

 <p>PLACE VOICE COMMUNITY MITCHELL'S PLAIN TOWN CENTRE IMPROVEMENT DISTRICT</p>	<h2 style="margin: 0;">MITCHELL'S PLAIN TOWN CENTRE IMPROVEMENT DISTRICT (MPTCID)</h2> <h3 style="margin: 0;">5 YEAR IMPLEMENTATION PLAN</h3> <p style="margin: 0;">1st July 2019 to 30th June 2024</p>
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PROGRAM 1 - MPTCID 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	MPTCID Manager / MPTCID Board	Ongoing	➔	➔	➔	➔	➔	Staff appointed	Staff appointment will be done as required
2. Continued operation of the MPTCID Management Office	MPTCID Manager / MPTCID Board	Ongoing	➔	➔	➔	➔	➔	Operation MPTCID Office	
3. Appointment of relevant service providers	MPTCID Manager / MPTCID Board	1	1Y		1Y			Appointment of appropriately qualified service providers on competitive basis. The process should be well-documented	Service providers to be reappointed or new providers to be appointed at end of initial contracts (3 Years)
4. Board meetings	MPTCID Manager / MPTCID Board	12	8	12	12	12	12	Monthly Board meetings minuted	
5. Financial reports to CoCT	MPTCID Manager	12	8	12	12	12	12	Submit reports timeously by the 15 th of the following month	Refer to Financial Agreement
6. Audited Annual Financial Statements	MPTCID Manager	1	1Y	1Y	1Y	1Y	1Y	Unqualified Annual Audited Financial Statements submitted to the City by 31 August of each year	
7. Communicate MPTCID Arrears List	MPTCID Manager	12	8	12	12	12	12	Observe and report concern over outstanding amounts	
8. Feedback to Members and Annual General Meeting	MPTCID Manager / MPTCID Board	1	1Y	1Y	1Y	1Y	1Y	Host successful AGM before 31 December	Once a year
9. Submit Management Report and	MPTCID Manager /	1	1Y	1Y	1Y	1Y	1Y	Submit AFS and annual report	

PROGRAM 1 - MPTCID MANAGEMENT & OPERATIONS

ACTION STEPS	RESPONSIBLE	FREQUENCY per year	DURATION IN WEEKS, MONTHS OR YEARS					PERFORMANCE INDICATOR	COMMENTS
			Y1	Y2	Y3	Y4	Y5		
Annual Financial Statements to Sub-council(s)	MPTCID Board							to Subcouncil within 3 months of AGM	
10. Successful day-to-day management and operations of the MPTCID	MPTCID Manager	Ongoing	➔	➔	➔	➔	➔	Monthly feedback to MPTCID Board at Directors present at every meeting	
11. Establish and maintain Website	MPTCID Board MPTCID 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	MPTCID Board	1Y	1Y	1Y	1Y	1Y	1Y	Comply with section 24 of the Company Act and the following: <ul style="list-style-type: none"> • Register Auditors and submit to CIPC within 10 business days of change • Register new directors and submit to the CIPC within 10 business days of change • Submit annual returns to CIPC within 30 days after the anniversary of the NPC • Hosting an AGM 	
13. Monthly Reports to the SRA Directors	MPTCID Manager	12	8	12	12	12	12	Report back on all CID related business to be measured and signed off	Provide monthly reports to the MPTCID Directors
14. Manage and monitor the C3 notification Process	MPTCID Manager	12	8	12	12	12	12	Complete daily reports of C3 notifications and monitor existing issues. Report to the Board	
15. Submit input to the Integrated Development Plan	MPTCID 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	MPTCID Manager	1Y	1Y	1Y	1Y	1Y	1Y	Annual submissions to Sub-Council Manager	

