



## FEASIBILITY STUDY

### PROPOSED EASTLAKE ISLAND CITY IMPROVEMENT DISTRICT

### URBAN MANAGEMENT SURVEY REPORT AUGUST 2023

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Prepared by the Eastlake Island CID Steering Committee

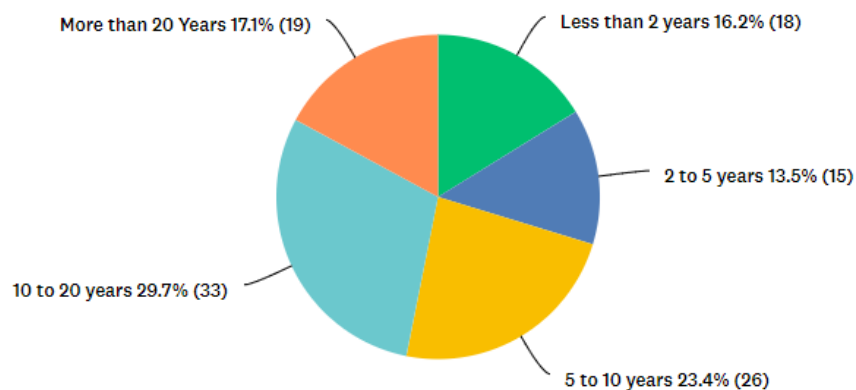
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17 August 2023

## Executive summary

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

115 responses were received to the survey, of which 104 (90.4%) were from property owners, representing 64.5% of the property owners in Eastlake Island. 47% of the respondents have owned / or lived in Eastlake Island for 10 years or more. There were 5 duplications from different members in the home reducing the final tally to 110 responses, however this would make a negligible difference to the outcome of the survey.



More than 85% of respondents are very interested to maintain and improve Eastlake Island's overall public safety situation, however less than 50% said they may participate as a patroller in Eastlake Island. 10% of the respondents were very interested in improvements in the public open spaces; 3% of the respondents were very interested in the street conditions and safety whilst walking on the streets and 1% were very interested in social responsibility projects. There was very little interest in Community Development.

## **Background**

Eastlake Island Security (ELISA) is a civic volunteer organization dedicated to addressing the security matters in Eastlake Island 2006. As is often the case with such organisations, ELISA is under-funded and under-resourced, and is, more importantly, unsustainable. ELISA provides all of the safety-related services in Eastlake Island which is funded by resident donations, overseen by three (3) over-stretched volunteers who are unable to commit in the future to the ongoing requirements of managing ELISA. ELISA has insufficient reserves to survive much beyond a few months if the residents stopped paying.

Motivated by the above, concerned members of the Eastlake Island, including the ELISA committee members, have established a Steering Committee (SC) to investigate whether the area would benefit from a City Improvement District (CID).

In accordance with relevant by-laws and other stipulated requirements set out by the City of Cape Town (CoCT):

- The SC met with relevant CoCT officials to register itself and declare the boundaries of the proposed CID.
- CoCT confirmed that all members of the SC are in good standing with the City and that the rates collection ratio for properties within the boundaries of the proposed CID exceeds 95% over the past 12 months.
- CoCT provided the SC with a database of Eastlake Island ratepayers in compliance with the Protection of Personal Information Act.
- An Urban Management Survey (UMS) was designed by the SC and approved by CoCT. The purpose of the UMS is to identify local community, public and ratepayers' concerns and therefore appropriate supplementary municipal services priorities for the Eastlake Island area.
- As set out in further detail below, the UMS was distributed by the SC to all property owners in Eastlake Island for whom valid contact details could be obtained.

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

## Sample Requirement and Construction

The Municipal by-laws regarding CIDs require that a UMS be conducted on a sample consisting of no less than 20% of Additional Rate Payers (ARPs), randomly selected and with owners of multiple properties counted only once. With 161 ARPs in Eastlake Island, a minimum of 32 UMS responses is required.

A specific questionnaire was developed to evaluate the perception of property-owners and tenants in the Eastlake Island area. Broadly speaking, the following themes were covered in the questionnaire:

- Perceptions about the levels of safety and security
- Perceptions about the cleanliness and the environment of the area
- Perceptions about the streets and safety
- Whether social issues such as drug use are a problem in the area; and
- Perceptions about community activities.

