

Northpine City Improvement District

General Meeting

MINUTES

26 February 2020

Northpine Primary School, Northpine



Agenda of Meeting

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| 1. Welcome | - | Mark Smith |
| 2. SJC Security presentation | - | Steven Van Wyk |
| 3. Namola Watch | - | Given Mashaba |
| 4. Kraaifontein Community Police Forum | - | Clement Solomons |
| 5. Law Enforcement | - | Peter Lourens |
| 6. Presentation | - | Mark Smith |
| 7. Question and answers | - | All |

1. Welcome

Mark Smith welcomes all residents to the public meeting and informed that we need to respect each other and the meeting is to listen to residents that have concerns. As mentioned in our AGM last year this meeting is for questions that were not attended to last year.

Mark Smith welcomes Peter Lourens (Law Enforcement) and Constable Collins (Sector Commander), Aldermann Grant Twigg was running late. Mark Smith informed all residents that have not yet become members of the NCID, membership forms are placed at the back to be completed.

2. SJC Security Presentation

Mark Smith welcomes Steven Van Wyk to present.

The presentation is available on the website to be viewed. Steven Van Wyk has informed what is currently in the control room including hand radios, bloodhounds etc.. Steven Van Wyk informed that the area is divided into four the public safety officers are responsible for patrolling their own area which is monitored by a bloodhound system. The bloodhound system tells you what the percentage of the public safety officers and the percentage would range from 100 % to 80%, Steven informed that if it drops lower than 80% then questions will be asked as to why it dropped. Steven informed that when the percentage drops there is an incident that the public safety officer had to attend to, assist SAPS etc.

The map of the area is viewable on the presentation where the public safety officers patrol.

Steven informed that there are two vehicles in the area.

Steven informed that the bloodhound also has a live tracking should a resident query why they do not see the public safety officer patrol, we as the NCID/SJC can go back and check the route in question.

Questions

1. What is a bloodhound system is?

Steven advised that a bloodhound looks like a cell phone the public safety officer carries the system with him. The bloodhound tells the public safety officer where to go. Patrols are started at the guard house, Steven informed that if a public safety officer is in danger he will press a panic button on the bloodhound and the control room will assist.

2. Does the patrol vehicle/s belong to the CID or to SJC?

Steven informed that it is SJC's vehicle but is branded into the CID branding. It is dedicated to Northpine. Then there is an armed response vehicle that is also dedicated to Northpine to the alarm side of SJC. The CID vehicle is for patrolling the area and the armed response vehicle is to respond to an alarm in Northpine when triggered.

3. In making use of the bicycles why not use the bicycle to do patrols where you can cover two trips as opposed to one trip when walking foot?

Steven informed that Romeo 1 walks 4.2kms per hour; Romeo 2 walks 5.8kms per hour; Romeo 3 walks 4.9kms per hour and Romeo 4 walks 6.8kms per hour. Steven informed that when patrolling with a bicycle you don't see as much as when you walking.

4. What is the initial staff compliment?

There are 12 guards with 4 on each shift; this excludes the patrol vehicle and the controller. A resident had informed that four public safety officers for one area is ridiculous.

5. Is SJC there purely to patrol or in an event of an incident what should occur at a property?

Should an incident occur, the public safety officer is responsible for one side of the pavement to the other side of the pavement. Then you have the armed response that is responsible from the driveway to the home inside only if there is an SJC alarm installed.

3. Namola Watch

Given Mashaba introduced and welcomed himself to all residents of Northpine. Given informed that Namola has two apps one that connects the community or South Africans. The first app is called Namola app for the community which shows the location, and the request assistance button. The request assistance button needs to be hold for three seconds where Namola would call to confirm what the emergency is and then despatch the relevant person. Namola would also connect with SAPS when necessary as well.

Given has informed that if residents are interested they were more than welcome to come to him after the meeting to discuss.

