

**18.
APPLICATION TO EXTEND THE TERM OF THE HERMANUS SPECIAL RATING
AREA FOR THE PERIOD 2025 - 2030**

**D Louw
18 February 2025**

Acting Chief Financial Officer

(028) 313 8040

1. Executive Summary

The purpose of the report is to submit an application to Council to consider the extension of the term of the Hermanus Special Rating Area for a further 5-year term from 1 July 2025 until 30 June 2030.

2. Service Delivery and Budget Implementation Plan - IGNITE

Directorate: Finance
Department: Revenue

3. Compliance with Strategic Priorities

Provision of democratic, accountable and ethical governance
Provision and maintenance of municipal services

4. Delegated Authority

None

5. Legal Requirements

Local Government: Municipal Finance Management Act, 2003 (Act 56 of 2003)
(MFMA)
Local Government: Municipal Systems Act, 2000 (Act 32 of 2000)
Local Government: Municipal Property Rates Act (Act 6 of 2004)
Overstrand Municipality: Special Rating Area By-law P.N. 7692/2016

6. Background/Discussion/Evaluation/Conclusion

Background

The Hermanus Special Rating Area was established in terms of the Special Rating Area By-Law (promulgated as per Provincial Gazette Extraordinary 7692 dated 21 October 2016) for a term ending on 30 June 2025.

An application was received from the Hermanus Public Protection NPC for the extension of the term of the Special Rating Area from 2025 until 2030.

Discussion/Evaluation/Conclusion

The extension of the term of an SRA is dealt with in the Municipality's Special Rating Area By-Law and Special Rating Area Policy.

Item 15 of the Special rating Area By-Law provides for the management body of an SRA, if it so elects, to apply for the extension of the term of the SRA and such application must be made on or before 1 September in the year before the year in which the business plan is due to terminate. Whilst the application was not submitted timeously, the late submission was condoned by Council at an Ordinary Meeting of Council held on 30 October 2024.

The HSRA was established after following due process and at a Council Meeting held on 25 March 2020 per item 5.19. There has been no amendment to the business plan and the SRA mapped area has also remained the same. The SRA business plan, budget, and implementation strategy were presented to the Annual General Meeting of the HPP held on 29 August 2024 and a majority support was obtained. In addition, the HPP members also mandated the Board to apply for the extension of the term of the SRA at its AGM meeting held on 28 September 2023.

The budget of the HSRA will be funded from a special rate to be approved by Council annually as part of the budget process.

7. Financial Implications

An additional rate will be levied on properties in the HSRA in terms of section 22(1)(b) of the Local Government Municipal Property Rates Act, Act 6 of 2004.

8. Staff Implications

N/A

9. Comments from other Departments, Divisions and Administrations

N/A

10. Annexures

- Annexure A: HPP Application Letter
- Annexure B: HPP Budget
- Annexure C: HPP Business Plan
- Annexure D: HPP Implementation Plan
- Annexure E: HPP AGM Advertisement
- Annexure F: Ratepayers opinion survey
- Annexure G: Minutes of the HPP AGM

RECOMMENDATION TO THE COUNCIL:

1. that the application to extend the term of the HSRA **be approved** for a further one year from July 2025 until June 2026;
2. that the HSRA NPC be requested to conduct an urban management survey to determine whether or not the business plan should be amended in respect of the municipal services that the HSRA seeks to enhance;
3. that a Finance Agreement be entered into between HPP NPC and Overstrand Municipality before July 2025;
4. that the additional rate to finance the HSRA business plan be considered by Council during the annual budget process;
5. that the Municipal Manager be authorised to sign all documents to give effect to the extension of the term of the SRA; and
6. that payments to the SRA commence and be made in accordance with the Finance Agreement.

RESPONSIBLE OFFICIAL :**D LOUW
E HOONEBERG****TARGET DATE FOR IMPLEMENTATION :****1 MAY 2025**

**Hermanus Public Protection (NPC) 1/3**

Registration Number: 1999/015007/08

PO Box 1599, Hermanus 7200

028 312 2461

info@hpp.org.zawww.hpp.org.za

23 September 2024

The Municipal Manager and CFO
Overstrand Municipality
Magnolia Avenue
Hermanus, 7200

Dear Sir/Madam,

Re: Request for Extension of the Hermanus Special Rating Area (HSRA) for the Period 2025–2030

On behalf of Hermanus Public Protection (HPP), the management body of the Hermanus Special Rating Area (HSRA), I am formally submitting a request for the extension of the HSRA for the period 2025–2030. This submission follows a rigorous and transparent process that ensures the renewal is well-supported by the community and aligned with the strategic objectives of the Overstrand Municipality (OM). The HPP Board is thankful for the clear guidance provided by the previous Chief Financial Officer (CFO) of the Overstrand Municipality's regarding this process, at her quarterly meetings with the Overstrand SRA's.

This application is supported by significant community engagement, value-added service delivery, and thorough financial planning with careful alignment with the Overstrand Municipality's financial and supplementary services guidelines.

1. HPP Member Approval for Continuation

At the HPP NPC AGM held on 28 September 2023, HPP members mandated the Board to seek approval for the continuation of the HSRA for the next five-year term, demonstrating collective support for the ongoing success of the HSRA.

2. Community Engagement and Support

HPP conducted an extensive awareness campaign and a comprehensive survey among property owners in the HSRA to gauge support for extending the HSRA. In addition, we also assessed their satisfaction with the current services rendered and the management of HPP. The results were overwhelmingly positive, with 90.57% of respondents expressing strong support for a five-year extension and 85% being confident in HPP's management. This high level of backing highlights the value placed on the HSRA's services and its impact on public safety and cleanliness in the area.

3. Business Plan and Financial Alignment

HPP has developed a business plan for the 2025–2030 period, which has been reviewed and approved by the CFO. The plan includes an estimated 5% inflationary increase, as recommended by the CFO, ensuring the financial sustainability of the HSRA. This adjustment enables HPP to maintain service quality while accounting for rising costs and economic changes.

4. AGM Approval and Member Endorsement

At the HPP Annual General Meeting held on 29 August 2024, the business plan, budget, and implementation strategy for the 2025–2030 term were presented and approved by a majority vote. Only one member dissented, reaffirming the strong support from the HPP members for the continuation of the HSRA and its services. This strong endorsement reflects the community's confidence in HPP's ability to manage and execute the objectives outlined in the business plan.

5. Services Provided by HPP

HPP's services will remain consistent over the 2025–2030 term, ensuring continuity and reliability in our operations. Our key services include:

- Public safety and crime prevention
- Camera surveillance and monitoring
- Incident response and coordination with SAPS and Law Enforcement
- Top-up cleansing services along the Cliff Path
- Regular reporting and communication with stakeholders

While these core services will continue, HPP is committed to making innovative improvements within the framework of the approved objectives, ensuring that operations remain responsive to community needs.

HPP's efforts in supplementing the services of the OM, have significantly contributed to the stability and social well-being of the HSRA. Through supplementing initiatives in crime prevention and the enhancement of safety and cleanliness along the Cliff Path, we believe the HSRA has improved the overall quality of life for residents and visitors. The expansion of the HSRA will enable HPP to continue providing these essential supplementary services, ensuring Hermanus remains a safe and well-maintained community for everyone.

We trust that the Overstrand Municipality will favourably consider this request for the extension of the HSRA. We look forward to continuing our collaboration to ensure the ongoing success of the Hermanus Special Rating Area.

Yours sincerely,

A handwritten signature in black ink that reads "Jerry van Niekerk". The signature is written in a cursive style with a large initial 'J'.

Jerry van Niekerk

Chairperson

Hermanus Public Protection (HPP) NPC

HERMANUS PUBLIC PROTECTION (HPP)

The HPP NPC is the Management Body of the Hermanus Special Rating Area (HSRA)
 Non-Profit Company (NPC) | Registration Number 1999/015007/08

Website: www.hpp.org.za Email: info@hpp.org.za Mail: P.O Box 1599, Hermanus 7200

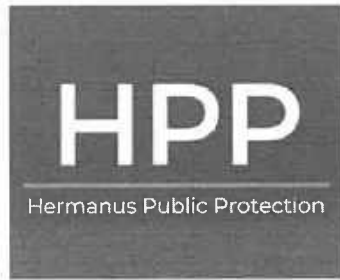
HERMANUS SRA BUDGET 2025 / 2026		
		2025/26
KEY ASSUMPTIONS USED		
Annual levy increase	5.0%	1
Annual cost inflation (other than ADT)	6.0%	2
ADT annual increase	1.0%	3
Bad debt provision recovery (percentage of prior year's retention)	75.0%	4
Interest received on 2 months levies held in reserve	6.0%	5
OPERATING INCOME AND EXPENSES		
INCOME		
Levies received		11,137,350
Less Retention for Bad Debt (10%)		(1,113,735)
Rate - HSRA		10,023,615
Retention Rebate Recovered		795,525
Other Income		
Donations, insurance claim, other		
Interest		111,374
Total Income		10,930,514
EXPENDITURE		
HSRA ADMINISTRATION		
HPP EO consulting fee		628,833
Administrator / Consultancy / Legal Fees		7,818
Insurance		64,607
Accounting Fees		37,360
Bank Charges		4,172
Auditor / Secretarial Fees		12,921
Control Room Property Rental		254,400
Incident Desk - Online Reporting		87,641
Subscriptions (LPRs, email, website)		81,188
Control Room Maintenance		42,400
Expenses (meetings, AGM, staff refreshments)		34,450
HSRA Tem Extension		
Marketing and Communications		15,290
Repairs and other charges		57,623
Telephone (Fixed lines & VOIP)		26,726
Sub-Total		1,355,428
PROJECTS		
Public Safety & Monitoring		
Public Safety & Crime Prevention Management (Public Safety Officers, Response Vehicles, CCTV Monitoring)		8,362,800
(Technical Support and Maintenance)		553,863
CCTV Analytics Software Licences		21,200
Public Safety related Social Upliftment		
Toilet Rental Management		50,909
Tactical Safety Equipment & Training		134,832
Clean Environment		
Cleansing Management		664,976
Cleansing & Environmental Projects		25,000
Sub-Total		9,813,580
AGGREGATE OPERATIONAL EXPENDITURE		11,169,008
Operational Surplus / (Deficit) for the year		(238,495)
CAPITAL EXPENDITURE		
CCTV Replacement and Expansion		200,000
Control Room IT Infrastructure & Equipment		20,000
		220,000
CASH POSITION		
Opening Cash Balance (estimate)		2,909,081
Surplus/(Deficit) for the year		(238,495)
Movement in net current assets/liabilities		
Capital expenditure		(220,000)
Closing cash balance		2,450,586
Required Retained Balance (2 months levies received)		1,856,225
Operational cash surplus		594,361

Notes:

Handwritten notes in Arabic script: "ملاحظات" (Notes) and "2" (number 2).

