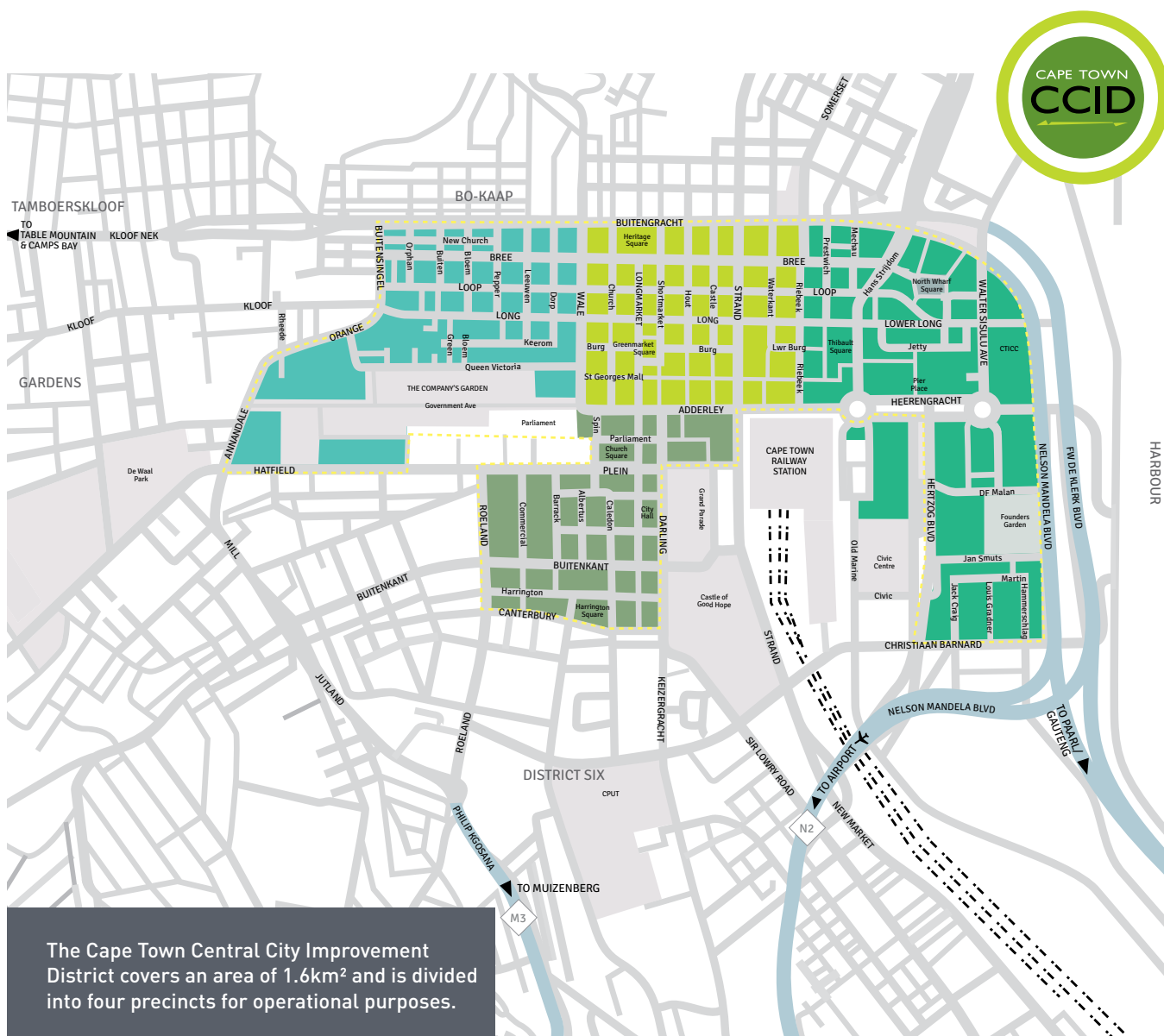




CAPE TOWN CENTRAL CITY IMPROVEMENT DISTRICT

**ANNUAL
REPORT
2019**



MISSION AND VISION

**Striving for
a Central City
district that
is safe, clean,
caring, open for
business and a
centre for all.**

A public-private partnership, the Cape Town Central City Improvement District (CCID) was established in November 2000 by local property owners with a vision for the Cape Town CBD to rise from the “crime and grime” scenario it had fallen into, to once again become a safe, clean, caring and dynamic urban environment.

The term “City Improvement District” (CID) refers to a specific geographical area – approved by the City Council in terms of the municipal Property Rates Act, Section 22 [Special Rates Area (SRA)], and the SRA bylaw – in which complementary top-up services are provided. In the case of the CCID, these top-up services are provided in addition to those rendered by its primary partners in the CBD – the

City of Cape Town and the South African Police Service (SAPS). Operating as a not-for-profit company with its own board of directors, the CCID liaises across both the public and private sectors, working together with each to develop, promote and manage the Cape Town Central City.

The Central City is considered to be South Africa's most vibrant and safest downtown. With the CCID having achieved its original mandate to establish the area as a successful work, live and play destination where it is "business as usual" for all its stakeholders, it has in the past few years also turned its sights towards showing the world beyond its boundaries that it is "open for business" and further investment.

ANNUAL REPORT 2019

FOR THE YEAR ENDED 30 JUNE 2019

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CHAIRPERSON'S REVIEW

OPERATING IN A TOUGH SOCIO-ECONOMIC ENVIRONMENT

Since its inception 19 years ago, the Cape Town Central City Improvement District (CCID) has focused on two things: “business as usual” and “open for business”. The former was achieved by getting the basics right to enable the CBD to move away from the “crime and grime” scenario it had fallen into, to once again become a vibrant, safe and clean urban environment. Once we succeeded in this area, we focused on promoting the CBD to potential investors and adopted our “open for business” theme.

There's no question that we have made great strides using this approach. Today, we have a very successful CBD with property valuations climbing from just over **R6 billion** in 2006 to close to **R43 billion** in 2018. It is a world-class live, work, play and stay destination that is welcoming to all.

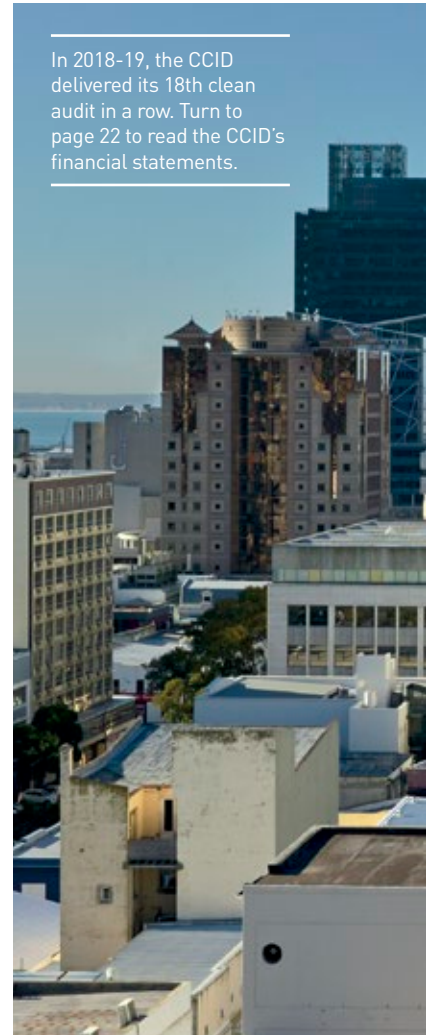
However, the year under review has been incredibly difficult. Conditions on the ground have changed substantially for a number of reasons, and we have had to conduct “business as usual” and be “open for business” in an unusual socio-economic environment. In this report, our teams reflect on some of the challenges they faced and continue to face on the ground.

THE BUSINESS OF THE CCID

We're often asked what kind of business we're in. The answer is quite complex until you think of the CCID as a business in itself, with the top-up services we are mandated to provide – in addition to those delivered by our partners, the City of Cape Town and the South African Police Service (SAPS) – being its “products”. In order to secure existing investment and attract new investment, we must ensure that we clearly identify and deliver Unique Selling Propositions (USPs) to both current stakeholders and potential future clients.¹

For example, we provide additional safety and security products in the Public Safety Officers (PSOs) we contract to patrol the streets, and the state-of-the-art technology

In 2018-19, the CCID delivered its 18th clean audit in a row. Turn to page 22 to read the CCID's financial statements.





Left: The iconic skyline of the Cape Town Central City.

we acquire to assist them to constantly up the ante on the work they do. We provide urban management products in the additional cleaning and maintenance teams we contract to sweep the streets and the equipment we invest in to enable them to clean effectively, deal with illegal dumping and – through our NGO partner *Straatwerk* – provide **300** job opportunities to the less fortunate. We provide social development products through our team of field workers who daily spend hours assessing, assisting and attending to the needs of the Central City's homeless community. Through its publications and other online channels, our communications team pulls together the common threads to deliver a cohesive story of the CCID and also manages its reputation.

In other words, adding additional value to the Cape Town CBD is our business and the standards to which we deliver this make up our USPs. So, as a business ourselves, in the year under review, we faced similar challenges to those experienced by our stakeholders. These included coping with the water crisis, load shedding and a tough economic climate. We also saw the consequences of some of these challenges playing out in the CBD's streets in the form of increased levels of homelessness, aggressive begging and opportunistic crime.

At the same time, and as a result of the CCID's success, we've also had to deal with increased demands on our services in the critical areas of safety and security, social development and urban management due to

unprecedented growth in the CBD in recent years. That said, we have shown once again to be a resilient downtown.

BUILDING RESILIENCE

According to the CCID's prestigious publication, *The State of Cape Town Central City Report 2018 – A year in review* (SCCR), urban resilience is defined by the **100** Resilient Cities (100RC) network of cities – which includes Cape Town – as “the capacity of individuals, communities, institutions, businesses, and systems within a city to survive, adapt, and grow no matter what kinds of chronic stresses and acute shocks they experience”. I am proud to say we managed to overcome and adapt despite the stresses.

For example, the city successfully avoided running out of water thanks to a concerted collective effort by people and businesses to reduce their water consumption. And as reported in the SCCR, energy and water constraints over the past years have forced City administrators and private businesses to think differently about how they manage resources and their ability to respond to future crises. The year under review also saw Cape Town emerging as Africa's leading tech hub, with the city employing more people in the sector than anywhere else on the African continent. To this end, the City of Cape Town, and the CBD, has geared itself to accommodate an emerging digitally savvy population which requires a business environment that offers good broadband connectivity,





Above: The Cape Town International Convention Centre. **Below top:** Taj Cape Town. **Below bottom:** Touchstone House.

co-working spaces, accessibility and a quality lifestyle. The city centre has all of these, and the Cape Town CBD is well placed to support this vibrant new way of working.