Namola details are as follows: <https://www.namola.com/>

Questions

1. How many call centres does Namola have in Cape Town and Nationally?

Given informed that the app started in Pretoria started with 4 call controller agents and today there are 24 call centre agents. There is one control centre in Stellenbosch.

2. If your call centre is in Stellenbosch what network is Namola using?

Given informed that there is no network provider they make use of landlines.

4. Kraaifontein Community Police Forum

Clement Solomons welcomed all residents and requested the Sector Commander Constable Collins to assist. Clement informed that Constable Collins is the Sector Commander and the CPF has a partnership with SAPS which means the CPF is written in the Police Act , even though the police don't want CPF there the Act gives the mandate to be there.

Clement Solomons informed that he is the secretary of the CPF and also resides in Northpine. Clement introduced that Constable Collins is the Sector Commander for Sector 1 Kraaifontein policing consists of 6 sectors and Northpine falls under Constable Collins responsibility, the 6 sectors is Bloekombos, Sector 1 Northpine, Scottsdene, Bernadino Heights and Watsonia Park including Summerville. The NCID is a member of the CPF and NCID attends meetings every month. The one thing that is a struggle in Northpine and Scottsdene are the only areas that don't have a neighbourhood watch. All other areas have neighbourhood watches. Belmont Park, Joostenbergvlakte and they are very successful in what they doing. Unfortunately, Clement informs that SJC and NCID cannot do what the neighbourhood watch does, they have the mandate and authority to work with all safety structures including Metro Police. Clement urges the Northpine Community to get involved in starting a neighbourhood watch.

Constable Collins advised that there are monthly meetings and should there be a spike in the area it is recalled and discussed with NCID. SAPS try to involve all role players in fighting crime. The idea is to work together, Collins informed that Neighbourhood watches have the ability to change the neighbourhood; it has the ability to stop it. Collins informed that the concern now is the two serious incidents that occurred that is the two house robberies police terms called trio crimes. Currently investigating the matter for the house robberies that took place. Collins informed that they want a neighbourhood watch to be proactive and not wait for something to happen.

5. Law Enforcement

Peter Lourens regional inspector of area North Law Enforcement City of Cape Town. Peter Lourens informed that as residents always hear they are short staffed, the important part is to form partnerships. Peter Lourens did enquire how often the epic system at Law Enforcement receives complaints from Northpine and was informed that it was actually quiet in the area, Peter informed that it is something we need to work on as it either been reported to the wrong people or wrong stations. Peter informed that they have an epic system something like a bloodhound device that looks like a cell phone, when one calls to the call centre 107 the call is then despatched to the device.

Peter informed that he can check what time the person arrived, what feedback was reported as all information needs to be placed in the epic system. Peter informed that when calling in all parties who had contacted Law enforcement to keep the service request number so that they can hold the officer that was on duty accountable. Peter informed that there is a court interdict towards City regarding how the homeless is handled. The main thing is that Law enforcement has to give the homeless the opportunity to remove their belongings and cardboard structure where necessary. There is a procedure when removing homeless the documentation is available at the office. Peter informed that the main mandate is to protect City staff and assets; Peter informed that partnerships are important so that when he requires help he informs SAPS to attend to the matter. Peter informed that the job opportunities that come up that don't have permanent jobs are brought in as EPWP workers and then taken up further in the system to become a permanent worker of Law Enforcement. Peter informed that getting the young youth involved so that they can start working.

6. Presentation

MS thanks all speakers for their input. Basically we stand a very good step with partnerships that were created, thank you for the collaboration in helping to serve Northpine residents.

MS informed that most of the information is documented on our website. Residents are more than welcome to email should there be any concerns that rise.

MS informed what is the NCID all about? The NCID provides a top-up service; provide the top-up municipal service with basic service such as cleaning, beautifying of parks and cleaning public open spaces. MS informed that one of our duties is to make public areas safer, visible policing and security in the area. Directors and Portfolios listed to all to make aware of who the acting directors.