Notes on assumptions:

- 1 Guidance received from Overstrand Municipality (same assumption used for previous 5 year term)
- 2 Slightly above current CPI of 5.2%. Future inflation rate difficult to accurately predict.
- 3 The annual increase in ADT's cost will consist of two variables namely an inflationary cost increase and a decrease in scope of services as available cash flow become constrained
- 4 Estimate based on past experience and SRA policy
- 5 Interest on cash investments based on estimated average attained in past years



BUSINESS PLAN FOR THE MANAGEMENT OF THE HERMANUS SPECIAL RATING AREA



Basic Information**Name of proposed Special Rating Area:** Hermanus Special Rating Area (HSRA)**Town:** Hermanus mapped area**Municipality:** Overstrand Municipality**Management Body:** Hermanus Public Protection (HPP) NPC**Applicant / Contact Person:** Mr Gerrit (Jerry) van Niekerk, Chair of Hermanus Public Protection (HPP) NPC, the management body of the HSRA.**Board of Directors of Hermanus Public Protection (HPP) NPC as of July 2024:***(Director biographies are available on the HPP website: <https://hpp.org.za/about/>)*

Name	Surname	Portfolio	Email Address
Gerrit	van Niekerk	Chair	chairperson@hpp.org.za
Leon	Rauch	Deputy Chair and Finance	larauch@vodamail.co.za
Stephen	Grundlingh	Operations	stephen.grundlingh@gmail.com
Ann	Wright	Cleansing	annw6942@gmail.com
Peter	Doble	Social Responsibility	peter.doble@yahoo.com
Philip-Ben	Kotze	Stakeholders	capedutch@hermanuspharmacy.co.za
Fransien	Koegelenberg	CBD	hfshop@mweb.co.za
Sarah	Taylor	Education	sarah.taylor@mweb.co.za
Rod	MacLeod	HSRA Term Extension	greatscot@savannahmara.com

Boundaries of the HSRA:

The Hermanus Special Rating Area (HSRA) is a geographical area which includes the suburbs of Westcliff, Westdene, Industria, Northcliff, the Central Business District, Eastcliff, Hermanus Heights, Fernkloof, Kwaiwater and Voëlklip.

The boundaries of HSRA are from 17th Avenue in the East up to Swartdam Road in the West, with Still Street as the southern border and Fernkloof Nature Reserve as the northern border.

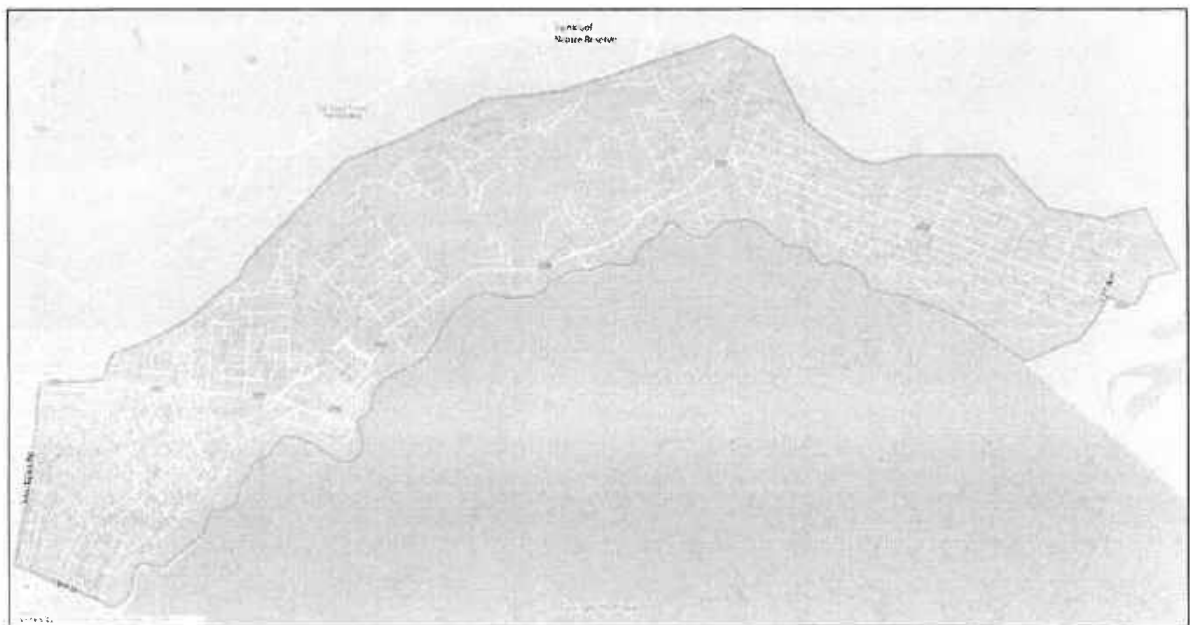
Map of the HSRA:

Figure 1: Boundaries of the HSRA

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Business Plan for management of the Hermanus Special Rating Area (HSRA) 2025 - 2030

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Definitions

Additional Rates	An additional rate on property in the defined area for the purpose of raising funds for improving or upgrading that area.
By-law	Overstrand Municipality: Special Rating Area By-law 2016
CCTV	Closed Circuit TV. A self-contained surveillance system comprising cameras, recorders and displays for monitoring activities.
Mapped Area	Refers to the geographically defined area within Hermanus with the boundaries being from 17 th Avenue in the East up to Swartdam Road in the West, with Still Street as the southern border and Fernkloof Nature Reserve as the northern border.
HPP	Hermanus Public Protection, a non-profit company and the management body of the HSRA.
HSRA	Hermanus Special Rating Area. A geographically defined mapped area, in which property owners contribute additional rates to enhance and supplement municipal services. The boundaries of the HSRA being 17 th Avenue in the East up to Swartdam Road in the West, with Still Street as the southern border and Fernkloof Nature Reserve as the northern border. Suburbs included in this area are Westcliff, Westdene, Industria, Northcliff, the Central Business District, Eastcliff, Hermanus Heights, Fernkloof, Kwaiwater and Voëlklip.
IDP	Overstrand Municipality's Integrated Development Plan
Management Body	The non-profit company (NPC) structure of the Special Rating Area as contemplated in the Companies Act, which is referred to in the Overstrand Municipality Special Rating Area By-law as "the management body".
NPC	Non-profit Company
OM	Overstrand Municipality
Policy	Overstrand Municipality: Special Rating Area Policy (1 July 2019)
SRA	Special Rating Area. A clearly defined geographical area, in which property owners contribute additional rates to enhance and supplement municipal services.

Executive Summary

This business plan describes the intention of the Hermanus Special Rating Area (HSRA) management body Board, to extend the term of the Special Rating Area (SRA) declared in the town.

The *Overstrand Municipality: Special Rating Areas By-law, 2016* allows property owners to supplement municipal services with top-up services considered by them to be appropriate for satisfying the specific needs of their community. The business plan describes these envisaged services and how they align with the provision of law enforcement and a safe and healthy urban environment as intended in the Overstrand's Integrated Development Plan (IDP) 2024/2025 Final 31st May 2024 (2nd review 2024/25 and amendment of amended 5-year IDP in terms of section 34 of the Municipal Systems Act, 2000).

The boundaries of the HSRA are 17th Avenue in the East up to Swartdam Road in the West, with Still Street as the southern border and Fernkloof Nature Reserve as the northern border. Suburbs included in this area are Westcliff, Westdene, Industria, Northcliff, the Central Business District, Eastcliff, Hermanus Heights, Fernkloof, Kwaiwater and Voëlklip.

A ratepayer opinion survey of property owners shows that there is a perceived need for the maintenance and enhancement of a safe environment and for maintaining preferred standards of cleanliness and the appearance of public areas of the area in terms of the municipal by-laws, safety plan and IDP.

It is the aim of the HSRA management body to assist the Overstrand Municipality (OM) by continuing:

- Improving the monitoring of public areas using advanced technology;
- Identifying, reporting and following up any need for restoring public spaces to prevent urban decay;
- Contributing to maintaining a clean and healthy environment through inspection and by reporting and following up any threat to the environment and any aberration of acceptable levels of cleanliness and appearance of public spaces;
- Contributing to maintaining a safe environment for all the residents and visitors to the area; and

- Monitoring the violation of municipal by-laws and reporting inappropriate behaviour in public areas by informing law enforcement services to deal with these issues.

The cost of providing these services is expected to be around R11,19 million for the first year at current prices, to be sourced by the Overstrand Municipality from rateable property owners, as an additional rate on property value, as envisaged in the five-year budget and implementation plan described in this business plan. The benefits to be gained would include: an improved safe environment and a more attractive urban and natural environment.

In accordance with the Overstrand Municipality Special Rating Area By-law, a non-profit company (NPC) with members has been established, Hermanus Public Protection (HPP) NPC. The HSRA management body, is overseen by a board of directors elected by HPP NPC members who are registered property owners, and act in accordance with the property owners' mandate, and in compliance with the *Overstrand Municipality: Special Rating Areas By-law, 2016* and the *Overstrand Municipality: Special Rating Area Policy*.

1. Introduction

1.1 Overview

Hermanus Public Protection (HPP) nonprofit company (NPC) was established in 2002 under the Community Improvement District (CID) By-law with the objective of combating escalating crime rates.

Due to municipal regulatory changes in 2019, the HPP transitioned to operate under the Overstrand Municipality Special Rating Area By-law and Policy. In March 2020, the Hermanus Special Rating Area (HSRA) was approved by Council, and Hermanus Public Protection (HPP) NPC was appointed as the management body.

The residents in this area contribute – by means of a monthly additional rate levied on their property rates – towards the supplementary services, ensuring a safer, healthier and cleaner environment for the community as a whole. This additional rate should be affordable to property owners and its impact on the average property owner's rates should be as low as possible.

The Hermanus Special Rating Area (HSRA) is a geographical area which includes Westcliff, Westdene, Industria, Northcliff, the Central Business District, Eastcliff, Hermanus Heights, Fernkloof, Kwaiwater and Voëlklip.

The proposed supplementary services include cleansing services; monitoring and patrolling response vehicles (24/7); foot patrols in the CBD, along the Cliff Path and Hoy's Koppie; bicycle patrols in the suburbs; and an advanced monitoring system of CCTV cameras at strategic points as well as selected social development initiatives to ensure a safe and clean environment. All operations are linked to a control room which is staffed 24/7.

It is the intention that the HSRA management body will provide a supplementary service in collaboration with OM Law Enforcement, through the municipal central Incident Command Centre (ICC).

Access to all information will be under strict confidentiality agreements and within the boundaries of what is legally permitted. Sharing information between OM Law Enforcement and other law enforcement agencies (within the confines of their

mandated functions) will be conducted in compliance with the *Protection of Personal Information act* (POPI) and the Promotion of Access to Information act.

1.2 Establishment of the HSRA and the Initial Business Plan

In response to community concerns regarding rising incidents of crime, cleanliness and the need for improved municipal services, a perception survey was conducted in October 2019 to identify the needs and concerns of residents and businesses in the area. A copy of the perception survey report of 2019 is available on the HSRA website.

The survey results highlighted that public safety, litter, and cleanliness were the community's primary concerns. Additionally, the majority of residents expressed a willingness to pay an additional SRA rate to enhance municipal services in these areas.

