

## 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
- 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.





## **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. Whilst there is a noticeable decline in service delivery during the Covid-19 pandemic, meetings were held by the management team with the Deputy City Manager, ABM Head and other various HODs to address the service delivery challenges experienced and progress has been made.

Municipal fault repairs initiated by UIP Management. Daily inspections of the road ensure faults are reported to eTM for resolution.

***Photos below: Water Department maintained all fire hydrants and valves within the precinct.***



***Photo below: revamping of wayfinding signage***



*Photos below: Traffic circle at intersection of Florida road and Lambert road.*

**Before**



**After**



*Photo below: Reinstatement of tar along 7th Avenue after fibre installation by Metro Fibre*



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

<https://floridaroaduip.co.za/site/etm-contractors-repaint-road-markings/>

<https://floridaroaduip.co.za/site/reinstating-manhole-cover/>

<https://floridaroaduip.co.za/site/light-fittings-maintained-on-florida-road/>

<https://floridaroaduip.co.za/site/activity-in-the-precinct/>

<https://floridaroaduip.co.za/site/maintenance-on-florida-road/>

<https://floridaroaduip.co.za/site/the-small-things-that-matter/>

<https://floridaroaduip.co.za/site/fire-hydrants-on-florida-road-checked-and-receive-a-fresh-coat-of-paint/>

<https://floridaroaduip.co.za/site/etm-and-fruip-teams-tackle-tasks-on-florida-road/>

# **The Chairman's Annual Review**

## **1. Overview:**

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 2021. A big thank you to those members and/or proxies for attending the meeting. Thanks also to our Management Team for their assistance in preparation of this comprehensive year-end report.

An incredibly testing year has drawn to a close and Florida Road and the UIP have remained resolute throughout this difficult period. The financial and emotional impact of both the COVID-19 pandemic and the civil unrest has tested our resolve to the fullest, yet we continue to evolve as Durban's premier business and entertainment node.

The UIPs impact on Florida Road can be seen throughout the Road, thanks to our dedicated team ensuring a safe, clean and green public realm. For the continued success of Florida Road, it is imperative that the UIP structure be supported in its' endeavours to maintain high standards and continually improve our precinct.

### **Civil Unrest:**

The Civil Unrest commenced in the early hours of Monday 12 July 2021, and from the outset it became apparent that there would be very little assistance from SAPS, SANDF and other local authorities in terms of securing the Precinct. With the looting and crowds subsiding in the morning of 15<sup>th</sup> July 2021, it was time to take stock of the aftermath. Fortunately, the Florida Road was not directly affected by the unrest. The resilience of our Precinct would not have been possible without the support of the local community, both businesses and residents, who acted jointly to protect the Road – a huge THANK YOU to all that were involved!

It is also important that the UIP acknowledge and build on the collaborative relationships that have been developed through these unprecedented times. There are many learnings that have come out of the last few weeks, and it is imperative that these are interrogated and applied so as to ensure the continuous positive trajectory of the Precinct.

The UIP remained active throughout the unrest, violence and looting – this all to ensure that the highest mandate was maintained; that being, providing the level of protection possible of member's investments within the precinct.

The measures driven by the Management Team included:

- Precinct management – to ensure that support was provided to the security teams on the ground and surveillance, the precinct management team were in constant contact with security personnel, assisting them with reporting incidents and calling relevant authorities and departments for assistance as well as providing feedback to the members and Board of Directors.
- Board of Directors Governance – Board members were invited to emergency Board meetings to discuss and put immediate action plans in place.



- Financial Governance – the Management Team continued to maintain all normal financial practices, from monthly creditor payments to debtors’ control, and provision and review of the monthly financial statements.
- Security: A full complement of security and reaction vehicle personnel remained in operation, some having to work double shifts to ensure that the precinct was adequately covered in cases where the other members could not reach work.
- Landscaping & Cleaning teams could not attend site during the week of unrest, however they returned as soon as it was safe to do so. Our teams worked long and hard to make up for the time lost during the unrest and the precinct was back in shape the following week.

#### *Looking to the future... the rebuilding of KZN*

The civil unrest has been devastating at several levels, with the national ills of poverty, unemployment and inequality having been brought into such sharp focus. The ability of both government and private sector to collectively and measurably tackle these national imperatives, which are fundamental to social and economic stability of our country, is dependent on a growing economy and the associated revenue generation for government to meet its commitments to all citizens – to this end it is vital to rebuild investor and business confidence in KZN.

