

Lower Gardens CID

Members Meeting Minutes/Transcription

Venue: 14 Hope Street, New Hope Church, Gardens, Cape Town, 8000

Date: 18 November 2025

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Ryan Paterson: My name is Ryan Patterson and I have the privilege of being the chairperson of the Lower Gardens CID currently. And this is our first members meeting. It's our first member's meeting. So we don't know what we're doing just as much as you guys don't necessarily know everything that we have to get through today. So we're going to do it together. And I stand here not as a chairperson. I stand here as a property owner. So the vast majority of you here are property owners or at the very least tenants uh or interested stakeholders. So please, it's a great opportunity to give your input both positively and negatively and that's the purpose of this meeting. So we do have an agenda. I just want to note firstly um that this meeting is being recorded and it is being transcribed. We use Google Suite for all of that and everything in this meeting including all your questions and all the answers will be recorded and will be available on our website under the important links area.

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Ryan Paterson: So no need to take any notes. Everything will be there and everything will be available. Very important. I'm not going to jump out to each of these links unless we specifically need to to answer specific questions, but our website is incredibly detailed and everything has, you know, a policy and a process and if you're unsure about that, you can just go in and find it under important links, which is that documents forward slash tab. So, this is the agenda. Um, we would like to try and get through this in an hour to an hour and a half and we would like to leave at least half an hour for general matters arising and questions and answers. Okay. During the presentation, unfortunately, we won't allow any interruptions, but if you have any questions, please

mark them down. And during the general um uh area and the questions and answers section, we'll be happy to answer any questions and take any questions. Okay. So, just a welcome firstly um and we'll talk about what is a CID member and the process to becoming a CID member.

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Ryan Paterson: But for the 52 people who have registered and signed up as CID members, effectively being shareholders of the nonprofit company that is responsible for managing the Lower Gardens CID. Thank you very much for doing that and thank you for attending. You are the most important people and component in the direction of the Lower Gardens CID. telling those of you who haven't signed up as CID members and who are property owners, I would encourage you to do that. We'll talk a little bit about that. I just want to thank the city of Cape Town, in particular the CID department. We have David John in the back there. Thank you very much for all your support and your attendance today and also he will be available to answer any specific bylaw questions. I'm not going to get into the detail of that um if anyone has them. And I'd also just mention Joepie Joubert as well who's really helped us in the process. Him and his team and the whole department with David John have helped us get to this point today.

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Ryan Paterson: Um our councillors Ian and Francine, thank you guys. We're a split suburb portion. Uh you guys have been super supportive. Thank you for attending. Thank you for always having our ear and helping us and pointing us in the right direction on where to to get things done. And we have one specific apology from Jacques Weber who is one of our interim board members. He's unable to attend. He's currently in Portugal but he sends his apologies. And then to everyone else, to all our shareholders, all our residents, all our tenants, all our business owners, and all our interested parties, thank you for coming, thank you for listening, and thank you for contributing up to this point. Um, I want to address up front membership and the bylaw. My neighbor, who doesn't know where you are if you don't mind, was a good example. He came here today and he wasn't aware that if you do not sign up as a CID member via the website under the big membership link in the in the menu bar, it means that you aren't able to vote on membership matters.

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Ryan Paterson: does not mean that you cannot attend AGMs and members meetings. It does not mean that you can't ask questions and challenge things today and every other day of the year. Okay. Um sorry, just questions will be uh taken at the end. Sorry, I'm explaining that now and then you can during the questions and answer session you can give some detail. So the bylaw is very specific. Okay. All because you are a property owner does not make you an automatic member of the nonprofit company. You have to fill out a simple form which is available on our website and it takes about two to three minutes. We have communicated I think 17 times I think is the number to all our property owners as well as through every single one of our monthly newsletters and through our regular uh weekly interactions on our WhatsApp channels. Um so please be aware of that. If you're not a member and you do absolutely want to stand up and be a member and vote on things, please sign up tonight and you will be involved in every single other vote going forward from this point.

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Ryan Paterson: Cost you nothing. It's super easy. If you're not sure how to do it, contact us and we'll show you how to do it on the website. Okay, so key point, only members of the CID are eligible to vote on CID matters. So then it's a nonprofit company. It's managed under the company's act. So just like a shareholders meeting we have to send an agenda to all the shareholders before they can look at that agenda and they have the opportunity to contribute to it. If they want to put something forward to vote on or challenge they can do that. So for all future members meetings you will be able to do that. That does not stop you giving ongoing input. Okay you can do that at any point very simply via our website or via the multiple contact channels that we have. Okay. I am happy to confirm that we do have 52 members. So that might seem like a small number out of the 1,400 odd properties that we can vote, but to give you an understanding, there are many CIDs in Cape Town that have been going for more than 5-10 years who have less than 50 members.

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Ryan Paterson: And we'll talk about how many members we should have and why. Uh but 52 is actually a very good start. So thank you to all of those who have joined and those who haven't joined please join. We really want you on board. So to start this meeting we have to have a quorum. To have a quorum we need to have 10% of the 52. Okay. Uh so we need six people. So I can already see that we have six people. Uh so I'm going to say that we've met the quorum for this meeting. That is the CID bylaw. The CID by-law states very clearly that it's 10% of the number of CID members. Please can I ask that if you have any specific questions you can address those at the end otherwise we'll have difficulty getting through the entire um uh timeline. Okay. So the key point is that you missed the membership sign up. Okay don't stress please no problem. Please contribute to all meetings, all future committees, join subcommittees if you want to just simply go up.

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Ryan Paterson: If you're a natural person, property owner, click on that link. If you're a juristic person, click on that link. Not hard. Take you anything between three and five minutes. Thank you. Okay. So, the chairperson's report, I introduce myself. I have a double edged sword here. I speak as a property owner being actively involved in this process and I speak as a chairperson as well. Um so I understand many of the challenges and and um uh questions that will come to the fore as a property owner. So I just want to start first with this comment. This is a quote from our interim board and I personally have been very lucky to travel to multiple CIDs. We have more than 50 in Cape Town. And this is a very true statement. The only thing worse than having a CID is having a CID that does not work. Okay? And the CID won't work on its own. It's not some magical people, some magical board who volunteer their time for free and suppliers who are just going to make it work.

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Ryan Paterson: It's the community that makes it work. The community is not engaged. You'll have a CID that doesn't work. What does that mean? It means that you pay money

and you won't get services in return. So if you do not give your input and you do not hold the CID accountable, then it won't work. It doesn't work on its own. Board members don't just magically appear. Subcommittee members don't just magically volunteer their time. You guys do. And if you don't do that, it won't work. We didn't get here on our own. like there was a long list of people who got us here. Um I can't name everyone by name but I just wanted to put some names up there. Firstly the steering committee that helped the process of getting us here. Thank you for that. Um, I want to call out Roxanne and Jonathan who signed up as directors of the nonprofit company because we require three directors just to form the nonprofit company and they all required with myself to resign um at this at this member's meeting and a new board has to be elected and other members there Browyn and Sean are no longer property owners in our area but thank you for their time and energy and Werner I don't know

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Ryan Paterson: if Werner is here but he and his company contributed a lot and then multiple sponsors. Many of them are here. I can assure you that this is a difficult process. It's a long process. It can cost money. Uh and people have dedicated their time and energy and support to get us here. And I'm very thankful for all of those people. And I'm sure there's many more things that contributed behind the scenes behind those logos and those people. Um, other very key acknowledgements, Gardens Watch, Gardens's Watch wouldn't exist. I mean, the CID wouldn't exist if it wasn't for Garden's Watch. Gardens Watch was the first step up by our communities to say, "I'm unhappy with the environment and we want to do something about it." So, the people who founded Gardens Watch and all the multiple people who contributed to it, including the people who contributed their time and money as members of Gardens Watch, are very thankful. I want to just call out like three people that I've had the opportunity to work with.

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Ryan Paterson: I didn't work with the other three. Nicky, thank you. Nicky herself personally engaged me uh at early days when we started thinking about a CID and Dagmar and Matthew who I work with from an interim board perspective. You know, they've dedicated their time and their energy and they really want our community to be

better. So, thank you to the property owners who voted for the CID. So I want to tell you an important stat. More than 2/3 of our property are apartment blocks and more than 80% of those are not occupied by people who own and live in the property. Okay. So when we looked at the numbers and we looked at all the other CIDs, people said you'd never ever get a CID in here. Okay. It would not be possible. And we did because 928 people cast their vote. And I include all people who voted no because the people who voted no were engaged. They actually were brave enough and strong enough to say, you know what, I don't want to do this.