The initial Business Plan for the period 2020 – 2025 was therefore proposed on the basis that:

- The intended goals of the HSRA were to effectively supplement the services of the Overstrand Municipality through offering public safety, crime prevention and cleansing services; and
- To efficiently manage the services and associated costs of the HSRA.

The initial Business Plan was supported by just over ~~58%~~ of property owners in the HSRA in 2019 in accordance with the SRA By Law and Policy of the Overstrand Municipality. Subsequently, the Business Plan was also approved by Council, thereby authorising the establishment of the HSRA with effect from 1 July 2020.

1.3 What is an SRA?

“The special rating area model is based on international best practice. It is aimed at preventing the degeneration of towns and the consequential urban decay, and facilitating their upliftment, economic growth and sustainable development.

The Overstrand Municipality recognises special rating areas as a potential tool for assisting it to fulfil its constitutional and statutory obligations to allow property owners

within a geographical area to improve and upgrade their area by means of a property rate in addition to the standard property rate”¹

The Western Cape Government promulgated the *Overstrand Municipality Special Rating Area By-law* (Appendix B) in 2016 and the Overstrand Municipality approved the *Overstrand Municipality: Special Rating Area Policy, as revised* (Appendix C) in 2019, thereby setting the platform for property owners to establish such areas in the Overstrand Municipal area. The HSRA Steering Committee identified special rating area (SRA) legislation as a sustainable means of both addressing issues regarding a safe environment and preventing urban degeneration in 2019.

HSRA property owners would be required to pay an additional rate to fund these supplementary services. The supplementary services, undertaken on behalf of all property owners, will represent provision of systems that enhance effective monitoring and reporting infringements to the authorities.

The additional monthly rate payment for HSRA will be determined by the property’s municipal valuation. It will be collected by the Municipality from property owners in the area and paid over to the management body, a non-profit company (NPC) responsible for operating the SRA. These funds would then be used to cover only the expenses of the HSRA.

The additional rates due by property owners in the area would be in proportion to the municipal valuations on their properties and used for the benefit of the entire community. The cost of the proposed supplementary services will benefit property owners by providing them with a sense of communal pride in a well-managed, safe town.

“Ultimately, the decision whether or not to determine a special rating area rests with the Council in its sole discretion.”

1.4 The HSRA Management Body

Following the approval of the initial 5-year Business Plan by the majority of property owners and by the Overstrand Municipal Council in 2020, the already established non-

profit company (NPC), HPP was designated as the HSRA management body. HPP was incorporated in 1999 (Registration Number 1999/015007/08) and was the original organisation offering a property owner funded service. The Memorandum of Incorporation was amended with the sole purpose of the HPP NPC to provide the supplementary municipal services in the HSRA as outlined in the Business Plan as approved by its members and the municipality.

The cost of these limited supplementary Municipal services is funded from additional Municipal rates paid by all property owners within the HSRA. The cost of the additional rates is shared by property owners in the form of an additional rate based proportionally on the valuation of their properties. Implementation of the business plan is administered by the board of directors of HPP NPC, who are unpaid volunteers, elected by its members, being the property owners within the HSRA, supported by an Executive Officer appointed by the Board.

The HSRA manages its own finances and appoints its own auditors. The interests of the members of HSRA management body, HPP NPC are protected by the provisions of the Companies Act and the Special Rating Area By-Law which include the following:

- The management body retains control over the funds received for implementation of the business plan, which may only be spent within the SRA area and only in accordance with the approved budget.
- The management body and its members are not responsible for debt collection of the HSRA rate or for any bad debts. This is the responsibility of the Municipality.
- The Municipality monitors compliance by the Board of the management body with the By-Law and related Policy and a Finance Agreement entered between the management body and the Municipality.
- A Councillor of the Municipality, appointed by the Mayor as an observer, is entitled to attend and participate, but not vote, at meetings of the Board of the management body.
- The management body is required to submit a five-year business plan and budget for approval by the Municipality and, when approved, company expenditure may not include any items not included in the approved budget.

- An annual budget and implementation plan is approved annually at the AGM of the management body.
- Any amendment of the business plan requires the approval of members and the Municipality.
- The management body is required to submit its audited financial statements and annual report to the Municipality.

1.5 How are the HSRA Additional Rates Calculated?

- The HSRA management confirms the properties within the boundaries of the HSRA, which is then linked by the Municipality to the municipal valuations according to the most recent general valuation roll.
- The HSRA management annually prepares an overall budget for the year. This is based on the specific needs of the HSRA as set out in the approved business plan. Individual contributions are then calculated by dividing up the budget total according to the municipal valuations of each property, proportional to the total valuation of the HSRA.
- The SRA Policy allows for a differentiation in the additional rates for the different types of properties – be it residential or non-residential.
- This tariff is then expressed as a cents in the Rand and is applicable over a financial year, which starts on 1 July.
- The HSRA budget and proposed additional rates must be approved by the Municipality and advertised for comments and objections as part of the Municipality's budget process prior to implementation on 1 July.

1.6 Exemption from Additional Rates

Any property owner who received any form of rates relief from the Municipality will be entirely exempted from the additional HSRA rate.

1.7 Term Renewal Process

Each business plan under the SRA By-Law has a duration of five years. The initial business plan of the HSRA was in respect of the period 1 July 2020 to 30 June 2025. Approval of members of a new Business Plan for the period 1 July 2025 to 30 June 2030 is therefore required. This will be in accordance with the following procedure:

- The management body compiles a new Business Plan, Motivation Report, Implementation Plan and 5-Year Budget for the HSRA.
- The new Plan is approved by the Board and submitted to the Municipality for comment.
- Once reviewed by the Municipality, the renewal is advertised along with the notice of the Annual General Meeting (AGM) in Year 4 of the HSRA's term.
- At the AGM, the members can then vote to adopt the new 5-year Plan and approve the intention to renew.
- The renewal is then considered by the full Council of the Overstrand Municipality.
- Once the renewal has been approved the HSRA commences with the new term on 1 July of the following year.

The following sections of this document motivate for the approval of the new 2025-2030 HSRA Business Plan.

2. Motivation Report

2.1 Executive Summary

Since its inception, the vision of the HSRA is to create and maintain an environment, that is safe, clean, caring and sustainable, for the benefit of all its residents and visitors. This vision remains the basis of this Business Plan.

To achieve this, the HSRA's objectives include supplementing municipal and other public services to maintain the community's quality of life and property values at an acceptable level. These objectives have been implemented by the HSRA since its inception and will continue to be pursued. The Vision and Mission of the HSRA are detailed below.

To monitor the HSRA's performance and assess the views and priorities of its members and residents, the HSRA keeps monthly records of all incidents. Additionally, the Executive Officer and Board members regularly receive feedback from residents about the services provided by the HSRA.

In addition, the Board have held strategic planning sessions with a wide variety of stakeholders. At the planning session held in July 2023, participants listed the top priority which they would like the HSRA to influence. More than seventy percent of the responses received asked that we influence "social development issues", such as vagrancy, homelessness, and unemployment, in our environment.

Further to this, the HSRA management body has conducted annual satisfaction surveys in June 2021, 2022, and 2023. Feedback from ratepayers have been overwhelmingly positive. Overall, HSRA ratepayers are very satisfied with the services provided, over 90% believe that the HSRA plays an important role in preventing crime and highly rate the effectiveness, professionalism, and response of the HSRA supplementary services. On average, over 75% of ratepayers view the service as excellent value for money. The results of each survey can be found on the HPP website <https://hpp.org.za/hpp-npc-satisfaction-surveys/>.

Further, the HSRA sought the opinion of ratepayers in the area via an online survey in May 2024. The intention of the survey was to determine the general opinion of HSRA

ratepayers regarding the service provided by HPP, the HSRA management body, support for the extension of the HSRA term, willingness to continue to fund the service and another other supplementary services that they would like the HSRA to consider. The purpose of the survey was to support the motivation to the Overstrand Municipality for an extension and thereby determine the future of the HSRA's supplementary services to the community.

The survey contained demographic information followed by 17 public safety, services and extension related questions. The last question gave respondents the opportunity to raise any additional services or initiatives the HSRA should consider implementing.

A total of 375 respondents participated in the survey. Of this, 352 respondents were property owners. Just over 6.2% of existing property owners responded to the survey with the majority answering very positively across the board.

Key findings:

- The majority of respondents, 81% were overall satisfied with the performance of the HSRA and HPP across the board.
- Most respondents believe that the HSRA plays an important role in crime prevention, with 90.26% acknowledging its significant impact.
- Confidence in the governance and management of the HSRA and its management company, HPP, is high. Around 84.77% of respondents reported being either extremely or very confident in the governance and management capabilities of the HPP.
- Respondents generally perceive the services provided by the HSRA as valuable. About 85.15% rated the value for money of these services as very to extremely valuable.
- Respondents ranked the following areas as being most important to devote resources to:
 - o Public safety in open public spaces
 - o Cleanliness and attractiveness of the Hermanus Environment
 - o Vagrancy and homelessness
- A significant majority of respondents expressed strong support for extending the HSRA. Specifically, 90.57% of respondents indicated support (either strongly or somewhat) for extending the HSRA for another five years.

The board has used this extensive information to develop this Business Plan proposal.

2.2 Management of the HSRA

The Business Plan, upon approval by the Municipality, will be implemented by the management body, a non-profit company, incorporated in accordance with provisions of the Companies Act. The management body will be supervised by a Board of Directors elected by its members at the AGM. Property owners may apply for membership which will enable them to participate in the affairs of the management body. An Executive Officer appointed by the Board will implement the day-to-day operations of the management body activities. The Municipality will not be involved in the day-to-day operations but will exercise oversight in respect of the financial and legal compliance.

The management body will continue to manage its own finances and appoint its own contractors and auditors. In addition, monthly financial reports will be submitted to the Municipality to monitor that expenditure is incurred according to the Business Plan.

The Board holds meetings every quarter. Minutes of every meeting are posted on the HPP NPC website.

The Board monitors the performance of the Executive Officer and its own performance via a mid-year review process. The Chairperson of the Board also reports on the HSRA's activities and performance each year to members at the AGM.

2.3 Consistency with Council's Policies and Plans

Factors considered when developing the Business Plan for the HSRA:

- The purpose of the HSRA is to allow an additional rate to be levied on property to raise funds to improve the area;
- The HSRA will not be used to reinforce existing inequities in the development of the Overstrand's area of jurisdiction;
- Will be consistent with the Overstrand's Integrated Development Plan (IDP);
- Will comply fully with the provisions of the By-Law and Policy;
- Will manage, via the management body, the services to be contracted out by the HSRA in accordance with this Business Plan.

2.4 Integrated Development Plan

The Overstrand Municipality (OM) has an **Integrated Development Plan (IDP)** (available in pdf format as Integrated Development Plan Review 2024/2025 Final 31st May 2024 overstrand.gov.za/integrated-development-plan-idp/final-idp-review-and-amendment-2024-25-31-may-2024-1/?layout=default) which describes the effective management of its municipal area. In most instances the IDP satisfies the basic needs of the various communities and areas within the large geographical area OM serves.

