



URBAN MANAGEMENT SURVEY RESULTS

NOVEMBER 2023

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1. EXECUTIVE SUMMARY

A Steering Committee (SC) has been established to investigate whether the subject area would benefit from a City Improvement District. A requirement of the process is an Urban Management Survey, the results of which are set out herein and which will be used to inform a Business Plan compiled by the Steering Committee and presented to the community at an upcoming Public Meeting.

The survey was completed by 421 respondents – where two or more people at the same address completed the survey the duplicates were removed bringing the total to 397 responses. 4.78% of the 397 responses were from a random sample of people living outside the area, but passing through often, bringing the total responses from residents down to 378. The minimum requirement was 372 responses. Of the 378 responses from residents 92.59% were from property owners, 2.12% from owner representatives and 5.29% were from residents renting a property in the area. 28.8% of residents have been living in the area for more than 20 years; 28.3% of residents have moved into the area during the last five years; and the remainder between 5 to 20 years.

The overall perception of the area is good and the residents are happy to stay in the area. There is no overwhelming desire to leave the area. The area is also seen as a generally welcoming area which is well maintained. There is also a general perception that the municipal services in the area are fair to good.

Where safety is concerned there is a perception that the overall safety in the neighbourhood is fair to good. Approximately 55% of the respondents have been victims of crime or have a friend in the area that has been a victim of crime. Some 86% of the respondents have spent money on improving their private security and this is very evident when walking through the neighbourhood.

A concern is that 60% of the respondents who view the general safety in the area to be good (when walking through the area unaccompanied) would not allow their children to roam the streets or walk to school unaccompanied. This is indicative of their true concern regarding the public safety situation. The children are generally confined to their own homes. This is in fact noticeable when walking through the area. If the children are outside their parents are often close by.

Homelessness was found to be a significant concern amongst the respondents. Some 85% of the respondents indicated it to be a concern. A very high percentage (98.5%) of respondents indicated that the presence of homeless loitering contribute to crime and harassment as well as a decrease in cleanliness in the area.

A majority of respondents (77.5%) support the establishment of a City Improvement District, whereas 13.85% were neutral and only 8.56% respondents indicated that they would not support the establishment of a CID.

2. BACKGROUND

Housebreaking, burglary and petty crime have become more common in the neighbourhood in recent years, along with increasing vagrancy, substance abuse and the social and other accompanying problems.

A group of concerned residents have formed a steering committee (SC) to determine the viability and acceptance of establishing a City Improvement District (CID) within the area indicated on the map below (Valmary Park, Vygeboom, Sonstraal, Amanda Glen, portion of Eversdal and Eversdal Heights).

In accordance with the relevant by-laws and policy of the City of Cape Town (CoCT):

- The SC met with relevant CoCT officials to register itself and confirm the boundaries of the proposed CID.
- CoCT confirmed that all members of the SC are in good standing with the City and that the rates collection ratio for properties within the boundaries of the proposed CID exceeds 95% over the past 12 months.
- CoCT provided the SC with a database of ratepayers in compliance with the Protection of Personal Information Act.
- An Urban Management Survey (UMS) was compiled by the SC and approved by CoCT. This urban management survey is a study completed with the goal of collecting opinions / concerns about various issues. The results of which can tell the steering committee what residents and visitors think of public safety and other matters. This type of data is critical to helping the steering committee to understand the area's strengths and weaknesses and identifies focus areas where supplementary municipal services are required.
- As set out in further detail below, the UMS request and website link was distributed by the SC to all property owners via community Whatsapp groups, emails and a newspaper article.

This document sets out the results of the UMS, which will inform the Business Plan for the proposed CID. In due course, the Business Plan will be presented at a Public Meeting, and must be supported by no less than 60% of the property owners in the CID area as well as the City of Cape Town for the CID to be established.

The borders of the proposed CID are indicated on the map below.



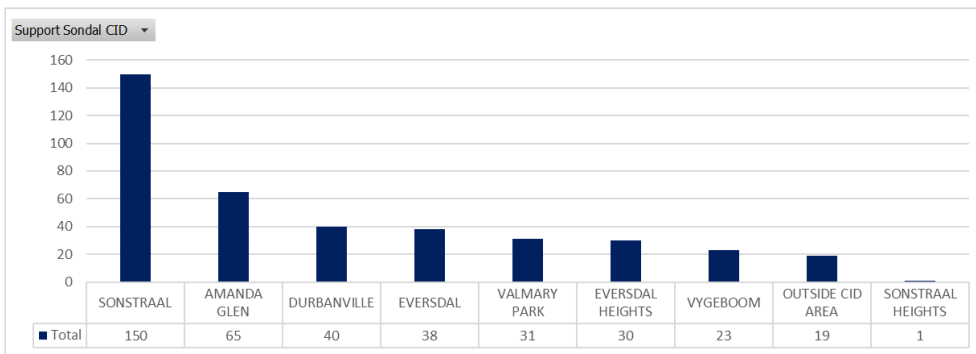
3. METHODOLOGY

The Municipal by-laws regarding CIDs require that a UMS be conducted on a sample consisting of no less than 20% of Additional Rate Payers (ARPs). With 1,861 ARPs in the subject area, a minimum of 372 UMS responses is required.

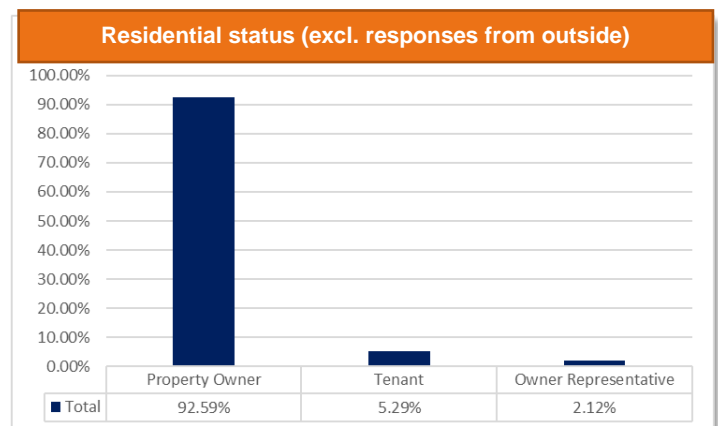
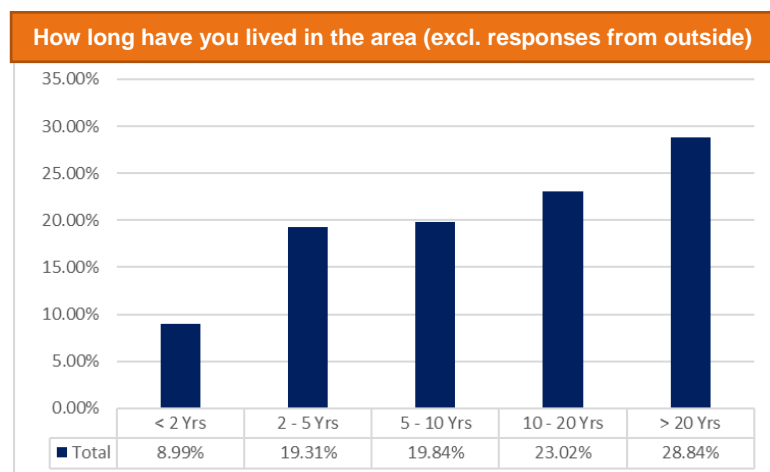
The UMS was conducted online at <https://sondal-cid.org/>, with invitations to complete the survey distributed via community Whatsapp groups, emails to all email addresses (13 October 2023) on the property database provided by the City as well as a newspaper article in the Tygerburger (18 October 2023). The survey remained open for completion from 21 September 2023 to 3 November 2023. Regular reminders were posted on various community WhatsApp groups.

4. RESPONSES AND DEMOGRAPHICS

The survey was completed by 421 respondents – where two or more people at the same address completed the survey the duplicates were removed bringing the total to 397 responses. 4.78% of the 397 responses were from a random sample of people living outside the area, but passing through often, bringing the total responses from residents down to 378. The minimum requirement was 372 responses. Of the 378 responses 92.59% were from property owners, 2.12% from owner representatives and 5.29% were from residents renting a property in the area. 28.8% of residents have been living in the area for more than 20 years; 28.3% of residents have moved into the area during the last five years; and the remainder between 5 to 20 years.



Municipal Area	Count of Municipal Area
SONSTRAAL	150
AMANDA GLEN	65
DURBANVILLE	40
EVERS DAL	38
VALMARY PARK	31
EVERS DAL HEIGHTS	30
VYGEBOOM	23
OUTSIDE CID AREA	19
SONSTRAAL HEIGHTS	1
Grand Total	397



5. FINDINGS: SUMMARY

In summary, the response of residents to the UMS paints a picture of a community that is very concerned about the rising level of homelessness in the area. Although the majority does not feel unsafe as such, they strongly support the expansion of camera surveillance and dedicated security services for 24/7 camera monitoring and patrolling. The residents are also somewhat concerned about a decline in public service delivery, overgrowth and cleanliness.

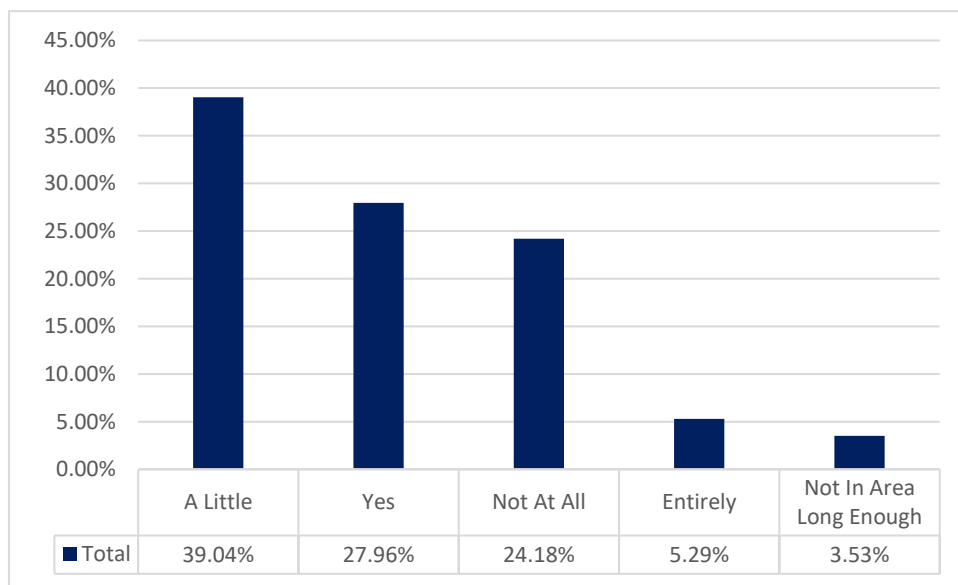
A large majority of respondents supports the idea of collaboration with NGOs to positively deal with social matters and provide support to the homeless, abused women and children, education and others (86%).

The greater part of respondents (77.5%) support the establishment of a City Improvement District, whereas 13.85% were neutral and only 8.56% respondents indicated that they would not support the establishment of a CID.

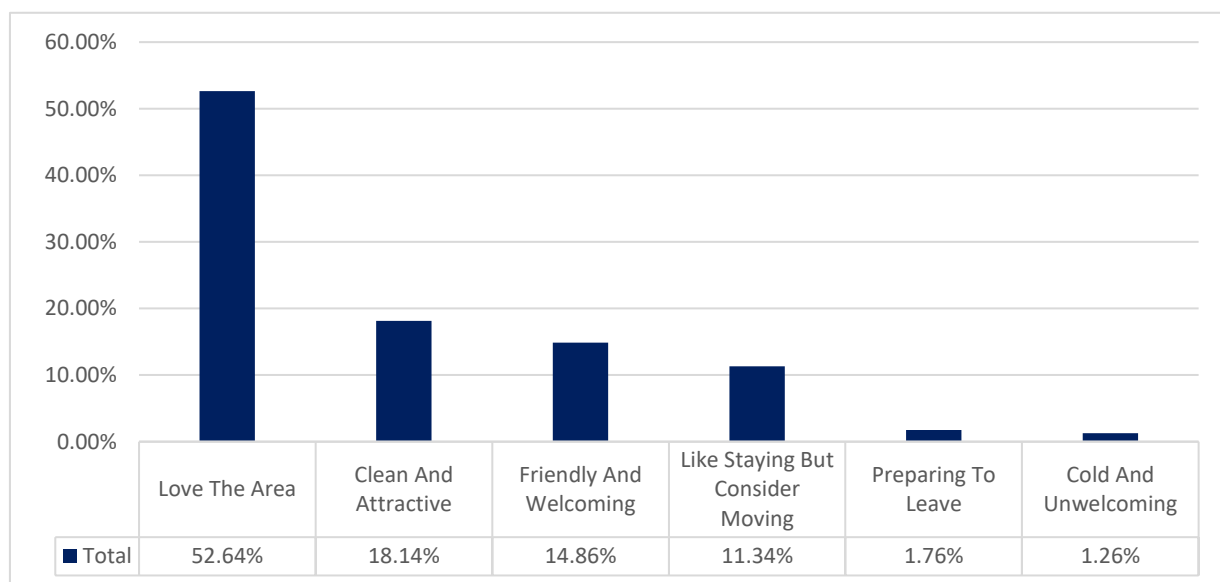
The graphical results from the survey are provided in the pages that follow. Complete details of all questions and responses/comments, with analysis by suburb, can be found in the accompanying addendums.

