25	BURGEE BEND	MUIZENBERG		95794	132718
Residential	23	BURGEE BEND	MUIZENBERG		95795	132719
Residential	22	TILLER ARM WAY	MUIZENBERG		65339	94335
Residential	35	BURGEE BEND	MUIZENBERG		65246	94214
Residential	56	EASTLAKE ISLAND WAY	MUIZENBERG		65227	94185
Residential	52	EASTLAKE ISLAND WAY	MUIZENBERG		65228	94186
Residential	48	EASTLAKE ISLAND WAY	MUIZENBERG		65229	94187
Residential	46	EASTLAKE ISLAND WAY	MUIZENBERG		65230	94188
Residential	68	EASTLAKE ISLAND WAY	MUIZENBERG		65231	94189
Residential	66	EASTLAKE ISLAND WAY	MUIZENBERG		65232	94190
Residential	64	EASTLAKE ISLAND WAY	MUIZENBERG		65233	94191
Residential	60	EASTLAKE ISLAND WAY	MUIZENBERG		65234	94192
Residential	8	EASTLAKE ISLAND WAY	MUIZENBERG		65181	94130
Residential	24	EASTLAKE ISLAND WAY	MUIZENBERG		65188	94142
Residential	22	EASTLAKE ISLAND WAY	MUIZENBERG		65189	94143
Residential	20	EASTLAKE ISLAND WAY	MUIZENBERG		65190	94144

PROPERTY CATEGORY	STREET NO	STREET NAME	SUBURB	UNIT NO	LIS KEYS	ERF NO
Residential	28	EASTLAKE ISLAND WAY	MUIZENBERG		65172	94116
Residential	26	EASTLAKE ISLAND WAY	MUIZENBERG		65173	94117
Residential	18	EASTLAKE ISLAND WAY	MUIZENBERG		65176	94125
Residential	16	EASTLAKE ISLAND WAY	MUIZENBERG		65177	94126
Residential	14	EASTLAKE ISLAND WAY	MUIZENBERG		65178	94127
Residential	6	EASTLAKE ISLAND WAY	MUIZENBERG		65182	94131
Non-Residential	3A	CABLE CLOSE	MUIZENBERG		64713	93573
Residential	3	CUTTER CLOSE	MUIZENBERG		53419333	174943
Non-Residential	20	TILLER ARM WAY	MUIZENBERG		83651726	178917
Residential	21	BURGEE BEND	MUIZENBERG		95796	132720
Residential	19	BURGEE BEND	MUIZENBERG		95797	132721
Residential	17	BURGEE BEND	MUIZENBERG		95798	132722
Residential	15	BURGEE BEND	MUIZENBERG		95799	132723
Residential	33	BURGEE BEND	MUIZENBERG		95790	132714
Residential	31	BURGEE BEND	MUIZENBERG		95791	132715
Residential	29	BURGEE BEND	MUIZENBERG		95792	132716
Residential	120	TILLER ARM WAY	MUIZENBERG		65063	93972
Residential	122	EASTLAKE ISLAND WAY	MUIZENBERG		65064	93973
Residential	124	EASTLAKE ISLAND WAY	MUIZENBERG		65065	93974
Residential	126	EASTLAKE ISLAND WAY	MUIZENBERG		65066	93975
Residential	39A	BURGEE BEND	MUIZENBERG		106068	144410
Residential	37	BURGEE BEND	MUIZENBERG		106065	144407
Residential	37A	BURGEE BEND	MUIZENBERG		106066	144408
Residential	39	BURGEE BEND	MUIZENBERG		106067	144409
Residential	1	EASTLAKE ISLAND WAY	MUIZENBERG		104303	142188
Residential	3	BURGEE BEND	MUIZENBERG		104304	142189
Residential	5	BURGEE BEND	MUIZENBERG		104305	142190
Residential	7	BURGEE BEND	MUIZENBERG		104306	142191
Residential	9	BURGEE BEND	MUIZENBERG		104301	142186
Residential	11	BURGEE BEND	MUIZENBERG		95800	132724
Residential	4	BURGEE BEND	MUIZENBERG		64793	93656
Residential	2	BURGEE BEND	MUIZENBERG		64794	93657
Residential	20	BURGEE BEND	MUIZENBERG		64785	93648
Residential	18	BURGEE BEND	MUIZENBERG		64786	93649
Residential	16	BURGEE BEND	MUIZENBERG		64787	93650

PROPERTY CATEGORY	STREET NO	STREET NAME	SUBURB	UNIT NO	LIS KEYS	ERF NO
Residential	14	BURGEE BEND	MUIZENBERG		64788	93651
Residential	12	BURGEE BEND	MUIZENBERG		64789	93652
Residential	12	EASTLAKE ISLAND WAY	MUIZENBERG		65179	94128
Residential	10	EASTLAKE ISLAND WAY	MUIZENBERG		65180	94129
Residential	38	EASTLAKE ISLAND WAY	MUIZENBERG		65167	94111
Residential	36	EASTLAKE ISLAND WAY	MUIZENBERG		65168	94112
Residential	34	EASTLAKE ISLAND WAY	MUIZENBERG		65169	94113
Residential	32	EASTLAKE ISLAND WAY	MUIZENBERG		65170	94114
Residential	30	EASTLAKE ISLAND WAY	MUIZENBERG		65171	94115
Residential	40	EASTLAKE ISLAND WAY	MUIZENBERG		65166	94110
Residential	44	EASTLAKE ISLAND WAY	MUIZENBERG		65164	94108
Residential	42	EASTLAKE ISLAND WAY	MUIZENBERG		65165	94109
Residential	106	EASTLAKE ISLAND WAY	MUIZENBERG		65074	93983
Residential	104	EASTLAKE ISLAND WAY	MUIZENBERG		65075	93984
Residential	102	EASTLAKE ISLAND WAY	MUIZENBERG		65076	93985
Residential	100	EASTLAKE ISLAND WAY	MUIZENBERG		65077	93986
Residential	98	EASTLAKE ISLAND WAY	MUIZENBERG		65078	93987
Residential	114	EASTLAKE ISLAND WAY	MUIZENBERG		65070	93979
Residential	112	EASTLAKE ISLAND WAY	MUIZENBERG		65071	93980
Residential	110	EASTLAKE ISLAND WAY	MUIZENBERG		65072	93981
Residential	108	EASTLAKE ISLAND WAY	MUIZENBERG		65073	93982
Residential	128	EASTLAKE ISLAND WAY	MUIZENBERG		65067	93976
Residential	118	EASTLAKE ISLAND WAY	MUIZENBERG		65068	93977
Residential	116	EASTLAKE ISLAND WAY	MUIZENBERG		65069	93978



