MAITCID
MAITLAND CITY IMPROVEMENT DISTRICT

MAITLAND CITY IMPROVEMENT DISTRICT (MAITCID)
5 YEAR IMPLEMENTATION PLAN
1st July 2015 to 30th June 2020

PROGRAM 1 - MAITCID MANAGEMENT & OPERATIONS

ACTION STEPS	RESPONSIBLE	FREQUENCY per year	DURATION IN WEEKS, MONTHS OR YEARS					PERFORMANCE INDICATOR	COMMENTS
			Y1	Y2	Y3	Y4	Y5		
1. Appointment of staff	MAITCID Manager / MAITCID Board	Ongoing	➡	➡	➡	➡	➡		Staff appointment will be done as required
2. Continued operation of the MAITCID Management Office	MAITCID Manager / MAITCID Board	Ongoing	➡	➡	➡	➡	➡	Operation MAITCID Office	
3. Appointment of relevant service providers	MAITCID Manager / MAITCID Board	1	1Y		1Y			Appointment of appropriately qualified service providers. Annual review of performance and cost evaluation.	Service providers to be reappointed or new providers to be appointed at end of initial contracts (3 Years)
4. Board meetings	MAITCID Manager / MAITCID Board	12	12	12	12	12	12	Monthly Board meetings	
5. Financial reports to CoCT	MAITCID Manager	12	12	12	12	12	12	Submit reports timeously by the 15th of the following month	Refer to Financial Agreement
6. Audited Financial Statements	MAITCID Manager	1	1Y	1Y	1Y	1Y	1Y	Unqualified Financial Audits	Submitted to the City by 31 August of each year
7. Communicate MAITCID Arrears List	MAITCID Manager	12	12	12	12	12	12	Observe and report concern over outstanding amounts	
8. Annual General Meeting	MAITCID Manager / MAITCID Board	1	1Y	1Y	1Y	1Y	1Y	Host successful AGM	Once a year
9. Submit Management Report and Annual Financial Statements to Sub-council(s)	MAITCID Manager / MAITCID Board	1	1Y	1Y	1Y	1Y	1Y	Unqualified Financial Audits and comprehensive management reports within 2 month of the AGM	

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			Y1	Y2	Y3	Y4	Y5		
10. Successful day-to-day management and operations of the MAITCID	MAITCID Manager	Ongoing	➜	➜	➜	➜	➜	Monthly feedback to MAITCID Board at Directors present at every meeting	
11. 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
12. Comply with all Company Act requirements	MAITCID Board	1Y	1Y	1Y	1Y	1Y	1Y	Comply with Section 24 of the Company Act	
13. Monthly Reports to the SRA Directors	MAITCID Manager	12	12	12	12	12	12	Report back on all CID related business to be measured and signed off	Provide monthly reports to the SRA Directors
14. Manage and monitor the C3 notification Process	MAITCID Manager	12	12	12	12	12	12	Complete daily reports of C3 notifications and monitor existing issues	
15. Submit input to the Integrated Development Plan	MAITCID Manager	1Y	1Y	1Y	1Y	1Y	1Y	Annual submissions to Sub-Council Manager	October to February of every year
16. Submit input to the City Capital Budgets	MAITCID Manager	1Y	1Y	1Y	1Y	1Y	1Y	Annual submissions to Sub-Council Manager	
17. 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
18. 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	
19. Visit MAITCID members	MAITCID Manager	Ongoing	➜	➜	➜	➜	➜	Communicate and visit MAITCID members	Refer also to Program 6-4
20. Promote and develop MAITCID NPC membership	MAITCID Manager / MAITCID Board	Ongoing	➜	➜	➜	➜	➜	Have a NPC membership that represents the MAITCID community	
21. Build working relationships with Sub-Council Management and relevant CoCT officials and departments that deliver services	MAITCID Manager	Ongoing	➜	➜	➜	➜	➜	Successful and professional relationships with sub-council management and officials resulting in enhance	

PROGRAM 1 - MAITCID MANAGEMENT & OPERATIONS

ACTION STEPS	RESPONSIBLE	FREQUENCY per year	DURATION IN WEEKS, MONTHS OR YEARS					PERFORMANCE INDICATOR	COMMENTS
			Y1	Y2	Y3	Y4	Y5		
in the MAITCID								communication, cooperation and service delivery	
22. Compile the SRA renewal application and survey.	MAITCID Manager / MAITCID Board	In year 4				1Y		Submit a comprehensive renewal application for approval by the members and the City of Cape Town.	

