

FloridaRD UIP

URBAN IMPROVEMENT PRECINCT

Annual Report for year ended 30 June 2016



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Florida Road Urban Improvement Project NPC (Florida Rd UIP)

Registration Number: 2013/059252/08

("the Company")

Notice of the 4th Annual General Meeting

Telephone: 031 561 2496

Cell: 082 389 3584

Email: jarrod@urbanmgt.co.za

Business Address: Olive Tree Church, 113 Florida Rd, 4001

Registered address: 44 Lagoon Drive, uMhlanga Rocks, 4320

Postal address: Box 867, uMhlanga Rocks, 4320,

Notice is hereby given that the Annual General Meeting of the members of the Company will be held at the **Olive Tree Church, 133 Florida Rd on 22 November 2016 at 16h00** for the following purposes:

1. To receive the Chairman's Report.
2. To receive and adopt the audited annual financial statements for the year ended 30 June 2016, which incorporates the independent auditors report.
3. To re-appointment BDO South Africa Incorporated as the auditors of the company.
4. To elect directors in terms of Article 4 of the Memorandum of Incorporation.
The Board shall comprise a minimum of 3 directors.
It would facilitate secretarial procedures if nominations for the appointment of Directors could be emailed to jo@urbanmgt.co.za by no later than 21 November 2016. Nominations must be in writing with the name of the proposer and seconder, the acceptance of such nomination by the nominee, and should be accompanied by the curriculum vitae of such nominee. A proxy form is enclosed for this purpose.
5. To receive and adopt the Budget for the financial year 1 July 2017 to 30 June 2018.
6. To receive and adopt the amended Memorandum of Incorporation to make provision for a requirement of Section 10(1)(e)(i)(cc) of the Income Tax Act.
7. To transact such other business as may be transacted at an annual general meeting.

Note: Any member entitled to attend and vote is entitled to appoint a proxy to attend, vote and speak in his/her stead, and such proxy need not also be a member of the Company.

Items for discussion under any agenda item should be advised to the Chairman Florida Rd Urban Improvement Project NPC and emailed to jo@urbanmgt.co.za by no later than the 21 November 2016. Please note that such notification must be in writing.

By order of the Board

W. Stainforth

Chairman

Florida Road Urban Improvement Project NPC (Florida Rd UIP)

Registration Number: 2013/059252/08

Directors Nomination Form for the Annual General Meeting of 22 November 2016

I, the undersigned:.....

duly authorised representative of:.....

being a Member of the Florida Road Special Ratings Area, hereby nominate for appointment as Director of the Florida Road Urban Improvement Project NPC:

.....

Proposer's signature

Nominee's signature

NOTE:

Directors Nomination Form should be emailed to jo@urbanmgt.co.za for the attention the Chairman Florida Road Urban Improvement Project NPC **by 21 November 2016.**

Florida Road Urban Improvement Project NPC (Florida Rd UIP)

Registration Number: 2013/059252/08

Form of Proxy

I, the undersigned.....

duly authorised as representative of.....

being a Member of the Florida Road Special Ratings Area, hereby appoint:

..... (Name of Proxy)

Or, failing him/her, the Chairman of the meeting, as my proxy to vote for me and on my behalf at the Annual General Meeting of the Florida Road Urban Improvement Project NPC to be held on 22 November 2016.

I record that my proxy will vote as he/she thinks fit.

Signed at:..... this.....day of.....2016

Signature:.....

FOR AND BEHALF OF:.....

NOTE:

Proxy forms should be emailed to jo@urbanmgt.co.za for the attention the Chairman Florida Road Urban Improvement Project NPC by 21 November 2016.

Florida Road Urban Improvement Project NPC (Florida Rd UIP)

Registration Number: 2013/059252/08

Agenda

1. Welcome
2. Apologies
3. To adopt the Minutes of the Annual General Meeting held on 14 December 2015.
4. Matters Arising for the General Meeting held on 14 December 2015.
5. To receive the Chairman's Report
6. Resolution 1: To receive and adopt the annual financial statements for the year ended 30 June 2016, which incorporates the independent auditors report.
7. Resolution 2: Re-appoint BDO South Africa Incorporated as the auditors to the Company.
8. Resolution 3: To elect Directors for the ensuing year. In terms of the Memorandum of Incorporation the following Directors retire at the Annual General Meeting, and being eligible, are available for re-election: Wayne Stainforth, Michael Holland, Ross Roger, Pat Brown, Alfred Sudheim, Laurence Dinsdale, Marco Santoniccolo & Nadeem Shahid.
9. Resolution 4: To receive and adopt the Budget for the financial year 1 July 2017 to 30 June 2018.
8. Resolution 5: To receive and adopt the amended Memorandum of Incorporation which makes provision for a requirement of Section 10(1)(e)(i)(cc) of the Income Tax Act.
10. General
11. Close of Meeting

By order of the Board

Florida Road Urban Improvement Project (UIP) NPC

(Registration Number: 2013/059252/08)

Annual General Meeting

**Minutes of the 2nd Annual General Meeting held at Olive Tree Church, Florida Road on Monday
14 December 2015 at 10:00am**

PRESENT	:	Wayne Stainforth Michael Holland Alfred Sudheim Trevor Hoddson Grant Smith Mark Quigley Laurence Dinsdale Sandy Harvey Marco Santoniccolo Marsha Hack Nicole Munro	(WS) (MH) (AS) (TH) (GS) (MQ) (LD) (SH) (MS) (MH) (NM)	Chairman Director Director Blaine House CPF Florida Park Hotel 219 Florida Rd Resident Spida Holdens Spar The Benjamin
PROXIES	:	Chris Brown Rob Goulden Nico Sofilas Mark Watson		
BY INVITATION	:	Brian Wright Jarrod Evans Mogie Naaidoo	(BW) (JE) (MN)	UIP Project Leader UIP Precinct Manager BDO Auditors
APOLOGIES	:	Ross Roger Pat Brown	(RR) (PB)	Director Director

			ACTION
1.	WELCOME		
	Chairman Wayne Stainforth welcomed everyone to the Annual General Meeting of Members of the Florida Rd Urban Improvement Project Non Profit Company. He noted that the necessary quorum of 10 members was present and that notice was properly given, and thus he declared the meeting duly constituted.		
	Wayne Stainforth introduced the Directors:		

	<ul style="list-style-type: none"> • Wayne Stainforth • Michael Holland • Ross Roger • Pat Brown • Alfred Sudheim • Laurence Dinsdale • Marco Santoniccolo 	
	Wayne Stainforth introduced the management team of Brian Wright and Jarrod Evans and Cara Reilly who has on leave. He also welcomed Mogie Naidoo of the auditors BDO	
2.	APOLOGIES	
	See table above	
3.	To adopt the Minutes of the General Meeting held on <u>1 December 2014</u>	
	Wayne Stainforth enquired whether members had read the Minutes and whether there were any comments on the minutes. There being no comments, it was resolved that the Minutes of the General Meeting held on the 1 December 2014 be approved and adopted. MH approved and AS seconded.	
4.	Matter Arising from the General Meeting held on <u>1 December 2014</u>	
	There were no matters arising	
5.	To receive the Chairman's Report	
	Wayne Stainforth handed over to Brian Wright and Jarrod Evans to present the Chairman's report which was included in the meeting notice circulated to all members.	
6.	<u>Resolution 1:</u> To receive and adopt the annual financial statements for the year ended <u>30 June 2015</u>, which incorporates the independent auditors report.	
	WS said that the Annual Financial Statements for the year ended 30 June 2015, read with Chairman's Review and the Report of the independent Auditors, fully cover the activities of the Company for the period under review.	
	Mogie Naidoo reported the Annual Financial Statements (AFS) received an unqualified report which means the AFS's are clean and there are no issues for the board to resolve. The only matter outstanding is the tax exemption registration which has been submitted to SARS – it was noted that applications are taking as long as two years to process.	
	There being nothing further to add, Wayne Stainfroth called for a proposal that the Annual Financial Statements of the Company for the year ended 30 June 2014, be approved and adopted. Proposed: Mike Holland Seconded: Alf Sudheim WS now put the motion to the meeting. Those in favour? All Those against? None Wayne Stainforth declared the motion carried	
7.	To approve the remuneration of the Auditors for the financial year ended 30 June 2015.	
	Wayne Stainforth moved to Resolution 2 on the Agenda, to approve the remuneration of the Auditors for the year ended 30 June 2014. He moved that the remuneration of R18,250 ex Vat, for the year ended 30 June 2015 be approved.	

