



Annual Report for year ended 30 June 2015



Florida Road Urban Improvement Project (Florida Rd UIP)

(Non Profit Company Registration no. 2013/059252/08)

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Florida Road Urban Improvement Project NPC (Florida Rd UIP)

Registration Number: 2013/059252/08

("the Company")

Notice of the 2nd Annual General Meeting

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

Registered address: 197 Peter Mokoba, Morningside, Durban, 4001

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 14 December 2015 at 10h00** 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 2015, 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 jarrod@urbanmgt.co.za by no later than 9 December 2015. 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 2016 to 30 June 2017.
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 jarrod@urbanmgt.co.za by no later than the 9 December 2015. 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

Agenda

1. Welcome
2. Apologies
3. To adopt the Minutes of the Annual General Meeting held on 1 December 2014.
4. Matters Arising for the General Meeting held on 1 December 2014.
5. To receive the Chairman's Report
6. Resolution 1: To receive and adopt the annual financial statements for the year ended 30 June 2015, 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 and Marco Santoniccolo
9. Resolution 4: To receive and adopt the Budget for the financial year 1 July 2016 to 30 June 2017
10. General
11. Close of Meeting

By order of the Board

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
Registered office	197 Peter Makoba Road Morningside 4001
Postal address	P O Box 867 uMhlanga Rocks 4320
Business Address	Olive Tree Church 113 Florida Rd 4001
Banker	First National Bank
Auditor	BOD 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 The Florida UIP

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 Florida Rd Urban Improvement Precinct (FRUIP) in the first quarter of 2013 with the first financial year of operations commencing in July 2013. As this was the first year of operation it required the establishment of a financial reserve, hence the delay in deploying of on-ground services until September 2013. The FRUIP boundaries are defined as Florida Rd and the adjacent lanes bordering on to properties located on Florida Rd.

UIP Services

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

- 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.floridaroaiduip.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 in the first year of operations, 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 2015/2016

It is with pleasure that I present the first Chairman's report for the Florida Road UIP/ Special Ratings Area (SRA) for the financial year ending June 2015, 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 nestle between residential and office blocks. The vibe and happenings on this trendy strip 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 has featured a number of articles on the success of the UIP structure.

These articles include:

- [November 2015 - The Mercury - Signs Of The Times](#)
- [October 2015 - Sunday Tribune City Watch - Florida Rd Sidewalk Monitor Programme](#)
- [October 2015 - Daily News - Florida Rd Sidewalk Monitor Programme](#)
- [October 2015 - Berea Mail - Florida Rd Sidewalk Monitor Programme](#)
- [October 2015 - Sunday Independent - Florida Rd Street Monitoring Launches](#)
- [August 2015 - The Mercury Network - South of the uMgeni](#)
- [The City Magazine - Florida Rd Rejuvenation Feature](#)
- [Mike Holland Letter Re: Durban Routes Magazine](#)
- [Durban Routes Information Pack](#)
- [July 2015 - Crime App Informs Community - Berea Mail](#)
- [July 2015 - More Police For Events - Berea Mail](#)

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 meeting on the 18th August, there has been a noted improvement in service delivery across all line departments. Led by Linda Mbonambi, HOD of Area based Management and Shunnon Tulsiram, HOD Economic Development Unit, walkabouts have been conducted with both Parks and DSW. Hoosen Moolla, HOD iTrump has been instrumental in co-ordinating meetings with Metro and SAPS in support of our Sidewalk Monitor Plan and Parks department for the activation of the Gordon Road Park office.

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.

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.

PHASE 1 – MAINTENANCE

SIGNAGE AND TRAFFIC LIGHTS:

All traffic lights from Argyle to Inness 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.