FEASIBILITY STUDY

PROPOSED EASTLAKE ISLAND CITY IMPROVEMENT DISTRICT

URBAN MANAGEMENT SURVEY REPORT AUGUST 2023

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 - 6.8 Section 8; Personal awareness of the CID structure
 - 6.9 Section 9: Key takeaways: Top 8 responses
 - 6.10 Survey results - top 8 responses excluding public safety

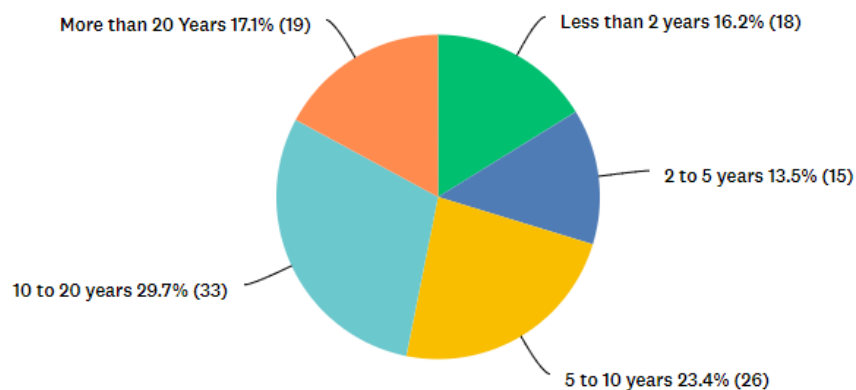
Prepared by the Eastlake Island CID Steering Committee

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Executive summary

A Steering Committee has been established to investigate whether Eastlake Island would benefit from a City Improvement District. A requirement of the process is an Urban Management Survey, the results of which are set out herein and which will be used to inform a Business Plan to be formulated by the Steering Committee and presented to the community at an upcoming Public Meeting.

115 responses were received to the survey, of which 104 (90.4%) were from property owners, representing 64.5% of the property owners in Eastlake Island. 47% of the respondents have owned / or lived in Eastlake Island for 10 years or more. There were 5 duplications from different members in the home reducing the final tally to 110 responses, however this would make a negligible difference to the outcome of the survey.



More than 85% of respondents are very interested to maintain and improve Eastlake Island's overall public safety situation, however less than 50% said they may participate as a patroller in Eastlake Island. 10% of the respondents were very interested in improvements in the public open spaces; 3% of the respondents were very interested in the street conditions and safety whilst walking on the streets and 1% were very interested in social responsibility projects. There was very little interest in Community Development.

Background

Eastlake Island Security (ELISA) is a civic volunteer organization dedicated to addressing the security matters in Eastlake Island 2006. As is often the case with such organisations, ELISA is under-funded and under-resourced, and is, more importantly, unsustainable. ELISA provides all of the safety-related services in Eastlake Island which is funded by resident donations, overseen by three (3) over-stretched volunteers who are unable to commit in the future to the ongoing requirements of managing ELISA. ELISA has insufficient reserves to survive much beyond a few months if the residents stopped paying.

Motivated by the above, concerned members of the Eastlake Island, including the ELISA committee members, have established a Steering Committee (SC) to investigate whether the area would benefit from a City Improvement District (CID).

In accordance with relevant by-laws and other stipulated requirements set out by the City of Cape Town (CoCT):

- The SC met with relevant CoCT officials to register itself and declare the boundaries of the proposed CID.
- CoCT confirmed that all members of the SC are in good standing with the City and that the rates collection ratio for properties within the boundaries of the proposed CID exceeds 95% over the past 12 months.
- CoCT provided the SC with a database of Eastlake Island ratepayers in compliance with the Protection of Personal Information Act.
- An Urban Management Survey (UMS) was designed by the SC and approved by CoCT. The purpose of the UMS is to identify local community, public and ratepayers' concerns and therefore appropriate supplementary municipal services priorities for the Eastlake Island area.
- As set out in further detail below, the UMS was distributed by the SC to all property owners in Eastlake Island for whom valid contact details could be obtained.

This document sets out the results of the UMS, which will inform the Business Plan for the proposed CID. In due course, the Business Plan will be presented at a Public Meeting. The Business Plan must be supported by no less than 60% of the property owners in the CID area, and by the City of Cape Town if the CID is to be established. The borders of the proposed CID are indicated on the map following.

Sample Requirement and Construction

The Municipal by-laws regarding CIDs require that a UMS be conducted on a sample consisting of no less than 20% of Additional Rate Payers (ARPs), randomly selected and with owners of multiple properties counted only once. With 161 ARPs in Eastlake Island, a minimum of 32 UMS responses is required.

A specific questionnaire was developed to evaluate the perception of property-owners and tenants in the Eastlake Island area. Broadly speaking, the following themes were covered in the questionnaire:

- Perceptions about the levels of safety and security
- Perceptions about the cleanliness and the environment of the area
- Perceptions about the streets and safety
- Whether social issues such as drug use are a problem in the area; and
- Perceptions about community activities.

A questionnaire was developed using SurveyMonkey. A cover letter drafted by the SC explained the purpose of the survey. Participants were also asked to rank the importance of the above-listed issues at the end of the questionnaire and were also allowed to express general comments and concerns in writing.

The SC felt that it would be more appropriate to seek opinions from the entire neighbourhood and the UMS was therefore distributed to all property owners for whom valid email addresses could be obtained. The UMS was also open for completion by residential tenants and other non-property-owning parties by means of various other channels, as set out in the section that follows. There are no commercial properties in the area.



Methodology

The UMS was conducted online, with invitations to complete the survey distributed primarily by email. Approximately 140 unique email addresses were supplied by CoCT, which were verified by ELISA, if they bounced. A further 18 email addresses were updated by ELISA, through phone calls and personal visits to property owners for whom CoCT did not supply an email address. A number of properties are owned by persons or entities that own multiple properties, or who are ineligible to vote (e.g., CoCT owns various properties in Eastlake Island, mostly public open space), leaving only a small minority of properties (3) without a valid email address available. The survey remained open for completion for one (1) week, from 10 August 2023 to 10: 00 on 17 August 2023. Regular reminders were posted on three community WhatsApp groups, including the Security Group.