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Ryan Paterson: But at least they had a voice. Okay, that's very very important. And that type of attitude is what's going to make the CID successful going forward. We need people to be engaged. And then the interim board. Thank you guys. Those of you who've come forward, you contributed to the steering committees and those of you who come forward now and dedicated your time, which is a bit thankless. I mean, if you don't you're not allowed to get paid as a board member. You have to dedicate a lot of energy particularly in the first year to implement it well. Uh so, thank you very much for all the interim board members who came forward. Okay, where we came from. I don't need to. I don't have to spend a lot of time on this. You guys have seen this. Um you guys, those of you who attended our first kind of um um steering committee meeting might have seen this quote, but this was a personal email that was sent to me uh when we started the CID process.

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Ryan Paterson: And it was like the most vulnerable in our community getting attacked. Okay. And you know, I was living in lower gardens at the time and I and you could feel it and then you just walk around and you see it and then you realize like okay we had to do something. So we followed the process. So urban management survey I don't need to tell you about that. Those of you who contributed are fantastic but I just want to highlight like three things. The first is 96% of people who responded which was a third of our community felt unsafe. Okay. 96% of the the third of our community that responded. Okay. So basically everyone felt unsafe in our community. Only 20% of the people were willing to use the public parks. One of the public parks we couldn't even go

into and the other two were like, you know, so why do we even have them? Why are they even called public parks?

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Ryan Paterson: And then thirdly, massive social issues like 80% of our community saying like, wow, like our sidewalks are occupied, our parks are occupied, etc, etc. These are three big problems that highlight why CID is required and fit very much within the remit of a CID. So then we made a business plan. I don't need to talk about the process, but I want to just highlight some key areas because it's very important when you look at the budget and we have to pass the budget because it's our money and we have to make sure that it's spent in the right areas and correctly. Okay. So very simply understanding that 80% of the model at least 80% needs to be spent on core services. It can't be spent on fancy offices and CID manager driving a Ferrari etc etc. If it's not at least 80% like we've got a problem. Okay. And if you look at what our urban management survey was saying, we were saying 60% of our overall spend is just going to be spent on public safety.

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Ryan Paterson: Remember there's four big areas we spend on but 60% just on public safety. Okay. That includes our capital investments and investments in things like our CCTV and CID control room which we'll talk a little about and then the other budgets that are spent. So it's important to understand those splits. When you look at the budget in future years, like look at that split. If you're not, if 80% is not at a minimum being spent on core services, put up your hand and say, "Hold on a second, guys. Where where's this money going? Where's our money going?" Okay, very important. You are welcome to get into the absolute details of the budget. We share in detail what the city of Cape Town receives, but really like to make sure that you understand that the core services are a key component of what we deliver. Okay, this is also an important thing that we say as the low garden said our shareholders are our property owners. Okay, but the residents, tenants, business owners and visitors are our customers.

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Ryan Paterson: They understand that because there are property owners who actually never even come to Lower Gardens, but they have tenants in their properties. They have visitors who come to their businesses, okay? And we have to serve them. They are our customers because they're the people every day who step on the litter or who might get mugged. Okay? But the shareholders dictate the direction of the company. It's a nonprofit company managed by the company's act. So please remember that as a property owner. Okay. So where are we going very simply? What is our objective for 25/26? Our financial year runs from the 1st of July to the end of June. So we plan for that period from July to June. So we are planning now until June 2026. Okay. Like a very simple rule everything we're doing like 80% of it has got to sort out the crime and grime. Once all the crime and grime is absolutely sorted out then the 20% of really cool nice stuff can be done.

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Ryan Paterson: Okay. It's very easy to get sidetracked on, oh, it'd be lovely to build this cool little bike shed here and let's do that kind of nice little initiative with the sidewalk and stuff. And we are going to do all of those things, but it's useless without the crime and grime being sorted out. So 80% of our focus is to sort that out. Okay? And once we are there, because it's not sorted out yet, once it's sorted out, it's maintained. And at any point you guys think it's dropping, you shout because it's like a crime and grime is a foundation that we build the good stuff on the 20% on top of it. Okay. So we run a thing called OKRs. I'll talk about what OKRs means. It's called objectives and key results. Okay. So a very simple model. We set ourselves an objective. That objective has some key results. The key results are measurable. So they have a number.

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Ryan Paterson: So if you achieve that number, it would result in the objective being achieved. And then we set a series of initiatives to achieve a key result. It's called an OKR. We run them monthly and quarterly and annually. We do it in great detail. Okay. So these are our simple objectives for 25/26. Zero grime. Okay? That's the objective. You

guys must help us define that. Okay. compliance. It's a non-negotiable. So, we have to be compliant with everything that the city requires from a bylaw perspective, from an accounting perspective, from an auditing perspective. Everything is transparent. Everything is available to you guys. Everything is put on our website. Financial statements, this meeting, every type of policy details of board meetings, anything you want to know, you'll have access to. Okay? Marketing, we've got to be recognisable, not because we want to be cool. We would like to be cool. Okay. But we want people to know that there is a CID, that there is a number you can phone, that there is a newsletter you can read to understand what's going on.

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Ryan Paterson: Okay. There is a way that actually I'm unhappy with the sidewalk. I can take a picture of it and send it to someone and they will track it and get it done. So that marketing is very very key and we're going to communicate and communicate until everyone understands every single process of how to contribute. Parks and recreation, we just need to secure access and we need to get control. Okay, we need to bring them back to public spaces. Very important. Public safety, our goal is to get to zero crime. You will notice in our reporting that there's a lot of data. There's a lot of data because we're trying to understand the trends and we're trying to understand where things are happening and how we can allocate resources to fix those things. Okay. Our goal is to get to zero crime. We have had a big improvement, but we haven't got to zero crime. Um, social services, we've recently activated it. You'll see our pink bib ladies on the streets and you'll slowly start seeing people getting off the streets and into programs to better their life and to better their circumstances.

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Ryan Paterson: And we are establishing our headquarters, Tuin Plein down the road here. I think all of you know it. That will become our headquarters. It will become a community space and it will be accessible and that process will start very much in earnest from January. Okay. Um, I spoke about OKRs. You're welcome to have a look at those in uh in detail. It's important to understand the tools we use. Okay. Like every single communication we send to you, we can see if you've opened it and we can see if you read it. Okay. Transparently. That's the truth. We do that intentionally because we

really want to understand, are you engaging in our content and are you actually reading what we send? Please sign up to the official channels. So, make sure you get the monthly newsletter. It takes 5 minutes to read. Make sure you're on the WhatsApp channel. It allows you to just WhatsApp anything. Any problem you see, whether it's dirt, whether it's a C3 request, whether it's a broken light, you can do that via WhatsApp, we will log it and we will ensure that it gets fixed.

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Ryan Paterson: And they run the incident desk as well. So every interaction the CID makes from public safety officers to our park wardens to our social services, if we stop and talk to someone, search someone, issue a fine, pick up a piece of litter, we measure it, okay? Because I have lots of opinions, but the data tells me the truth. Okay? So watch the data. If it's trending in the wrong way, you'll know we're not doing a good job, and then you need to contribute. Okay. How can you help? So the biggest problem with communities is apathy. It's generally someone else's problem. But don't worry, those guys will do it. Okay. Now, what we forget is you guys actually came here. There's I think 60-70 people in the room. There's 1,400 to 500 property owners. Okay. So we've got like a 5% penetration of our community in this room and to be fair we have got 25 to 30 people online. Okay.

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Ryan Paterson: So let's say at best we've got a 10% contribution. Okay. So that's actually very good by CID standards. Okay. But apathy is our biggest enemy. So this is what I ask the average property owner to do. It should take you four hours annually. That's how much time we want. Four hours to dedicate to your community. You actually don't need to dedicate more. If you only dedicate these four hours, it will be a huge contribution to us. The first is to sign up as a member. We need 100 members. We've got 52. We need 100 at a minimum. I'd like to see 150. Do you know why? Okay. Let's say everyone in our community is happy. I'm not saying they are, but they're all very happy with us. but no one signed up because everything's going fine and everything like that and we have 50 members. It means that you could have 10 people come to this meeting, okay, put on the agenda that they want to close the CID, okay, and only another five other people come.