It is acknowledged that we now have an opportunity to rebuild better and more inclusive than before – and that to achieve this will require the municipality and private sector standing shoulder to shoulder and putting in a significant combined effort for the long-haul. The four key enablers required to do so are,

- A fundamental change in relationships between the municipality and business to one anchored in mutual respect.
- The Municipality to speedily deal with historical development approval blockages and create an enabling environment to re-establish business and investor confidence to drive the economic recovery and beyond.
- A collaborative and critical review of municipal basket of charges including commercial property rates, utilities, levies, development contributions etc. whose historical annual increases have consistently exceeded that of inflation over an extended timeframe – the trajectory of which is not only placing eThekweni’s competitiveness into serious question, but the long-term viability of investment in the commercial property sector.
- Ensuring of safety, security and the consistent delivery of municipal services to strategic economic nodes at a reasonable standard which is fundamental for securing existing investment and to attracting new investment.

Disaster Management Response – following the civil unrest. UrbanMGT is developing a Precinct Emergency Protocol, based on the learnings over the last 18 months (including COVID19 Pandemic & Civil Unrest), which will link into the Board’s Risk Management Matrix. This is not a desktop exercise, instead:

- This Safety and Security Plan ensures an informed and effective response to disasters in the shortest possible time.
- The plan aims to provide a clear chain of command, decision making matrix and roles and responsibilities for the Precinct NPC Board, management team and service providers.

## COVID-19:

The UIP remained fully active during all levels of the COVID-19 lockdown and tackled the Pandemic and subsequent lockdowns with a holistic management response to protect properties and businesses, keep the precinct well managed and cared for, and ensure business continuity.

Although more stringent lockdown levels were not implemented, the arrival of the 4<sup>th</sup> wave as a result of the Omicron variant resulted in further impact to the entertainment and Tourism industries. One exciting intervention by the National Department of Tourism, in a bid to assist the industry, was the introduction of Tourism Monitors on the Road from 15 December 2021 to 31 January 2022. The Tourism Monitors were on hand to assist the public with queries and act as extra eyes and ears in the precinct during the busy festive period.



***For further information, click the links below:***

<https://floridaroaduip.co.za/site/covid-19-navigating-a-pandemic/>

<https://floridaroaduip.co.za/site/fruip-sanitisation/>

<https://floridaroaduip.co.za/site/increase-your-business-digital-presence-with-the-uips-new-bizhub-listing/>

<https://floridaroaduip.co.za/site/covid-19-navigating-a-pandemic/>



## Florida Road Management Team and Operations Office

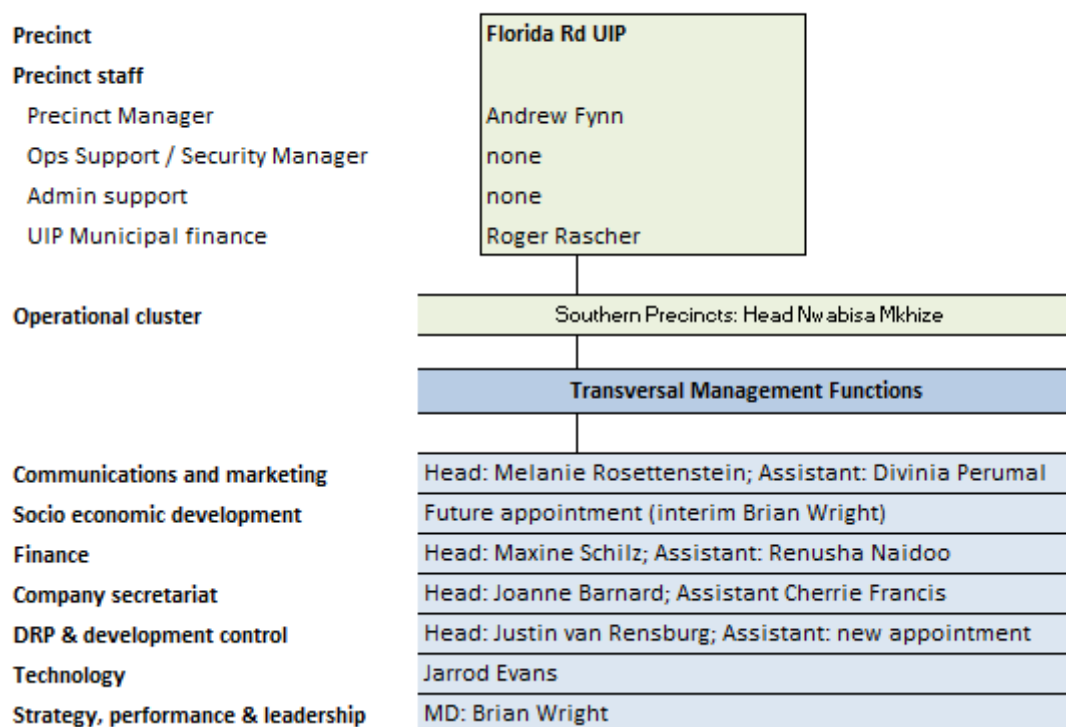
It is important for members to understand the UIP's management structure. UrbanMGT is the company contracted to manage the Florida Road UIP, under the direction of the UIP Board. The UrbanMGT management structure is based on a transversal approach for all aspects of Precinct Management. This transversal management approach has been developed to create rigour within the management team – building resilience, best practice, and ensuring continuity planning with the primary objective of ensuring the sustainability of our managed precincts well into the future, while optimising on the ground service delivery to create desirable and competitive precincts.