A questionnaire was developed using SurveyMonkey. A cover letter drafted by the SC explained the purpose of the survey. Participants were also asked to rank the importance of the above-listed issues at the end of the questionnaire and were also allowed to express general comments and concerns in writing.

The SC felt that it would be more appropriate to seek opinions from the entire neighbourhood and the UMS was therefore distributed to all property owners for whom valid email addresses could be obtained. The UMS was also open for completion by residential tenants and other non-property-owning parties by means of various other channels, as set out in the section that follows. There are no commercial properties in the area.



## **Methodology**

The UMS was conducted online, with invitations to complete the survey distributed primarily by email. Approximately 140 unique email addresses were supplied by CoCT, which were verified by ELISA, if they bounced. A further 18 email addresses were updated by ELISA, through phone calls and personal visits to property owners for whom CoCT did not supply an email address. A number of properties are owned by persons or entities that own multiple properties, or who are ineligible to vote (e.g., CoCT owns various properties in Eastlake Island, mostly public open space), leaving only a small minority of properties (3) without a valid email address available. The survey remained open for completion for one (1) week, from 10 August 2023 to 10: 00 on 17 August 2023. Regular reminders were posted on three community WhatsApp groups, including the Security Group.

The CID introductory letter was promoted by hard drop to about 20 homes where no email addresses were originally available,

## **Responses and Demographics**

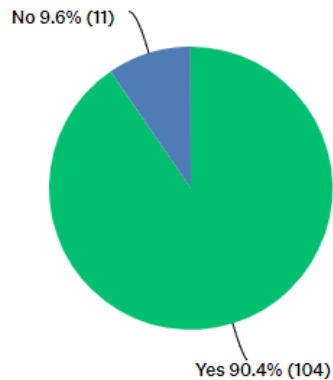
The survey was completed by 115 property-owners and residential tenants, substantially exceeding the minimum requirement of 32 responses. This is a response rate of 70% of which 63% of the total respondents are property owners. 47% of respondents have owned and/or lived in Eastlake Island for more than 10 years.

## **Findings: Summary**

In summary, the response of Eastlake Island's residents to the UMS paints a picture of a community that would like to maintain the current levels of safety and security, is somewhat concerned about the reduced levels of public service delivery and cleanliness.

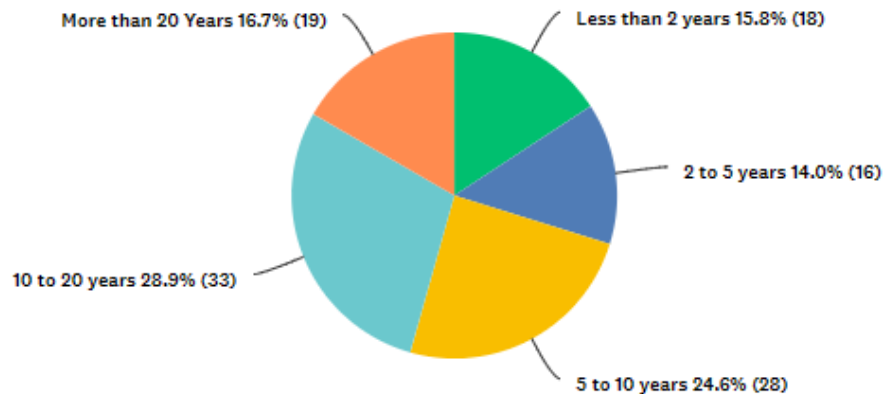
## Section 1: Responder Profile

Q1 Are you the owner of the property in Eastlake Island residential area



104 of the respondents are homeowners and 11 are tenants or people familiar with the area.

Q4 How many years have you owned/rented your property in the Eastlake Island area?



The responses showed an extremely stable group of residents – 46.5% have lived on Eastlake Island for more than 10 years, of which 17% have lived in Eastlake Island for over 20 years.

## Individual Questions: Average Analysis

Survey Choice	Value
Not at all interested	1
Not so interested	2
Somewhat interested	3
Very interested	4
A must-have	5

The responses to each question were graded on a scale from 1 to 5,

Each question received an average score, based on the selections of all respondents.

This approach facilitates detailed and comprehensive analysis:

- Easily rank community support for each question asked in the survey
- Clearly identify those areas that are of highest interest to the community and also those that have little support

The results on the following pages are displayed as shown in the chart below.

