LOWER GARDENS
CITY IMPROVEMENT DISTRICT

75 Hope St, Lower Gardens, Cape Town, 8000
cidmanager@lowergardenscid.co.za
www.lowergardenscid.co.za
087 330 2177

Lower Gardens CID AGM Minutes/Transcription

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

Date: 17 November 2026

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00:00:00 — Rorisang Sojane (CID Manager)
Today is our first Annual General Meeting, and we will run through the agenda. Please note that for the purposes of the meeting, we will be recording it. Once the meeting has finished, we will post both the recording and the minutes of the AGM in the documents section of our website, where you can check on anything or find further information.

I would like to start with the agenda. Thank you to everyone who completed the registration process as you entered, and I am now officially welcoming you. We did not receive any formal apologies, so no apologies are noted. Next, we will run through membership and the quorum required to constitute our meeting.

The premise of today's meeting is to approve the minutes from the previous members' meeting, note any matters arising, and go through our annual reports—particularly feedback from our Chairperson, Ryan Paterson, followed by my annual report to you as property owners and stakeholders, and the approval of the submitted annual report. Resolutions to be taken include noting our annual financial statements, approving the 2027/2028 budget, approving our implementation plan, noting our registered auditor, confirming the company secretary, and electing board members. As we close, we will cover general matters, Q&A, and adjournment. Please note that after the meeting, we are serving drinks at BlackBrick Gardens between 20:00 and 21:00 if you would like to join us, so we will try to finish as quickly as possible.

00:02:17 — Rorisang Sojane
As you entered, everyone signed in to confirm membership. Please note that only registered members of the Lower Gardens CID are eligible to vote on matters concerning the budget, directors, and corporate aspects of the company. To give you an update from our first members' meeting: we started with 56 members and are now at 90 members, with our target threshold being between 100 and 150. We encourage all property owners who are not yet members to sign up, as it helps us maintain a reliable quorum for future AGMs. As indicated on our website, natural property owners can sign up under natural persons, while those representing a corporate entity sign up as juristic members.

Before we get into the detail of the meeting, we sent out all the important documents ahead of time, including the minutes from the previous members' meeting. The key notes from that meeting covered the foundations of the CID: introducing the directors, the appointment of our

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auditors, the budgets, and the implementation plan, as well as touching on the first three months of CID operations after launching in August.

I am realising now as I speak that before we can formally start this meeting, we need nine members to form a quorum. If you have a paddle, please raise it to confirm that we are quorate and can begin. Great, thank you very much.

Now we can delve into the previous meeting minutes. Because these were sent ahead of the meeting, I will take them as read. May I please have a proposer? Thank you, Ryan. And a seconder for the minutes? Thank you, Michael. Those members' meeting minutes can be found in the documents section of our website and will now be signed, updated, and posted online. I am now going to hand over to Ryan, our Chairperson, to present his report.

00:05:30 — Ryan Paterson (Chairperson)
Thanks, Rori. For those of you who do not know me, my name is Ryan Paterson, and I have had the privilege of guiding this process through the setup phase as well as the first 18 months as Chairperson of the CID. Can you all hear me alright?

Before I continue, I want to thank our CID Manager, Rorisang Sojane, who has done a fantastic job over the last 13 months. I asked him earlier what the best part of the job is, and he said "saying yes"—I will not mention what he said the worst part is, but it is great to have him here. I also want to thank all our board members and directors who have volunteered their time over the last 18 months, as well as the new candidates I will mention later who have stepped forward to help.

We hope you have all had a chance to read the Annual General Report—it is quite detailed, and if you have not read it yet, please visit our website to do so. I will not go into too much detail, but it is important to note that we only started officially in August, meaning we had been running for a 15-month period prior to today. In our first year, because we started late and had phased rollouts of our suppliers, we generated a surplus. That is fairly standard, and we are using that surplus to invest in capital projects such as our CCTV programme. As Rorisang will mention today, we now have 55 cameras within our community and are moving into Phase 2 and Phase 3, all managed from a central control room. We also appointed our auditors, received a clean audit report, completed all our board reports, and applied the governance principles of the King Report.

00:08:33 — Ryan Paterson
Moving on to our survey feedback: if you did not reply to this, it is still worth reviewing. One of our biggest challenges is engaging the roughly 1,500 property owners within our community. Getting people involved and receiving both positive and negative feedback is vital. Overall, the feedback was predominantly positive, and we encourage you to keep sharing input easily via our control room, WhatsApp, or email.