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Ryan Paterson: So we have 15 people in total, okay, come to a meeting and the 10 people who came and said, I'm not happy. I want to close the CID because I'm not getting value. They'd close it and they close it for all the 1,500 people. Okay? And that the CID bylaw allows that rightly so. But it also means that if we don't have CID members and people don't attend meetings and they don't vote on things, then that is your risk. So at least I think at 150 it's unlikely that that type of scenario would happen. At 50, I think it's actually possible. And I can assure you not everyone in the room is happy with a CID and there's many at home that are very unhappy with the CID. Who don't want to pay more rates and taxes. I can promise you that. I've never met a person who says to me, "Gee, I love paying more rates and taxes." Everyone's the same. Okay? So, please be aware of that.

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Ryan Paterson: Those of you who are not CID members, sign up. Okay? Really, it's a five minute exercise. Attend your AGM. It's two hours every year. We'll always have tea and coffee. I was hoping to serve wine. Unfortunately, we're not allowed to serve alcohol in the place. Luckily enough, Jonathan from Black Brick is offered uh across the road afterwards for those of you who'd like to attend at Minimalistic Wines are offering a glass of wine. If you want to come, I'll be there. So, please come. It would be great to chat further. But two hours a year annual survey in July at the end of our financial year, we'll send you a survey. It'll take you five minutes to fill out and it'll tell you like, I actually thought this worked. I thought this didn't work. We'll use that input to change our direction. Join the CID Connect, LGCID Connect. It's a WhatsApp channel, okay? It takes 5 minutes to join and you get a weekly incident report.

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Ryan Paterson: You get announcements that are relevant to your community and if there's genuinely a public safety or real concern in your grid, you'll be communicated

with. You can mute it if you don't want to listen to it, but join. It gives you the ability to use your WhatsApp to actually message the control room. Monthly newsletter. Make sure you receive it. If for some reason we haven't got your correct details, make sure you give us your correct details and read it. It takes 5 minutes. So if you did all of those things, that would take you four hours a year. If everyone in our community did that, that would change our community overnight. So please, you guys are probably doing that. Those of you who have neighbors and friends and interested parties, please ask them to do it as well. Control room, it's available 24/7 365. You can phone it and you can WhatsApp it and you can do it for anything that is within the CID remit. Public safety issues, parks and recreation, social services, urban management, use it.

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Ryan Paterson: You'll see that recently in our incident reports, we started recording showing you the number of calls we receive. So, how many calls do we receive on a weekly basis? How many WhatsApps do we receive on a weekly basis? Watch that number because it's a statement about how engaged the community is. Hopefully, over time, you know, there's less crime and grime, so you don't feel the need to f the control room and do everything. But, you know, I think we're a long way from that yet. So watch that number because it's a gauge on seeing if we are engaged or not. Okay, you want to do more. Like these are the people that I really hope we can find. We need people to do more. We have only one full-time employee, our CID manager. We have our suppliers and we have a board. And the board all have full-time jobs, families and lives. So we have a subcommittee structure. This is very important.

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Ryan Paterson: Go on to the subcommittee policy. It explains what it is and it's for people who actually want to contribute more. They're willing to dedicate their time and energy on a project or in a stakeholder group that is of interest to them. So very simply, our stakeholder groups, these are the different types of um uh bodies and stakeholders that are represented in our community. Things like our schools, things like our apartment blocks, things like our businesses. These sub committees are going to be built and filled by people from our communities, okay, from our community. Project groups, as an example, we'll have a Tuin Plein subcommittee. We'll have a gardening

subcommittee, okay? These are opportunities for people in your area to help us fix and support areas that are next to you. It might be a verge across the road from you and you want to green that and you want to support that, then approach us. So don't wait to be invited. Please read the policy. It's really simple, okay?

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Ryan Paterson: But don't wait to be invited. If you actually want to contribute your time and energy, then put your hand up, email Rorisang, our CID manager, and say, "I'm willing to contribute, and I might even have a project in mind, or I'm willing to put myself forward uh for any type of stakeholder group that's relevant to me." Why do we want to do this succession planning? We're like no other, no different from any other company. Okay, you want your board of your company to be competent. You want them to be engaged. You don't want just anyone walking off the street and saying, "Hey, I'd like to be a board member." Okay, we want to identify talent. We need a pool of people within our community who really actually want to contribute to the community. 20, 30, 40, 50. And from that every year we can take four or five or six people and make them board members. What will happen very quickly is you don't want to see the same faces ever.

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Ryan Paterson: You don't want to see me again. This is the last time you should see me. I should be sitting there next year. If I'm not okay, I think we've got a problem. But no, I don't think I know we've got a problem. If all the board members are the same board members Oh, they're the only one people willing to put up their hands. Their capacity will just slowly drop off. So please if you're willing to contribute, read the policy, put your hand up and hopefully one day you can be standing here. That would be great. That would be a huge success for us. Okay, broken window strategy. I call this what I call this my Arab Spring. Like the thing that I hate, it's a personal thing. I hate apathy. And as South Africans we get we have so many problems that we just like ah you know this this little hole of I don't even notice that just walk along the little hole there it's just been stolen it always gets stolen it'll just there's no point putting it back even the city's telling us don't put it back they're going to steal it okay no we're not going to change our suburb if it's like that every every little problem doesn't matter how small it is report it say it is

not good enough.

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Ryan Paterson: Okay, report it and make sure that the CID follows up and gets it fixed and we have to be creative. Okay, so I just use this as an example before after stolen again the next solution not stolen. Okay, so we got to apply our minds because we want to make it better. So the little gutters that are filled with leaves, it's not good enough. Okay. These things that are getting stolen all the time, it's not good enough. The little piece of graffiti that's done on the substation. Yeah. Like you like I don't even think you guys notice it anymore because we're just so numb to it. It's not good enough. We've got to raise our standard and you got to make the CID raise the standard and keep us accountable. Okay. Everything's tracked. This is a very important one that you get weekly and monthly. This is service delivery. So these are things that you pay rates and taxes for before you pay the CID.

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Ryan Paterson: Okay. So there's a pothole in the road. Okay. What is the CID doing? The CID is making sure that that's tracked, that we've engaged the right department. We followed up with that right department. We've checked that it's been fixed. Okay. And if it's not fixed, we've called them back to fix it again. Okay? But we need you guys to report it all. Report it all. And track that ratio. How many times have we logged a request and how many have been resolved and you'll see Rorisang walking around every single day just taking photos. This wasn't resolved properly. Let me talk about roads quickly. This wasn't resolved properly. Let me talk about sanitation. It's very key. But we can't be everywhere. So we need you guys to like track it and very simply you've got all of you got cell phones.

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Ryan Paterson: I think every single person in this room is on WhatsApp. If you're on if you're a CID connect member, you can just WhatsApp send it to the control room. You'll

get a thank you very much and then it'll go into our process and we'll get it done. Okay, just a conclusion. Just checking the time here. Not doing too bad here on time. Okay, so what is the board's commitment to you guys for 25/26? So from now until June next year, we're going to implement the business plan, the five-year business plan for the first year of it. We're going to implement it because we don't have the ability to change it. We can change next year's business plan. We can't change this year's, okay? Because it's already been accepted and approved. So we're going to focus on sorting out crime and grime. We're going to establish the tame plane precinct. In three to four months time, you guys can go down and relax, have a coffee, sit in the community garden, your kids can play in the park, you can visit us in the sit office, you can park there, you can buy some nice plants.

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Ryan Paterson: Okay, that'll be a radical change for our area. And we'll establish a very very high functioning control room and CCTV network. All of you should have received a communication around our CCTV surveys. We're auditing all public facing CCTV at the moment and we're going to incorporate that into one big master control room that gives us eyes and uh and ears across the community. Then we're setting up operational processes so that when the next generation of board members come in and the next subcommittee and the subcommittee people come in, the OKRs are super simple. Our tools are super simple. How to track our interactions with our property owners is super simple. How to respond to people is super simple. And we have the history of everything. Every single property, every single property owner, every single interested party, we have our history so that we can look and say, "Okay, this customer is happy or unhappy." And then we can contribute back to them. We'll start the 20% focus. Again, I want to highlight crime and grime is the focus, but we want to start doing the nice stuff.