6. FINDINGS: OVERALL PERCEPTIONS

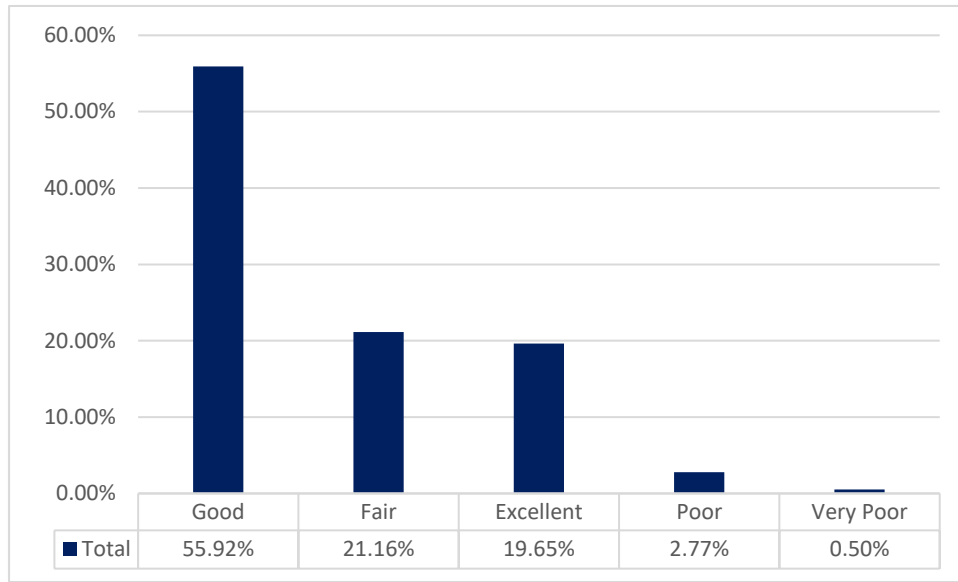
Has the character of the area changed over the period that you have been here?



As a resident what is your overall perception of the area / neighbourhood?

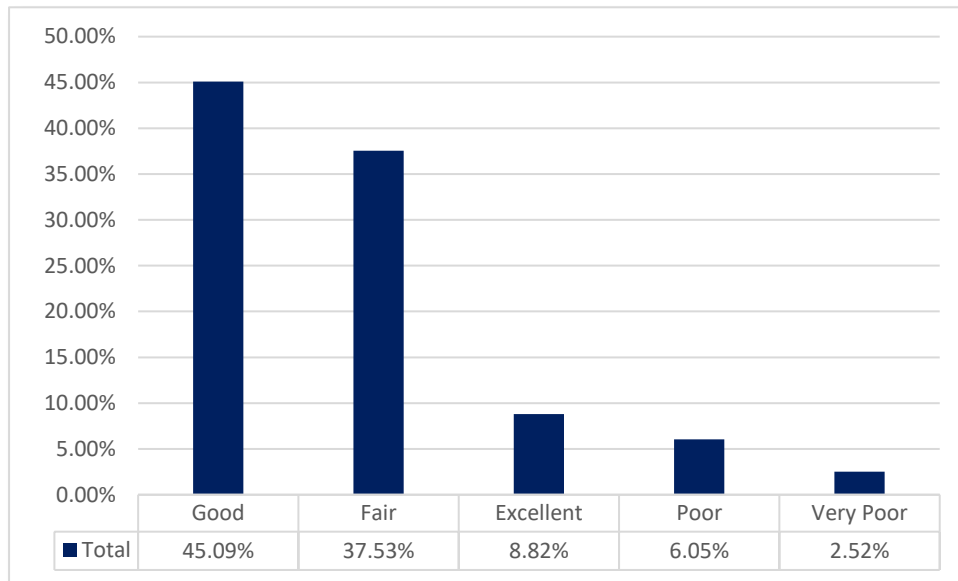


What is your overall impression of the municipal services in this area / neighbourhood?

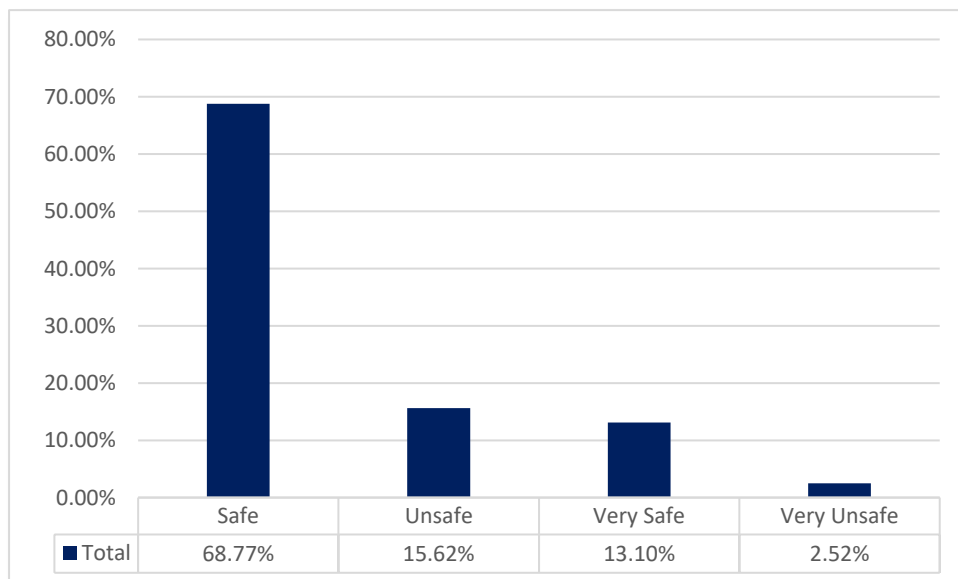


7. FINDINGS: SECURITY AND SAFETY

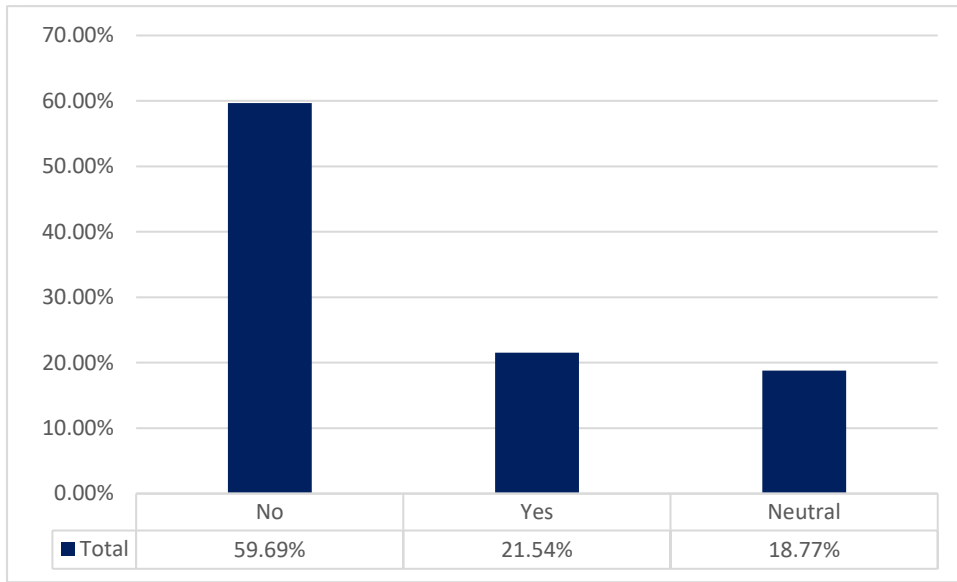
As a resident / property owner how would you rate the overall safety situation in this area / neighbourhood?



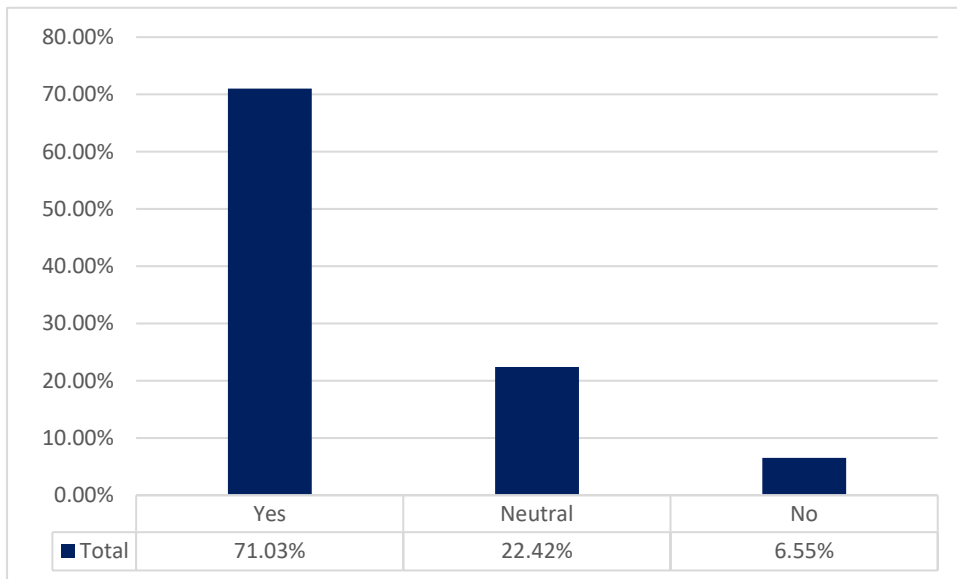
When walking unaccompanied in the neighbourhood what is your perception of your safety?



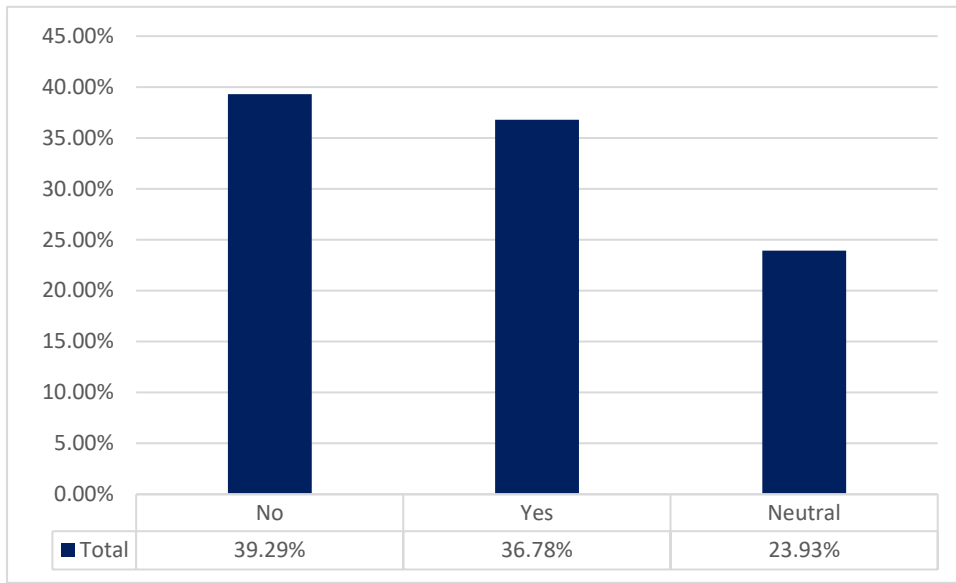
If your answer is Good or Excellent to the previous question, would you let your children roam the area, play in the streets or walk / ride bicycle to school unaccompanied?



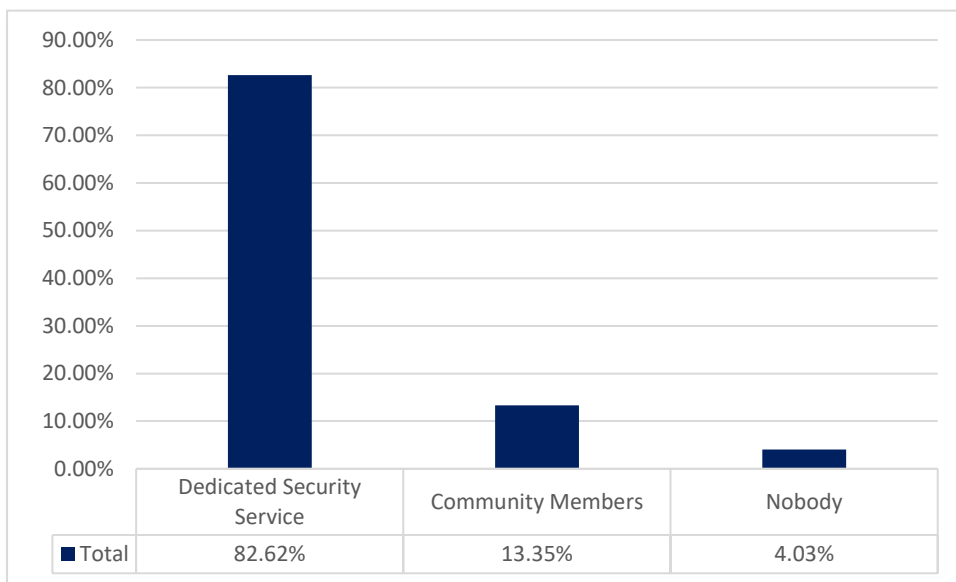
Do you feel safer during the day than at night?