	<p>Those in favour? All</p> <p>Those against? None</p> <p>Wayne Stainforth declared the motion carried.</p>	
8.	<u>Resolution 3:</u> Re-appoint BDO South Africa Incorporated as the auditors to the Company.	
	<p>Wayne Stainforth presented Resolution 3 on the Agenda to re-appoint BDO as the Auditors of the Company.</p> <p>Wayne Stainforth moved that BDO be re-appointed as Auditors to the Company.</p> <p>Those in favour? All</p> <p>Those against? None</p> <p>Wayne Stainforth declared the motion carried.</p>	
9.	<u>Resolution 4:</u> To elect Directors for the ensuing year.	
	<p>WS presented Resolution 4 on the Agenda to elect Directors to the Board for the ensuing year. He noted that the following Directors retire at this Annual General Meeting, and being eligible, are available for re-election:</p> <ul style="list-style-type: none"> • Wayne Stainforth • Michael Holland • Ross Roger • Pat Brown • Alfred Sudheim • Laurence Dinsdale • Marco Santoniccolo <p>Wayne Stainforth asked if there were any other nominations or if anyone else wanted to join the board?. No further nominations were tabled.</p>	
	<p>Wayne Stainforth explained that the Companies Act of 2008, requires that Directors must be individually elected, he therefore called for nominations of directors:</p> <ul style="list-style-type: none"> • Wayne Stainforth - nominated by Alfred Sudheim, seconded by Mike Holland • Michael Holland - nominated by Wayne Stainforth, seconded by Alfred Sudheim • Ross Roger - nominated by Laurence Dinsdale, seconded by Mike Holland • Pat Brown - nominated by Mike Holland, seconded by Alf Sudheim • Alfred Sudheim - nominated by Mike Holland, seconded by Wayne Stainforth • Laurence Dinsdale - nominated by Wayne Stainforth, seconded by Alfred Sudheim • Marco Santoniccolo - nominated by Wayne Stainforth, seconded by Mike Holland. <p>Wayne Stainforth asked for any objections to the nominations, and moved that the nominees be elected to the Board until the next Annual General Meeting.</p> <p>Those in favour? All</p> <p>Those against? None</p> <p>Wayne Stainforth declared the motion carried.</p>	
10	<u>Resolution 5:</u> To receive and adopt the Budget for the financial year 1 July 2016 to 30 June 2017	
	<p>Wayne Stainforth moved to the next item on the Agenda, Resolution 5 which is to receive and adopt the budget for the financial year 1 July 2016 to 30 June 2017.</p> <p>Wayne Stainforth explained that the eThekweni Municipality require the annual budget be approved by a majority of members at the AGM or General Meeting. The proposed budget which has been approved by the directors requires a total increase in levy of 8% to maintain current</p>	

service standards.		
	2016/2017	2015/2016
	R	R
Annual levy with 5% arrears provision	2 528 147	2 321 907
Expenses		
Admin and general	139 750	134 090
Utilities	0	0
Company costs	28 797	23 771
Operational manager	474 911	439 733
Security	994 306	952 841
Cleaning	134 384	126 778
Greening	40 714	39 694
Repairs & maintenance	41 393	24 168
Social investment	6 600	6 600
Communications, PR & mrkt. of the UIP	99 000	72 570
Project management and leverage fee	257 237	238 182
	2 217 093	2 058 427
Vat	310 393	288 180
Total	2 527 486	2 346 606
Surplus	661	0
Estimated Reserve June 2017	300 661	300 000
Wayne Stainforth said he would be pleased to answer any queries arising from the Budget. With no further question, Wayne Stainforth moved that the 2016/2017 expense budget of R2,527,489 and total levy of R2,632,821 be approved by a show of hands: Those in favour? All Those against? None Wayne Stainforth declared the motion carried.		
10	General	
Wayne Stainforth presented the final item on the Agenda as General Items for Discussion. He asked if there were any specific matters to be discussed?		
The matter of excessive noise emanating from late night venues until the early hours of the morning was raised as a serious problem on Florida Rd. Jarrod Evans acknowledge the problem and responded that the UIP had requested the municipality conduct an audit of all businesses licenses and thereafter enforce regulations, particularly those with restaurant licences which are operating as night clubs.		
11	Closing of Meeting	
Wayne Stainforth said that as all business on the Agenda has been dealt with, he declared the meeting closed, and thanked everyone for their attendance.		
Read and confirmed this _____ day of _____ 2015.		
		CHAIRMAN

Corporate Governance

Country of incorporation and domicile:	South Africa
Nature of business and principal activities:	To procure and provide supplementary services to public areas so as to assist in creating an environment which secures property values and enhances economic activity and quality of life
Directors	Wayne Stainforth Michael Holland Ross Roger Pat Brown Alfred Sudheim Marco Santoniccolo Laurence Dinsdale Nadeem Shahid
Registered office	44 Lagoon Drive uMhlanga Rocks 4320
Postal address	P O Box 867 uMhlanga Rocks 4320
Business Address	Olive Tree Church 113 Florida Rd 4001
Banker	First National Bank
Auditor	BDO South Africa Incorporated
Company registration number	2013/059252/08
Level of assurance	These annual financial statements have been audited in accordance with the requirements of the Memorandum of Incorporation.

What Is A UIP?

An Urban Improvement Precinct (UIP) is one term given to a vehicle used to manage public spaces. Implemented abroad and throughout South Africa UIP's (also known as City Improvement Districts / Business Improvement Districts) successfully tackle the threat of urban decay; retain existing investment; stimulate new investment; improve safety and quality of life, and respond to the challenge of environmental sustainability.

There is no correlation between the rand value of municipal rates paid and service levels delivered to an area as there is a set service level throughout the municipality. This means that despite some areas contributing more to the rates base, service levels will remain the same. For this reason, property owners in key economic nodes come together to fund the establishment and management of public space management structures.

In Kwa-Zulu Natal, this structure is known as a UIP or Special Ratings Area (SRA) and is classified as a geographic area within which the majority of property owners agree to pay for certain services supplementary to those supplied by the municipality. Essentially, the UIP fills the gap in service delivery to public areas thus ensuring the desired level of safety and quality of public areas and add measurable value for all stakeholders.

Services Provided

Services provided by a UIP are based on the needs of the area and the related budget but usually include:

- Dedicated Precinct Manager
- Dedicated security teams that work with local authorities
- Dedicated cleaning and maintenance teams focused on taking care of public space
- Marketing and Communication
- Place-marketing projects that focus on experience of place
- Social And Environmental Projects
- Work that grows partnerships with local councils/municipalities



Formation and Management

The UIP/SRA mechanism is provided for in the Municipal Property Rates Act of 2004. The Act requires the UIP register a Non Profit Company (NPC) to represent property owners in the defined UIP area. The NPC runs independently of the municipality, ensures service delivery and provides financial governance. The UIP Board which is constituted by property owners or property owner representatives must approve an annual budget for services rendered to the defined UIP area. The budget is approved annually by the municipality together with a finance agreement.

The UIP budget is funded by property owners levies which are calculated on a pro rata basis against assessed property values. This payment is levied on the municipal rates bill and collected by the municipality, free of charge, on behalf of the NPC. Once the formation of the UIP is approved by Council all property owners within its boundaries are required by law to contribute to the UIP

The Benefits

- A UIP is a sustainable funding mechanism for urban management and improvement, with the financial responsibility equitably shared by precinct members.
- With governance by the Municipal Property Rates Act of 2004, there are no free-loaders as all property owners within the UIP boundaries are compelled by the law to contribute.
- Being an independent and privately funded entity, means the UIP management is directly answerable to its property owners, ensuring responsive service delivery.
- As a municipal-recognised legal entity through which issues of common interest and concerns can be addressed, the UIP is able to leverage costs and service levels with private sector service providers such as security, landscaping etc.
- The UIPs are recognised as 'service provider' to public areas by the municipality. The status of an official service provider provides significant leverage in optimising municipal service delivery.