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What did the survey tell us? Residents noted clear safety gains and a cleaner precinct. However, there are persistent crime trends—most notably theft out of motor vehicles. While we have reduced this massively, there is still room to improve. We are also seeing persistent lower-level issues such as vandalism, tagging, and graffiti. Regarding homelessness challenges, I am sure you have noticed an improvement over the last 15 months, though given the macroeconomic challenges facing South Africa, this will remain a persistent issue requiring constant investment. Thank you very much to our supplier, Streetscapes, for their tremendous work in this space.

You will also hear us talk a lot about parks over the next 24 months. So far, we have done very little in the parks beyond securing them, though you will see Tuin Plein starting to undergo revitalisation. We view park upgrades as part of our "top 20%", as we want to make them beautiful spaces that bring the community back together. General visibility—having eyes and ears on the ground—was also noted as very important.

00:11:05 — Ryan Paterson
To explain what I mean by the "80%" versus the "top 20%": the community voted on a five-year business plan containing a large number of initiatives and tasks that we track on our stats dashboard. Our core 80% priority is getting 100% of that business plan implemented. Currently, we are at 78.7%, and we aim to reach 100% within this financial year. Once every single item voted on by the community is implemented over the next 12 months, we will know the exact baseline cost of running the CID. Because over 20% of the plan is still being rolled out—such as adding more CCTV cameras and patrol staff—those ongoing operational costs are still adjusting. Once fully implemented, the core plan can shift into annual incremental improvement.

Once that is complete, we can focus on the "top 20%", which we have broken down into three main priorities:

1. **Parks:** We want to turn our parks into lovely public spaces for residents and visitors. Over the next 12 months, we will focus strongly on **Tuin Plein**, developing it into a community park split into three areas: a children's play park, a community garden, and our operational offices. You can already see containers on site, and transformation is underway—though it is a gradual process requiring access approvals, water, and electricity from the City of Cape Town, as well as budgeting and coordination with Streetscapes and our public safety and cleaning providers who are basing their community operations there. Hopefully, by January, February, or March, you will see real impact and surrounding schools will be able to use the children's areas. Next is **Maynard**, a smaller park that we plan to upgrade substantially into an accessible indigenous plant park for local families. Finally, **Jutland Park** is a much larger project currently in early planning stages. We are considering a multi-sport area, a dog play area, and training zones, and we will engage surrounding property owners and businesses over the coming months. Note that a multi-sport facility is non-budgeted and would cost between R1 million and R1.4 million; while it is not in our business plan, the

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CID has the ability to raise external funding for such projects once our 100% core business plan is complete.

2. **Becoming South Africa's Best Inner-City Suburb & Business Forum:** One of our primary objectives in the annual report is to become the best inner-city suburb in South Africa. While hard to measure strictly, indicators include tackling crime and grime, attracting developers and residential buyers, seeing retail grow, and increasing foot traffic. A core part of this is supporting local business—attracting the right businesses and foot traffic while managing urban mobility, safe pedestrian walkways, and parking.
3. Under our **Business Forum**, we are aggregating data on all local businesses and will engage them over the next quarter to understand their needs and how the CID can support them—not to ask for extra contributions, but to strengthen the wider community. On our website, we have already launched a live business directory with profiles, and we are exploring adding a channel for businesses to promote specials, initiatives, or community days.

That concludes my report. We will hold a Q&A session later, so I will now hand over to Rorisang Sojane for the detailed CID Manager's report.

00:18:09 — Rorisang Sojane (CID Manager)
Thank you, Ryan, and thank you everyone. To give you an overview of all the work completed by our service providers and team over the last financial year: we recorded a total of 6,333 incidents, broken down into several measured categories. Our highest metric is public safety and public space interventions—responding to your calls and messages and constantly moving individuals on. Fines, traffic, and accidents accounted for 1,543 incidents, alongside service delivery calls logged, proactive actions, crime and bylaw enforcement, emergency and medical assistance, maintenance and management, social services, planned operations, and general complaints.

00:19:53 — Rorisang Sojane (Public Safety)
Public safety represents our highest expenditure, and as a reminder, Byers is our current security service provider. Over the last financial year, we recorded 81 criminal incidents and 35 criminal arrests. Our two highest crime categories were possession of drugs or dangerous weapons and theft out of motor vehicles—which accounted for 30 of the recorded incidents. Other general crimes included general theft, housebreaking, theft from motor vehicles (such as car windows or rim caps), smash-and-grab incidents, and cell phone theft, with the majority categorised as common robbery without a weapon.