The CID introductory letter was promoted by hard drop to about 20 homes where no email addresses were originally available,

Responses and Demographics

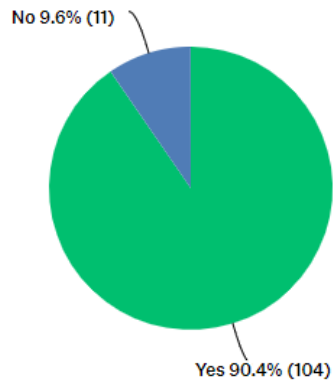
The survey was completed by 115 property-owners and residential tenants, substantially exceeding the minimum requirement of 32 responses. This is a response rate of 70% of which 63% of the total respondents are property owners. 47% of respondents have owned and/or lived in Eastlake Island for more than 10 years.

Findings: Summary

In summary, the response of Eastlake Island's residents to the UMS paints a picture of a community that would like to maintain the current levels of safety and security, is somewhat concerned about the reduced levels of public service delivery and cleanliness.

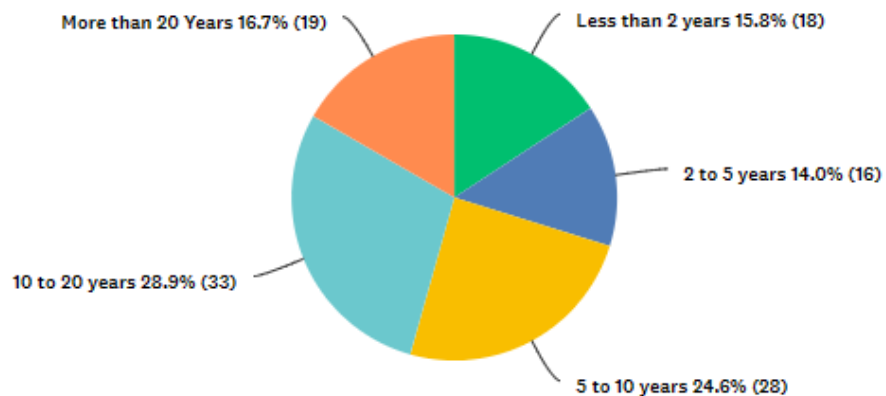
Section 1: Responder Profile

Q1 Are you the owner of the property in Eastlake Island residential area



104 of the respondents are homeowners and 11 are tenants or people familiar with the area.

Q4 How many years have you owned/rented your property in the Eastlake Island area?



The responses showed an extremely stable group of residents – 46.5% have lived on Eastlake Island for more than 10 years, of which 17% have lived in Eastlake Island for over 20 years.

Individual Questions: Average Analysis

Survey Choice	Value
Not at all interested	1
Not so interested	2
Somewhat interested	3
Very interested	4
A must-have	5

The responses to each question were graded on a scale from 1 to 5,

Each question received an average score, based on the selections of all respondents.

This approach facilitates detailed and comprehensive analysis:

- Easily rank community support for each question asked in the survey
- Clearly identify those areas that are of highest interest to the community and also those that have little support

The results on the following pages are displayed as shown in the chart below.

Value Range	
1 - 3	Very Little interest within the Eastlake Island community
3 - 4	Areas worth consideration in the future or if diversity in areas of community improvement are required
4 - 5	Significant interest within the Eastlake Island community

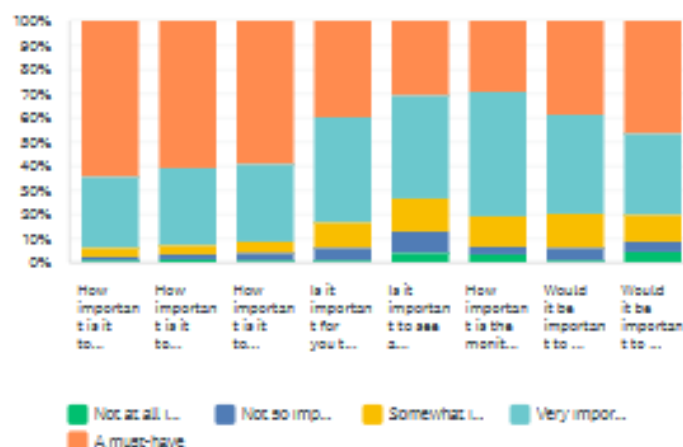
Section 2: Public Safety and Security

Question	Average score
How important is it to maintain and improve Eastlake Island's overall public safety situation?	4.54
How important is it to improve the monitoring and detection of crime in Eastlake Island?	4.48
How important is it to improve the overall quality of the response to crime incidents in Eastlake Island (response time and resolution)?	4.45
Is it important for you to be alerted to threats and incidents in your immediate area, as they occur?	4.15
Is it important to see a permanent ARV (armed response vehicle) in the Eastlake Island from a recognized company?	3.86
How important is the monitoring of the public open spaces (POS) in Eastlake Island?	3.99
Would it be important to you to feel safer walking in our area in the early morning or late evening?	4.11
Would it be important to you that your children are able to walk/play/cycle more safely in all areas within Eastlake Island?	4.13

The results indicated a strong preference for the maintenance and improvement of the current public safety system.