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Ryan Paterson: You know, we want like the verges to start looking cool. We want to have cool parks. We want to bring people back into the public spaces, etc, etc. And we are going to start that. We're going to start that through the subcommittee process. So it is the subcommittee process that is actually the nice process to focus on the cool parts of our community over the next 12 months. We'll be transparent. We're not hiding

anything. If you think we're hiding anything, ask. You need documentation. We'll send it to you. We'll be accountable. If we don't do something good enough, tell us. It's all measured. We'll go and look at the data and say, "Yeah, you're right. Let's fix it. Let's allocate resources. Let's hold people accountable. We'll identify the next generation of board members. This is very important. Our subcommittee process is very important. We want to identify people and we want them to contribute for at least one financial year.

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Ryan Paterson: So, we can say, you know, you're going to be a great board member and we're going to ask them and nominate them. And if you're unhappy, cool. But please, if you're unhappy, it's no point sitting at home and going, "I'm unhappy or I'm talking to my friend on WhatsApp that I'm unhappy." Complain, okay? The processes are very clear. Contribute. Just go on. We've got a very, very clear public complaints process. You can WhatsApp the control room. I am unhappy. I asked you to clean this. It wasn't cleaned. Okay, there's nothing wrong with that. That's what we want. We want that input. Okay, great. Why wasn't this cleaned? We as a board and as CID manager, we want to go. We got to hold our supplier accountable. We got to hold the person who didn't do it properly. Okay? So, don't be shy. Not that anyone is, but please, if you're unhappy, complain, but complain via the right processes.

00:49:12

Ryan Paterson: Don't complain in silos so that we never hear about it and we can't make any change because we want to make change. We want to make it much better. Okay. The CID manager report. Our SI manager is going to do that. Before we do that, I just want to just personally introduce and thank uh Rorisang. So, we went through quite a detailed process in selecting our suppliers and interviewing for our CID manager. And if I'm honest, again, I'm talking in my personal capacity now. Um but in many of the CIDs that I visited, I noticed one common thing. Most of the CID managers came from the security uh industry. Okay. So, they had a very kind of narrow focus on that and it makes sense because that's probably one of the first things that you know a CID has like we feel unsafe so let's fix public safety. Okay. But like on a personal level, I've got aspirations for our community at the 20% level.

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Ryan Paterson: And if it's just if you're just focusing on that one narrow vertical like you can lay a foundation but you can't get to the 20%. Um, so we interviewed a lot of people and there were lots of excellent candidates. Um and you know and we actually took a risk. We took someone from Joburg okay uh and we asked them to come down here which is a risk they don't know about Cape Town. They didn't know about Lower Gardens. Okay. But they had a very good background from an education perspective and an experience perspective with Johannesburg challenges. Now I'm originally from Joburg. So Joburg challenges are I don't think we should ever complain here in Cape Town. That's my point. But anyway, um and like Rori's been great. He's come in , he's dealt with the board who are not the easiest bunch of people to deal with as well. He's dealt with the community in a fantastic way and he's dealt most importantly super well with the city.

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Ryan Paterson: Um so I've been like from a personal level I've been very thankful that you came down Rori and I wish you lots of luck and I hope everyone keeps you on keeps you on your toes. So CID managers report and then we'll get into the voting process. Thanks.

Rorisang Sojane: Um good evening everyone. It's a pleasure to meet you. Um thank you Ryan for the introduction but by way of formal introduction myself. My name is Rorisang Sojane and I am the dedicated CID manager for the Lower Gardens CID. Um I'm just going to give you a bit of an intro into the last three months that we've had since we started on the 1st of August. My role primarily is really running the operations of the Lower Gardens CID and implementing all the systems that we as a Lower Gardens CID have used or taken to to run the improvement district. So using HubSpot, incident desk and using that to then refine our reporting processes and engage um adequately with you as the property owners.

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Rorisang Sojane: So our role and as Ryan is indicating is that we want to make sure that all our decisions are based off on data and by doing so it is then much more easier to respond to a lot of the issues based on the reporting that you guys are feeding to us as CID members and property owners. Further to that as we go along as we look at the numbers and the trends we're then able to refine our processes. So maybe one week we'll clean on this street but based on the data we'll then start cleaning on another street. It's just a way to ensure that we are leveraging off you as property owners to ensure that we can then also enhance our operations on the ground. And further to that as well it's then also about training our service providers. As we go into this presentation, I'll also share with you the fact that we're actually now starting to get into agreements with the municipality and respective uh MOA's which will allow us to start doing more activations and service delivery within the precinct.

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Rorisang Sojane: Now to dive into this. So this is our reporting using the incident desk. This is one of our key softwares that we use as the CID to report all issues in the public space. So you'll see that under municipal services as Ryan had showed you in the last 3 months we've logged over 126 service delivery requests. Based on the incident desk software, the matters that we then deal with as a team include public safety and and and bylaws, traffic and parking accidents, crime, which I'll also delve into, emergency and medical assistance, and proactive actions. So this just gives you an understanding of what we are logging daily in our control room which I then work closely with my service providers to ensure that we are tracking and monitoring accordingly. Further to this as Ryan had indicated you'll also then start to see that this is then to give you an understanding of us tracking all the calls and WhatsApps received in the control room. The CID is only as good as its property owners.

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Rorisang Sojane: So I am encouraging you as your CID manager to please continuously log it. It is so much easier once you start logging because then it gives me the

opportunity to then hold my service providers accountable because then I'm able to dictate to them what they need to do and how they need to do it. So as you can see when we started we had over 275 calls to the control room. We've now dropped to about 110 but and now obviously we do have WhatsApp which in which is much more easier but again we will continue sharing our processes but at the same time please for those who know how to report please report it helps a lot it also keeps me on my toes as Ryan mentioned so I'm going to firstly delve into public safety you'll notice that public safety is branded as yellow and you'll start to see throughout this section of the report that our different service providers are labeled in different colors. So I'll start with public safety. I just wanted to reiterate to you that our public safety service provider is buyers who are also the service provider in the City Centre Improvement District.

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Rorisang Sojane: So this is what we have reported between the 1st of August to the 31st of October. This is a specific dive into the stats that were mentioned in here. So you'll start to see that these are all the matters that our public safety officers and just to give you an understanding during the day we have one control room officer. We have five foot patrollers on the ground and we have two dedicated vehicles roaming the precinct and then we have one dedicated contract manager. At night, we still have one control room officer and we have four foot patrollers and two dedicated vehicles. So on average, we're running a compliment between eight and seven staff on the ground from a security perspective. And this is the work that they've been able to achieve. So these are all the criminal and public safety incidents that we've had over the last 3 months. You'll start to see that a lot of the guys are addressing people who are drinking in public, substance abuse, urinating in public. Every aspect that has to do with urban management issues, the security team or public safety team is dealing with that.

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Rorisang Sojane: And then also responding and addressing matters related to crime. So as I indicated, we use an incident desk and this is where all these incidents are happening within the Lower Gardens CID. You'll start to see that this then helps us start developing and understanding where our hotspots are. So you'll see where all the other matters are mostly clustered. That's where our hot spot is, which is mostly around Hope

Street and then further down along this long track that would then be Maynard. So we already are able to then based on the information that we're receiving, we know what our hotspots are and it enables us to then deploy accordingly. And that's why we're also encouraging you to please log all your criminal incidents whether we were able to respond to it or not. It helps us build this picture and it either helps us deploy accordingly or get more resources. And this is why it's important that we need you to always report every single criminal incident and also log it with SAPS.

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Rorisang Sojane: I need to stress the importance. If you have a case number with SAPS and one of our patrol officers engages with a suspect that they deem as um suspicious and they you and they through our incident process, our incident desk, they're able to then profile him and actually see that this person has a case number and we can arrest him. one of our few earlier arrests was made possible because people had case numbers. So again, if you have been a victim of a criminal incident, please log a case with SAPS. Give it to us. It makes it much easier to apprehend the suspects. So I'll then give you a bit of an in um tracking. Within the month of August, we had 12 criminal incidents and of those 12, we were able to apprehend seven suspects. In September, that was our highest month of criminal incidents reported when we had 15 and we then had nine arrests. And in October, we then had four criminal incidents and three arrests. So, so far based on the data, we are noticing a bit of a downward um trend, but again, we know that anything can happen.

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Rorisang Sojane: We're entering into the festive season and this is where we need to be even more alert. So again, we're encouraging you, please report any suspicious um suspects. It just helps us make our job a bit easier. Further to this as well, and I do want to also reiterate, we have a dedicated law enforcement officer on the ground who is with our public safety team from 8 from 9 until 3:00 and he is responsible for issuing fines um and managing bylaws and making sure that people are adhering accordingly in in our public space. So then this is just to give you an understanding that you know most of our crime that we're addressing has to do with drug possession. A lot of the suspects that we're apprehending has to do with drugs and then a lot of the the next trend is then

um breaking into properties public safety. Nazier, our law enforcement officer is also dealing a lot with drinking in public and public indecency. So again, this is just to highlight to you the work that the CID public safety team at work has done.

