

# Florida Road Urban Improvement Precinct NPC (Florida Rd UIP)

Registration Number: 2013/059252/08



# Annual Report for year ended 30 June 2018

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# Florida Road Urban Improvement Project NPC (Florida Rd UIP)

Registration Number: 2013/059252/08

("the Company")

## **Notice of the 5<sup>th</sup> Annual General Meeting**

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**Business Address:** 44 Lagoon Drive, uMhlanga Rocks, 4320

**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, 113 Florida Rd on 29 January 2019 at 14h00** 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 2018, 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 10 of the Memorandum of Incorporation.  
The Board shall comprise a minimum of 5 directors and a maximum of 10.  
It would facilitate secretarial procedures if nominations for the appointment of Directors could be emailed to [jo@urbanmgt.co.za](mailto:jo@urbanmgt.co.za) by no later than 18 January 2019. 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 2019 to 30 June 2020.
6. 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](mailto:jo@urbanmgt.co.za) by no later than the 18 January 2019. 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 29 January 2019

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](mailto:jo@urbanmgt.co.za) for the attention the Chairman Florida Road Urban Improvement Project NPC by 18 January 2019

## 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 29 January 2019.

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

Signed at:..... this.....day of.....2019

Signature:.....

FOR AND BEHALF OF:.....

### NOTE:

Proxy forms should be emailed to [jo@urbanmgt.co.za](mailto:jo@urbanmgt.co.za) for the attention the Chairman Florida Road Urban Improvement Project NPC by 18 January 2019.

# 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 7 December 2017.
4. Matters Arising for the Annual General Meeting held on 7 December 2017
5. To receive the Chairman's Report
6. Resolution 1: To receive and adopt the annual financial statements for the year ended 30 June 2018, which incorporates the independent auditors report.
7. Resolution 2: Re-appoint Baker Tilly Morrison Murray 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, Ross Roger, Pat Brown, Alfred Sudheim, Laurence Dinsdale, Karen Peterson & Tom Wood.
9. Resolution 4: To receive and adopt the Budget for the financial year 1 July 2019 to 30 June 2020.
10. Place-making Committee Update
11. General
12. Close of Meeting

By order of the Board



**Florida Road Urban Improvement Project (UIP) NPC**  
(Registration Number: 2013/059252/08)

**Minutes of the 4th Annual General Meeting of Members of the Florida Road Urban Improvement Project (UIP) NPC, Olive Tree Church, Florida Road 07 December 2017 at 15h00**

**Directors:**

Name	Initial	Representing	Present	Apologies
Wayne Stainforth (Chair)	WS	Western Star	Present	
Michael Holland	MH	Europa	Present	
Alfred Sudheim	AS	118 & 124 Florida	Present	
Laurence Dinsdale	LD	Dropkick Murphy's		Apologies (proxy)
Marco Santoniccolo	MS	Spiga d'Oro		Apologies
Nadeem Shahid	NS	Urban Lime	Present	
Ross Rodger	RR	Olive Tree Church	Present	
Patrick Brown	PB	N/A	Present	

**Invitees:**

James Arbuthnot	JA	Holdens Kwikspar	Present	
Chris Brown	CB	116 Florida Rd	Present	
Francois Russouw	FR	Florida Park Hotel	Present	
Clint Pretorius	CP	167 Florida Rd, Arup House	Present	
Andrew James	AJ	Florida Park Hotel	Present	
Skye Badrudin	SB	Keyline	Present	
Mogie Naidoo	MN	BDO		
Fadeela Deedat	FD	Community Chest	Present	
Lloyd Van Rensburg	LVR	Church in Florida	Present	
Brian Wright	BW	UIP Project Leader	Present	
Jarrod Evans	JE	UIP Precinct Manager	Present	
Cara Reilly	CR	UIP Place-making	Present	
Jo Barnard	JB	UIP Corporate Governance & Secretariat	Present	
Kelly Wallis	KW	UIP	Present	
Mark Quigley	MQ	Florida Rd Park		Apologies (proxy)

Rudica Maharaj	RM		Apologies (proxy)
Rob Goulden	RG	Wishful Investment	Apologies (proxy)
Nicohlan Singh	NS	United African Marine (Pty) Ltd	Apologies (proxy)
Karen Petersen	KP		Apologies

