

	MAITLAND CITY IMPROVEMENT DISTRICT (MAITCID) IMPLEMENTATION PLAN 1st July 2017 to 30th June 2018
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PROGRAM 1 - MAITCID MANAGEMENT & OPERATIONS

ACTION STEPS	RESPONSIBLE	FREQUENCY per year	PERFORMANCE INDICATOR	COMMENTS
1. Continued operation of the MAITCID Management Office	MAITCID Manager / MAITCID Board	Ongoing	Operation MAITCID Office	
2. Board meetings	MAITCID Manager / MAITCID Board	12	Monthly Board meetings	
3. Financial reports to CoCT	MAITCID Manager	12	Submit reports timeously by the 15 th of the following month	Refer to Financial Agreement
4. Audited Financial Statements	MAITCID Manager	1	Unqualified Financial Audits	Submitted to the City by 31 August of each year
5. Communicate MAITCID Arrears List	MAITCID Manager	12	Observe and report concern over outstanding amounts	
6. Annual General Meeting	MAITCID Manager / MAITCID Board	1	Host successful AGM	Once a year
7. Submit Management Report and Annual Financial Statements to Sub-council(s)	MAITCID Manager / MAITCID Board	1	Unqualified Financial Audits and comprehensive management reports within 2 month of the AGM	
8. Successful day-to-day management and operations of the MAITCID	MAITCID Manager	Ongoing	Monthly feedback to MAITCID Board at Directors present at every meeting	
9. Establish and maintain Website	MAITCID Board MAITCID Manager	Ongoing	Website with all the relevant documents as required by the By-Law and Policy	Refer to Program 6-3
10. Comply with all Company Act requirements	MAITCID Board	1Y	Comply with Section 24 of the Company Act	

ACTION STEPS	RESPONSIBLE	FREQUENCY per year	PERFORMANCE INDICATOR	COMMENTS
11. Monthly Reports to the SRA Directors	MAITCID Manager	12	Report back on all CID related business to be measured and signed off	Provide monthly reports to the SRA Directors
12. Manage and monitor the C3 notification Process	MAITCID Manager	12	Complete daily reports of C3 notifications and monitor existing issues	
13. Submit input to the Integrated Development Plan	MAITCID Manager	1Y	Annual submissions to Sub-Council Manager	October to February of every year
14. Submit input to the City Capital Budgets	MAITCID Manager	1Y	Annual submissions to Sub-Council Manager	
15. Communicate with property owners	MAITCID Manager	Ongoing	Keep property owners informed through monthly newsletter	Refer also to Program 1-13 Program 2-10 Program 6-1
16. Mediate issues with or between property owners	MAITCID Manager & City of Cape Town Departmental Managers and Law Enforcement	Ongoing	Provide an informed opinion on unresolved issues and assist where possible	
17. Visit MAITCID members	MAITCID Manager	Ongoing	Communicate and visit MAITCID members	Refer also to Program 6-4
18. Promote and develop MAITCID NPC membership	MAITCID Manager / MAITCID Board	Ongoing	Have a NPC membership that represents the MAITCID community	
19. Build working relationships with Sub-Council Management and relevant CoCT officials and departments that deliver services in the MAITCID	MAITCID Manager	Ongoing	Successful and professional relationships with sub-council management and officials resulting in enhance communication, cooperation and service delivery	

