



## **PAIA MANUAL**

**(prepared in terms of section 14 of the Promotion of Access to  
Information Act, 2 of 2000 (“PAIA”))**

**of**

**Muizenberg Improvement District NPC (MID NPC)  
A Non-Profit Company with Voting Members  
(2001/018176/08)**

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“A” – Map depicting geographical boundaries of CID

“B” – Request Form [*to be completed when consolidating forms*]

“C” – Fee Schedule [*to be completed when consolidating forms*]

## 1. **DEFINITIONS**

- 1.1. "**additional rate**" means the additional rate levied by the City of Cape Town on rateable properties within the designated boundaries of the Special Rating Area for purposes of raising funds for improving and upgrading that area, subject to any exemptions or permissible differentiation between categories of property, as contemplated in section 22(1) of the Rates Act, read with sections 8(1) and 12(2) of the By-Law;
- 1.2. "**business plan**" means a motivation report, implementation plan and term budget as contemplated in section 6 of the By-Law;
- 1.3. "**By-law**" means the City of Cape Town: Special Rating Area By-Law, 2012;
- 1.4. "**CID**" means the special rating area determined by Council in terms of the By-law [*this definition may be reworded when the amendments to the By-law are finalised*];
- 1.5. "**City**" means the City of Cape Town, a municipality established in terms of the Local Government: Municipal Structures Act, 117 of 1998 (the "*Structures Act*"), as amended;
- 1.6. "**Companies Act**" means the Companies Act, 71 of 2008;
- 1.7. "**Constitution**" means the Constitution of the Republic of South Africa, 1996;
- 1.8. "**Council**" means the Council of the City;
- 1.9. "**finance agreement**" means the finance agreement concluded between the Company and the City pursuant to section 12(6) of the By-law;
- 1.10. "**Information Officer**" has the meaning assigned to it in section 1(x)(c) of PAIA;
- 1.11. "**MFMA**" means Local Government: Municipal Finance Management Act, 56 of 2003;
- 1.12. "**MOI**" means the CID NPC's Memorandum of Incorporation (including the schedules attached thereto), adopted in terms of section 15 of the Companies Act;
- 1.13. "**municipal services**" has the meaning assigned to it in section 1 of the Systems Act;
- 1.14. "**PAIA**" means the Promotion of Access to Information Act, 2 of 2000;
- 1.15. "**PAJA**" means the Promotion of Administrative Justice Act, 3 of 2000;
- 1.16. "**personal information**" has the meaning assigned to it in terms of section 1(xviii) of PAIA;
- 1.17. "**personal requestor**" has the meaning assigned to it in terms of section 1(xix) of PAIA;

- 1.18. "**policy**" means the City of Cape Town: Special Rating Areas Policy in force at any relevant time;
- 1.19. "**principal object**" means the principal object of the Company as set out in article 5.1 of its MOI;
- 1.20. "**property**" means immovable property registered in the name of a person, including, in the case of a sectional title scheme, a sectional title unit registered in the name of a person, located within the geographical boundaries of the SRA on which the City may levy an additional rate as provided for in section 229(1)(a) of the Constitution read with section 22 of the Rates Act;
- 1.21. "**Rates Act**" means the Municipal Property Rates Act, 6 of 2004;
- 1.22. "**record**" has the meaning assigned to it in section 1(xxiv) of PAIA, viz.: "*any recorded information - (a) regardless of form or medium; in the possession or under control of [the CID NPC] ...; and (c) whether or not it was created by [the CID NPC] ...*";
- 1.23. "**requester**" has the meaning assigned to in section 1(xxvii) of PAIA;
- 1.24. "**request for access**" has the meaning assigned to in section 1(xxxvi)(a) of PAIA;
- 1.25. "**SAHRC**" means the South African Human Rights Commission;
- 1.26. "**SRA**" means the special rating area determined by the Council in terms of section 22 of the Rates Act, read with section 8(1) of the By-Law, the boundaries of which are delineated in Annexure A to this Manual, which is managed by the CID NPC.
- 1.27. "**Systems Act**" means the Local Government: Municipal Systems Act, 32 of 2000; and
- 1.28. "**term budget**" means the term budget of the Company, contemplated in section 6 of the By-law.