Background to Establishment of The Florida UIP

The Florida Rd Urban Improvement Precinct (FRUIP) boundaries are defined as Florida Rd and the adjacent lanes bordering on to properties located on Florida Rd.

Florida Road, although having benefited from the 2010 Soccer World Cup infrastructure upgrade, was experiencing increasing levels of urban decay, specifically around the issue of crime, grime and by-law enforcement. This was negatively impacting on property values / rates base, investor confidence, business viability and the quality of life of those who work, live and visit the area.

At the time Commercial and residential property values in the area were declining. Values previously achieved between R15 000 to R18 000 a square meter were achieving below R10 000. Commercial properties were renewing leases at 2008 rates to retain tenants and have not seen real rental increases in more than 4 years. For the first time, commercial property is experiencing vacant office and retail space. There was therefore a pressing requirement in Florida Rd to find an urban management solution for public space, which includes property owners, business owners, stakeholders and importantly eThekweni Municipality (eTM).

The status quo in 2012 resulted in commercial property owners commissioning a Feasibility Study which led to the municipal approval of the FRUIP in the first quarter of 2013 with the first financial year of operations commencing in July 2013.

UIP Services

Based on a budget and business plan approved by the FRUIP board, the management team delivers the following services:

- Dedicated Precinct Manager
- Safety and security delivered by a dedicated UIP security team that interacts with SAPS, Metro Police, community policing forums and security companies
- A 24-hour reporting line **086 111 6113** for security and emergency services, create a platform for members to report municipal faults in public spaces, and encourage feedback and suggestions on service delivery and how better to improve the Florida Rd experience
- The UIP aims to optimise municipal services while actively motivating for improved and upgraded municipal infrastructure
- Landscaping, cleaning and maintenance of public area infrastructure delivered by a dedicated team
- Place-making projects all aimed at making the experience of Florida Rd more enjoyable
- A well-structured website www.floridaroaduip.co.za that keeps users updated with latest news, projects and events.
- An email service that provides important information on security updates and municipal service alerts.

UIP / Municipal Relationship

At the core of Florida Rd's success is the ability for the UIP and municipality to build and strengthen a mutually beneficial relationship. Significant progress has been made to date, however there is still a long way to go. Importantly the UIP does not replace or duplicate municipal services, instead provides a supplementary service to the Road.

The Chairman's Annual Review and Budget for 2016/2017

It is with pleasure that I present the Chairman's report for the Florida Road UIP/ Special Ratings Area (SRA) for the financial year ending June 2016, a year that has proven vital to the sustainability of the UIP.

Florida Road is unlike any other precinct in eThekweni, with an exciting combination of cultures interacting in a mixed use zone, trendy restaurants nestled between residential and office blocks. The vibe and happenings on the road attract both local and foreign visitors and it is recognised as one of the more popular destinations in travel brochures.

It is therefore imperative that a structure like the UIP be supported in its' endeavours to maintain high standards and improve the Florida Rd precinct. This sentiment is shared not only by the property owners who fund the UIP but by the media, who have featured a number of articles on the success of the UIP structure.

These articles include:

- [February 2016 - Berea Mail - Team stops thief](#)
- [February 2016 - Sunday Times Neighbourhood - Florida Rd Feature](#)
- [February 2016 - The Mercury Fallen Tree](#)
- [April 2016 - Berea Mail - Park Kiosk](#)
- [April 2016 - Sunday Time Food Review - Fish On Florida](#)
- [May - Sunday Times City Watch - Florida Rd LIFE Project](#)
- [May 2016 - Sunday Independent - Life Of A City](#)
- [June 2016- Berea Mail- UIP Officers Commended](#)
- [June 2016- The Mercury- Florida Rd Mural](#)
- [September 2016- Independent on Saturday- Throwback to 1892](#)
- [September 2016- Seeff The Property Pages- Active Communities](#)
- [October 2016- The Sunday Tribune- Tailored suits, Florida Rd and the Fresh Sea Breeze](#)
- [October 2016- Business in Durban- Urban Explorers](#)
- [October 2016- The Sunday Times- Florida Rd Monitors A Success](#)

On-Line Articles

- May 2016 – Property Professional Magazine: [Regenerating-urban-spaces](#)
- June 2016- Berea Mail: [Survey Initiatives Shape Future](#)
- October 2016- Berea Mail: [Florida Rd Turns Pink](#)
- October 2016- Times Live: [Florida Rd On Monopoly](#)

On the request from the Florida Rd UIP, the City has established a Municipal Task team focusing on a list of targeted interventions submitted by the Florida Rd UIP. Since our first engagement on the 18th August 2015, there has been a noted improvement in the municipal service delivery across all line departments, this has been led by Linda Mbonambi, HOD of Area based Management and Shunnon Tulsiram, HOD of Economic Development Unit.

Walkabouts have been conducted with most line departments, with Hoosen Moolla, HOD iTrump, being instrumental in co-ordinating meetings with the respective law enforcement departments.

Major interventions to be addressed going forward are the licencing of bars/restaurants and enforcement thereof, structural upgrades to pavements and traffic calming measures. Florida Road now falls under the Urban Management Zones sphere of influence, which provides us with a Zone Support Officer who inspects all reported faults for completion, ensuring the workmanship is in accordance with SLAs between each individual line department. All faults are now reported to the UMZ. As noted above, we have seen a marked improvement in

service delivery across all line departments, with a vested interest in Florida Road being clearly evident. Good working relationships continue to develop between the UIP and eTM line departments.

On the 19th April 2016, Hoosen Moolla (HOD iTRUMP) called for a multi departmental meeting to discuss business and liquor licencing noncompliance along Florida Road, the impact this was having on the local community and the possible way forward. The UIP was requested to invite all entertainment stakeholders and relevant property owners to a meeting with the City on 5th May to inform all of the City's intentions for enforcement against any noncompliance. It was also requested that all stakeholders work together to resolve any issues internally, as all attendees shared the desire of a positive future for Florida Road. Minutes of the meeting were distributed at the end of May, along with a request to hold Florida Road's first "Entertainment" forum to address matters of concern and resolve said concerns prior to enforcement. Property owners were made aware of repercussions following failure of compliance by tenants.

The outcome of the entertainment operator meeting resulted in a Florida Road Code of Conduct, which aims to align all tenants and property owners towards a common goal of compliance on Florida Road.

MUNICIPAL MAINTENANCE

SIGNAGE AND TRAFFIC LIGHTS:

All signage is in good order, with the exception of the pedestrian bike signs on the corners of Currie and 5th Avenue. ETA have been out of stock and are in the process of securing additional stock. All traffic lights from Argyle to Inness Road have been repainted and faulty 'pedestrian clear to walk buttons' have been replaced.

With the exception of two recently reported street signs, all have been repaired or replaced. The Sister Cities sign on the corner of 7th and Florida has recently received a new batch of stickers.

Street signs replaced





PAVING:

Paving upgraded prior to the SWC 2010 from Argyle to Gordon Rd is repaired and maintained by the UIP cleaning, greening and maintenance staff as and when required.