PAVING:

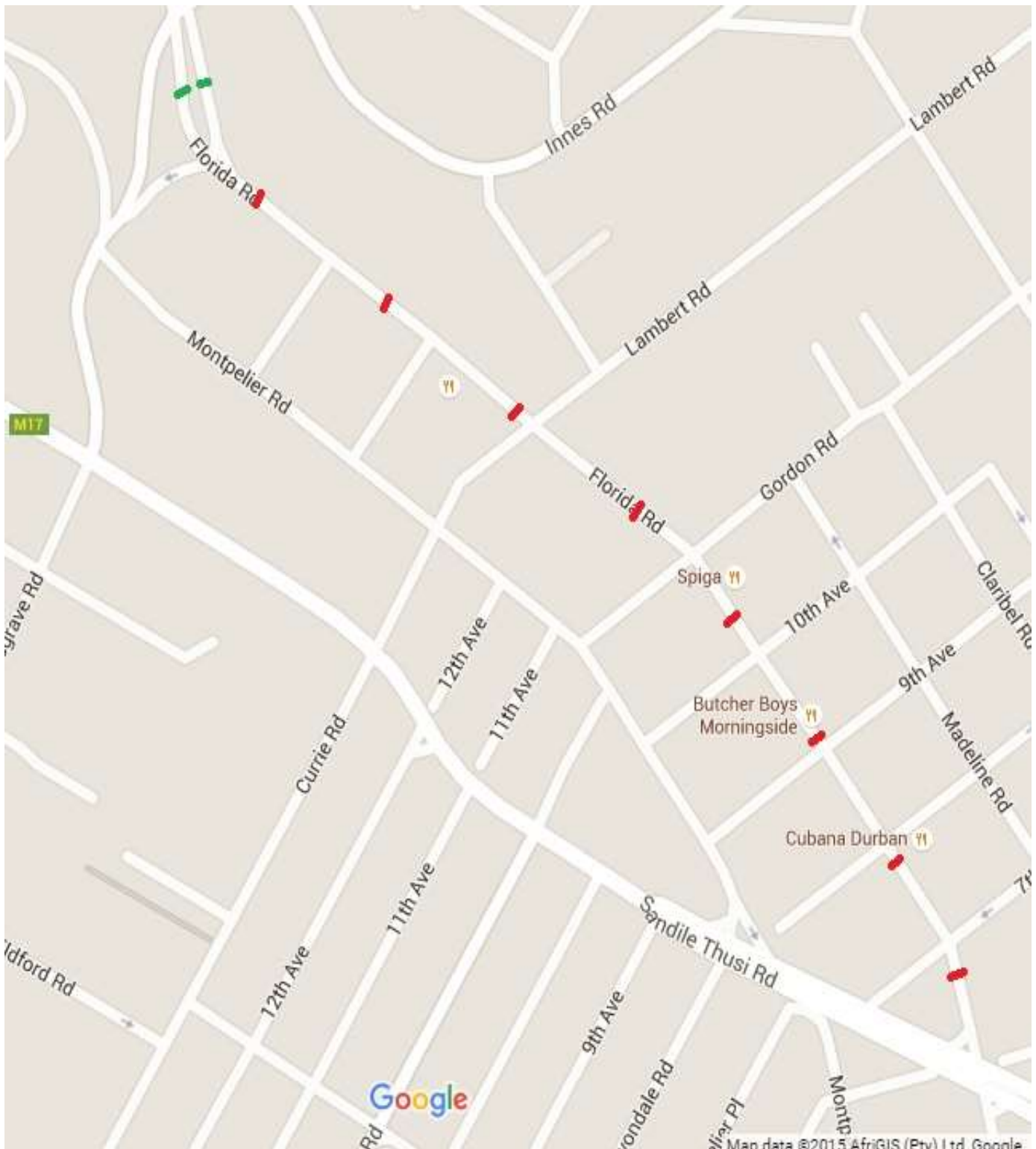
Paving upgraded prior to the SWC 2010 from Argyle to Gordon Rd is repaired and maintained by the UIP cleaning, greening and maintenance staff as and when required.

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 agreed upon by eTM. Planning has been completed and we are now awaiting funding approval. A short term interim solution in the form of 8 – 10 speed humps will be placed along the length of the road. We hope for implementation in 2016.



METRO POLICE:

Florida Road is now policed by a dedicated team of Metro Police Officers patrolling on foot during daylight hours. A vehicle is stationed on the road at night which services the local community. Metro have been instrumental in ensuring the success of the Sidewalk Monitor Programme.



PARKS:

We are in the process of finalising an event approval process for events held at the Gordon Road Park. Our aim is to encourage events which add collective value to the road and prevent events from taking place which result in complaints to the municipality and the UIP for the public and business. The wrong events then lead to a response to no events. As events are approved by two separate departments, there has been a delay in finalising this process. We are actively working with the city to resolve and finalise the application process.