In addition, during the period, the Central City's 2018 retail occupancy rate remained steady at 93% – the same as that in 2017. Of the **3 090** businesses in the Central City, **1 038** are retail venues, with the number of food retail outlets increasing substantially in the last year.² This reflects a vibrant CBD economy that is geared to support the downtown lifestyle and as a result, a growing number of people are living and working in downtown Cape Town. It can also be attributed to the trend towards smaller apartments, so-called micro-living, targeted at students and young professionals, which makes it more likely for residents to get a bite to eat in a restaurant than to cook meals at home.

Once again, this shows that despite the tight economy and the unusual environment that we found ourselves in, our CBD continued to experience a vote of confidence from both business and residents.

ADDING VALUE TO THE CAPE TOWN CBD

As an organisation that prides itself on adding extra value to the Cape Town CBD and delivering our top-up services to the highest possible standards, it fills me with a sense of pride that operationally, we have also shown resilience and delivered efficiently to our stakeholders. The CCID's four departments, ably led by CEO Tasso Evangelinos and guided by my fellow board members, performed incredibly well under difficult circumstances. You will see for yourself as you go through the various sections of the report.

As our stakeholders, you are our greatest partners and I want to thank you for enabling us to be a vibrant downtown. While it is true that it is going from strength to strength, the CBD is also facing serious challenges and I encourage you to further collaborate with us, and among yourselves, to build on this success.

ROB KANE
CHAIRPERSON OF THE CCID



¹ Source: CCID Annual Report 2013, p. 2.

² Source: The State of Cape Town Central City Report 2018 – A year in review, p. 7.



CHIEF EXECUTIVE OFFICER'S MESSAGE

MEETING THE INCREASING DEMANDS OF THE CBD
IN AN UNUSUAL ECONOMIC ENVIRONMENT

The environment in which the CCID operates in downtown Cape Town is constantly evolving. It is an environment shaped by economic realities that present both challenges and rewards. We have experienced extraordinary growth on many levels, from the number of developments to an increase in the number of downtown residents, retailers and the huge volume of both international and local visitors the Central City attracts, day and night. This translates into a successful CBD where people want to work, invest, visit and play. However, maintaining this success and the status quo in the face of a tight economy has placed huge demands on our organisation.



Above: CCID CEO Tasso Evangelinos (bottom right) with (anti-clockwise) Christa Maans (Personal Assistant to the CEO), Mary-Ellen Joseph (Finance & HR Assistant), Stephen Willenburg (Business Manager) and Ernestine Smith (Front of House & Database Administrator).

On average, for example, we have a daily footfall of nearly **300 000** people. Meeting the increasing demands of a busier CBD has therefore become more and more difficult, especially in the critical areas of safety and security, social development and urban management.

As a result, for the CCID it has been business as usual in a very unusual environment in the year under review.

ADDRESSING SAFETY IN A GROWING CBD

In the year under review, the CBD fell prey to a spate of armed robberies. We have also seen an increase in petty crime aimed mostly at tourists (including chain snatching and ATM fraud) as well as theft out of motor vehicles, vehicle jamming, pickpocketing and business robberies. We are also

faced with resource issues overall throughout the CBD in the number of South African Police Service (SAPS) and other Law Enforcement Services available to us.

That said, in terms of Safety & Security, we increased the number of Public Safety Officers (PSOs) from **230** to close to **300** and the number of CCID-funded City Law Enforcement Officers (LEOs) who have powers of arrest from **16** to **20**. The increase in the number of PSOs was done to improve safety presence on street level and to strengthen our efforts in deterring and monitoring criminal activity. As our head of Safety & Security, Muneeb "Mo" Hendricks, says: "Criminals don't commit a crime in front of a security officer. It's all about limiting an opportunity for a crime to occur instead of waiting until someone experiences a traumatic incident."

ATM fraud, in particular, is an ongoing concern with tourists being targeted. I'm pleased to report that the ATM Fraud Project, funded through a partnership between the Western Cape Government's Ministry of Economic Development and Tourism and the Department of Community Safety (DOCS), has made a considerable difference in fighting this crime.

Students from the Chrysalis Academy are placed with the CCID after they graduate to monitor hotspot ATMs in the CBD at various times of the day. Chrysalis Academy students also work with the CCID on an ambassadorial programme at the Company's Garden, another partnership with DOCS. This also continues to have a positive impact.

Safety & Security also activated WhatsApp Web in its 24-hour control centre, enabling the public to contact us via WhatsApp on our emergency number **082 415 7127**.

Strengthening partnerships remains key for the CCID as we continue to work closely with our primary partners, the City of Cape Town and SAPS – as well as partners in the Community Police Forum, other improvement districts and neighbourhood



watches on the periphery of the CBD – to increase safety in the Central City and surrounds.

SOCIAL ISSUES IN A GROWING CBD

With our country's unemployment rate at 29%, there has been a visible increase in the CBD's homeless population. According to 2019 statistics released by the City of Cape Town's Social Development and Early Childhood Development Department, there are about **4 862** homeless people in the greater Cape Town area, with more than **700** living in the CBD. This increase in the number of streetpeople has increased the pressure on the CCID's Social Development team and pushed their capacity to make a difference to the limit. We have also seen a rise in aggressive begging, especially in Long Street, which has affected the economy of the area and put tourism at risk.

To deal with some of these issues, the CCID together with Long Street businesses and Streetscapes, a work-based rehabilitation programme by our NGO partner Khulisa Social Solutions, launched the "Make Long Street Better" project to uplift the lives of known, homeless individuals who operate in Long Street by providing them with work and the means to earn a living. While it is early days, the pilot (which is jointly funded by the CCID and businesses) is an example of what can be achieved when we work together as individuals, business and NGOs to give a helping hand to the homeless with the aim of eventually getting them off the street. Turn to page 19 for more information on this inspiring project.

You may recall that last year we reported on a project with

our NGO partner, TB HIV Care, that aims to reduce the harm associated with substance use among streetpeople. It was ongoing during the year under review and is helping to address social issues by modifying behavioural change, addressing the disposal of needles to safeguard public health and giving participants access to counselling sessions, life-skills work, and health screenings.

A CLEAN, ATTRACTIVE AND RISK-REDUCED URBAN ENVIRONMENT IN A GROWING CBD

Urban Management is also facing its own unique challenges. For example, we have a growing night-time economy and increased evening footfall into the CBD, but there is a lack of primary public services such as ablution facilities. Consequently, our urban teams – who are mandated to provide a clean, attractive and risk-reduced urban environment – have had to increasingly divert their already stretched resources to hotspot cleaning in public spaces, including those that fall outside the geographical mandate of the CCID but for which CBD stakeholders hold us accountable. I must commend the teams for their stellar work in ensuring public safety when it comes to environmental and health issues. The work of these teams, which includes our graffiti removal, litter-picking, gardening services and road maintenance teams, goes a long way in ensuring we avoid deterioration across the entire CBD area.

Speaking of the Road Maintenance Team, the year under review is a special one for our Urban Management department as this team celebrates its tenth anniversary this

Above:
The Straatwerk
Road Maintenance
Team at work.

year. It is a great success story and one of which we are very proud. We reflect on this on pages 16 and 17.

COMMUNICATING WITH STAKEHOLDERS IN A GROWING CBD

With the unusual environment that we find ourselves in, our Communications team has also faced increasing pressure in the year under review. Besides promoting our stakeholders and the CBD as a viable investment proposition in a tight and depressed local and national economy, the work of this team also involves providing support across all departments and pulling together the common threads to deliver a cohesive story of the CCID to stakeholders and members of the public.

With our operations being stretched to well beyond the limit of our resources, we are facing increasing comments, suggestions, complaints and demands from our stakeholders, people who work in the CBD and visit the area, as well as those outside our boundary. Much of this communication is online, requiring the department to respond swiftly and engage with the social media community.

That said, the team has done exceptionally well in responding around the clock to the issues raised, as well as dealing with resultant media enquiries in its bid to uphold and protect the CCID's reputation. With media consumption patterns changing all the time, the team has also had to increasingly evaluate its online and print offerings to bring them in line with what readers want and respond to here and now.

Last but not least, the Communications department has remained proactive in keeping stakeholders abreast of important news and potential "disruptors" in the CBD with regular news flashes while also promoting the all-important message that we remain "open for business".

MAINTAINING OUR STANDARDS

A growing CBD demands additional resources from our primary service providers. It also requires us to continue working together to ensure that the Cape Town CBD remains the most successful in South Africa. It is imperative that we strive to retain the hard-won benefits we have established since we began our quest 19 years ago to lift the Central City out of the drastic "crime and grime" scenario to which it had fallen prey.

We remain dedicated to steering the ship in the right direction, addressing social issues, managing the urban environment and ensuring the safety of all stakeholders who touch our downtown so that it continues to go from strength to strength.

We will weather any future storm with you to ensure our Central City is safe, clean, caring, open for business and a welcoming centre for all.

TASSO EVANGELINOS
CHIEF EXECUTIVE OFFICER

STAFF NEWS

The CCID would like to thank and congratulate Alec van de Rheede for his 15 years of service with the organisation as Assistant Manager for Safety & Security. During the year under review, the CCID also welcomed three new staff members.

STEPHEN WILLENBURG BUSINESS MANAGER

In September 2018, the CCID welcomed Stephen as Business Manager. Stephen qualified as a CA(SA) in 2004 following a three-year training contract within the auditing profession and the completion of his business studies at the University of Cape Town. He has honed his skills as a finance manager in various roles in Cape Town and abroad in London.

TATENDA MUCHARUNGA SOCIAL WORKER UNDER SOCIAL DEVELOPMENT

A qualified social worker, Tatenda joined the CCID in October 2018. Tatenda completed his social work degree, Honours in Psychology as well as his Master's in Social Work at the University of Fort Hare. He began practising as a social worker in 2015 and has experience working in vulnerable communities in Cape Town.

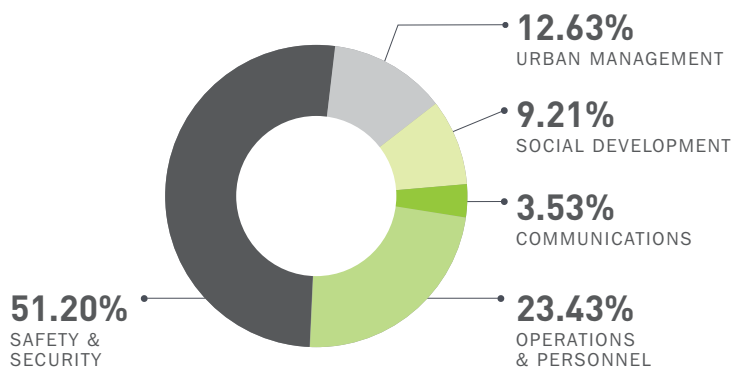
SHARON SOROUR-MORRIS COMMUNICATIONS MANAGER

Sharon joined the CCID in February 2019 as Communications Manager. A seasoned journalist, writer and editor with 30 years' experience, Sharon has worked for a myriad print and digital publications over the years, including both consumer and customer titles. She has an undergraduate and an Honours degree in Journalism, and cut her teeth in

the profession as a reporter on The Argus newspaper in the early 1990s. She has since worked in magazines for Associated Media Publishing, Highbury Safika Media and Media24, where she spent 10 years first as Editor of *Reader's Digest* followed by eight years as DRUM magazine's Cape Town Bureau Chief and Assistant Editor, then as Deputy Editor.