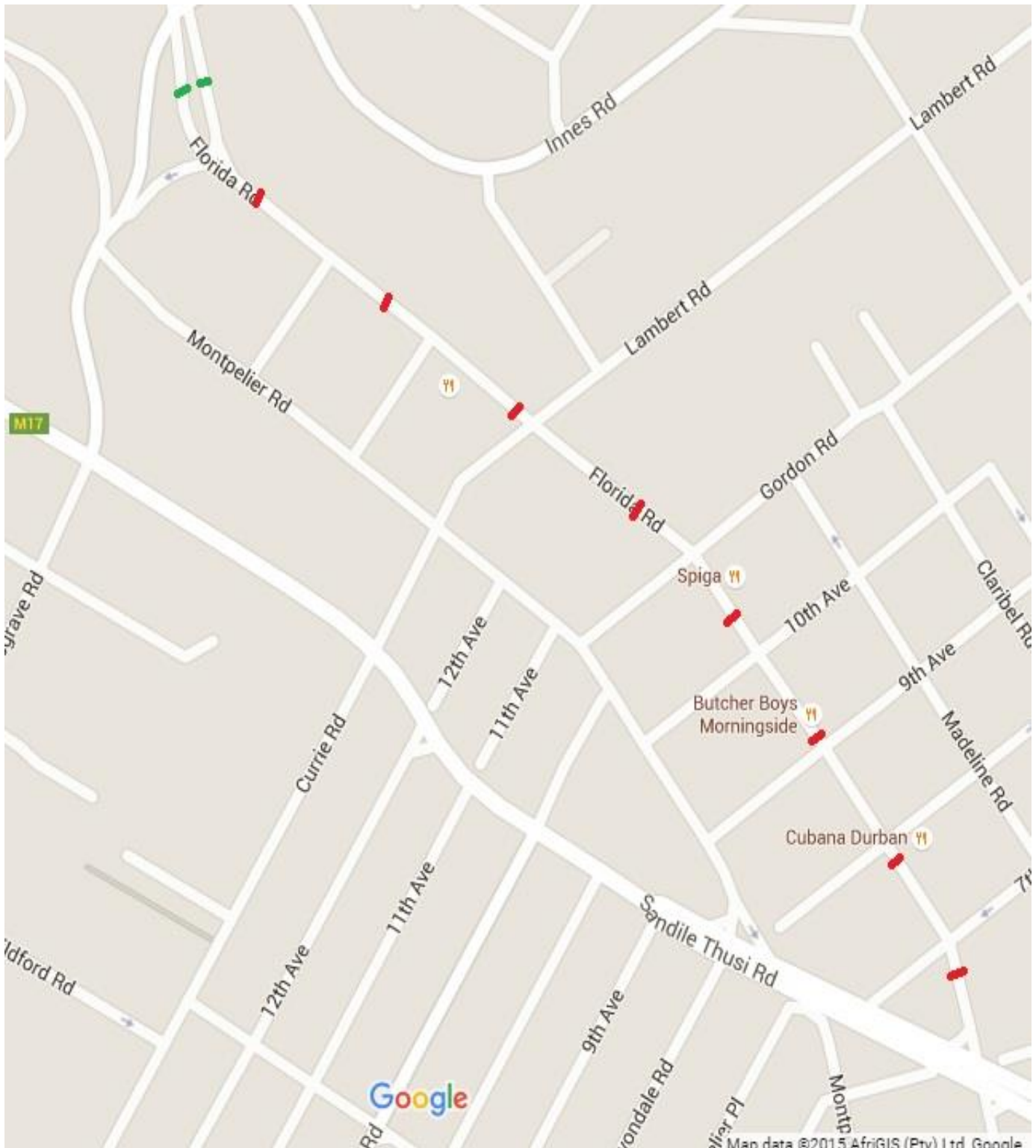
We are currently working closely with the City in requesting further structural upgrades to the entire length of Florida Road. Structural upgrades to paving along the top half of Florida have been included in the list of targeted interventions presented to the city.





TRAFFIC CALMING MEASURES:

Much needed traffic calming measures have been approved by eTM. Implementation has been delayed due to the impact speed humps will have on the inadequate drainage Florida Rd experiences. eTM have been working on a solution and we hope to see installation in the near future.



METRO POLICE:

The Metro Police dayshift compliment has been increased to four officers. An excellent working relationship has developed between Metro and the UIP.



PARKS:

Florida Road from Argyle to Innes is now managed by District 7, based at Mitchell Park. Both District Manager and Horticulturist are supportive and committed to supporting the UIP.

UIP cleaning and security staff now share the newly painted Gordon Park kiosk.



Together Serving Florida Rd



Parks Department
☎ 031 322 4000



Metro Police
☎ 031 361 0000



SAPS Emergency
☎ 10111



Florida Rd UIP
URBAN IMPROVEMENT PRECINCT
☎ 086 111 6133

www.floridaroaduiip.co.za



UIP OPERATIONS

The UIP provides a 7 day a week 24-hour security service and a daily cleaning service. The precinct begins at the Greyville traffic circle, and covers the full length of Florida Road to the Innes Rd traffic lights and includes the service lanes either side of Florida Rd which extend from 4th Ave to Currie Rd on the south west and from 6th Ave to Gordon Rd on the north east side.

UIP SECURITY

The UIP fulfils a support role to the SAPF and Metro Police. The productive relationship with these authorities is fundamental to the success of the UIP in securing public areas. The UIP has no legal instrument to enforce service standards. UIP Security Officers continue to support the Sidewalk Monitors by ensuring the removal of VCGs at night. An additional manned guarding foot patrol presence has now been introduced thanks to the support gained from residents and NGOs. The security patrol also covers every section of the precinct on foot during each shift.

Both the UIP staff and Enforce Armed Reaction work extremely well together.



The Sidewalk Monitor Programme is 1 year old!!! On the 5th of October 2015, we rolled out the Sidewalk Monitor Programme, consisting of 14 uniformed Monitors stationed a vulnerable point along Florida Road. The monitors are linked via radio to the UIP security vehicle and proved a welcome site to tenants, residents and visitors. The success of this plan resulted in the immediate removal of the vagrant car guards that plagued the road.



Below: Sidewalk Monitors Derrick Cele and Thulani Khuzwayo rewarded following the arrest of a suspect



CLEAN, GREENING AND MAINTENANCE

The cleaning and greening team begin with a litter collection pick at 06h00 in preparation for the early morning breakfast run and then moves into the service lanes to keep those areas not only tidy but free of graffiti as well. Weed control, grass trimming, tree maintenance and other gardening services are carried out every day.

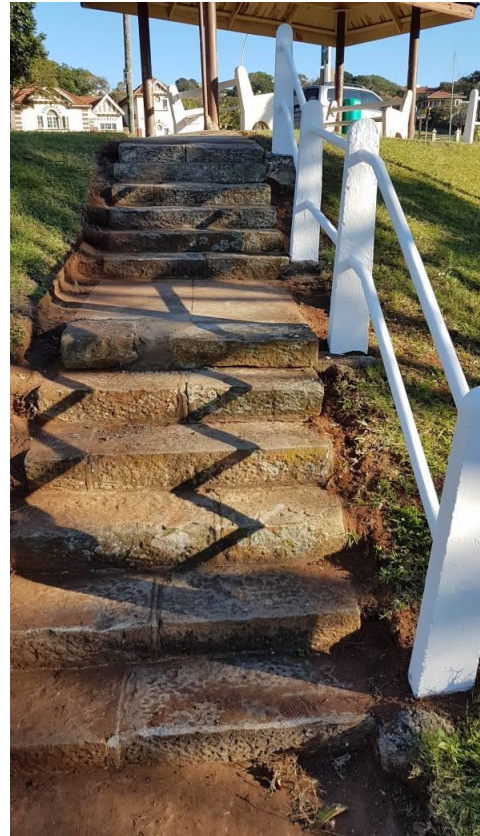
This work is captured on the UIP website with the [Latest News](#) and [Gallery](#) sections keeping members updated on the work being done. Before and after photos are an excellent way to remind us all of the positive impact the UIP has on our precinct.

The UIP's operational management and fault reporting system that is accessible on both the web and mobi version of the UIP website is proving a very effective way to get members and the public in general to voice their issues related to services in the public space. In terms of operations, a big thank you is extended to the security contractor, Enforce Security and landscaping / cleaning contractor, Superclean for their commitment and service levels to ensure a memorable experience of Florida Road's public areas.

Basic paving repairs



Stairs to the old tram station



Repainting of all bollards along Florida



Removal of Graffiti on Gordon Road.



