

LITTLE MOWBRAY AND ROSEBANK IMPROVEMENT DISTRICT NPC IMPLEMENTATION PLAN



for the period

YEAR 5:

1 July 2025 to 30 June 2026

[Available at www.lmrid.capetown](http://www.lmrid.capetown)

MANAGEMENT & OPERATIONS											
ACTION STEPS		RESPONSIBLE	REPORTING	PERFORMANCE INDICATORS	FREQ/YR	DURATION					COMMENTS
						Y1	Y2	Y3	Y4	Y5	
1	Appointment of relevant service providers	CID Board	Operational	Appointment of appropriately qualified service providers	3 yrs						Service providers to be appointed by means of a well documented fair, equitable, transparent and competitive process. Review service provider appointment in last year of contract period by means of a well documented fair, equitable, transparent and competitive process.
2	Appointment of suitably qualified staff	n/a	n/a	n/a	n/a						
3	Appoint an auditor	CID Board	Operational	IRBA registered auditor appointed	Yr 1						IRBA registered auditor appointed at the AGM.
4	Board meetings	CID Board	Operational	Quarterly Board meetings.	Quarterly						Quorum of directors present at every meeting. Feedback per portfolio. Keep minutes and file resolutions.
5	Monthly Progressive Income and Expenditure Report to CCT	CID Board	Operational and Board	Submit reports timeously (due 15 th of following month)	Monthly						Refer to Finance Agreement. Submit reports to the CID Branch. Board to track budget implementation and institute corrective measures when required.
6	Audited Financial Statements	CID Board	Board, Operational and Annual Report	Unqualified Audited Annual Financial Statements	Annually						Annual Financial Statements audited and signed by nominated Directors.

ACTION STEPS		RESPONSIBLE	REPORTING	PERFORMANCE INDICATORS	FREQ/YR	DURATION				COMMENTS
7	Submit Annual Financial Statements to City	CID Board	Operational	Signed Annual Financial Statements submitted to City	Annually					Signed AFS submitted to the CID Branch by 31 August of each year.
8	Review arrears list	CID Board	Operational	Report arrears to board	Quarterly					Board Members in arrears cannot participate in meetings and members in arrears cannot participate in AGMs.
9	Feedback to Members and Annual General Meeting	CID Board	Board	Host legally compliant AGM	Annually					Host successful AGM before 31 December.
10	Submit Annual Report and Annual Audited Financial Statements to Sub-council(s)	CID Board	Operational	AFS and annual reports to be submitted within 3 months of AGM with proof of submission to CID unit.	Annually					Submit proof of submission to CID Branch.
11	CIPC Compliance <ul style="list-style-type: none"> Annual Returns 	CID Board	Operational	Submit Annual Returns to CIPC within 30 business days of company registration date	Annually					Submit proof of submission to CID Branch.
12	CIPC Compliance <ul style="list-style-type: none"> Directors change Auditors change Company Secretary 	CID Board	Operational	Submit amendments to CIPC within 10 business days of the change	Ongoing					Submit proof of submission to CID Branch.
13	Manage and monitor the service request process	CID Board	Operational	Complete daily reports of service requests and monitor outstanding issues	Monthly					Follow up with sub-council in respect of outstanding service requests
14	Participate in the City's Capital and Operating Budgets process	CID Board	Operational	Annual submissions to Subcouncil Manager	Annually					October to February of every year.
15	Participate in the City's Capital and Operating Budgets process	CID Board	Operational	Annual submissions to Subcouncil Manager	Annually					By September of each year.
16	Maintain NPC membership	CID Board	Operational	Up to date NPC membership register	Ongoing					Maintain up to date membership list on website.
17	Submit an extension of term application	CID Board	Operational	Submit a comprehensive extension of term application for approval by the members and the CCT Council.	In year 5					Prepare a new business plan in the last year of term.
18	Annual Tax Compliance Status	CID Board	Operational	Within one month after expiry date.	Annually					Upload Tax Compliance Status via the eServices portal.
19	Adjustment Budget	CID Board	Operational	Board approved adjustment budget	Annually					Submit Board minutes and approved adjustment budget to the CCT by end of March.