CCID FUNDING

The CCID received **R60 624 218** via CBD ratepayers in the financial year 2018-19. Expenditure was divided as follows:







Right: Safety & Security Manager Muneeb "Mo" Hendricks (back middle) with (clockwise from front) Alec van de Rheede (Assistant Manager), Gary Dyssel (Night Manager) and Tinus Jenkins (Night Manager).

SAFETY & SECURITY



As the CCID's most visible presence in the Cape Town CBD, the Safety & Security department works with its partners to keep the Central City and surrounds safe.

SPOTLIGHT ON 2018-19 PROJECTS

BOLSTERING SERVICES WITH ADDITIONAL OFFICERS

To enhance its safety presence on street level, Safety & Security increased the number of Public Safety Officers (PSOs) and CCID-funded City Law Enforcement Officers (LEOs) within its portfolio during the period under review. The number of PSOs increased from **230** to **300** and the number of LEOs increased from **16** to **20**. Throughout the year and around the clock, the CCID's PSOs (who are contracted via Iliso Protection Services) work in shifts to patrol the streets of the CBD. They can be found both on foot and in vehicles, in constant radio contact with the CCID's 24/7 control centre (**082 415 7127**), SAPS's radio control centre and the City's Cyclops unit (CCTV network) providing intel to help prevent crime in the CBD.

ENSURING IMPLEMENTATION OF THE LAW

The CCID's dedicated City LEOs continue to work diligently together with the CCID's PSOs. They fulfil an important role

by providing powers of arrest and by being able to issue fines for all bylaw contraventions, giving the organisation the full reach of the law.

HONOURING LONG-SERVING OFFICERS

On 29 May 2019, CCID Safety & Security honoured **84** of its PSOs with long service awards, acknowledging those with five and ten years with the organisation. The employees comprise nearly one-third of the CCID's full deployment of **300** officers – an outstanding achievement in a very tough industry.

EMBRACING TECHNOLOGY TO FIGHT CRIME

The department continues to make progress in embracing technology in its crime-prevention efforts. The 2018 annual report highlighted that Safety & Security upgraded its incident reporting system to streamline the work of its teams and to be able to plan more effectively when allocating resources. Building upon this, in the year under review, the department activated WhatsApp Web in its 24-hour control centre. Members of the public can now report safety issues through WhatsApp, using the CCID's emergency number **082 415 7127**. In addition, the department also launched a new Facebook group for Central City stakeholders to find out more about how to stay safe in the CBD, and to exchange information on any safety concerns that may arise. The new Facebook group can be accessed using this link: <https://www.facebook.com/groups/CapeTownCCIDSafety/>.



Above: CCID Public Safety Officers on duty at the Public Safety & Info kiosk.

PARTICIPATING IN CRIME-PREVENTION OPERATIONS

To maintain safety in the Central City, Safety & Security regularly participates in crime-prevention operations in the CBD. These operations are also aimed at promoting law abidance, deterring crime and creating a visible presence in the CBD. They are conducted with organisations such as SAPS, the City of Cape Town's Law Enforcement agency, the Cape Town Central Community Police Forum (CPF), city improvement districts (CIDs) on the periphery of the CBD and neighbourhood watches that operate near the CBD.

PRIORITISING SAFETY

One of the key focus areas of Safety & Security in the year under review was assessing the latest products and new innovations in the security space to help ensure that deployed officers have adequate protection as they carry out their duties. In line with this, the CCID's eight-person dedicated Impact Team is now equipped with non-lethal pistols, stab-proof vests and improved body armour.

EASING TRAFFIC CONGESTION

According to the INRIX 2018 Global Traffic Scorecard (an analysis of congestion and mobility trends in more than 200 cities, across 38 countries), the average Capetonian spends 162 hours each year sitting in traffic, the equivalent of nearly a week. In the CBD, the team of six City of Cape Town Traffic Wardens, contracted to the CCID, continues to play a significant role in dealing with this challenge. During the afternoon rush hour, they ease traffic in Strand Street

at Buitengracht and Adderley streets, and enforce non-moving traffic violations in other parts of the CBD in off-peak times.

SAFETY PROJECTS WITH THE WESTERN CAPE DEPARTMENT OF COMMUNITY SAFETY

Strong partnerships remain at the core of the work of CCID Safety & Security. The two projects that the department has in partnership with the Western Cape Government's Department of Community Safety (DOCS) continue to yield positive results. They have been invaluable in giving students on-the-job training and enabling some of them to get full-time work due to this exposure. Here's what the projects entail:

1. ATM FRAUD PROJECT

To fight the increasing, omnipresent scourge of ATM fraud in the CBD and give users (especially tourists) peace of mind, the ATM Fraud Project, funded by DOCS, sees Chrysalis Academy students being placed for a period of 12 months with the CCID after they graduate from three-month training at the academy. During this time, they monitor hotspot ATMs within the CBD at certain times of the day and provide an ambassadorial service to ATM users.

2. AMBASSADORIAL PROGRAMME AT THE COMPANY'S GARDEN

The Chrysalis Academy ambassadorial programme at the Company's Garden also sees student ambassadors being deployed to create a visible presence in this iconic space during the day. The ambassadors also assist people in general in this popular visitor attraction.



Above left and middle: "Stash it, don't flash it" campaign students handing out pamphlets to the public. **Above right:** One of the CCID-funded Traffic Wardens in Adderley Street, dealing with a non-moving violation. **Below:** A Safety & Security department Public Security Officer.



THE TEAM

- 4 full-time team members (a manager, an assistant manager and two night managers)
- 300 PSOs deployed via Iliso Protection Services (90 patrol during the day, 70 patrol at night, three manage the control room, 24 work on the vehicular response team)
- 20 CCID-funded City of Cape Town LEOs deployed via the City's Expanded Public Works Programme (EPWP)
- 6 City of Cape Town Traffic Wardens deployed from Monday to Friday
- 45-man team dealing with anti-social behaviour
- 12-man Displaced People's Unit dealing with land invasions
- 5 response vehicles
- 9 Public Safety and Information kiosks
- 4 CCID Precinct Commanders on bicycles

CHALLENGES FACED BY SAFETY & SECURITY

- Addressing anti-social behaviour in the CBD
- Limited resources (together with primary safety partners) to deal with a dynamic downtown
- Increasing number of non-moving traffic violations in the CBD
- Dealing with new and emerging security threats

2018-19 IN NUMBERS

CCID Safety & Security provides top-up services to those delivered by its primary safety partners, the City of Cape Town's Law Enforcement agency and the South African Police Service (SAPS). The following outlines the work of this team over the past 12 months:

Made
745
arrests together with the
CCID's Law Enforcement
partners



CCID-funded Law
Enforcement Officers issued
11 570
fines totalling **R5 652 100**



The CCID preventative
strategy for the year 2018-19
yielded a total of

107 894
interactions



CCID-funded Traffic
Wardens issued
23 478
fines with an estimated
value of
R14 000 000



Issued
27 974
warnings



Conducted
105 624
crime-prevention
initiatives



Assisted at the
scene of
587
motor vehicle accidents



Assisted with medical
and rescue callouts

516
times



Dealt with
249
illegal trading
offences



Rendered public and
vehicle assistance
962
times





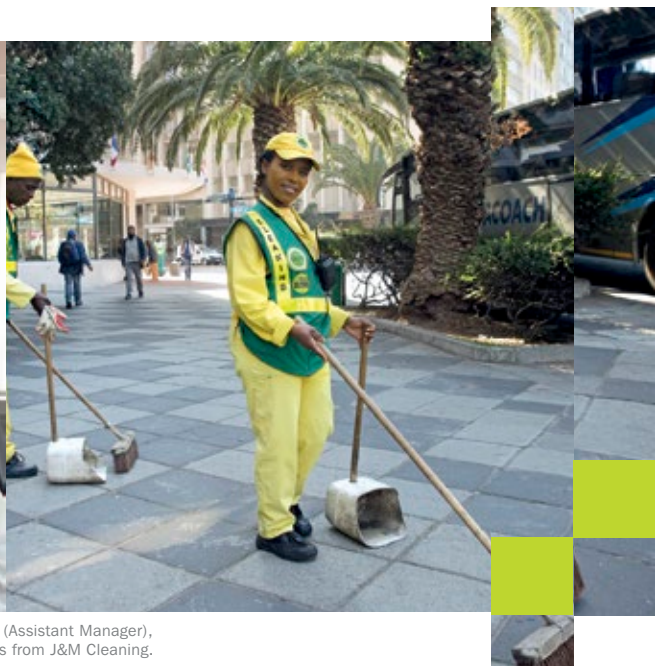
**CCID PUBLIC SAFETY OFFICERS BEING
HONOURED WITH LONG SERVICE
AWARDS DURING A CEREMONY HELD
AT THIBAULT SQUARE**



URBAN MANAGEMENT



Above left: Urban Management Manager Richard Beesley (bottom far right) with (from top clockwise) Kally Benito (Assistant Manager), Carlisle Marankey (Precinct Manager) and Mmiselo Ntsime (Precinct Manager). **Above right:** Professional cleaners from J&M Cleaning.



With an increasing number of people streaming into the CBD day and night, the demanding task of maintaining a clean, attractive and risk-reduced urban environment in the Central City falls on the CCID's Urban Management department.

SPOTLIGHT ON 2018-19 PROJECTS

UPSKILLING THE CCID'S STRAATWERK TEAM

In the year under review, Urban Management bought power tools to enable its Straatwerk gardening maintenance team to cut big trees as well as undertake their normal day-to-day landscaping activities. Prior to this, the team had been equipped to cut mostly small, dead trees. To prepare and upskill team members, the department enlisted the help of the City of Cape Town's Recreation and Parks Department. During a practical session at the Company's Garden, which required the team to climb a tall tree, they learnt valuable skills including how to work with tools, wear protective equipment, bear their safety and that of fellow workers and members of the public in mind at all times, avoid damaging property that could lead to litigation and more. As part of their training, the team also spent a week job shadowing at City Parks.

CCID'S GRAFFITI REMOVAL TEAM

Graffiti is a huge and ever-increasing problem in the Central City. Enter the CCID's ace graffiti removal team that works tirelessly, and swiftly, to counteract the work of tenacious graffiti taggers intent on making their mark in the CBD. The skilled team, compiled by the CCID's partner NGO Straatwerk, has been equal to the task in the year under review, removing tagging from all sorts of stubborn surfaces. The department is proud of the work done by this dedicated and effective team.

ENSURING THE CBD HAS ADEQUATE GREEN BINS

Urban Management collaborated with the City of Cape Town's Solid Waste Management Department to ensure

there are adequate green bins in the CBD. An extensive audit was done to identify areas that needed more bins. The information was shared with City Solid Waste Management so that additional bins could be placed in areas of need. The condition of the bins was also assessed to ensure litter is collected effectively and stays in the bins and doesn't end up strewn all over the pavements before it is collected.

