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| ACTION STEPS | RESPONSIBLE | FREQUENCY | Y1 | Y2 | Y3 | Y4 | Y5 | PERFORMANCE INDICATOR | COMMENTS |
|--|---------------------------------|------------------------------------|----|----|----|----|----|--|---|
| 1. Appointment of assistants. | LKID Board | Ongoing | ➡ | ➡ | ➡ | ➡ | ➡ | Competent people to assist in running the LKID. | As required, competitive process |
| 2. Continued operation of the LKID Management office | LKID Board | Ongoing | ➡ | ➡ | ➡ | ➡ | ➡ | Efficient operation and office open to public. | |
| 3. Appointment of relevant service providers | LKID Board | In 1 st year and year 4 | 1 | 0 | 0 | 1 | 0 | Appointment of suitably qualified service providers by competitive process | Public safety service provider 4-year contract. Service providers evaluated annually. |
| 4. Board Meetings | LKID Board | Monthly | 12 | 12 | 12 | 12 | 12 | Monthly Board Meeting minutes | First 30 mins open to the community. |
| 5. Financial reports to CCT and LKID Board | Finance portfolio | Monthly | 12 | 12 | 12 | 12 | 12 | Submit reports timeously by the 15 th of following month to CCT. | Refer to Finance Agreement |
| 6. Audited financial statements | Treasurer/ Company Secretary | Annually | 1 | 1 | 1 | 1 | 1 | Unqualified audit reports submitted to the City by 31 August each year. | |
| 7. Communicate LKID arrears list | Treasurer/ Company Secretary | Monthly | 12 | 12 | 12 | 12 | 12 | Observe and report concern over outstanding amounts. | No Director can participate in Board Meetings if in arrears with CCT. |
| 8. Feedback to members at AGM | LKID Board | Annually | 1 | 1 | 1 | 1 | 1 | AGM completed by 31 December. Approval of : - Annual Report - AFS - Election of Directors - Next year IP & Budget - In year 5 renewed application. | Once a year. |
| 9. Submit Annual Report and Annual Financial Statements to Subcouncil. | Treasurer/ Company Secretary | Annually | 1 | 1 | 1 | 1 | 1 | Submit AFS and Annual Report to subcouncil within 3 months of AGM. | |
| 10. Successful day-to-day operation of the LKID | LKID Directors | Ongoing | ➡ | ➡ | ➡ | ➡ | ➡ | Monthly feedback to Board. | |

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| 11. Comply with all requirements of the Companies Act and King IV principles. | Treasurer/ Company Secretary | Annually | 1 | 1 | 1 | 1 | 1 | Comply with Section 24 of the Companies Act : - register auditors and submit to CPIC within 10 days of any change - register new directors and submit to CIPC within 10 days of any change - submit annual returns to CIPC within 30 days of the anniversary of the NPC | |
| 12. Submit input to CCT Budget & Integrated Development Plan | LKID Board | Annually | 1 | 1 | 1 | 1 | 1 | Annual submissions to Subcouncil Manager. | Oct – Feb annually |
| 13. Submit input to City Capital Projects. | LKID Board. | Annually | 1 | 1 | 1 | 1 | 1 | Annual submissions to Subcouncil Manager. | Oct – Feb annually |
| 14. Communicate with property owners. | LKID Board | Ongoing | ➡ | ➡ | ➡ | ➡ | ➡ | Regular Whatsap messages and quarterly newsletter. | |
| 15. Mediate on issues with and between property owners. | LKID Board | Ongoing | ➡ | ➡ | ➡ | ➡ | ➡ | Provide an informed opinion on unresolved issues and assist where possible. | |
| 16. Promote & develop LKID membership. | LKID Board | Ongoing | ➡ | ➡ | ➡ | ➡ | ➡ | Maintain an up-to-date membership that represents the LKID community. | Ensure application form on website. |
| 17. Build a working relationship with Subcouncil Management, Area Directors and relevant CCT officials & depts. | LKID Board | Ongoing | ➡ | ➡ | ➡ | ➡ | ➡ | Successful & professional relationships with CCT officials, resulting in enhanced comms, cooperation & service delivery. | |
| 18. Obtain annual Tax Clearance Certificate. | Finance Director | Annually | 1 | 1 | 1 | 1 | 1 | Within 1 month of expiry of the current TCC. | |
| 19. Perform Budget review | LKID Board | Annually | 1 | 1 | 1 | 1 | 1 | Submit adjustments to CCT by 31 March. | |
| 20. Apply for Tax Exemption status. | Finance Director | Y1 | 1 | | | | | By the end of the 1 st financial year. | |
| 21. Register as Supplier with CCT | Finance Director | Y1 | 1 | | | | | Successfully registered. | |
| 22. Compile the LKID renewal application. | Finance Director | Y5 | | | | | 1 | Submit a comprehensive renewal application for approval by the members and CCT by 31 August. | |
| 23. Implement Business Plan | LKID Board | Annually | 90% | 90% | 90% | 90% | 90% | % of budget spent | Ensure that the benchmark of 90% is attained. |
| 24. Protection of Personal Information Act (POPIA) declaration | LKID Board | Annually | 1 | 1 | 1 | 1 | 1 | At the first Board meeting after the AGM, new Directors to sign the POPIA declaration | |