<b>1/17</b>	<b>Welcome and Introductions</b>	<b>Action</b>
a.)	Wayne Stainforth (“the Chair”) welcomed all to the 4th Annual General Meeting of Members of the Florida Road Urban Improvement Project Non-Profit Company (“Florida Road UIP”).	
<b>2/17</b>	<b>Apologies</b>	
a.)	Apologies were recorded as listed above.	
b.)	Proxies were recorded as listed above.	
<b>3/17</b>	<b>Quorum</b>	
	<p>Attendees confirmed having received due notice of the meeting.</p> <p>It was noted that the quorum required for the Annual General Meeting was 10 members, personally present, or by its duly authorised representative. The Chair therefore confirmed the meeting duly constituted.</p> <p>The Chair introduced the meeting to the Directors as follows:</p> <ul style="list-style-type: none"> <li>• Wayne Stainforth (Chairman)</li> <li>• Michael Holland</li> <li>• Ross Roger</li> <li>• Pat Brown</li> <li>• Alfred Sudheim</li> <li>• Marco Santoniccolo (in absent)</li> <li>• Laurence Dinsdale</li> <li>• Nadeem Shahid</li> </ul> <p>The Chair further introduced Jarrod Evans, Brian Wright, Cara Reilly, Kelly Wallis and Joanne Barnard of the UIP’s management team and Mogie Naidoo of BDO (the Auditor).</p>	
<b>4/17</b>	<b>To adopt the Minutes of the Annual General Meeting held on 22 November 2016</b>	
	<p>The Minutes of the Annual General Meeting held on 22 November 2016 had been circulated to attendees before the meeting.</p> <p>There being no comments the minutes were approved as a correct record of proceedings, adoption of the minutes was proposed by Mike Holland (MH) and a seconder Alfred Sudheim (AS).</p>	
<b>5/17</b>	<b>Matters Arising from Previous Minutes</b>	



a.)	Minute 6/16-Place-making Committee: Brian Wright (BW) reported that the placemaking terms of reference had been ratified by the committee established.	
b.)	Minute 6/16 – Code of Conduct: Jarrod Evans (JE) reported that approximately 50% of businesses on the road had signed (+- 35 businesses).	
<b>6/17</b>	<b>Presentation of the Annual Report</b>	
	<p>The management team took the attendees through a high-level presentation of the Annual Report, BW explained the concept of Precinct Management and the current socio economic and political positioning of Precinct Management in KZN.</p> <p>JE presented on operational matters such as cleaning, greening, special projects and the importance of the symbiotic relationship with eThekweni Municipality (eTM).</p> <p>Cara Reilly (CR) presented on the marketing and communication deliverables of the UIP. With special mention of the Florida Rd website and the APP being rolled out at the end of the year.</p> <p>Mike Holland (MH) as Chair of the Place-making Committee reminded the attendees of the Brand DNA process undertaken and the outcomes. MH went on to explain the role of the Place-making committee and provided a brief overview of the strategy for the ensuing year. MH thanked all those contributing to the Placemaking fund and reinforced that the Committee's aim of being self-funding.</p> <p>The Chair thanked the Management team for their exceptional service during 2017 with special mention to JE and CR. The Chair also gave special thanks to Mike Holland for his contribution of time to the UIP. The Chairs thanks were also extended to eTM.</p>	
<b>7/17</b>	<b>Resolution 1 - To receive and adopt the annual financial statements for the year ended <u>30 June 2017</u>, which incorporates the Chairman's report to members, and the report of the independent auditors.</b>	
	<p>The Chairman noted that the Financial Statements, his Chairman's Review and the Report of the Independent Auditors fully covered the activities of the Company for the period under review. He enquired whether there were any queries or comments from the floor. As no comments or queries were raised, MH proposed and Pat Brown (PB) seconded that the Annual Financial Statements of the Company for the year ended 30 June 2017 be approved and adopted. The proposal was accepted, and the <u>meeting resolved that the Financial Statements for the year ended 30 June 2017 were approved and adopted.</u></p> <p>Mogie Naidoo left at 16h00.</p>	
<b>8/17</b>	<b>Resolution 2: To re-appoint BDO as the auditors of the Company.</b>	
	<p>The companies Act 2008 requires us to annually appoint an Auditor to the Company. Having undertaken a cost benchmarking exercise, the Board had decided to move from BDO to Baker Tilly Morrison Murray. The Chair proposed Baker Tilly Morrison Murray as the appointed Auditors for the Company, and the motion was put to the meeting and <u>was unanimously carried.</u></p>	
<b>9/17</b>	<b>Resolution 3: To elect directors for the ensuing year</b>	
	<p>The Chair explained that the Directors would retire at this Annual General Meeting and that the following Directors would be available for re-election:</p> <ul style="list-style-type: none"> <li>• Wayne Stainforth</li> <li>• Michael Holland</li> <li>• Ross Roger</li> </ul>	