## **2. INTRODUCTION**

- 2.1. In terms of section 32 of the Constitution “*everyone has the right of access to any information held by the State; and ... any information that is held by another person and that is required for the exercise or protection of any rights*”.
- 2.2. PAIA gives effect to section 32, providing for the procedures in terms of which access to information may be requested and the grounds upon which such requests may be refused. These grounds seek to strike a balance between the right to access information on the one hand, and the reasonable protection of privacy and commercial confidentiality, on the other hand.
- 2.3. In compliance with its duties as a “public body” in terms of section 1(xxiii)(b)(ii) of PAIA, the CID NPC has compiled this manual to assist members of the public in exercising their rights under PAIA. The Manual outlines: (1) the CID NPC’s (i) establishment and statutory mandate; (ii) structure, functions and objectives; and (iii) contact details; (2) The procedure for requesting information from the CID NPC; (3) An outline of the CID NPC’s records, identifying information that is automatically available and information that may be requested under PAIA; and (4) Fees payable when requesting access to any of these records.
- 2.4. This Manual is available for inspection, free of charge, at the CID NPC’s offices (see para 6 below). The Manual can also be accessed on the website: [www.mid.org.za](http://www.mid.org.za). For any information not contained in this manual, kindly contact the Information Officer identified below.

## **3. ESTABLISHMENT AND STATUTORY MANDATE**

- 3.1. To promote urban development, the Rates Act authorises Council to establish a Special Rating Area (“SRA”),<sup>1</sup> and to levy an additional rate on property located in the SRA to fund the improvement and upgrade of the area.<sup>2</sup>
- 3.2. The Council has enacted a By-law to give effect to this power, providing for a community-driven process in establishing such an area, referred to as a City Improvement District (“CID”). Applicants must prepare a business plan, outlining among others things proposed capital improvements and improved or upgraded municipal services. The By-law further stipulates that a non-profit company must be incorporated to carry out a CID’s business plan.<sup>3</sup>

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<sup>1</sup> Section 22(1)(a) of the Rates Act.

<sup>2</sup> Section 22(a)(b) of the Rates Act.

<sup>3</sup> Section 11 of the By-law.

- 3.3. On 29 March 2017 Council resolved to the amendment of the business plan boundaries geographical area depicted in Annexure “A” attached hereto as the Muizenberg Improvement District NPC.<sup>4</sup>
- 3.4. The MID NPC was incorporated for the sole purpose of implementing the MID’s business plan, as approved by Council in 2001.
- 3.5. In accordance with section 11(3) of the By-law, the City monitors the MID NPC’s compliance with the By-Law, with any guidelines or policies adopted by the City and any agreements entered into between the MID NPC and the City.
- 3.6. All registered owners of property located in the MID and liable for payment of the additional rate are entitled to become members of the MID NPC.<sup>5</sup>

#### **4. ORGANISATIONAL PROFILE**

- 4.1. The MID NPC is managed by its board of directors.
- 4.2. The current board members are as follows:
  - 4.2.1. Marion Wagner – Chair;
  - 4.2.2. Karen Hultzer – Deputy Chair;
  - 4.2.3. Megan Cross – Company Secretary;
  - 4.2.4. Heide Goodman; and
  - 4.2.5. Kevin Rack.
- 4.3. The day-to-day management of the MID NPC is carried out by Chevone Petersen, the Manager.

#### **5. CONTACT DETAILS & INFORMATION OFFICER**

- 5.1. The Information Officer is the MID NPC’s Manager, Chevone Petersen.
- 5.2. The CID NPC’s details are as follows:

**Physical Address**

Muizenberg Clinic Building  
2 Atlantic Road  
Muizenberg

**Postal Address**

P.O. Box 130  
Muizenberg  
7950

**Telephone number:** 082 463 1525

**Website:** [www.mid.org.za](http://www.mid.org.za)

**Email address of Information Officer:** [manager@mid.org.za](mailto:manager@mid.org.za)

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<sup>4</sup> In terms of section 8(1)(...) [*CID NPC to insert sub-section relevant to its establishment*] of the By-Law, read with section 22 of the Rates Act.

