



PIGEON VALLEY UIP

Annual Report for Financial Year ending 30 June 2024



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1 INTRODUCTION

This report provides a review of the operations of the Pigeon Valley UIP for the period 01 July 2023 to 30 June 2024. The report will address the following:

- Governance issues and compliance
- Staff status quo
- The status of the existing contracts with service providers
- The implementation of the deliverables by providing evidence of activities and successes
- Financial review

2 GOVERNANCE

At the AGM on 24 January 2024 the following Directors with Portfolios were ratified:

Name	Portfolios
Athol Wesselink	Chairperson
Nick Alcock	Treasurer and project management
Angela Shaw	Urban Development Strategy
Cindy May Wang	Communications / Administration/Secretariat
Calvin Thomas	Safety and Security

At the Steering Committee meeting on 24th April 2024 Athol Wesselink resigned from the Board due to his relocation to Cape Town and Cindy May Wang accepted a nomination to act as Chairperson until the next AGM.

In addition to the Board members, the Advisory Steering Committee members during this period were the following:

Name	Portfolios
Jonathan Edkins	Urban Planning and land use, special projects
Mbongeni Hlongwa	Urban Planning, land use, illegal buildings
Deon Meyer	Security, illegal buildings and land use
Paul Dekker	Urban planning, illegal buildings , land use, security
Adele Ackerman	Finance
Thulani Mdlalose	General, maintenance
Gary Cullen	Governance , security

Quarterly Board and Steering Committee meetings took place throughout the year. Minutes of meetings are available on request.

3 STAFF REVIEW

There were no changes to the staff status quo. Richard Thring remains as the UIP Manager and Sphindile Mswele remains in the position of Communications Manager.

Annual performance reviews were undertaken of both staff members as per the requirements of the HR and Transformation Policy. A performance review report was compiled and annual salary increases were recommended and approved by the Board.

4 SUB-CONTRACTOR REVIEW

Agreements with the following sub-contractors are in place:

- **Blue Security**
Camera Installation, monitoring and armed response contract.
This contract is due to end on 30 September 2025.
- **Patron Shield**
Provision of dedicated patrol and armed response vehicles
At present 1,5 vehicles are being provided.
This contract is due to end on 31 July 2026.
- **Garden Guru**
Garden and public space maintenance
This contract is due to end on 31 August 2025.



Measurable outputs for these contracts will be reviewed under Section 5 Implementation Review.

5 IMPLEMENTATION OF MEASURABLE OUTPUTS

5.1 Security

➤ Blue Security



As at **30 June 2024** (Year 1) the following deliverables had been achieved by Blue Security as per their contract.

- 6 camera site installations. (2 x AI CCTV, 1 x ANPR cameras at each site)
- Responses to CCTV triggers
 - 467 camera activations
 - 33 interventions/removals
- Responses to ANPR triggers
 - 156 SNIPR confirmed activations
 - Nil apprehensions/vehicle recoveries

As at **31 December 2024** (part of year 2) the following additional deliverables had been achieved by Blue Security

- 10 camera site installations (cameras as per above)
- Responses to CCTV triggers
 - 7 990 camera activations
 - 369 interventions/removals
- Responses to ANPR triggers
 - 514 SNIPR confirmed activations
 - **8 apprehensions/vehicle recoveries**

➤ **Patron Shield**

The patron Shield armed response contract started on the 01 August 2024 i.e. in year 2. One 24 hour patrol armed response vehicle has been patrolling the precinct and public areas since that date.

A second patrol and armed response vehicle started working a 12 hour shift 6pm to 6am started on the 01 December 2024.

Recorded incidents during the past 5 months have included

- Non-resident removal	178
- Theft/Fence Hoppers	7
- Cable Theft	1
- Vehicle Accidents	6
- Vehicle Apprehensions/ANPR	4
- Emergency Response	14
- Vehicle Theft	1
- Water Meter Theft	3
- Damage Municipal Property	13



➤ **Other security issues**

The UIP have set up a dedicated WhatsApp group for security emergencies. This allows residents to report emergencies for quick response by the armed response officers.

5.2 Garden and Public Spaces

A total of five general workers and one full time supervisor are employed on this contract. Key deliverables include:

- Weeding, litter collection and disposal
- Grass cutting of Bedford, Kingsley and Penzance Parks



- Grass cutting of Alan Paton, Meyrick Bennet and Lookout parks to supplement the work of the Parks department
- Cutting of some grassed islands or verges on roads to supplement Parks department including Penzance, Albert Dlomo, James Henderson, Rhodes Avenue, Princess Alice and Cato Road. The work of Garden Guru is evaluated on an annual basis.
- Ongoing engagement with the Parks department to ensure grass cutting in key roads and parks
- Development of new gardens and “Adopt a Spot” of certain sites took place as follows::



Ormiston, Ayott /Fulham Bakery Triangles and Mazisi Kunene / King George

Repair and Installation of new refuse bins in parks

Fabrication and installation of dog poop dispenser at Bedford and Meyrick Parks (both dog parks)



- Collection of mulch and woodchips at Gateway Garden area for use on beds throughout the precinct



- Removal of weeds from pavements and road edges to supplement the work of the Parks department