	<ul style="list-style-type: none"> <li>• Pat Brown</li> <li>• Alfred Sudheim</li> <li>• Laurence Dinsdale</li> <li>• Nadeem Shahid</li> <li>• Karen Petersen</li> <li>• James Arbuthnot</li> </ul> <p>The meeting noted the Companies Act of 2008 required that Directors be individually elected, and as such he called for nominations of directors:</p> <ul style="list-style-type: none"> <li>• Wayne Stainforth nominated by MH and seconded by Ross Roger (RR)</li> <li>• Michael Holland nominated by WS and seconded by RR</li> <li>• Ross Roger nominated by WS and seconded by MH</li> <li>• Pat Brown nominated by WS and seconded by MH</li> <li>• Alfred Sudheim nominated by MH and seconded by RR</li> <li>• Marco Santoniccolo nominated by MH and seconded by RR</li> <li>• Laurence Dinsdale nominated by MH and seconded by RR</li> <li>• Nadeem Shahid nominated by Clinton Pretorius and seconded by RR</li> </ul> <p>Additional Nominations Included:</p> <ul style="list-style-type: none"> <li>• Karen Petersen nominated by Nico Singh (NS) and seconded by Nadeem Shahid (NS)</li> <li>• James Arbuthnot nominated by MH and seconded by NS</li> </ul> <p>Marco Santoniccolo was not available for re-election and the Chair thanked Marco for his service over the years.</p> <p>There were no objections to the nominations, so the Chair moved that the nominees be elected to the Board until the next Annual General Meeting. <b><u>The motion was unanimously carried.</u></b></p>	
<b>10/17</b>	<b>Resolution 4: To adopt the 2017/2018 Budget</b>	
	<p>The Chair explained that Resolution 4 was to receive and adopt the budget for the financial year 1 July 2018 to 30 June 2019. The Chair went on to further add the 2017/2018 levy rate randage decreased by 21.5% due to the increase in property values. With the ever-growing popularity of Florida Rd, UIP service demands had grown exponentially and the Board, although mindful of the challenging economic times, had rigorously assessed service demands and after careful consideration had approved a 13% levy increase for 2018/2019 which will fund the deployment of additional on-street services.</p>	

Florida Rd UIP Budget July 2018 - June 2019		
	2018/2019	2017/2018
	R	R
<b>Income</b>	3 354 198	2 973 008
<b>Expenses</b>		
Admin and general	160 532	146 822
Utilities	0	0
Company costs	40 945	32 462
Operational manager	553 937	512 904
Security	944 945	1 242 756
Cleaning	268 681	187 975
Greening	59 292	56 751
Repairs & maintenance	54 067	35 717
Social Economic Development	438 128	10 560
Communications, PR & mrkt. of the UIP	121 695	105 930
Project management and leverage fee	300 035	277 811
	2 942 257	2 609 688
Vat	411 916	365 356
<b>Total Expenses</b>	3 354 173	2 975 044
<b>Surplus / deficit</b>	24	-2 036
<b>Estimated year end reserve</b>	533 014	

**There being no questions the members and Directors unanimously voted to approve and adopt the 2018/2019 budget of R3,354,198.**

#### **11/17 General**

The Chair asked whether there was any other business to be dealt with under general and no items were raised.

#### **12/17 Meeting Closure**

There being no further business the Chair thanked the meeting for their attendance and declared the meeting closed at 16h10.