PROGRAM 1 - MPTCID MANAGEMENT & OPERATIONS

ACTION STEPS	RESPONSIBLE	FREQUENCY per year	DURATION IN WEEKS, MONTHS OR YEARS					PERFORMANCE INDICATOR	COMMENTS
			Y1	Y2	Y3	Y4	Y5		
17. Communicate with property owners	MPTCID Manager	Ongoing	➔	➔	➔	➔	➔	Keep property owners informed through monthly newsletter	
18. Mediate issues with or between property owners	MPTCID Manager	Ongoing	➔	➔	➔	➔	➔	Provide an informed opinion on unresolved issues and assist where possible	
19. Visit MPTCID members	MPTCID Manager	Ongoing	➔	➔	➔	➔	➔	Communicate and visit MPTCID members	Refer also to Program 6-4
20. Promote and develop MPTCID NPC membership	MPTCID Manager / MPTCID Board	Ongoing	➔	➔	➔	➔	➔	Have an up-to-date NPC membership that represents the MPTCID community	Refer P 3.1
21. Build working relationships with Sub-Council Management, Area Directors and relevant CoCT officials and departments that deliver services in the MPTCID	MPTCID Manager	Ongoing	➔	➔	➔	➔	➔	Successful and professional relationships with sub-council management, Area Directors and officials resulting in enhance communication, cooperation and service delivery	
22. Compile the SRA renewal application and survey.	MPTCID Manager / MPTCID Board	In year 4				1Y		Submit a comprehensive renewal application for approval by the members and the City of Cape Town by 31 August.	
23. Obtain Annual Tax Clearance Certificate	MPTCID Manager / MPTCID Board		1Y	1Y	1Y	1Y	1Y	Within one month after expiry date of current TCC	
24. Perform Budget Review	MPTCID Manager / MPTCID Board		1Y	1Y	1Y	1Y	1Y	By 28 February Submit adjustment budget and minutes to the City by 28 February	
25. Apply for Tax Exemption Status	MPTCID Manager / MPTCID Board		1Y					By end of 1 st Financial Year	
26. Present Month Income and Expenditure reports at Board Meetings	MPTCID Manager / MPTCID Board		8	12	12	12	12	Board members are informed of budget information and status	
27. Perform mid-year review	MPTCID Manager / MPTCID Board							Submit Board Approved mid-year review to the City by 28 February	

PROGRAM 1 - MPTCID MANAGEMENT & OPERATIONS

ACTION STEPS	RESPONSIBLE	FREQUENCY per year	DURATION IN WEEKS, MONTHS OR YEARS					PERFORMANCE INDICATOR	COMMENTS
			Y1	Y2	Y3	Y4	Y5		
28. Register as a vendor with the City of Cape Town	MPTCID Manager / MPTCID Board		Y1	➔	➔	➔	➔	Registered as a vendor	

PROGRAM 2 - MPTCID 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	MPTCID Manager	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 SRA area in conjunction with the SAPS	MPTCID Manager	Ongoing	3M	➔	➔	➔	➔	Incorporate in Security Management Strategy Plan	
3. Determine strategies by means of an integrated approach to address / decrease crime	MPTCID Manager	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	MPTCID Manager	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 appointed service provider and evaluate levels of service provided.	MPTCID Manager	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 safety services by the appointed service provider and evaluate levels of service provided.	This is done comprehensively at the implementation of the CID and then modified continuously

PROGRAM 2 - MPTCID SECURITY / LAW ENFORCEMENT INITIATIVES

ACTION STEPS	RESPONSIBLE	FREQUENCY per year	DURATION IN WEEKS, MONTHS OR YEARS					PERFORMANCE INDICATOR	COMMENTS
			Y1	Y2	Y3	Y4	Y5		
6. Deploy security resources accordingly and effectively on visible patrols. Security personnel and patrol vehicles to be easily identifiable	MPTCID Manager	Ongoing	➔	➔	➔	➔	➔	Effective safety and security patrols in the MPTCID	
7. Utilise the "eyes and ears" of all security and gardening/street cleaning staff, as well as own staff, to identify any breaches	MPTCID Manager	Ongoing	➔	➔	➔	➔	➔	Incorporate feedback and information in security and safety initiatives of the MPTCID	
8. Assist the police through participation by MPTCID in the local Police sector crime forum	MPTCID Manager	Monthly	8	12	12	12	12	Incorporate feedback and information in security and safety initiatives of the MPTCID Report on any security information of the MPTCID to the CPF	
9. Monitor and evaluate the security strategy and performance of all service delivery on a quarterly basis	MPTCID Manager	Quarterly	3	4	4	4	4	Report findings to the MPTCID Board with recommendations where applicable	Refer to Program 1-15 and Program 6-1
10. On-site inspection of Security Patrol officers	MPTCID Manager	Daily	➔	➔	➔	➔	➔	Report findings to the MPTCID Board with recommendations where applicable	
11. Weekly Security Reports from Contract Security Company	MPTCID Manager	Weekly	36	52	52	52	52	Report findings to the MPTCID Board with recommendations where applicable Provide feedback to forum meeting	Incorporate into monthly management report to MPTCID Board