We do not operate in a silo; we participate in forums with the CCID—the oldest CID in the country—and work closely with SAPS. By comparing data from before and after the CID's establishment, we can see clear progress: SAPS previously identified 14 hotspot streets in our area, which has now decreased to eight. There has also been a general decrease in common

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robbery across 2025 and into 2026, as well as a dramatic reduction in robberies involving weapons, specifically knives. While we are continuously working to strengthen our relationship with SAPS and Metro Police, the neighbourhood is measurably safer.

We use Incident Desk to log and report all incidents. We fall within the Cape Town Central SAPS policing precinct, covered by police blocks 1084, 1085, 1083, 1082, 1081, and 1080. Our highest incident block is 1084—which covers Sector 1, including Hope Street, St John's, Hatfield, Vredehoek/Wandel, and surrounds—followed by blocks 1085 through 1080. Because obtaining official SAPS data can be difficult, we strongly encourage everyone to report every criminal incident to SAPS and obtain a case number. Case numbers directly inform how we deploy our public safety officers and help us track suspects who move between the CBD and neighbouring precincts through inter-CID information sharing.

00:26:59 — Rorisang Sojane (CCTV, Cleaning & Maintenance)
Regarding our CCTV network, we have already handed over our initial camera rollout and are continuing work with the City of Cape Town on expanding coverage.

Moving on to cleaning and maintenance: our teams handle daily litter collection, illegal dumping, and weed removal across our streets. In our previous members' meeting, we did not have a dedicated maintenance team and relied heavily on the City. I am pleased to confirm that we now track every service delivery call logged by the CID and have achieved an 80% resolution rate—a distinction in high school terms. We have built a strong working relationship with the Roads Department, where most of our calls go, as well as with the Water, Electricity, and Parks teams. Typically, we log a call and send the reference number directly to the relevant officials to ensure our requests remain top of the pile. By the end of this financial year, we aim to have staff within our service providers capable of repairing potholes and pavement defects directly, which should significantly reduce logged City calls. Another prevalent issue is the shortage of street bins; while the Urban Waste team confirmed they currently lack sufficient stock, they will assist us as best they can towards our goal of placing a bin on every street to curb illegal dumping.

00:33:10 — Rorisang Sojane (Social Services)
For social services, we partner with Streetscapes, and Jesse is here in the room with us—thank you for joining us. A foundational principle of our social services is offering a "hand up, not a handout", as handouts often foster dependency. Our work readiness programme is designed to coach individuals rigorously so they are prepared for formal employment.

When our social services team started in November, their primary focus was preparing for the eviction order along Buitenkant, Wesley, and Hope Streets. Prior to the eviction, the team conducted 123 engagements with individuals living in the park encampments to ensure a smooth process; six people moved into shelters during that period, though many initially moved into the abandoned building on Hope Street. Following the eviction order, the team has engaged with 270 clients in the neighbourhood, placing seven into shelters and assisting 16 with obtaining South African IDs. People often ask why only seven out of 270 moved into shelters.

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Placement relies heavily on building trust, and due to broader macroeconomic challenges, many individuals are reluctant to enter shelters or leave shortly after arriving.

This is why the work readiness programme is a vital cog in our strategy. The programme has had two iterations: in February, Streetscapes sponsored it through the Presidential Employment Programme, and once that ended, the CID took over funding on 1 July. We support five clients at a time, led by our Urban Ranger, Howard. Out of 10 participants so far, four have secured formal employment—on farms or elsewhere—while others have exited the programme. Because participants are coached on workplace discipline, there is naturally some friction and drop-off, so we are encouraged by a 40% success rate and believe it will improve over time. Eventually, we will put out a call to property owners to support this initiative so we can give people the best opportunity to become self-sufficient.

00:38:54 — Rorisang Sojane
I would like to close my report there and thank you all for your engagement and feedback on neighbourhood matters. If there is anything else, please do not hesitate to reach out to me; I am always here to assist. Thank you.

00:39:25 — Ryan Paterson (Annual Financial Statements & Voting)
Now we move on to our Annual Financial Statements. In Year 1, we received an unqualified audit, which is a great result for the revenue collected through your CID levy. As mentioned, our surplus resulted from the phased rollout of services. While the City generally asks CIDs to maintain two to three months of cash flow reserves for a rainy day, we will only look at managing standard reserves once we achieve 100% business plan implementation. For now, this surplus will be spent over the current year to complete that rollout.

Looking at budget versus actuals: we spent R590,000 more on public safety than initially projected due to annualised cost increases and on-the-ground realities, as we prioritised tackling crime and grime in Year 1. While we overspent in cleaning and public safety, we saved across multiple other areas due to the phased rollout, resulting in an overall underspend for the year. Once we implement the remaining 21.3% of our business plan—including running all CCTV cameras and maintaining our parks to standard—we will know our exact monthly operating costs within our approved five-year budget.