Due to tow trucks regularly parking on the Quarters triangle and damaging the grass, we requested Parks install bollards. Parks were quick to act and this has made a vast improvement to the area.



The UIP has now secured the Gordon Road Park Office for use by Metro Police as a satellite office. We aim to convert this into a multi-use office to include Durban Tourism and the UIP.



A Visible Difference

The day to day management of the UIP is a complex process that includes daily reporting of service delivery requests to the municipality, such as nightly light audits, paving, kerbing, pothole repairs, remarking of all roads, sewage spills etc. and the related follow-ups and monitoring of solutions. Added to this, the UIP's ongoing maintenance programme includes things like landscaping, cleaning, graffiti removal, repairing of bollards, signage, benches, dustbins, etc.

While all of this has taken place with great care and energy 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 repainted all green bollards and installed reflector tape for visibility.



- We have also assisted in the revamping of the vacant staircase at Absolute and the flowerbeds outside Cocos.



- On the 5th of October we rolled out our new 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.



UIP Operations

The UIP provides a 7 day a week 24-hour security service and a daily cleaning and street sweeping service.

The precinct starts at the Greyville traffic circle, the length of Florida Road to 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.

The security patrol also covers every section of the precinct on foot during each shift.

The cleaning and greening team starts at 06h00 with a quick litter collection along the length of Florida Rd to make it neat for the breakfast run and then moves into the service lane 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. It must be noted that the system of before and after photos is an excellent way to see how effective the work of the UIP is.

Crime & Fault Report

PLEASE NOTE:
Faults reported here relate to public areas - not private property

Name (Required)

E-mail (Required)

Phone (Required)

Report / Comment

[Submit Report](#)

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.

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 45 news items to the website
- Sent out 22 newsletters
- Grown its page likes from 78 to 550 in 2015
- Had a maximum reach on Facebook of 3500 people which was in relation to the launch of the Sidewalk Monitor Programme.

Challenges:

With the installation of traffic calming measures in sight, our next greatest challenge is the enforcement of licencing. As it stands, there are a number of bars and restaurants operating against their licencing regulations and with complete disregard for neighbouring residents and business operators. Licencing enforcement forms part of our targeted interventions and progress will be made in the new year.

The need for additional manned guarding security is key in ensuring the road remains safe 24/7. We are in the process of securing additional support from Florida Rd residents and NGOs to assist in funding an additional 2 patrolling guards on Wednesday – Saturday nights.

1.0

Security

1.1

Crime stats based on incidents reported to the UIP

	July 14		Aug 14		Sep 14		Oct 14		Nov 14		Dec 14		Jan 15		Feb 15		Mar 15		Apr 15		May 15		Jun 15		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	0	1	0	0	0	1	0	0	0	4	0	1	0	1	0	0	0	2	2	0	1	0	1	15
UIP call outs to SAPF / Metro Police	0	0	1	0	12	0	6	0	10	1	0	0	7	0	21	0	7	0	15	0	0	10	0	13	103
SAPF/Metro/UIP security ops in precincts	1	0	1	0	0	0	0	0	2	0	0	0	0	0	2	0	0	0	2	0	0	1	1	0	10
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	0	0	0	0	0
Attempted murder	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	1	0	0	0	0	0	3
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	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	2
Assault common	0	0	0	0	0	0	2	0	1	0	1	0	0	0	0	0	0	0	1	0	0	0	0	0	5
Common robbery	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	2	0	0	3
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
Carjacking	0	0	0	0	0	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	2
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	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	1	0	1	0	5
Malicious damage to property	0	0	2	0	1	0	1	0	0	0	1	0	1	0	3	0	0	1	0	0	0	0	0	1	11
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	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	2	0	0	3	0	7
Theft of motor vehicle	0	0	0	0	1	0	2	0	0	0	1	0	0	0	1	0	0	0	1	0	0	1	1	0	8
Theft out of motor vehicle	0	0	0	0	2	0	2	0	5	0	1	0	3	0	0	0	0	0	0	0	0	0	0	1	14
Drug related crime	2	0	1	0	0	0	1	0	0	0	0	0	1	0	0	0	0	0	0	0	0	3	0	0	8
All theft not mentioned elsewhere	1	0	1	0	1	0	0	0	1	0	0	0	3	0	4	0	2	0	3	0	3	0	0	0	19
Vehicle accidents	1	0	1	0	2	0	1	0	0	0	2	0	1	0	3	0	6	0	3	0	0	0	0	5	25
Total	7	0	8	0	20	0	16	0	20	1	12	0	17	0	37	0	15	3	30	4	4	18	6	22	240