PROGRAM 3 - MPTCID 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 or NGO.	MPTCID Manager	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	Refer to 1.2
2. Monitor and evaluate the cleansing strategy and performance of all service delivery on a quarterly basis.	MPTCID Manager	Quarterly	3	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.	MPTCID Manager	Quarterly	3	4	4	4	4	Quarterly status reports to Local Authority regarding progress of identified shortcomings	
4. Provide clean streets and sidewalks in the MPTCID	MPTCID Manager	Bi annually	4	6	6	6	6	Cleansing each of the streets within the CID Boundary at least once within every two month period	
5. Identifying Health and safety issues within the area and reporting to Council with C3 notification reference no's	MPTCID Manager	Ongoing	➔	➔	➔	➔	➔	Monthly evaluations and inspections and report to the Board Provide an improved healthy urban environment in the MPTCID	
6. Monitor and combat Illegal Dumping	MPTCID Manager	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	MPTCID Manager	Quarterly	3	4	4	4	4	Quarterly evaluation of the causes of waste Quarterly evaluation of measures implemented and identification of remedial actions	

PROGRAM 3 - MPTCID CLEANSING INITIATIVES

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

PROGRAM 4 - MPTCID 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	MPTCID Manager	1	1Y	1Y	1Y	1Y	1Y	Report to the MPTCID 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 Use the established service levels to	MPTCID Manager	Ongoing	➔	➔	➔	➔	➔	Urban management plan with clear deliverables and defined performance indicators to guide delivery – Report monthly to the Board	This is done comprehensively at the implementation of the CID and then modified continuously

PROGRAM 4 - MPTCID URBAN MANAGEMENT INITIATIVES

ACTION STEPS	RESPONSIBLE	FREQUENCY per year	DURATION IN WEEKS, MONTHS OR YEARS					PERFORMANCE INDICATOR	COMMENTS
			Y1	Y2	Y3	Y4	Y5		
design the provision of supplementary services without duplication of effort									
3. Identify and report infrastructure supplementing existing Council Services: <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 	MPTCID 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 MPTCID 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	MPTCID 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 MPTCID Board with recommendations where applicable	
5. Greening campaigns - Arbor Day	MPTCID Manager	1	1Y	1Y	1Y	1Y	1Y	Report to the MPTCID 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	MPTCID 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 of illegal posters by the City of	MPTCID Manager	Ongoing	➔	➔	➔	➔	➔	City of Cape Town infrastructure free from illegal posters	

PROGRAM 4 - MPTCID URBAN MANAGEMENT INITIATIVES

ACTION STEPS	RESPONSIBLE	FREQUENCY per year	DURATION IN WEEKS, MONTHS OR YEARS					PERFORMANCE INDICATOR	COMMENTS
			Y1	Y2	Y3	Y4	Y5		
Cape Town									

PROGRAM 5 - MPTCID 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.	MPTCID Manager	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	MPTCID Manager	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
3. Coordinate Social Development programs and initiatives with City Social Development Department	MPTCID Manager		➔	➔	➔	➔	➔	Meet quarterly	
4. Public awareness program on social issues	MPTCID Manager		➔	➔	➔	➔	➔		

PROGRAM 6 - MPTCID MARKETING INITIATIVES

ACTION STEPS	RESPONSIBLE	FREQUENCY per year	DURATION IN WEEKS, MONTHS OR YEARS					PERFORMANCE INDICATOR	COMMENTS
			Y1	Y2	Y3	Y4	Y5		
1. Newsletters / Newsflashes	MPTCID Manager	Monthly	8	12	12	12	12	Regular and Informative newsletters	Also refer to Program 1-17
2. Regular Press releases in local	MPTCID Manager	Ongoing	➔	➔	➔	➔	➔	Quarterly media exposure	

PROGRAM 6 - MPTCID MARKETING INITIATIVES

ACTION STEPS	RESPONSIBLE	FREQUENCY per year	DURATION IN WEEKS, MONTHS OR YEARS					PERFORMANCE INDICATOR	COMMENTS
			Y1	Y2	Y3	Y4	Y5		
Newspapers covering: a. Local Development b. Promoting local Projects c. Social Issues									
3. Establish and maintain Website	MPTCID Manager	Ongoing	➔	➔	➔	➔	➔	Up to date and informative website	Refer to Program 1-11
4. Regular Member visits and meetings	MPTCID Manager	Ongoing	➔	➔	➔	➔	➔	Monthly feedback to MPTCID Board at Directors Meeting	Refer to Program 1-17 and 1-19
5. Establish the MPTCID Business Directory and link to website	MPTCID Manager	Every 2 months	2	2	2	2	2	Up to dates directory	
6. MPTCID Signage			➔	➔	➔	➔	➔	Signage to be visible and maintained	