NEW HOME FOR OPERATIONAL TEAMS

In the period under review, the CCID's Straatwerk team and other operational teams finally moved to a new operational base in the Company's Garden. The new base comprises four spacious green containers that have been adapted and kitted out to house the team. Its proximity to the City Centre makes it easy for the team to collect their equipment every day and head out into the CCID's various precincts to attend to repairs and maintenance timeously and without difficulties. Two of the four containers are being used to house students on the Chrysalis Academy programme that is managed by the CCID Safety & Security department.

HELPING TO PREVENT FLOODING IN THE CENTRAL CITY

With Cape Town experiencing much-needed rains, the Central City had very little flooding thanks, in part, to the work done by the CCID's storm water drains team. Offering top-up services to those provided by the City, this team helps to ensure the drainage system in the CBD is working perfectly during the rainy season.

MANAGING LITTER AFTER PUBLIC EVENTS

Over the Festive Season, where various public events often attract huge crowds of up to **80 000** people (such

as the Festive Lights Switch-On at the Grand Parade), Urban Management experiences considerable strain on its services and resources. Other events include the Community Chest Twilight Run and the Cape Town Street Parade, popularly known as the Tweede Nuwe Jaar Minstrel Parade. After events such as these, all evidence of the event (and the ensuing litter) is cleaned up by the following morning. Urban Management works hand-in-hand with its primary partner, the City of Cape Town, its professional cleaning contractor J&M Cleaning Services and NGO partner Straatwerk, to meet the CBD's urban management needs, deploying additional cleaning teams to cope with the large numbers of visitors that attend these events and over the Festive Season.

KHULISA AND CCID BIN PROJECT

Last year's annual report contained details of the Bin Project in partnership with NGO Khulisa Social Solutions, that provides work opportunities while enabling better management of the urban environment. Participants micro-manage the waste collection process to ensure litter does not end up on the street when people rummage through bins looking for recyclables. The project continued in the financial year under review and has been a huge success. Here are some of the key highlights:

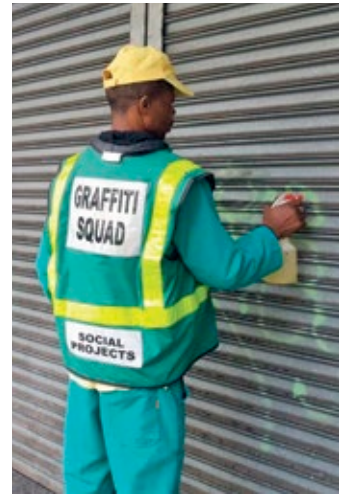
- The project (initiated in December 2017) originally covered the Long Street stretch between Hout and Church streets, involving **15** buildings and **38** retailers. Months later, coverage was extended to include the block between Hout and Castle streets.
- In the year under review, coverage was extended again to include businesses in Loop Street.
- In the period under review, the project serviced **60** businesses.
- The number of bins serviced by the project ranges from **526** to **844** per month on Long Street and **466** to **537** per month on Loop Street.
- The project provided job opportunities for **8** beneficiaries and a supervisor.

THE TEAM

- **4** full-time staff members (a manager, assistant manager and 2 precinct managers)
- **60** professional, skilled cleaners deployed via J&M Cleaning Services
- **300** work opportunities provided via Straatwerk each year
- **1** vehicle

CHALLENGES FACED BY URBAN MANAGEMENT

- Lack of public toilets, which results in more resources being needed for hotspot cleaning
- More litter due to increased footfall in the CBD
- Increased incidents of graffiti, which put a strain on resources
- Trenching and bad reinstatements, resulting in sidewalk depression



Above left: A participant from the Khulisa Social Solutions and CCID Bin Project.
Above right: A graffiti squad member cleaning graffiti in the CBD.

URBAN MANAGEMENT IN NUMBERS

During the past 12 months, Urban Management achieved the following:

Street sweepers
removed over
709 tons
of litter and waste to landfill



Cleaned municipal and
storm water drains and
channels and removed
58 tons
of waste



Undertook
447
road maintenance
repairs



Emptied the CCID's
300 cigarette bins of
1 763kg
of cigarette butts



Identified
3 343
illegal posters



Removed
24 tons
of illegally dumped
waste to landfill



Removed
5 102
strings and stickers



Painted
240
road markings



Removed
2 364
incidents of graffiti



CELEBRATING 10 YEARS

OF THE STRAATWERK ROAD MAINTENANCE TEAM



Above: Members of the Straatwerk Road Maintenance Team.

Since its formation in November 2000, the CCID has had many notable achievements. One of those is the establishment of the Straatwerk Road Maintenance Team in 2009.

This is a success story that speaks to the art of collaboration, something that is at the very heart of the CCID's founding principles as a public-private partnership. It is also a success story that has transformed the streets of the CBD for just on a decade.

WHAT MAKES THE STRAATWERK ROAD MAINTENANCE TEAM SPECIAL

The Road Maintenance Team is made up of individuals from the CCID's partner NGO Straatwerk. The team consists of Reward Vaki (Foreman), Gaylord Mabaya (Foreman), Peter Mooketsi, Norman Letsatsi, Christopher Gabaathole and Zakhele Mlata. The Operations and Training Manager for the team is James Mandeane. They attend to issues such as repairs to damaged pavement surfaces, minor potholes, paving, damaged signage, replacing missing drain covers, cleaning channels and stormwater outlets and road-marking painting across the CCID's four precincts.

When the team was formed, its members received extensive training from the City of Cape Town's Roads Department. Today the team is still supported by the City, from which it receives its materials. The dedication of the team is evident when one

discovers that some team members have been with the unit since its inception, including Obey Togarepi who first came to Cape Town in 2008 and managed to get regular shift work with Straatwerk. He soon became a foreman and is now the Operations Supervisor at Straatwerk.

"He [Obey] was one of my best workers when he was still a general worker," says Reward Vaki, a foreman for the Straatwerk Road Maintenance Team, who has also been with the team for ten years. "We have grown a lot as people and in our work. I have a lot of good memories with the guys. I can still recall the days when we didn't have a wheelbarrow for our tools, and we took chances and used a trolley," he laughs.

Another aspect that makes this team special is that it is made up of previously disadvantaged individuals who are now upskilled to the point that they can ply their trade anywhere. Something that has also become a culture within the Straatwerk Road Maintenance Team is that skills are continuously passed on.

HOW THE STRAATWERK ROAD MAINTENANCE TEAM WAS BORN

Johan de Beer is one of the individuals who was instrumental in forming the Straatwerk Road Maintenance Team, alongside CCID CEO Tasso Evangelinos and Richard Beesley, Manager of CCID Urban Management. At the time, Johan was a Chief Engineer at the City of Cape Town. He has since retired.

Johan explains: "I had meetings with Tasso, Richard and others



at their request over a period of time. They expressed concern about general response times by the City's Roads Department, saying that while major issues like missing drain covers and potholes in the road surfaces were addressed promptly by the City, minor issues like paving defects, skew poles and road markings that were not dangerous but merely an eyesore, never seemed to be addressed."

Tasso concurs, saying: "Months would pass without minor defects being attended to. As the CCID, we were worried that if it continued, the CBD and its infrastructure would deteriorate into a state of decay or lead to additional maintenance costs."

Johan and Tasso agree that it was not a case of the City not wanting to address the defects; it was simply a problem of limited resources. Explains Johan: "At the City at the time we could only respond to major problems due to a shortage of staff. Unfortunately we were not in a position to appoint more staff due to other priorities and budget constraints."

Clearly, a solution had to be found. The idea of a small dedicated maintenance team was born.

"The CCID proposed to fund this team. But I was concerned that if the team fell under the auspices of the City, its efforts would be redirected to assist with the major issues, defeating the purpose of its formation," Johan explains. "The idea that it would be controlled and funded by the CCID was therefore considered, and it was also decided there should be a clear demarcation of functions and that the new team would be trained by the City to work on the streets. So, I compiled a Memorandum of Understanding in 2007 setting out the various responsibilities."

The team was formally established two years later, in 2009.

MAKING AN IMPACT

Having worked with the team from the time it was formed until he retired in 2017, Johan is well placed to judge its success. For him, its greatest value and impact lies in the fact that it is a blueprint which other CIDs would do well to follow and implement, as it allows for relatively small input for a lot of output.

"I had a wonderful relationship with Richard and his CCID maintenance teams. I saw these teams as my additional hands, eyes and ears, who lessened my workload and made the City look good. I have no doubt that its impact has been significant in the CBD. They halted the decay so that visitors generally encountered a well-established CBD, and tended diligently to wear and tear of the road infrastructure. The trolleys they use to transport their tools have become a welcome sight on the streets. And what's more, the CCID's stakeholders could see exactly what they were paying for."

Richard shares Johan's sentiments, adding: "Over the years, the Road Maintenance Team has made its mark and we are all incredibly proud of the work they do, often under difficult circumstances. They learn something new every day and have mastered coping with a dynamic CBD. They filled a gap at the time and, even today, they do far more than we all bargained for."

Left: Operations Supervisor at Straatwerk Obey Togarepi (left) with Gaylord Mabaya (middle) and Reward Vaki (right). **Below:** The Straatwerk Road Maintenance Team at work.



NUMBER OF YEARS SERVED BY STRAATWERK ROAD MAINTENANCE TEAM MEMBERS

- Obey Togarepi (Operations Supervisor): **10 years of service**
- Reward Vaki (Foreman): **10 years of service**
- Gaylord Mabaya (Foreman): **9 years of service**
- Zakhele Mlata: **5 years of service**
- Norman Letsatsi: **3 years of service**
- Peter Mooketsi: **2 years of service**
- Christopher Gabaathole: **4 years of service**

ROAD MAINTENANCE IN NUMBERS

During the past 10 years, Urban Management achieved the following:

Storm water drains
cleaned

34 860

times



Removed approximately

242

tons of waste from
storm water and
municipal drains



Undertook

9 335

road maintenance
repairs



Painted

5200

road markings



Installed over

350

bollards



Replaced over

1 800

drain covers



SOCIAL DEVELOPMENT



Left: Social Development Manager Pat Eddy (second from left) with, from left to right, Tatenda Mucharunga (Social Worker), Mark Williams (Field Worker), Headman Siralarala (Field Worker) and Shanien Rich (Field Worker).

Every day, the CCID's team of social and field workers engage with insight, skill, knowledge and compassion with the homeless community of the Central City. Working with various NGO partners, the Social Development department sets out to make a difference in the lives of the CBD's most vulnerable individuals under difficult circumstances.

