



PINELANDS IMPROVEMENT DISTRICT

PERCEPTION SURVEY

Dear Property and Business Owners

We are all fed up with the **rising levels of crime** and **declining levels of municipal service delivery** in our country and Pinelands is fast deteriorating. Many of us are beginning to live like prisoners in our own homes, often afraid to walk outside our properties, not free to enjoy our unique garden city or feel that our children are not safe enough to walk to school or play in our parks. We can't even park without being harassed. How long does it take to restore water or fix roads and broken street lamps?

A **solution** to reducing crime and grime, and improving service delivery, is to establish an **Improvement District**, also referred to as a Special Rating Area (SRA). The concept has been proven in South Africa with great success, with about 21 City Improvement Districts / SRAs in Cape Town alone and similar initiatives in Gauteng, and the results of these have shown significant reductions in crime and improvements in municipal service delivery.

A group of us, concerned residents and members of the Pinelands Ratepayers and Residents Association (PRRA) have formed a steering committee to establish such an Improvement District in Pinelands. As the **first step** in the process, we are working to **better understand the specific problems** we are all experiencing and to understand your willingness to support this in Pinelands.

All we ask of you at this stage is to **please complete this questionnaire** (it will only take **15 minutes** of your time). Once we have captured this information and done the analysis, we will have a **better understanding of our collective needs** and can plan accordingly to move onto the next step. We will keep you informed along each step of the way.

What is the Pinelands Improvement District (PID)?

- The PID will be a statutory body established under the *SRA by-law of the City of Cape Town* previously known as a City Improvement District (CID).
- It can hold the City to account and procure additional 'Top-up' services and security services and urban upgrades to improve our suburb.
- The PID will need to be funded by way of an additional rate collected from rate payers by the City of Cape Town and paid to the management company of the proposed PID. *What price do we put upon our freedom and safety?*

What are the benefits?

- A *transparent* business plan and budget whereby you will be able to see exactly how your additional rates are being spent.
- It is a proven vehicle through which you can ensure that the City is providing effective service delivery.
- Reduction in crime, grime and homelessness through improved management of Pinelands.
- A safer, cleaner and friendlier public environment where public spaces and parks can be upgraded.
- Other CID/SRAs have shown increases in property values.
- Social services to assist the homeless and impoverished can be provided and new jobs can be created.

How does it work?

- An additional SRA rate will be added to your rates account and collected by the City as is currently done, but these funds will be ring fenced and channelled for Pinelands specifically. The additional rate may only be used for services in the designated geographical area as outlined in an agreed business plan.
- The PID provides property owners with a direct say in the management of the designated area and all budgets and spend will be transparent to you, the residents of Pinelands.

With thanks, The PID Steering Committee

For more information please visit www.cityimprovement.co.za/pinelands or email us at info@geocentric.co.za.

Please return completed surveys to the drop off box inside the Pinelands library or the Sub-council building.

Name and Surname:
Physical address:
Telephone:
Email:
Are you a member of the Pinelands Neighbourhood Watch: <input type="checkbox"/> Yes <input type="checkbox"/> No
Are you a: <input type="checkbox"/> Residential owner <input type="checkbox"/> Residential tenant <input type="checkbox"/> Business owner <input type="checkbox"/> Business tenant <input type="checkbox"/> Working in Pinelands <input type="checkbox"/> Regular shopper/visitor <input type="checkbox"/> Other : _____

A. SAFETY AND SECURITY

1. How would you rate the overall security situation in Pinelands?

- Excellent Good Average Poor Unsure

2. Have you or someone close to you been a victim of crime in Pinelands recently?

- Yes No

If Yes, please provide information on nature of crime, date and location:

3. Do you have private security such as personal alarm system and/or armed response?

- Personal Alarm Armed Response No additional security

Comments: _____

4. What types of crime occur most frequently in your area?

- Theft out of home Theft out of car Armed robbery Muggings
 Snatching of belongings Vehicle theft ATM card fraud Don't know

Other: _____

5. Where do most of the crimes occur in Pinelands?

Please specify location(s): _____

6. At what times do these crimes mostly occur?

- All the time Working hours Late afternoons Evenings At night Early hours
 Don't know
 Other _____

7. Are current policing efforts effective in Pinelands?

- Yes No Don't know

8. If your answer to question 7 is “No”, what could the reasons be?

Shortage of resources Lack of visibility Lack of support No police presence Don't know

Other _____

9. When should public security services be available?

24 Hours per day 07:00 – 19:00 07:00 – 24:00 19:00 – 07:00

Other _____

10. Is your house number clearly visible and/or lit up at night for security services to see?

Yes No Don't know

11. Is speeding a problem in your area?

Yes No Don't know

If Yes, please specify the problem areas: _____

B. LITTER AND CLEANLINESS

12. Do you feel that litter on the pavements is a problem?

Yes No Don't know

If Yes, please specify the problem areas: _____

13. Do you feel that illegal posters or advertising are a problem?

Yes No Don't know

If Yes, please specify the problem areas: _____

14. Do you feel that graffiti is a problem?

Yes No Don't know

If Yes, please specify the problem areas: _____

15. Are there sufficient public litter bins provided which are regularly cleaned so as not to cause a problem or an eyesore?