The Mayor's 3 C priorities of Communication, Crime Prevention & Law Enforcement and Cost and Ease of doing business with Overstrand support the implementation of the current 5 strategic objectives.

The *"creation and maintenance of a safe and healthy environment"* is listed as one of the 5 strategic goals or objectives of OM.

One of the areas of major concern in HSRA is the safety risk that accompanies public protest / social unrest. In the 2024/25 IDP Review this is identified as one of the top ten risks.

The HSRA co-operates with Overstrand Law Enforcement, Traffic and the South African Police Service to ensure the safety of the public. During various protest actions over the past term, the HSRA has worked closely with all stakeholders sharing information and being available for response in our respective area as needed.

On a day-to-day basis, the HSRA patrollers (in vehicles, on foot and bicycles) offer visible patrolling across the area and act as the front-line source of assistance to members of the public. The patrollers are in contact with the control room operators, who notify law enforcement agencies of emergencies.

According to the IDP 2024/25, the expansion, installation and operation of CCTV cameras, extended patrolling hours in CBD, and patrols on the Cliff Path are a priority for Ward 3.

The HSRA has invested in the installation of CCTV cameras across the bounded area. CCTV surveillance is acknowledged as a valuable and effective tool for the protection of people and property. The HSRA owns and operates cameras at various locations in the

public realm to create a safer community by contributing to the deterrence and response to crime. The CCTV cameras record 24 hours a day, 7 days a week.

Residents of the HSRA acknowledge that the Overstrand Municipality faces challenges in providing sustainable, technology-supported, high-quality services where needed. These challenges are due to the large area it serves, a shortage of resources, and the fact that most offences occur outside normal office hours.

The Board believes that the continuation of current services is essential to maintaining a safe and healthy environment. To achieve this, they propose extending the HSRA term for an additional five years, as supported by the Integrated Development Plan (IDP) statement to:

*Promoting Section 22 of the Municipal Property Rates Act to create **special rating areas** in providing supplementary municipal services.*

In the October 2019 Perception Survey analysis, it stated that although more than half of respondents had never been a victim of crime, safety in the area is a concern. Many participants stated that they do feel safe in Hermanus, but only during the daytime. Many respondents, noted that the foot patrols in the area make them feel safer, but would like to see more patrols at night in the CBD.

In a recent opinion survey (May 2024) vagrancy and homelessness was again raised as an issue that requires targeted interventions. The HSRA intends to continue to collaborate with Overstrand Municipality social development department with its homelessness dignity programme and homelessness working group as outlined in the IDP.

Vulnerability of tourism industry to local, national and global/ international shocks is highlighted as one of the key risks in the Overstrand Municipality area in the IDP.

A sustainable way to achieve the IDP goals of a safe and healthy environment for the community of the HSRA, is to extend the term of the HSRA. Supplementary intervention through coordinated management of the area will further improve public safety and cleansing services. Ongoing joint efforts will ensure that HSRA continues to be a desirable investment and tourism destination.

3. Vision, Mission and Goals

3.1 Vision

The vision of the Hermanus Special Rating Area (HSRA) is to create and maintain an environment, that is safe, clean, caring and sustainable, for the benefit of all its residents and visitors.

3.2 Mission

It is the mission of the Hermanus Special Rating Area (HSRA) to improve the public environment to the benefit of all. To deliver supplementary municipal services as determined by the community, to ensure, in a sustainable manner, a safe, healthy and clean environment for residents and visitors. The services shall be supplementary to those services already provided and rendered by Overstrand Municipality (OM).

3.3 Goals

Goal 1: Management and Control

- To manage the HSRA effectively and sustainably.
- To ensure a safe environment and provide supplementary cleansing services.

To reach this goal a non-profit company (NPC) with members has been formed as defined in section 1 of the Companies Act No 71 of 2008.

Management and Control

The Board

The goal is to ensure that the HSRA is managed effectively and that the Business Plan is carried out. This is achieved primarily through the effective functioning of the Board of the HSRA management body.

The Board will ensure that the HSRA management body complies with all its statutory obligations.

The Board will appoint an Executive Officer under a service contract and will monitor and appraise performance by the Executive Officer.

Members or sub-committees of the Board will also assist in the management of the company as required.

Executive Officer

The Executive Officer will:

- Be responsible for the efficient day to day compliance, management and operation of the HSRA.
- Build good working relationships with members of the HSRA and the Board, Municipality Officials, and other authorities, including SAPS.
- Prepare the required accounts and financial statements and will provide input for development plans and budgets.
- Monitor and appraise performance by the contracted public safety team, cleansing staff and any other service provider.
- Co-ordinate with the Municipality to deal with issues relating to the rendering of services or resolution of disputes.
- Liaise with SAPS and other service providers, to ensure efficient delivery of services.
- Devise and implement projects, communication, marketing and promotion plans approved by the Board of the HSRA management body.
- Attend SRA and other forum meetings as necessary to ensure proficient and professional management of the area.
- Report at least quarterly to the Board on management of the HSRA.
- Send out regular newsletter and press releases; and
- Maintain the HSRA's management body website in good informative order.

The HSRA management body will comply with laws and good practices to ensure ethical conduct, foster trust, and uphold standards of professionalism. Including adhering to National and Municipal legal requirements, industry regulations, and ethical guidelines while maintaining transparency and accountability in all activities. This commitment promotes fairness, safety, and respect for stakeholders, reinforcing the HSRA integrity and reputation.

Service Providers

Service providers will be appointed through a tender process implemented by the HSRA management body. As far as possible the HSRA management body will make use of local service providers. Service provider appointments will be in accordance with the *Overstrand Municipality Special Rating Area By-law and Policy*.

The process and appointment of all service providers will be communicated to property owners on the HSRA management body's website and in newsletters.

Service providers will be appointed and managed with a commitment to good, fair and transparent governance.

Service providers will be contracted to supply supplementary public safety and crime prevention monitoring services and supplementary cleansing services.

Goal 2: Safe Environment

The HSRA's public safety and crime prevention strategy for a safe environment has from the outset been based on visible patrols, supplemented and enhanced in various ways, including several strategically placed surveillance cameras, and close working relationships with SAPS, Law Enforcement, and other interested groups.

The success of this strategy to date is demonstrated by the following:

- On average 46% of the public safety service is proactive crime prevention (i.e. monitoring suspicious activity, unlocked gates or doors, etc.), 30% public assistance (reporting damage infrastructure, assisting with lost dogs, etc.) and 25% responding to crime related incidents (apprehending suspects with dangerous weapons, ensuring the enforcement of by-laws, etc.).
- Public safety patrollers are involved in almost 100 arrests a year.
- Incidents of crime on the Cliff Path have significantly decreased from the levels experienced before regular patrols began in the early 2000s and have nearly been eradicated over the past term.

- Public safety patrollers respond to at least 6,000 incidents each year. These range from assisting with arrests and apprehension of suspects to alerting residents and visitors to open gates and unlocked motor vehicles.

The HSRA's public safety contractor will monitor, patrol the streets and public spaces within the HSRA on 24-hour basis, every day of the year to enhance the protection of our residents and visitors in these public spaces.

This goal is to provide a safe environment by deploying contracted public safety patrollers, supplemented by surveillance cameras that provide a comprehensive public safety service as outlined below. Options will also be considered whereby community safety could be enhanced by alternative or additional means, including community participation.

Supplementary Public Safety and Crime Prevention Services

Primary Objectives:

- Contribute to community safety and response capability;
- Contribute to perceptions of safety and making people feel safe;
- Continually monitor incident rates and crime statistics and apply the information as the basis for deployment of resources;
- Enable data analytics to inform decision-making to prevent or reduce crime; and
- Ensure responsible control of the surveillance camera network system and recorded data.

Crime Prevention and Safety in Public Areas

Providing monitoring and response staff with the necessary qualifications as well as vehicles for HSRA.

In order to improve crime prevention and public safety, the HSRA will participate with inputs into the comprehensive and integrated safety and security plan for the area through municipal processes.

The HSRA management body will participate in any safety and security forums in association with the municipality. This forum will encourage the involvement of

members of the HSRA, property owners, residents, tenants, businesses and representatives of the abovementioned organisations.

Services include:

- Foot patrol officers, bicycle and vehicle patrols throughout the area. The vehicle patrols will be on a 24-hour basis, 7 days a week.
- Foot patrol officers will be used primarily in the CBD and on the Cliff Path which stretches from the New Harbour to Grotto Beach.
- Bicycle patrols will be used primarily on waste collection days across the HSRA.
- Vehicle patrols will be throughout all the suburbs included in the HSRA area.
- Activities will be monitored through GPS tracking from the control centre.
- The HSRA management body will have access to a minimum of 72 monitoring CCTV camera sites.

Crime Prevention Monitoring

The HSRA has installed and monitors a CCTV surveillance camera system across the area. The HSRA currently operates 74 camera sites.

Guiding principles of CCTV surveillance:

1. CCTV is installed to contribute to the protection and safety of the HSRA public spaces and community;
2. CCTV is part of a multi-faceted approach to crime prevention and community safety and installations are based on an evidence-based assessment of public open space or community risk assessment;
3. The contribution and value of a surveillance camera network is acknowledged through Community and Stakeholder consultation; and
4. CCTV systems are maintained to a high operational standard and operated in compliance with all relevant legislation and functional requirements which include the Protection of Personal Information Act as well as the Promotion of Access to Information Act.

It is proposed that this system be maintained and continually enhanced as far as possible, depending on available budget.

The HSRA management body will comply with the OM's strategies and other applicable legislation/policies/By-laws in relation to, among others, regulation of external and internal privately-owned CCTV cameras on OM property, inclusive of open spaces, road intersections, road reserves, etc.

The HSRA management will appoint a service provider who is accredited according to the Private Security and Investigative Services Act (PSISA) and registered at the Private Security Industry Regulatory Authority (PSIRA) to provide monitoring and reporting services as supplementary support for the OM Law Enforcement department. The service provider should be enabled to act in public places and address problems within its legal mandate until the responsible OM Law Enforcement officials or the SAPS arrive at the scene.

The HSRA management will be available in the case of emergencies with clear links to the Disaster Management Plan of OM. All communication in this regard will be relayed in compliance with the municipality's official Communication Policy.

The HSRA will provide input regarding the creating, testing, implementing and updating of an emergency plan for Hermanus as supplement to the Disaster Management Plan of OM as described in the IDP and help coordinate community involvement, if required by the municipality, during the execution of the emergency plan.

The HSRA management body will commit to build on existing working relationships through the relevant OM departments, with the Community Safety Forum and other organisations involved with maintaining a safe environment. This includes giving access to data collected by the various monitoring systems so that any acts in violation with municipal By-laws can be followed up and the necessary evidence for successful prosecution can be found.

Social Upliftment and Development to ensure a Safe and Clean Environment

According to the ratepayer opinion survey, numerous property owners are concerned about the rising number of vagrant and homeless individuals as well as the accompanying social issues in the area.