PROGRAM 2 - MAITCID SECURITY / LAW ENFORCEMENT INITIATIVES

ACTION STEPS	RESPONSIBLE	FREQUENCY per year	PERFORMANCE INDICATOR	COMMENTS
1. Identify the root causes of crime in conjunction with the SAPS, Local Authority and existing security service using their experience as well as available crime statistics	MAITCID Manager/ Security Service Provider	Ongoing	Security Management Strategy Plan	Modified continuously
2. Determine the Crime Threat Analysis of the SRA area in conjunction with the SAPS	MAITCID Manager/ Security Service Provider	Ongoing	Security Management Strategy Plan	
3. Determine strategies by means of an integrated approach to address / decrease crime	MAITCID Manager/ Security Service Provider	Ongoing	Security Management Strategy Plan	
4. In liaison with other security role players and the South African Police Service, identify current security and policing shortcomings and develop and implement effective crime prevention strategy	MAITCID Manager/ Security Service Provider	Ongoing	Security Management Strategy Plan	
5. Develop a Security Management Strategy with clear deliverables and defined performance indicators to guide safety services by the appointed service provider and evaluate levels of service provided.	MAITCID Manager/ Security Service Provider	Revise as often as required but at least annually	Documented Security Management Strategy with clear deliverables and defined performance indicators to guide safety services by the appointed service provider and evaluate levels of service provided.	Modified continuously
6. Maintain a manned centrally located office(s) open to the members and residents of the SRA to request security assistance or report information	MAITCID Manager/ Security Service Provider	Ongoing	Appropriately manned and equipped control room with skilled staff	As per Program 1-2
7. Deploy security resources accordingly and effectively on visible patrols. Security personnel and patrol vehicles to be easily identifiable	MAITCID Manager/ Security Service Provider	Ongoing	Effective safety and security patrols in the MAITCID	

ACTION STEPS	RESPONSIBLE	FREQUENCY per year	PERFORMANCE INDICATOR	COMMENTS
8. Utilise the "eyes and ears" of all security and gardening/street cleaning staff, as well as own staff, to identify any breaches	MAITCID Manager/ Security Service Provider	Ongoing	Incorporate feedback and information in security and safety initiatives of the MAITCID	
9. Assist the police through participation by MAITCID in the local Police sector crime forum	MAITCID Manager/ Security Service Provider	Monthly	Incorporate feedback and information in security and safety initiatives of the MAITCID Report on any security information of the MAITCID to the CPF	
10. Monitor and evaluate the security strategy and performance of all service delivery on a quarterly basis	MAITCID Manager/ Security Service Provider/ SAPS Crime Intelligence Officer	Quarterly	Report findings to the MAITCID Board with recommendations where applicable	Refer to Program 1-15 and Program 6-1
11. On-site inspection of Security Patrol officers	MAITCID Manager/ Security Service Provider	Daily	Report findings to the MAITCID Board with recommendations where applicable	
12. Weekly Security Reports from Contract Security Company	Security Service Provider	Weekly	Report findings to the MAITCID Board with recommendations where applicable Provide feedback to forum meeting	Incorporate into monthly management report to MAITCID Board
13. Monitor the objectives of the MAITCID employed Law Enforcement	MAITCID Manager/ CoCT Safe and Security Directorate	Monthly	Provide effective Law Enforcement in the MAITID and adjust where applicable	
14. Develop a CCTV Security Camera Strategy with clear deliverables and defined performance indicators to guide the public safety service.	MAITCID Manager/ Security Service Provider	Revise as often as required but at least annually	Documented CCTV Management Strategy with clear deliverables and defined performance indicators to guide the public safety service.	

PROGRAM 3 - MAITCID CLEANSING INITIATIVES

ACTION STEPS	RESPONSIBLE	FREQUENCY per year	PERFORMANCE INDICATOR	COMMENTS
1. Develop a cleansing strategy document with clear deliverables and defined performance indicators to guide cleansing and delivery from the appointed service provider.	MAITCID Manager/ Cleansing Service Provider	annually	Cleansing strategy document with clear deliverables and defined performance indicators to guide cleansing and delivery. Revise as often as required but at least annually	Modified continuously
2. Co-ordinate the provision of additional litter bins and emptying of litter bins service providers and the relevant City of Cape Town departments.	MAITCID Manager/ Solid Waste Department	Quarterly	Quarterly status reports to Local Authority regarding progress of identified shortcomings	
3. Cleansing each of the streets within the CID Boundary at least once within every two month period	MAITCID Manager/ Cleansing Service Provider	Bi annually	Provide clean streets and sidewalks in the MAITCID	
4. Identifying Health and safety issues within the area and reporting to Council with C3 notification reference no's	MAITCID Manager	Ongoing	Monthly evaluations and inspections Provide an improved healthy urban environment in the MAITCID	
5. Monitor and combat Illegal Dumping	MAITCID Manager/ Cleansing Service Provider/ Law Enforcement Officers	Ongoing	Removal of illegal dumping as required and applying applicable penalties through law enforcement against transgressors	
6. Identify environmental design contributing to grime such as wind tunnels	MAITCID Manager/ Cleansing Service Provider	Quarterly	Quarterly evaluation of the causes of waste Quarterly evaluation of measures implemented and identification of remedial actions	
7. Promoting waste minimization through education and awareness on waste and water pollution	MAITCID Manager/ Cleansing Service Provider	Ongoing	Monthly evaluations and inspections Report findings	
8. Encourage property owners to act responsibly in terms of waste	CID Manage	Ongoing	Monthly evaluations and inspections Report findings	