PROGRAM 2 - MAITCID SECURITY / LAW ENFORCEMENT INITIATIVES

ACTION STEPS	RESPONSIBLE	FREQUENCY per year	DURATION IN WEEKS, MONTHS OR YEARS					PERFORMANCE INDICATOR	COMMENTS
			Y1	Y2	Y3	Y4	Y5		
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	3M	→	→	→	→	Incorporate in Security Management Strategy Plan	This is done comprehensively at the beginning of term and then modified continuously
2. Determine the Crime Threat Analysis of the CID area in conjunction with the SAPS	MAITCID Manager/ Security Service Provider	Ongoing	3M	→	→	→	→	Incorporate in Security Management Strategy Plan	
3. Determine strategies by means of an integrated approach to address / decrease crime	MAITCID Manager/ Security Service Provider	Ongoing	3M	→	→	→	→	Incorporate in 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	→	→	→	→	→	Incorporate in Security Management Strategy Plan	
5. Develop a Security Management Strategy with clear deliverables and defined performance indicators to guide safety services by the	MAITCID Manager/ Security Service Provider	Revise as often as required but at least annually	3M	1Y	1Y	1Y	1Y	Documented Security Management Strategy with clear deliverables and defined performance indicators to guide	This is done comprehensively at the implementation of the CID and then

PROGRAM 2 - MAITCID SECURITY / LAW ENFORCEMENT INITIATIVES

ACTION STEPS	RESPONSIBLE	FREQUENCY per year	DURATION IN WEEKS, MONTHS OR YEARS					PERFORMANCE INDICATOR	COMMENTS
			Y1	Y2	Y3	Y4	Y5		
appointed service provider and evaluate levels of service provided.								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	
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	12	12	12	12	12	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	4	4	4	4	4	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	52	52	52	52	52	Report findings to the MAITCID Board with recommendations where applicable Provide feedback to forum meeting	Incorporate into monthly management report to MAITCID Board

PROGRAM 3 - MAITCID CLEANSING INITIATIVES									
ACTION STEPS	**RESPONSIBLE**	**FREQUENCY per year**	**DURATION IN WEEKS, MONTHS OR YEARS**					**PERFORMANCE INDICATOR**	**COMMENTS**
			Y1	Y2	Y3	Y4	Y5		
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	1Y	1Y	1Y	1Y	1Y	Cleansing strategy document with clear deliverables and defined performance indicators to guide cleansing and delivery. Revise as often as required but at least annually	This is done comprehensively at the term renewal and then modified continuously
2. Monitor and evaluate the cleansing strategy and performance of all service delivery on a quarterly basis	MAITCID Manager/ Cleansing Service Provider	Quarterly	4	4	4	4	4	Modify Cleansing Strategy to guide cleansing and delivery	
3. 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	4	4	4	4	4	Quarterly status reports to Local Authority regarding progress of identified shortcomings	
4. Cleansing each of the streets within the CID Boundary at least once within every two month period	MAITCID Manager/ Cleansing Service Provider	Bi annually	6	6	6	6	6	Provide clean streets and sidewalks in the MAITCID	
5. 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	
6. 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	
7. Identify environmental design contributing to grime such as wind tunnels	MAITCID Manager/ Cleansing Service Provider	Quarterly	4	4	4	4	4	Quarterly evaluation of the causes of waste Quarterly evaluation of measures implemented and identification of remedial	

PROGRAM 3 - MAITCID CLEANSING INITIATIVES

ACTION STEPS	RESPONSIBLE	FREQUENCY per year	DURATION IN WEEKS, MONTHS OR YEARS					PERFORMANCE INDICATOR	COMMENTS
			Y1	Y2	Y3	Y4	Y5		
								actions	
8. Promoting waste minimization through education and awareness on waste and water pollution	MAITCID Manager/ Cleansing Service Provider	Ongoing	➡	➡	➡	➡	➡	Monthly evaluations and inspections Report findings	
9. Encourage property owners to act responsibly in terms of waste management and encourage recycling initiatives	CID Manage	Ongoing	➡	➡	➡	➡	➡	Monthly evaluations and inspections Report findings	
10. Coordinate with local NGO to assist in cleaning programs where applicable	CID Manager	Ongoing	➡	➡	➡	➡	➡	As required	Refer to program 4-6 and 5-2