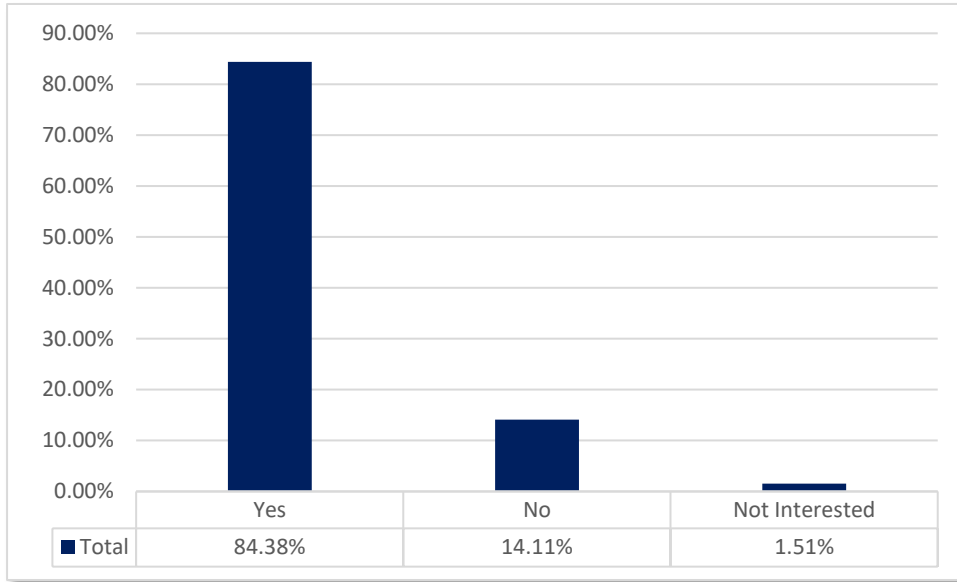
Is the area too dark at night?



Camera alerts and monitoring, together with patrolling (24/7 or all hours) should be carried out (conducted) by:

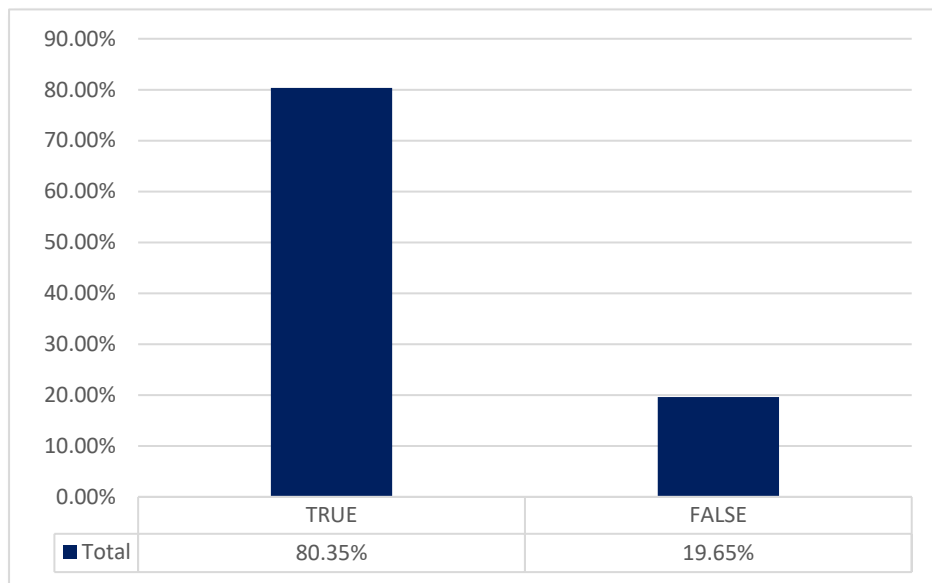


Are you aware of community safety & upliftment projects in your area (e.g. neighbourhood watches, MES etc)?

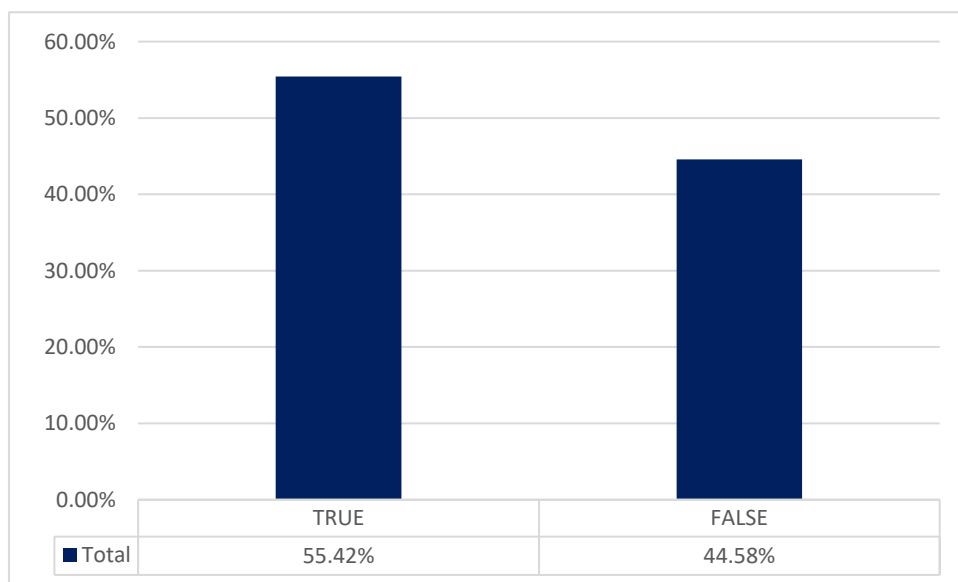


8. FINDINGS: CRIME

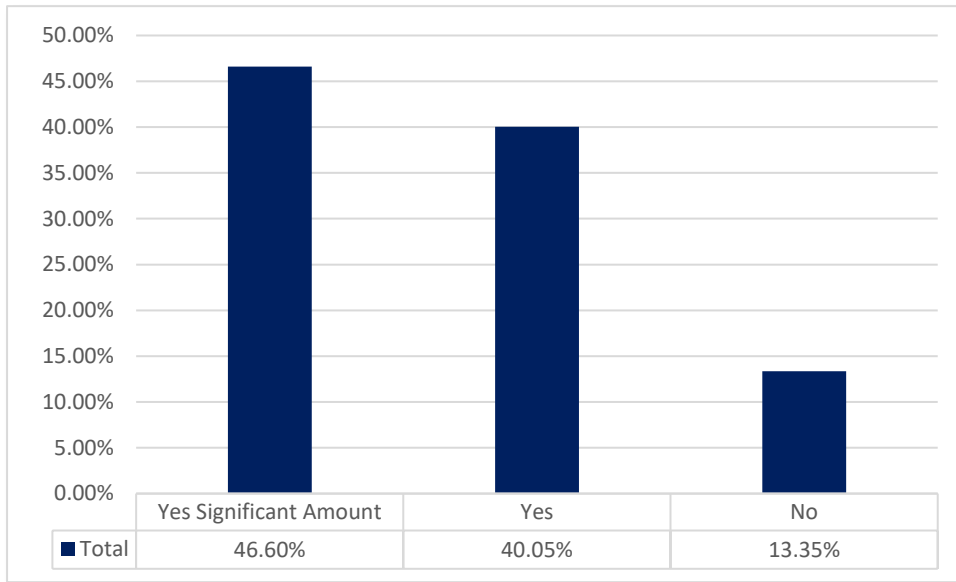
Are you aware of the fact that Armed Response companies only has a legal commitment and are legally binded only to their clients propriety/premise with no obligation to engage anyone in a public space?



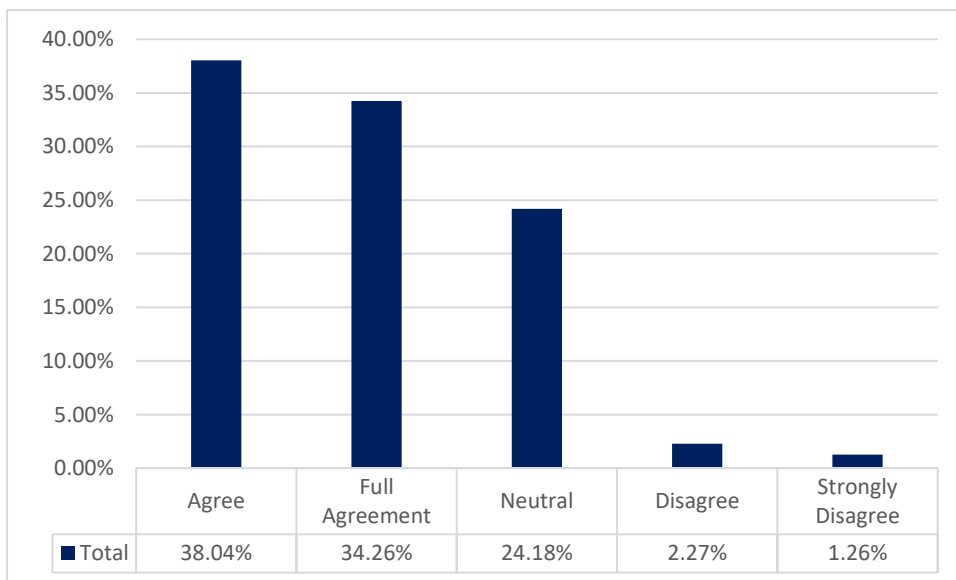
Were you, or someone in your circle of friends that live in the area the victim of crime (in the area) in the last 10 years?



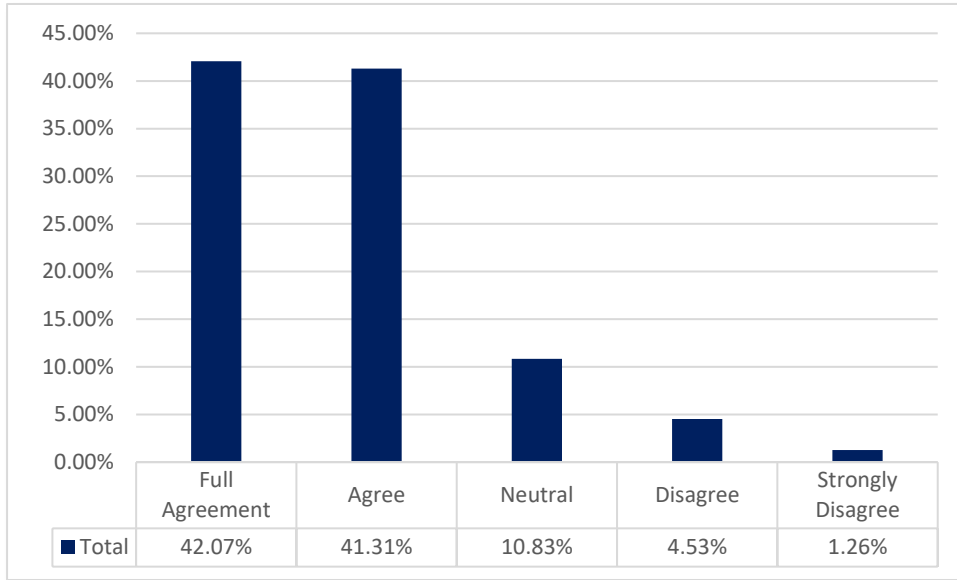
Have you spent money on improving your own private security during the above-mentioned period (e.g. upgrade of alarm system, built a wall or fence around property, etc.)?



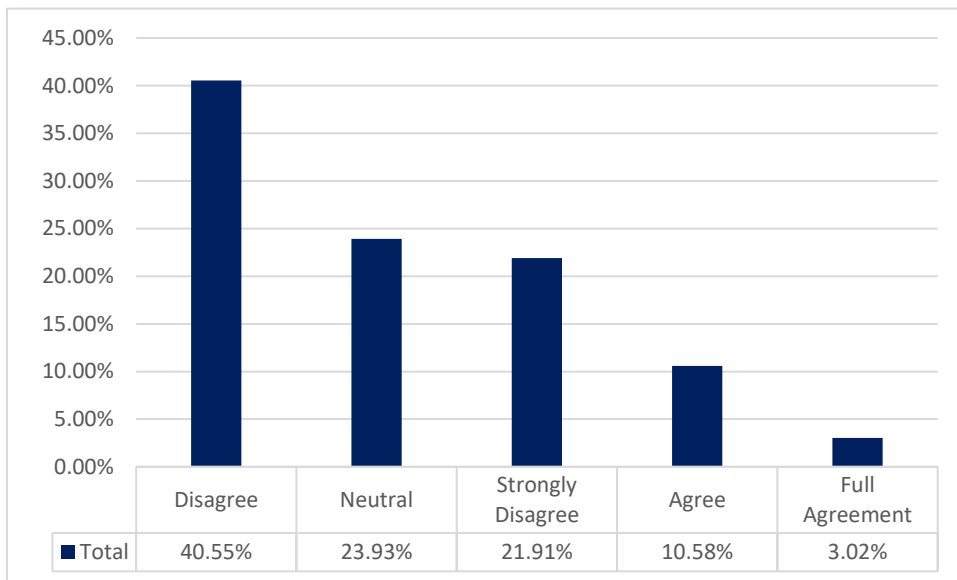
Do you believe (or are you of the opinion) that the cameras that were installed in the area made a positive contribution to the safety in our area?