We would like to take this opportunity to introduce Nwabisa Mkhize as UrbanMGT's Head of Operations (South) – You may have already seen Nwabs on the Road!

Nwabisa's role is to provide operational oversight within the Precinct, this developing rigour, building resilience, best practice, and ensuring continuity planning with the primary objective of ensuring the sustainability of our managed precincts well into the future, while optimising on the ground service delivery to create desirable and competitive precincts.



### **UrbanMGT - Organogram January 2021**



#### External service providers to precincts

Accounts Administration	Eris Property Grp.
IT infrastructure / support	IT Works
Website	Robb Media
Auditors	Baker Tilly
Security	Excellerate Security
Landscaping	Tsebo
Maintenance	Tsebo
Alien Invasive management	N/A
CCTV / NPR Maintenance	N/A

During November 2020, the Florida Road UIP team received a much-appreciated donation from M Projects, a 3x3m portable office unit for the operations division. With approval from the eTM Parks Department, the new office was placed at Gordon Rd Park, a central location within the Precinct. 2020 had brought with it many economic challenges for communities, which makes this kind gesture even more generous and appreciated. The office was wrapped, putting the final touches to its versatility and is now clearly marked and visible on the road.

***For further information, click the links below:***

<https://floridaroaiduip.co.za/site/new-operations-office-donated-by-m-projects-will-optimize-fruip-services-on-florida-road/>  
<https://floridaroaiduip.co.za/site/signage-added-to-fruip-ops-office/>



## 2. Planned Municipal Infrastructure

### **Precinct Plan for Florida Rd**

During 2019, the discussions with various stakeholders around developing a Precinct Plan for Florida Rd were held, the plan which incorporates development controls, zoning, densification, a feasibility study, structural upgrades, parking, urban design and safety, along with a host of other aspects all of which are interrelated. The project has since been put on hold when the Covid-19 pandemic started, follow-up will be made

### **Complete Streets Plan for Florida Rd**

Whilst running concurrent to the Precinct Plan. The Complete Streets Plan aims to implement structural upgrades to Florida Rd and its feeder lanes.

The Complete Streets project is also currently on hold pending budget being assigned. Phase 1 of implementation will be the installation of 4 additional traffic circles and raised intersections as well as design improvements to the Florida and Sandile Thusi intersection creating a gateway entrance feature. The engineering and urban design plans are complete and ready for implementation. Municipal capital budgets were drastically cut in the COVID budget adjustments, and so we will be waiting for funds to become available.

### **3. 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.

#### **3.1 Security:**

Safety and security remain the UIP's primary deliverable, 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 UIP's success.

The UIP security compliment has been proactive in making 3 arrests during the reporting period of July 2020 to June 2021.

The UIP security deployment for the precinct currently consists of a dedicated patrol vehicle manned by a Senior "A" Grade Security Officer.