Read and confirmed this \_\_\_\_\_ day of \_\_\_\_\_ 20.....

\_\_\_\_\_  
**Chair**



## **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 owner 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.

The status quo in 2012 resulted in commercial property owners establishing the FRUIP which commenced for 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](http://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.

### ***Photos below:***

***S/O Alex and SM Derrick having been rewarded for an arrest***



***SM Derrick assisting cleaning staff replacing hanging baskets at the tram shelter.***



## **UIP / Municipal Relationship**

At the core of Florida Road's success, is the ability for the UIP and Municipality to build and strengthen a positive and mutually beneficial relationship. In this regard, significant progress has been made. Importantly the UIP does not replace or duplicate municipal services, instead provides a supplementary service to the precinct.

Municipal support the past year has been instrumental in securing a premium experience of place within the precinct. Lighting, road marking, greening and general maintenance to municipal infrastructure have all been kept to a high standard.

As indicated above, whilst the relationship with the Municipality remains solid, we have encountered some challenges: The 2018/19 Finance Agreement with the Municipality has imposed a number of additional reporting and administration requirements on the UIP. The UIP is currently in discussion with the Municipality regarding clarity and relaxation on some of these requirements which have/will put the UIP in contravention of its Memorandum of Incorporation (Mol) and the Companies Act. In addition, there had been a number of discrepancies regarding the year-end financial reconciliation of the SRA levy collections and payments by the Municipality to the UIP, which has since been resolved but impacted on the preparation of the Annual Financials and the approval of the 2019/20 Budget and therefore delayed the Annual General Meeting. The Directors would like to thank the eThekweni Municipality for their commitment to resolving these issues and for their continued support of the SRA/UIP model.

*Photo below: Florida Roads festive lights up and running - an activation we hope to expand on.*