| PROGRAM 2 - LKID PUBLIC SAFETY MANAGEMENT | | | | | | | | | |
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| ACTION STEPS | RESPONSIBLE | FREQUENCY | Y1 | Y2 | Y3 | Y4 | Y5 | PERFORMANCE INDICATOR | COMMENTS |
| 1. Identify the root causes of crime in conjunction with SAPS, Local Authority existing Security Services using their experience as well as local crime stats. | Public safety portfolio | Ongoing |  |  |  |  |  | Use this information to improve Safety & Security in our community as per the Public Safety Security Plan. | |
| 2. Determine the crime threats of the area in conjunction with SAPS. | Public safety portfolio | Ongoing |  |  |  |  |  | As above. | |
| 3. Determine strategies by means of an integrated approach to address/decrease crime | Public safety portfolio | Ongoing |  |  |  |  |  | As above. | |
| 4. In liaison with other Public Safety role players & SAPS, identify current security and policy shortcomings and develop & implement an effective Public Safety strategy. | Public safety portfolio | Ongoing |  |  |  |  |  | As above. | |
| 5. Develop a Public Safety management strategy with clear deliverables and defined performance indicators to guide services provided by the security provider | Public safety portfolio | Revise as often as necessary |  |  |  |  |  | Documented Public Safety strategy with clear deliverables. See 11 below. | |
| 6. Deploy Public Safety resources accordingly & | Public safety portfolio | Ongoing |  |  |  |  |  | Reduction in incidents. Visible public safety of | Resources include CCTV cameras, |

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| effectively. Service provider vehicles to be easily identifiable | | | | | | | | the area. | monitored 24 x 7 with tactical response. |
| 7. Utilise the "eyes & ears" of all security and street cleaning staff to identify public safety issues. | Public safety portfolio | Ongoing | ➡ | ➡ | ➡ | ➡ | ➡ | Incorporate feedback and info into the Public Safety initiatives | |
| 8. Assist SAPS through participation in the local crime forum | Public safety portfolio | Ongoing | ➡ | ➡ | ➡ | ➡ | ➡ | Incorporate feedback and info into the Public Safety initiatives | |
| 9. On-site inspection of all security officers | Public safety portfolio | Ongoing | ➡ | ➡ | ➡ | ➡ | ➡ | Report findings to LKID Board | |
| 10. Weekly security reports from Contract Security Provider | Public safety portfolio | Weekly | 52 | 52 | 52 | 52 | 52 | Report findings to LKID Board | |
| 11. Public Safety Security Plan | Board | Ongoing | ➡ | ➡ | ➡ | ➡ | ➡ | Board approved Plan | Regularly updated as Circumstances dictate. |