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Rorisang Sojane: Again, we can do better, but it's also very helpful once you guys start engaging with us and highlighting to us what our issues are or any suspicious activities happening in the area. As Ryan had mentioned, we are working on a camera network survey. Um, if you haven't received the email or have lost it in your emails, once we send out this document, you'll be able to click on this link. If you do have any cameras facing the public space, please fill out the form. It helps us because eventually in the beginning of the year, us as the CID based on the budget allocation, we will then be able to supplement all the missing areas where there aren't any camera networks. We've been fortunate enough to be having some sort of access to the Gordon Street and Glynville Terrace public camera network system which helps us at least have an eye on that. But down the line we want the whole of Lower Gardens to be under surveillance. And the reason why we want you to fill out the survey is we want to avoid the duplication plan, strategically, optimize the costs and then also enhance the coverage.

01:01:41

Rorisang Sojane: So if you haven't filled out the survey, please do it. It's very helpful. On to cleaning and maintenance. You'll then see that the colors change to a more lime color. Um and our service provider is then Essential who are also who also have a lot of experience in cleaning improvement districts most notably in Seapoint and Greenpoint uh Oranje Kloof and Greenpoint and they are also our dedicated service provider. A lot of the work that we're currently doing now with the cleaning team is just from daily monitoring of the bags, the amount of bags that we're collecting on the ground. What you'll start to see as the year has gone along, we've now been able to embark on our servitude cleaning initiative. And again, if you are a property owner that lives adjacent to a servitude, please let us know. It enables us to clean that servitude. If places are overgrown, it enables suspects to jump over and hide in there, making it very difficult for our public safety team to then find suspects.

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Rorisang Sojane: So, by cleaning out these servitudes, it is much more visible and it's just much more attractive. And down the line as well, we do want to then have a servitude uh subcommittee down the line, we can then activate those servitudes and who knows, maybe even have block parties. So that's just one of the main things that we would like to do going into the new year. We've now been able to sign a memorandum of agreement with the roads and infrastructure management team which will now enable us to attend to basic service delivery issues. When I mean basic service delivery issues, I'm talking about storm water drain cleaning, fixing of minor potholes, road markings, and anything that allows anything that the MOA allows us to do. We are going to scale our initiatives accordingly also based on the budget given that our first financial year is really about the setup of the CID. But under this MOA, the first port of call, especially when we head into the winter months, is cleaning out our storm water drains.

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Rorisang Sojane: You all know that we are basically on the base of the mountain and we are um I don't know how to really use the term, but we're we're basically down a stream, if I can say that. So a lot of the rainy season we need to make sure that our storm waters are cleaned and that's something that our cleaning service cleaning team will then get training on and then be able to then clean out our storm water drains. So this is just to then give you an understanding of where we are headed in from a cleaning perspective. This is then just to give you an understanding down the line as well. Once to remove all the weeds, we're now able to under our greening initiatives to then start planning and having property owners then dictate what will happen to this green space uh on Tuin Plein and Hope Street. This is just to give you an idea of the servitude cleaning. Again, if you are adjacent to a servitude, please let us know. Our cleaning team will be able to enter and have it cleaned out and it'll be much more visible and attractive down the line.

01:04:52

Rorisang Sojane: Moving on to social services who then were able to start on the 1st of November. They are identified by this bright luminescent pink. And our social worker and field service worker are Tandeka and Chantel. And they are going to be responsible. Their primary focus for now is engaging with all the homeless that are sleeping in the camps which have been earmarked for the eviction order. I really do want to stress this because we do not want to have a case that comes after the eviction order and people haven't moved that we then have forceful evictions. So currently Tandeka and Chantel's main role is that we have tasked them to identify the areas where people are sleeping as Tuin Plein, Hope Street, Wesley Street, Buitenkant one and Buitenkant 2. We already know how many people are there and the social services team is constantly engaging with them. We are advocating to our clients, and that's what they addressed as clients, that they please take the offer to then move to a safe space.

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Rorisang Sojane: We don't want it to be that come in the new year when the eviction order happens they are forcefully removed and have their structures demolished. So this is a lot of the work that is going to be ongoing for the next two months. Um and Chantel and Tandeka will be solely responsible for that. Moving into parks as well. Um parks and recreation is then a very green bright green color. So far we've been able to hire Richard and he is then our dedicated park warden for Maynard and Jutland Park. We haven't deployed a park warden solely for Tuin Plein as there are still people within the park. Richard's primary goal for now is really getting a massive cleanup of Maynard and Jutland Park and also guiding us in terms of what we then need to start planning for those parks. Richard's main role then for now is the cleaning of the parks guiding us but then also down the line as we start having our subcommittees as vested property owners you can then also guide us as the CID to uplift and regenerate these parks but the foundation blocks start with us mass cleaning the public spaces or the parks.

01:07:26

Rorisang Sojane: I do want to talk to Tuin Plein. As Ryan did indicate, it will then become our headquarters where our security and cleaning teams will then have a base. We are currently in the process of getting a container that will then be in the park and will also be the new home for streetscapes who will be moving from the earmarked fruit and veg city which is earmarked for social housing. So this is essentially going to be the new hub for Lower Gardens. The Lower Gardens precinct within the Lower Gardens Precinct. This is where all the operations will then be happening. And further to the Tuin Plein plan, you'll then start to see that Streetscapes will then have a dedicated vegetable garden which will then be the area for where the community garden is and also their new headquarters. And then further down in the Tuin Plein precinct as well, we have been engaging with the ward councillors to then assist with the procurement of children's play equipment which will then allow for the park to be used and have the kids back into the park.

01:08:40

Rorisang Sojane: So I would then just like to close. Um this is just what's been happening in the last 3 months and what can then be envisioned within the next um towards the end of this financial year. Again from my side I just like for you to please just reach out to me if you do have any issues um and I will be then willing to then assist you as best possible. I just now want to let you know that we're now moving into just the approvals of the budget um and Ryan will now be taking over. Thanks.

Ryan Paterson: Don't go far because we got to do the duo. Um, so budget. So guys, uh, if you were a CID member or if you received any of our monthly newsletter communications, you would have seen a link to all the documentation regarding this meeting. In that documentation, there was an agenda, there was a budget, there was an implementation plan. Okay? Uh so I know most people are time poor, so you probably didn't have the opportunity to go through that in detail, but for future meetings, the intention is for you to look at these documents and interrogate them and put on the agenda any items that you would like to address.

01:10:01

Ryan Paterson: So as an example, you might look at the budget and you might use that 80% on a service provider example and you might see it at 70%. And that might be a concern for you. You would want to put that on the agenda and you would want to have it addressed in this members meeting. Okay. So we didn't have any feedback. We sent the communications and we had no official feedback other than thank you um regarding any of the budget items or the implementation plan. So I just want to highlight the budget. Today we have to vote on the 2026/27 budget. So that's next year's budget. That's July 2026 to June 2027. We are implementing the budget, the first year's budget that was approved in the five-year business plan. So when the community voted for the CID, they were voting on a five-year business plan and there was a first-year budget there. And when you voted yes for the CID, you voted for that budget. So we are implementing that.

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Ryan Paterson: I just want you to note two very important points about that budget. The camera network and the Tuin Plein precinct. We do not understand the full costs of those two items yet. We are working as fast as we can to get as much detail on that, but we are still in the process of auditing all the CCTV cameras. And you can imagine the integration of that network is dependent on how many cameras and people are willing to involve themselves and what type of technology there exists and whether this has internet access or it doesn't and where is it placed. So there's a lot of complications there. So we're working that out and we will bring in a service provider through our procurement process to bid on that process and we will select service providers, one or many to help us set up that network and integrate it into our control room. When we understand those costs, hopefully they will all be covered in the 25/26 um budget, the current year's budget. If they are not, we have already accounted for a capital spend in the 26/27 budget thinking that if we aren't able to cover all the costs, we'll cover a portion of that in the 2026/27 budget.