Yes No Don't know

16. Are you experiencing specific problems with your refuse collection service?

No problems Late collection Damaged bin Mess left behind Obnoxious behaviour

Other problems: _____

17. Would you like a separate waste recycle bin?

Yes No

Comments: _____

18. How would you rate the overall cleanliness of your area?

- Excellent Good Average Poor

Comments: _____

C. LIGHTING AND MARKING OF STREETS AND PAVEMENTS

19. Is the street and pavement lighting sufficient?

- Yes No Don't know

Please specify any problem areas: _____

20. How would you rate the standard of traffic and road signage, street names, and road markings?

- Excellent Good Average Poor Don't know

Please specify any problem areas: _____

D. PUBLIC ENVIRONMENT

21. How would you rate the public environment?

- Messy & dirty Clean but bland Attractive Welcoming & interactive

Comments: _____

22. Are you satisfied with the maintenance of pavements?

- Yes No Don't know

Comments: _____

23. Are the pavements safe for pedestrian use?

- Yes No Don't know

Comments: _____

24. Are you satisfied with the mowing of verges?

- Yes No Don't know

Comments: _____

25. Generally, how would you rate the parks, public facilities and spaces, canals, natural elements and landscaping i.e. grass, trees flowers, benches, parks etc?

- Excellent Good Average Poor Don't know

Comments: _____

26. How would you rate the maintenance of infrastructure such as water supply, storm water drains, street gutter?

- Excellent Good Average Poor Don't know

Comments: _____

27. How would you rate the quality and the maintenance of the roads in Pinelands?

- Excellent Good Average Poor Don't know

Comments: _____

28. How would you rate the positioning and maintenance of trees in Pinelands?

- Excellent Good Average Poor Don't know

Comments: _____

29. How would you rate the maintenance and upkeep of the canal in Pinelands?

- Excellent Good Average Poor Don't know

Comments: _____

E. SOCIAL ENVIRONMENT

30. Is homelessness a problem in Pinelands?

- Yes No Don't know

If Yes, please specify where: _____

31. If you answered "Yes" to question 30, please indicate how homelessness affects Pinelands?

- Loitering Begging Sleeping in Pinelands Theft Alcohol and drug abuse

Other _____

32. If you answered "Yes" to question 30, please indicate where the problem mostly occurs?

- Around Howard Centre Central Square Other _____

33. If you answered "Yes" to question 30, at which times does homelessness present a problem?

- All the time During working hours Late afternoons Evenings At night Early hours

34. Is drug dealing/using a problem in Pinelands?

- Yes No Don't know

35. If you answered "Yes" to question 34, please specify where drug dealing/using mostly occurs:

36. If you answered “Yes” to question 34, specify the times at which this is a problem?

All the time During working hours Late afternoons Evenings At night Early hours

37. Do you perceive noise to be a problem in Pinelands?

Yes No Don't know

If Yes, please specify where: _____

38. If you answered “Yes” to question 37, specify at which times this problem occurs?

All the time Working hours Late afternoons Evenings At night Early hours

F. HEALTH AND ENVIRONMENTAL SAFETY

39. Are you experiencing any problems with pests such as:

Cockroaches Rats Moles Other: _____

40. Are you concerned about the quality of air in Pinelands?

Yes No

41. If you answered “Yes” to question 40, please note your concerns:

Concerns: _____

G. MARKETING OF PINELANDS

42. In your opinion, would it be useful to have events in order to build a community spirit?

Yes No

43. If “Yes”, what kind of events?

Carnivals Fresh Food Markets Concerts Art events Business promotions

Other suggestions: _____

44. If “Yes”, when should these events take place?

Week day evenings Week-ends Month-end Middle of month Special days

Other suggestions: _____

H. OVERALL

45. What is your overall image of Pinelands?

Dirty & safe Dirty & unsafe Clean & safe Clean & unsafe Attractive & welcoming

46. What is your overall view of municipal service delivery Pinelands?

Very Poor Reasonable, but can improve Excellent - no improvement needed

47. Are there specific services you are not receiving that you feel are required?

Please specify: _____

48. Please rank the following service categories in order of priority from 1 to 6, where (1 = highest; 6 = lowest)

CATEGORY	YOUR RANKING
A. SAFETY AND SECURITY	
B. LITTER AND CLEANLINESS	
C. LIGHTING & MARKING OF STREETS AND PAVEMENTS	
D. PUBLIC ENVIRONMENT	
E. SOCIAL ENVIRONMENT	
F. HEALTH AND ENVIRONMENTAL SAFETY	
G. MARKETING OF PINELANDS	

H. TOP UP RATE POLL

49. Would you be prepared to pay a small top-up levy on your rates bill for more and improved municipal services and public security in Pinelands?

Yes No

If Yes, please specify how much extra you feel is reasonable: _____

GENERAL COMMENTS & SUGGESTIONS

Signature: _____