Security

1.2

By-law Enforcement

	July 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Apr 15	May 15	Jun 15	Total
Drinking in public	24	24	17	4	27	20	21	46	22	9	9	67	225

Fights / brawls defused	2	0	1	3	6	7	3	9	0	0	2	1	31
Illegal car guards removed	367	119	84	22	16	83	0	0	0	0	0	0	121
Illegal informal traders removed	23	20	36	13	13	25	20	30	26	10	0	0	137
Pamphlet distribution	3	3	4	3	3	0	0	0	0	5	1	0	12
Public disturbance	0	1	0	31	2	0	2	4	0	0	0	0	39
Public indecency	0	0	0	0	0	0	14	5	0	3	3	7	32
Suspicious people questioned	22	13	12	0	9	35	12	31	13	6	16	16	138
Total	441	180	154	76	76	170	72	125	61	33	31	91	735

1.3	UIP security public assistance	July 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Apr 15	May 15	Jun 15	Total
	Calls to UIP 086 111 6113	0	0	0	0	0	0	0	62	23	40	41	25	
	Assistance to members of public	17	12	4	10	0	7	6	23	1	2	4	0	86
	Lost & Found	4	2	0	0	1	0	0	0	1	0	2	0	10
	Alarms attended	3	3	0	0	0	24	0	0	40	33	13	21	137

1.4	UIP security contractor weekly SLA performance assessment:	July 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Apr 15	May 15	Jun 15	
	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 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Apr 15	May 15	Jun 15	Total
	Business Support (Informal Traders)	0	0	0	0	0	0	0	0	0	0	0	0	0
	DSW	19	4	3	4	1	2	9	1	3	3	6	0	29
	Electrical (street & hanging lights)	35	12	2	42	29	15	21	13	8	0	16	8	152
	eThekwini Transport Authority (ETA)	0	1	0	0	1	1	0	0	0	2	2	0	6
	Health	0	0	0	0	0	0	0	9	0	0	0	0	9

Metro police	7	0	2	7	6	1	0	0	2	0	2	0	18
Parks	4	2	16	15	2	1	2	0	3	1	0	6	30
Pollution & Environment	0	0	0	0	0	0	0	0	0	0	0	0	0
Roads (pot holes, kerbing, signage, marking)	22	11	12	48	6	5	10	2	9	21	8	8	117
Signage & Advertising	7	11	9	4	0	2	0	0	0	0	0	0	6
Traffic Lights	1	4	4	3	0	1	2	0	0	0	0	0	6
Urban Design	0	0	0	0	0	0	1	0	0	1	0	0	2
Waste Water	1	1	1	1	0	0	0	1	0	0	0	0	2
Total	96	46	49	124	45	28	45	26	25	28	34	22	377

3.0 UIP Operational Stats

3.1	Service requests from UIP members & stakeholders (customers)	July 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Apr 15	May 15	Jun 15	
	Number service requests received for the month (eTM +UIP tasking)	21	3	2	2	0	4	5	0	2	3	3	3	48
	Running total of unresolved serv. requests - tasking eTM	4	2	1	0	0	1	2	1	1	0	3	1	16
	Running total of unresolved serv. requests - tasking UIP	0	0	0	0	0	0	0	0	0	1	0	0	1
3.2	UIP services (initiated by UIP management)													
	Number of service requests to eTM	179	105	69	145	37	21	45	27	23	31	34	22	738
	Running total of unresolved serv. request to eTM	75	79	58	106	0	17	34	14	16	26	54	61	540
	Running total of unresolved serv. request to UIP contractors	2	1	0	0	0	0	0	0	5	2	1	0	11
3.3	UIP Special Projects Completed													
	Maintenance projects	22	11	50	3	4	0	3	1	0	2	9	2	107
	Greening projects	5	5	1	2	6	1	1	0	0	6	17	10	54
	Graffiti tags removed	19	3	7	0	1	25	2	5	4	17	13	7	103
	Municipal waste bags filled	750	750	800	750	750	750	750	750	750	750	1,066	947	9,563
	Animal rescue	0	0	0	0	0	0	0	0	0	0	0	0	0
3.4	Latest news items circulated to members	4	4	5	4	2	0	0	2	2	2	3	2	30