Value Range	
1 - 3	Very Little interest within the Eastlake Island community
3 - 4	Areas worth consideration in the future or if diversity in areas of community improvement are required
4 - 5	Significant interest within the Eastlake Island community



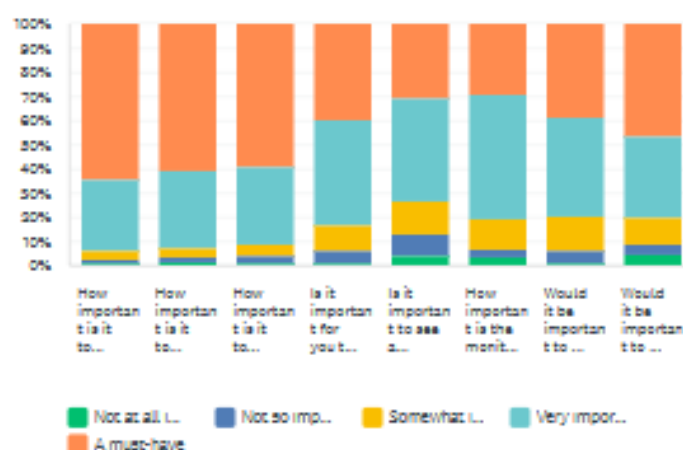
## Section 2: Public Safety and Security

Question	Average score
How important is it to maintain and improve Eastlake Island's overall public safety situation?	4.54
How important is it to improve the monitoring and detection of crime in Eastlake Island?	4.48
How important is it to improve the overall quality of the response to crime incidents in Eastlake Island (response time and resolution)?	4.45
Is it important for you to be alerted to threats and incidents in your immediate area, as they occur?	4.15
Is it important to see a permanent ARV (armed response vehicle) in the Eastlake Island from a recognized company?	3.86
How important is the monitoring of the public open spaces (POS) in Eastlake Island?	3.99
Would it be important to you to feel safer walking in our area in the early morning or late evening?	4.11
Would it be important to you that your children are able to walk/play/cycle more safely in all areas within Eastlake Island?	4.13

