LOWER GARDENS
CITY IMPROVEMENT DISTRICT

24/7 Vigilance Inside the LGCID Control Room

The **LGCID Control Room** is the operational heart of our security and public safety efforts, functioning around the clock, every day of the year. Staffed by trained professionals and equipped with advanced technology, this central hub ensures rapid deployment and effective coordination of our ground teams and emergency services.

Why Your Reports Matter

Your active participation is crucial to the LGCID's success. By reporting incidents, you help us:

- Enhance Public Safety: Address crime, suspicious activities, and hazardous conditions.
- Improve Cleaning & Maintenance: Tackle illegal dumping, graffiti, and infrastructure issues
- Maintain Parks & Recreation: Ensure our green spaces are clean and well-kept.
- Support Social Services: Assist vulnerable individuals and manage issues related to homelessness.

Every report helps us identify trends, allocate resources effectively, and implement proactive solutions. We are committed to providing feedback on your reports, as we know that without it, community engagement can decline.

What to Report to the CID Control Room

You can report any event or situation within the Lower Gardens CID area that requires attention, intervention, or reporting. This includes both emergencies and non-emergency observations. Every report helps us identify trends, allocate resources effectively, and implement proactive solutions. We are committed to providing feedback on your reports, as we know that without it, community engagement can decline.



Cleaning & Maintenance

Illegal dumping, overflowing bins, general litter, graffiti, broken streetlights, damaged pavements, burst pipes, or overgrown vegetation.



Public Safety

Suspicious persons/activities, theft, assault, public disturbances, illegal structures, open fires, gas leaks, electrical emergencies, fallen trees, or vehicle incidents.



Social Services

Individuals sleeping in public spaces, illegal homeless structures, or individuals requiring social assistance.



Parks & Recreation

Damage to park infrastructure, unmaintained green spaces, or illegal activities in parks.

How to Report an Incident

We offer multiple convenient channels to make reporting easy and efficient. Choose the method that works best for your situation.

Emergency Hotline	**Email Us**	**Report an incident**
Primary Contact: Available 24/7 for urgent incidents requiring immediate attention. Fastest response for emergencies.	Send detailed descriptions and attachments (like photos) for non-urgent matters to our dedicated CID Control Room email address.	Secondary Contact: Report a incident via CID website.
Call 087 330 2177	cidcontrol@lowergardenscid.co.za	Submit an incident form

What Information to Provide When Reporting

To help us respond quickly and effectively, please provide the following factual and detailed information:

1. **Your Name & Contact Details:** (For us to provide feedback, kept confidential)
2. **What happened?** (e.g. "Illegal dumping of furniture")
3. **Where exactly?** (Specific address or nearest intersection, e.g. "Corner of Hope Street and Mill Street").
4. **When did it happen?** (Date and time of incident or when you observed it)
5. **Who is involved?** (Descriptions of individuals, vehicles, if applicable)
6. **Any immediate actions taken?** (e.g. "I moved my car away from the hazard")
7. **Do you have photos or videos?** (These are very helpful!)
8. **Do you wish to receive feedback**, and how do you prefer to receive this feedback? (e.g. email or call)

You can choose to remain anonymous, but providing your contact details allows us to get more information and give you updates.

Receiving Feedback on Your Report

We are committed to keeping you informed. Once you report an incident, you can expect:

- **Acknowledgment:** You'll receive an initial acknowledgment of your report.
- **Updates:** We will provide updates on the status and actions taken, based on the incident's urgency.
- **Resolution Feedback:** We will inform you once the incident has been resolved.

Incident reporting will be included in our monthly email newsletter, monthly website blog, and LGCID Community WhatsApp channel (LGCID Connect). You can **CONTACT US** to join the LGCID Connect WhatsApp channel and subscribe to the monthly LGCID newsletter.