ACTION STEPS	RESPONSIBLE	FREQUENCY per year	PERFORMANCE INDICATOR	COMMENTS
management and encourage recycling initiatives				

PROGRAM 4 - MAITCID URBAN MANAGEMENT INITIATIVES

ACTION STEPS	RESPONSIBLE	FREQUENCY per year	PERFORMANCE INDICATOR	COMMENTS
<p>1. Identify problem areas with respect to:</p> <ul style="list-style-type: none"> a. street lighting; b. missing drain covers / cleaning of drains c. maintenance of road surfaces; sidewalks d. cutting of grass / removal of weeds e. road markings / traffic signs <p>Use the established service levels to design the provision of supplementary services without duplication of effort</p>	MAITCID Manager	Ongoing	Urban management plan with clear deliverables and defined performance indicators to guide delivery	Modified continuously
<p>2. Identify and report infrastructure supplementing existing Council Services:</p> <ul style="list-style-type: none"> a. Street lighting b. Dumping c. Refuse Removal d. Waterworks e. Sewerage f. Roads and Storm water g. Traffic signals and line painting h. Pedestrian safety i. Road repairs 	MAITCID Manager	Daily / weekly and monthly reports to the C3 notification process and daily recording of references in the register	Monitor and evaluate. Report findings to the MAITCID Board with recommendations where applicable	

ACTION STEPS	RESPONSIBLE	FREQUENCY per year	PERFORMANCE INDICATOR	COMMENTS
3. Compile a list of prioritized needs to enhance the objectives of the CID and liaise with the relevant departments to correct	MAITCID Manager	4	Monitor and evaluate the plan and performance of all service delivery on a quarterly basis. Report findings to the MAITCID Board with recommendations where applicable	
4. Greening campaigns - Arbor Day	MAITCID Manager	1	Report to the MAITCID Board with recommendations where applicable	
5. Work in conjunction with local social welfare and job creation organization and develop the delivery of the supplementary services to improve the urban environment	MAITCID Manager	Ongoing	Development of a long term sustainable work program	Managed continuously Also refer to Program 5-2 and 3-10
6. Submissions to Ward Allocation, IDP and Capital Budgets	MAITCID Manager	1	Report to the MAITCID board with recommendations where applicable.	

PROGRAM 5 - MAITCID SOCIAL INTERVENTION INITIATIVES

ACTION STEPS	RESPONSIBLE	FREQUENCY per year	PERFORMANCE INDICATOR	COMMENTS
1. Identify and determine strategies by means of an integrated approach to address / homelessness and the relief measures available, current and future.	MAITCID Manager/ NGOs	Ongoing	Social intervention plan with clear deliverables and defined performance indicators to guide delivery	Modified continuously
2. Work in conjunction with local social welfare and job creation organization and develop the delivery of the supplementary services to improve the urban environment	MAITCID Manager/ NGOs	Ongoing	Social intervention plan with clear deliverables and defined performance indicators to guide delivery	This will be a long term plan of action that will take time to develop – Refer to Program 4-6 and 3-10

PROGRAM 6 - MAITCID MARKETING INITIATIVES

ACTION STEPS	RESPONSIBLE	FREQUENCY per year	PERFORMANCE INDICATOR	COMMENTS
1. Regular and monthly newsletters / Newsflashes	MAITCID Manager	Monthly	Informative newsletters	Also refer to Program 1-17
2. Regular Press releases in local Newspapers covering: a. Local Development b. Promoting local Projects c. Social Issues	MAITCID Manager	Ongoing	Regular media exposure	
3. Maintain Website	MAITCID Manager	Ongoing	Informative website	Refer to Program 1-11
4. Regular Member visits and meetings	MAITCID Manager	Ongoing	Monthly feedback to MAITCID Board at Directors Meeting	Refer to Program 1-17
5. Maintain the MAITCID Business Directory and link to website	MAITCID Manager	Every 2 months	Up to dates directory	