The HSRA intends to assist the municipality and other stakeholders with facilitating various interventions to address vagrancy and homelessness within the HSRA.

Liaison and co-operation with other organisations

The HSRA will continue to maintain a close working relationship with Overstrand Law Enforcement, SAPS Hermanus, SAPS Overberg District Operational Command Center (DOCC), registered neighbourhood watch groups, and various private security companies as well as other related stakeholders.

Monitoring performance by the contracted public safety services provider and co-ordination of law enforcement activities

The Executive Officer will monitor performance and regulate efficient services by public safety contractor in the HSRA.

The Executive Officer will ensure that the contracted public safety provider periodically trains the patrollers in its employ in municipal by-laws and local knowledge of the HSRA area.

The Executive Officer will co-ordinate liaison between the HSRA and the contracted public safety contractor, SAPS, and Overstrand Law Enforcement officials.

Goal 3: Clean and Healthy Environment

Primary Objectives:

- Decrease waste and grime in the area through a sustainable cleansing programme;
- Provide additional waste picking along the Cliff Path and Hoy's Koppie;
- Promote waste minimization and recycling in accordance with approved municipal policies and plans; and
- To support OM by monitoring problem areas in order to report on illegal littering; rubbish dumping; blockage of storm water canals; areas and residences that constitute a fire hazard; alcohol abuse in public areas; issues regarding problem animals, the need for the clearing of alien vegetation and fire breaks and the maintenance of foot paths and board walks.

Supplementary Cleansing Services

To establish the most effective cleansing plan for the HSRA, the management have developed a comprehensive cleansing strategy in conjunction with the appointed service provider and the relevant Overstrand Municipality department. The strategy supports existing waste management services, identifies specific management problems and areas and assist in developing waste management and cleansing plans for the area.

The plan will be executed by an appointed cleansing service provider tasked to work in conjunction with the relevant Overstrand Municipality department.

The HSRA will also support the Overstrand Municipality with an effective litter collection service on the Cliff Path and Hoy's Koppie.

The HSRA management body appointed cleansing contractor will conduct its work on a weekly cycle covering the areas identified below.

The HSRA management body cleaning and clearing services team covers the Cliff Path regularly in sections, namely: Roman Rock to the Marine Hotel; Gearings Point to New Harbour; Hoy's Koppie and Bekker's Park and Grotto East to Kraal Rock.

The HSRA cleansing team operate over public holidays. This ensures the areas the HSRA service are clean and tidy for residents and visitors during the increase in activity along the Cliff Path during holiday periods.

The HSRA organises community clean-up events to promote environmental awareness and supports local organisations that promote and educate youth to care for the environment.

The HSRA works with various stakeholders to encourage businesses to maintain properties and improve 'sense of place' as well as provide ad hoc support to deal with localised litter problems.

3.4 Implementation Plan

Implementation Plan for the management of the HSRA. Term: July 2025 to June 2026.

The Implementation Plan will be reviewed annually.

Milestone 1: Management and Control			
Task per milestone	Start and finish date	Responsibility	Performance Indicator
Direction and leadership for the board	Ongoing	HPP NPC Chairperson	Successful implementation of the business plan.
Day-to-day management and operations	Ongoing	HPP NPC Executive Officer	Monthly reports submitted to board.
Responsibilities of the Executive Officer	Ongoing	HPP NPC Chairperson	Executive Officer executes duties aligned with Financial Agreement.
Board meetings	Quarterly	HPP NPC Chairperson	Notice of meetings given appropriately, minutes taken and published on website.
Financial accounting	Ongoing	HPP NPC Executive Officer	Monthly reports submitted to board.
Audit of financial accounting	Within one month after end of financial year.	HPP NPC Financial Director HPP NPC Executive Officer	Unqualified audit report approved by board and members at the AGM.
Financial reports to OM CFO	15 th of every month	HPP NPC Financial Director HPP NPC Executive Officer	Monthly reports submitted to CFO.
Invoice to OM	On or before 25 th of every month	HPP NPC Executive Officer	Monthly invoice submitted to OM (CFO and finance team)
Annual General Meeting	Before 31 December	HPP NPC Board HPP NPC Executive Officer	Notice of meeting given appropriately, chairperson's annual report delivered, audit report approved, auditors appointed, budget approved, amending of MOI approved if required and minutes taken and published on the HPP NPC website.

Submit Annual Financial Statement, Annual Report and AGM Minutes to the OM – CFO and Council	Within two months after the AGM	HPP NPC Board HPP NPC Executive Officer	Submission of Annual Reports to Council / CFO within stipulated time period.
Special General Meeting (s)	As required	HPP NPC Board	As required in line with OM SRA By-law, Policy and MOI.
Structured Liaison with OM	Quarterly, or as required.	HPP NPC Chairperson	Combined Overstrand SRA Meetings with CFO
HPP NPC membership update	Ongoing	HPP NPC Executive Officer	New voting members recorded on database, admitted by Board and notified accordingly.
Communications Monthly Newsletter to members	Once a month	HPP NPC Executive Officer	Newsletter published on HPP NPC website and e-mailed to members.
Compile the HSRA renewal plan application	Every 5 years	HPP NPC Board HPP NPC Executive Officer	Approved at AGM by members.
Milestone 1: Actions			
1. Monthly newsletter to all ratepayers. Communicated via WhatsApp, Email and HPP NPC website.			
2. Regular articles in local press.			
3. Submit AFS, Annual Report and AGM Minutes to OM and Members			
4. Propose and finalise all tender processes to ensure continuation of service from 1 July 2025 on a best price to service ratio.			

Milestone 2: Safe Environment			
Task per milestone	Start and finish date	Responsibility	Performance Indicator
Enhance structures to promote community involvement in community safety issues.	Ongoing	HPP NPC Board HPP NPC Members	Active involvement in community safety initiatives and structures, as well as OM represented structures.
In liaison with other role players in the Greater Hermanus area, identify current shortcomings that relate to a safe environment and develop and implement effective strategies to address them.	Ongoing	HPP NPC Board HPP NPC Operations Director	Active participation in developing, improving and supporting a unified networked community safety unit with all relevant role players in and around the HPP-NPC zone, and effective liaison and cooperation with SAPS, OM and other Law Enforcement entities.
Inputs in the Review and maintenance of the Community Safety Strategy	Ongoing	HPP NPC Board	Active participation in community safety unit liaisons, coordination's and

specifically aimed at the needs in HPP NPC with clear deliverables and defined performance indicators to guide monitoring services by the appointed service provider and to evaluate levels of provided services.		HPP NPC Operations Director	management meetings, and participation in agreed operational actions and reporting on above.
Expand, improve and maintain a technological advanced camera monitoring system specifically aimed at the needs in HSRA area and support community safety initiatives.	Ongoing	HPP NPC Board HPP NPC Operations Director Service provider	Fully AI Enabled surveillance system operational across the entire HSRA.
Deploy resources (monitoring staff and vehicles) for visible monitoring services according to HPP NPC Community Safety Strategy.	Ongoing	HPP NPC Board Service provider	Service provider compliance with terms and contracts. Monthly reports to HPP NPC Board.
Monitoring of patrolling and control room staff.	Ongoing	Service provider	Service provider compliance with terms and contracts. Monthly reports to HPP NPC Board.
Assistance to SAPS, OM Law Enforcement and other Law Enforcement entities.	Ongoing	Service provider	Provision of information and support with patrolling and control room staff for actions relevant to HPP NPC Community Safety Strategies and applicable laws and policies.
Participate in an effective communication strategy. All communication in this regard will be relayed in compliance with the municipality's official Communication Policy.	Ongoing	HPP NPC Board HPP NPC Communications Director	System for e-mail, social media, SMS, WhatsApp and newspaper communication with community.
Encourage community involvement in community safety strategies and the OM disaster management plan.	Ongoing	HPP NPC Board HPP NPC Members	Community involvement in accordance with the OM disaster management plan approved by the OM Council.
Assist to identify and determine strategies by means of an integrated approach with the OM and key stakeholders to address vagrants and homeless people.	Ongoing	HPP NPC Director Social Upliftment HPP NPC Members OM Social Development Department NGO's	Facilitate the implementation of a plan that will augment Social Upliftment across the greater Hermanus area. This plan must have clear deliverables and defined performance indicators to guide delivery.

Support the OM in Social Upliftment programmes, including NGOs with strong track record in this field.	Ongoing	HPP NPC Director Social Upliftment HPP NPC Members OM Social Development Department NGO's	Facilitate social intervention funding based on a rigorous plan with clear selection criteria.
Facilitate the compilation of a data base of all homeless people in the HSRA area.	Ongoing	HPP NPC Director Social Upliftment HPP Public Safety Officers and Supervisor	To ensure that all homeless are well documented for record keeping purposes.
Milestone 2: Actions			
1. Optimise the value of appropriately selected camera technology infrastructure.			
2. Ensure the participation of ratepayers in suburbs to develop local CCTV deployment plans.			
3. Continue the flexible approach of security providers' resources.			
4. Create a platform that supports collaboration between SAPS, Municipal Law Enforcement, other SRA's in the region, Watch Groups and private security companies.			
5. Assist the OM and various stakeholders with devising a Social Upliftment Plan.			
6. Collaborate with the OM and selective NGOs to implement a Social Upliftment plan.			
7. Assist OM Social Development to identify and document needs of homeless in the HSRA.			
Milestone 3: Healthy and clean environment			
Task per milestone	Start and finish date	Responsibility	Performance Indicator
Identify issues regarding a clean and healthy environment and report to the OM.	Ongoing	HPP NPC Director Cleaving HPP NPC Members	Issues are documented and reported to OM administration in the Overstrand Municipality in an orderly way.
Monitor illegal dumping, littering, fires and arson and report to the OM.	Ongoing	HPP NPC Director Cleaving HPP NPC Members	Video footage of offenders recorded by the monitoring system and made available to OM for their perusal.
Promoting waste minimization and recycling in accordance with approved municipal policies and plans.	Ongoing	HPP NPC Director Cleaving HPP NPC Members	Regular articles on this topic published in the media and on the HPP NPC website to improve public awareness.
Promote litter campaigns to support regular clean-ups and encourage behavioural change.	Ongoing	HPP NPC Director Cleaving HPP NPC Members	Engage with the community, community-based organisations and the media to support and participate in campaigns to clean-up identified areas.

Promote the environmental improvement of the Cliff Path and Hoys Koppie through various initiatives.	Ongoing	HPP NPC Director Cleansing HPP NPC Members	Engage with the Cliff Path Management Group to support ongoing initiatives to improve and promote environmental awareness on the Cliff Path.
Milestone 3: Actions			
1. Promote community clean-up events where required to engender environmental awareness.			
2. Encourage businesses to maintain properties and improve 'sense of place'.			
3. Support Cliff Path Management Group in agreed initiatives.			
4. Provide ad hoc support to deal with localised litter problems			

4. Financial Plan

It is intended that HSRA management body will continue to be funded through a special rate payable by all property owners who do not receive rates exemption. Properties that qualify in terms of policies will be the source of the additional rate. This list of properties will be regularly amended to accommodate changes in ownership as time goes by.