Please indicate the importance to you

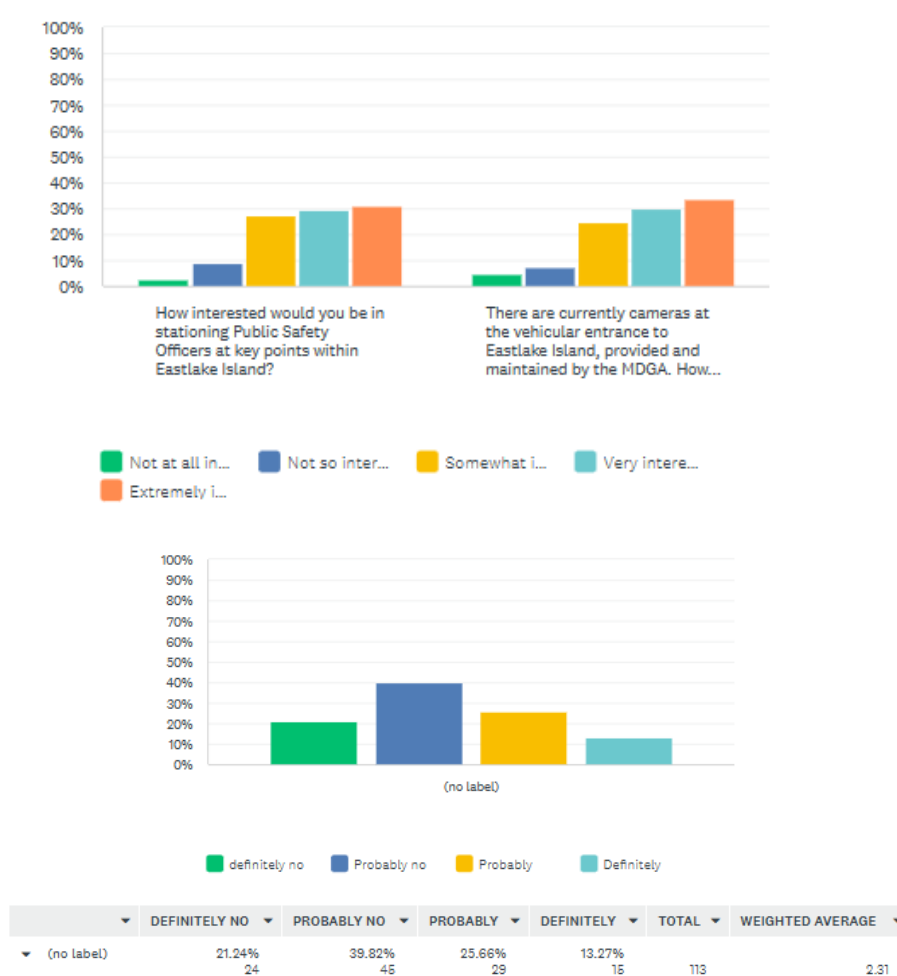
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	NOT AT ALL IMPORTANT	NOT SO IMPORTANT	SOMEWHAT IMPORTANT	VERY IMPORTANT	A MUST-HAVE	TOTAL	WEIGHTED AVERAGE
How important is it to maintain and improve Eastlake Island's overall public safety situation?	0.89% 1	1.79% 2	3.57% 4	29.46% 33	64.29% 72	112	4.54
How important is it to improve the monitoring and detection of crime in Eastlake Island?	1.79% 2	1.79% 2	3.57% 4	32.14% 36	60.71% 68	112	4.48
How important is it to improve the overall quality of the response to crime incidents in Eastlake Island (response time and resolution)?	0.89% 1	3.57% 4	4.46% 5	32.14% 36	58.93% 66	112	4.46
Is it important for you to be alerted to threats and incidents in your immediate area, as they occur?	0.89% 1	5.36% 6	10.71% 12	43.75% 49	39.29% 44	112	4.15
Is it important to see a permanent ARV (armed response vehicle) in the Eastlake Island area from a recognised security company?	4.46% 5	8.93% 10	13.39% 15	42.86% 48	30.36% 34	112	3.88
How important is the monitoring of public open spaces (POS) in Eastlake Island?	3.54% 4	3.54% 4	12.39% 14	51.33% 58	29.20% 33	113	3.99
Would it be important to you to feel safer walking in our area in the early morning or late evening?	0.89% 1	5.36% 6	14.29% 16	41.07% 46	38.39% 43	112	4.11
Would it be important to you that your children are able to walk/play/bicycle more safely in all areas within Eastlake Island?	4.55% 5	4.55% 5	10.91% 12	33.64% 37	46.36% 51	110	4.13

The following questions were designed to receive feedback on future directions for the existing public security.

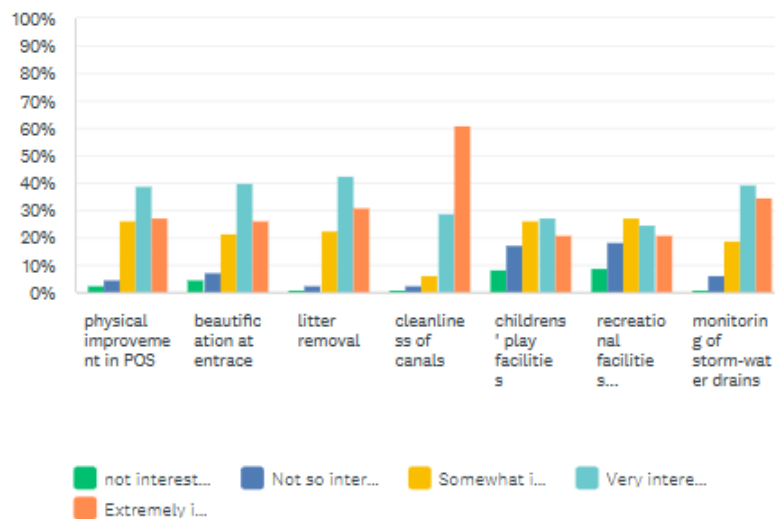
Question	Average score
How willing are you to participate as a patroller in the Eastlake Island area?	2.31
How interested would you be in stationing private safety officers at key points within Eastlake Island?	3.77
How interested are you in having more CCTV cameras to achieve as much coverage as feasible?	3.81



The results clearly indicate that there is little interest in moving towards a neighbourhood watch model, with residents taking an active role in patrolling. The opinions on whether to increase guards or cameras show an equal weighting.

Section 3: Cleaning, Beautifying and Environment

Question	Average score
Would you like to see physical improvements in the parks and open spaces on Eastlake Island (for example: trees, indigenous plants)?	3.84
Would you like to see a beautification of the entrance to Eastlake Island (the area around the bridge)?	3.76
Would you like to see an improvement in the removal of litter in public spaces within Eastlake Island?	4.00
Would you like to see improvements in cleanliness along our canals?	4.46
Would you be interested in more play facilities for children in our community?	3.35
Would you like to see improvements in the recreational facilities in our area, e.g. trim park?	3.30
Would you like to see an improvement in the reporting, tracking and maintenance of stormwater drains, burst mains and street gutters?	4.01