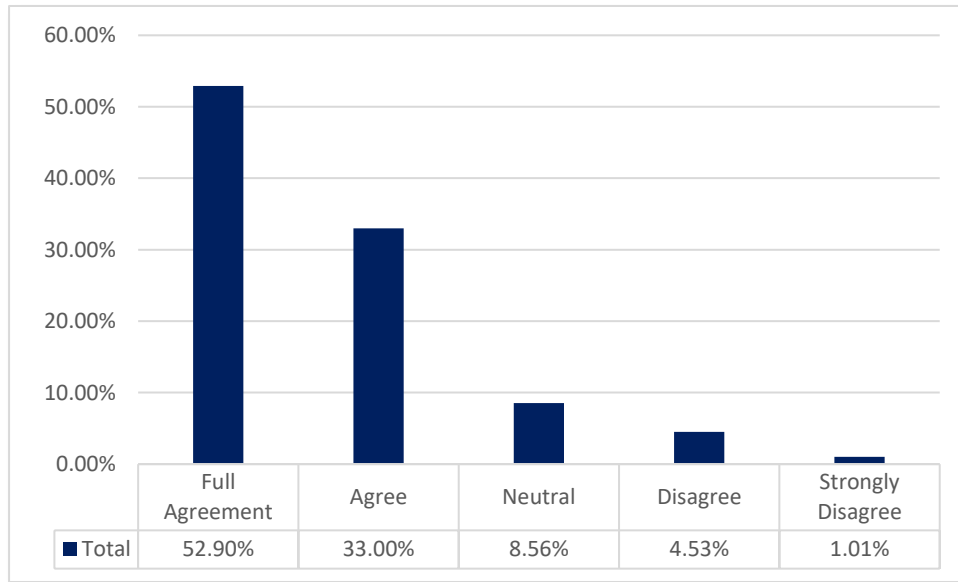
Would you support the expansion of the camera surveillance infrastructure to include open areas like the parks, etc.?



Do you believe there is sufficient visible policing in our streets?

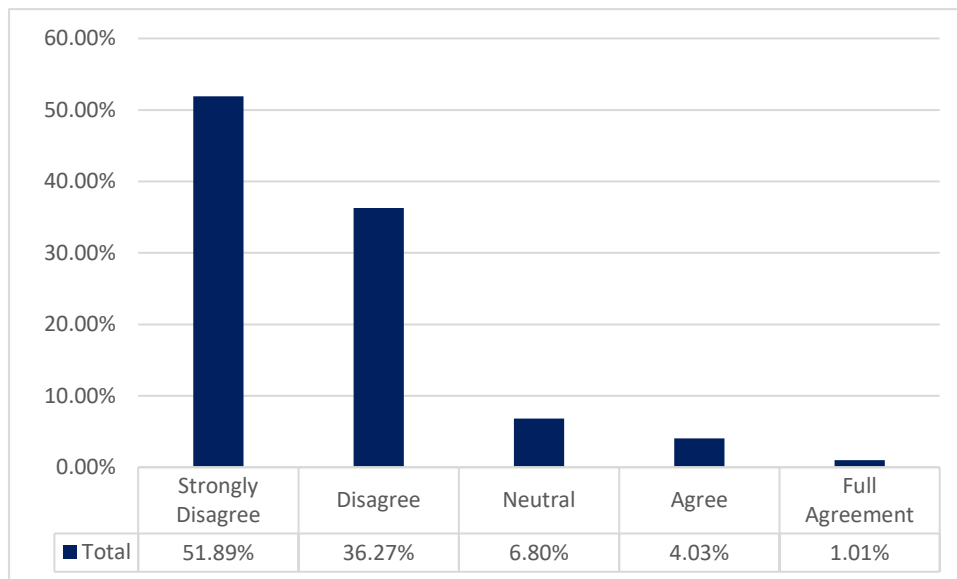


Would you support the improved monitoring of movement into, and out, of the neighbourhood?



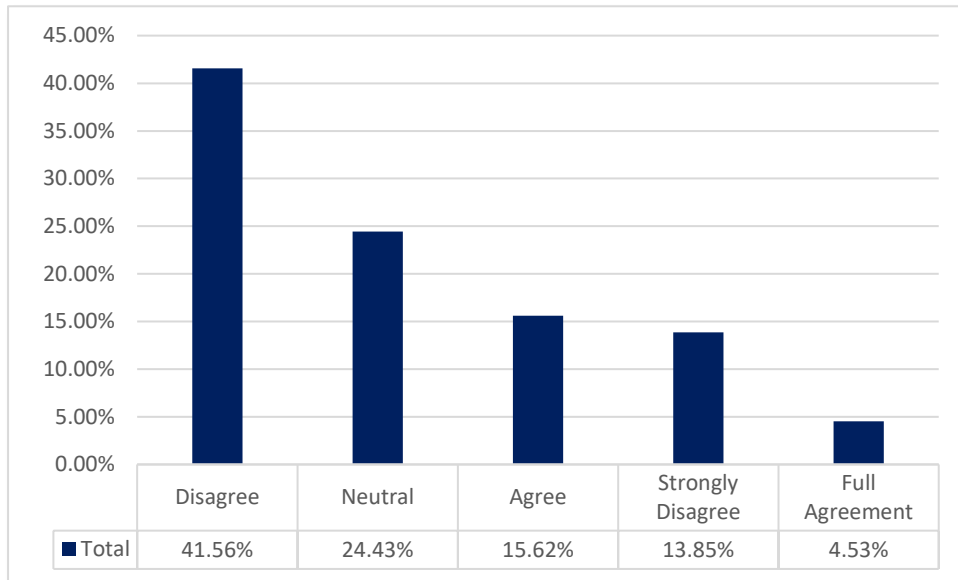
Please rate each of the following statements to describe your general view regarding safety and security of our area:

a) Safety and security does not concern me I proverbially sleep with the doors open.



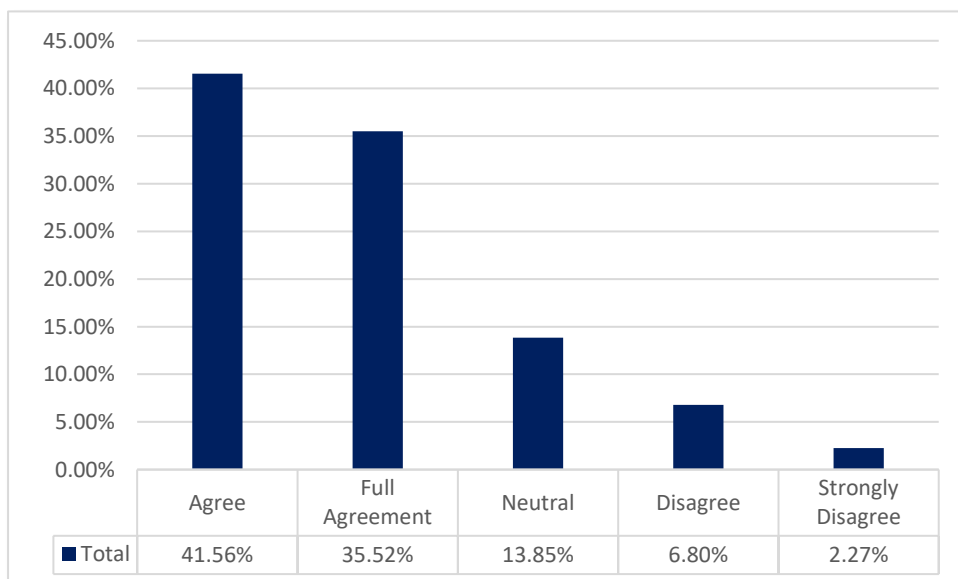
Please rate each of the following statements to describe your general view regarding safety and security of our area:

b) I am concerned but it is not bad as some make it out to be - the status quo can remain as it is at the moment.

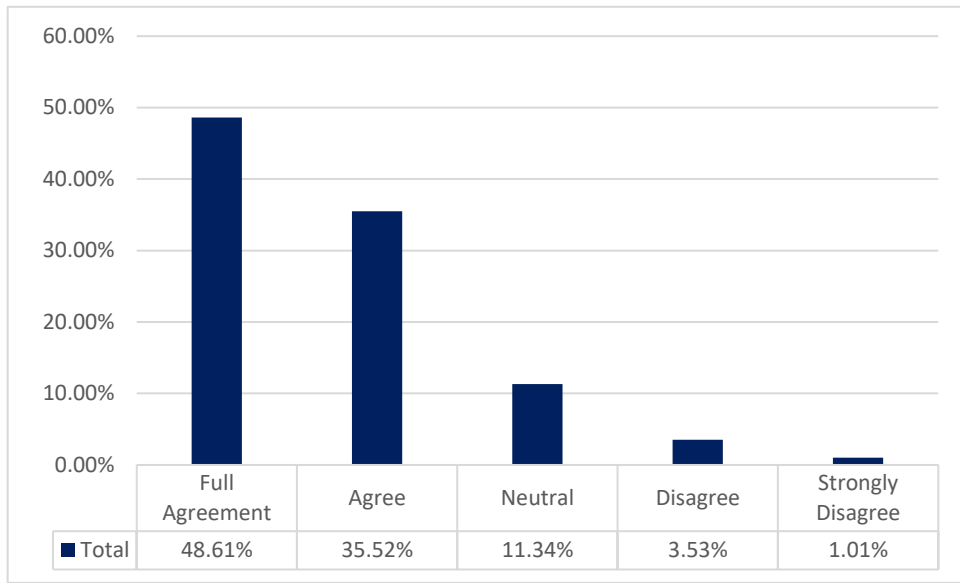


Please rate each of the following statements to describe your general view regarding safety and security of our area:

c) I am concerned and would like to see more measures taken to improve public safety and security.

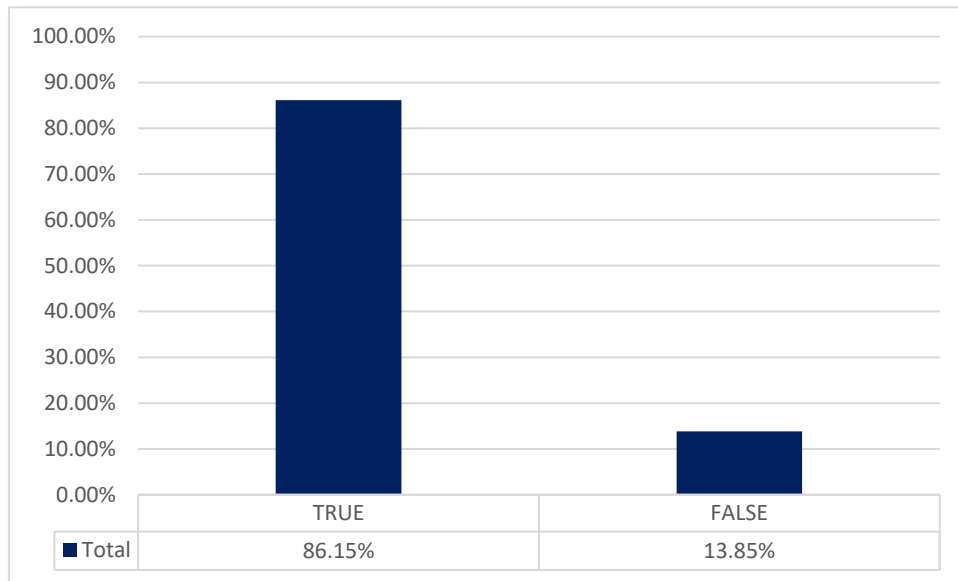


Do you feel there is a need for additional solar lighting during loadshedding?