SPOTLIGHT ON 2018-19 PROJECTS

WINTER READINESS PROGRAMME

Social Development rolled out its Winter Readiness Programme and put extensive measures in place to help ease the plight of people living on the street in the Central City and surrounding communities during the cold, rainy months. The programme included the following:

- Distribution of **1 500** raincoats and **2 500** care bags to partner NGOs
- Assisting with gardening and office equipment for Khulisa Social Solutions
- Assisting with alterations to the Ladles of Love kitchen at The Hope Exchange
- Subsidising **40** additional Winter Readiness Programme beds, blankets and mattress protectors for clients every night at Youth Solutions Africa. Throughout the year, the CCID subsidises **18** beds at the facility
- Supporting St Johns with additional equipment to provide medical services to streetpeople
- Purchasing of **32** pairs of safety boots for Khulisa Social Solutions
- Distribution of soup, noodles, instant porridge and rusks to the value of **R50 000** to the City's Safe Space
- Subsidising food at Youth Solutions Africa to the value of **R53 000**
- Strategic placing of donation bins in 2018 at various establishments in the CBD
- Assisting Youth Solutions Africa with the renovation of a wheelchair-friendly ramp

OBSERVING WORLD HOMELESS DAY

On 10 October, the CCID's Social Development department commemorated World Homeless Day together with many

of its partners at the City of Cape Town's overnight Safe Space facility under the Culemborg bridge in the Foreshore. The day was marked with a wide-ranging programme that included the marriage of two incumbents, Nathaniel Booyesen and Sophia Schalk. According to a TimesLive report, Nathaniel has been living on the street for 12 years and Sophia has been homeless for ten years. World Homeless Day is observed annually to draw attention to the plight of streetpeople and to provide opportunities for communities to get involved.

PROVIDING STRUCTURED WORK OPPORTUNITIES

The department's project with Khulisa Social Solutions's Streetscapes (a work-based rehabilitation programme) to provide structured work opportunities for Social Development clients on Greenmarket Square continued with much success. With a daily attendance of over 80%, there has been a significant improvement in anti-social behaviour among the participants who strive for a life off the street.

SOCIAL DEVELOPMENT AND TB HIV CARE PARTNERSHIP

The department's partnership with TB HIV Care's Step Up Project is ongoing. The project aims to reduce the incidence and environmental health impact of intravenous drug use (IDU) in public spaces, and improve health and psychosocial outcomes for adults who use illicit drugs in the CBD. It includes the provision of sterile injecting equipment and the safe collection and disposal of used equipment, as well as the offering of HIV testing and other medical services, including opioid substitution therapy (OST). In the year under review, there were positive results in the following areas:

- Reducing the amount of used injecting equipment in public spaces
- Addressing poorly accepted behaviour associated with injecting/other drug use in public spaces
- Minimising the harm of substance use and facilitating access to treatment, particularly OST
- Promoting the wellness and dignity of participants
- Providing linkages to other harm reduction and social services
- Supporting participants in developing professional and life skills
- Supporting participants in accessing employment and accommodation opportunities

PARTNERING TO PROVIDE A SAFE AND CLEAN ENVIRONMENT

In the period under review, Social Development collaborated with the CCID's Urban Management department to educate the teams who clean the CBD daily on the correct procedure for handling and disposing of sharp objects (also known as "sharps" and referring largely to needles) while carrying out their day-to-day duties. As such, **11** operations supervisors (**five** men and **six** women) from Urban Management, contracted via NGO partner Straatwerk, were trained by TB HIV Care.

UPLIFTING THE HOMELESS

On 1 April 2019, Long Street Associates in conjunction with the CCID and Streetscapes, launched an innovative pilot project, Make Long Street Better. The pilot project aims to uplift the lives of **eight** known homeless individuals in Long Street by providing them with work and the means to earn a living. It sees individuals, who are being supervised by an auxiliary social worker, providing cleaning services identified jointly with retailers and restaurant-owners on Long Street and the CCID Urban Management team. They start at one end of Long Street (Turkish Baths or Strand Street) and work in shifts (which include one-on-one sessions with coaches and social workers) from **08h00** to **11h00** and **14h00** to **16h00**. They break for lunch from **11h00** to **12h30** and have a group session from **12h30** to **13h30**. In the year under review, **17** businesses on Long Street have come on board to financially support the pilot.

THE TEAM

- **5** full-time staff members (a qualified social worker manager, qualified social worker and **3** field workers)
- **2** vehicles
- NGO partners: The Homestead, Ons Plek, Youth Solutions Africa, The Carpenter's Shop (now known as The Hope Exchange), Khulisa Social Solutions, Straatwerk, U-turn Homeless Ministries, The Haven, and TB HIV Care

CHALLENGES FACED BY SOCIAL DEVELOPMENT

- Insufficient shelter space in the CBD and surrounding areas to meet client needs
- Increased number of people coming in to the CBD to seek safety due to gang activity in communities
- The growing number of youths in the CBD, combined with a lack of NGOs focusing on young people, makes it difficult for the team to adequately assist this age group
- Waiting for long periods on the street with clients who need emergency medical services as ambulances take long to arrive

Below left: CCID Field Worker Shanien Rich interacting with clients. **Below right:** Sophia Schalk being led up the "aisle" at the City's Safe Space on World Homeless Day.



SOCIAL DEVELOPMENT IN NUMBERS

During the past 12 months, the Social Development department:

Engaged with clients
on the street

4 737
times



Referred

22

adults to Streetscapes
and TB HIV Care for
work opportunities



Assisted

178

adults to shelters



Conducted

182

interventions with
day strollers



Assisted

85

people to healthcare
facilities



Assisted

72

children with preventative
services



Assisted

32

mothers with children



Distributed

4 900

care bags to partner
NGOs*



Distributed

550

pairs of shoes
to partner NGOs



Repatriated

92

adults home



* The CCID's care bags, aimed at assisting with personal hygiene, contain basic toiletries including soap, a facecloth, a toothbrush, toothpaste, deodorant, a razor, tissues, earbuds and lozenges, as well as a beanie and socks.

COMMUNICATIONS



Above: Communications Manager Sharon Sorour-Morris (front right) with (anti-clockwise from left) Aziza Patandin (Project Coordinator), Simangele Mzizi (Staff Writer) and Scott Arendse (Online Coordinator).

The Communications department promotes the work of the organisation, collaborating across all the CCID's departments. It upholds the organisation's reputation and deals with media and public enquiries. It also promotes the Central City as a dynamic downtown that is inclusive and welcoming to all in a bid to encourage investment and economic growth.

SPOTLIGHT ON 2018-19 PROJECTS

PRODUCING CCID PUBLICATIONS

- *The State of Cape Town Central City Report 2018 – A year in review:* The department produced the seventh issue of the CCID's prestigious investment guide, which provides insight into the economic climate of the Central City. The major themes in this issue were Cape Town emerging as a resilient city, as well as the leading digital city on the African continent.
- *Best of Cape Town Central City:* The CCID's *Best of Cape Town Central City 2019* guide (showcasing the best of the Central City), produced in collaboration with New Media Publishing, was launched and widely distributed. In the year under review, the guide was awarded a Certificate of Merit at the International Downtown Association (IDA) 64th Annual Conference & Tradeshow held in San Antonio, Texas in the USA. The guide was selected out of **83** submissions from across the globe.
- *City Views:* Four editions of the CCID's free quarterly community newspaper were produced, including two bumper issues in July (highlighting the work of Social Development in the supplement, *Tough Times*) and December (featuring a special Festive Season guide).

MAINTAINING A DIGITAL PRESENCE

With digital and social media become increasingly important, Communications focused on: producing the CCID's monthly e-Newsletter, enhancing its content in the year under review and increasing the number of subscribers; posting relevant and interesting content on its social media platforms (Facebook, Instagram, Twitter, LinkedIn and YouTube) and re-evaluating the efficacy of the CCID website with its web designers, Media Machine, to update and modernise it and enhance its functionality to ensure it remains relevant to CBD stakeholders.

CCID CAMPAIGNS

The Communications team conceptualised and rolled out the CCID's annual campaigns below with much success:

1. "STASH IT, DON'T FLASH IT"

"Stash it, don't flash it" by CCID Safety & Security is a public awareness and crime prevention campaign aimed at educating locals and visitors on how to avoid becoming victims of crimes.

Duration: 1 December 2018 till 31 March 2019
Campaign elements:

- Press releases and various media interviews
- **1 200** "Stash it, don't flash it" street-pole posters reminding people to be aware of theft out of vehicles, pickpocketing and ATM fraud
- Street distribution of **10 000** A5 flyers containing personal safety tips
- Distribution of **5 000** CCID pocket brochures with detailed information in areas that are prone to crime
- Display of **10** "STOP" crime disruption posters on 1.8-metre-tall lollipop stands at random intervals reminding the public how to stay safe in the CBD
- Posting of safety tips on the CCID's social media platforms
- Introduction of the "Find Me" concept – a social media initiative aimed at encouraging members of the public to familiarise themselves with CCID Public Safety Officers

2. "IT'S TIME TO COME CLEAN"

The team reinforced Urban Management's 2018 campaign message "It's time to come clean", encouraging people to dispose of litter responsibly.

Duration: 1 April till 31 May 2019

Campaign elements:

- Display of **eight** "It's time to come clean" posters on 1.8-metre-tall lollipop stands in the CBD during activations
- Display of **1 000** street-pole posters in the CBD with slogans: NET %@\$ MORS; Hou die Kaap skoon; YOUR MOM DIDN'T RAISE YOU THIS WAY; Stop littering; EISH! MY BRA. Stop littering, neh
- Roll-out of the popular mobile ciggie butt voting bin, inviting smokers to engage by voting with their butts
- Press releases and various media interviews
- Branding of J&M Cleaning Services truck with "It's time to come clean" messaging



Above left: Covers of CCID publications. Above right: CCID Urban Management teams during the launch of the "It's time to come clean" campaign.

- **12** black wheelie bins for activations around the CBD. These were wrapped in vinyl and bore the words: "Rather in here than out there"

3. "SHOW YOU CARE"

Social Development's "Show you care" campaign, which raises awareness of the plight of the homeless and the work of the department with this community, was launched on social media with the aim of raising **R100 000** through SnapScan, Paypal, EFT and SMS. The social media strategy was rolled out by Design Infestation, in conjunction with Communications. Duration: 1 June till September 2019
Campaign elements:

- Sponsored static and video posts flighted on Facebook and Instagram, reinforced on the CCID's social media platforms
- Display of a limited number of street-pole posters in strategic areas with a high footfall to increase the campaign's visibility and add another layer to its roll-out
- Display of **400** "table talkers" in over **200** participating retailers, hotels and restaurants
- Spotlight on the campaign in a special four-page supplement, *Tough Times*, in the CCID's quarterly newspaper, *City Views*

THE TEAM

- **4** full-time team members (a manager, a project coordinator, an online coordinator and a staff writer)
- Service providers: Design Infestation, Geocentric Information Systems, Media Machine, New Media Publishing, Universal Mail Link, Jarovi Trading, Novus Print, Irvine Partners and Tandym Print South Africa

CHALLENGES FACED BY COMMUNICATIONS

- Informing the public and stakeholders on the work of the CCID in a digital age where people are drowning in information and data
- Responding around the clock to media and public queries and comments about the Central City and the work of the CCID in the midst of a ruthless and indiscriminate online environment
- Managing the reputation of the organisation responsibly and with impact in a fast-paced digital age
- Developing an effective communication strategy as digital continues to trump print

COMMUNICATIONS IN NUMBERS

The following outlines the work of the Communications department over the past 12 months:

Generated a total of

388

clips across broadcast (45), print (162) and online (181)



Produced and distributed

261 400

copies of the CCID publications



Achieved total media exposure to the value of

R9 990 994



Produced and distributed

69 000

items of collateral associated with the CCID's many campaigns



Reached an estimated audience of

229 730 320

readers/viewers across a broad spectrum



Distributed

40 000

Smart Smoker ciggie pouches, primarily during the Urban Management "It's time to come clean" campaign



Conceptualised and ran

3

campaigns, one for each of the CCID's operational divisions



Reached

27 122

subscribers across the CCID's various online platforms (Facebook pages, Twitter, Instagram, YouTube, the CCID website and via the monthly e-Newsletter)



An aerial photograph of Cape Town, South Africa, showing the central city area. The image captures a dense urban landscape with numerous high-rise buildings, commercial structures, and residential areas. The harbor is visible on the left, with several large ships docked. The background shows a hazy view of the surrounding mountains and coastline. The sky is a mix of blue and white clouds. On the right side of the image, there are three vertical rectangular bars of different colors: light blue, white, and a bright yellow-green at the bottom.