***Click on the links below to see news related to municipal support:***



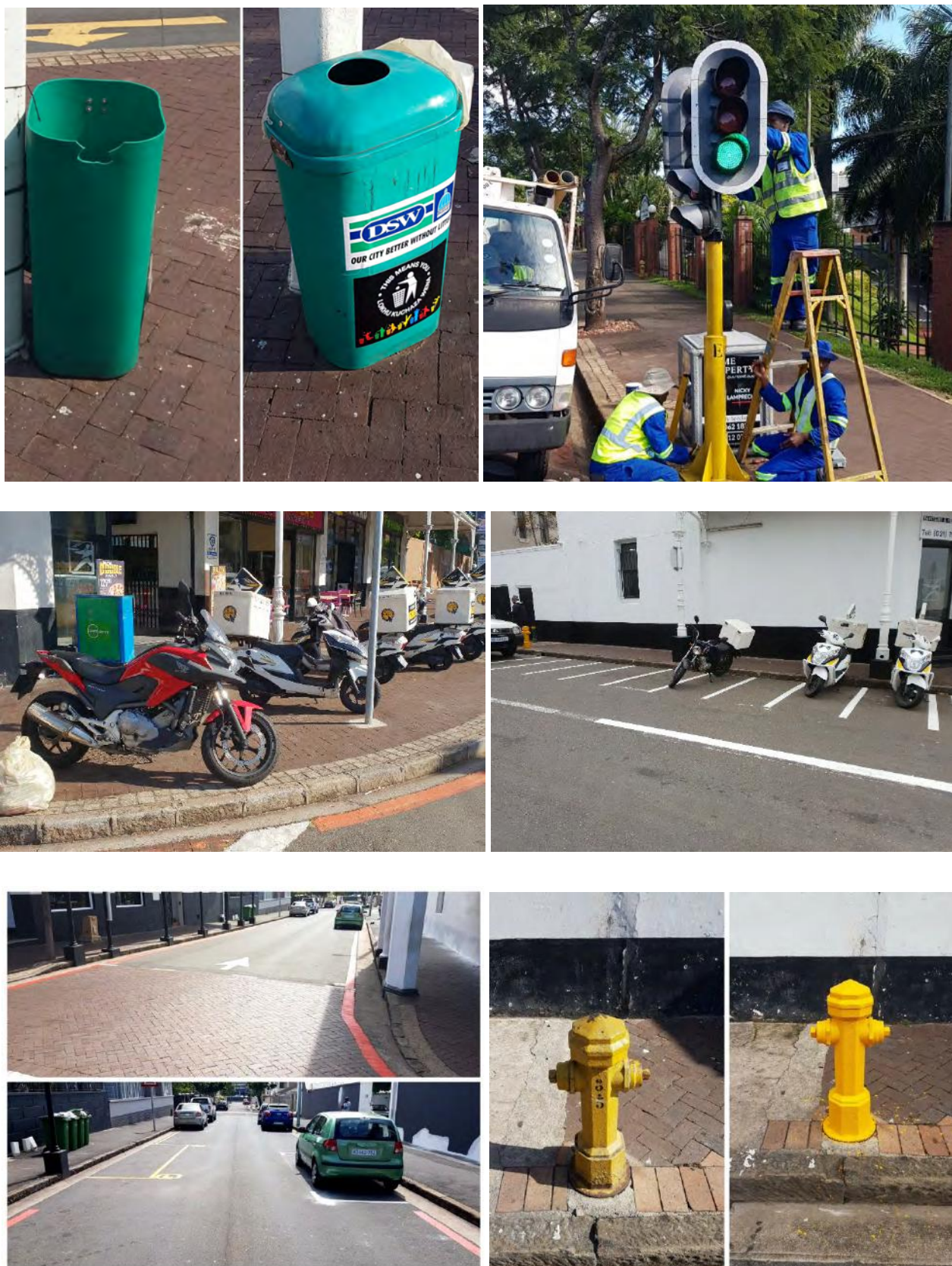
<https://floridaroaduip.co.za/site/etm-attends-to-road-maintenance/>  
<https://floridaroaduip.co.za/site/gordon-road-fence-repairs/>  
<https://floridaroaduip.co.za/site/dustbin-repairs-attended-to/>  
<https://floridaroaduip.co.za/site/manhole-covers-replaced/>  
<https://floridaroaduip.co.za/site/street-lamp-repaired-on-florida-rd/>  
<https://floridaroaduip.co.za/site/storm-water-drain/>  
<https://floridaroaduip.co.za/site/montpelier-repairs/>  
<https://floridaroaduip.co.za/site/well-maintained-florida-rd/>  
<https://floridaroaduip.co.za/site/tree-felling-outside-the-benjamin/>  
<https://floridaroaduip.co.za/site/new-road-markings-on-8th-avenue/>  
<https://floridaroaduip.co.za/site/pedestrian-traffic-light-raised/>  
<https://floridaroaduip.co.za/site/fire-hydrant-repainted/>  
<https://floridaroaduip.co.za/site/hazard-signs-replaced/>  
<https://floridaroaduip.co.za/site/florida-rd-pavement-clean-up/>  
<https://floridaroaduip.co.za/site/trees-trimmed-for-rickshaw-buses/>  
<https://floridaroaduip.co.za/site/parks-department-caring-for-the-road/>  
<https://floridaroaduip.co.za/site/conserving-florida-rds-flower-beds/>  
<https://floridaroaduip.co.za/site/grass-for-gordon-rd-park/>  
<https://floridaroaduip.co.za/site/repainted-road-markings/>  
<https://floridaroaduip.co.za/site/removal-of-tree-on-9th-avenue/>  
<https://floridaroaduip.co.za/site/replanting-flowerbed-on-florida-road/>  
<https://floridaroaduip.co.za/site/florida-rd-brings-the-festive-spirit/>

***Photos below: Thanks to Parks, DUT Horticultural Department and SM Derrick Cele for assisting in the replanting of the centre island flower bed at the Innes Rd intersection.***





**Photos below: Municipal fault repairs initiated by UIP Management. Daily inspections of the road ensure faults are reported to eTM for resolution. Examples below include, repairs to bin lids damaged by vagrants, motorcycle bays installed on 10<sup>th</sup> Ave to discourage parking on pavements, raising the height of traffic signals and repainting of road markings.**



## **The Chairman's Annual Review and Budget for 2018/2019**

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 2018, a year that has seen a substantial increase in both visitors and investment.