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Ryan Paterson: If we are able to cover it in the 25/26 budget, then 100% of the funds that we've allocated in the 25/26 budget to capital spend around the CCTV network will be spent on primary services. So depending on our needs, if we need more cleaning, we need more public safety, we need more parks work, then we will allocate it accordingly. Um and the same with Tuin Plein. I mean, we understand what the container costs. We don't understand what it's going to cost us to get sewage, the toilets, electricity, water, um, you know, fix the fence, etc., etc. So, we're working through all of those costs. Again, we have budgeted prudently in the 25/26 budget for that, but we would be lying to you if we told you that we knew exactly what those costs were, and they will be covered in the 25/26 budget. So again, we've allocated a portion of the 26/27 budget to potentially consider that. Okay. So we are voting on the 26/27 budget. Key things that you need to understand is our overall budget, the total volume of cash that we're getting in that the community is paying towards the nonprofit company is 1.8% less than this year.

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Ryan Paterson: Okay. Why has it declined? It declined because we had planned to do our capital expenses in year one like put our office in place as an example container place etc. So its overall budget has declined but not materially 1.8%. You'll see that number 78.7 is what we are dedicating to core services and you'll see a number of 3.1%. Which is overflowing. So if you add those two together, if we solve all the Tuin Plein issues and all the CCTV issues this financial year, then about 82% of our budget next year will be spent on core services only. Important to understand the remaining budget is split 4.7% on employees, just under 10% on um expenditure and the rest on our bad debt provision, depreciation, all the accounting stuff. Okay, those ratios are important. Like a lot of people don't want to get stuck in the details. Watch those ratios because if those ratios go out of whack, then you need, you know, the money's not being spent correctly. So, I just want to have a show of hands.

01:14:54

Ryan Paterson: Everyone who's got a yellow dot like this, it means that you're a CID

member. Um, do we have approval of the 2026/27 budget? That's a yes. Okay, I'm not going to count that. Is there anyone who's got a no? Okay, we got one no. Okay, so I think show of hands, I think we can confirm that the majority of the CID members have approved the 26/27 budget. So, thank you for that. Um, okay. Implementation plan. My duo is a part partner here. I'll let you deal with this one.

Rorisang Sojane: Um with respect to the implementation plan, the city of Cape Town has sent us specific guidelines in terms of setting the base in terms of how we phase the implementation of the city improvement district within the first iteration of the 5-year business plan. Now the idea of the implementation plan is that it gives us a clear road map. Um defines the accountability between each of our service offerings from management, security, cleaning, public social services and parks and recreation.

01:16:05

Rorisang Sojane: So you will then see that based on this implementation plan, it's also then um an opportunity for you when you then look on the website, you will then see that it just offers a way to mitigate the risk based on the mere fact that we are implementing our services according to what has been set as standard. So currently as per our implementation plan, the board has been able to hire me as the CID manager and then also be able to deploy all four services from cleaning, security, social services and parks and recreation. Part of that implementation plan then is also about ensuring that we are then able to get towards the development of the Tuin Plein precinct and then also developing the CCTV network and that would all then be happening within the first financial year of the implementation plan. So I just wanted to then see by show of hands if there is any approval on the implementation plan. Do we have any objections? Uh, one objection. Thank you so much.

01:17:18

Ryan Paterson: Uh, can we just then move on to Thank you. Um, and just you'll notice the links on this meeting. Um, that links to the plans and obviously the budgets. But very easily guys, just go to Lowergardenscid.co.za in the menu bar there's a menu item called important links. You click on that and every single document whether it's budgets,

whether it's this meeting, whether it's policies, they all there very easily laid out. You can click on them, read them and download them. Okay, those will always be available. So if you're ever like, uh, what is he talking about? What are they talking about? Implementation, go to the website, important links. The budgets are there, implementation plans are there. Okay. Auditors. So again, we govern by the companies act. We're a nonprofit company. We have selected uh an auditor and we'd like to um have a show of hands from an approval process. I just want to explain the process of how we selected an auditor.

01:18:18

Ryan Paterson: We followed our procurement policy. Again, go on to important links. You'll find under our statutory policies or standard policies, there's a detailed procurement process. It's transparent. It's open. We always have multiple um uh quotes depending on the value of the spend. Um and one of the key requirements for us is that we wanted to have auditors who have worked with CIDS before. So that was a requirement. So we only approached audit firms on recommendations by the city as well as recommendations from other CIDs. And uh we have selected Cecil Kilpin and Company as our auditing firm. I'd just like to have a show of hands that uh we have a confirmation that you're happy with that. Okay, great. Is there anyone who objects to the auditing firm? No. Okay, great. Again, our financials will be publicly available and they will be placed on the website. All our details will be related to that. So you can access those at any time. Um company secretary. Okay. So this is also very important. Am I dealing with this one? Do you want to deal with it?

01:19:26

Rorisang Sojane: Okay. Um, as Ryan had indicated, the Lower Gardens CID is a registered nonprofit company under the company's act and as such we then are required to have a company secretary and our company secretary's main role is to then ensure legal compliance and ensuring that we are managing all our corporate governance aspects accordingly. So that's engaging with CIPC, SARS, and any other related organization that has to do with our overall compliance. Um, we have Michael Power who has been nominated as the company secretary. I don't know if you'd like to stand up, Michael. Michael is currently an interim board member of the Lower Gardens

CID and is also working with Ryan on our finance committee. So by show of hands if we can then have Michael Power approved as a company secretary. Uh, any objections? Thank you very much.

01:20:40

Ryan Paterson: Thank you. I mean I just want to highlight the importance of this and um you know our procurement policy our banking policy is very important that we have multiple levels of approval um not just at board level but even at just simple banking level to ensure that we don't suffer from cyber crime and stuff like that. So, we follow all of those in detail and Michael and myself and others are very involved in approving every payment that goes out the door to ensure that it's going to the right supplier and it's not at risk. Um, so thanks Michael for being involved and putting yourself forward for that. Um, okay. Election of board members. Um, okay. So, this is very important. I want to I want to before we talk about voting for the board, I want to talk about future boards. So you heard me earlier talking about we need to build a talent pool within our community of people who are dedicated to our community who want to contribute and these people will be involved in our subcommittees and from those subcommittees we will develop and find um the right talent within our community to help take our community forward.

01:21:50

Ryan Paterson: That's what we hope and we've built a very clear policy around that. Okay. So going forward I hope that next year's members meeting will actually be quite contestable. In other words, we might have 10-15 people who've been nominated and we even know who like the community knows who they are and they know the work that they've done within the subcommittees and it's even a competitive scenario to select the five board members not just oh let let's just let those guys do it because they're stupid enough to put their hands up and dedicate their time. Okay. Um, so we only had um four nominations and I'll explain uh why there are five people up there. Um and the by-law requires the steering committee from the steering committee three people have to put themselves forward to register as directors. Okay. So myself, Roxanne and Jonathan did that. Then the by-law requires that we resign as directors of the nonprofit company as we go into the members meeting which we have done today. Okay.

01:22:56

Ryan Paterson: And then the bylaw requires that we elect a new board that will then serve us from effectively today until the next members meeting which will take place most likely in October, November next year. No one wants to come to a meeting in December. Um, so we have four people who have been uh nominated through the by-law process and the nomination process and I've put myself forward. I've resigned and I put myself forward to be nominated again. Okay. And those are the four people and those are the areas that they put the portfolios that they put themselves forward for. So you all know who I am so I don't need to introduce myself. Michael stood up. Thank you, Michael. Company secretary and stuff like that. Matthew, if you can just stand up at the back there. That's Matthew there. Okay. Then Jacques who sends his apologies. He's in Portugal currently, but he's been responsible for our public safety and he is a very active member within the CID community and comes from work within the city.

01:24:06

Ryan Paterson: So, he's been incredibly helpful. If the board is elected the board has the ability to co-opt future uh additional board members and we want to have an uneven number. Okay, it's important to have an uneven number because we don't want an echo chamber and we want to be able to vote in a 3 to 2 or 2:1 type scenario. Um and we've co-opted Dagmar Timler if you would stand up. Um and the and the reason why she's not part of the initial uh voting process is because the bylaw requires you to be a CID member. And recently the city has had um uh advice from their legal department that if I'm a member, okay, I can't make my wife a member unless I'm married in a community of property. Okay. Okay. And if I'm married on community property, myself and my wife are members. Okay. I will answer any questions at the end of the process. I will answer that because it's part of this process because we sent out multiple communications regarding that.