CAPE TOWN CENTRAL CITY
IMPROVEMENT DISTRICT NPC

ANNUAL FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2019 AUDITED:
(REGISTRATION NUMBER 1999/009132/08)

DIRECTORS' RESPONSIBILITY STATEMENT

The directors are required by the Companies Act 71 of 2008, to maintain adequate accounting records and are responsible for the content and integrity of the annual financial statements and related financial information included in this report. It is their responsibility to ensure that the annual financial statements fairly present the state of affairs of the company as at the end of the financial year and the results of its operations and cash flows for the period then ended, in conformity with the International Financial Reporting Standard for Small and Medium-sized Entities. The external auditors are engaged to express an independent opinion on the annual financial statements.

The annual financial statements are prepared in accordance with the International Financial Reporting Standard for Small and Medium-sized Entities and are based upon appropriate accounting policies consistently applied and supported by reasonable and prudent judgements and estimates.

The directors acknowledge that they are ultimately responsible for the system of internal financial control established by the company and place considerable importance on maintaining a strong control environment. To enable the directors to meet these responsibilities, the board of directors sets standards for internal control aimed at reducing the risk of error or loss in a cost effective manner. The standards include the proper delegation of responsibilities within a clearly defined framework, effective accounting procedures and adequate segregation of duties to ensure an acceptable level of risk. These controls are monitored throughout the company and all employees are required to maintain the highest ethical standards in ensuring the company's business is conducted in a manner that in all

reasonable circumstances is above reproach. The focus of risk management in the company is on identifying, assessing, managing and monitoring all known forms of risk across the company. While operating risk cannot be fully eliminated, the company endeavours to minimise it by ensuring that appropriate infrastructure, controls, systems and ethical behaviour are applied and managed within predetermined procedures and constraints.

The directors are of the opinion, based on the information and explanations given by management, that the system of internal control provides reasonable assurance that the financial records may be relied on for the preparation of the annual financial statements. However, any system of internal financial control can provide only reasonable, and not absolute, assurance against material misstatement or loss.

The directors have reviewed the company's cash flow forecast for the year to 30 June 2020 and, in the light of this review and the current financial position. They are satisfied that the company has or has access to adequate resources to continue in operational existence for the foreseeable future.

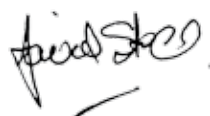
The external auditors are responsible for independently auditing and reporting on the company's annual financial statements.

The annual financial statements have been examined by the company's external auditors and their report is presented on page 24.

The annual financial statements set out on pages 25 - 39, which have been prepared on the going concern basis, were approved by the board of directors on 26 August 2019 and were signed on its behalf by:



R Kane
Chairperson (Authorised Director)



DS Stoll
Authorised Director

INDEPENDENT AUDITOR'S REPORT

TO THE MEMBERS OF CAPE TOWN CENTRAL CITY IMPROVEMENT DISTRICT

OPINION

We have audited the financial statements of Cape Town Central City Improvement District set out on pages 25 to 37, which comprise the statement of financial position as at 30 June 2019, and the statement of profit or loss and other comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies.

In our opinion, the financial statements present fairly, in all material respects, the financial position of Cape Town Central City Improvement District as at 30 June 2019 and its financial performance and cash flows for the year then ended in accordance with International Financial Reporting Standards for Small and Medium-sized Entities, and the requirements of the Companies Act of South Africa.

BASIS FOR OPINION

We conducted our audit in accordance with International Standards on Auditing (ISAs). Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Statements section of our report. We are independent of the company in accordance with the sections 290 and 291 of the Independent Regulatory Board for Auditors' Code of Professional Conduct for Registered Auditors (Revised January 2018), parts 1 and 3 of the Independent Regulatory Board for Auditors' Code of Professional Conduct for Registered Auditors (Revised November 2018) (together the IRBA Codes) and other independence requirements applicable to performing audits of financial statements in South Africa. We have fulfilled our other ethical responsibilities in accordance with the IRBA Code and in accordance with other ethical requirements applicable to performing audits in South Africa. The IRBA Codes are consistent with the corresponding sections of the International Ethics Standards Board for Accountants' Code of Ethics for Professional Accountants and the International Ethics Standards Board for Accountants' International Code of Ethics for Professional Accountants (including International Independence Standards) respectively. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

OTHER INFORMATION

The directors are responsible for the other information. The other information comprises the Directors' Report as required by the Companies Act of South Africa and the supplementary information set out on pages 38 to 39. The other information does not include the financial statements and our auditor's report thereon.

Our opinion on the financial statements does not cover the other information and we do not express an audit opinion or any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit, or otherwise appears to be materially misstated. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

RESPONSIBILITIES OF THE DIRECTORS FOR THE FINANCIAL STATEMENTS

The directors are responsible for the preparation and fair presentation of the financial statements in accordance with International Financial Reporting Standards for Small and Medium-sized Entities, and the requirements of the Companies Act of South Africa, and for such internal control as the directors determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the directors are responsible for assessing the company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the directors either intend to liquidate the company or to cease operations, or have no realistic alternative but to do so.

AUDITOR'S RESPONSIBILITIES FOR THE AUDIT OF THE FINANCIAL STATEMENTS

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

As part of an audit in accordance with ISAs, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the company's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the directors.
- Conclude on the appropriateness of the directors' use of the going concern basis of accounting and based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the company's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the company to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with the directors regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

BDO South Africa Inc.

BDO South Africa Inc

FB Mohamed
Partner
Registered Auditor

6th Floor, BDO House
123 Hertzog Boulevard
Foreshore, Cape Town
8001

Date: 27 August 2019

DIRECTORS' REPORT

FOR THE YEAR ENDED 30 JUNE 2019

The directors have pleasure in submitting their report on the annual financial statements of Cape Town Central City Improvement District NPC for the year ended 30 June 2019.

1. BUSINESS ACTIVITIES

The company provides additional security, cleansing, maintenance services, communications and social development in the Cape Town City area.

There have been no material changes to the nature of the company's business from the prior year.

2. REVIEW OF FINANCIAL RESULTS AND ACTIVITIES

The annual financial statements have been prepared in accordance with International Financial Reporting Standard for Small and Medium-sized Entities and the requirements of the Companies Act 71 of 2008.

During the year under review the company operated independently of any shared services. The main business and operations of the company during the year under review has continued as in the past year and we have nothing further to report thereon. The financial statements adequately reflect the results of the operations of the company for the year under review and no further explanations are considered necessary.

3. DIRECTORS

The directors in office at the date of this report are as follows:

Directors

R Kane (Chairperson)

DS Stoll

CEP Keefer

RN Harris

resigned 19 November 2018

R van Wyk

T Capstick-Dale

NK Ramasar

J van Rooyen

L Robinson

G Elliott

JD Leibman

JM Rippon

resigned 19 November 2018

HC Truter

4. EVENTS AFTER THE REPORTING PERIOD

There have been no facts or circumstances of a material nature that have occurred between the accounting date, 30 June 2019 and the date of this report, which would have a material impact on the statement of financial position at 30 June 2019.

5. GOING CONCERN

The directors believe that the company has adequate financial resources to continue in operation for the foreseeable future and accordingly the annual financial statements have been prepared on a going concern basis. The directors have satisfied themselves that the company is in a sound financial position and that it has access to sufficient borrowing facilities to meet its foreseeable cash requirements. The directors are not aware of any new material changes that may adversely impact the company. The directors are also not aware of any material non-compliance with statutory or regulatory requirements or of any pending changes to legislation which may affect the company.

STATEMENT OF COMPREHENSIVE INCOME

FOR THE YEAR ENDED 30 JUNE 2019

	Notes	2019 R	2018 R
Revenue	2	66 718 968	62 981 504
Other income	3	227 819	7 644
Expenditure		(65 014 984)	(58 559 747)
Surplus from operations	4	1 931 803	4 429 401
Finance income	5	2 147 972	1 739 283
Finance costs		(4 767)	(3 898)
Surplus for the year		4 075 008	6 164 786
Other comprehensive income		–	–
Total comprehensive income for the year		4 075 008	6 164 786

STATEMENT OF FINANCIAL POSITION

AS AT 30 JUNE 2019

	Notes	2019 R	2018 R
ASSETS			
Non-Current Assets			
Plant and equipment	7	1 786 839	1 101 064
Current Assets			
Trade and other receivables	8	409 941	439 686
Cash and cash equivalents	9	31 227 550	28 158 873
		31 637 491	28 598 559
Total Assets		33 424 330	29 699 623
EQUITY AND LIABILITIES			
Equity			
Project funded reserve		8 644 082	–
Working capital contingency reserve		17 472 771	–
Accumulated surplus		5 299 962	27 341 807
		31 416 815	27 341 807
LIABILITIES			
Current Liabilities			
Trade and other payables	10	2 007 515	2 357 816
Total Equity and Liabilities		33 424 330	29 699 623

STATEMENT OF CHANGES IN EQUITY

FOR THE YEAR ENDED 30 JUNE 2019

	Project funded reserve	Working capital contingency reserve	Accumulated surplus	Total equity
	R	R	R	R
Balance at 1 July 2017	–	–	21 177 021	21 177 021
Surplus for the year	–	–	6 164 786	6 164 786
Other comprehensive income	–	–	–	–
Total comprehensive income for the year			6 164 786	6 164 786
Balance at 1 July 2018	–	–	27 341 807	27 341 807
Surplus for the year	–	–	4 075 008	4 075 008
Other comprehensive income	–	–	–	–
Total comprehensive income for the year			4 075 008	4 075 008
Transfer between reserves	8 644 082	17 472 771	(26 116 853)	–
Total Changes	8 644 082	17 472 771	(26 116 853)	–
Balance at 30 June 2019	8 644 082	17 472 771	5 299 962	31 416 815

STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 30 JUNE 2019

	Notes	2019 R	2018 R
CASH FLOWS FROM OPERATING ACTIVITIES			
Cash generated from operations	11	1 707 644	5 553 516
Finance income		2 147 972	1 739 283
Finance costs		(4 767)	(3 898)
Net cash inflow from operating activities		3 850 849	7 288 901
CASH FLOWS FROM INVESTING ACTIVITIES			
Acquisition of plant and equipment	7	(782 172)	(38 333)
Total cash movement for the year		3 068 677	7 250 568
Cash at the beginning of the year		28 158 873	20 908 305
Total cash at end of the year	9	31 227 550	28 158 873

ACCOUNTING POLICIES

FOR THE YEAR ENDED 30 JUNE 2019

General information

Cape Town Central City Improvement District NPC (the "Company") is a company domiciled in South Africa. The address of the Company's registered office is 1 Thibault Square, cnr Long St & Hans Strijdom Ave, Cape Town.