The efforts of the UIP to secure property values and provide an attractive public realm has secured Florida Roads place as Durban's premier business and entertainment node. 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 continues to be recognised as one of eThekweni's 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:

- June 2018 - KZN Invest: Ikes Books
- June 2018 - KZN Invest: Mark Gold Jewels
- May 2018 - The Mercury: We need more 'sticky streets'
- May 2018 - Woolworths Taste Magazine
- May 2018 - High Life Durban Feature
- April 2018 - Berea Mail: Gordon Rd Park Upgrade
- January 2018 - Independent on Saturday: Focus Moves to Renew, Grow
- October 2017 – Berea Mail – Security Officer Commended
- September 2017 - Sunday Tribune: City Officials in Business Licence Probe

2017 saw the culmination of a lengthy brand DNA process for Florida RD. The outcome of which covers a broad spectrum of the road's identity, with one aspect in particular, speaking to the structural framework plan for Florida Rd.

On the 27<sup>th</sup> of September 2017, the Florida Rd Economic Development Forum met and is intended as the consultative body through which relevant Municipal Departments and representatives of local property owners, business and residents can engage collectively with the overall development concept, individual development plans and other related matters to build consensus behind the development programme and the success of Florida Road as a social and economic node. The Markewicz Redman Partnership were appointed to compile a complete street concept plan with the final draft presented in June 2018 and covers a host of aspects including,

- Sidewalk upgrades
- Roadway upgrades
  - Reduction in lanes

- Additional parking bays.
- Lighting
- Greening
- Street furniture
  - Benches
  - Bins
  - Bus shelters
  - Bollards
  - Wayfinding signage
  - Lighting
- Inclusion of the bookends into the complete street plan
  - Mitchell Park
  - Greyville.

### **Florida Rd - Cared for and Managed**

As the popularity of Florida Rd increases and investment grows, so does the demand for supplementary services. This said, the UIP management team is constantly working to ensure the tools it employs best fit the needs of the node ensuring the service requirements are met.

### **Security**

Safety and security remain the primary deliverable of the UIP, however, a safe precinct will not secure investment and ultimately grow if the area is not clean, green and well maintained.

The UIP fulfils a support role to the SAPS and eTM Law Enforcement - a productive relationship with the authorities is fundamental to the success of the UIP.

The UIP security compliment have been proactive in making 8 arrests during the reporting period of July 2017 to June 2018.

The UIP security deployments for the precinct includes 24/7 Security, totalling 3 security staff (including a supervisor). The break down of staff is highlight below.

### **Florida Rd by day:**

- 1x "A" Grade Security Officer patrolling in marked FRUIP vehicle.

### **Florida Rd by night:**

- 1x "A" Grade Security Officer patrolling in marked FRUIP vehicle.
- 2x "C" Grade Security Officers patrolling on foot.



Key stats:

<b>Crime stats based on incidents reported to the UIP</b>	
UIP arrests & hand over to SAPF / Metro Police	8
UIP call outs to SAPF / Metro Police	109
SAPF/Metro/UIP security ops in precincts	12
<b>Contact Crimes in grey</b>	
Murder	1
Attempted murder	0
Total sexual offences	0
Assault (Grievous Bodily Harm)	3
Assault common	7
Common robbery	28
Robbery with aggravating circumstances	5
Carjacking	2
Robbery at residential premises	0
Robbery at commercial premises	2
Malicious damage to property	7
Burglary residential	9
Burglary commercial	9
Theft of motor vehicle	20
Theft out of motor vehicle	79
Drug related crime	0
All theft not mentioned elsewhere	11
Vehicle accidents	20
Total	332

*Photos below: Proactive actions by our security team has led to numerous rewards being issued for 8 Schedule 1 related arrests. An inquisitive S/O Alex Mbambo came across a cricket bag and through some investigation, the kit was returned to its rightful owner.*