ACTION STEPS		RESPONSIBLE	REPORTING	PERFORMANCE INDICATORS	FREQ/YR	DURATION					COMMENTS
20	First Board meeting post AGM	CID Board	Operational	Allocate portfolios, elect Chairperson, sign Declaration of Interest, complete POPIA declaration	Annually						All new directors to receive relevant documents.
21	Register with the Information Regulator of South Africa	CID Board	Operational	Compliance with Information Regulator of South Africa	Year 1						
22	VAT reconciliation and tax returns	CID Board	Operational	Bi-monthly VAT returns and annual tax returns submitted to SARS on time	Bi-monthly						
PUBLIC SAFETY											
1	Develop a Public Safety strategy and management plan	CID Board / Security Service Provider (SSP)	Annual Report	Up to date Public Safety Management and Strategy Plan	Year 1						This is done comprehensively at the beginning of a new term and then modified continuously in conjunction with the SAPS, Local Authority and existing Public Safety service provider using their experience as well as available crime statistics
2	Appoint a Public Safety service provider(s)	CID Board	CID Board	Contracted PSIRA registered public safety service provider(s)	Year 1						The Public Safety service provider(s) could include Public Safety Patrols, Control Room services and CCTV Monitoring through a fair, equitable, transparent and competitive process
3	Review and approve the Public Safety strategy and management plan	CID Board	Annual Report	Approved Public Safety strategy and management plan	Annually						Clear deliverables and defined performance indicators to guide safety services by the appointed service provider and evaluate levels of service provided.
4	Record Public Safety Incidents	CID Board / SSP	Board/ Annual Report	Up to date public safety incident records	Ongoing						Indicative records to be included in Annual Report
5	CID participation in joint operations	CID Board / SSP	Operational	Participated in joint operations	Adhoc						Participation in joint operations dependent on the public safety needs of the area

ACTION STEPS		RESPONSIBLE	REPORTING	PERFORMANCE INDICATORS	FREQ/YR	DURATION				COMMENTS
6	Deploy Public Safety resources accordingly and effectively on visible patrols. Public Safety personnel and patrol vehicles to be easily identifiable	CID Board / SSP	Operational	Effective Public Safety patrols	Ongoing					Utilise the "eyes and ears" of all Public Safety and gardening/street cleaning staff, as well as own staff, to identify any breaches
7	Participate in local safety forums	CID Board / SSP		Attend local safety forums	Quarterly					Participate in existing Neighbourhood Watch, Community Police Forum, other CIDs and SAPS meetings
8	Monitor LPR Cameras	CID Board	Operational	Monitoring of LPR Cameras by appropriately qualified service providers.	Ongoing					Service providers to be reappointed or new providers to be appointed in last year of contract period by means of a competitive process.

ACTION STEPS		RESPONSIBLE	REPORTING	PERFORMANCE INDICATORS	FREQ/YR	DURATION				COMMENTS
MAINTENANCE AND CLEANSING										
1	Develop a maintenance and cleansing strategy and management plan	CID Board / Cleansing Service Provider (CSP)	Annual Report	This is done comprehensively at the beginning of term and then modified continuously in conjunction with the service provider using their experience as well as available statistics	Year 1					This is done comprehensively at the beginning of term and then modified continuously in conjunction with the service provider using their experience as well as available statistics
2	Appoint a maintenance and cleansing service provider(s)	CID Board	Board	Contracted service provider(s)	Year 1					Appoint a maintenance and cleansing service provider(s) through a fair, equitable, transparent and competitive process
3	Review and approve the maintenance and cleansing management plan	CID Board	Annual Report	Approved maintenance and cleansing strategy and management plan	Annual					Clear deliverables and defined performance indicators to guide maintenance and cleansing services by the appointed service provider and evaluate levels of service provided.
4	Evaluate and review the provision of public litter bins	CID Board	Operational	Sufficient public litter bins	Ongoing					Identify hotspot areas of littering to provide public litter bins and log a CCT service request
5	Cleaning of streets and sidewalks supplementary to those provided by the CCT	CID Board	Operational	Clean streets and sidewalks in partnership with the CCT	Ongoing					Identify hotspot areas of littering to provide additional street cleaning and log a CCT service request
6	Health and safety issues reported to the CCT	CID Board	Operational	Logged CCT service request resolved	Ongoing					Follow up with sub-council in respect of outstanding CCT service requests
7	Combat Illegal dumping	CID Board	Operational	Logged CCT service request resolved	Ongoing					Follow up with relevant department in respect of outstanding CCT service requests
8	Removal of illegal posters	CID Board	Operational	Urban infrastructure free from illegal posters	Ongoing					Monitor the removal of illegal posters by the CCT and where relevant log a CCT service request

ACTION STEPS		RESPONSIBLE	REPORTING	PERFORMANCE INDICATORS	FREQ/YR	DURATION					COMMENTS
9	Removal of graffiti	CID Board	Operational	Urban infrastructure free of graffiti	Ongoing						Monitor the removal of graffiti by the CCT and where relevant log a CCT service request
10	Record maintenance and cleansing activities	CID Board / CSP	Board and Annual Report where applicable	Up to date maintenance and cleansing records	Ongoing						Indicative records to be included in Annual Report
11	Identify problems, requiring minor maintenance to CCT infrastructure and perform relevant maintenance on: a. Water and Sanitation infrastructure b. Roads and Stormwater infrastructure c. Road markings d. Grass cutting in Public Open Spaces incl. Parks e. Street furniture	CID Board / CSP	Operational, Board and Annual Report	Completed minor maintenance to CCT infrastructure	Ongoing						Engage with relevant department before undertaking maintenance
12	Identify problems, required maintenance or damage to CCT infrastructure and report to relevant department including: a. Street lighting b. Water and Sanitation c. Roads and Stormwater d. Traffic signals and road markings e. Public Open Spaces incl. Parks	CID Board	Operational, Board and Annual Report	Report findings to the relevant CCT department and log CCT service request	Ongoing						Follow up with sub-council in respect of outstanding CCT service requests