To recap our governance highlights: we completed Phase 1 of our CCTV network (with 54–55 cameras live) and are well into Phases 2 and 3, which introduce LPR cameras and further expansion; our auditors are in place; and we maintain strong board oversight meeting all governance standards.

00:42:00 — Ryan Paterson (Resolutions & Voting)
Now for the voting. Does everyone have a paddle? We will be voting on the following items: approval of the Annual Report, noting of the Annual Financial Statements, approval of the budget for the next financial year (2027/2028), approval of the Implementation Plan,

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reappointment of our registered auditors, confirmation of the Company Secretary, and election of board members. We have no proxies registered.

- **Item 1: Approval of the Annual Report** The report was emailed to you and is available on our website—please take 15 minutes to read it, as Rorisang put tremendous effort into this first-year review. Do I have a proposer for approval? Thank you. A seconder? Thank you, Jacques. **Approved.**

- **Item 2: Noting of the Annual Financial Statements** May I have a proposer to note the financial statements? Thank you. A seconder? Thank you, Jacques. As a tip for property owners reviewing financial statements each year: always check what is underspent versus overspent, and ensure the vast majority of funding goes towards core on-the-ground services—security, cleaning, and parks—rather than administrative overhead. We are achieving that balance well. **Noted.**

- **Item 3: Approval of the 2027/2028 Budget** The City requires us to approve next year's budget now. We are proposing that nearly 80% of the CID levy be spent directly on core services (public safety, social services, urban maintenance, and cleaning). Within our council-approved five-year budget of R11 million, we have reallocated splits between line items based on our Year 1 operational data without changing the overall total. May I have a proposer? Thank you, everyone. **Approved.**

- **Item 4: Approval of the Implementation Plan** Alongside the City's standard implementation plan, we have built a detailed business plan tracker on our website's interactive stats dashboard (with weekly snapshots shared on WhatsApp), allowing you to compare periods, track trends, and see which areas—such as parks—still require work. May I have a show of paddles for approval? Great, **approved.**

- **Item 5: Reappointment of Registered Auditors** We used Cecil Kilpin & Co., who are well-known auditors in the CID space. Well done to Rorisang and Melanie from bookkeeping for preparing all the documentation so smoothly. Please show your paddles to approve continuing with Cecil Kilpin & Co. for next year. **Approved.**

- **Item 6: Confirmation of Company Secretary** I have been nominated to serve as Company Secretary for one final year—a role I am "exceptionally" excited about, though overseeing the finances is vital work. May I have a show of paddles for approval? Thank you very much. **Approved.**

- **Item 7: Election of Board Members** I will ask each nominee to stand as we vote:

    - **Dagmar:** Please stand. Show of paddles in favour? Anyone opposed? No. **Elected.**

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- **Aimee:** Not new to the board, as she stepped up earlier this year as a subcommittee member, and we kindly asked her to join the board to manage the crucial Parks and Recreation portfolio over the next 24 months. Please stand, Aimee. Show of paddles in favour? Anyone opposed? No. **Elected.**

- **Jacques:** Our public safety lead, whose years of CID experience have been invaluable to the community. Show of paddles in favour? Anyone opposed? No. **Elected.**

- **Matthew:** A long-standing community volunteer who started in Gardens Watch with Dagmar, has done fantastic work in cleaning, maintenance, and marketing, and is now stepping in as backup on the finance portfolio. Please stand, Matthew. Show of paddles in favour? Anyone opposed? No. **Elected.**

- **Ryan Paterson:** Does anyone oppose me? Does anyone approve of me? A show of paddles in favour—great. **Elected.**

- I want to spend five seconds emphasising that every single board member is an unpaid volunteer who gives their time out of love for the community. I am personally very grateful to this team, and if anyone else—especially energetic young residents—would like to get involved through our subcommittee structure, please reach out.

00:51:19 — Ryan Paterson
Before we move into questions and answers, we have our Councillor-elect, Ian McMahon, with us. I would like to invite him to say a few words, and he will also be available to answer any questions relating to his role.

00:51:47 — Councillor Ian McMahon
Hello everyone. I am Ian McMahon, the Councillor-elect; we have our first council meeting to be sworn in on Thursday. I previously represented half of this area, and following recent ward boundary changes, I will now serve as the Councillor for the entire Lower Gardens area, alongside the CBD, Green Point, and now Mouille Point.