	NOT INTERESTED	NOT SO INTERESTED	SOMEWHAT INTERESTED	VERY INTERESTED	EXTREMELY INTERESTED	TOTAL	WEIGHTED AVERAGE
physical improvement in POS	2.73% 3	4.55% 5	26.36% 29	39.09% 43	27.27% 30	110	3.84
beautification at entrance	4.55% 5	7.27% 8	21.82% 24	40.00% 44	26.36% 29	110	3.76
litter removal	0.91% 1	2.73% 3	22.73% 25	42.73% 47	30.91% 34	110	4.00
cleanliness of canals	0.91% 1	2.73% 3	6.36% 7	29.09% 32	60.91% 67	110	4.46
childrens' play facilities	8.18% 9	17.27% 19	26.36% 29	27.27% 30	20.91% 23	110	3.35
recreational facilities improvement	9.09% 10	18.18% 20	27.27% 30	24.55% 27	20.91% 23	110	3.30
monitoring of storm-water drains	0.89% 1	6.25% 7	18.75% 21	39.29% 44	34.82% 39	112	4.01

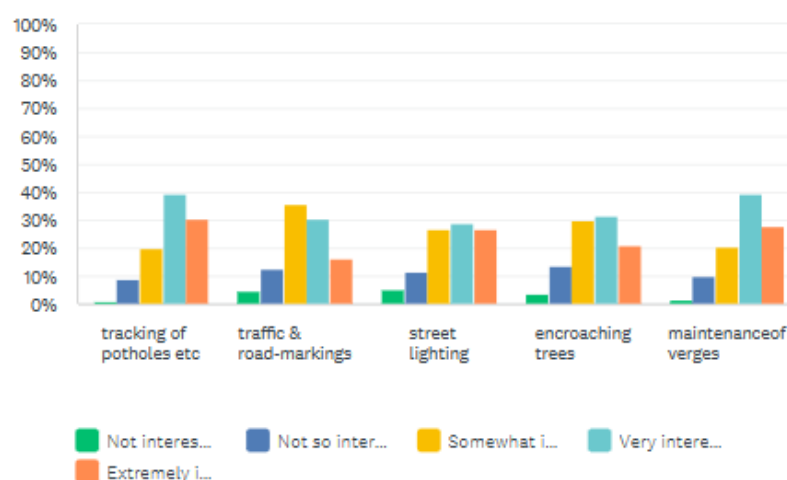
The most significant result is the very high score (4.48) regarding cleanliness in the canals. Zandvlei has had significant water quality problems for some time.

- Sewage spills into the vlei have been frequent, and the water body has been closed for extended periods
- Cladophora algae growth has covered large parts of the vlei, particularly in dead-end canals, making the water body unsightly and causing unpleasant odours, as well as preventing boating.
- The Sand River and Langevlei canals are used for dumping litter in areas north of the Marina. The litter enters the vlei during rain events when the litter traps are unable to cope with the volumes, resulting in unsightly litter along shorelines and in the water.

Water quality has a significant effect on the enjoyment of our environment as well as house prices, and this is clearly reflected in residents' concerns.

Section 4: Street Condition and Safety

Question	Average score
Would you like to see an improvement in the reporting, tracking and resolution of the maintenance of roads in our area? e.g. Potholes and surfaces	3.90
Are you interested in seeing improvements in the standard of traffic and road signage, street names and road markings	3.41
Are you interested in seeing more street and pavement lighting to increase road safety and security?	3.60
Would you like to see a plan to address trees that may be encroaching onto road users space and obstructing sight to traffic?	3.53
Would you like to see improvements in the maintenance of verges, edges, borders and pavements in our area?	3.82

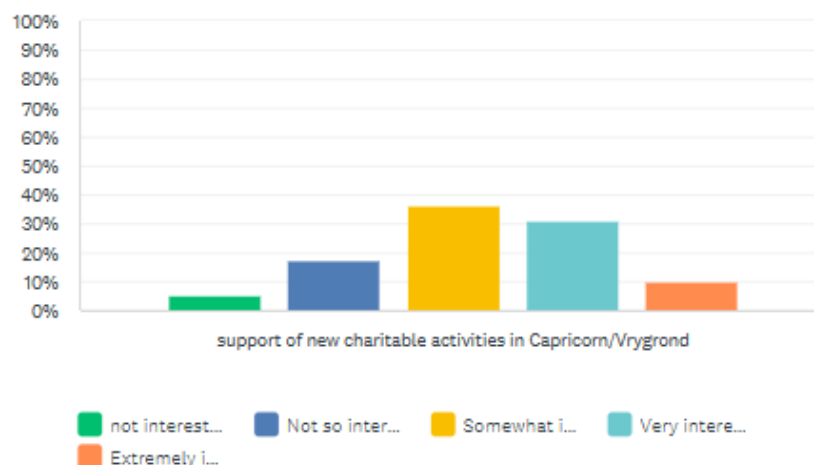


	NOT INTERESTED	NOT SO INTERESTED	SOMEWHAT INTERESTED	VERY INTERESTED	EXTREMELY INTERESTED	TOTAL	WEIGHTED AVERAGE
tracking of potholes etc	0.90% 1	9.01% 10	19.82% 22	39.64% 44	30.63% 34	111	3.90
traffic & road-markings	4.50% 5	12.61% 14	36.04% 40	30.63% 34	16.22% 18	111	3.41
street lighting	5.41% 6	11.71% 13	27.03% 30	28.83% 32	27.03% 30	111	3.60
encroaching trees	3.64% 4	13.64% 15	30.00% 33	31.82% 35	20.91% 23	110	3.53
maintenance of verges	1.80% 2	9.91% 11	20.72% 23	39.64% 44	27.93% 31	111	3.82

The greatest concern is the reporting and resolution of issues reported to the Council.

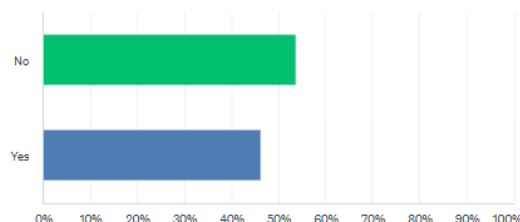
Section 5: Social Responsibility

Question	Average score
Would you be interested in supporting new charitable activities in our area to support the disadvantaged communities of Capricorn/Vrygrond? e.g. Soup kitchens, monthly canned food drives, etc.	3.23
Is drug dealing and using a problem that concerns you in our area? Do we need to deal with this? This was a Yes/No question	53% said No



	NOT INTERESTED	NOT SO INTERESTED	SOMEWHAT INTERESTED	VERY INTERESTED	EXTREMELY INTERESTED	TOTAL	WEIGHTED AVERAGE
support of new charitable activities in Capricorn/Vrygrond	5.45% 6	17.27% 19	36.36% 40	30.91% 34	10.00% 11	110	3.23

Many of the comments suggested that there are many existing charitable causes in our area and that it would make more sense to support existing initiatives, rather than beginning anything new. Some comments included the need for more interest in animal charities.