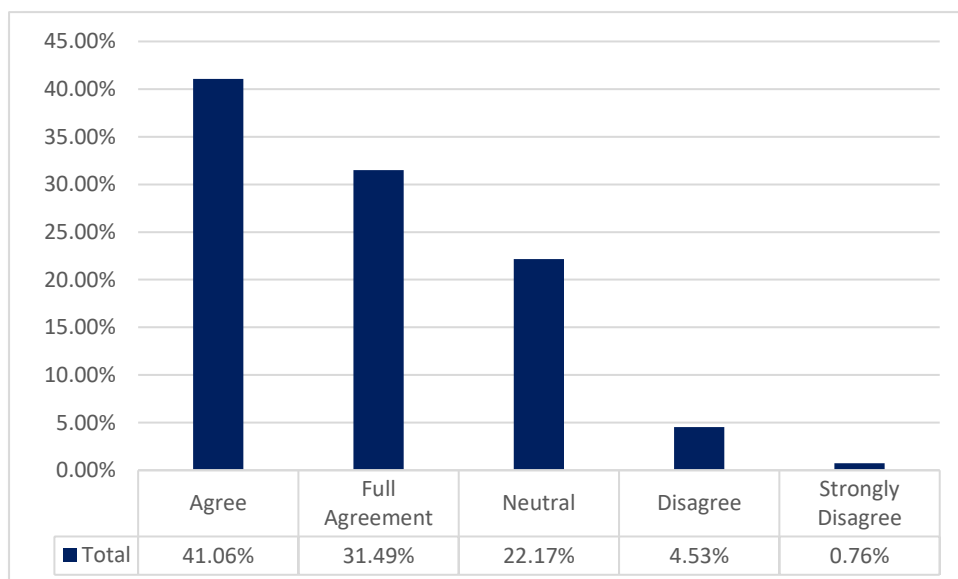


9. FINDINGS: PARKS AND OPEN AREAS

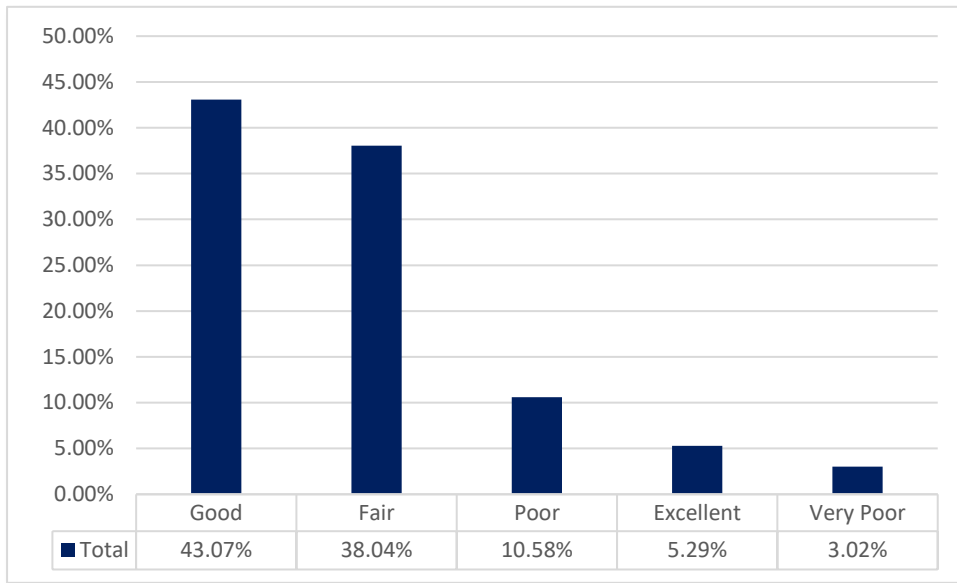
Do you make use of the parks including Vygeboom & Sonstraal dam for recreational purposes?



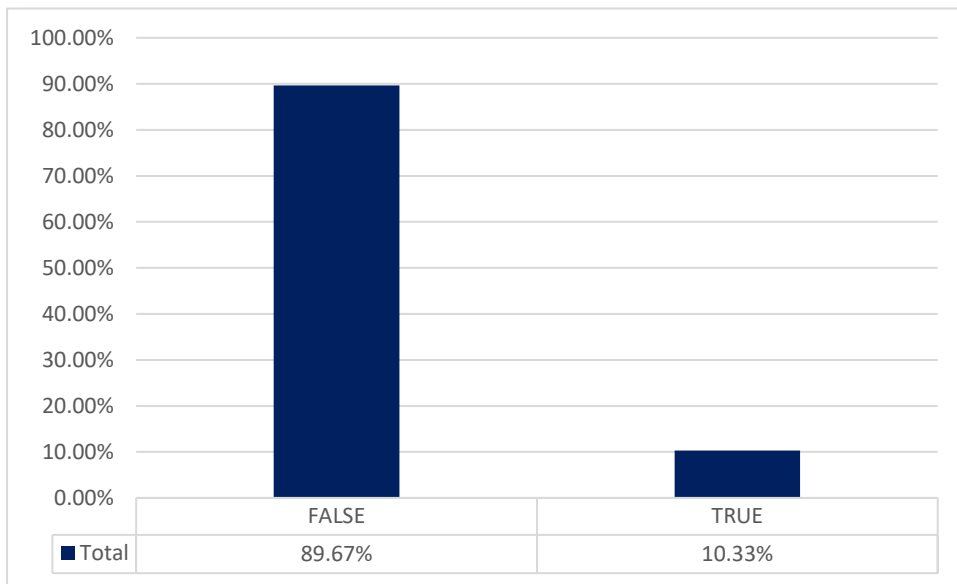
Do you think the amenities around the parks including Vygeboom & Sonstraal dam can be improved?



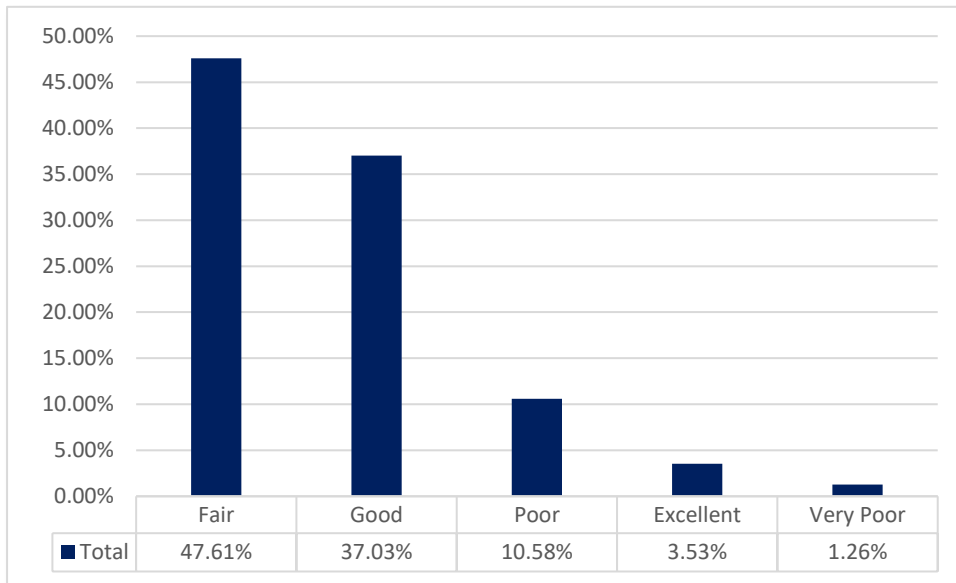
What is your perception of the condition of the Vygeboom dam or Sonstraal dam?



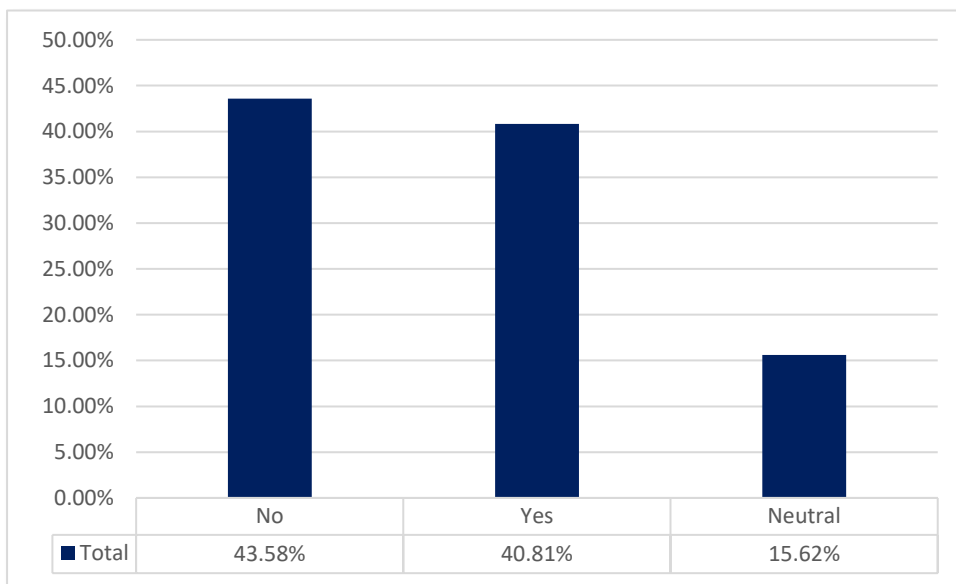
Do you make use of the Kuilsriver corridor for recreational purposes?



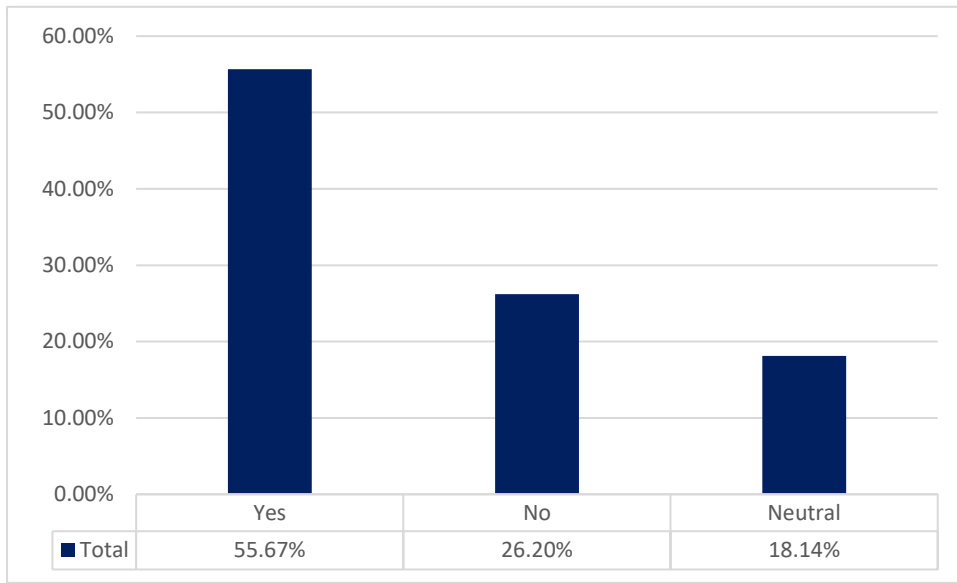
How would you rate the overall condition of the parks and open areas?



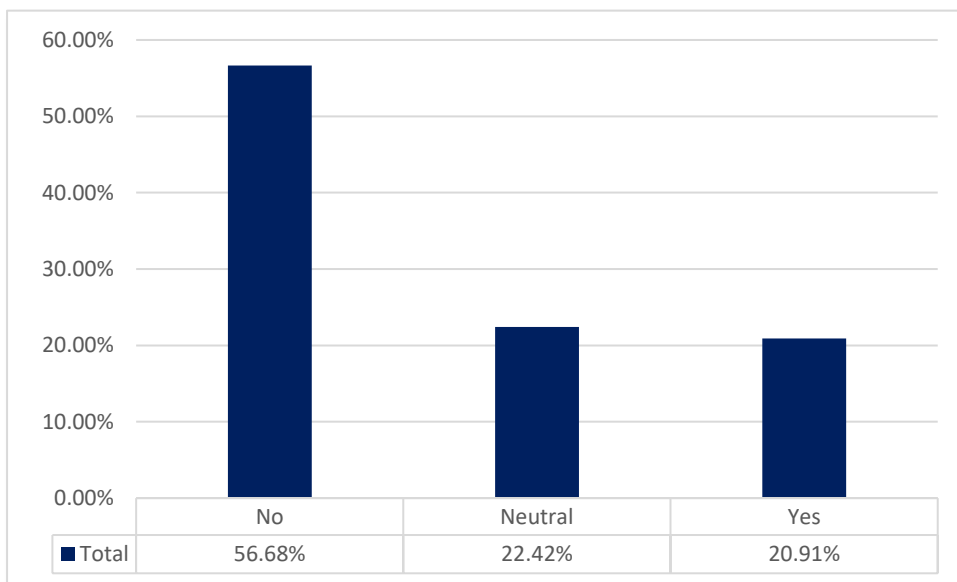
Would you make use of a fenced dog park in the area?



Would you or your children make use of a bike park in the area?

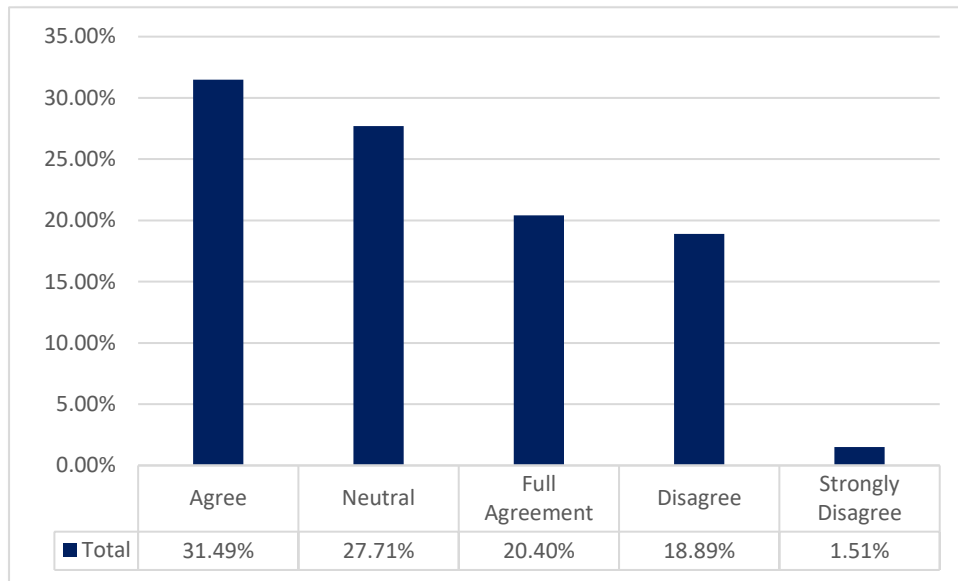


Do you think there is sufficient public litter bins in the area and is cleaned out regularly?