<sup>5</sup> See article 11 of the CID NPC’s MOI.

## 6. **FUNCTIONS**

The MID NPC's According to the Finance Agreement between MID and the City of Cape Town, the SRA (CID) levy is defined as the 'product' of the MID which is used to deliver a top-up municipal service on behalf of the City of Cape Town.

- 6.1.1. Management: Financial management and governance of the company to ensure the implementation of set business objectives;
  - 6.1.2. Public safety: Additional top-up patrol services to increase visibility and safety in public spaces (excluding policing interventions to prevent crime);
  - 6.1.3. Cleaning and environmental upliftment through top-up municipal service implementation and facilitating a co-operative approach between the City and the private sector in the provision of municipal services, may include the management of municipal capital assets located within such area and urban renewal, particularly in distressed areas within the MID;
  - 6.1.4. Social Development: facilitating development and upliftment opportunities for street people and the broader community;
  - 6.1.5. Promoting economic growth and sustainable development, and in this way assisting the Council in fulfilling its objects and developmental duties as set out in its Integrated Development Plan contemplated in the Systems Act and the MFMA and encouraging private investment in the MID.
- 6.2. The MID NPC fulfil these functions by performing the following activities:
- 6.2.1. Supplementary street cleaning and environmental upliftment services: cleaning sidewalks and public roads as per operational schedule; removing graffiti, and maintaining MID urban renewal and greening initiatives.
  - 6.2.2. Public safety services, 24/7 within the public areas of the CID (excluding policing interventions to prevent crime), e.g.
    - 6.2.2.1. conducting foot/bike and vehicle patrols of public areas within the MID in order to identify, monitor and report violations of City by-laws to the relevant City Departments, and
    - 6.2.2.2. support relevant law enforcement authorities joint operations and establishing effective communication networks with the City's Safety and Security Directorate, the South African Police Service ("SAPS"), the Community Police Forum ("CPF") and the local Neighbourhood Watch;
    - 6.2.2.3. Reporting crime and summoning the SAPS immediately to incidents of serious crime;

- 6.2.2.4. Reporting hazardous street conditions to the relevant City Departments;
  - 6.2.2.5. Monitoring street vendors to ensure public safety and reporting violations of relevant City by-laws to the relevant City Department; and
  - 6.2.2.6. Conducting public education and awareness campaigns in the CID in relation to crime prevention strategies.
- 6.2.3. Social development – provide access to social work services for street people and the broader community. Work closely with relevant City and Government authorities facilitating interventions for street people and street children.
- 6.2.4. Marketing and promoting the CID; and
- 6.2.5. Other public benefit activities.

## **7. SOUTH AFRICAN HUMAN RIGHTS COMMISSION PAIA GUIDE**

- 7.1. Section 10 of PAIA requires the South African Human Rights Commission (“SAHRC”), to compile a guide containing such information as may be reasonably required by a person seeking to exercise any right provided for in the Act. This guide is available from the SAHRC.
- 7.2. Kindly direct any queries to:

The South African Human Rights Commission  
 PAIA Unit  
 The Research and Documentation Department  
 Private Bag 2700  
 Houghton  
 2014  
 Tel: (011) 877 3600; Fax: (011) 403 0668  
 Website: [www.sahrc.org.za](http://www.sahrc.org.za)  
 Email: PAIA@sahrc.org.za

## **8. ACCESS TO RECORDS OF CID NPC**

- 8.1. The records listed below are automatically available without a formal request. They are available: (1) on the CID NPC’s website; and/or (2) for inspection and copying at the CID NPC’s offices upon prior arrangement (copying charges are set out in para. 10.9 – 10.11 below):