All funds come from residents from the special rate that is paid by the City of Cape Town then collect the money on the NCID behalf and pays the money into NCID. MS informed that we are very fortunate at this stage that the COCT pays only 3 % less of the amount they need to pay, sooner or later time will run out. MS presented the arrears and noted that it is growing on a monthly basis and as you can see the numbers ranged from 2018 – 2019 out of the 2500 households in Northpine. Our plea tonight is that if we can ask people that are in arrears to start asking people to pay for their rates, thank you to those who pay month by month it is in the interest of ourselves. Pensioners are exempted from paying the levy which therefore leaves us from shrinking the income base.

The NCID is made aware of the rates that are outstanding and the only way we can make a change in the area is if people start paying.

7. Correspondence received from residents

- Council maintains this field unfortunately we wanted to have to Aldermann Grant Twigg to elaborate on the open field in Eastwood
- When you see people dumping get the registration numbers so that it can be reported. Law Enforcement also assists in this regard. MS informed that again we need to hold each other accountable if I see my neighbour dumping I need to be able to approach him/her.
- Constable Collins informed that as you may know it has been searched on more than one occasion, the law is quite clear even though we search and we don't find anything as it is hidden either in the ground or around the corner. Constable Collins informed that the law is clear that no one can be arrested for alleged or suspected dealing they need to find substances. Urge residents to please assist in helping. Resident queried whether they cannot send an undercover cop; Constable Collins informed that they call this operation 252 so what happens can be applied through the courts. Most of the trap boys fear doing this as the suspects are aware of whom the trap boys are. Constable Collins informed that hopefully camera wise we can place cameras close by to monitor the area.
- MS informed that this has been an on-going discussion. This has been spoken about at our AGM and is busy being addressed.
- Discussed at the AGM
- SJC has covered in their presentation

- Neighbourhood watch we have heard Law Enforcement and SAPS have discussed. MS urges the resident who discussed the Neighbourhood watch to start the initiative and run with it this is only way we going to get going to starting a neighbourhood watch
- SJC has covered in the presentation
- MS informed that Aldermann Grant Twigg did inform in last year AGM of the budget allocation for speedbumps and what happened to the budget that was spent because of the urgency in Eoan Avenue
- Please revert to the website regarding SLA, SOP's and KPI's
- MS informed that it's a very good suggestion again urging the resident who had wrote requesting for this to start the initiative and if there is assistance that is needed they are more than welcomed to come to NCID to assist.
- From NCID side there is no action that can be taken as it was published and Down the Hatch had followed procedure. They are in legal operation all objections had been sent if any, and therefore liquor license was approved
- CoCT solid waste management will be sending cleaning teams has been sent off and have responded to this request
- CoCT has programmed stock piling of the sand to avoid any illegal entry to this road

MS informed that all residents need to be aware that all directors of the NCID do this in their personal capacity; the only person that draws a salary is the operation's manager because we live here we invested interest into Northpine. MS informs that residents shouldn't look at the directors as what they getting out of the CID when they not getting anything out of it. This meeting was called for residents to build and unite, when residents leave and drive out the area they think positively.

Questions

1. Resident informed that for the past 5 years a resident that resides at 3 Pinaster way, Northpine has cars blocking the road, this can become a safety issue as well as health issue. Law Enforcement was contacted and they have issued 3 Pinaster way with a fine as well as appeared in court. Resident informed that Aldermann Grant Twigg did advise that he would revert back to resident (Ronnie Petersen – 12 Conifer Close, Northpine)
2. Resident informed that contact number 107 does not work; the correct number to use is 021 480 7700 Law Enforcement. Resident has also informed that what's very important about crime is that you can't measure whether your crime is better or worse if you don't have a baseline and you only have a good baseline if everybody informs the control room about all incidents, resident informs that no resident should place on Facebook send to the control room so that it can be noted that there is a change.