3.5	Standing Meetings Attended	July 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Apr 15	May 15	Jun 15	Total
	Monthly - UIP Secur. Forum (Sec. services)	2	2	2	2	2	2	0	1	0	0	0	0	13
	Monthly / weekly - SAPF / CPF Sec. 5(Sec. services)	1	1	1	0	0	0	0	3	5	4	4	2	21
	Chamber of Business	1	2	3	0	0	0	0	0	0	0	0	1	7
	Total	4	5	6	2	2	2	0	4	5	4	4	3	41

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													

3.4	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													
	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	

3.5	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	% of target	
	Grass areas cut - achieved % of target	100	100	100	100	100	100	100	100	100	100	100	100	
	7th Ave	100	100	100	100	100	100	100	100	100	100	100	100	
	Quarters Triangle	100	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	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 2015/2016 levy increase was 8%, with the 2016/2017 levy increase at 8%.

	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

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 2015/2016 financial year.

Wayne Stainforth

Chairman (2014/2015)

Florida Rd UIP NPC

Annual General Meeting

**Minutes of the 1st Annual General Meeting held at Olive Tree Church, Florida Road on Monday
1st December 2014 at 10:00am**

PRESENT	:	Wayne Stainforth Michael Holland Ross Roger Pat Brown Alfred Sudheim Sandy Harvey Steve Mc Carrol Vikesh Nonkumar Janine Greenstone Laurence Dinsdale Nicky Burke Grant Smith Nico Sofilas Marco Santoniccolo Donovan Solomon Srye Badrudin Sgt Trevor James WO Deena Naidoo Chris Brown Ingrid Lotter Smith	(WS) (MH) (RR) (PB) (AS) (SH) (SMc) (VN) (JG) (LD) (NB) (GS) (NS) (MS) (DS) (SB) (SgtJ) (DN) (CB) (ILS)	Chairman Director Director Director Director Resident Bookman Group Sureslim Eyetu 219 Florida Rd CPF CPF Vaccamatta Spida Growthpoint properties Keyline SAPS Berea SAPS Berea 116 Florida Rd Artisan Gallery
BY INVITATION	:	Brian Wright Jarrod Evans Cara Reilly Debbie Kippen Mogie Naidoo Maxine Dismore	(BW) (JE) (CR) (DK) (MN) (MD)	UIP Project Leader UIP Precinct Manager U P PR and Marketing UIP accounts admin - Eris Property Group BDO Auditors BDO Auditors
APOLOGIES	:	Diane Sturgess Andrew Irene James Gordon MacDonald	(DS) (A) (IJ) (GM)	Teddy Tech Interdeco Dionysus Community Chest
PROXYS	:	Derek Whalley Robyn Renzo Rudica Maharaj Rodney Pretorius	(DW) (RR) (RM) (RP)	Amadlelo Amhlaza + Whalley & Associates Florida House Sureslim 907 and 167 Florida Rd

			ACTION
1.	WELCOME		
	Chairman Wayne Stainforth (WS) 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.		