ANSWER CHOICES	RESPONSES
No	53.70% 58
Yes	46.30% 50
TOTAL	108

Section 6: Community

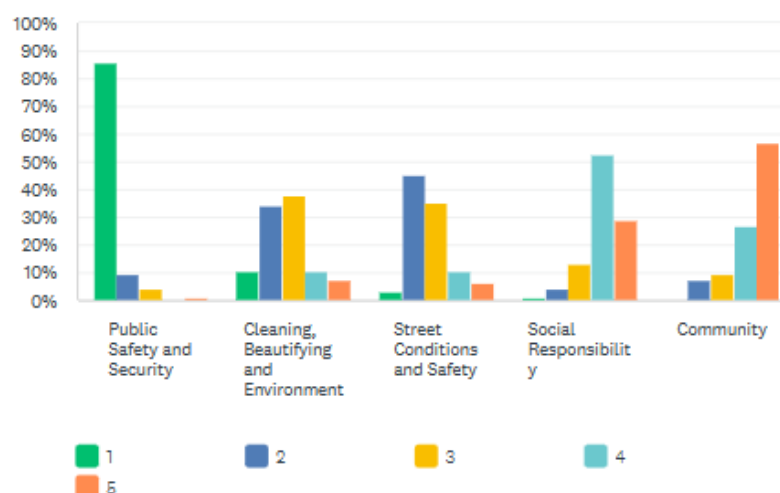
One of the major areas of improvement enjoyed by other communities that have implemented a CID is a significant improvement in a sense of community spirit, pride and social uplifting. Please indicate your preferences below and add any new options in the comments.

Question	Average score
Fresh food markets	3.39
Cultural / Art Events	3.18
Concerts	2.97
Carnivals	2.50
Sports events	2.57
Business promotions	2.47
Dinners / Lunches / Informal Get-togethers	2.79
Formal Meetings	2.35

The arrangements of community social events did not rate very highly by the respondents.

Section 7: Priorities

This survey element of the questionnaire concluded with an opportunity for participants to rank each of the five general themes of the survey in terms of importance. As shown in the table below, 82% of the respondents ranked public safety and security as the most important issue; Cleaning beautifying and the environment came in second place with 10%; Street conditions and Safety (3%); social responsibility (1%) and community (05) came in very close in the third, fourth and fifth position.



	1	2	3	4	5	TOTAL	SCORE
Public Safety and Security	85.57% 83	9.28% 9	4.12% 4	0.00% 0	1.03% 1	97	4.78
Cleaning, Beautifying and Environment	10.31% 10	34.02% 33	38.14% 37	10.31% 10	7.22% 7	97	3.30
Street Conditions and Safety	3.09% 3	45.36% 44	35.05% 34	10.31% 10	6.19% 6	97	3.29
Social Responsibility	1.03% 1	4.12% 4	13.40% 13	52.58% 51	28.87% 28	97	1.96
Community	0.00% 0	7.22% 7	9.28% 9	26.80% 26	56.70% 55	97	1.67

A weighted view of the data follows:

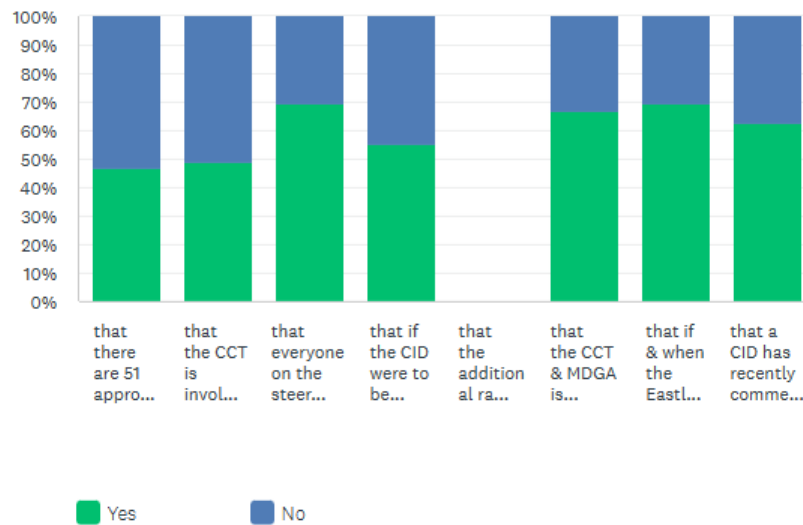
Ranking	Average score
1. Public Safety	4.78
2. Cleaning, beautifying and environment	3.30
3. Streets condition and safety	3.29
4. Social responsibility	1.96
5. Community	1.67

Section 8; Personal awareness of the CID structure

Are you aware that:	% YES	% NO
that there are 51 approved and functioning CIDs in the City of Cape Town (CCT) and that they have been rated highly successful by their rate payers?	46.6	53.4
that the CCT is involved in overseeing the development of the CID with strict processes and that requirements are met in terms of the establishment and management of every CID?	49.0	51.0
that everyone on the steering committee is a resident of Eastlake Island and is receiving no compensation? They also have no special influence over decisions made for funding priorities. This is very strictly enforced by the CCT.	69.6	30.4
that if the CID were to be supported by 60% of property owners and be approved by council, a non profit company (NPC) managed by a non-remunerated Board of Directors, elected by property owners (The Members), will be established?	55.3	44.7
that the additional rate will be calculated in proportion to your municipal property valuation, will be collected by the CCT and will be paid over to the NPC in 12 equal instalments, which will be subject to an annual audit?	There is a glitch in the survey – no result	
that the CCT & MDGA is obliged to continue providing its existing levels of services and the additional rates will be used to enhance the Public Safety, Cleaning, Social and Environmental aspects of Eastlake Island, as per the business plan?	67.0	33.0
that if & when the Eastlake Island CID is implemented, you will no longer be required to pay your contribution to ELISA.	69.3	30.7
that a CID has recently commenced in Park Island.	62.8	37.2