#### **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.
- 1 x "C" Grade C foot patrol officer





### Key Security stats:

Crime stats based on incidents reported to the UIP	
UIP arrests & hand over to SAPF / Metro Police	3
UIP call outs to SAPF / Metro Police	13
Calls to the UIP Hotline	110
<b>Contact Crimes in grey</b>	
Murder	0
Attempted murder	0
Total sexual offences	0
Assault (Grievous Bodily Harm)	0
Assault common	3
Common robbery	21
Robbery with aggravating circumstances	0
Carjacking	1
Robbery at residential premises	0
Robbery at commercial premises	5
Malicious damage to property	10
Burglary residential	3
Burglary commercial	20
Theft of motor vehicle	11
Theft out of motor vehicle	11
Drug related crime	0
All theft not mentioned elsewhere	0
Vehicle accidents	25

***Security Award: The aim of security is not just its presence, but mindful efforts to ensure safety and peace of mind in our precinct. Security personnel are reminded of this, and their hard work is rewarded.***



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

<https://floridaroaduip.co.za/site/teamwork-keeps-suspicious-activity-at-bay-on-florida-road/>

<https://floridaroaduip.co.za/site/proactive-teamwork-works-to-combat-unwanted-behaviour-on-florida-road/>

<https://floridaroaduip.co.za/site/spate-of-muggings-along-florida-road/>

<https://floridaroaduip.co.za/site/theft-of-point-of-sale-machines-on-the-rise-in-umhlanga-rocks/>

<https://floridaroaduip.co.za/site/sidewalk-monitor-reshuffle-sures-lambert-road-is-covered/>

<https://floridaroaduip.co.za/site/fruip-sidewalk-monitor-rewarded-for-crime-prevention-efforts/>

### **3.2 Sidewalk Monitors:**

The FRUIP Sidewalk Monitor Programme was rolled out on the 5th of October 2015, the programme is aimed at increasing visibility and providing extra eyes and ears on the ground and has been working effectively. We currently have 20 sidewalk monitors funded by the UIP; they receive a weekly stipend of R400 per monitor.

There are a few business owners that supplement the stipend that we give to the sidewalk monitors, as they see the benefit that they get from the sidewalk monitors being there. The Sidewalk Monitors are stationed at vulnerable points along Florida Road and communicate via handheld radio to the UIP security.



**Click on the links below for news relating to Sidewalk Monitors:**

<https://floridaroaduip.co.za/site/farewell-to-florida-road-uip-sidewalk-monitor-sbonelo-mthembu/>

<https://floridaroaduip.co.za/site/collaboration-results-in-2-additional-sidewalk-monitors-on-florida-road/>

We continue awarding our monitors for assisting and affecting arrests. We encourage and acknowledge their collaborated efforts for a safer precinct.

The Sidewalk Monitor compliment is currently at 23 Monitors, thanks to voluntary funding from commercial tenants.

If you are a business or property owner on Florida Road and would like to fund a sidewalk monitor outside your business/property, please contact Andrew Fynn on [Fynn@urbanmgt.co.za](mailto:Fynn@urbanmgt.co.za)



**Click on the links below for news relating the Sidewalk Monitors:**

<https://floridaroaduip.co.za/site/sidewalk-monitor-reshuffle-sures-lambert-road-is-covered/>

<https://floridaroaduip.co.za/site/fruip-sidewalk-monitor-rewarded-for-crime-prevention-efforts/>

### 3.3 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.

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, Tsebo Cleaning Services 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.

UIP Operational Stats	July 2020 to June 2021
<b>Service requests - UIP members/stakeholders</b>	
Number service requests received for the year (eTM +UIP tasking)	1
Running total of unresolved serv. requests - tasking eTM	1
Running total of unresolved serv. requests - tasking UIP	0

<b>UIP services (initiated by UIP management)</b>	
Number of service requests to eTM	57
Running total of unresolved serv. request to eTM	69
Running total of unresolved serv. request to UIP contractors	0

<b>Private property improvement requests</b>	
Requests to private prop owners	6
Outstanding requests to private prop owners	3

<b>UIP Special Projects Completed</b>	
Maintenance projects	3
Greening projects	8
Graffiti tags removed	1
Municipal waste bags filled	8 450
Animals rescued	0

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.