1. BASIS OF PREPARATION AND SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

The annual financial statements have been prepared on a going concern basis in accordance with the International Financial Reporting Standard for Small and Medium-sized Entities, and the Companies Act 71 of 2008. The annual financial statements have been prepared on the historical cost basis unless otherwise stated, and incorporate the principal accounting policies set out below. They are presented in South African Rands.

These accounting policies are consistent with the previous period.

1.1 SIGNIFICANT JUDGEMENTS AND SOURCES OF ESTIMATION UNCERTAINTY

Use of judgements and estimates

The preparation of financial statements requires management to make judgements, estimates and assumptions that affect the application of accounting policies and the reported amounts of assets, liabilities, income and expenses. Actual results may differ from these estimates.

Estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised and in any future periods affected.

1.2 PLANT AND EQUIPMENT

Plant and equipment are stated at historical cost less accumulated depreciation and accumulated impairment losses.

When parts of an item of plant and equipment have different useful lives, they are accounted for as separate items of plant and equipment.

Subsequent costs

The company recognises in the carrying amount of an item of plant and equipment the cost of replacing part of such an item when that cost is incurred if it is probable that the future economic benefits embodied with the item will flow to the Company and the cost of the item can be measured reliably. All other costs are recognised in profit or loss as an expense when incurred.

Depreciation

Depreciation is charged to profit or loss on a straight-line basis over the estimated useful lives of each part of an item of plant and equipment.

The estimated useful lives for the current and comparative periods are as follows:

Item	Depreciation method	Average useful life
Computer hardware	Straight line	3 years
Computer software	Straight line	2 years
Containers	Straight line	10 years
Fittings	Straight line	3 years
Furniture	Straight line	6 years
Leasehold improvements	Straight line	shorter of lease term and useful life
Motor vehicles	Straight line	5 years
Office equipment	Straight line	6 years

Residual values, if significant, are reassessed annually.

ACCOUNTING POLICIES

FOR THE YEAR ENDED 30 JUNE 2019

1.3 FINANCIAL INSTRUMENTS

Measurement

Non-derivative financial instruments

Non-derivative financial instruments comprise receivables, cash and cash equivalents and payables.

Non-derivative financial instruments are recognised initially at fair value plus any directly attributable transaction costs. Subsequent to initial recognition non-derivative financial instruments are measured as described below.

A financial instrument is recognised if the company becomes party to the contractual provisions of the instrument. Financial assets are derecognised if the company's contractual rights to the cash flows from the financial assets expire or if the company transfers the financial asset to another party without retaining control or substantially all risks and rewards of the asset. Financial liabilities are derecognised if the company's obligations specified in the contract expire or are discharged or cancelled.

Non-derivative financial instruments are measured at amortised cost using the effective interest method, less any impairment losses. Subsequent to initial recognition these instruments are measured as set out below.

Trade and other receivables

Trade and other receivables originated by the company are stated at amortised cost less allowance for doubtful debts.

Cash and cash equivalents

For the purpose of the statement of cash flows, cash and cash equivalents comprise cash on hand which are available for use by the company unless otherwise stated. Subsequent to initial recognition cash and cash equivalents are measured at amortised cost.

It is policy that 3 months cash reserves are held to mitigate any unforeseen circumstances.

Trade and other payables

Payables are recognised at amortised cost.

1.4 IMPAIRMENT

The carrying amounts of the company's assets are reviewed at each reporting date to determine whether there is any indication of impairment. If any such indication exists, the asset's recoverable amount is estimated.

An impairment loss is recognised whenever the carrying amount of an asset or its cash-generating unit exceeds its recoverable amount. Impairment losses are recognised in the statement of comprehensive income.

Calculation of recoverable amount

The recoverable amount of other assets is the greater of their net selling price and value in use. In assessing value in use, the estimated future cash flows are discounted to their present value using a pre-tax discount rate that reflects current market assessments of the time value of money and the risks specific to the asset. For an asset that does not generate largely independent cash inflows, the recoverable amount is determined for the cash-generating unit to which the asset belongs.

Reversals of impairments

An impairment loss is reversed if there has been a change in the estimates used to determine the recoverable amount.

An impairment loss is reversed only to the extent that the asset's carrying amount does not exceed the carrying amount that would have been determined, net of depreciation or amortisation, if no impairment loss had been recognised.

1.5 REVENUE

Revenue comprises revenue income from ratepayers which is collected by the City of Cape Town on the entity's behalf, net of retention revenue retained.

1.6 FINANCE INCOME

Finance income comprises interest income on funds invested. Interest income is recognised as it accrues, using the effective interest method.

1.7 OTHER INCOME

Other income includes management fee income and sundry income. Management fee income consists of various dedicated projects funded externally.

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2019

	2019 R	2018 R
2. REVENUE		
ATM project	862 834	787 082
Public space management project	–	1 050 000
Revenue - services rendered	60 624 218	56 394 621
Retention of revenue refunded	5 123 273	4 316 505
Company Gardens project	108 643	433 296
	66 718 968	62 981 504

3. OTHER INCOME

Profit on sale of plant and equipment	173 428	–
Sundry income	54 391	7 644
	227 819	7 644

4. SURPLUS FROM OPERATIONS

Surplus from operations for the year is stated after accounting for the following:

Profit on sale of plant and equipment	173 428	–
Depreciation on plant and equipment	602 687	556 582
Salaries	11 927 446	10 881 625
Operating lease payments - equipment and premises	801 111	347 860
Security	32 676 379	28 434 287
Social services	5 877 650	4 859 258
Cleaning	8 059 592	7 365 345
Communications	2 254 018	2 283 100

5. FINANCE INCOME

Interest income

Interest received on bank balance	2 147 972	1 739 283
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NOTES TO THE FINANCIAL STATEMENTS CONT.

FOR THE YEAR ENDED 30 JUNE 2019

6. TAXATION

Provision has not been made for current taxation, or deferred taxation as the Company is an approved Public Benefit Organisation in terms of Section 30 of the Income Tax Act and is exempt from income tax in terms of section 10(1)(cN) of the Income Tax Act.

7. PLANT AND EQUIPMENT

	Cost R	Accumulated depreciation R	Carrying value R
2019			
Computer hardware	582 790	(532 044)	50 746
Computer software	48 100	(48 100)	–
Fittings	90 857	(79 461)	11 396
Furniture	353 246	(231 411)	121 835
Leasehold improvements	780 658	(660 068)	120 590
Motor vehicles	1 535 784	(519 780)	1 016 004
Office equipment	145 907	(89 506)	56 401
Containers	453 489	(43 622)	409 867
	3 990 831	(2 203 992)	1 786 839

2018

Computer hardware	534 372	(482 693)	51 679
Computer software	48 100	(48 100)	–
Fittings	90 857	(67 429)	23 428
Furniture	335 164	(173 792)	161 372
Leasehold improvements	780 658	(503 937)	276 721
Motor vehicles	1 191 933	(674 017)	517 916
Office equipment	135 916	(65 968)	69 948
Containers	–	–	–
	3 117 000	(2 015 936)	1 101 064

NOTES TO THE FINANCIAL STATEMENTS CONT.

FOR THE YEAR ENDED 30 JUNE 2019

7. PLANT AND EQUIPMENT (CONTINUED)

	Opening balance R	Additions R	Scrapped R	Depreciation R	Closing balance R
2019					
Computer hardware	51 679	54 470	–	(55 403)	50 746
Fittings	23 428	–	–	(12 032)	11 396
Furniture	161 372	18 082	–	(57 619)	121 835
Leasehold improvements	276 721	–	–	(156 131)	120 590
Motor vehicles	517 916	759 000	(6 570)	(254 342)	1 016 004
Office equipment	69 948	9 991	–	(23 538)	56 401
Containers	–	453 489	–	(43 622)	409 867
	1 101 064	1 295 032	(6 570)	(602 687)	1 786 839

	Opening balance R	Additions R	Depreciation R	Closing balance R
2018				
Computer hardware	186 761	–	(135 082)	51 679
Computer software	166	–	(166)	–
Fittings	150	36 099	(12 821)	23 428
Furniture	214 844	2 234	(55 706)	161 372
Leasehold improvements	432 853	–	(156 132)	276 721
Motor vehicles	692 448	–	(174 532)	517 916
Office equipment	92 091	–	(22 143)	69 948
	1 619 313	38 333	(556 582)	1 101 064

Assets with a book value of R6,570 were scrapped during the year.

Motor vehicles with a nil book value were traded in for R180,000 during the year.

A laptop with a nil book value was donated during the year.

NOTES TO THE FINANCIAL STATEMENTS CONT.

FOR THE YEAR ENDED 30 JUNE 2019

	2019 R	2018 R
8. TRADE AND OTHER RECEIVABLES		
Prepayments	261 188	102 475
VAT	146 553	202 803
Other receivables	2 200	134 408
	409 941	439 686

The Company receives revenue income from the City of Cape Town ("the City"), which the City collects from ratepayers. In terms of the agreement, the City retains a reserve of 3% of all payments due to the City Improvement District (CID). This reserve covers any short fall which may be suffered by the City as a result of non-payment or short payment of the CID revenue by property owners. The 3% retention revenue is only recognised as income once received. The retention revenue is not recognised in accounts receivable.

9. CASH AND CASH EQUIVALENTS

Cash and cash equivalents consist of:

Cash Management	30 380 907	27 117 803
Operational	846 643	1 041 070
	31 227 550	28 158 873

A guarantee of R50,000 has been in place since 19 May 2015 and serves as security to the landlord in relation to the CCID's leased office premises.

10. TRADE AND OTHER PAYABLES

Accruals	514 228	52 322
Other payables	916 030	756 760
Project income received in advance	577 257	1 548 734
	2 007 515	2 357 816

NOTES TO THE FINANCIAL STATEMENTS CONT.