4.1 Source of Funds

Funding of HSRA will be provided from a Special Rating Area rate charged by OM and applied to the owners of valid rateable properties on the OM property database. As of 8 July 2024, there are approximately 5 575 rateable properties in the HSRA.

The additional monthly rate payment for HSRA will be determined by the property's Municipal valuation and will amount to 0.00044 cents in the Rand for 2025/2026 period. The amount will be subject to an annual adjustment.

4.2 Criteria to Qualify for Exemption

In this matter the HSRA will follow the *Overstrand Municipality Special Rating Area Policy*:

"7.1 The Overstrand Municipality's Municipalities Rates Policy applies with the necessary changes to this Policy. In particular, and without limiting the generality of the afore-going, the exemptions, rebates and reductions set out in the Rates Policy apply with the necessary changes in relation to the levying of an additional rate for special rating area purposes.

7.2 Notwithstanding the provisions of paragraph 7.1 above, when the Municipality grants a partial rebate as set out in the Rates Policy, the relevant property owner will be granted a full (100%) rebate in relation to the additional rate.

7.3 Other policies approved by the Council apply with the necessary changes to the collection of additional rates in terms of the Policy, the By-Law and section 22 of the Property Rates Act, including, but not limited to, the Overstrand Municipality Credit Control and Debt Collection Policy.”

4.3 Five-year Term Budget

According to the OM’s SRA Policy the budget for the proposed improvements or upgrades must at least address the following:

- *“An annual budget per line item commencing on 1 July of the first year and ending on 30 June of the last year of the term; and*
- *a budget split for the provision of improvements or upgrades between the different categories of properties.*
- *subject to the provisions of the Property Rates Act, the additional rate in any category of property must not exceed 25% of the municipal property rate. Any deviation must be fully motivated to Council for consideration.”*

4.4 Five-year Term Budget Outline

HERMANUS SRA BUDGET					
	<u>Term renewal period</u>				
	2025/26	2026/27	2027/28	2028/29	2029/30
KEY ASSUMPTIONS USED					
Annual levy increase	5.0%	5.0%	5.0%	5.0%	5.0%
Annual cost inflation (other than ADT)	6.0%	6.0%	6.0%	6.0%	6.0%
ADT annual increase	1.0%	1.0%	1.5%	5.0%	5.5%
Bad debt provision recovery (percentage of prior year's retention)	75.0%	75.0%	75.0%	75.0%	75.0%
Interest received on 2 months levies held in reserve	6.0%	6.0%	6.0%	6.0%	6.0%
OPERATING INCOME AND EXPENSES					
INCOME					
Levies received	11,137,350	11,694,218	12,278,928	12,892,875	13,537,519
Less Retention for Bad Debt (10%)	(1,113,735)	(1,169,422)	(1,227,893)	(1,289,287)	(1,353,752)
Rate - HSRA	10,023,615	10,524,796	11,051,036	11,603,587	12,183,767
Retention Rebate Recovered	795,525	835,301	877,066	920,920	966,966
Other income					
Donations, insurance claim, other					
Interest	111,374	116,942	122,789	128,929	135,375
Total Income	10,930,514	11,477,039	12,050,891	12,653,436	13,286,107
EXPENDITURE					
HSRA ADMINISTRATION					
HPP EO consulting fee	628,833	666,563	706,557	748,950	793,887
Administrator / Consultancy / Legal Fees	63,998	67,838	71,908	76,223	80,796
Insurance	64,607	68,483	72,592	76,948	81,565
Accounting Fees	37,360	39,601	41,977	44,496	47,166
Bank Charges	4,172	4,422	4,688	4,969	5,267
Auditor / Secretarial Fees	12,921	13,697	14,518	15,390	16,313
Control Room Property Rental	254,400	269,664	285,844	302,994	321,174
Incident Desk - Online Reporting	87,641	92,899	98,473	104,382	110,644
Subscriptions (LPRs, email, website)	81,188	86,059	91,223	96,696	102,498
Control Room Maintenance	42,400	44,944	47,641	50,499	53,529
Expenses (meetings, AGM, staff refreshments)	34,450	36,517	38,708	41,031	43,492
HSRA Term Extension					90,000
Marketing and Communications	15,290	16,207	17,180	18,211	19,303
Repairs and other charges	35,151	37,260	39,495	41,865	44,377
Telephone (Fixed lines & VOIP)	26,726	28,330	30,029	31,831	33,741
Sub-Total	1,389,136	1,472,484	1,560,833	1,654,484	1,843,753
PROJECTS					
Public Safety & Monitoring					
Public Safety & Crime Prevention Management (Public Safety Officers, Response Vehicles, CCTV Monitoring)	8,362,800	8,446,428	8,573,124	9,001,781	9,496,879
CCTV Management (Technical Support and Maintenance)	553,863	587,095	622,320	659,659	699,239
CCTV Analytics Software Licences	21,200	22,472	23,820	25,250	26,765
Toilet Rental Management	50,909	53,964	57,202	60,634	64,272
Tactical Safety Equipment & Training	101,124	107,191	113,623	120,440	127,867
Clean Environment					
Cleansing Management	664,976	704,875	747,167	791,997	839,517
Cleansing & Environmental Projects	25,000	25,000	25,000	25,000	25,000
Sub-Total	9,779,872	9,947,025	10,162,257	10,684,761	11,279,338
AGGREGATE OPERATIONAL EXPENDITURE	11,169,008	11,419,509	11,723,090	12,339,244	13,123,090
Operational Surplus / (Deficit) for the year	(238,495)	57,530	327,801	314,191	163,017
CAPITAL EXPENDITURE					
CCTV Replacement and Expansion	200,000	200,000	200,000	200,000	200,000
Control Room IT Infrastructure & Equipment	20,000	20,000	20,000	20,000	20,000
	220,000	220,000	220,000	220,000	220,000
CASH POSITION					
Opening Cash Balance (estimate)	2,909,081	2,450,586	2,288,116	2,395,917	2,490,108
Surplus/(Deficit) for the year	(238,495)	57,530	327,801	314,191	163,017
Movement in net current assets/liabilities					
Capital expenditure	(220,000)	(220,000)	(220,000)	(220,000)	(220,000)
Closing cash balance	2,450,586	2,288,116	2,395,917	2,490,108	2,433,126
Required Retained Balance (2 months levies received)	1,856,225	1,949,036	2,046,488	2,148,812	2,256,253
Operational cash surplus	594,361	339,080	349,429	341,296	176,873

4.5 Other Requirements

“Before the Overstrand Municipality will pay over any additional rates collected to the NPC, the NPC and the Overstrand Municipality must have concluded a written finance agreement regulating, amongst other things:

- *the mechanisms and manner of payment;*
- *how the additional rate is to be held by the NPC;*
- *any parameters relating to expenditure; and*
- *any obligations on the NPC to take out and maintain appropriate insurance.”²¹*

4.6 Existing Inequities

As in every other town in the country inequities exist in Hermanus. One of these is the inequity in financial means. It is important that inequities should not be exacerbated by establishing an SRA as required by the Policy, HSRA funding will be based on the municipal valuation of properties. This means that every rateable property owner will contribute as an additional rate the same number of cents in the Rand value of his/her property, as every other property owner.

Standard municipal rebates and exemptions as currently exercised will apply also to this special rate.

5. Benefits for Property Owners and the Overstrand Municipality

The continuation of the HSRA will continue to offer the following benefits:

- The presence of monitored cameras and increased law enforcement visibility can act as a deterrent to potential criminals, reducing overall crime rates. OM Traffic and Law Enforcement Departments will be supported with monitoring (especially after hours considering the challenge to provide officials 24/7 in all residential areas in the large geographical area that OM serves).
- Monitoring and reporting any signs of degeneration and decay in public areas quickly and effectively.

- The community as a whole will share the benefits of a safe, healthy and clean environment for living, working and relaxing.
- All rateable property owners will share equitably the cost of HSRA operations by contributing the same number of cents according to the Rand value of their properties.
- Visitors will feel safe in the HSRA and will therefore be more inclined to invest in the town and its environment.
- Tourism will also benefit, which is an important point as tourism is a key economic activity of the area.
- A safe, healthy and clean environment will contribute indirectly towards an increase in the value of properties.

6. Disclaimer

The HSRA 5-year business plan has been prepared in good faith based on current conditions. While HPP is committed to achieving the expected outcomes, no assurance can be given that forecasts will be fully realised as various external factors may influence anticipated results.

7. Appendix A – Overstrand Municipality: Special Rating Area By-law
2016

8. Appendix B - Overstrand Municipality: Special Rating Area Policy
(1 July 2024)

9. Appendix C – Survey Report: HSRA Ratepayer Opinion Survey
(June 2024)



HERMANUS PUBLIC PROTECTION (HPP)
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 Non-Profit Company (NPC) | Registration Number 1999/015007/08
 Website: www.hpp.org.za Email: info@hpp.org.za Mail: P.O. Box 1599, Hermanus 7200

**Implementation Plan
 for
 HPP NPC**

Financial Year: 2025 / 2026

Milestone 1: Management and Control			
Task per milestone	Start and finish date	Responsibility	Performance Indicator
Direction and leadership for the board	Ongoing	HPP NPC Chairperson	Successful implementation of the business plan.
Day-to-day management and operations	Ongoing	HPP NPC Executive Officer	Monthly reports submitted to board.
Responsibilities of the Executive Officer	Ongoing	HPP NPC Chairperson	Executive Officer executes duties aligned with Financial Agreement.
Board meetings	Quarterly	HPP NPC Chairperson	Notice of meetings given appropriately, minutes taken and published on website.
Financial accounting	Ongoing	HPP NPC Executive Officer	Monthly reports submitted to board.