PUBLIC SPACE ACTIVATION AND EVENTS THAT CONTRIBUTE POSITIVELY TO THE ROAD AND USERS

Supa Mamas Road Race



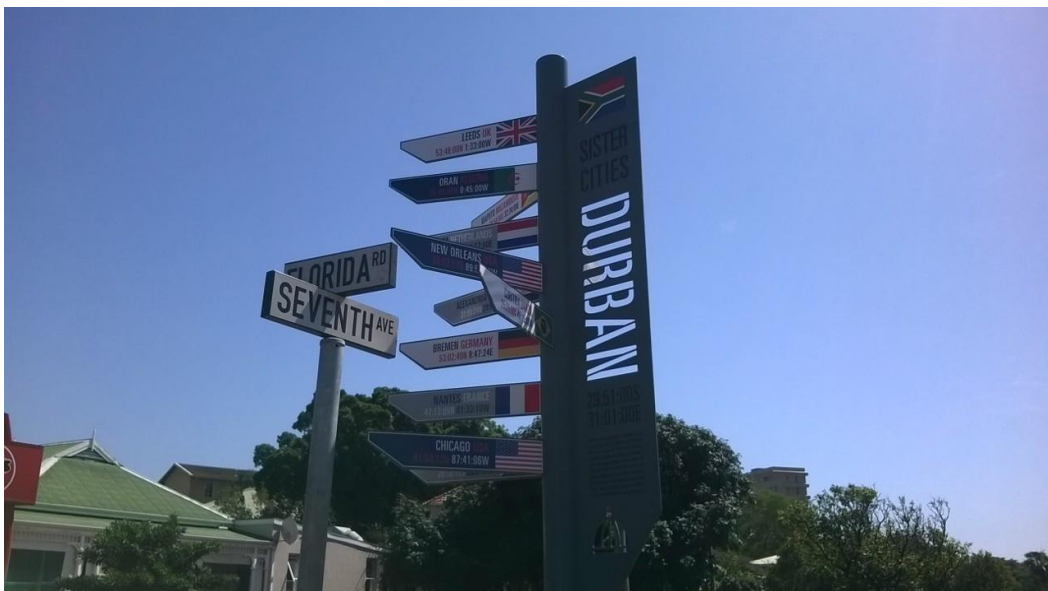
Below: Bootcamp



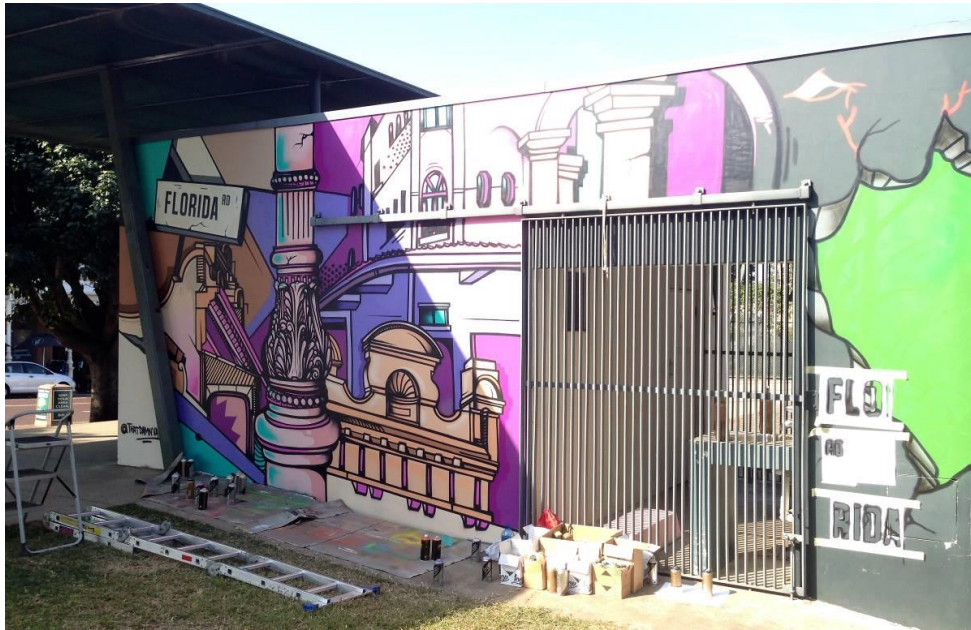
A Visible Difference

Besides the day to day cleaning, greening and maintenance projects there have been other UIP driven projects that have resulted in significant changes and improvements to the area's public spaces. These project include:

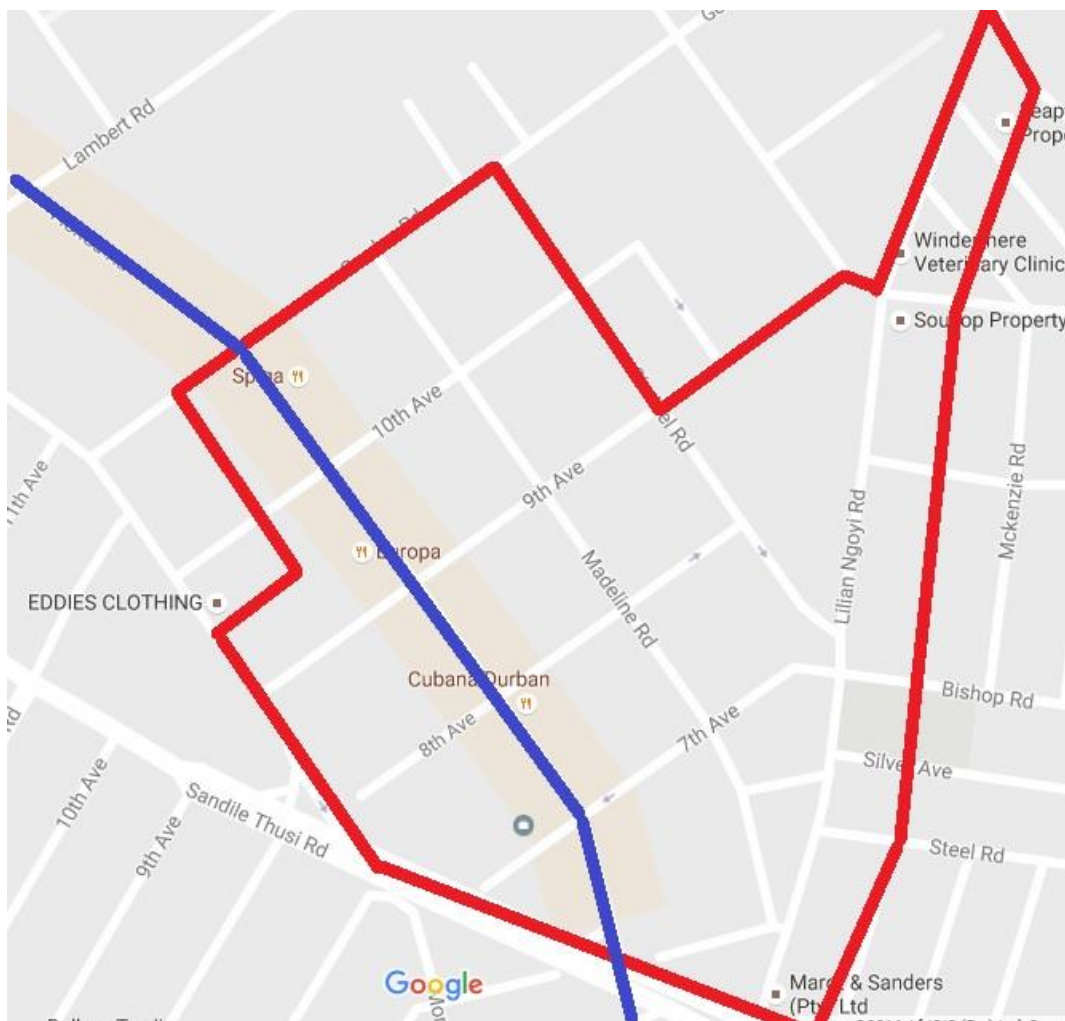
The Sister Cities sign: All stickers have been replaced. Funding provided by the UIP.