Are you aware

Answered: 103 Skipped: 12



	YES	NO	TOTAL
▼ that there are 51 approved and functioning CIDs in the City of Cape Town (CCT) and that they have been rated highly successful by their rate payers?	46.60% 48	53.40% 55	103
▼ that the CCT is involved in overseeing the development of the CID with strict processes and that requirements are met in terms of the establishment and management of every CID?	49.02% 50	50.98% 52	102
▼ that everyone on the steering committee is a resident of Eastlake Island and is receiving no compensation? They also have no special influence over decisions made for funding priorities. This is very strictly enforced by the CCT.	69.61% 71	30.39% 31	102
▼ that if the CID were to be supported by 60% of property owners and be approved by council, a non profit company (NPC) managed by a non-remunerated Board of Directors, elected by property owners (The Members), will be established?	55.34% 57	44.66% 46	103
▼ that the additional rate will be calculated in proportion to your municipal property valuation, will be collected by the CCT and will be paid over to the NPC in 12 equal instalments, which will be subject to an annual audit?	0.00% 0	0.00% 0	0
▼ that the CCT & MDGA is obliged to continue providing its existing levels of services and the additional rates will be used to enhance the Public Safety, Cleaning, Social and Environmental aspects of Eastlake Island, as per the business plan?	66.99% 69	33.01% 34	103
▼ that if & when the Eastlake Island CID is implemented, you will no longer be required to pay your contribution to ELISA.	69.31% 70	30.69% 31	101
▼ that a CID has recently commenced in Park Island.	62.75% 64	37.25% 38	102

Section 9: Key takeaways: *Top 8 responses*

Question	Average score
How important is it to maintain and improve Eastlake Island's overall public safety situation?	4.54
How important is it to improve the monitoring and detection of crime in Eastlake Island?	4.48
Would you like to see improvements in cleanliness along our canals?	4.46
How important is it to improve the overall quality of the response to crime incidents in Eastlake Island (response time and resolution)?	4.45
Is it important for you to be alerted to threats and incidents in your immediate area, as they occur?	4.15
Would it be important to you to feel safer walking in our area in the early morning or late evening?	4.13
Would it be important to you that your children are able to walk/play/cycle more safely in all areas within Eastlake Island?	4.11
How important is the monitoring of the public open spaces (POS) in Eastlake Island?	4.01

Whilst public safety dominates the top concerns, water quality is rated second, marginally lower than maintaining and improving public safety

Survey results - top 8 responses excluding public safety

Question	Average score
Would you like to see improvements in cleanliness along our canals?	4.46
Would you like to see an improvement in the reporting, tracking and maintenance of stormwater drains, burst mains and street gutters?	4.01
Would you like to see an improvement in the removal of litter in public spaces within Eastlake Island?	4.00
Would you like to see an improvement in the reporting, tracking and resolution of the maintenance of roads in our area? e.g. Potholes and surfaces	3.90
Would you like to see physical improvements in the parks and open spaces on Eastlake Island (for example: trees, indigenous plants)?	3.84
Would you like to see improvements in the maintenance of verges, edges, borders and pavements in our area?	3.82
Would you like to see a beautification of the entrance to Eastlake Island (the area around the bridge)?	3.76
Are you interested in seeing more street and pavement lighting to increase road safety and security?	3.60

The main issues outside public safety are:

- **Water quality of the waterways;**
- **Improvement in the removal of litter in public spaces; and**
- **reporting and responses to Council responsibilities.**