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





*Photos below: Repairs to damaged curbing*



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

<https://floridaroaduip.co.za/site/florida-road-tram-flower-pots/>

<https://floridaroaduip.co.za/site/lockdown-reveals-the-benefits-of-managed-precincts/>

<https://floridaroaduip.co.za/site/gordon-road-park-benches-receive-a-fresh-coat-of-paint/>

<https://floridaroaduip.co.za/site/fruip-and-dsw-tackle-illegal-dumping-on-florida-road/>

<https://floridaroaduip.co.za/site/cleaning-greening-maintenance-underway-on-florida-road/>

<https://floridaroaduip.co.za/site/lockdown-reveals-the-benefits-of-managed-precincts/>

<https://floridaroaduip.co.za/site/public-seating-area-and-kiosk-disinfected/>

<https://floridaroaduip.co.za/site/transplanting-dietes-along-florida-road/>

<https://floridaroaduip.co.za/site/no-dumping-signs-put-up-across-florida-road/>

<https://floridaroaduip.co.za/site/greening-and-maintenance-continue-on-florida-road-and-metro-fibre-move-to-the-next-step-in-the-installation/>

<https://floridaroaduip.co.za/site/call-to-action-get-your-wheelie-bins-today-to-combat-litter-on-florida-road/>

<https://floridaroaduip.co.za/site/greening-and-maintenance-continue-on-florida-road-and-metro-fibre-move-to-the-next-step-in-the-installation/>

<https://floridaroaduip.co.za/site/tree-felled-on-florida-road/>

<https://floridaroaduip.co.za/site/the-small-things-that-have-a-big-impact/>

<https://floridaroaduip.co.za/site/focusing-on-the-basics-to-keep-florida-road-looking-its-best/>

<https://floridaroaduip.co.za/site/fruip-sidewalk-monitor-rewarded-for-crime-prevention-efforts/>

<https://floridaroaduip.co.za/site/florida-road-cqm-carry-out-good-work-in-the-precinct/>

<https://floridaroaduip.co.za/site/activities-continue-on-florida-road-after-a-successful-easter-weekend/>

<https://floridaroaduip.co.za/site/fruip-cqm-team-create-good-looking-gardens/>

<https://floridaroaduip.co.za/site/gordon-road-park-benches-receive-a-fresh-coat-of-paint/>

<https://floridaroaduip.co.za/site/cleaning-greening-maintenance-underway-on-florida-road/>

<https://floridaroaduip.co.za/site/all-hands-on-deck/>

<https://floridaroaduip.co.za/site/maintenance-on-florida-road/>

<https://floridaroaduip.co.za/site/activity-in-the-precinct/>

### **3.4 “Back to Basics” Drive:**

During the month of June 2021, the precinct management team embarked on a “Back to Basics” drive of the entire precinct; following an in-depth walkabout of the Precinct, a number of areas were highlighted as requiring attention, these included:

- repainting of bus shelters, sidewalk benches, post boxes and bollards
- cleaning and weeding of intersection of Sandile Thusi and Florida Road and all high visibility areas
- repairing of broken drain covers
- maintenance and upgrade of tree bowls.

With the aid of funds that were left unutilised during the financial period 1 July 2020 – 31 June 2021 an additional team of 10 cleaning and maintenance personnel were deployed, effective 19 July – 30 July, for a period of 10 days (Mon – Fri) and all required equipment and materials were procured, and the areas that have been attended to and have made a considerable improvement to the overall aesthetics of the Precinct.

**Click on the links below for news relating back to basics drive:**

<https://floridaroaduip.co.za/site/back-to-basics-for-the-florida-road-uip/>

<https://floridaroaduip.co.za/site/focusing-on-the-basics-to-keep-florida-road-looking-its-best/>

## **4. Levy – Based Communications**

The Florida Road UIP continues to focus on meaningful ‘storytelling’ and corresponding images to convey the services the UIP provides to the precinct and the value this brings to stakeholders and the public. The UIP relies predominantly on social media (Facebook and Instagram), the website and the UIP newsletter to communicate these messages which are targeted at the UIP levy payers and other interested parties. The impact of work done over the year is demonstrated by the steady growth of our communications platforms. Below is a summary of this work:

<b>Communication Tool</b>	<b>1 July 2020 – 30 June 2021</b>	<b>1 July 2019 – 30 June 2020</b>	<b>1 June 2018 – 30 June 2019</b>
Newsletters Sent	<b>44</b>	<b>33</b>	<b>34</b>
News items posted to website	<b>86</b>	<b>91</b>	<b>102</b>
Facebook Page likes	<b>3 515</b>	<b>N/A</b>	<b>3 206</b>
Facebook shares	<b>72</b>	<b>1 as at June 2020</b>	<b>N/A</b>
Facebook comments	<b>116</b>	<b>2 as at June 2020</b>	<b>N/A</b>
Facebook followers	<b>3 720</b>	<b>3 480 as at June 2020</b>	<b>N/A</b>
Highest post reach on Facebook	<b>4 300</b>	<b>9 058</b>	<b>15 300</b>