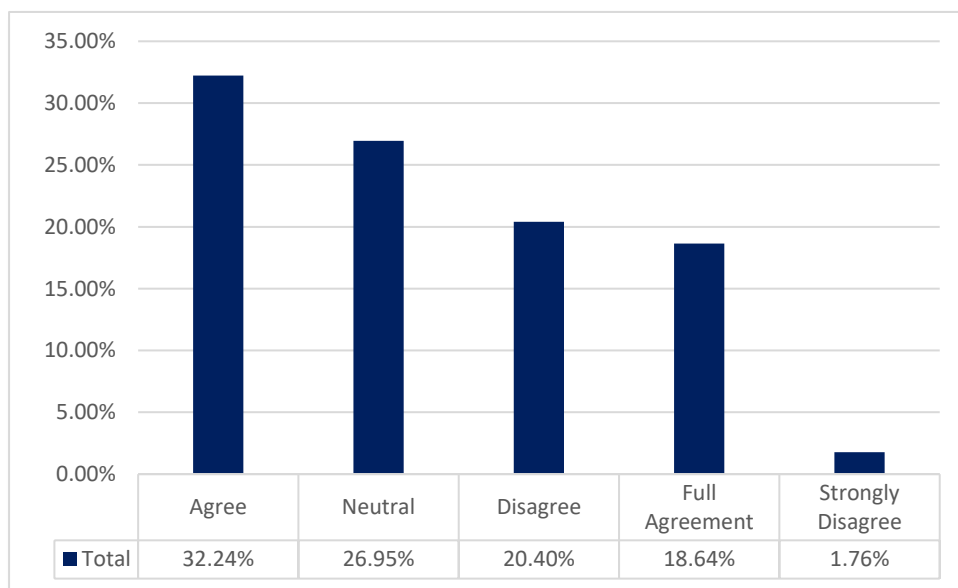


10. FINDINGS: TRAFFIC

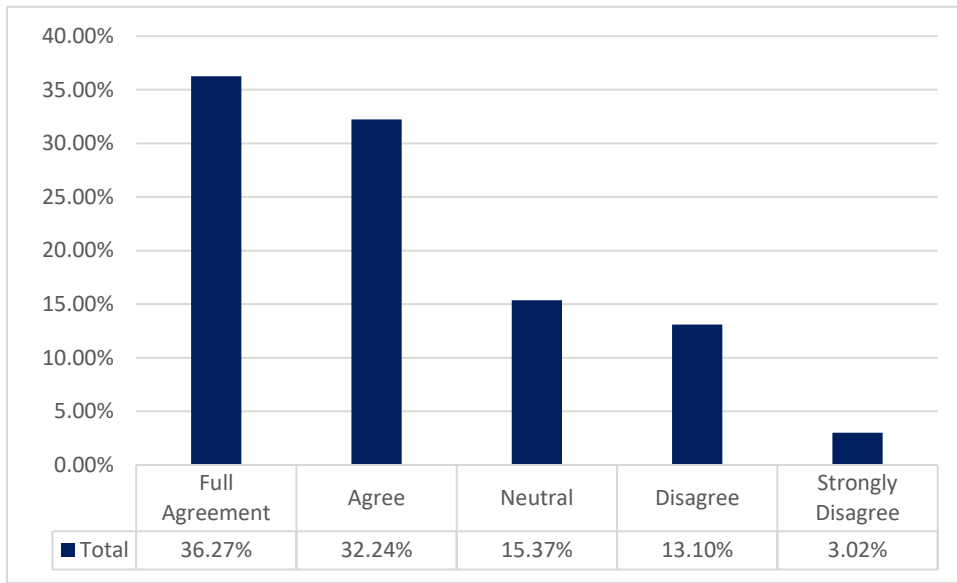
Is obscured sight distance and road traffic signs due to overgrowth a concern to you?



Is feint roadmarkings a concern to you?

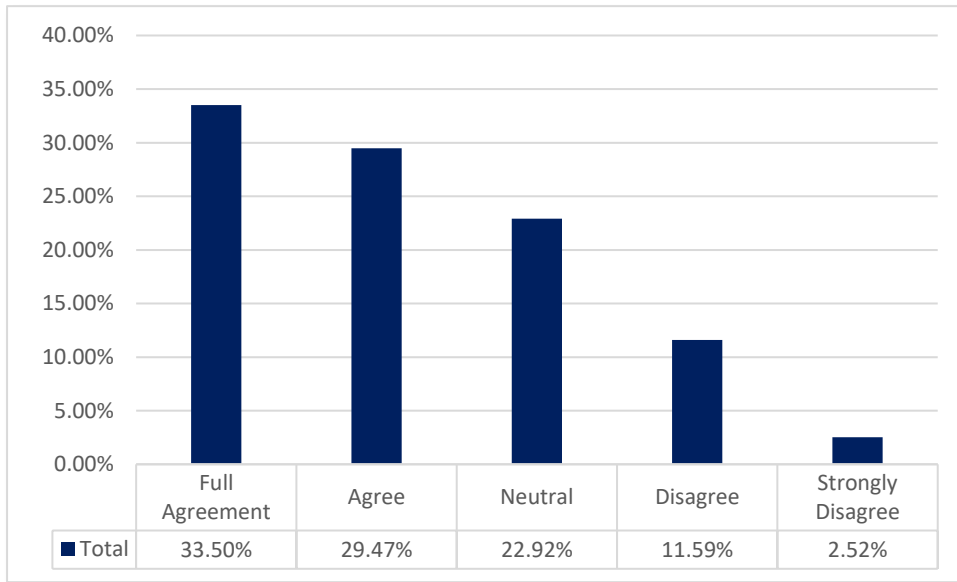


Is poor road surface (potholes) conditions a concern to you?

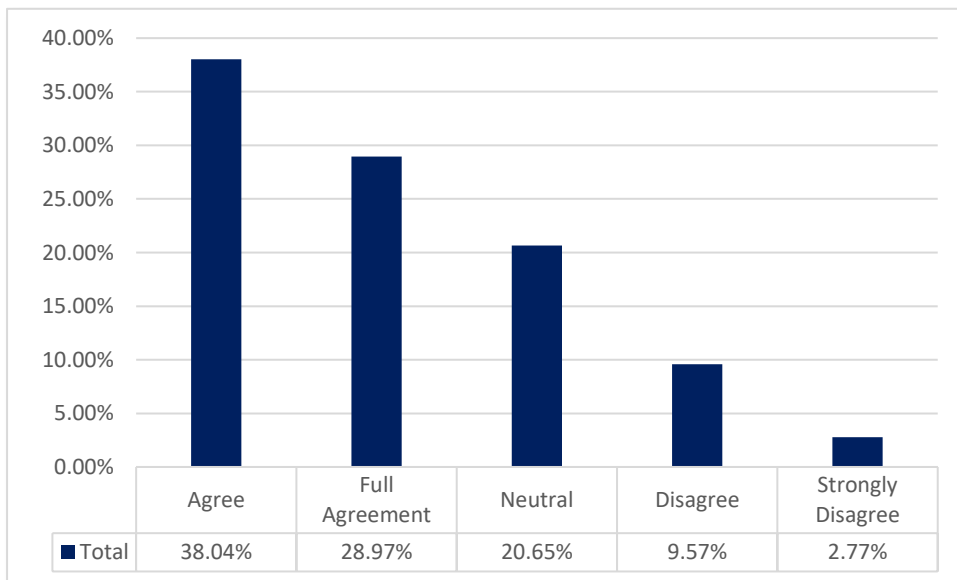


11. FINDINGS: CLEANLINESS

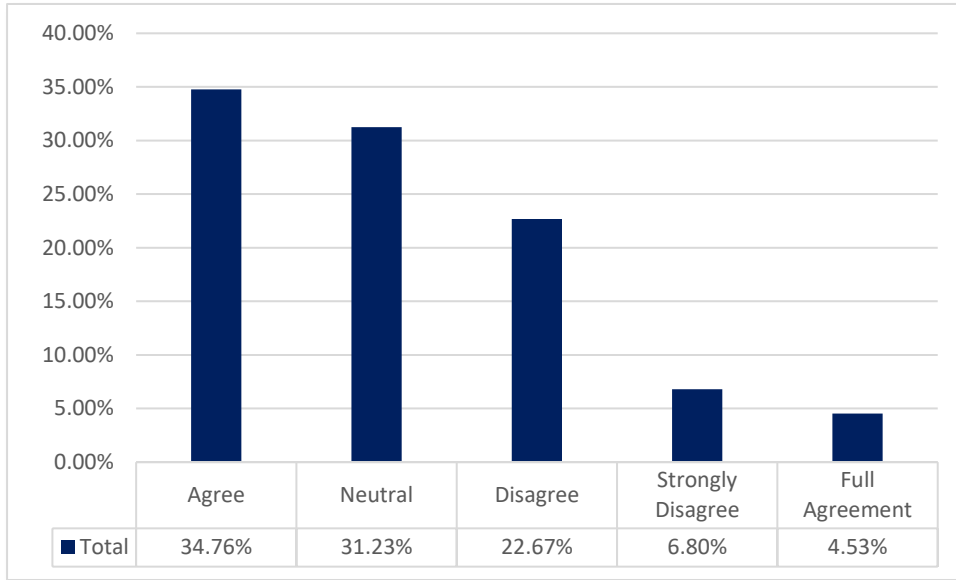
Is the overgrowth on some sidewalks a concern to you?



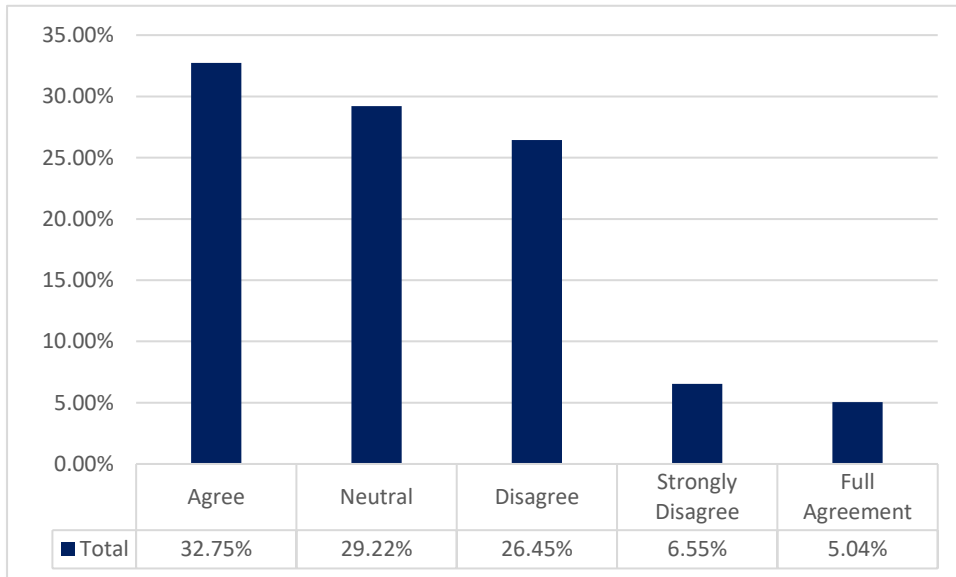
Is the lack of pruning of trees in the public areas and sidewalks a concern to you?



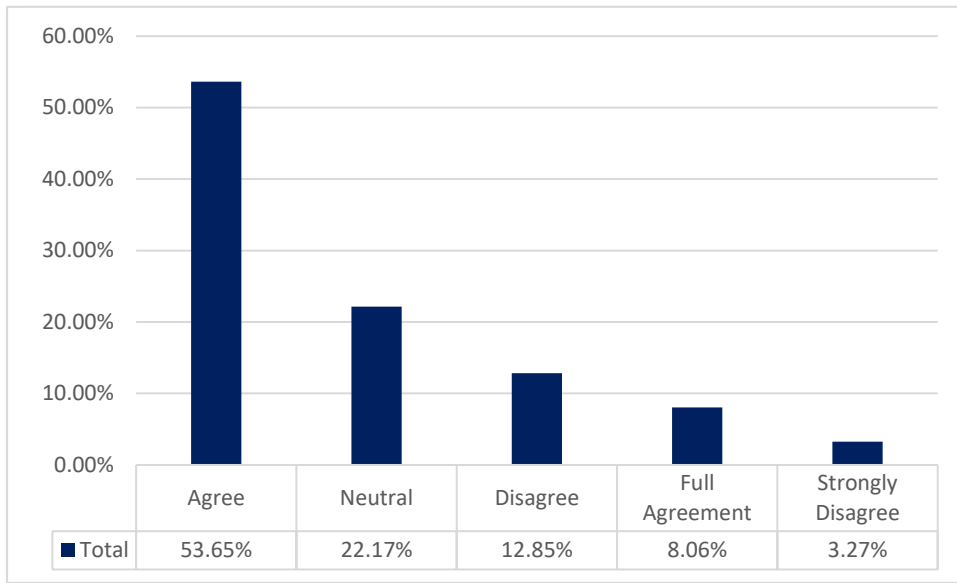
Are you satisfied with how the municipality currently maintain the parks & public areas?