	<p>WS introduced the Directors and Management team:</p> <ul style="list-style-type: none"> • Wayne Stainforth • Michael Holland • Ross Roger • Pat Brown • Alfred Sudheim 	
	<p>WS introduced Brian Wright and Cara Reilly the UIP management team and he thanked Gray Braatvedt the first precinct manager who left us at the end of the November for his efforts in cleaning up Florida Rd and driving municipal repairs to infrastructure, the improvement is visibly evident.</p> <p>He then welcomed Jarrod Evans the new precinct manager who started that morning.</p> <p>He also welcomed Mogie Naidoo of the auditors BDO</p>	
2.	APOLOGIES	
	<p>Apologies were received from:</p> <ul style="list-style-type: none"> • Diane Sturgess • Irene James • Gordon MacDonald 	
3.	To adopt the Minutes of the General Meeting held on <u>11 December 2013</u>	
	<p>WS 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 11th December 2013 be approved and adopted.</p> <p>Ross Rogers approved and Pat Brown seconded.</p>	
4.	Matter Arising from the General Meeting held on <u>11 December 2013</u>	
	There were no matters arising	
5.	To receive the Chairman's Report	
	WS went through the chairman's report as presented in the board pack	
6.	<u>Resolution 1:</u> To receive and adopt the annual financial statements for the year ended <u>30 June 2014</u>, which incorporates the independent auditors report.	
	<p>WS said that the Annual Financial Statements for the year ended 30 June 2014, read with Chairman's Review and the Report of the independent Auditors, fully cover the activities of the Company for the period under review.</p> <p>WS went through the financials and noted a 7% increase for the ensuing year.</p> <p>He asked if there were any questions and none were asked.</p>	
	Mogie Naidoo mentioned that being the first year of operations, the Annual Financial Statements (AFS) were simple and an unqualified report was issued which means the AFS's are clean and there are no issues for the board to resolve.	
	<p>There being nothing further to add, WS called for a proposal that the Annual Financial Statements of the Company for the year ended 30 June 2014, be approved and adopted.</p> <p>Proposed: Mike Holland</p> <p>Seconded: Alf Sudheim</p> <p>WS now put the motion to the meeting.</p>	

	Those in favour? All Those against? None WS declared the motion carried	
	Brain Wright then took the meeting through the Annual Report as presented on the board pack and as per the AGM presentation	
7.	To approve the remuneration of the Auditors for the financial year ended 30 June 2014.	
	WS 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 R13,067 ex Vat, for the year ended 30 June 2014 be approved. Those in favour? All Those against? None WS declared the motion carried.	
8.	<u>Resolution 3:</u> Re-appoint BDO South Africa Incorporated as the auditors to the Company.	
	WS presented Resolution 3 on the Agenda to re-appoint BDO as the Auditors of the Company. WS moved that BDO be re-appointed as Auditors to the Company. Those in favour? All Those against? None WS declared the motion carried.	
9.	<u>Resolution 4:</u> To elect Directors for the ensuing year.	
	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: <ul style="list-style-type: none"> • Wayne Stainforth • Michael Holland • Ross Roger • Pat Brown • Alfred Sudheim WS asked if there were any other nominations or if anyone else wanted to join the board? Laurence Dinsdale, Steve McCarroll and Marco Santoniccolo volunteered to stand as directors - WS gladly took the nominations.	
	WS explained that the Companies Act of 2008, requires that Directors must be individually elected, he therefore called for nominations of directors: <ul style="list-style-type: none"> • Wayne Stainforth - nominated by Ross Rogers, seconded by Mike Holland • Michael Holland - nominated by Pat Brown, seconded by Alf 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 Ross Rogers • Laurence Dinsdale - nominated by Wayne Stainforth, seconded by Ross Rogers • Steve McCarroll - nominated by Wayne Stainforth, seconded by Ross Rogers. • Marco Santoniccolo - nominated by Wayne Stainforth, seconded by Ross Rogers. WS asked for any objections to the nominations, and moved that the nominees be elected to the Board until the next Annual General Meeting.	