01:25:25

Ryan Paterson: It's um in our members meeting notes. It's in our newsletters and for all future uh uh members meetings. If you wish to nominate a person for a director, please do. But please note, you need to be a CID member to nominate and the person needs to be a CID member. So, we are voting on the four people now. That's myself, Matthew, Michael, and Jacques. Okay. I just want to have a show of hands. Those who are voting yes for those. Okay, I'm going to count. Oh, wait. I'm going to put this up. I want to count on this in case. So, can someone do the counting for me, please? Yeah. I just want to count the hands. So, put your hands up. Are you voting yes? If you're voting yes for the four CID members, oh, sorry. Each individually, forgive me. Yes, you're right.

01:26:24

Ryan Paterson: Have to do them individually. So Ryan Patterson, I can't vote for myself. Okay. Uh so just I'm not going to count that. Let's say who is anyone against Ryan Paterson? No. Okay. So then thank you. Okay. Yeah. Thank you for the individual comment. Matthew, uh who's voting? Matthew voting. Yes. Anyone voting against Matthew? No. Okay, great. It's quite a popular thing with Michael Power. Anyone voting for Michael Power? Yes. Anyone voting against it? Okay. Uh and Jacqu Weber. Are you voting for Jacques Weber? Anyone voting against it? Okay, we have two against but there were there were many more four. Okay. Uh, thank you. So just noted that those four people have been nominated as board members for this financial year going into the next members meeting and they will change on the nonprofit company uh registration with SARS and uh CIPC.

01:27:43

Ryan Paterson: Yeah. Uh yeah um and they will become directors of the nonprofit company and they will be required to resign at the next members meeting and um and the new board will need to be elected. Um okay thank you. Just want to see where we are next. Okay. So now we get into just questions and general matters. So before we get into the questions, I mean I think you guys probably saw the direction that my conversation with you was about. It was about being engaged and contributing. Um, and

even at the very least if you dedicate those four hours that I spoke about or we spoke about like that's engaged like dedicate those four hours and and you get the people around you in your community to de dedicate those four hours so there's no confusion about how you give input and how you receive communication then you'll be hugely successful and we'll be hugely thankful. So let's make sure we don't have a CID that does not work.

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Ryan Paterson: Okay. Um, any general matters that anyone wants to arise before we address questions and answers? No. Okay. Uh I'm going to answer questions. I also if there are any questions online, can you please put them in the chat? Uh and I will monitor them on my side here. So, if there's any specific questions, uh, we'll look for them on the chat and we'll read them out. And we've got a roaming mic here. And again, uh, we don't know what the question is, so we'll see who the right person to answer it is. If I can answer it and it's relevant to me, I will or I'll pass it to Rorisang or I might pass it to another board member or even the city to give input. Um, so any questions? I think that was one first there, second at the back, and then third. Hello. Okay. Well, we got the order wrong, but that's fine. Go, go, go first. Um, thank you for everything.

01:29:58

Clinton Smith: I've got a lot of questions. Just before you start, can you just introduce yourself?

Ryan Paterson: Tell us where you are, your address and whether you're a property owner or a tenant.

Clinton Smith: Okay. So, I'm Clinton. I'm a property owner. one Glynn Street on the corner of Open Glenn. I've got a lot of questions, but I don't know if there's time for all of them, so I'm just going to bullet point them. Um, it's on the CCTV cameras. It's on fire, especially on what happened on Friday. The cleaning once you report something, what is the turnaround when there's a fault, especially if you reported it twice on email, three times in person, and on WhatsApp. so that I just understand that I'm reporting it

correctly and to follow up on that. The second thing is in terms of the training of some of the guys doing the patrol. For instance, on Friday when the fire happened, three patrol guys were watching law enforcement and the firefighter trying to get the pipe ready and not blocking traffic.

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Clinton Smith: That's why I then addressed it and told the guys just please block the traffic because it's oncoming now with the fire spreading and allowing somebody to make a fire even for food. You guys saw how fast it spread. Myself, two members on our roof sprayed the debris and it came over to the property next door. My request is that the guys from CID stand there with a fire extinguisher until they finish it because the amount of time it took to get two fire trucks here was too late. It spread to five different areas and it's just getting worse with the winds coming up.

Ryan Paterson: Okay. So, I mean I'll first thing I'll address because it's relevant to all. Uh I mean there's no specific um format to how you communicate to us but there are specific channels. We have a control room number. It's 24/7. You can phone it any time. Uh it's 0873302177. You should all have it on your phone. Okay. If you wish to WhatsApp us then you need to join the LGCID connect community.

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Ryan Paterson: That's easy. You just go on to our website, go to the contact us and click on the LGCID connect button. You'll then be added to that community which you have to accept. If you don't accept it, you will not be added. I have had multiple incidents where people have filled in the form, been sent the invitation and they haven't accepted it. It means that they won't receive the communication. Once you are part of the connect community, you can use WhatsApp to send any communication to the CID. The CID officers or the CID uh controllers are trained to get the information from you and we are constantly training them and training will never stop for all our suppliers. So you know you don't have to send it in a certain format, just take a photo and if we don't have enough information they will ask okay with regards particular incidents. Okay, I'm not going to comment on particular incidents, but what I what I am going to comment on is

if you feel that one of our suppliers is not doing a particularly good job in a certain area or require certain training like a good example what you're talking about fire training as an example um then yeah please let us know and you know the more feedback we have on that then the more we can actually ensure

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Ryan Paterson: that the resources are allocated to ensuring that they are up to up to We have put our suppliers through the process of selecting our price through a very kind of detailed interview process. We had multiple presentations um and we took you know what we thought were very good suppliers and they've turned to be very good so far in the in the first three months but again you know uh this is our money and we we want to hold our our suppliers accountable and we have a great relationship with them. They've been super helpful for us. They've taken all the feedback. They've changed direction where we've asked them to. They've also helped guide us because they're experienced in other CIDS. Um but yeah, any any things that you have with any particular incident, report it and if you feel it's not good enough, then ask for a meeting with the CID manager and then he can address it. And our complaints process is very clear. The CID manager is not addressing something properly, you escalate it to the board.

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Ryan Paterson: We'll actually become a board agenda item. We'll invite you to the board which happens monthly. it it's officially every two months but we meet monthly um and you'll have an opportunity to present your case and say I'm very unhappy with this etc etc etc we'll evaluate it we'll report back to it and we'll make that report publicly available okay so everyone can be aware of it and can see what people are unhappy about okay um yes you got a mic there I'm not I'm not sure if this is on okay

01:35:33

Anthony Resse: My name is Anthony Reese I'm a tenant in the area in Scott Street Some of you will know me as the former founder of Gardens Watch. Um I've got two questions or or two things that I need to have addressed. First is um how is the board

going to deal with conflicts of interest? Um for instance, a person that was nominated today has a vested interest in a security company offering security cameras, monitoring, etc. Is that person going to be precluded from the decision making in terms of the camera contract? That's number one. Number two, I've noticed that in the first month and a half of the CID uh being implemented was fantastic. I was all great guns. I was quite negative about the CID initially and when it started off I actually turned around and said this is great. It's working. The dream has come true. But I have noticed in the last month there has been a drop in service delivery as far as the patrolling is concerned. I'm not seeing the guards patrolling on foot as much as before. I walk the neighborhood regularly during the day. I often see them standing around talking to people not on foot or on their posts and I want to know what reporting system is there that we can address this because I have noticed a reduction of eyes and ears on the street. Thank you.

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Ryan Paterson: Okay. I mean the first question is a very good question. So um the CID by-law and the city is very very clear about conflicts of interest. So just to give you an understanding prior to every single board meeting we have to declare all our interests that relate to the area as an example and if we feel that there is any conflict of interest we need to declare it in that board meeting and that precludes us from any uh input on subjects that there might be a a conflict of interest and that's recorded and lodged so that the city and our auditors can see that on an annualized basis. The particular case that you refer to absolutely the the person that you're referring to who does have a uh a stake in a CCTV security company is absolutely not able uh to have his company or any related companies um u pitch on any work okay uh and that that's been very clear and he and all his interests have been declared so that's good what is useful is because he has a CCTV company. Um he's able to really give input into the other suppliers and to help us make a very good decision but he himself and his company or any other related companies or connected companies are not allowed to be involved in any said business.

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Ryan Paterson Uh very very important and that applies to all board members and any

operational staff as well. They also have to declare their interests. Okay. Sorry then relating to foot patrolling.