	<b>RECORDS</b>	<b>SUBJECT-MATTER</b>
8.1.1	Company details	Name, address; telephone numbers; contact persons and business hours.
8.1.2	Company Records	a. Notice of Incorporation; b. MOI; c. CIPC Registration Certificate;



		d. AGM & SGM Agendas and Minutes; e. Register of board members; f. Internal standard forms (such as consent forms, membership forms, proxy forms etc.).
8.1.3	Financial Records	a. Audited Financial Statements.
8.1.4	Documents contemplated in By-law/ Policy	a. Business Plan (ss. 6 and 8 of By-law); b. Finance Agreement between City and MID NPC (s.12(6) of By-law); c. Annual report submitted to Council on progress in implementing business plan (s. 11(7)(b) of By-law). d. Annual Budget ( <u>see</u> Policy).
8.1.5	Procurement Records	a. Public notices; b. Invitations to tenders.
8.1.6	CID NPC Promotional and Marketing Material	a. Information brochures/flyers regarding the MID; b. Media releases; c. Maps.
8.1.7	Legislation	a. Rates Act; b. SRA By-law; c. SRA Policy; and d. Companies Act

8.2. The records listed below must be formally requested in terms of PAIA, access to which **may be refused** on the grounds outlined in para 10.19:

	RECORDS	SUBJECT-MATTER
8.2.1	Company Records	a. Board Meeting Minutes and Agendas. b. Register of Disclosed Conflicts of Interest of Directors; and c. Members' Register.
8.2.2	Financial Records	a. Monthly Financial Reports; b. SRA Levy Remittance; c. Register of Assets; d. Tax, VAT and PAYE records (company and employees);
8.2.3	Procurement Records	a. Tender applications; b. Tender adjudication decisions and minutes; c. Letters of tender awards; d. Tender contracts; and e. Correspondence with contractors
8.2.4	Documents contemplated in By-law/ Policy	a. Term and Annual Budgets; b. List of Registered Owners of Property located within CID.
8.2.5	Documents pertaining to Services	a. Public Safety Reports; b. Cleaning Reports;

		c. Social Worker's Feedback Reports; d. Portfolio Reports; and e. Annual Report
8.2.7	Human Resources	a. Employee/staff records; and b. Employment contracts c. Independent contractor records and contracts
8.2.8	Correspondence	a. Correspondence with service providers and organisations conducting activities in MID; b. Correspondence between the MID NPC and the City and/or Council; and c. Correspondence between MID NPC and SRA property owners/MID NPC members.

## **9. RECORDS AVAILABLE IN TERMS OF LEGISLATION**

9.1. The CID NPC holds records in terms of the following legislation (the list is not exhaustive):

9.1.1. Basic Conditions of Employment Act 75 of 1997;

9.1.2. City of Cape Town: Special Rating Area By-Law, 2012;

9.1.3. Companies Act 61 of 1973 and 71 of 2008;

9.1.4. Compensation for Occupational Injuries and Health Diseases Act 130 of 1993;

9.1.5. Employment Equity Act 55 of 1998;

9.1.6. Income Tax Act 95 of 1967;

9.1.7. Labour Relations Act 66 of 1995;

9.1.8. Occupational Health & Safety Act 85 of 1993;

9.1.9. Protection of Personal Information Act 4 of 2013;

9.1.10. Unemployment Insurance Contributions Act 4 of 2002;

9.1.11. Unemployment Insurance Act 63 of 2001; and

9.1.12. Value Added Tax Act 89 of 1991.

## 10. REQUEST PROCEDURE

### Who May Request Access?

- 10.1. Upon satisfying the statutory requirements detailed below, a requester may access records held by the MID NPC.
- 10.2. In terms of s. 11(1) of PAIA, a requester must be given access to a record of a public body, such as the MID NPC, if:
  - 10.2.1. That requester complies with all the procedural requirements under PAIA governing requests for access to that record; and
  - 10.2.2. Access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of Part 2 of PAIA.
- 10.3. PAIA distinguishes between two types of requesters:
  - 10.3.1. Personal requester: The MID NPC will provide the requested information, or give access to any record with regard to the requester's personal information. While the personal requester does not have to pay an access fee, the MID NPC will charge the prescribed fee for reproduction of the information.
  - 10.3.2. Other requester: This requester is entitled to request access to information on third parties. **However, the MID NPC is not obliged automatically to grant access.** The requester must comply with all procedural requirements for access under PAIA, including payment of a request and access fee.