Are you satisfied that the verges and the channels next to the streets are sufficiently maintained?

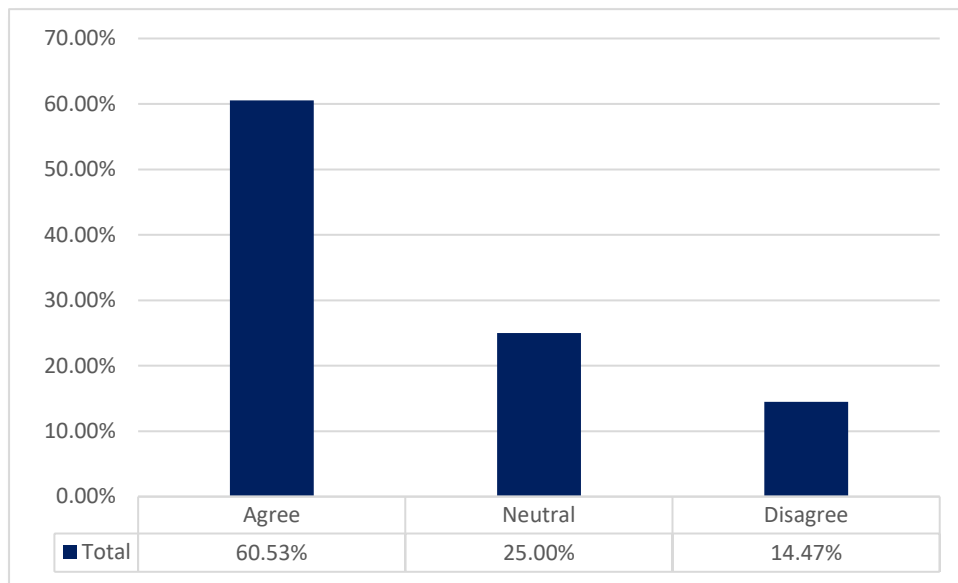


Are you satisfied with the general cleanliness of the area (e.g. littering, etc.)?

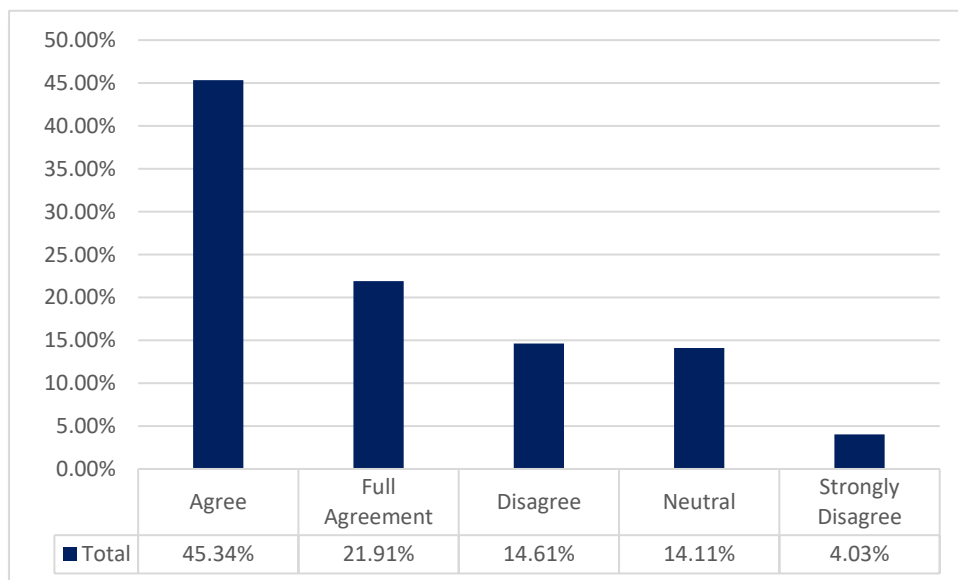


12. FINDINGS: SOLID WASTE

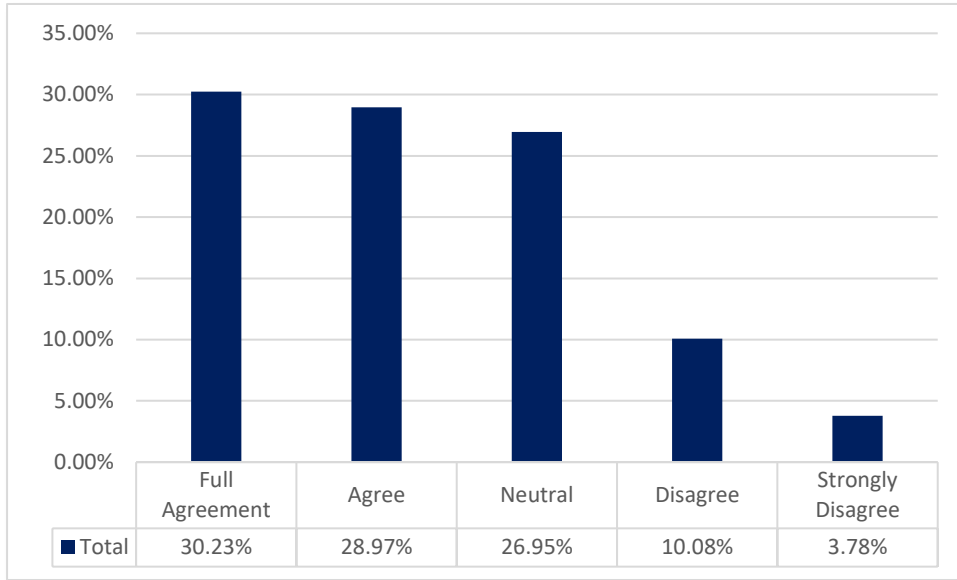
Is bin scratching on bin days a concern to you?



Are you satisfied with the current level of recycling (i.e. one green bin)?

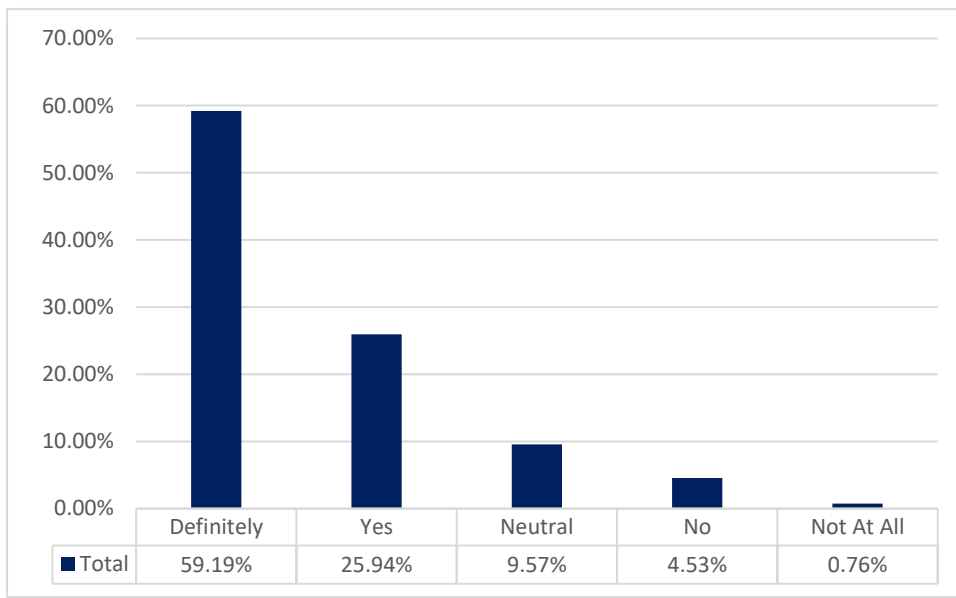


Would you like to see a greater degree of recycling (i.e. plastic, compost, garden refuse, paper, tin, glass in separate bins)?

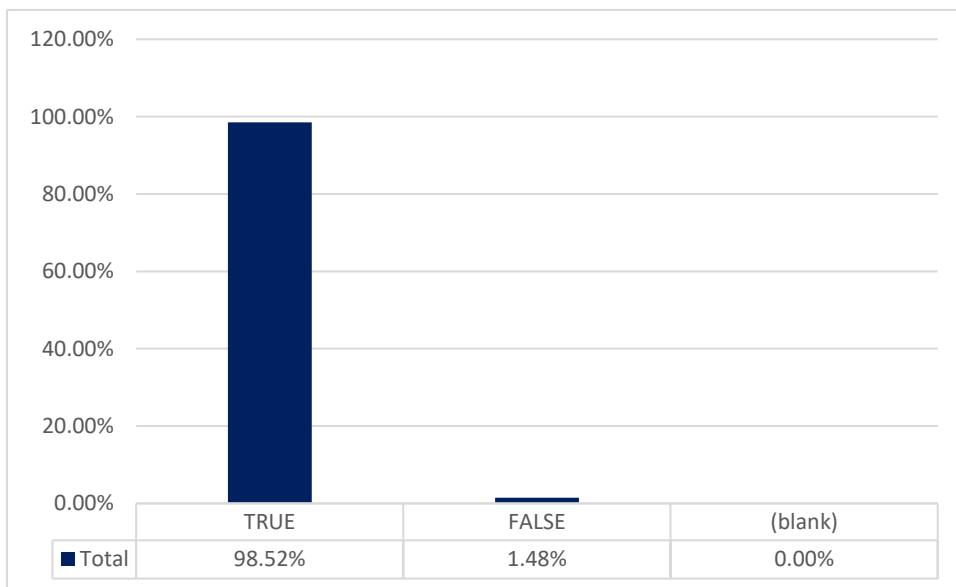


13. FINDINGS: SOCIAL ISSUES

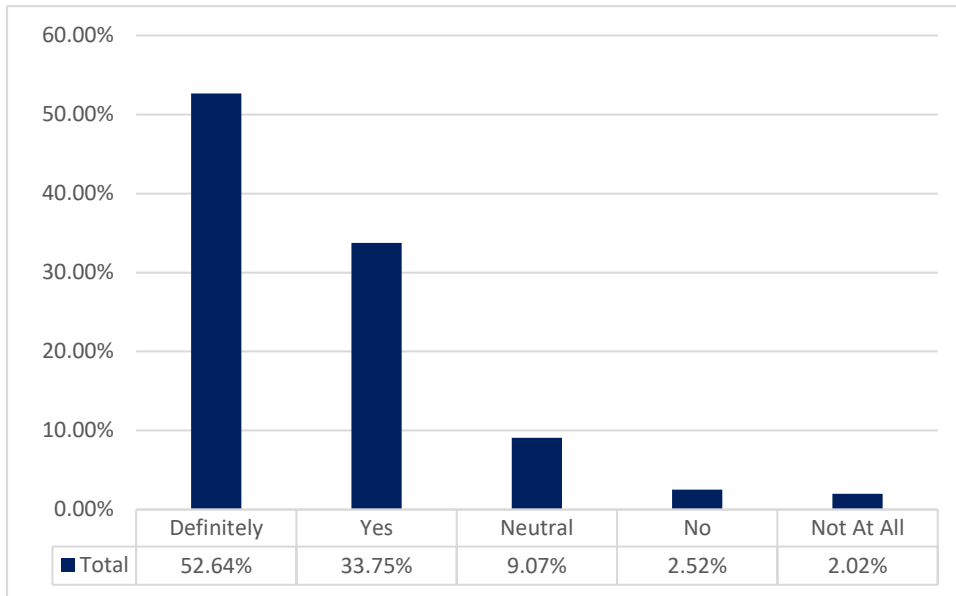
Are homeless individuals a source of concern in the area?



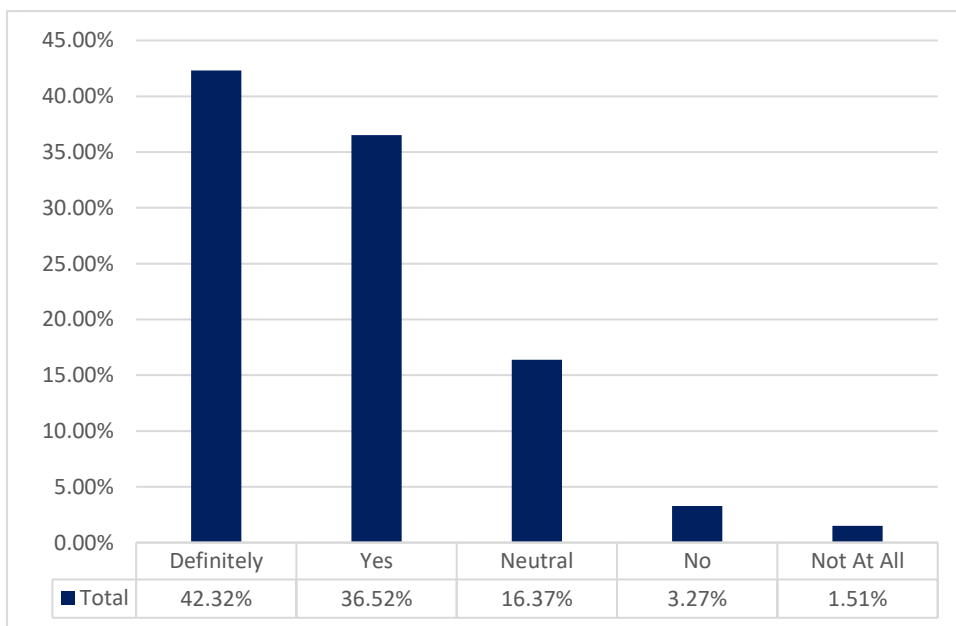
If your answer is Yes or Definitely to the previous question, do you believe the presence of homeless loitering contribute to crime and harrassment as well as a decrease in cleanliness in the area?