MS informed that we have always noted that residents should call control room in case there is an incident so that control room can respond.

3. The arrears does it come from the municipal account? Does this mean people have municipal account arrears? MS informed that residents cannot stipulate what they want on their municipal bill. When the monthly municipal bill arrives and residents make a payment against it and the bill is R 800 but R 500 is only paid the R 500 that

is paid, the system at CoCT has a pecking order so one cannot indicate what the money is for when making payment. The system looks after what is paid.

4. Northpine is infested with rodents and cockroaches when will CoCT come and clean spray poison in the drains? MS informed that service requests C3 notifications can be logged on the City portal
5. Resident informed that traffic congestion at Coneside way is chaotic in the mornings when leaving the Northpine area? The taxis drive just as bad who monitors this as it was noticed that when Bloewata stands there taxis obey and when they not there taxis misbehave. MS informed that the road has been a problem for years in Northpine, at times taxis won't disobey due to Bloewata not being able to attend the meeting due to him being in Bloemfontein this is work in progress.
6. Concern raised as a guy broke in through the roof in Montana road after hearing the dogs barking at 4:00am in the morning but broke in after 8:00am in the morning after the daughter left for work. Resident requested that more patrols are to be done during the day and at night. MS informed that we all have a part to pay in security it cannot be stopped without the systems in place. MS informed whether it's a noise, make contact with your alarm company and make contact with the control room.
7. Howard Drive resident informed there are three speedbumps but the busiest road ever they speed, they drink in the road and security walks next to the people that drink. Mrs. Domingo informed that she feels that this is the reason why the rates are behind. City officials you speak to them about what is happening but feels as if you speaking to a wall. MS informed that we need to work together, in order to encourage if we don't have money we cannot render a service.
8. Resident that resides in Midas informed that a light was placed in Midas pathway as it was too dark, the light cannot shine as a resident tree is blocking the way. In the middle of the night resident informs that there are suspicious characters walking around in the area. Will the pathway be closed in Midas be closed? Aldermann Grant Twigg informed that regarding the pathway he has ask the residents that stay both sides of the pathway to do an application. Each time Aldermann Grant Twigg discussed with four residents as the pathway cannot be closed with only two applications as it affects both sides of the pathway and not just two residents on either side. Each time a fence is placed the fence is broken down.
9. Resident informed that a few residents in his street have taken it upon themselves to patrol the area in the evening. Resident has informed that he had spoken to Aldermann Grant Twigg in placing a fence around Dennesig way so that the only way to come into Northpine is the entrance at Shell garage. What is the possibility of moving the guard house to move to the front of Northpine from the bus stop to ShopRite warehouse? Mark Smith informed that we received a mobile unit that is movable with cameras that will provide us with coverage.
10. Is there a possibility of increasing man power? Mark Smith informed that there is no possibility it can be done but requires funds.
11. Does SAPS have a crime intelligent unit as all crimes are planned? Mark Smith informed that they are currently investigating and cannot be disclosed in the meeting.
12. Central Drive resident informed that we all that reside in Northpine need to stand together and assist where we can.
13. Arlington resident informed that there has been a change in community. We need to maintain the standards, he was very proud going down Old Paarl by the bollards the weeds are still the same and growing longer than the white poles. Is the public safety