Repainting of the Gordon Park kiosk



The UIP is preparing for expansion through to Windermere Road. We require 51% buy in from commercial property owners within the proposed zone of expansion. Application will be made in August 2017, with the official expansion occurring in July 2018. Spread the word!



Marketing and Communication

The UIP has made use of its' website / Facebook and newsletter to let the stakeholders and members in the area know what is happening in Florida Rd.

In terms of marketing stats, the UIP has:

- Posted 83 news items to the website as compared to 45 by the same time in 2015.
- Sent out 57 newsletters up from the 22 sent out by the same time in 2015
- Grown its Facebook page likes from 550 in 2015 to 886 in 2016
- Had a maximum reach on Facebook of 11 965 people which was for a series of posts on the Florida Rd mural at the Gordon Rd Park – this was up from the highest reach on 2015 on 3 500

Re-Visioning Florida Rd

With the operational work of the UIP in 2014 and 2015 taking hold and beginning to reshape Florida Rd, 2016 saw the next phase of Florida Rd's rejuvenation kick-off, with the start of a Brand DNA and place-making process.

The Place-Making Process In Florida Rd

Global best-practice for the creation of iconic places refers to place-making as the creation of exceptional spaces offering exceptional experiences. Starting with the development of a Brand DNA and resulting in a clear place-marketing strategy and communication plan place-making aims to bring a place to life beyond bricks and mortar.

Understanding the DNA or distinctive characteristic of a place helps shape the tools for nurturing, promoting and making the place something special, a place that resonates with people, connecting them to it, instilling a sense of ownership in it, and ensuring they use and care for it.

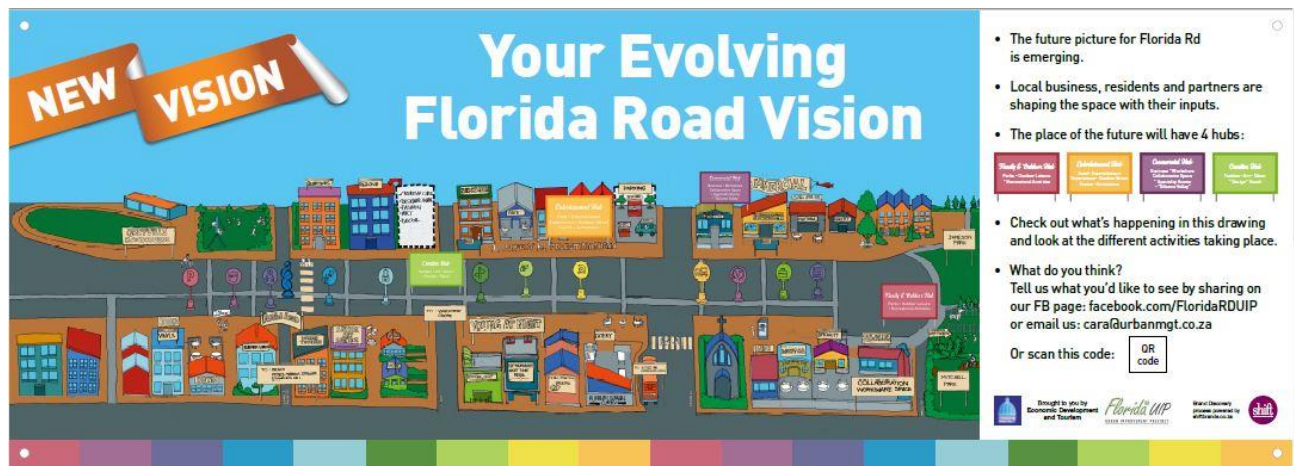
In Florida Rd, with the work of the UIP not only improving the quality of public space, but general perceptions of the road, the City has recognized the future role Florida Rd plays in unlocking the economic potential not only of the immediate area, but of Durban itself. To this end, the City, through the Municipality's Economic Development Unit (EDU) has collectively funded the Florida Rd Brand DNA and Place-making process, with the UIP, which began in June 2016.

This project aims to collectively uncover the unique DNA of Florida Rd and use it to shape the road's future positioning and development path across all sectors and stakeholders. Importantly, this project has been positioned to identify the challenges and related interventions needed to help the road reach its full potential as a go-to-place for Durban's locals and visitors alike.

This process has been structured in 4 phases, with cross-sectoral, individual and group engagements shaping future plans for the road. These phases are listed below, with one following on from the next and informing the ultimate deliverable for the road – an Urban Framework Plan:

- Phase 1: R200k eTM-funded brand DNA exploration project to deliver a Florida Rd Brand DNA as a comprehensive foundation document. Completed
- Phase 2: R50k UIP / Florida Rd Marketing Committee funded place-brand and logo development. To deliver a Florida Rd logo; Brand Campaign Imagery; Primary CI Roll-out; Typographic Treatments, and co-branding & association logo designs. This brand identity allows for the activation of the road as part of a co-ordinated and relevant strategy, that is the tangible outcome of the 1st phase, and instils stakeholder confidence in the process / the road / the City. Logo reveal by end 2016.

- **Phase 3:** Place-making activation campaign to deliver strategic and tangible communication tools for stakeholders and media. Aimed for implementation in early 2017, this phases is aimed at:
 - Illustrating a vision of the future to be collectively developed to a point of implementation (*see phase 4 below*)
 - Illustrating the different levels/ areas involved in effecting change on the road.
 - Sharing key hotspot areas and priorities
 - Identifying key strategic initiatives and measures of success
 - Illustrating the UIP role as supporter of the place Florida Rd as it emerges as the “hero” and the Florida Rd Marketing Committee as the custodian and driver of Florida Rd.



- **Phase 4:** eTM funded Urban Framework Plan – In progress
This piece of work, structured as an integrated and credible framework plan for the Future-Florida-Rd, is a catalyst for re-development of the road.

Set within the framework of “Urban Design” as it relates to the arrangement, appearance and function of Florida Rd, this piece of work will articulate the concept of development relating to areas such as: Building Form, Zoning and Usage, Public Space Infrastructure, Road Layouts/Vehicular Network, NMT Network, Street Scene, Roof-scapes, Night Time Character & Greenery.

For Florida Rd this Framework Plan will:

- Be pitched as a compelling case for eTM investment in economic enabling infrastructure
- Catalyse re-investment in the road by the private sector
- Help with the continual “positioning” of the road as a key Durban offering

This framework will be the home of the vision and voice of the stakeholders that were engaged in the foundational Brand DNA process.

Bringing The Plans To Life

To date, the brand development process for Florida Rd has been driven by the UIP in collaboration with various municipal departments. With operations and the fostering of municipal relationships key to the future success of Florida Rd’s, and the resources required to deliver this, a dedicated marketing entity has been set up for Florida Rd.

The Florida Rd Marketing Committee (FRMC) is the custodian of the Florida Rd brand DNA, marketing plan and related urban framework and has been formed as an entity that works in conjunction with the UIP and in-line with related municipal departments to deliver a sort after spaces that offer exceptional experiences to a varied audience who live, work, play and meet on Florida Rd.

The structure and mandate of this committee is communicated below in a message from the FRMC chairman Mike Holland (Europa Florida Rd).

Marketing Committee Chairman's Report - 22 November 2016

INCEPTION

The need for the establishment of a Florida Road Marketing Fund (FRMF) and separate Florida Road Marketing Committee (FRMC) emerged during 2015 in response to a realisation by the FRUIP Board that the numerous successes of the FRUIP would need to be marketed for their full value to cascade to the vast customer base, much of which had been deterred by the rapid deterioration of the Precinct during the 5 years prior to the establishment of the FRUIP.

This need became more obvious at the beginning of 2016 as the FRUIP, through its delivery credibility and strengthening partnership with eThekweni Management, began exploring (with the City) the identity of Florida Road and its critical position within the broader City and regional environment.

The FRMF was then launched by a self-appointed FRMC ratified by the FRUIP Board. The key objective of this “War Chest” was to raise funds from voluntary subscriptions to facilitate a brand DNA research process from which the future of FR as a marketable entity would flow into the short and medium term, and upon which a co-operative marketing platform would be built.