**The results indicated a strong preference for the maintenance and improvement of the current public safety system.**

## Please indicate the importance to you

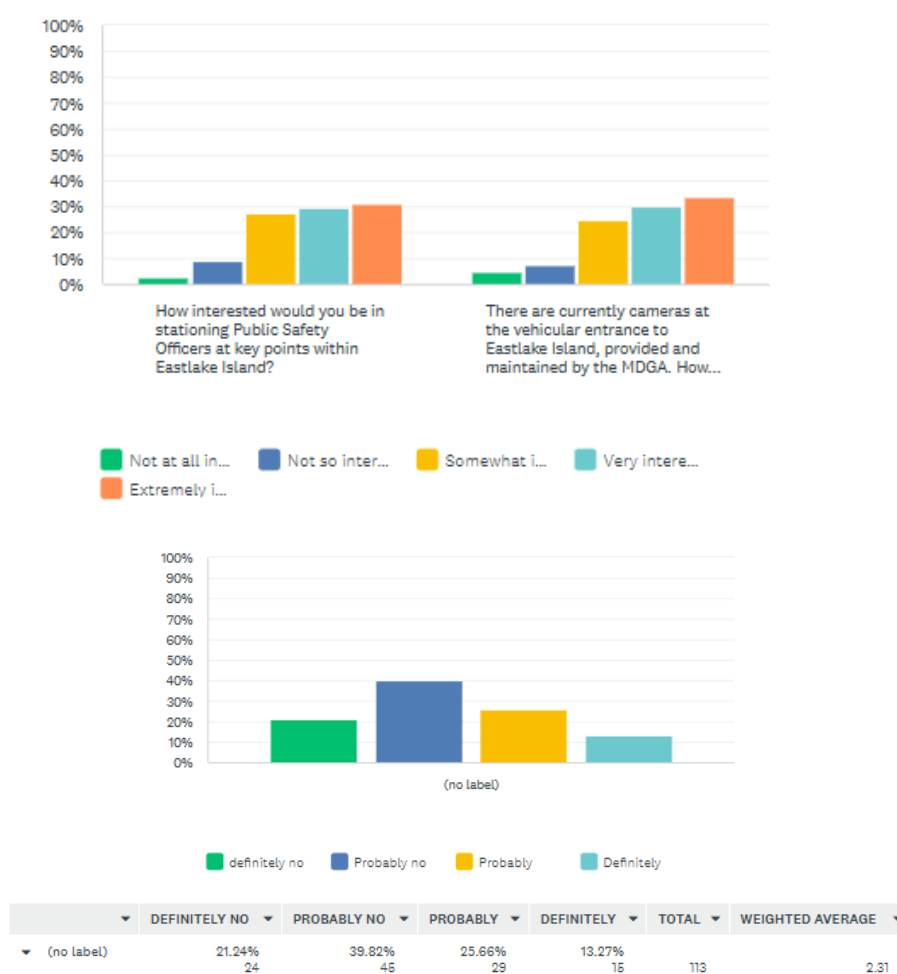
Answered: 113 Skipped: 2



	NOT AT ALL IMPORTANT	NOT SO IMPORTANT	SOMEWHAT IMPORTANT	VERY IMPORTANT	A MUST-HAVE	TOTAL	WEIGHTED AVERAGE
How important is it to maintain and improve Eastlake Island's overall public safety situation?	0.89% 1	1.79% 2	3.57% 4	29.46% 33	64.29% 72	112	4.54
How important is it to improve the monitoring and detection of crime in Eastlake Island?	1.79% 2	1.79% 2	3.57% 4	32.14% 36	60.71% 68	112	4.48
How important is it to improve the overall quality of the response to crime incidents in Eastlake Island (response time and resolution)?	0.89% 1	3.57% 4	4.46% 5	32.14% 36	58.93% 66	112	4.46
Is it important for you to be alerted to threats and incidents in your immediate area, as they occur?	0.89% 1	5.36% 6	10.71% 12	43.75% 49	39.29% 44	112	4.15
Is it important to see a permanent ARV (armed response vehicle) in the Eastlake Island area from a recognised security company?	4.46% 5	8.93% 10	13.39% 15	42.86% 48	30.36% 34	112	3.88
How important is the monitoring of public open spaces (POS) in Eastlake Island?	3.54% 4	3.54% 4	12.39% 14	51.33% 58	29.20% 33	113	3.99
Would it be important to you to feel safer walking in our area in the early morning or late evening?	0.89% 1	5.36% 6	14.29% 16	41.07% 46	38.39% 43	112	4.11
Would it be important to you that your children are able to walk/play/bicycle more safely in all areas within Eastlake Island?	4.55% 5	4.55% 5	10.91% 12	33.64% 37	46.36% 51	110	4.13

The following questions were designed to receive feedback on future directions for the existing public security.

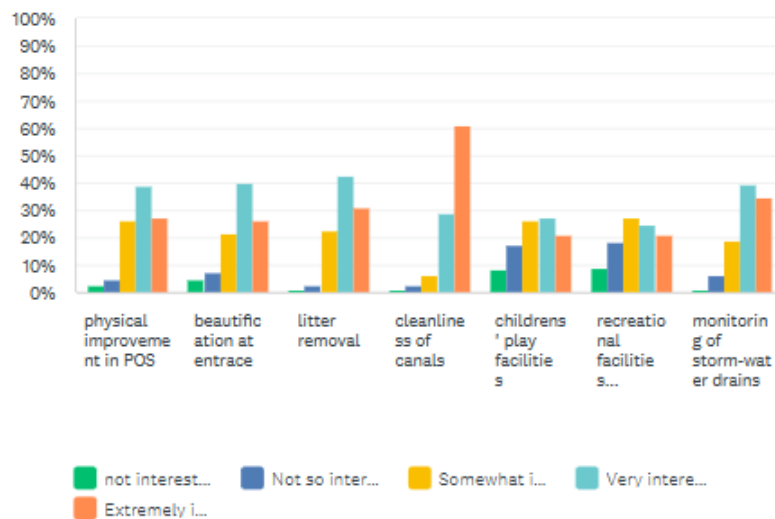
Question	Average score
How willing are you to participate as a patroller in the Eastlake Island area?	2.31
How interested would you be in stationing private safety officers at key points within Eastlake Island?	3.77
How interested are you in having more CCTV cameras to achieve as much coverage as feasible?	3.81



**The results clearly indicate that there is little interest in moving towards a neighbourhood watch model, with residents taking an active role in patrolling. The opinions on whether to increase guards or cameras show an equal weighting.**