Highest Post Reach Content	Level 2 lockdown change	Sibusiso Xulu Rewarded	Shark Nets Removed
Instagram Posts	36	81	103
Instagram Followers	1 256	1018	926

To subscribe to our newsletter please contact [divinia@urbanmgt.co.za](mailto:divinia@urbanmgt.co.za) or opt in via our website: <https://floridaroaiduip.co.za/site/>

In addition, please follow us via social media:



Facebook: <https://www.facebook.com/floridarduip/>



Instagram <https://www.instagram.com/floridarduip/>

***Insights pieces included in monthly newsletter:***

<https://floridaroaiduip.co.za/site/what-will-open-access-green-space-look-like-in-a-post-covid-world/>

<https://floridaroaiduip.co.za/site/your-perceptions-of-iconic-florida-road/>

<https://floridaroaiduip.co.za/site/lockdown-reveals-the-benefits-of-managed-precincts/>

<https://floridaroaiduip.co.za/site/strategic-m4-reopens-to-much-applause-from-local-businesses-and-residents/>

<https://floridaroaiduip.co.za/site/florida-road-uip-welcomes-new-precinct-manager/>

<https://floridaroaiduip.co.za/site/become-an-urban-conservationist-this-spring-by-attracting-bees-into-your-space/>

<https://floridaroaiduip.co.za/site/celebrating-women-in-precinct-management/>

<https://floridaroaiduip.co.za/site/5-reasons-to-get-involved-in-sibayas-arbour-week-tree-planting/>

<https://floridaroaiduip.co.za/site/new-benjamin-hotel-qm-shares-his-dream-for-florida-road/>

<https://floridaroaiduip.co.za/site/development-control-key-to-keeping-precincts-in-check/>

<https://floridaroaiduip.co.za/site/exploring-examples-of-urban-renewal-on-our-doorstep/>

<https://floridaroaiduip.co.za/site/what-makes-a-public-space-great/>

<https://floridaroaiduip.co.za/site/how-have-mixed-use-developments-weathered-the-pandemic/>

<https://floridaroaiduip.co.za/site/10375-2/>

<https://floridaroaiduip.co.za/site/light-art-in-public-spaces-keeping-festive-season-magic-alive-during-covid/>

<https://floridaroaiduip.co.za/site/ballito-uip-security-manager-dieter-fittkauf-top-five-tips-to-keep-you-safe-this-festive-season/>

<https://floridaroaiduip.co.za/site/public-wifi-and-why-its-good-for-our-city/>

<https://floridaroaiduip.co.za/site/body-worn-cameras-how-do-they-fit-into-and-enhance-a-public-spaces-security/>

<https://floridaroaiduip.co.za/site/understanding-the-issue-of-illegal-dumping-in-florida-road/>

<https://floridaroaiduip.co.za/site/new-litter-booms-for-ohlanga-river/>

<https://floridaroaiduip.co.za/site/successful-goby-environmental-initiative-demonstrates-increased-plastic-recycling-awareness-but-where-does-the-plastic-go/>

<https://floridaroaiduip.co.za/site/poster-management-and-why-its-needed-in-the-florida-road-uip/>

<https://floridaroaduip.co.za/site/durban-destinations-set-the-scene-for-a-successful-easter-weekend/>  
<https://floridaroaduip.co.za/site/planned-n2-n3-upgrades-will-improve-transport-logistics-and-create-jobs/>