**Click on the links below for news relating to Security:**

- <https://floridaroaduip.co.za/site/winter-warmers/>
- <https://floridaroaduip.co.za/site/khaye-keeps-crime-at-bay/>
- <https://floridaroaduip.co.za/site/uip-patrol-vehicle-rebranded/>
- <https://floridaroaduip.co.za/site/uip-security-officer-rewarded/>
- <https://floridaroaduip.co.za/site/security-keeps-an-eye/>
- <https://floridaroaduip.co.za/site/quick-reacting-side-walk-monitor/>
- <https://floridaroaduip.co.za/site/florida-rd-brand-coming-to-life/>
- <https://floridaroaduip.co.za/site/derrick-cele-keeps-watch/>
- <https://floridaroaduip.co.za/site/sidewalk-monitor-helps-with-arrest/>
- <https://floridaroaduip.co.za/site/uip-security-officer-khaye-gets-promoted/>
- <https://floridaroaduip.co.za/site/stolen-chairs-recovered/>
- <https://floridaroaduip.co.za/site/florida-rd-welcomes-more-sidewalk-monitors/>
- <https://floridaroaduip.co.za/site/7341-2/>
- <https://floridaroaduip.co.za/site/notification-to-all-florida-rd-users/>
- <https://floridaroaduip.co.za/site/saps-operation/>
- <https://floridaroaduip.co.za/site/security-officer-sbusiso-xulus-excellent-work/>
- <https://floridaroaduip.co.za/site/arrest-of-wanted-suspect/>
- <https://floridaroaduip.co.za/site/security-officers-and-sidewalk-monitors-clamp-down-on-crime/>
- <https://floridaroaduip.co.za/site/stolen-cricket-kit-retained/>



## Sidewalk Monitors

On the 5th of October 2015, we rolled out the Sidewalk Monitor Programme, consisting of 14 uniformed Monitors stationed at vulnerable points along Florida Road. The monitors are linked via cellphone (using the Zello Comms app) to the UIP security vehicle and provide an invaluable service to Florida Rd which is now free of Illegal car guards masquerading as drug dealers.

With the support of additional contributions, we have been able to swell the ranks to a total of 20 monitors and we aim to expand this in the future with the support of business on Florida Rd.



## Cleaning, Greening & Maintenance

The cleaning and greening team are the unsung heroes of Florida Rd. Their contribution to the success of the precinct is often overlooked yet their day to day duties are instrumental to the UIP achievements. Daily cleaning duties begin at 6am with a litter pick of the precinct in preparation for the early morning breakfast run. Close attention is then paid to tree bowls, graffiti and general maintenance.

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 of all 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 mobile version of the UIP website is proving a very effective way to get members and the public to voice their issues related to services in the public space. In terms of operations, a big thank you is extended to our security contractor, Excellerate Security and landscaping / cleaning contractor, Superclean for their commitment and service levels to ensure a memorable experience of Florida Road's public areas.

### Key stats:

Performance measurement is a critically important management tool for ensuring the UIP continues to maintain standards and wherever possible improve performance. Below is a summary of the Operational Statistics for the financial year.

<b>UIP Operational Stats</b>	<b>July 2017 to June 2018</b>
<b>Service requests - UIP members/stakeholders</b>	
Number service requests received for the year (eTM +UIP tasking)	19
Running total of unresolved serv. requests - tasking eTM	7
Running total of unresolved serv. requests - tasking UIP	0

<b>UIP services (initiated by UIP management)</b>	
Number of service requests to eTM	515
Running total of unresolved serv. request to eTM	328
Running total of unresolved serv. request to UIP contractors	0

<b>Private property improvement requests</b>	
Requests to private prop owners	26
Outstanding requests to private prop owners	35

<b>UIP Special Projects Completed</b>	
Maintenance projects	86
Greening projects	64
Graffiti tags removed	116
Municipal waste bags filled	13522
Animals rescued	0



***Photos below: The dedication of our cleaning staff have an enormous impact on our precinct appearance. Daily litter picking, the removal of graffiti, cleating of stormwater drains and general maintenance all contribute to awesome experience of place on Florida Rd.***