| PROGRAM 3 - LKID CLEANING MANAGEMENT | | | | | | | | | |
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| ACTION STEPS | RESPONSIBLE | FREQUENCY | Y1 | Y2 | Y3 | Y4 | Y5 | PERFORMANCE INDICATOR | COMMENTS |
| 1. Develop a cleaning strategy document with clear deliverables & defined performance indicators to guide cleansing delivery from the appointed service provider | Cleansing Portfolio & Board | Annually | 1 | 1 | 1 | 1 | 1 | Cleansing strategy document with clear deliverables and performance indicators | Negotiate with successful NGO service provider. |
| 2. Coordinate with local NGO to assist in providing cleaning services | Cleansing Portfolio | Annually | 1 | 1 | 1 | 1 | 1 | Monitor performance and report to the Board | |
| 3. Monitor and evaluate cleansing strategy & performance | Cleansing Portfolio & Board | Quarterly | 4 | 4 | 4 | 4 | 4 | Modify cleansing strategy as required to ensure a cleaner community | Present amended cleansing strategy to Board. |
| 4. Co-ordinate the provision of additional litter bins and emptying of existing bins by the relevant CCT department | Cleansing Portfolio | Quarterly | 4 | 4 | 4 | 4 | 4 | Provide a quarterly report regarding identified shortcomings to the Board. | |
| 5. Monitor the state of cleanliness of the streets and sidewalks in the LKID | Cleansing Portfolio | Ongoing | ➡ | ➡ | ➡ | ➡ | ➡ | Clean streets & sidewalks. Report back to the Board | |
| 6. Identify Health, Environment & Safety (HES) issues within the area and report to CCT with C3 notification | Cleansing Portfolio | Quarterly | 4 | 4 | 4 | 4 | 4 | Quarterly inspection & evaluation to the Board | |
| 7. Monitor and report illegal dumping | Cleansing Portfolio | Ongoing | ➡ | ➡ | ➡ | ➡ | ➡ | Liaise with Law Enforcement and Solid Waste for the removal of illegal dumping and penalties for the perpetrators | Report to the Board |

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| 8. Work in conjunction with the local social welfare & job creation organisations to develop the delivery of supplementary services to improve the urban environment. | Cleansing Portfolio | Ongoing |  |  |  |  |  | Long term sustainable work program. | Modified and renewed annually. |
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PROGRAM 4 - LKID ENVIRONMENT / URBAN MANAGEMENT

Revised Scope of Work, post-set up

- Promoting appropriate neighbourhood development and community
- Promoting effective liaison with City officials and Ward Councillor
- Promoting community empowerment in urban management
- Promoting sustainable and responsible urban management

| ACTION STEPS | RESPONSIBLE | FREQUENCY | Y1 | Y2 | Y3 | Y4 | Y5 | PERFORMANCE INDICATOR |
|---|----------------------------|-----------|----|----|----|----|----|---|
| 1. Set-up sub-committee of neighbourhood built environment and landscape professionals, businesses (eg landscaping, garden services) and interested residents | Urban Management Portfolio | On-going | ➡ | ➡ | ➡ | ➡ | ➡ | Functioning sub-committee, <i>alternatively</i> communication inviting regular input by interested residents |
| 2. Register as I&AP with CCT (replacing KRA) | | Once off | 1 | 0 | 0 | 0 | 0 | Registered, CCT communications and adverts received for building plans, departures, rezonings, etc |
| 3. Register as a Conservation Body with HWC | | Once off | 1 | 0 | 0 | 0 | 0 | Registered, adverts received for demolitions, alterations, development in terms of NHRA |
| 4. Communication on urban management issues | | On-going | ➡ | ➡ | ➡ | ➡ | ➡ | <ul style="list-style-type: none"> • CCT contact list • Neighbourhood responsibilities • Protocols • Website information board regarding projects, comment opportunities etc • Communication via facebook, email, whatsapp group and Telegram as appropriate • Member of Ward 58 Sub-Committee and active involvement therein |
| 5. Comment on applications, | | On-going | ➡ | ➡ | ➡ | ➡ | ➡ | Updated land use policy Submissions to authorities which are given |