### Section 3: Cleaning, Beautifying and Environment

Question	Average score
Would you like to see physical improvements in the parks and open spaces on Eastlake Island (for example: trees, indigenous plants)?	<b>3.84</b>
Would you like to see a beautification of the entrance to Eastlake Island (the area around the bridge )?	<b>3.76</b>
Would you like to see an improvement in the removal of litter in public spaces within Eastlake Island?	<b>4.00</b>
Would you like to see improvements in cleanliness along our canals?	<b>4.46</b>
Would you be interested in more play facilities for children in our community?	<b>3.35</b>
Would you like to see improvements in the recreational facilities in our area, e.g. trim park?	<b>3.30</b>
Would you like to see an improvement in the reporting, tracking and maintenance of stormwater drains, burst mains and street gutters?	<b>4.01</b>



	NOT INTERESTED	NOT SO INTERESTED	SOMEWHAT INTERESTED	VERY INTERESTED	EXTREMELY INTERESTED	TOTAL	WEIGHTED AVERAGE
physical improvement in POS	2.73% 3	4.55% 5	26.36% 29	39.09% 43	27.27% 30	110	3.84
beautification at entrance	4.55% 5	7.27% 8	21.82% 24	40.00% 44	26.36% 29	110	3.76
litter removal	0.91% 1	2.73% 3	22.73% 25	42.73% 47	30.91% 34	110	4.00
cleanliness of canals	0.91% 1	2.73% 3	6.36% 7	29.09% 32	60.91% 67	110	4.46
childrens' play facilities	8.18% 9	17.27% 19	26.36% 29	27.27% 30	20.91% 23	110	3.35
recreational facilities improvement	9.09% 10	18.18% 20	27.27% 30	24.55% 27	20.91% 23	110	3.30
monitoring of storm-water drains	0.89% 1	6.25% 7	18.75% 21	39.29% 44	34.82% 39	112	4.01

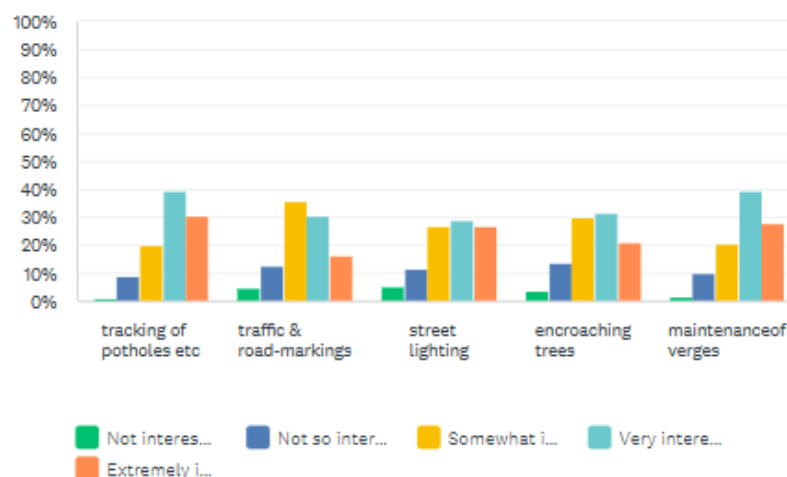
The most significant result is the very high score (4.48) regarding cleanliness in the canals. Zandvlei has had significant water quality problems for some time.

- Sewage spills into the vlei have been frequent, and the water body has been closed for extended periods
- Cladophora algae growth has covered large parts of the vlei, particularly in dead-end canals, making the water body unsightly and causing unpleasant odours, as well as preventing boating.
- The Sand River and Langevlei canals are used for dumping litter in areas north of the Marina. The litter enters the vlei during rain events when the litter traps are unable to cope with the volumes, resulting in unsightly litter along shorelines and in the water.

Water quality has a significant effect on the enjoyment of our environment as well as house prices, and this is clearly reflected in residents' concerns.

## Section 4: Street Condition and Safety

Question	Average score
Would you like to see an improvement in the reporting, tracking and resolution of the maintenance of roads in our area? e.g. Potholes and surfaces	<b>3.90</b>
Are you interested in seeing improvements in the standard of traffic and road signage, street names and road markings	<b>3.41</b>
Are you interested in seeing more street and pavement lighting to increase road safety and security?	<b>3.60</b>
Would you like to see a plan to address trees that may be encroaching onto road users space and obstructing sight to traffic?	<b>3.53</b>
Would you like to see improvements in the maintenance of verges, edges, borders and pavements in our area?	<b>3.82</b>