From this solid base, it was proposed that all participant interests, **with specific reference to** Durban Tourism, Provincial Tourism and even National Tourism, will enjoy a clearly defined product to add to their respective portfolios and strategies.

Such was the impact of the DNA proposal on The City that the FRMF received an accelerating boost in the form of funding for this project from The City, specifically the Economic Development Unit. This windfall has facilitated the completion of the brand DNA process ahead of initial projected timelines and most importantly, gave rise to the subsequent phases noted in the Marketing Summary above.

In response to the City's commitment, the FRMC became acutely aware of a need to match this commitment, to qualify its own role and to achieve both “good faith” and operational successes as a matter of urgency. To this end, it pledged its' commitment to the subsequent 3 phases proposed as part of the DNA process, funding the 2nd and 3rd phases. In addition to this, the FRMF has begun to “hit the ground running” planning and piloting targeted marketing activities that talk to the brand DNA of Florida Rd.

PROJECTS

1. Fundraising

- 1.1. The Fund has 11 voluntary contributors each contributing R1000.00 per month and has raised a total of R74,000.00 at 22nd November 2016.
- 1.2. The Fund has distributed R24 500 to projects during 2016.

2. FR DNA place-making support

- 2.1. The Committee members were included as critical decision makers in the process of formulating scope of work for the DNA process as well as the selection of the research service provider employed for this process.
- 2.2. The Committee played a key role throughout the information-gathering stage in facilitating the capturing of data and participation in numerous workshops.

2.3. The Fund was in a position to supplement the generous contribution by the City, to avoid delaying the process, after it became necessary to expand the scope of work.]

3. Code of Conduct

- 3.1. The need for a Code of Conduct for the Precinct became evident during workshops and interaction among various role-players.
- 3.2. The Committee formulated the Code of Conduct and secured signed endorsement of the CoC from more than 30 General Property Owners and Business Owners within the Precinct.
- 3.3. The CoC has provided the authorities with a community-driven mandate to escalate the control of compliance and to prioritise such control.
- 3.4. The Committee intervened in the erection of an unsightly billboard on a private property within the Precinct.
- 3.5. The Committee were able to secure aesthetic improvements to a property development within the precinct.

4. Kiosk Mural

- 4.1. The commissioning of the artwork on the Gordon Road Park Kiosk resulted from a co-operative “win” which allowed the Fund to invest in the beautification of this central, highly visible landmark within the Precinct.
- 4.2. The completed artwork generated positive publicity to the value of approximately R500,000.00 based on advertising costs for the media concerned.

5. Savages Supa Mamas Road Race

- 5.1. A co-operative partnership has been initiated with Savages Athletic Club which facilitated the route of their annual Road Race to be altered to include a long stretch of Florida Rd.
- 5.2. The partnership will allow the Committee to expand the Road Running activations into the future with the co-operation and assistance of an experienced, respected team.

6. FRMF Formal Constitution

- 6.1. The Committee have drawn up a formal constitution for the FRMF in order to explain and more accurately reflect the intended position and status of the entity.
- 6.2. The proposed constitution will be tabled for adoption at the AGM.

7. Gordon Road Park activations

- 7.1. As a public open space, the Park falls logically into the FRUIP frame of interest and, as such, work had been carried out by the FRUIP Manager towards building a relationship with both Parks and Events Departments to secure a role as an approval authority for events applied for in the Park.
- 7.2. A set of approval parameters have been drawn up and accepted by the two departments with a procedural approval role for the FRUIP built into their application processes. This has allowed FRUIP to veto those applications that attempt to “hijack” the road for individual gain and without consideration for the broader community.
- 7.3. There is however a need to actively seek suitable crowd-drawing activities in the Park and this responsibility lies more comfortably within the FRMF control.
- 7.4. Having an ex officio position on the FRMC allows the Precinct Manager full access to planning for all events in the Park.
- 7.5. The FRMC have begun actively searching for suitable operators to lift the desirable usage of the space to the benefit of the community.

Mike Holland - Chairman

CHALLENGES:

- **Noncompliance:** Noncompliance from entertainment operators on the road continues. Late operating hours and excessive music levels all contribute negatively to the precinct. Licencing enforcement by eTM continues. Following a meeting between the UIP and entertainment operators and property owners, it was agreed that a code of conduct be distributed by the UIP Marketing Committee for commitment by UIP members. So far 27 signed copies have been received.
- **By-law enforcement:** Action is being taken to enforce the new Nuisance and Behaviours by-law with positive results, however more is required with 24/7 enforcement on Florida Road
- **Traffic calming measures:** Installation of traffic calming speed humps is of critical importance, not only for road safety but also to the general feel and experience of the road as a whole. On motivation from the UIP, eTM has approved 10 speed humps. All technical design requirements have been completed, funding has since been approved and a project leader is in the process of being appointed.
- **Sidewalk Monitors:** Although the SM Programme has seen a successful first year and received a tremendous amount of support, we continue to monitor potential challenges. Encroachment from illegal car guards continues to be a challenge, however quick action from Security ensures their removal from site. We encourage all road users to report such activity to the UIP emergency number on 086 1116 113.
- **Security:** The need for additional manned guarding security is key in ensuring the road remains safe 24/7. With the voluntary contributions secured from the majority of NGOs and a number of residential blocks, we've introduced two nightshift patrolling guards. More are required.

1.0 Security

1.1 Crime stats based on incidents reported to the UIP

	July 15		Aug 15		Sep 15		Oct 15		Nov 15		Dec 15		Jan 16		Feb 16		Mar 16		Apr 16		May 16		Jun 16		Total
UIP Actions with other Law Enforcement Departments	Pub	Pvt	Pub	Pvt	Pub	Pvt	Pub	Pvt	Pub	Pvt	Pub	Pvt	Pub	Pvt	Pub	Pvt	Pub	Pvt	Pub	Pvt	Pub	Pvt	Pub	Pvt	
UIP arrests & hand over to SAPF / Metro Police	1	1	0	4	1	1	0	7	0	3	0	0	0	3	0	2	2	0	1	0	7	0	0	0	33
UIP call outs to SAPF / Metro Police	0	12	0	11	2	10	1	9	0	11	0	0	8	2	8	1	9	4	5	0	14	0	3	0	110
SAPF/Metro/UIP security ops in precincts	0	0	0	0	1	0	0	1	0	0	0	0	0	0	1	0	1	0	0	0	0	0	0	0	4
Contact Crimes in grey																									
Murder	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1
Attempted murder	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total sexual offences	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Assault (Grievous Bodily Harm)	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Assault common	0	0	0	1	0	0	1	0	0	0	0	2	0	0	1	0	1	0	0	0	0	0	1	0	7
Common robbery	0	3	2	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1	0	7
Robbery with aggravating circumstances	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Carjacking	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	2	0	0	0	0	0	3
Robbery at Residential premisis	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Robbery at Non residential premises	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Malicious damage to property	0	1	0	0	0	1	0	2	0	3	0	3	0	0	0	0	1	0	2	0	0	0	0	0	13
Burglary Residential	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Burglary Non Residential	3	0	0	4	0	1	0	0	0	0	0	0	1	1	0	0	0	0	1	5	0	0	0	0	16
Theft of motor vehicle	0	0	1	0	0	1	0	3	0	1	0	0	0	2	0	3	0	0	0	0	1	5	0	0	17
Theft out of motor vehicle	0	3	3	0	0	1	0	1	0	2	0	2	1	0	1	0	4	1	4	1	3	0	3	0	30
Drug related crime	0	1	0	0	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	1	0	0	0	4
All theft not mentioned elsewhere	1	0	0	1	0	0	1	0	0	1	0	1	1	2	0	1	3	0	0	0	0	1	0	0	13
Vehicle accidents	0	2	0	1	0	3	0	6	0	4	0	4	0	0	4	0	3	0	2	0	0	1	1	0	31
Total	5	24	6	22	4	18	3	30	0	26	0	12	11	8	18	4	28	5	16	2	30	3	15	0	290