**ETM notices also distributed on our channels:**

<https://floridaroaduip.co.za/site/municipality-to-open-public-spaces-for-exercise/>  
<https://floridaroaduip.co.za/site/extension-of-covid-19-relief-for-residents-and-business-owners/>  
<https://floridaroaduip.co.za/site/mayor-kaunda-urges-ethekwini-residents-to-exercise-extreme-caution-as-covid-19-infections-peak/>  
<https://floridaroaduip.co.za/site/durban-tourism-sector-is-ready-for-business-and-welcomes-lockdown-level-2-announcement/>  
<https://floridaroaduip.co.za/site/mayor-kaunda-activates-citys-disaster-management-teams-as-cold-front-approaches-ethekwini/>  
<https://floridaroaduip.co.za/site/extension-of-covid-19-relief-for-residents-and-business-owners/>  
<https://floridaroaduip.co.za/site/city-urges-residents-to-vaccinate-pets/>  
<https://floridaroaduip.co.za/site/city-opens-parks-and-beaches-under-level-2-protocols/>  
<https://floridaroaduip.co.za/site/citys-heritage-and-recreation-facilities-re-open-for-public-use/>  
<https://floridaroaduip.co.za/site/a-call-to-businesses-to-register-on-buylocal/>  
<https://floridaroaduip.co.za/site/renew-your-business-license-now-to-continue-operating/>  
<https://floridaroaduip.co.za/site/waste-collection-and-disposal-during-the-2nd-wave/>  
<https://floridaroaduip.co.za/site/garden-refuse-sites/>  
<https://floridaroaduip.co.za/site/notice-regarding-renewal-of-drivers-licence/>  
<https://floridaroaduip.co.za/site/city-to-accelerate-plans-for-tourism-recovery/>  
<https://floridaroaduip.co.za/site/extension-for-the-validity-period-of-licenses-and-permits-required-in-terms-of-nrta-act-93-of-1996-and-the-national-road-traffic-regulations-2000/>  
<https://floridaroaduip.co.za/site/the-risk-of-alien-invasive-plants-and-how-our-precincts-manage-them/>  
<https://floridaroaduip.co.za/site/ethekwini-closes-its-facilities-for-public-use/>  
<https://floridaroaduip.co.za/site/ethekwini-to-implement-water-and-sanitation-infrastructure/>

**General informative pieces distributed:**

<https://floridaroaduip.co.za/site/nationwide-peaceful-restaurant-demonstration/>  
<https://floridaroaduip.co.za/site/the-restaurant-industry-will-innovate-to-survive/>  
<https://floridaroaduip.co.za/site/tourism-is-back-and-our-precincts-are-preparing-for-a-bumper-2020-festive-season/>  
<https://floridaroaduip.co.za/site/new-operations-office-donated-by-m-projects-will-optimize-fruip-services-on-florida-road/>  
<https://floridaroaduip.co.za/site/e-hailing-and-car-pooling-intimidation-alert/>  
<https://floridaroaduip.co.za/site/last-chance-to-fill-in-the-fruip-perception-survey-2020/>  
<https://floridaroaduip.co.za/site/urgent-reminder-please-help-us-keep-the-florida-road-uip-healthy-this-festive-season/>  
<https://floridaroaduip.co.za/site/the-florida-road-uip-perception-survey-2020/>  
<https://floridaroaduip.co.za/site/2020-a-year-in-pictures/>  
<https://floridaroaduip.co.za/site/signage-added-to-fruip-ops-office/>  
<https://floridaroaduip.co.za/site/the-floridaroad-uip-2020-agm-presentation/>  
<https://floridaroaduip.co.za/site/welcome-to-pick-n-pay-on-florida-road/>  
<https://floridaroaduip.co.za/site/activities-continue-on-florida-road-after-a-successful-easter-weekend/>  
<https://floridaroaduip.co.za/site/ironman-70-3-comes-to-durban-this-weekend/>

## FRUIP Perception Surveys

Over December 2020 / January 2021, the Florida Road UIP undertook the annual perception survey, aimed at gauging the public view of Florida Road's public spaces. The survey was accessible via the web, social media and newsletters using links and QR codes. Our security team also went door-to-door with tablets to get responses. We received 52 responses and the average experience rating out of 10 was 7,33.

The comprehensive results are available on the below link:

[Annual Perception Surveys - Florida Road UIP](#)

The 2021/2022 perception survey was conducted during the most recent December/January period and we were able to obtain 150 responses with an average experience rating of 8,08 out of 10 – an improvement from the 2020/2021 survey. We will present the results from this survey at the next board meeting.

## New reporting system for the FRUIP website

In May the communications team undertook to streamline reporting to the precinct via the website and to aid better navigation on the platform. The reports are now separated into:

- Operational Reports (separated into the Operational Stats, Crime Stats and Service Delivery stats)
- AGM Packs (AGM reports & budgets and budgets)
- Annual Perception Surveys
- General Documents.
- Archived documents

Please visit the website to see the new layout: [Operational Reports - Florida Road UIP](#)

## Budget 2022/23

The budget provides for holistic supplementary service delivery to Florida Road's 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 board has agreed to a 13.8% annual levy increase. The Budgeted Deficit will be funded by the Reserve. The anticipated projected reserve as at June 2023 is R 1,173,675 which is 29.73% of budget and a 3.57 months trading Reserve.