### Form of Request

- 10.4. Complete Form A, available on the SAHRC website, and included as Annexure "B" hereto for ease of reference.
- 10.5. Requests must be addressed to the CID NPC's Information Officer.
- 10.6. The application must contain sufficient details to enable the CID NPC to identify:
  - 10.6.1. The record/(s) requested;
  - 10.6.2. The identity of the requester and his/her representative, if any;
  - 10.6.3. The form of access required;
  - 10.6.4. The requester's contact details in the Republic of South Africa; and

- 10.6.5. Whether the requester wishes to be informed of the decision in any manner other than in writing, such as by telephone, fax or email.
- 10.7. In the event the requester is unable to read or write or has a disability, the request may be made orally. In such a case, the Information Officer must complete the form on behalf of the requester.
- 10.8. The form must be accompanied by the prescribed request fee.

### **Fees**

- 10.9. PAIA provides for the payment of two types of fees:
  - 10.9.1. The request fee: a standard non-refundable fee, payable prior to consideration of request. This fee is not payable in the event the request pertains to a record containing personal information about the requester. The request fee is currently R35.00.
  - 10.9.2. The access fee: if the request is granted, this fee is payable for the reproduction of records and for time in excess of one (1) hour to search and prepare the records for disclosure. These fees are indicated in Annexure "C" attached hereto.
- 10.10. Upon receipt of the request, the Information Officer, shall by notice require the requester (excluding a personal requester), to pay the prescribed request fee before further processing the request.
- 10.11. If, having undertaken the search for the record, it becomes apparent that the preparation of the record for disclosure (including arrangements to make it available in the requested form), is likely to exceed six (6) hours, the Information Officer may require the requester to pay a deposit of one third of the anticipated access fee.

### **Exemptions from Paying Fees**

- 10.12. Requesters whose annual income (after permissible deductions), does not exceed R14,712.00 (if single), or R27,192.00 (if married), are exempted from paying the access fee contemplated in para 10.9.2 above.
- 10.13. Where the cost of collecting any fee contemplated in para 10.9 exceeds the amount charged, such fee does not apply.

### **Decision and Notice**

- 10.14. The MID NPC will process the request within thirty (30) days, unless the request raises considerations that require an extension of this time period.

- 10.15. Where an extension of the 30-day time period is required, the requester shall be notified of the Information Officer's decision in this regard, together with the reasons for such extension.
- 10.16. The requester will be notified of the Information Officer's decision in the manner specified in the request form.
- 10.17. If the Information Officer fails to give the decision on the request within the 30-day period or within any extended period, the Information Officer will be deemed to have refused the request.

**Records not Found/ do not Exist**

- 10.18. In the event the Information Officer is, notwithstanding all reasonable steps, unable to find the requested record, he/she will by way of affidavit or affirmation inform the requester accordingly and provide full reasons.

**Refusal of Access to Records**

- 10.19. Access to a record may be refused on one or more of the grounds contemplated in Part 2, Chapter 4 of PAIA.

**Remedies**

- 10.20. Should the requester be dissatisfied with the decision of the Information Officer, the requester may apply to Court for judicial review. Under PAJA, such an application must be made within 180 days after the date on which the requester was informed of the decision and the reasons for it, or might reasonably have been expected to become aware of the decision and reasons.

**11. UPDATING THIS MANUAL**

- 11.1. This Manual will be updated as and when necessary, but at least on an annual basis.
- 11.2. The most recent version of the Manual will be available on the MID NPC's website at [www.mid.org.za](http://www.mid.org.za).
- 11.3. A copy of the Manual (and updates), will be lodged with the SAHRC.

**[Click here for Annexure A \(MID Map\)](#)**

**[Click here for Annexure B \(Request Forms\)](#)**

**[Click here for Annexure C \(Fees\)](#)**