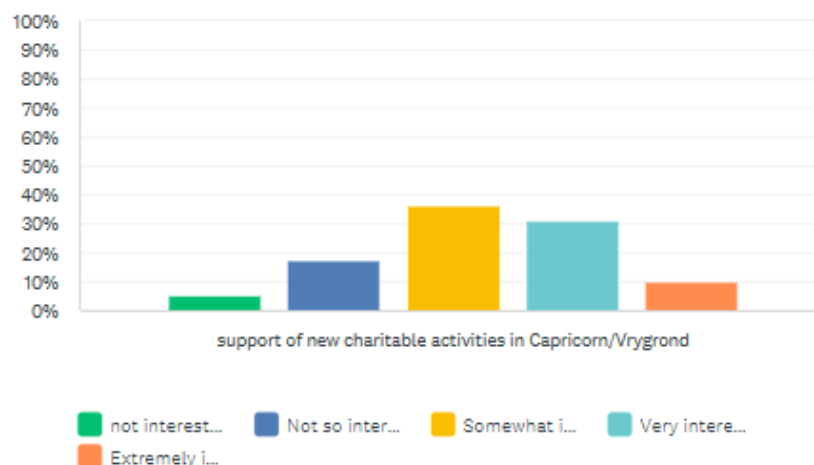


	NOT INTERESTED	NOT SO INTERESTED	SOMEWHAT INTERESTED	VERY INTERESTED	EXTREMELY INTERESTED	TOTAL	WEIGHTED AVERAGE
tracking of potholes etc	0.90% 1	9.01% 10	19.82% 22	39.64% 44	30.63% 34	111	3.90
traffic & road-markings	4.50% 5	12.61% 14	36.04% 40	30.63% 34	16.22% 18	111	3.41
street lighting	5.41% 6	11.71% 13	27.03% 30	28.83% 32	27.03% 30	111	3.60
encroaching trees	3.64% 4	13.64% 15	30.00% 33	31.82% 35	20.91% 23	110	3.53
maintenance of verges	1.80% 2	9.91% 11	20.72% 23	39.64% 44	27.93% 31	111	3.82

**The greatest concern is the reporting and resolution of issues reported to the Council.**

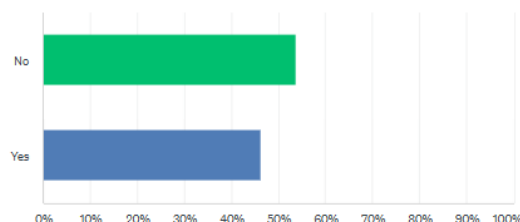
## Section 5: Social Responsibility

Question	Average score
Would you be interested in supporting new charitable activities in our area to support the disadvantaged communities of Capricorn/Vrygrond? e.g. Soup kitchens, monthly canned food drives, etc.	<b>3.23</b>
Is drug dealing and using a problem that concerns you in our area? Do we need to deal with this? This was a Yes/No question	<b>53% said No</b>



	NOT INTERESTED	NOT SO INTERESTED	SOMEWHAT INTERESTED	VERY INTERESTED	EXTREMELY INTERESTED	TOTAL	WEIGHTED AVERAGE
support of new charitable activities in Capricorn/Vrygrond	5.45% 6	17.27% 19	36.36% 40	30.91% 34	10.00% 11	110	3.23

Many of the comments suggested that there are many existing charitable causes in our area and that it would make more sense to support existing initiatives, rather than beginning anything new. Some comments included the need for more interest in animal charities.



ANSWER CHOICES	RESPONSES
No	53.70% 58
Yes	46.30% 50
TOTAL	108

## Section 6: Community

One of the major areas of improvement enjoyed by other communities that have implemented a CID is a significant improvement in a sense of community spirit, pride and social uplifting. Please indicate your preferences below and add any new options in the comments.