	Those in favour? All Those against? None WS declared the motion carried.																																																													
10	<u>Resolution 5: To receive and adopt the Budget for the financial year 1 July 2015 to 30 June 2016</u>																																																													
	<p>WS moved to the next item on the Agenda, Resolution 5 which is to receive and adopt the budget for the financial year 1 July 2015 to 30 June 2015.</p> <p>WS 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 9% to maintain current service standards.</p> <table> <tr> <td></td><td>2015/2016</td><td>2014/2015</td></tr> <tr> <td></td><td>R</td><td>R</td></tr> <tr> <td>Annual Levy with 5% arrears provision</td><td>2 437 797</td><td>2 236 511</td></tr> <tr> <td>Expenses</td><td></td><td></td></tr> <tr> <td>1 Admin and general</td><td>134 090</td><td>126 500</td></tr> <tr> <td>2 Utilities</td><td>0</td><td>0</td></tr> <tr> <td>3 Company costs</td><td>23 771</td><td>22 425</td></tr> <tr> <td>4 Operational manager</td><td>439 733</td><td>407 160</td></tr> <tr> <td>5 Security</td><td>952 841</td><td>855 589</td></tr> <tr> <td>6 Cleaning</td><td>126 778</td><td>145 662</td></tr> <tr> <td>7 Greening</td><td>39 694</td><td>38 280</td></tr> <tr> <td>8 Repairs & maintenance</td><td>24 168</td><td>22 800</td></tr> <tr> <td>9 Social investment</td><td>6 600</td><td>6 600</td></tr> <tr> <td>10 Communications, PR & mrkt. of the UIP</td><td>48 570</td><td>43 800</td></tr> <tr> <td>11 Project management and leverage fee</td><td>238 182</td><td>222 600</td></tr> <tr> <td></td><td><u>2 034 427</u></td><td><u>1 891 417</u></td></tr> <tr> <td>Vat</td><td>284 820</td><td>264 798</td></tr> <tr> <td>Total</td><td>2 319 246</td><td>2 156 216</td></tr> <tr> <td>Surplus / deficit</td><td>2661</td><td>5 493</td></tr> <tr> <td>Estimated Reserve</td><td>244 623</td><td>241 000</td></tr> </table> <p>WS said he would be pleased to answer any queries arising from the Budget. With no further question, WS moved that the 2015/2016 budget of R2,319,246 be approved by a show of hands: Those in favour? All Those against? None WS declared the motion carried.</p>		2015/2016	2014/2015		R	R	Annual Levy with 5% arrears provision	2 437 797	2 236 511	Expenses			1 Admin and general	134 090	126 500	2 Utilities	0	0	3 Company costs	23 771	22 425	4 Operational manager	439 733	407 160	5 Security	952 841	855 589	6 Cleaning	126 778	145 662	7 Greening	39 694	38 280	8 Repairs & maintenance	24 168	22 800	9 Social investment	6 600	6 600	10 Communications, PR & mrkt. of the UIP	48 570	43 800	11 Project management and leverage fee	238 182	222 600		<u>2 034 427</u>	<u>1 891 417</u>	Vat	284 820	264 798	Total	2 319 246	2 156 216	Surplus / deficit	2661	5 493	Estimated Reserve	244 623	241 000	
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	WS presented the final item on the Agenda as General Items for Discussion. He asked if there were any specific matters to be discussed?																																																													
	<p>A matter of concern brought up by many members of the meeting was the issue of car guards and the negative impact that they are having on the road and their potential involvement in criminal activities such as business and house breaking.</p> <p>Members expressed their concern over what the UIP is doing to solve the issue.</p> <p>BW took the meeting through the processes that have been followed for trying to solve this issue and reiterated the threat the vagrant car guards pose to business, residents and the general public and noted the importance in resolving the problem. BW explained that the UIP does not have the authority to physically remove the vagrant car guards. BW noted that the UIP had initiated two separate car guard management plans however these had been subverted by a grouping of five vagrant car guards who destabilised the plans through intimidation of other car guards. A number of meetings had been held with the authorities being SAPS at various management levels and</p>																																																													

	Metro Police to find a solution; noting that this process would continue until the problem is solved. MH and WS added further voices to this saying the UIP is absolutely aware of the importance of getting rid of this criminal element and asked the members for their continued support as the UIP finds a solution.	
	MH thanked the members for their support of him on the board and said that the knock on effect of solving the car guard issue will be extremely positive for everyone in the long term.	
11	Closing of Meeting	
	WS 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	

Florida Road Urban Improvement Project NPC (Florida Rd UIP)

Registration Number: 2013/059252/08

Directors Nomination Form for the Annual General Meeting of 14 December 2015

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 jarrod@urbanmgt.co.za for the attention the Chairman Florida Road Urban Improvement Project NPC **by 9 December 2015.**

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 14 December 2015.

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

Signed at:..... this.....day of.....2015

Signature:.....

FOR AND BEHALF OF:.....

NOTE:

Proxy forms should be emailed to jarrod@urbanmgt.co.za for the attention the Chairman Florida Road Urban Improvement Project NPC by 9 December 2015.