Would you like to see that our area support the collaboration with NGO's to positively deal with these matters i.e. support some of their programmes that deal with the homeless.

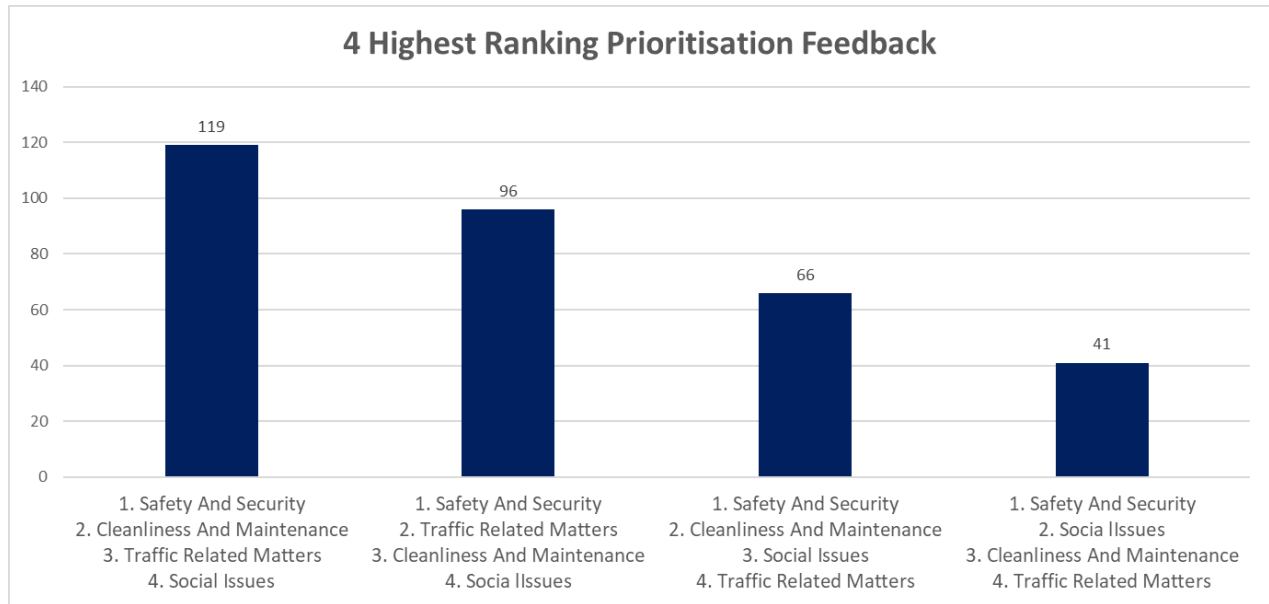


Would you like to see that our area support the collaboration with other NGO's to positively deal with other social matters in our immediate surroundings (such as the support of NGO's for Abused women and children, education and other)?



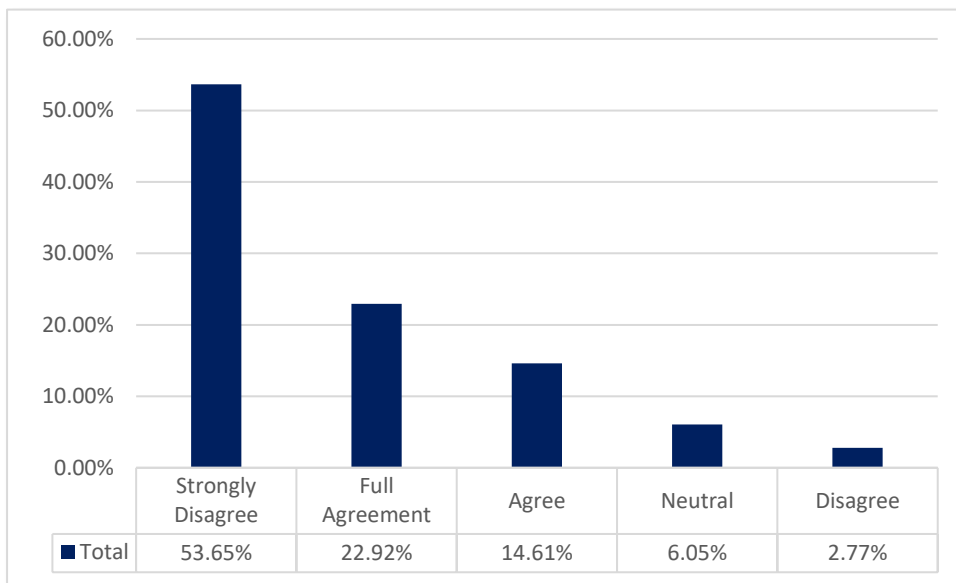
14. PRIORITISATION

Place the following categories in the order of importance to you:

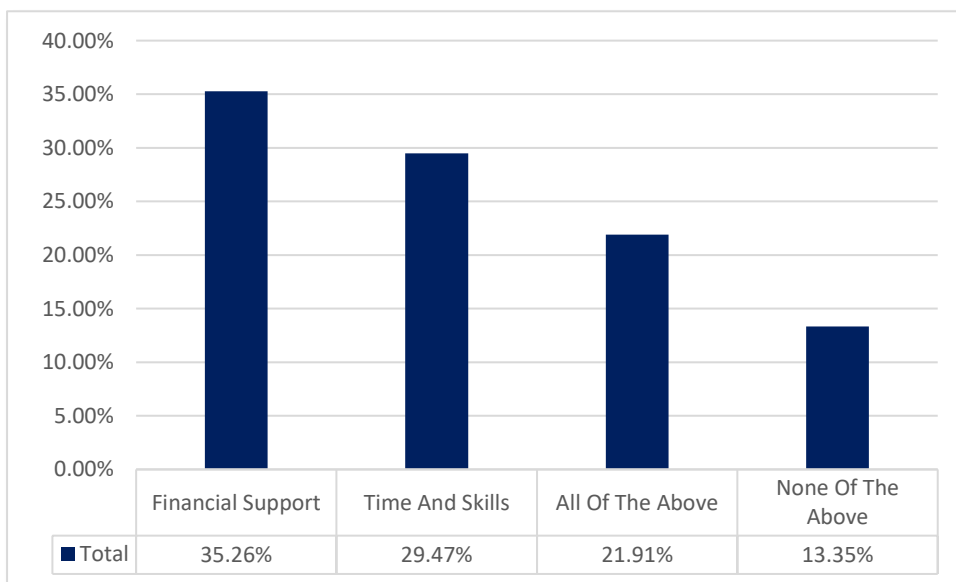


15. FINDINGS: SPECIAL RATES AND BUSINESS PLAN

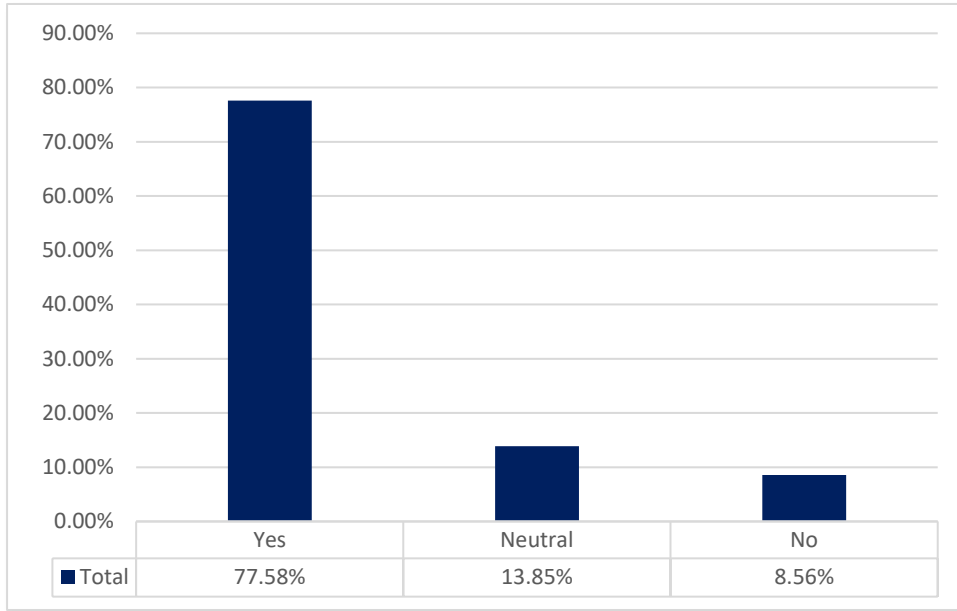
To what extent do you agree with the following statement: All property owners should share responsibility for ensuring a safer neighbourhood.



To what extent would you prefer to get involved to uplift the area you live in (based on security, social responsibility, cleanliness and parks).



If a business plan that carries your favour is presented would you support the establishment of the Sondal Community Improvement District (CID)?



16. ANNEXURE A – EMAIL (13/10/2023)

Dear Property and Business Owners

A group of concerned residents have formed a steering committee to determine the viability and acceptance of establishing a City Improvement District within the area indicated on the attached map (Valmary Park, Vygeboom, Sonstraal, Amanda Glen, portion of Eversdal and Eversdal Heights).

All we kindly ask of you at this stage is to complete the questionnaire at the following link : <https://sondal-cid.org/> (it will only take 15 minutes of your time). Once we have captured this information and done the analysis, we will have a better understanding of our collective needs and can plan accordingly to move on to the next step. All submitted information will be kept confidential.

What Is a City Improvement District?

A City Improvement District (CID) is a clearly defined geographical area in which property owners pay additional property rates to fund supplementary municipal services to improve or upgrade that specific area as described in a business plan. CIDs are also known as Special Rating Areas.

Supplementary municipal services typically include:

- additional public safety;
- cleansing services;
- urban maintenance;
- upgrading of the environment; and
- social upliftment.

What are the benefits for the Community and Why Do We Need to Complete This Urban Management Survey?

By combining their resources in a CID, the community can enjoy the collective benefits of a well-managed area, a shared sense of communal pride, safety and social responsibility, and access to joint initiatives such as waste recycling, energy-efficiency programs, etc.

We are working closely with the City of Cape Town in this regard, and the first step in the process is to gain a better understanding of the specific problems we are all experiencing. This urban management survey is a study completed with the goal of collecting impressions / concerns about various issues. The results of which can tell the steering committee what residents, business owners and visitors think of public safety and other services. This type of data is critical to helping the steering committee to understand the area's strengths and weaknesses and identifies focus areas where supplementary municipal services are required.

Once we have captured this information and done the analysis, we will have a better understanding of the community's needs. This is simply the first step in many, and there will be in-depth consultations

with all parties at a later stage. By completing this survey, you are not giving your vote for or against the CID. It is simply an information gathering exercise.

Should you have any further questions, please visit the website, <https://sondal-cid.org/>.

Kind regards



Steering Committee

www.sondal-cid.org

17. ANNEXURE B – TYGERBURGER ARTICLE (18/10/2023)



BEST OF SEVERAL MODELS OF CIVIC INVOLVEMENT MOOTED

Residents want a CID

A survey is currently underway to determine the needs of Sonstraal residents when it comes to establishing a Community Improvement District (CID) in the neighbourhood.

This is the first step by the steering committee to start a CID in Sonstraal. The steering committee was elected after a group of concerned homeowners from the neighbourhood came together in August last year to discuss what can be done to improve the safety and the wellbeing of their community.

BEST MODEL

"Several models were looked at, but most of these meant that only a small percentage of homeowners contribute financially, but all will benefit from it," explained Louise Buys, chair of the steering committee.

"It was decided that the best model to get all to contribute and benefit from the work that will be done would be a CID."

There are already 50 active CIDs in the City of Cape Town and many more in the initiation phase. In the Northern Suburbs Vredeloof and Welgemoed are well-established CIDs.

The group contacted concerned homeowners in neighbouring suburbs and six people formed the steering

The suggested Sondal CID includes about 2 000 residences in Sonstraal, Valmary Park, Vygeboom, Eversdal Heights, parts of Eversdal (north of Eversdal Road) and Amanda Glen.

"A CID... manages additional funding and service delivery

- Louise Buys

"A CID is a non-profit company that manages additional funding and service delivery in a specific area," Buys explained.

"It gives the homeowners within the CID the opportunity to decide what will be done with the additional funds they contribute, which will be spent only within the CID.

"The CID gets a mandate from its members to manage specific functions to improve the community, such as safety, improvement of green spaces, cleaning and social responsibility."

SURVEY

The steering committee is currently busy with a survey to determine the needs of the community.

"This is the first step in a long process of about 24 months to establish the Sondal CID," Buys said.

"The results of the survey is of critical importance to assist the committee to establish the strong and weak points of the area, and to identify focus areas where additional municipal services are

"We ask of every single homeowner in our area to give their feedback on our website and complete the survey."

■ Visit <https://sondal-cid.org/> to complete the survey.