Annexure D
 1/7

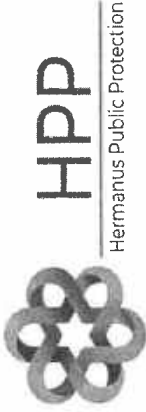


Hermanus Public Protection

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Audit of financial accounting	Within one month after end of financial year.	HPP NPC Financial Director HPP NPC Executive Officer	Unqualified audit report approved by board and members at the AGM.
Financial reports to OM CFO	15 th of every month	HPP NPC Financial Director HPP NPC Executive Officer	Monthly reports submitted to CFO.
Invoice to OM	On or before 25 th of every month	HPP NPC Executive Officer	Monthly invoice submitted to OM (CFO and finance team)
Annual General Meeting	Before 31 December	HPP NPC Board HPP NPC Executive Officer	Notice of meeting given appropriately, chairperson's annual report delivered, audit report approved, auditors appointed, budget approved, amending of MOI approved if required and minutes taken and published on the HPP NPC website.
Submit Annual Financial Statement, Annual Report and AGM Minutes to the OM – CFO and Council	Within two months after the AGM	HPP NPC Board HPP NPC Executive Officer	Submission of Annual Reports to Council / CFO within stipulated time period.
Special General Meeting (s)	As required	HPP NPC Board	As required in line with OM SRA By-law, Policy and MOI.
Structured Liaison with OM	Quarterly, or as required.	HPP NPC Chairperson	Combined Overstrand SRA Meetings with CFO

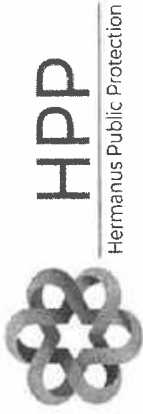


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HPP NPC membership update	Ongoing	HPP NPC Executive Officer	New voting members recorded on database, admitted by Board and notified accordingly.
Communications	Once a month	HPP NPC Executive Officer	Newsletter published on HPP NPC website and e-mailed to members.
Monthly Newsletter to members	Once a month	HPP NPC Executive Officer	Newsletter published on HPP NPC website and e-mailed to members.
Compile the HSRA renewal plan application	Every 5 years	HPP NPC Board	Approved at AGM by members.
		HPP NPC Executive Officer	
Milestone 1: Actions			
1. Monthly newsletter to all ratepayers. Communicated via WhatsApp, Email and HPP NPC website.			
2. Regular articles in local press.			
3. Submit AFS, Annual Report and AGM Minutes to OM and Members			
4. Propose and finalise all tender processes to ensure continuation of service from 1 July 2025 on a best price to service ratio.			

Milestone 2: Safe Environment			
Task per milestone	Start and finish date	Responsibility	Performance Indicator
Enhance structures to promote community involvement in community safety issues.	Ongoing	HPP NPC Board HPP NPC Members	Active involvement in community safety initiatives and structures, as well as OM represented structures.



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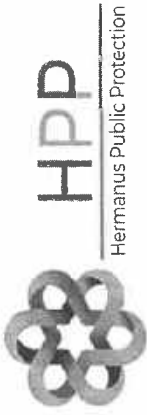
In liaison with other role players in the Greater Hermanus area, identify current shortcomings that relate to a safe environment and develop and implement effective strategies to address them.	Ongoing	HPP NPC Board HPP NPC Operations Director	Active participation in developing, improving and supporting a unified networked community safety unit with all relevant role players in and around the HPP-NPC zone, and effective liaison and cooperation with SAPS, OM and other Law Enforcement entities.
Inputs in the Review and maintenance of the Community Safety Strategy specifically aimed at the needs in HPP NPC with clear deliverables and defined performance indicators to guide monitoring services by the appointed service provider and to evaluate levels of provided services.	Ongoing	HPP NPC Board HPP NPC Operations Director	Active participation in community safety unit liaisons, coordination's and management meetings, and participation in agreed operational actions and reporting on above.
Expand, improve and maintain a technological advanced camera monitoring system specifically aimed at the needs in HSRA area and support community safety initiatives.	Ongoing	HPP NPC Board HPP NPC Operations Director Service provider	Fully AI Enabled surveillance system operational across the entire HSRA.
Deploy resources (monitoring staff and vehicles) for visible monitoring services according to HPP NPC Community Safety Strategy.	Ongoing	HPP NPC Board Service provider	Service provider compliance with terms and contracts. Monthly reports to HPP NPC Board.
Monitoring of patrolling and control room staff.	Ongoing	Service provider	Service provider compliance with terms and contracts. Monthly reports to HPP NPC Board.



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Assistance to SAPS, OM Law Enforcement and other Law Enforcement entities.	Ongoing	Service provider	Provision of information and support with patrolling and control room staff for actions relevant to HPP NPC Community Safety Strategies and applicable laws and policies.
Participate in an effective communication strategy. All communication in this regard will be relayed in compliance with the municipality's official Communication Policy.	Ongoing	HPP NPC Board HPP NPC Communications Director	System for e-mail, social media, SMS, WhatsApp and newspaper communication with community.
Encourage community involvement in community safety strategies and the OM disaster management plan.	Ongoing	HPP NPC Board HPP NPC Members	Community involvement in accordance with the OM disaster management plan approved by the OM Council.
Assist to identify and determine strategies by means of an integrated approach with the OM and key stakeholders to address vagrants and homeless people.	Ongoing	HPP NPC Director Social Upliftment HPP NPC Members OM Social Development Department NGO's	Facilitate the implementation of a plan that will augment Social Upliftment across the greater Hermanus area. This plan must have clear deliverables and defined performance indicators to guide delivery.
Support the OM in Social Upliftment programmes, including NGOs with strong track record in this field.	Ongoing	HPP NPC Director Social Upliftment HPP NPC Members OM Social Development Department	Facilitate social intervention funding based on a rigorous plan with clear selection criteria.



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		NGO's	
Facilitate the compilation of a data base of all homeless people in the HSRA area.	Ongoing	HPP NPC Director Social Upliftment HPP Public Safety Officers and Supervisor	To ensure that all homeless are well documented for record keeping purposes.
Milestone 2: Actions			
1. Optimise the value of appropriately selected camera technology infrastructure.			
2. Ensure the participation of ratepayers in suburbs to develop local CCTV deployment plans.			
3. Continue the flexible approach of security providers' resources.			
4. Create a platform that supports collaboration between SAPS, Municipal Law Enforcement, other SRA's in the region, Watch Groups and private security companies.			
5. Assist the OM and various stakeholders with devising a Social Upliftment Plan.			
6. Collaborate with the OM and selective NGOs to implement a Social Upliftment plan.			
7. Assist OM Social Development to identify and document needs of homeless in the HSRA.			
Milestone 3: Healthy and clean environment			
Task per milestone	Start and finish date	Responsibility	Performance Indicator
Identify issues regarding a clean and healthy environment and report to the OM.	Ongoing	HPP NPC Director Cleansing HPP NPC Members	Issues are documented and reported to OM administration in the Overstrand Municipality in an orderly way.



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Monitor illegal dumping, littering, fires and arson and report to the OM.	Ongoing	HPP NPC Director Cleansing HPP NPC Members	Video footage of offenders recorded by the monitoring system and made available to OM for their perusal.
Promoting waste minimization and recycling in accordance with approved municipal policies and plans.	Ongoing	HPP NPC Director Cleansing HPP NPC Members	Regular articles on this topic published in the media and on the HPP NPC website to improve public awareness.
Promote litter campaigns to support regular clean-ups and encourage behavioural change.	Ongoing	HPP NPC Director Cleansing HPP NPC Members	Engage with the community, community-based organisations and the media to support and participate in campaigns to clean-up identified areas.
Promote the environmental improvement of the Cliff Path and Hoyo's Kopie through various initiatives.	Ongoing	HPP NPC Director Cleansing HPP NPC Members	Engage with the Cliff Path Management Group to support ongoing initiatives to improve and promote environmental awareness on the Cliff Path.
Milestone 3: Actions			
1. Promote community clean-up events where required to engender environmental awareness.			
2. Encourage businesses to maintain properties and improve 'sense of place'.			
3. Support Cliff Path Management Group in agreed initiatives.			
4. Provide ad hoc support to deal with localised litter problems			



NOTICE OF ANNUAL GENERAL MEETING

The Annual General Meeting (AGM) of Hermanus Public Protection (HPP) Non-Profit Company (NPC), managing the Hermanus Special Rating Area (HSRA), will be held at **18:00 on Thursday, 29 August 2024**, in the Whale Room, Windsor Hotel, 49 Marine Drive, Hermanus, Western Cape, 7200.

All affected property owners are invited to:

- Review the past financial year's activities
- Approve the extension of the SRA 5-year term for the period 2025-2030
- Approve the HSRA Business Plan for 2025-2030
- Approve the budget and implementation plan for 2025/2026

The AGM Agenda, Chairperson's Report, HPP's Financial Statements, the budget and implementation plan for 2025/2026 and the HSRA Business Plan for 2025-2030 will be available on the HPP website prior to the meeting.

Please confirm your attendance via email to info@hpp.org.za.

Property owners within the HSRA are encouraged to register as HPP NPC members to vote on resolutions. Membership is free but must be registered by 15 August 2024.

Visit www.hpp.org.za for more information.

KENNISGEWING VAN ALGEMENE JAARVERGADERING

Die Algemene Jaarvergadering (AJV) van Hermanus Openbare Beskerming (HPP) Nie-winsgewende Maatskappy (NPC), wat die Hermanus Spesiale Aanslaggebied (HSRA) bestuur, sal gehou word om **18:00 op Donderdag, 29 Augustus 2024**, in die Whale Room, Windsor Hotel, Marinerylaan 49, Hermanus, Wes-Kaap, 7200.

Alle geaffekteerde eiendomseienaars word uitgenooi om:

- Die afgelope finansiële jaar se aktiwiteite te hersien
- Die verlenging van die HSRA termyn met 5 jaar, vir die periode 2025 - Junie 2030, goed te keur
- Die Besigheidsplan vir die periode Julie 2025 tot Junie 2030 goed te keur
- Die begroting en implementeringsplan vir 2025/2026 goed te keur

Die AJV Agenda, Voorsittersverslag, HPP se Finansiële State, die begroting en implementeringsplan vir 2025/2026 en die HSRA Besigheidsplan vir 2025-2030 sal voor die vergadering op die HPP-webwerf beskikbaar wees.

Bywoning moet bevestig word deur 'n epos aan info@hpp.org.za te stuur.

Eiendomseienaars binne die HSRA word aangemoedig om as HPP NPC-lede te registreer om oor resolusies te stem. Lidmaatskap is gratis maar moet teen 15 Augustus 2024 geregistreer wees.

Besoek www.hpp.org.za vir meer inligting.

ISAZISO SENTLANGANISO JIKELELE YONYAKA

INTlanganiso kaWonke-wonke yoNyaka (AGM) yeNkampani eNgenaNzuzo yoKhuseleko lwaseHermanus (i-HPP) (i-NPC), elawula iNdawo yamaxabiso awodwa eHermanus (HSRA), iya kubanjwa ngo-**18:00 ngoLwesine, umhla wama-29 kweyeThupha yowama-2024**, kwiGumbi leMinenga, Windsor Hotel, 49 Marine Drive, Hermanus, Western Cape, 7200.

Bonke abanini propati abachaphazelekayo bayamenywa ukuba:

- Phonononga imisebenzi yonyaka-mali odlulileyo
- Ukuvumela ukwandiswa kwexesha le-SRA leminyaka emi-5 kwithuba lika-2025-2030
- Ukwamkelwa kweSicwangciso soShishino seHSRA sowama-2025-2030
- Ukwamkelwa kohlahlo lwabiwo-mali kunye nesicwangciso somiliselo sowama-2025/2026

I-Ajenda ye-AGM, iNgxelo kaSihlalo, iiNkcazo zeMali ze-HPP, uhlahlo lwabiwo-mali kunye nesicwangciso sokuphonyezwa kowama-2025/2026 kunye neSicwangciso soShishino seHSRA sika-2025-2030 ziya kufumaneka kwiwebhusayithi ye-HPP phambi kwentlanganiso.

Nceda uqinisekise ukubakho kwakho nge-imeyile kule dilesi info@hpp.org.za.