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| development proposals etc | | | | | | | | appropriate weight in decision-making |
| 6. Monitor and report on unauthorised land use | | Ongoing | ➡ | ➡ | ➡ | ➡ | ➡ | CCT reponse and minimal unauthorised land uses |
| 7. Identify problem areas a. street lighting b. missing drain covers & stormwater drain cleaning c. maintenance of roads & sidewalks d. POS, cutting of grass & removal of weeds e. road markings & traffic signs f. traffic | | Ongoing | ➡ | ➡ | ➡ | ➡ | ➡ | Encourage resident reporting Report issues of relevance to community as a whole Status Quo report comprehensively undertaken at commencement of LKID and monitored |
| 7. Identify supplementary infrastructure enhancements to benefit the LKID | | Annual, input into LKID budget and CCT Budget & IDP | ➡ | ➡ | ➡ | ➡ | ➡ | Projects identified for expenditure and funds spent |
| 9. Greening campaigns | | Annual, input into LKID budget and CCT Budget & IDP | ➡ | ➡ | ➡ | ➡ | ➡ | Projects identified for expenditure and funds spent |
| 10. Monitor and report on Illegal posters and unauthorised signage | | Ongoing | ➡ | ➡ | ➡ | ➡ | ➡ | LKID free of illegal posters & signage |

| PROGRAM 5 – SOCIAL MANAGEMENT | | | | | | | | | |
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| ACTION STEPS | RESPONSIBLE | FREQUENCY | Y1 | Y2 | Y3 | Y4 | Y5 | PERFORMANCE INDICATOR | COMMENTS |
| 1. Work in conjunction with local social welfare & job creation organisations to develop the delivery of supplementary services | Social Dev & Events Portfolio | Ongoing | ➡ | ➡ | ➡ | ➡ | ➡ | Social intervention plan with clear deliverables & defined performance indicators to guide delivery | This will be a long term action plan that will take time to develop |
| 2. Co-ordinate social development programs with the City Social Development Dept | Social Dev & Events Portfolio | Quarterly | 4 | 4 | 4 | 4 | 4 | Meet quarterly to get feedback | |
| 3. Public awareness program on social issues | Social Dev & Events Portfolio | Ongoing | ➡ | ➡ | ➡ | ➡ | ➡ | Keep the community aware of social issues | |

| PROGRAM 6 - LKID COMMUNICATION MANAGEMENT | | | | | | | | | |
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| ACTION STEPS | RESPONSIBLE | FREQUENCY | Y1 | Y2 | Y3 | Y4 | Y5 | PERFORMANCE INDICATOR | COMMENTS |
| 1. Newsletters | Communications portfolio | Quarterly | 4 | 4 | 4 | 4 | 4 | Quarterly informative newsletters | |
| 2. Regular press releases to local media a. Local developments b. Promoting local projects c. Social issues | Communications portfolio | Ongoing | ➡ | ➡ | ➡ | ➡ | ➡ | Keeping the community informed via our local newspaper, The Tatler. | |
| 3. Establish & maintain the Website | Communications portfolio | Monthly | 12 | 12 | 12 | 12 | 12 | Monthly updated and informative website | |
| 4. Regular member communications and responses | Communications portfolio | Ongoing | ➡ | ➡ | ➡ | ➡ | ➡ | Monthly feedback to LKID Board on member issues. | Communicate with all members regularly. |
| 5. Establish the LKID business directory and link to website | Communications portfolio | Monthly | 12 | 12 | 12 | 12 | 12 | Up to date directory reviewed monthly. | |
| 6. Community WhatsApp groups | Communications portfolio | Ongoing | ➡ | ➡ | ➡ | ➡ | ➡ | Up to date group addresses to enable residents to communicate | |

| PROGRAM 7 – COMMUNITY EVENTS | | | | | | | | | |
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| ACTION STEPS | RESPONSIBLE | FREQUENCY | Y1 | Y2 | Y3 | Y4 | Y5 | PERFORMANCE INDICATOR | COMMENTS |
| 1. Plan to hold a food market in spring. | Events & Social Management Portfolio | Annually | 1 | 1 | 1 | 1 | 1 | Successful community involvement | |
| 2. Plan for Arts & Craft markets in summer, | Events & Social Management Portfolio | Annually | 1 | 1 | 1 | 1 | 1 | Successful community involvement. | |