FOR THE YEAR ENDED 30 JUNE 2019

	2019 R	2018 R
11. CASH GENERATED FROM OPERATIONS		
Surplus for the year	4 075 008	6 164 786
Adjustments for:		
Depreciation	602 687	556 582
Profit on sale of plant and equipment	(173 428)	–
Finance income	(2 147 972)	(1 739 283)
Finance costs	4 767	3 898
Movement in straight-lining lease obligation	–	(117 832)
Reallocation of containers previously expensed	(332 859)	–
Changes in working capital:		
Trade and other receivables	29 745	(119 872)
Trade and other payables	(350 304)	805 237
	1 707 644	5 553 516

12. OPERATING LEASE COMMITMENTS

Operating leases – as lessee (expense)

Minimum lease payments due		
Within one year	540 587	506 574
In second to fifth year inclusive	–	546 979
	540 587	1 053 553

CCID leases premises and equipment under operating leases. The lease agreements for the majority of the premises and equipment utilised are for the minimum annual payments under non-cancellable operating leases. The Rentals escalation for the premises and equipment is 7.5% and 0% per annum respectively.

NOTES TO THE FINANCIAL STATEMENTS CONT.

FOR THE YEAR ENDED 30 JUNE 2019

13. RELATED PARTIES

2019
R

2018
R

Relationships

The services paid by council are the supplementary municipal services the CID is performing on behalf of the City. Council funds these services by way of an additional property rate charged to all property owners within the boundary of the CID.

Transactions with related parties

Material related party transactions

Amounts received from the City of Cape Town

Revenue services rendered	60 624 218	56 394 621
Revenue retention refunded	5 123 273	4 316 505

14. COMPARATIVE FIGURES

Certain comparative figures have been reclassified.
The effects of the reclassification are as follows:

Profit or Loss

Finance costs	–	3 898
Expenditure	–	(3 898)

15. GOING CONCERN

As at 30 June 2019 and up to the date of signing these financials no events or conditions have occurred that would impact the entity's ability to continue as a going concern.

16. EVENTS AFTER THE REPORTING PERIOD

There have been no facts or circumstances of a material nature that have occurred between the reporting date and the date of this report that have a material impact on the financial position of the company at the reporting date.

DETAILED INCOME STATEMENT

FOR THE YEAR ENDED 30 JUNE 2019

	Notes	2019 R	2018 R
Revenue			
Revenue - services rendered		60 624 218	56 394 621
Retention of revenue refunded		5 123 273	4 316 505
ATM Project		862 834	787 082
Public Space Management Project		–	1 050 000
Company Gardens Project		108 643	433 296
	2	66 718 968	62 981 504
Other income			
Finance income	5	2 147 972	1 739 283
Profit on sale of plant and equipment		173 428	–
Sundry income		54 391	7 644
		2 375 791	1 746 927
Expenditure (refer to page 39)			
		(65 014 984)	(58 559 747)
Operating surplus	4	4 079 775	6 168 684
Finance costs		(4 767)	(3 898)
Surplus for the year		4 075 008	6 164 786

DETAILED INCOME STATEMENT CONT.

FOR THE YEAR ENDED 30 JUNE 2019

	2019	2018
Expenditure	R	R
Auditor's remuneration	(88 268)	(94 312)
Bank charges	(32 764)	(36 926)
Cellphone costs	(169 685)	(181 358)
Cleaning	(8 059 592)	(7 365 345)
Communications	(2 254 018)	(2 283 100)
Computer expenses	(329 247)	(379 357)
Courier	(2 375)	(1 493)
Depreciation	(602 687)	(556 582)
Entertainment	(84 534)	(72 758)
Insurance	(145 954)	(129 481)
Lease rentals on operating lease	(801 111)	(347 860)
Legal fees	(8 931)	(68 549)
Licence fees	(4 965)	(4 509)
Office expenses	(38 475)	(23 522)
Printing and stationery	(122 611)	(128 823)
Professional fees	(78 027)	(61 995)
Project expenditure: ATM Project	(862 834)	(769 354)
Project expenditure: Company Gardens Project	(117 254)	(416 685)
Project expenditure: Public Space Management Project	(214 324)	(1 022 731)
Repairs and maintenance	–	(602)
Salaries	(11 927 446)	(10 881 625)
Security expenses	(32 676 379)	(28 434 287)
Social services	(5 877 650)	(4 859 258)
Staff costs	(205 576)	(154 338)
Subscriptions	(31 776)	(42 753)
Telephone and fax	(397)	(9 606)
Transport and freight	(183)	–
Travel	(277 921)	(232 538)
	(65 014 984)	(58 559 747)

The supplementary information presented does not form part of the annual financial statements and is unaudited.

CCID STAFF AND BOARD MEMBERS

BOARD MEMBERS



Rob Kane
Chairperson, Boxwood
Property Fund



Tamra Capstick-Dale
Corporate Image



Grant Elliott
Redefine Properties



Charles Keefer
Property Exponents



Julian Leibman
Investec



Nawal Ramasar
Active Blue Valuations



Laura Robinson
Cape Town
Heritage Trust



David Stoll
Growthpoint Properties



Henry Truter
Rennie Property
Management



Riaan van Wyk
Woolworths



John van Rooyen
Tsogo Sun

CCID STAFF

OFFICE OF THE CEO ↓



Tasso Evangelinos
Chief Executive Officer



Christa Maans
PA to the CEO



Stephen Willenburg
Business Manager



Mary-Ellen Joseph
Finance & HR Assistant



Ernestine Smith
Front of House &
Database Administrator

SAFETY & SECURITY ↓



Muneeb Hendricks
Manager



Alec van de Rhee
Assistant Manager



Martinus Jenkins
Night Manager



Gary Dyssel
Night Manager

URBAN MANAGEMENT ↓



Richard Beesley
Manager



Kally Benito
Assistant Manager



Mmiselo Ntsime
Precinct Manager



Carlisle Marankey
Precinct Manager

SOCIAL DEVELOPMENT ↓



Pat Eddy
Manager



Headman Siralarala
Fieldworker



Mark Williams
Field Worker



Shanien Rich
Field Worker



Tatenda Mucharunga
Social Worker

COMMUNICATIONS ↓



Sharon Sorour-Morris
Manager



Aziza Patandin
Project Coordinator



Scott Arendse
Online Coordinator



Simangele Mzizi
Staff Writer

WITH THANKS

At the beginning of the report, Rob Kane and I unpacked the scenario that it has been “business as usual” in an unusual economic environment. I am certain Rob will agree with me when I say one of the key reasons why we have been able to carry on, as usual, is because our days are spent working with several committed partners and their teams. We are sincerely grateful for their invaluable contribution.

I would like to thank Cape Town Executive Mayor, Dan Plato, the Premier of the Western Cape, Alan Winde, the City of Cape Town Mayoral Committee Member for Safety and Security, Alderman JP Smith, as well as councillors Dave Bryant (Ward 115) and Matthew Kempthorne (Chairperson of the Good Hope Sub Council). Thank you for listening to our concerns and your commitment to addressing the needs and concerns of all users of the CBD.

My gratitude also goes to the Western Cape Government’s Department of Community Safety: thank you Gideon Morris (Head of Department) and Fred Watkins (Security Risk Management). I would also like to thank Zolile Siswana (Manager: Economic Development Area North). To Eddie Scott and Joepie Joubert from the City of Cape Town’s Inter-Service Liaison department, thank you for your unwavering support.

As mentioned before, this year marks ten years since the establishment of the Straatwerk Road Maintenance Team, which falls under the auspices of our Urban Management department. The success of this team also speaks to the wonderful support this department receives from the City. And from individuals such as Brendon Abrahams (Head of Roads). I would also like to thank Xolisile Mama (Head: Solid Waste Cleansing) and Eugene Hlongwane (Manager: Stormwater Management Cleansing Branch) and their teams. We are grateful for your ongoing support.

To the City’s Executive Director of Safety and Security, Richard Bosman, and Petrus “Robbie” Roberts, Director for Law Enforcement, Traffic and Co-ordination, thank you; and to your teams for always assisting us to make the Central City a safer place. Another thank you to Zahid Badroodien,

the Cape Town Mayoral Committee Member for Community Services and Health, and Rachel Schnackenberg, Manager for Property Holding at the City. I wish to also extend thanks to Associate Professor François Viruly from the University of Cape Town’s Urban Real Estate Research Unit and Dr Kathy Michell, Associate Professor and Head of the Construction Department at UCT, for sharing their knowledge with us on dealing with the CBD’s growing nighttime economy.

To our board of directors who provide their time, expertise, strategic direction, invaluable support and guidance, I am grateful. Thank you Tamra Capstick-Dale, Grant Elliott, Charles Keefer, Julian Leibman, Nawal Ramasar, Laura Robinson, David Stoll, Henry Truter, Riaan van Wyk and John van Rooyen. Special thanks to board Chairperson Rob Kane for his dedication to the CCID over many years.

A big thanks goes to my management team and all the dedicated staff who fall into the departments they run. On behalf of Mo Hendricks (Safety & Security), Richard Beesley (Urban Management), Pat Eddy (Social Development), Sharon Sorour-Morris (Communications) and Stephen Willenburg (Business Manager), I would like to thank the following partners and service providers, and the teams they work with.

SAFETY & SECURITY

South African Police Service, City of Cape Town (Law Enforcement, Metro Police, Traffic and Social Development and Early Childhood Development), Western Cape Government (departments of Community Safety and Economic Opportunities), Iliso Protection Services and the Cape Town Central Community Police Forum.

URBAN MANAGEMENT

City of Cape Town (City Parks, Electricity Services, Environmental Health, Facilities Management, Outdoor Advertising, Public Lighting, Roads & Stormwater, Solid Waste Cleansing, Traffic Signals and Water & Sanitation), J&M Cleaning and Straatwerk.

SOCIAL DEVELOPMENT

The Hope Exchange, the City of Cape Town’s Social Development and Early Childhood Development departments, The Haven, The Homestead, Ons Plek, Salesian Institute Youth Projects, Straatwerk, WC Street Children’s Forum, Street People’s Forum, ACVV, The Ark City of Refuge, Booth Memorial Hospital, Cape Town Drug Counselling Centre, Carehaven, Happy Valley Shelter, Heaven Shelter House, Khulisa Social Solutions, Saartjie Baartman Centre for Women and Children, the Scalabrini Centre, Service Dining Rooms, St Anne’s Home, TB HIV Care, U-turn Homeless Ministries, the Western Cape Government Department of Social Development and Youth Solutions Africa.

COMMUNICATIONS

Design Infestation, New Media Publishing, Irvine Partners, Geocentric Information Systems, Paarl Coldset, Hilary Alexander, Sandra Gordon, Renee Moodie, Sean Robertson, Universal Mail Link and Jarovi Trading.

IN CONCLUSION

A heartfelt thanks to our stakeholders and ratepayers for working alongside us and sharing the vision of a Central City that is safe, clean, caring and open for business.

TASSO EVANGELINOS
CEO

CREDITS

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Printer: Fairstep Graphic Design & Printing

Research, data and surveys: Gene Lohrentz (Geocentric Information Systems)

Additional sources: *The State of Cape Town Central City Report – 2018: A year in review*



“What I do know and hereby make bold to say is: whatever the challenges of the moment, we are still on course . . . With all hands on deck, and committed to conduct our business in an unusual and more effective fashion, we shall sustain the process of our reconstruction and development and take it to even higher levels.”

– Former President Thabo Mbeki