PROGRAM 4 - MAITCID URBAN MANAGEMENT INITIATIVES

ACTION STEPS	RESPONSIBLE	FREQUENCY per year	DURATION IN WEEKS, MONTHS OR YEARS					PERFORMANCE INDICATOR	COMMENTS
			Y1	Y2	Y3	Y4	Y5		
1. Submissions to Ward Allocation, IDP and Capital Budgets	MAITCID Manager	1	1Y	1Y	1Y	1Y	1Y	Report to the MAITCID Board with recommendations where applicable	
2. Identify problem areas with respect to: 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	MAITCID Manager	Ongoing	➡	➡	➡	➡	➡	Urban management plan with clear deliverables and defined performance indicators to guide delivery	This is done comprehensively at the implementation of the CID and then modified continuously

PROGRAM 4 - MAITCID URBAN MANAGEMENT INITIATIVES									
ACTION STEPS	**RESPONSIBLE**	**FREQUENCY per year**	**DURATION IN WEEKS, MONTHS OR YEARS**					**PERFORMANCE INDICATOR**	**COMMENTS**
			Y1	**Y2**	**Y3**	**Y4**	**Y5**		
Use the established service levels to design the provision of supplementary services without duplication of effort									

3. Identify and report infrastructure supplementing existing Council Services:
   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	

4. Compile a list of prioritized needs to enhance the objectives of the CID and liaise with the relevant departments to correct	MAITCID Manager	4	4M	4M	4M	4M	4M	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	
5. Greening campaigns - Arbor Day	MAITCID Manager	1	1Y	1Y	1Y	1Y	1Y	Report to the MAITCID Board with recommendations where applicable	
6. 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	This is done comprehensively at the term renewal and then modified and managed continuously Also refer to Program 5-2 and 3-10
7. Illegal Poster Removal Notify and monitor the removal	MAITCID Manager	Ongoing	➡	➡	➡	➡	➡	City of Cape Town infrastructure free from illegal	

PROGRAM 4 - MAITCID URBAN MANAGEMENT INITIATIVES

ACTION STEPS	RESPONSIBLE	FREQUENCY per year	DURATION IN WEEKS, MONTHS OR YEARS					PERFORMANCE INDICATOR	COMMENTS
			Y1	Y2	Y3	Y4	Y5		
of illegal posters by the City of Cape Town								posters	

PROGRAM 5 - MAITCID SOCIAL INTERVENTION INITIATIVES

ACTION STEPS	RESPONSIBLE	FREQUENCY per year	DURATION IN WEEKS, MONTHS OR YEARS					PERFORMANCE INDICATOR	COMMENTS
			Y1	Y2	Y3	Y4	Y5		
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	This is done comprehensively at the implementation of the CID and then 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	DURATION IN WEEKS, MONTHS OR YEARS					PERFORMANCE INDICATOR	COMMENTS
			Y1	Y2	Y3	Y4	Y5		
1. Regular and monthly newsletters / Newsflashes	MAITCID Manager	Monthly	12	12	12	12	12	Informative newsletters	Also refer to Program 1-17
2. Regular Press releases in local Newspapers covering: a. Local Development b. Promoting local Projects	MAITCID Manager	Ongoing	➡	➡	➡	➡	➡	Regular media exposure	

PROGRAM 6 - MAITCID MARKETING INITIATIVES									
ACTION STEPS	RESPONSIBLE	FREQUENCY per year	DURATION IN WEEKS, MONTHS OR YEARS					PERFORMANCE INDICATOR	COMMENTS
			Y1	Y2	Y3	Y4	Y5		
c. Social Issues									
3. Establish and 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. Establish the MAITCID Business Directory and link to website	MAITCID Manager	Every 2 months	2	2	2	2	2	Up to dates directory	