ACTION STEPS		RESPONSIBLE	REPORTING	PERFORMANCE INDICATORS	FREQ/YR	DURATION				COMMENTS
ENVIRONMENTAL DEVELOPMENT										
ACTION STEPS				PERFORMANCE INDICATORS	FREQ/YR					COMMENTS
1	Develop an environmental development strategy and management plan	Board, Manager and Service Provider	Annual Report	Up to date environmental development strategy and management Plan	Year 1					This is done comprehensively at the beginning of term and then modified continuously in conjunction with the service provider using their experience as well as available statistics
2	Appoint an environmental development service provider(s)	Board	Board	Contracted service provider(s)	Year 1					Appoint an environmental development service provider(s) through a fair, equitable, transparent and competitive process. This could be an existing service provider.
3	Review and approve the environmental development management plan	Board and Manager	Annual Report	Approved environmental development strategy and management plan	Annual					Clear deliverables and defined performance indicators to guide environmental development services by the appointed or existing service provider and evaluate levels of service provided.
4	Promote waste minimization and management thereof through awareness on waste, water, noise and air pollution	Manager and Service Provider	Board	Quarterly awareness campaign through newsletters or website to business and property owners.	Quarterly					Partner with CCT Urban Waste Management as well as Law Enforcement
5	Implement a Recycling programme	Manager and Service Provider	Board and Annual Report	Recyclable waste collected	Ongoing					By service provider or cleaning staff.
7	Implement and maintain landscaping projects	Manager and Service Provider	Board and Operational	Landscaping projects implemented and maintained	Ongoing					
8	Install and maintain street furniture	Manager and Service Provider	Board and Operational	Street furniture maintained	Ongoing					

ACTION STEPS		RESPONSIBLE	REPORTING	PERFORMANCE INDICATORS	FREQ/YR	DURATION					COMMENTS	
9	Monitor and report illegal signage and posters	Manager and Service Provider	Board, Operational and Annual Report where applicable	Report findings to the relevant CCT department and log CCT service request	Ongoing							
10	Improve green urban environment	Manager and Service Provider	Board and Operational	Green urban environment	Ongoing							Tree planting, maintaining of tree wells, road verges, replanting and maintaining of flower pots etc.
SOCIAL AND ECONOMIC DEVELOPMENT												
1	Develop a social and economic development strategy and management plan	Board, Manager and Service Provider	Annual Report	Up to date social and economic development strategy and management Plan	Year 1							This is done comprehensively at the beginning of term and then modified continuously in conjunction with the service provider using their experience as well as available statistics
2	Appoint a social development service provider(s)	CID Board	Board	Contracted service provider(s)	Year 1							Appoint a social development service provider(s) through a fair, equitable, transparent and competitive process. This could be an existing service provider.
3	Review and approve the social and economic development management plan	CID Board	Annual Report	Approved social and economic development strategy and management plan	Annual							Clear deliverables and defined performance indicators to guide social and economic development services by the appointed or existing service provider and evaluate levels of service provided.
5	Promote Social Development awareness	CID Board and Service Provider	Board	Quarterly awareness campaign through newsletters or website	Quarterly							Partner with CCT Social Development & Early Childhood Development Directorate and social welfare organisations

ACTION STEPS		RESPONSIBLE	REPORTING	PERFORMANCE INDICATORS	FREQ/YR	DURATION					COMMENTS
6	Work in conjunction with local social welfare and job creation organisations and develop the delivery of the supplementary services to improve the urban environment	CID Board and social welfare organisations	Annual Report	Job creation through social intervention	Ongoing						Partner with CCT Social Development and social welfare organisations
7	Provide social services	CID Board and Social Worker	Board and Annual Report	Social service to recipients	Ongoing						
COMMUNICATION											
1	Develop a communication strategy and management plan	Board, Manager and Service Provider	Annual Report	Up to date communication strategy and management Plan	Year 1						This is done comprehensively at the beginning of term and then modified continuously in conjunction with the service provider using their experience as well as available statistics
2	Review and approve the communication management plan	Board and Manager	Annual Report	Approved communication strategy and management plan	Annual						Clear deliverables and defined performance indicators to guide communication services by the appointed or existing service provider and evaluate levels of service provided.
3	Maintain Website	Manager	Board	Up to date website	Ongoing						In terms of CCT CID Policy requirements
4	Newsletters / Newsflashes	Manager	Operational	Communication distributed	Quarterly						Including use of social media platforms
5	Regular interaction with property and business owners	Manager	Operational	Feedback on interactions	Ongoing						
6	CID information signage	Manager	Operational	Clearly identifiable CID signage	Ongoing						Signage to be visible and maintained with CCT approval