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**#StayHome & #SupportLocal**

“A community is like a ship; everyone ought to be prepared to take the helm.”

– Henrik Ibsen

This quote has resonated deeply over the past three weeks as Muizenberg has rallied in this time of global crisis.

The Muizenberg Community Action Network (CAN) has sprung up and quickly mobilised, volunteers, social workers and others have dedicated their time to helping the vulnerable among us, there is a strong show of support for local businesses that have permits to

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operate and neighbourhood watch groups have been vigilant to help ensure our safety during this trying time.

Our President has asked us to endure for two more weeks, and although I know this is extremely difficult for many, I'm heartened by how law-abiding the majority of residents and businesses in the MID area have been to date, and how many residents have stepped up to take the helm.

If the past three weeks have shown us anything, it's that our reality can change in an instant, but also that our community in Muizenberg is strong, resilient and supportive.

Wishing you good health and strength for the remainder of the lockdown.

Peter Corbett

MID CHAIR

### **Social Development**

The major issue since for MID since the Covid crisis hit South Africa is how to care for Muizenberg's homeless community. The evening before lockdown, authorities "rounded up" all homeless in the area and beyond. Initially they were placed in the Muizenberg Park and thereafter moved outside Law Enforcement (LE) offices at the Muizenberg Pavilion. While far from ideal, this community of 52 adults and 3 children were well taken care of here by CAN and other volunteers, supported with funding for meals from MID.

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Photo: Kevin Rack

MID also allocated funding for locally-made material masks for all at the Pavilion site, but unfortunately they were moved by the City of Cape Town (CoCT) ahead of schedule on 5 April, and we have not been able to access the Strandfontein site to distribute. As a result, the Board decided to donate 60 masks to CAN volunteers who are delivering food to vulnerable households in Muizenberg and its immediate surrounds. For more information on CAN, or how to donate and/or volunteer, please visit: <https://www.muizenbergcan.org/>



Regarding the relocation to the City's Strandfontein site for all homeless, the Board has been closely following the allegations around the suitability of the Strandfontein facility, as well as reports on the improvements being made daily. However, as we have not been given access the Board can make no further comments at this stage. We continue to liaise with the CoCT and our local ward counsellor on the situation.

In the meantime, we are looking at proactive solutions to improve the lives of our homeless community on their return after lockdown, including ways to fast-track plans for a permanent place of safety within Muizenberg.

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## **Public Safety**

When the homeless community from Muizenberg and surrounds were placed outside LE offices, GRIT patrollers were tasked with monitoring the situation to ensure order and the

safety of all involved. Now that this community has been moved, the GRIT patrollers are back on the streets 24/7. With the streets so quiet, MID's public safety patrollers are more noticeable than ever before and the number of incidents has decreased significantly, but we remain vigilant.



Otherwise, the Board is continuing with its public safety mandate as per plan:

- The MID patrollers are now on new bicycles, which means they can cover more ground and respond to calls more rapidly.
- We are in the final stages of implementing a monitored CCTV system (see below), which will improve the response times of both the vehicles and the bicycle patrols.
- We are working on establishing a comprehensive radio network, which will put the MID Operations Manager, LE officers, LE base, the Public Safety Patrollers and the GRIT Control Room in contact with one another.
- We are working on an incentive programme for GRIT public safety patrollers, and additional training that will see them also become ambassadors of MID/Muizenberg with tourists and residents alike.

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## Security Cameras

The Board has approved the CCTV system as set out in the 2020 budget. This will see the installation of 42 cameras at 19 points, giving extensive coverage of the MID area, all monitored 24/7 by a state-of-the-art control room with real-time radio communication to patrollers.



After due diligence was undertaken and comparative quotes received, the Board awarded the camera installation contract to Redhill Electronics, and the camera monitoring contract to GRIT, which will operate a dedicated control room monitoring the cameras 24/7. The Board is confident this much-needed initiative will do much to lower crime rates in the MID area and assist all stakeholders (SAPS, Law Enforcement, neighbourhood watches, etc.) in crime fighting initiatives.

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## Street Cleaning

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The MID street cleaning staff were well equipped with masks, sanitizers and gloves prior to lockdown.



CoCT provided permission for cleaners to be given essential services permits to continue working during lockdown. The Board decided, however, that it is not necessary for the cleaning team to be on duty full time due to the quieter, and thus cleaner, streets. The MID Ops Manager is closely monitoring the cleansing situation and, when necessary, cleaning teams are called in.

### **Draft Proposal for Informal Trading Bays**

The CoCT has put forward a draft proposal for 79 informal bays to be dotted in and around Muizenberg (including 40 trading bays in Atlantic Road alone). MID's request to have the public meeting in March rescheduled due to lockdown was granted, but despite our staunch objections CoCT officials would not extend the 31 March deadline for written

comments/objections. However, we are assured that when the public meeting takes place, members of the public will be given an opportunity to submit written comments/objections after the meeting.



MID will inform members of the new public meeting date as soon as CoCT confirms. In the interim, please familiarise yourselves with the Draft Plan via this link:

<https://tinyurl.com/rync27m>

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### **New MID Communications Guidelines**

The Board is improving communication with members via more regular newsletters and increased social media activity, as well as plans for more business-to-business communications platforms and other initiatives in the pipeline.



We've also found it necessary to revamp the communication channels between MID members, the MID Ops Manager, the MID Board and the CoCT. This is to ensure all communications are fair, transparent and conducted in an orderly manner.



Please take note of the new communications guidelines below:

**Public Safety:**

For emergencies/alerts/reporting, contact GRIT control room: 021 788 8453

**Other enquiries/reporting/service requests:**

- Non-emergencies should be addressed to the Operations Manager, Michael Lategan, in writing by whatsapp or SMS to 082 463 1525, or by email to [ops@mid.org.za](mailto:ops@mid.org.za).
- In an emergency, should an owner, member or resident need to speak directly to the Ops Manager, he can be telephoned on 082 463 1525.
- If required, an appointment can be made with the Ops Manager to go to the MID office at a suitable time. The Ops Manager has been instructed by the Board not to accept “walk-ins”, as these are disruptive to his set duties.

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### **Complaints, concerns and suggestions:**

- Should you have any feedback for the MID board, please place this in writing and address to [admin@mid.org.za](mailto:admin@mid.org.za) .
- This correspondence will then either be referred to the Ops Manager, the portfolio Director responsible and/or, if necessary, to the Board.
- Please ensure that any correspondence is factual and concise, and that all communication is courteous.
- Any allegations of wrongdoing or negligence must contain sufficient, detailed evidence for an investigation to be undertaken.
- Correspondence is not to be copied to any 3rd parties not directly involved in the issue. Correspondence will not be dealt with if they are copied to a 3rd party not directly involved in the issue. This includes representatives from the City of Cape Town, or any of its local councillors and/or officials. MID undertakes to refer any relevant issues to the CoCT.
- No personal information regarding Board members, including private email addresses or telephone numbers, will be made publicly available as this is a breach of confidentiality.
- No Board member is to be approached directly with complaints or service requests as this is a breach of protocol. If this happens, the Board member will direct the complainant to make use of the proper channels as set out above.

All correspondence lodged according to the above guidelines will be acknowledged and proper feedback will be provided in due course in order to ensure that all parties, the MID and the members are satisfied that any issues raised are addressed.

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