- Branch trimming and collection on all roads and parks to improve visibility for road users and security in parks
- Support for commissioning of artist to paint a mural of indigenous plants and birds in Bedford Park
- Removal of tree stumps and rubble



5.3 Communications

5.3.1 WhatsApp Groups

There are two dedicated WhatsApp groups that have been set up by the UIP as follows:

- An information broadcast group where information can be sent out on a daily or weekly basis on various issues such as:
 - Information on community events or UIP events such as the AGM or park picnics
 - Alerts regarding service problems and traffic issues



- A residents security emergency group where residents can report urgent security incidents in order to get rapid response from the dedicated UIP vehicle or Blue Security or other security companies who the UIP has a Memorandum of Understanding with e.g. Homeland Security

5.3.2 Media and Newsletters

Media coverage of events and issues is arranged from time to time with local media outlets such as the Berea Mail.



5.3.3 Community Events

Arrangement and participation at various community events taking place during the year. The following events have been arranged or the UIP has participated in:

- Picnic and fun in the park – 27 April 2024 | Venue: Bedford Park



- End of year music and picnic Venue: Bedford Park
Postponed from 14 December 2024 to 25 January 2025 due to inclement weather



- Clean-up at Bulwer park in partnership with Glenwood UIP Venue: Meyrick Bennet



- Security Awareness day
- Waste Pickers Awareness Day

5.3.4 Engagement with Stakeholders

Meetings and engagements has taken place with the following stakeholders on an ongoing basis as follows:

- Glenwood UIP - Directors focussing on synergy and integration of services, MoU drafted for signature
- Manor Gardens - Interim committee for UIP established
- Security companies such as Homeland Security for the establishment of a Memorandum of Understanding (MoU)
- Municipal departments and units including Parks, DSW, Water and Sanitation, Development Planning, Electricity and the Area Based Management team (ABM)
- Glenwood Zero Waste Management

5.4 Signage

The following signs have been designed, fabricated and installed:

Sign	Where Installed
Garden Maintenance Signs	At all garden beds throughout the precinct
	
Property Security Signs	Installed at various properties in the precinct
	
UIP Welcome sign	Gateway garden, Meyrick Bennet Park
	

6 FAULT MANAGEMENT

The UIP Manager and UIP Communications Manager receive, record, report and escalate faults with the relevant Municipal departments. Faults include:

- Street lights
- Pot holes
- Unrepaired excavations

- Water and sewage leaks
- Illegal dumping
- Rubble removal

A spreadsheet illustrating the faults reported and addressed is shown below. Some faults such as minor pavement repairs, rubble and illegal dumping removal are attended to by maintenance sub contracts when the process needs to be expedited.

Faults Management from 9 October 2023 - 31 December 2024

	No. of reported faults	No. of faults resolved and closed
Electricity	74	30
Water/Sewerage/Stormwater	102	61
Road and rubble	19	10
Building Inspectorate	5	2

Please note: Electricity department is the slowest department in resolving faults. They don't do repairs on a fault more than 3 times, they are short staffed and have a lot of challenges in covering the area.

7 PROPERTY DATA MANAGEMENT

A consultant has been commissioned to undertake auditing and amendments to the property and owner databases where required. These data cleansing and improvements have the following objectives:

- Ensure that all properties in the UIP are receiving an SRA bill
- Ensure that all SRA collections are being transferred to the UIP (i.e. billed on a monthly basis by the UIP)
- Ensure that all contact details of members/residents are updated on a regular basis to allow for smooth and regular communication

8 ILLEGAL BUILDING AND ILLEGAL USE OF PROPERTY

The following documents have been developed to support work in this area:

- Building and Accommodation Application Guide
- Reporting of suspected illegal building/student accommodation, suspected illegal property use and abandoned/derelect buildings

The actual documents are included in **Annexure A**.

9 FINANCIAL REVIEW FOR YEAR ENDING 30 JUNE 2024 (Adele)

The audited financial results are available on the website. However, the salient details from the last financial year are as follows:

- Total Special Rates Income R 3 362 518
- Investment Income R 49 091
- Operating Expenses R 1 498 355
- Surplus after Tax R 1 908 580
- Reasons for surplus
 - Provision for 3 months expenditure reserves
 - Garden contract started 2 months after planned start date due to late payment by municipality
 - Security contract started 4 months after planned start date due to late payment by municipality and decision not to have own control room or street ambassadors
 - UIP Personnel contracts started later than expected due to late payment by municipality

• Surplus allocation	
- Mandatory reserves to end of June 2026	R 933 000
- Provision for additional under collection	R 207 600
- Security / Garden and parks special projects / Maintenance	R767 980.00
- Total	R 1 908 580

10 CONCLUSION

The Directors of the UIP are confident that this report not only demonstrates significant progress but also provides details of the key delivery areas of:

- Improved safety and security for all residents
- Improved quality of life through provision of garden and maintenance services in parks, public spaces and road reserves
- Improved responses to faults through the creation of a database of reported faults and through follow-up and escalation of the faults
- Increased social cohesion within the community through improved communication with residents, the holding of regular community events and supporting community events arranged by other organisations
- Integration with other organisations and interventions in the UIP and surrounding areas