ANNEXURE D

BUSINESS PLAN COMMENTS					
Comment / Inputs received	Category (Select from the List)	Will this comment / input lead to an amendment in the business plan?	If no, provide reasons	If yes, provide detail	Any additional information
Our primary concern relates to what we see as a duplication between the CID's mandate and the mandate held by the Marina Da Gama Association. Marina Da Gama is one whole neighbourhood. With the Park Island CID already established, there is a risk that over time this whole neighbourhood will become fragmented and splintered, with multiple CIDs managing their own 'patch', with little or no coordination or cohesion between CIDs. This presents a scenario in which multiple CIDs operate in silos, with no coordination or integrated planning, thinking or action between the multiple parties. This will lead to duplication in efforts to essentially deliver results for one "neighbourhood".	Other	NO	Eastlake Island CID (EICID) is simply the natural progression of our 20-year-old ELISA public security initiative to newer technologies, an alternate, more robust, form of funding with better governance and more transparency. There are several guarding groups in the Marina, all with relationships with the MDGA, and the proposed EICID will be no different. EICID has been evolving for almost 2 decades and has successfully provided public safety to our community throughout this time. However, ELISA has become unsustainable, due to (1)insufficient income to fund its operations in the light of rapidly escalating costs and security threats & (2) The onerous, thankless task of fundraising, with the ELISA committee no longer able or willing to continue in the current model.The ELISA committee felt that it was an appropriate time to review ELISA operations. In particular, whether a CID would be a better vehicle for the future. The ELISA committee tapped into the experience of the Park Island CID, which has successfully addressed the collapse of Park Island Guarding by implementing a CID. Our Motivation Report makes it clear that the services provided by the EICID will be a supplement to those services currently provided by both the MDGA and the City of Cape Town - there is no substitution or duplication, the services are additional. EICID will embrace ELISA and the other initiatives to Eastlake Island only. Please refer to the Motivation Report on our website, where we detail the 4 initiatives, and how they interact with the City and MDGA. None of these initiatives have or will duplicate any of the work covered by the mandate of the Marina da Gama Association - we believe that they have and will continue to enhance the security of the Marina da Gama.		The Marina da Gama is a special overlay area. This relates primarily to the colour and the design of the homes in the area. The Marina da Gama is governed by the Marina da Gama Association (MDGA) - its mandate is to: (1)manage the collective interests' common to all its members and the collection of subscriptions for which members are liable; (2) promote and enforce standards for high density community living in the Township Area in such a way that members may derive the maximum collective benefit therefrom. The aforementioned standards shall extend to all services and amenities in the Township Area, and such facilities, including the facilitation of security services, commenting on business licences and rezoning applications, which will maintain the Township Area as a safe and attractive environment for its residents. (3) to promote acceptable aesthetic, environmental and architectural styles and design criteria for the Township Area in order to achieve harmonious development thereof and to control the design and development of all properties therein and the Association shall have the powers to do such acts as are necessary to accomplish these objects. As described in the Business Plan, the Eastlake Island CID will complement the services offered by tsh MDGA in the environmental space. The MDGA has installed LPR cameras on the M5, and cameras on the Northern Wall. Neither secure the geographical area of the Eastlake Island CID. Security has been paid for by the members for around 20 years and this is not going to change. We are hoping that the members will attend the second meeting so they can fully understand the objectives of the CID and that there is no overlap between th CID and the MDGA.
With these points in mind, we are concerned about the inadequate explanations about how the CID (and, in reality multiple CIDs) will operate in alignment with the MDGA. What steps will be taken to repair the relationship with the MDGA? In this respect, the MDGA still retains responsibilities for certain aspects of managing the MDG environment, particularly in respect of maintaining standards. The Marina has a unique character, and those standards help to protect that character. The notes from the meeting of 7 November state: "The MDGA cannot manage 1300 properties", which appears to be a justification for the splintering described above. However, the tasks outlined in the CID proposal do not address how the overall management of the neighbourhood will be carried out, beyond cleansing/beautification and public safety. It is well known in this area that certain members involved in the establishment of the CID have been vocal and unrelenting in their criticism of the MDGA. Is the creation of the CID simply an extension of this vendetta at the expense of the residents?	Management	NO	The movement to CIDs is general across Cape Town - there are 51 CIDs currently, with many more in the pipeline. It is a very powerful model for funding local initiatives and has been a great success in empowering citizens to improve their areas. The criticism of MDGA that you refer to was never about the MDGA, it was about a decision made by the then members of ExCom. The constitution of the MDGA was used to overturn that decision following the wishes of the residents. The role and validity of the MDGA have never been questioned or challenged. The implementation of a CID changes nothing in the running of the MDGA - the roles are separate but complementary. Your concern regarding fragmentation is unfounded, or, at worst, is no different to what we have today. The overall management of the Eastlake Island CID will be carried out by the directors of the CID. There is very little difference to how ELISA is currently managed, except for a more robust revenue stream, more transparency and communication between the members and the directors of the CID.		
3. In addition to this fragmentation, the lack of integration with the MDGA results in double charges for residents – many of whom already are unable to pay the nominal ELISA fee. While we accept that the ELISA levy is already in place, this seems to be an opportunity to streamline the financial demands on residents by integrating efforts into one managing body – that which already exists in the form of the MDGA. By contrast, the CID proposal imposes an additional financial burden on residents, since they will be paying higher fees in the CID levy, as well as the annual MDGA fee. We calculate that we will be paying more than R100 extra a month on the CID levy (based on the calculation included in the business plan). While it may not seem high, in a constrained economy, that additional cost could present significant difficulties for residents who are already unable to pay the ELISA levy.	Financial Impact	NO	Response to questions 3 & 4: the average amount payable to the Eastlake CID is comparable to the current amounts payable to ELISA. Whether it is funded by a CID or the current form of ELISA, the cost of the service is the same. The difference is in the source of funding. In its current form, ELISA would have been required to increase its levies substantially, to cover the costs of the security. In short, the R260 you are currently paying would have gone up already this year by about 10% to R290 and then next year to around R320. As at present, residents with financial difficulties can apply to the Council for rates relief. Residents receiving rates relief are exempted from the CID additional rate.		
4. If those residents are already unable to pay the ELISA levy, what support will they receive in the light of the increased costs of the CID levy? What penalties or sanctions will be applied in their failure to pay? The fact that the CID may exist does not alter the fact that they cannot afford the monthly levies.					
What will be the increase cycle in levies each year? Will they increase with each valuation round					
What will be the increase cycle in levies each year? Will they increase with each valuation round	Financial Impact	NO	The increase in costs over the next 5 years is detailed in the Motivation Report. Levies for the additional rates will be adjusted accordingly, based on the rateable value of each property.		

BUSINESS PLAN COMMENTS					
Comment / Inputs received	Category (Select from the List)	Will this comment / input lead to an amendment in the business plan?	If no, provide reasons	If yes, provide detail	Any additional information
6. We note that in the meeting notes from the gathering on 7 November, there is a statement that reads "CID will not replace ELISA. The CID is an umbrella organisation under which ELISA will continue to function, but under an improved financial structure." Please clarify what this means. If the CID is not to replace ELISA, that appears to be an extra administrative layer. In the documentation, there is an admission that ELISA cannot function in its current form. While the CID is a collection mechanism for the levies that ELISA is unable to collect on its own, what guarantee do we have that ELISA will be able to carry out its mandate as a sub-committee of the CID? Where does the CID end and ELISA begin? What other sub-structures will be created under the "CID umbrella", and who will manage or implement those sub-structured?	Management	NO	ELISA is a well-known and established brand and that is why we wanted to retain the name in the umbrella of the CID. The philosophy and management of the CID will be identical to ELISA. However, in practice, ELISA will disappear as a legal entity and be replaced by a not-for-profit company (NPC). The current members of ELISA are members of the CID Steering Committee. 85% of the budget of the CID will be going towards security. Each director will be given a portfolio to manage – and one will be security. So we can call it "Security" or we can call it "ELISA". The only difference between the current ELISA and the future ELISA/Security – all the directors will have to review the tenders for the service providers and agree to the appointment thereof (there will be a similar process for all the service providers, including the auditor and the bookkeeper)		
7. In the same vein, the CID board will be made up by a group of volunteers. The survey indicated that the majority of residents would not be interested in patrolling. This reluctance would be extended out to a lack of interest from residents in wishing to step up as volunteers for the CID's board and relevant sub-committees. How does the CID steering committee or board propose to entice/persuade/encourage residents to participate? A voluntary committee is only as good as the participation of its members. How does the steering committee propose to overcome this apathy or inertia to build a dynamic, functional and effective board of volunteers? What measures will the CID board implement to ensure residents who do step up are not vilified and abused – especially on social media – for any perceived failings? The reporting conditions for the CID board are far more onerous than the current ELISA administration. How will a board of volunteers maintain those reporting commitments, to secure the continued success of the CID if there already appears to be a seam of apathy among residents?	Management	NO	Most members are happy to pay for a service rather than put themselves in the line of danger, by patrolling the area at all hours of the day or night. The survey was very conclusive on this point. It does not mean that members will not be prepared to volunteer to assist as a director on the committee. From the feedback we have received, there is little apathy towards the formation of the CID and we have already had offers to assist in the running thereof. The formation of the CID in Park Island has resulted, already, in a more cohesive community, and we expect the same to happen in Eastlake Island. The reporting procedures may seem more onerous – but they are not. The only difference is that the management accounts have to be submitted to Council every month. The accounts of ELISA are reconciled every month, but there is no need for onward reporting. The accounting will be a lot simpler for the CID than for that of ELISA – there will be only a single amount paid into the account by the City.		