***Click on the links below for news relating to cleaning, green and maintenance:***

- <https://floridaroaduip.co.za/site/clean-sweep-for-the-team/>
- <https://floridaroaduip.co.za/site/keeping-it-green/>
- <https://floridaroaduip.co.za/site/gordon-rd-park-tree-bowls-replanted/>
- <https://floridaroaduip.co.za/site/chewing-gum-removed/>
- <https://floridaroaduip.co.za/site/public-space-maintained/>
- <https://floridaroaduip.co.za/site/greening-and-cleaning-kicks-off-2018/>
- <https://floridaroaduip.co.za/site/repainting-bollards-and-road-markings/>
- <https://floridaroaduip.co.za/site/uip-and-etm-spruce-up-gordon-rd-park/>
- <https://floridaroaduip.co.za/site/blocked-manholes-cleaned/>
- <https://floridaroaduip.co.za/site/tree-bowls-replanted-2/>
- <https://floridaroaduip.co.za/site/maintaining-tree-bowls-on-florida-rd/>
- <https://floridaroaduip.co.za/site/tree-bowls-outside-charlies-on-innes-road-preserved/>
- <https://floridaroaduip.co.za/site/railings-repainted/>
- <https://floridaroaduip.co.za/site/graffiti-removed-on-florida-road/>
- <https://floridaroaduip.co.za/site/hanging-baskets-on-tram-shelter/>



## Public Space activations

### **Super Mamas Road Race:**

Another successful Supa Mamas marathon. A big thanks to Savages athletics Club for including Florida Rd on the route and eTM for their support on the day.



### **Gordon Road Park Bootcamp**

Gordon Rd Park's very own free bootcamp continues to thrive. The activation of this public space every Tuesday and Thursday is testament to a precinct which is vibrant and welcoming to visitors.



### Film on Florida

The first Film on Florida event screened Cool Runnings to a wonderful mix of visitors to Gordon Rd Park. A great way to encourage the use of the park by families from the surrounding area. We hope to see more family orientated events in the future.



### Levy-Based Communication

The levy-based communication for the Florida Rd UIP focused on using the website and social media to showcase the work done by the UIP to better Florida Rd, while showing levy-payers the value of their contributions, and the general public the effects of collective effort. Communication has also focused on the role ETM has played in helping the private sector manage and improve public space in Florida Rd.

Communication Tool	2017 / 2018	2016 / 2017
Newsletters Sent	51	57
News items posted to website	145	83
Facebook page likes	2778	886
Highest reach on Facebook	9 200	11 965
Instagram Posts	264	N/A
Instagram Followers	571	N/A
<b>Media Clip **</b>	42	N/A
<b>Overall AVE Value</b>	R550 916	N/A

\*\*\* In July 2018, UrbanPLACES (the placemaking division of UrbanMGT, the Florida Rd UIP management company) began a media monitoring service to track the number of media clips related to Florida Rd and the UIP as well as their AVE Value ie: the value of the coverage if it had to be paid for.



## **Budget 2019/2020**

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 2018/2019 levy increased by 13%, this increase was initiated to fund the deployment of additional on street services. The 2019/2020 levy increase was approved at 5%. The Municipality has set a target of SRA Levy at 25% of general rates, this would require a R278 000 cut in the UIP's budget and would have a significant impact on operational functionality. It was therefore agreed to limit the percentage of general rates to 28% and request relaxation from the Municipality on their targeted threshold on the basis that the UIP was initially established at 28% of general rates and has generally retained that level since.

<b>Florida Rd UIP Budget July 2019 - June 2020</b>		
	<b>2019/2020</b>	<b>2018/2019</b>
	<b>R</b>	<b>R</b>
<b>Income</b>	3 546 720	3 354 198
<b>Expenses</b>		
1 Admin and general	171 036	160 532
2 Utilities	0	0
3 Company costs	43 304	40 945
4 Operational manager	589 943	553 937
5 Security	985 851	944 945
6 Cleaning	218 550	268 681
7 Greening	61 693	59 292
8 Repairs & maintenance	61 559	54 067
9 Social Economic Development	503 939	438 128
10 Communications, PR & mrkt. of the UIP	129 843	121 695
11 Project management and leverage fee	318 038	300 035
	3 083 757	2 942 257
Vat	462 564	411 916
<b>Total Expenses</b>	<b>3 546 321</b>	<b>3 354 173</b>
<b>Surplus / deficit</b>	<b>399</b>	<b>24</b>
<b>Estimated year end reserve</b>	<b>478 662</b>	

### 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 UIP members who have supported the endeavours of the UIP, and we look forward to reporting on an equally productive 2019/2020 financial year.

**Wayne Stainforth**

Chairman