Security

1.2 By-law Enforcement

	July 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Total
Drinking in public	59	33	1	33	17	21	0	34	13	34	41	25	218
Fights / brawls defused	1	1	1	2	0	1	0	1	0	6	10	2	22
Illegal car guards removed	0	0	0	14	14	41	11	41	17	19	4	7	168
Illegal informal traders removed	3	5	1	19	11	18	6	14	0	24	17	14	123
Pamphlet distribution	0	0	0	2	0	0	0	0	0	0	0	1	3
Public disturbance	0	0	1	1	0	0	0	0	0	3	0	1	5
Public indecency	13	14	1	9	0	0	0	0	4	9	0	0	22
Suspicious people questioned	8	7	0	16	21	48	2	9	9	16	10	18	149
Total	84	60	5	96	63	129	19	99	43	111	82	68	710

1.3 UIP security public assistance

	July 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Total
Calls to UIP 086 111 6113	49	45	0	79	79	35	36	40	39	45	37	36	520
Assistance to members of public	1	0	0	2	3	4	1	0	3	6	10	0	30
Lost & Found	2	1	3	1	1	1	1	1	1	0	0	1	13
Alarms attended	13	46	22	15	18	33	13	15	33	29	31	18	286

1.4	UIP security contractor weekly SLA performance assessment:	July 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	
	Emergency call number in good working order	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	
	Radio system in good working order	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	
	Response vehicle in good working order	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	
	SO equipment non compliance	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	
	SO dress code non compliance	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	
	Monthly Shift Report - shifts short	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	
	Monthly Incident Report	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	
	Monthly Security and Bylaw Stats Report	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	

2.0 Optimising Municipal Service Delivery

2.1	Municipal faults reported and followed up	July 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Total
	Business Support (Informal Traders)	0	0	0	0	0	0	0	1	1	0	0	0	2
	DSW	0	2	2	1	1	2	2	9	6	5	4	2	32
	Electrical (street & hanging lights)	28	17	11	1	12	2	13	31	30	27	11	8	135
	eThekwini Transport Authority (ETA)	0	3	0	4	0	9	6	1	2	1	2	2	27
	Health	0	0	1	0	1	0	0	0	0	0	0	0	1
	Metro police	3	0	1	1	1	0	2	2	1	0	0	1	8
	Parks	2	7	1	2	2	6	5	10	5	3	2	2	37
	Pollution & Environment	0	0	0	0	0	0	0	0	0	0	0	0	0
	Roads (pot holes, kerbing, signage, marking)	5	5	8	10	1	7	8	8	5	0	2	1	42
	Signage & Advertising	0	0	0	0	0	0	0	0	0	1	1	0	2
	Traffic Lights	0	0	0	1	0	0	0	0	0	0	1	0	2
	Urban Design	0	0	0	0	0	0	0	0	0	0	0	0	0
	Waste Water	0	0	0	0	0	0	0	0	0	0	0	0	0
	Total	38	34	24	20	18	26	36	62	50	37	23	16	288

3.0 UIP Operational Stats

3.1	Service requests - UIP members/stakeholders	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	
	Number service requests received for the month (eTM +UIP tasking)	2	3	3	1	0	0	2	6	0	0	1	5	23
	Running total of unresolved serv. requests - tasking eTM	1	1	1	1	1	1	1	2	1	1	2	2	15
	Running total of unresolved serv. requests - tasking UIP	0	0	0	0	0	0	0	0	0	0	0	0	0

3.2	UIP services (initiated by UIP management)													
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Number of service requests to eTM	42	33	27	25	23	27	37	61	49	36	28	15	403
Running total of unresolved serv. request to eTM	59	45	43	25	21	31	37	45	28	35	41	0	410
Running total of unresolved serv. request to UIP contractors	0	1	0	0	0	1	0	0	0	0	0	0	2

3.3 Private property improvement requests													
Requests to pty prop owners	2	3	1	1	1	2	3	7	1	4	1	2	28
Outstanding requests to prty prop owners	2	1	2	1	2	3	4	9	8	8	5	0	45

3.4 UIP Special Projects Completed													
Maintenance projects	35	29	5	0	1	16	7	1	3	7	24	10	138
Greening projects	3	29	5	10	3	2	3	2	29	24	5	14	129
Graffiti tags removed	12	8	21	9	4	20	17	12	3	6	9	7	128
Municipal waste bags filled	991	866	1,008	926	933	1,153	904	1,125	1,258	1,534	1,530	1,560	13,788
Animal rescue	0	0	0	0	0	0	0	0	0	0	0	0	0

3.5 Standing Meetings Attended	July 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Total
Monthly - UIP Secur. Forum (Sec. services)	1	0	1	1	1	1	1	1	1	1	1	1	11
Monthly / weekly - SAPF / CPF Sec. 5(Sec. services)	9	6	6	3	11	6	2	8	5	3	4	1	64
Chamber of Business	1	0	1	1	0	0	0	1	0	0	1	0	5
Total	11	6	8	5	12	7	3	10	6	4	6	2	80

3.6 Financials & UIP Levy contributions:													
Monthly financials completed	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	
6 monthly reconciling of UIP levy receipts	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	

3.7 UIP cleaning contractor weekly performance assessment:	% of target	% of target	% of target	% of target	% of target	% of target	% of target	% of target	% of target	% of target	% of target	% of target	
Shifts short	100	100	100	100	100	100	100	100	100	100	100	100	
Late arrivals	100	100	100	100	100	100	100	100	100	100	100	100	
Dress code non compliant	100	100	100	100	100	100	100	100	100	100	100	100	
Equipment non compliant	100	100	100	100	100	100	100	100	100	100	100	100	

Areas cleaned and maintained	100	100	100	100	100	100	100	100	100	100	100	100	
Florida Rd	100	100	100	100	100	100	100	100	100	100	100	100	
North servitude	100	100	100	100	100	100	100	100	100	100	100	100	
South Servitude	100	100	100	100	100	100	100	100	100	100	100	100	

3.8	UIP landscape contractor weekly performance assessment:	% of target	% of target	% of target	% of target	% of target	% of target	% of target	% of target	% of target	% of target	% of target	
	Grass areas cut - achieved % of target	100	100	100	100	100	100	100	100	100	100	100	
	7th Ave	100	100	100	100	100	100	100	100	100	100	100	
	Quarters Triangle	100	100	100	100	100	100	100	100	100	100	100	
	Flower beds and tree planters maintained - achieved % of target	100	100	100	100	100	100	100	100	100	100	100	

Budget 2016/2017

The budget provides for holistic supplementary service delivery to Florida Roads public areas with the aim of enhancing the experience and safety of Florida Rd. This translates into secured property values and improved investment confidence.

The 2016/2017 levy increase was 8%, with the 2017/2018 levy increase at 7%.

	2017/2018	2016/2017
	R	R
INCOME	2 973 008	2 836 645
Annual levy @ 7% increase		
EXPENSES		
Admin and general	146 822	139 750
Utilities	0	0
Company costs	32 462	30 624
Operational manager	512 904	474 911
Security	1 242 756	1 171 753
Cleaning	187 975	176 735
Greening	56 751	47 068
Repairs & maintenance	35 717	29 393
Social investment	10 560	9 600
Communications, PR & mrkt. of the UIP	105 930	99 000
Project management and leverage fee	277 811	257 237
	2 609 688	2 436 071
Vat	365 356	341 050
Total	2 975 044	2 777 121
SURPLUS	-2 036	59 524
ESTIMATED RESERVE AT 30 JUNE 2017	532 990	535 026

Conclusion

My sincere thanks are extended to the Board of Directors and invitees who voluntarily contributed generously of their time and efforts to assist in managing the business of the UIP. Thanks also to City Management, municipal departments, the SA Police Services, Community Policing Forum and we look forward to many years of a productive partnership. I also take this opportunity of thanking our management team for their hard work and dedication to the success of the UIP, without their efforts we could not have achieved the successes of the past year.

Finally, thank you to all members who have supported the endeavours of the UIP, and we look forward to reporting on an equally productive 2016/2017 financial year.

Wayne Stainforth

Chairman