To share a quick story as Ryan was speaking: many years ago, I lived on Loader Street in De Waterkant where there was a CID, and you barely noticed it because things simply worked. After ten years, I moved to High Level Road in Green Point where there was no CID, and the difference was chalk and cheese—when you leave a CID, you truly appreciate the services you had. When my partner and I decided to buy here in Lower Gardens, one of the deciding factors was knowing that a CID was launching in four or five months' time, followed by the eviction order.

Having sat as an oversight representative on the Woodstock and Green Point CID boards, I can say that the setup of the Lower Gardens CID has been extraordinary—particularly how data-

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driven it is. Rather than starting with training wheels, the board brought in seasoned expertise like Jacques, one of the most experienced CID leaders around, to guide their decisions and plans. It is fantastic for Lower Gardens to have its own CID, and its success is already having a ripple effect: just across the road in Vredehoek, residents are now planning to establish their own CID. It is also wonderful to see such a strong turnout tonight—in places like Woodstock, boards often have to phone members just to reach a quorum. My contact details are available through Rorisang, and I am happy to assist with anything you need or take questions shortly. Thank you.

00:54:42 — Ryan Paterson (Q&A Session)
Thank you, Ian. Rorisang and I will triage questions now. For those attending online, please type any questions into the chat and we will read them out. Does anyone in the room have a question? It looks very positive—nobody wants to cut into wine time! Ah, we have a gentleman at the back. Please stand and state your name and question.

00:55:05 — Ingo Jastram
My name is Ingo. You mentioned you are very keen on spending as much as possible on core services, and I notice that your spend on core services in the proposed budget is slightly down from last year. Could you comment on that, please?

00:55:33 — Ryan Paterson
Sure. It is down by roughly 1.5%, which comes down to a clearer understanding of our running costs than we had initially. Setting up our operational infrastructure cost more than anticipated—this includes our control room at 75 Hope Street, Rorisang's offices, and the new operational office being established across the road in Tuin Plein. Unfortunately, those running costs are higher than we would have liked. Any other questions, in the room or online? Yes, there is another question here.

00:56:31 — Layla Maciver
Hello, I'm Layla. I have a question about street parking. When you drive up Vredehoek Street towards Wembley Square at the Solan Road junction, people frequently park right on the stop street and corner, blocking visibility of oncoming traffic, which is very dangerous. I am not sure if that falls under the City or the CID, but it makes driving safely very difficult.

00:57:04 — Ryan Paterson
I will answer that in three parts. First, if we succeed in making this the best inner-city suburb in South Africa, more people will visit and live here, meaning foot traffic, parking, and traffic congestion will inevitably increase—and we must plan for that.

Second, regarding your specific issue: we have our own dedicated Law Enforcement Officer assigned to the CID Monday through Friday. For any traffic offences or illegal parking, please phone our control room or send a WhatsApp (all contact details are on our website), and we can

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address it almost immediately. Unfortunately, enforcement means issuing fines, sometimes even to property owners and CID members, as we have to uphold the law.

Third, there are genuine long-term urban mobility challenges in our community—both parking shortages and traffic flow issues, such as two-way streets that might function better as one-way streets, and vice versa. As a CID board, we are not traffic engineers, so as part of our "top 20%" initiatives, we plan to appoint mobility experts to conduct a detailed analysis of what parking and traffic flow should look like here, and work with the City's Roads and Urban Mobility departments to implement solutions.

00:59:41 — Ryan Paterson
Are there any other questions? Checking the online chat—we have a message saying, "Thank you for your amazing work," and no specific questions. If there are no further questions, thank you all very much for attending and for your time. Rorisang, is there anything you would like to add before we close?

01:00:13 — Rorisang Sojane
Thank you to everyone for attending the AGM, and please continue to reach out to me. As Ryan mentioned, we are welcoming many new businesses into the neighbourhood, which naturally brings new challenges like noise complaints. We are actively equipping ourselves and coaching our public safety team to manage these matters, particularly around weekend events. Please note that starting this coming Thursday through Sunday, the RMB UTCT (Ultra-Trail Cape Town) event is taking place, so parts of St John's and Hatfield Streets will be closed. Thank you again for your ongoing support—please continue engaging with our control room and with me, and have a wonderful evening.

01:01:41 — Ryan Paterson
Before you head off, we have water, Coca-Cola, and snacks available here, and we are all heading across the road to BlackBrick—you are all warmly invited to join us for a casual chat, and you can corner Rorisang there with any further questions. Also, Matthew reminds me to ask you to please return your voting paddles, as they are not souvenirs and we need them for next year! Thank you very much, everyone, and cheers.

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