## Florida Rd UIP Budget July 2022 - June 2023

	1	2	3	4	5	6	7	8
	Forecast 2021/2022	Budget 2021/2022	Variance	Budget 2022/2023	% of Budget	% 2023 Budget to Forecast 2022	% 2023 Budget to Budget 2022	Variance Budget 2022 to 2023
<b>Income</b>								
SRA levies raised - anticipated SRA rate increase	3 257 194	3 591 346	334 152	3 706 687		13,8%	3,2%	115 341
Provision for under collections & prop value / usage changes	-179 567	-179 567	0	0		-100,0%	-100,0%	179 567
Voluntary sidewalk monitors	30 547	31 568	1 021	32 075		5,0%	1,6%	507
Voluntary residential and NGO	86 602	103 278	16 676	86 602		0,0%	-16,1%	-16 676
<b>Total Income</b>	<b>3 194 776</b>	<b>3 546 625</b>	<b>351 849</b>	<b>3 825 364</b>		<b>19,7%</b>	<b>7,9%</b>	<b>278 739</b>
<b>Expenses</b>				0				
1 Admin and general	199 572	197 461	-2 111	209 741	5,3%	5,1%	6,2%	12 280
2 Utilities	0	0	0	0	0,0%	0,0%	0,0%	0
3 Company costs	49 404	129 233	79 829	53 027	1,3%	7,3%	-59,0%	-76 206
4 Operational management	653 765	653 765	0	681 218	17,3%	4,2%	4,2%	27 453
5 Security	855 012	879 033	24 021	934 260	23,7%	9,3%	6,3%	55 227
6 Cleaning	513 647	547 989	34 342	538 193	13,6%	4,8%	-1,8%	-9 796
7 Greening	62 502	70 335	7 833	69 608	1,8%	11,4%	-1,0%	-727
8 Repairs & maintenance	48 199	48 199	0	50 230	1,3%	4,2%	4,2%	2 031
9 Social Economic Development	614 153	636 944	22 791	641 564	16,3%	4,5%	0,7%	4 620
10 Communications, PR & mrkt. of the UIP	133 920	136 209	2 289	139 547	3,5%	4,2%	2,5%	3 338
11 Project management and leverage fee	350 601	350 601	0	365 330	9,3%	4,2%	4,2%	14 729
12 Special Projects	31 200	31 200	0	264 000	6,7%	746,2%	746,2%	232 800
<b>Total Expenses</b>	<b>3 511 975</b>	<b>3 680 971</b>	<b>168 996</b>	<b>3 946 718</b>	<b>100,0%</b>	<b>12,4%</b>	<b>7,2%</b>	<b>265 747</b>
<b>Surplus/ ( Deficit)</b>	<b>-317 199</b>	<b>-134 346</b>		<b>-121 354</b>				
<b>A Reserves at beginning of period</b>	<b>1 771 763</b>	<b>797 140</b>	<b>974 623</b>	<b>1 295 029</b>				
<b>B Net Income/(loss)</b>	<b>-317 199</b>	<b>-134 346</b>	<b>-182 853</b>	<b>-121 354</b>				
<b>C Place Making committee Reserve</b>	<b>-159 535</b>	<b>-159 535</b>	<b>0</b>	<b>0</b>				
<b>D Transfer into reserves</b>	<b>-476 734</b>	<b>-293 881</b>		<b>-121 354</b>				
<b>E Reserves at end of period</b>	<b>1 295 029</b>	<b>503 259</b>	<b>791 770</b>	<b>1 173 675</b>				

## 5. Conclusion

My sincere thanks are extended to the Board of Directors and invitees who voluntarily contribute their valuable time and effort to assist in managing the business of the UIP. Equally a big thank you goes to eThekweni City Management, municipal departments, the SA Police Services, and the Community Policing Forum for all your dedication and support this past year.

I would also like to take this opportunity and thank our management team for their hard work and dedication ensuring the success of the UIP and Florida Rd. Without their efforts we could not have achieved the successes to date. A big thank you is also extended to the UIP appointed service providers for their commitment and service levels.

Finally, thank you to all UIP members who have supported the endeavours of the UIP. We look forward to reporting on an equally productive 2021/2022 financial year.

**Wayne Stainforth**  
Chairman