- officer doing what they are supposed to be doing as the standards have dropped, and it's not as what it used to be.
14. Can one of the 52 cameras be moved to Conifer close? Mark Smith informed that we will be using the safety kiosk with the cameras to be visible in the area where there are no cameras.
 15. Greendale walk resident informed that she has been in Law enforcement for years; in other areas she has worked for CIDs as a law enforcement officer can we not have two allocated law enforcement officers dedicated to Northpine? Mark Smith informed that the exercise has been done for trying to get law enforcement officers in Northpine but it was too costly.
 16. Burtondale resident raised concern that a church organisation does house visits and asks if the church organisation can co-operate with the residents. Mark Smith informed that we would discuss with Jehovah Witness to make the house visits at 17:00pm when majority of the residents are home.
 17. Resident informed that he thinks that introducing a Neighbourhood watch in the area would be a good idea. He also informed that we need to cut the budget for SJC they not giving the service they cost. Suggested we get another service provider in and compare the quotes to what SJC provides. Mark Smith informed that if residents had been at the AGM they would have noted the Audited Financial statements and figures, SJC was part of a tender process out of the 4 service providers. We need to be mindful of what we say; the contract will come to an end on the 15 July 2020.
 18. Anbi close resident informed that a single parent moved in and there are cars that park in the middle of the night in the road which is not safe for this resident, Midas park also tends to become an issue as all other parks are gated why not Midas? Has been brought to Aldermann Grant Twigg attention
 19. Clement Solomons informed that residents can also have a street watch if they do not want to start a neighbourhood watch, once established they need to contact SAPS for an OB number.
 20. Mark McDonald will run with the neighbourhood watch initiative 082 502 7158
 21. Resident in Ruiters informed that he doesn't see the usual Facebook complainants. SJC as a paying customer he is very happy with the service. There were also posts before CID came along for alarm customers when crime dropped alarm contracts were cancelled as soon as the CID was established. Thanked Aldermann Grant Twigg for making an effort and listening to residents. Shocked to see that the amount of arrears is so high, residents expect the service but they not paying if all pay we can then get more man power.
 22. Palomino resident informed that we must not allow our expectations to exceed the mandate the CID has they are there to patrol public spaces they are the eyes and ears they do not have the authority to arrest. It becomes SAPS duty to take over. First aid course was done years ago, does the CoCT still have this in case of an emergency residents are able to assist. Mark Smith informed that we should not allow youngsters to walk during load shedding.
 23. It's not in the absence of appreciation of the NCID, and not an approach of antagonism. Informed that more residents should sign up with SJC for alarm systems this will strengthen arms to get more man power in the area. Mark Smith informed that the more people sign up the more visibility we will. SJC informed that the more people we get to sign up we can then get more foot patrols, extend monitoring system.

24. The beautifying of Northpine was completed and it looked nice, now it looks like nothing. Noticed that residents made Littlewood park neat and nice. Mark Smith informed that it costs money so we cannot maintain the beautifying the pine needles are a problem as they kill all the plants.
25. Eastwood drive resident wants to know if we cannot do anything regarding the drug house that looks in that condition, if there is no way we can get the resident to change the condition of the house. Mark Smith informed that we have discussed this earlier and Constable Collins has noted this.
26. Montana resident informed that they did not have an alarm system in Northpine until recent happenings. If SJC wants customers they need to better the quote they were provided with. Derek Minnaar informed there is a whatsapp group.
27. Friday night resident informed that he got his vehicle at Northdene Hall. Mark Smith informed that all information needs to be given to us.
28. Coneside way cars drive on the park and leave the sand, dust and thorn bushes to blow all over what can be done to contain the ground? Mark Smith informed that we will investigate who the ground belongs to and see what can be done to contain the ground.
29. Midas resident informed that when census comes to knock at door he will not allow any persons onto his property he does not know. Mark Smith informed that we will make contact with census to find out and revert back as soon as information is received.

Aldermann Grant Twigg informed that the beautifying of the Northpine drive will be continued and City of Cape Town is currently busy with this project. Regarding the closing of certain places residents tend to stand together at a meeting, but as soon as the meeting is done the resident change their minds and state that the parks are not jail cells. As soon as the pathways are closed Aldermann Grant Twigg asks who will be taking responsibility for the locking and opening of the gate then no one takes the responsibility.

Resident informed that we need to show gratitude to the public safety officers so that they can do well in what they do and feel proud.

Meeting adjourned 21:06pm