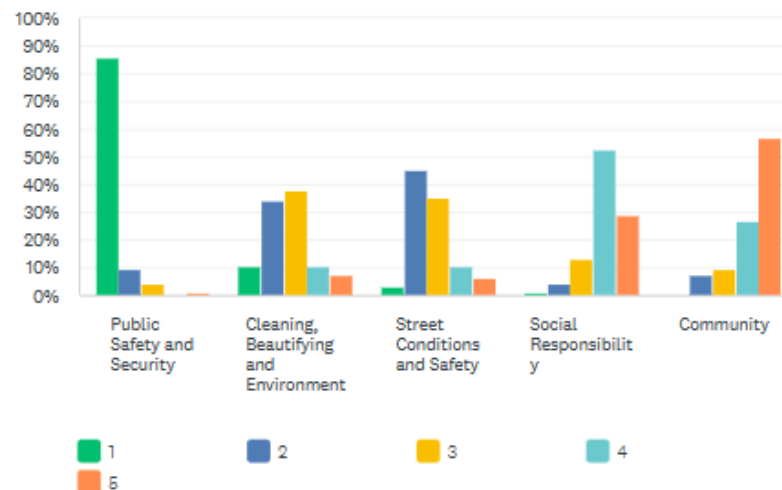
Question	Average score
Fresh food markets	3.39
Cultural / Art Events	3.18
Concerts	2.97
Carnivals	2.50
Sports events	2.57
Business promotions	2.47
Dinners / Lunches / Informal Get-togethers	2.79
Formal Meetings	2.35

**The arrangements of community social events did not rate very highly by the respondents.**



## Section 7: Priorities

This survey element of the questionnaire concluded with an opportunity for participants to rank each of the five general themes of the survey in terms of importance. As shown in the table below, 82% of the respondents ranked public safety and security as the most important issue; Cleaning beautifying and the environment came in second place with 10%; Street conditions and Safety (3%); social responsibility (1%) and community (05) came in very close in the third, fourth and fifth position.



	1	2	3	4	5	TOTAL	SCORE
Public Safety and Security	85.57% 83	9.28% 9	4.12% 4	0.00% 0	1.03% 1	97	4.78
Cleaning, Beautifying and Environment	10.31% 10	34.02% 33	38.14% 37	10.31% 10	7.22% 7	97	3.30
Street Conditions and Safety	3.09% 3	45.36% 44	35.05% 34	10.31% 10	6.19% 6	97	3.29
Social Responsibility	1.03% 1	4.12% 4	13.40% 13	52.58% 51	28.87% 28	97	1.96
Community	0.00% 0	7.22% 7	9.28% 9	26.80% 26	56.70% 55	97	1.67

A weighted view of the data follows:

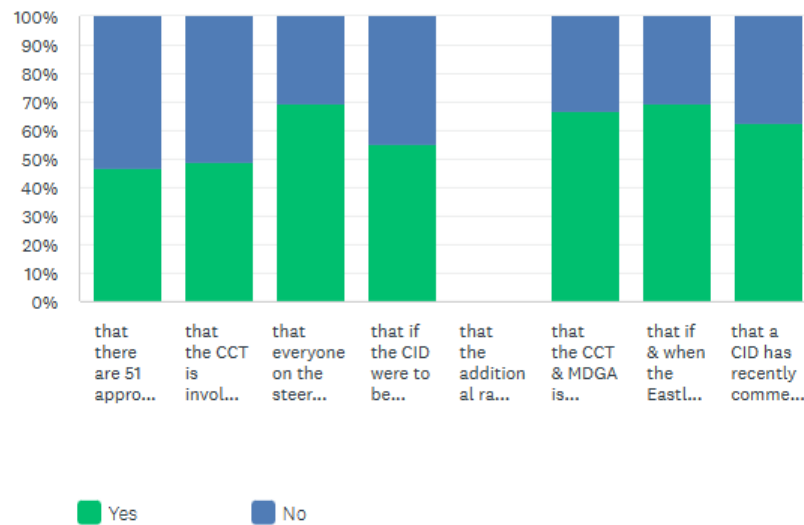
Ranking	Average score
1. Public Safety	<b>4.78</b>
2. Cleaning, beautifying and environment	<b>3.30</b>
3. Streets condition and safety	<b>3.29</b>
4. Social responsibility	<b>1.96</b>
5. Community	<b>1.67</b>