Rorisang Sojane: Yes. Let me answer that. Yeah. Yes. In most instances, a lot of the times I also do get these questions that oh we haven't seen the staff tending to these specific issues or there has been a drop in um you know visibility. It's not per say that there has been a drop in visibility but we are going based on the data and the information that we received. So, as per that incident desk that we showed you, we are really primarily monitoring our hotspots at specific times. But if there is an issue and you do see something wrong, there's nothing wrong with you sharing a photo with the CID team and then letting us know. I'm more than able to then share it with their contract manager and then let him know and then follow that process.

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Rorisang Sojane: So again, everyone, if you do see something untoward, please share it with us. it only just makes it ever more easier because then we're then able to address it accordingly and then make sure that it's addressed in the best way. So I do hope that um answers your question and it also then comes to you as the property owners, tenants and business owners to say that if you do see a staff member doing something wrong, please just take a photo, address it with me first. Don't address it directly with the staff. It only helps in building a strong case if it is a very serious offense. The name of the game is really optics and if you're able to then prove it, it then becomes much easier to then get the case across. So, thank you.

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Ryan Paterson: I mean just an additional points on that you know training you know all of us who have worked in companies all of us have you know probably managed someone in their life you know constant investment in the teams that are around you to make them better uh and that that's very important so we need your input on what's working not working um our suppliers have been fantastic in selecting people who are going to be here for the long term we're not just changing out you know our public safety officers aren't changing every day. They're dedicated to our community. They're

getting tested on our street names. They're getting tested on our hotspots. And once we get to the point where the crime and grime is at a level that we think has had a genuine impact, then we can start focusing on the 20% and training people and the kind of brand ambassadors. You know, we've even spoken about in the future and we know we're near that, but we would like to see in the future like, you know, our public safety officers wearing a badge. You need

Ryan Paterson: to report there so I was wondering if there's a way that that's integrated or that's kind of yes so the yeah so the question is the buzzer app and can it be integrated into our um general receipt of communication.

Ryan Paterson: Um, I think it's a good idea. Uh, I'm very much aware of the Buzzer app and I'm also aware of other CIDs integrating that into their communication. I think technically that's not hard for us to do.

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Ryan Paterson: So, I think we must note that and we must have a discussion about it. Uh, like what we'd like to do though, you know, if you use that buzzer app as an example, like um we have limited resources. So, the first thing we want to understand is how many of our community actually use the buzzer app. Okay. And you know if it's 1% then we have to weigh that up against the dedication of like is it worth the resources of integration uh or if it's you know a material amount then it makes sense. So the point I'm making is not just the buzzer app. Is there any other ways that you guys currently seek help and by us aggregating that into our own channels we could potentially provide help quicker then suggest it to us. That's the key point. We're trying to make it as easy as possible for you to communicate with us and report what we've seen and looked at. I've followed the process in other CIDs quite closely and I'm an active WhatsApp in a few CIDs.

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Ryan Paterson: Um, like I found that's what drives the best engagement. As soon as people realize that they can just take out their phone, take a photo of it and send it and say fix this and literally just do that and the prison on knows who they are, knows what

property they linked to and knows what they all all their communications and then it's okay cool don't worry here's the reference number you can contact us if you want to find out if it's resolved but you don't have to. It just makes it as easy as possible. So, we're trying to drive everyone to WhatsApp, noting that you can't call the control room via WhatsApp. If you call the control room via WhatsApp, we will switch it off and phone you back. And the main reason why is that we want to record every communication. So, we don't want if there's any interaction that is positive or negative, we want to record it so that we can go back and say, "Okay, hold on a second. Our controller made a mistake here." We

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Ryan Paterson: can we record every WhatsApp and if you phone us or every phone call is recorded. Okay. Any other questions guys? Yes.

Stakeholder 1: So what is the timeline of the eviction notices? Yes.

Ryan Paterson: So we don't know the exact date of what we could call the actual eviction. In other words, the people have given the opportunity now to leave the areas that they have occupied and our social services organisation is actively engaging them to get them off the streets. Um but I don't know if I want to pass the council, do you want to give any input on this?

Ian McMahon: Yeah. The order said that there's a 30-day process for them to leave voluntarily from 24 October to 24th November. After that, the sheriff has between 30 and 45 days to remove them. So essentially, it's from the 26th of December till the 8th of January. Uh I've already had a chat to the colonel and the sheriff to have the planning meeting in December because you know uh so that we get the planning going and that they're not in breach of the court document.

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Ian McMahon: Sorry. So the evicted do not come back. If I look at other areas around the city where we have Yes, we have to be law enforcement. We just started the process. That's where obviously the CIDs come in. In the CCID they actually employ two offices and a van all day all night just to stop that permanence. doing that.

Ryan Paterson: Yeah. I mean, if I can just give you some input, if you had looked at that data graph that was an incident desk, you would see one big yellow bar. Okay? And that big yellow bar is moving people on. Okay? So anyone who has started to sit down and build a structure over the last three months that's so there's been no net new structures. Okay. Um that's that's that's a key point. Um and what will happen is when the structures are removed there will be active policing 24/7 by the CID. So that means if someone starts building a structure, we will be aware of it and that's very important.

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Ryan Paterson: Why reporting is very important. If you guys see something, oh, what's happening here? You can just take a photo of it and we can then allocate resources to it immediately. Apply here's the eviction order. Sorry, you can't set up here. Please move on. Okay, that's a very key part of our strategy. Yes. from the street.

Clinton Smith: Regarding the eviction order, what is stopping the people living in the park from entering into the vacant buildings along Hope Street?

Rorisang Sojane: Um on that matter, we have been engaging personally with the property owner and they've actually taken it upon themselves to hire a security company to handle that. Our jurisdiction ends within the public space but with respect to 35 39 and 47 Hope Street those buildings were all in the process of being bought up. Two of them have been bought and have a new property owner who is earmarking it for development and has personally then you know had a security company be there to manage that process and 47 Hope is then also in the prop process of being sold. So we are engaging with them on that matter and they are then actively preventing people.

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Rorisang Sojane: Our jurisdiction only ends in the public space. We don't have any role in going into people's property and addressing their issues.

Ryan Paterson: So I just want to um and give me the right term for the subcommittee on uh urban planning and is that the right term for the earvel urban development and planning subcommittee. So any metro has problem buildings. We're right in the heart of a metro as an inner city suburb. So we are already mapped and identified problem buildings. Problem buildings could be buildings that are owned but you know the owners are disengaged and and and um and not investing in it and it has the potential of being occupied. So, we're very much aware of all of those and we're watching it all the time and we're engaging the property owners uh and engaging the city, province or even national government if we have to through the right channels because problem buildings can be owned by any of those entities as well as private individuals. We're lucky broadly speaking Lower Gardens actually has very few problem buildings but we do have problem buildings and we're very clear and identified them.

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Ryan Paterson: The positive thing is there's been a big investment in our community over the last couple of months and I think hopefully the city is contributing to people looking at it as a community that they want to invest in. So there should be less and less problem buildings because of that. But it's something to be very aware of and if you see something and you think oh this building could be occupied or people are trying to break down, please make us aware immediately please. everyone.

Roxanne Tobias: Similar to sort of the problem buildings, do we know what's happening with the vacant city houses? I suppose particularly also on Maynard Street.

01:51:48

Francine Hignam: Good evening. I'm Francine. I'm the councillor of the other half of the um of Ward 77. Um the properties were sold on auction earlier this year. So they're pro they're just in the process of being transferred to the owners. Um in the meantime there is private security that continues to monitor those. There's another development. Some of you might have seen the public participation corner of Harrington. What is that other corner? Anyway, there's another vacant property that's going on auction. It'll probably be early next year as well. Thanks. Things are moving. It's good. Um, any other questions, guys? Okay. Yes. One more. Grab the mic. Thank you.

Ryan Paterson: Um, okay guys. So, I'm just going to round up. Thank you very much. Nothing more to say. Appreciate everyone's time and energy. Please, I mean, not that I encourage anyone to be drinking Coca-Cola, but if you want to grab a Coca-Cola on the way out or a glass of a bottle of water, please do. It's paid for by your CID levy. Um, and for those of you who would like to relax, engage each other and the community a bit more, please. You can just go across the road. Black Brick has very kindly offered the space. We've got Minimalistic Wine doing a wine tasting. Um, I love wine. So, if anyone wants to join me, have a glass, it would be very much appreciated. Thank you very much. Um, and yeah, we look forward to seeing you soon

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