## Section 8; Personal awareness of the CID structure

<b>Are you aware that:</b>	<b>% YES</b>	<b>% NO</b>
that there are 51 approved and functioning CIDs in the City of Cape Town (CCT) and that they have been rated highly successful by their rate payers?	46.6	53.4
that the CCT is involved in overseeing the development of the CID with strict processes and that requirements are met in terms of the establishment and management of every CID?	49.0	51.0
that everyone on the steering committee is a resident of Eastlake Island and is receiving no compensation? They also have no special influence over decisions made for funding priorities. This is very strictly enforced by the CCT.	69.6	30.4
that if the CID were to be supported by 60% of property owners and be approved by council, a non profit company (NPC) managed by a non-remunerated Board of Directors, elected by property owners (The Members), will be established?	55.3	44.7
that the additional rate will be calculated in proportion to your municipal property valuation, will be collected by the CCT and will be paid over to the NPC in 12 equal instalments, which will be subject to an annual audit?	There is a glitch in the survey – no result	
that the CCT & MDGA is obliged to continue providing its existing levels of services and the additional rates will be used to enhance the Public Safety, Cleaning, Social and Environmental aspects of Eastlake Island, as per the business plan?	67.0	33.0
that if & when the Eastlake Island CID is implemented, you will no longer be required to pay your contribution to ELISA.	69.3	30.7
that a CID has recently commenced in Park Island.	62.8	37.2

## Are you aware

Answered: 103 Skipped: 12



	YES	NO	TOTAL
▼ that there are 51 approved and functioning CIDs in the City of Cape Town (CCT) and that they have been rated highly successful by their rate payers?	46.60% 48	53.40% 55	103
▼ that the CCT is involved in overseeing the development of the CID with strict processes and that requirements are met in terms of the establishment and management of every CID?	49.02% 50	50.98% 52	102
▼ that everyone on the steering committee is a resident of Eastlake Island and is receiving no compensation? They also have no special influence over decisions made for funding priorities. This is very strictly enforced by the CCT.	69.61% 71	30.39% 31	102
▼ that if the CID were to be supported by 60% of property owners and be approved by council, a non profit company (NPC) managed by a non-remunerated Board of Directors, elected by property owners (The Members), will be established?	55.34% 57	44.66% 46	103
▼ that the additional rate will be calculated in proportion to your municipal property valuation, will be collected by the CCT and will be paid over to the NPC in 12 equal instalments, which will be subject to an annual audit?	0.00% 0	0.00% 0	0
▼ that the CCT & MDGA is obliged to continue providing its existing levels of services and the additional rates will be used to enhance the Public Safety, Cleaning, Social and Environmental aspects of Eastlake Island, as per the business plan?	66.99% 69	33.01% 34	103
▼ that if & when the Eastlake Island CID is implemented, you will no longer be required to pay your contribution to ELISA.	69.31% 70	30.69% 31	101
▼ that a CID has recently commenced in Park Island.	62.75% 64	37.25% 38	102

## Section 9: Key takeaways: *Top 8 responses*

Question	Average score
How important is it to maintain and improve Eastlake Island's overall public safety situation?	4.54
How important is it to improve the monitoring and detection of crime in Eastlake Island?	4.48
Would you like to see improvements in cleanliness along our canals?	4.46
How important is it to improve the overall quality of the response to crime incidents in Eastlake Island (response time and resolution)?	4.45
Is it important for you to be alerted to threats and incidents in your immediate area, as they occur?	4.15
Would it be important to you to feel safer walking in our area in the early morning or late evening?	4.13
Would it be important to you that your children are able to walk/play/cycle more safely in all areas within Eastlake Island?	4.11
How important is the monitoring of the public open spaces (POS) in Eastlake Island?	4.01

**Whilst public safety dominates the top concerns, water quality is rated second, marginally lower than maintaining and improving public safety**

**Survey results - top 8 responses excluding public safety**

<b>Question</b>	<b>Average score</b>
Would you like to see improvements in cleanliness along our canals?	<b>4.46</b>
Would you like to see an improvement in the reporting, tracking and maintenance of stormwater drains, burst mains and street gutters?	<b>4.01</b>
Would you like to see an improvement in the removal of litter in public spaces within Eastlake Island?	<b>4.00</b>
Would you like to see an improvement in the reporting, tracking and resolution of the maintenance of roads in our area? e.g. Potholes and surfaces	<b>3.90</b>
Would you like to see physical improvements in the parks and open spaces on Eastlake Island (for example: trees, indigenous plants)?	<b>3.84</b>
Would you like to see improvements in the maintenance of verges, edges, borders and pavements in our area?	<b>3.82</b>
Would you like to see a beautification of the entrance to Eastlake Island (the area around the bridge )?	<b>3.76</b>
Are you interested in seeing more street and pavement lighting to increase road safety and security?	<b>3.60</b>

**The main issues outside public safety are:**

- **Water quality of the waterways;**
- **Improvement in the removal of litter in public spaces; and**
- **reporting and responses to Council responsibilities.**