Abanini bemihlaba kwiHSRA bayakhuthazwa ukuba babhalise njengamalungu e-HPP NPC ukuze bavotele izigqibo. Ubulungu busimahla kodwa kufuneka bubhaliswe nge-15 ka-Agasti 2024.

Tyelela www.hpp.org.za ngolwazi oluthe vetshe.

Analysis of Survey Responses for the HSRA Ratepayer Opinion Survey May / June 2024

Executive Summary

The survey aimed to gauge property owner and community support for the extension of the Hermanus Special Rating Area (HSRA) and gather feedback on its current operations and areas for improvement. This report summarizes the key findings and provides recommendations based on the survey data.

The HSRA Ratepayer Opinion Survey was an online survey that was conducted between 30th April to 31st May 2024. The 12-minute survey was promoted to residents via the monthly newsletter, email and HPP WhatsApp groups as well as articles in the Village News and Hermanus Times.

The intention of the survey was to determine the general opinion of Hermanus SRA (HSRA) ratepayers regarding several issues which included:

- The service provided by Hermanus Public Protection (HPP) NPC, the HSRA management body.
- The proposal to extend the HSRA's term.
- The willingness to continue to fund the service and another other supplementary services that they would like the HSRA to consider.

It was clearly stated that the output of the survey will be used is to support the motivation to the Overstrand Municipality for an extension of term and the provision of supplementary services to the community by the HSRA.

The survey contained demographic information followed by 17 public safety, services and extension related questions. The last question gave respondents the opportunity to raise any additional services or initiatives the HSRA should consider implementing.

A total of 375 respondents participated in the survey. Of this, 352 respondents were property owners. Just over 6.2% of property owners responded with the majority answering very positively across the board.

Key Survey Outcomes

- More than 50% of respondents understand the function and responsibilities of the HSRA and HPP.
- The majority of respondents, 81% were overall satisfied with the performance of the HSRA and HPP across the board.
- The following areas were ranked by respondents to devote resources to:
 - i. Public safety in open public spaces

- ii. Cleanliness and attractiveness of the Hermanus Environment
- iii. Vagrancy and homelessness
- iv. Emergency preparedness and disaster recovery
- v. Environmental Conservation
- vi. Elderly support
- vii. Youth engagement

- The majority of respondents believe that the HSRA plays an important role in crime prevention, with 90.26% acknowledging its significant impact.
- 84.77% of respondents reported being either extremely or very confident in the governance and management capabilities of the HPP
- 85.15% rated the value for money of these services as very to extremely valuable
- 90.57% of respondents indicated support (either strongly or somewhat) for extending the HSRA for another five years.

Statistical soundness of survey results

A total of 375 respondents out of a total population of a little over 5,600 participated in the survey. Of this, 352 respondents were property owners. At a population size of just over 5,600, using a confidence level of 90%, a standard deviation of 0.5 and a margin of error of 0.05, the optimal sample size would be approximately 260. Using a confidence level of 95% with the same parameters, the optimal sample size would be approximately 360.

Based on the above, and given the achieved response size, we can say that we are 95% confident that the results of this survey reflect the mean of the total population of approximately 5,600.

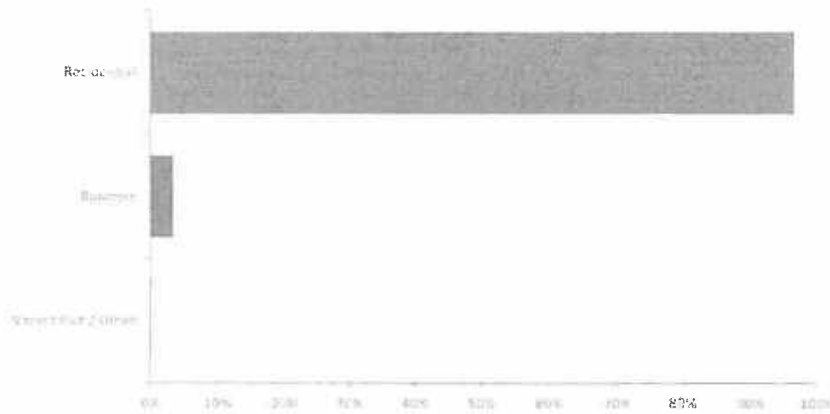
SurveyMonkey was used to design, distribute, and analyse this survey. This tool enabled the efficient collection of responses and generated comprehensive insights through its analytical features. SurveyMonkey's interface and advanced data visualization capabilities assisted in identifying key insights and extracting actionable findings, ensuring a thorough and accurate summary of the survey results.

Analysis

1. Demographic Insights

Q7: What is the primary type of your selected property?

Answered: 369 Skipped: 6



Powered by SurveyMonkey

- Majority of respondents own one property in Hermanus.
- The majority of respondents primary property is residential and is their primary residence.

2. Community Engagement

Q11: Which of the following best describes what you know about the Hermanus Special Rating Area (HSRA) and Hermanus Public Protection (HPP), the HSRA management company?

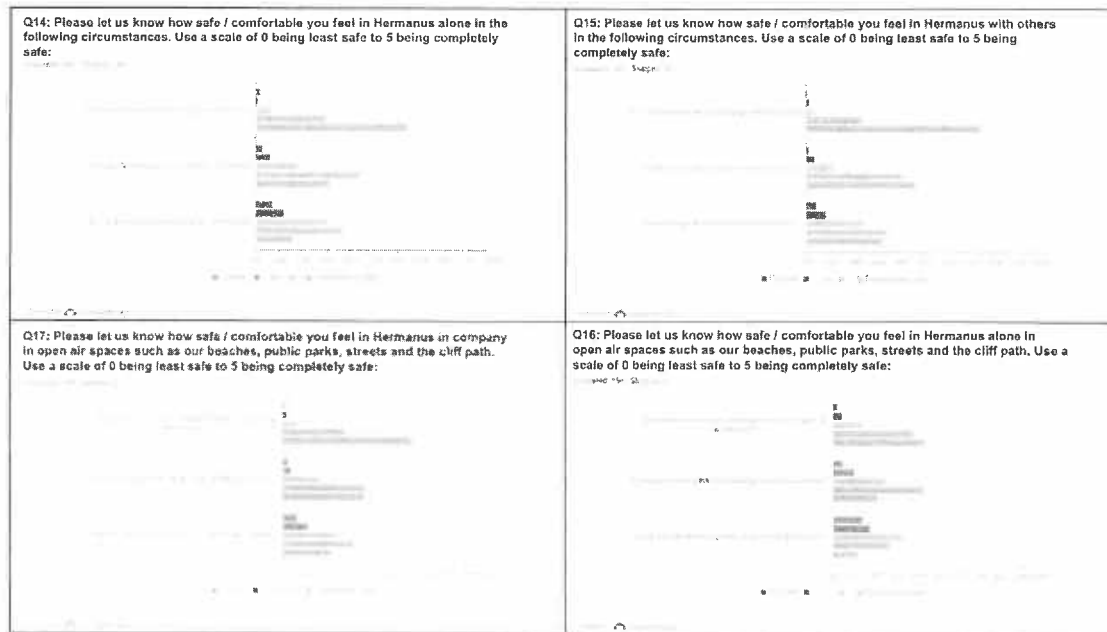
Answered: 369 Skipped: 6



Powered by SurveyMonkey

- Just over half of respondents understand the function and responsibilities of the HSRA and HPP.
- The survey highlighted a desire for increased community engagement from the HSRA. Respondents want more opportunities to participate in decision-making processes and to provide feedback on ongoing projects.
- Specific suggestions included more town hall meetings, regular newsletters, and interactive online platforms for real-time updates and feedback.

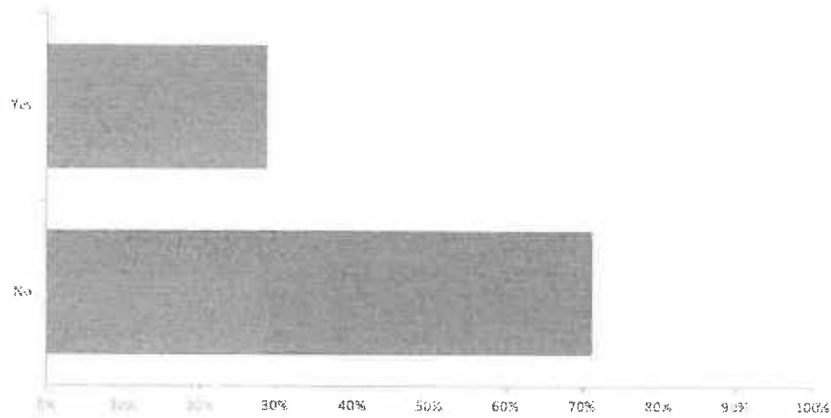
3. Public Safety



- Most respondents feel safe during the day in the urban areas, however, respondents felt less safe at night, particularly in open public spaces i.e. Cliff Path, parks and beaches.
- Safety Concerns: Respondents emphasized the need for enhanced night-time security, especially in poorly lit areas and those with higher crime rates.

Q18: Have you personally been a victim of crime in Hermanus?

Answered: 361 Skipped: 14



Powered by SurveyMonkey

- 29% of respondents state that they have been a victim of crime in Hermanus. Of those victims 79% reported the incident to SAPS.

4. Performance Satisfaction

Q21: Using a scale of 0 being most unsatisfactory and 5 being highly satisfactory, please rate how you perceive the performance of the Hermanus Special Rating Area and the HPP management company in terms of:

Answered: 391 Skipped: 14



Powered by SurveyMonkey

Q22: Using a scale of 0 being invisible and 5 being highly visible, please rate how you perceive the performance of the Hermanus Special Rating Area and the HPP management company in terms of:

Answered: 398 Skipped: 14



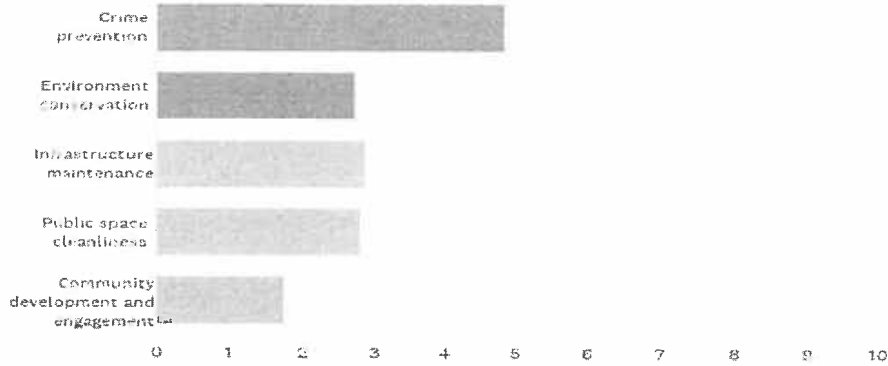
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- 81% of respondents were overall satisfied with the performance of the HSRA and HPP across the board.
- Majority of respondents, 73%, rated the visibility of services as highly visible or very visible.
- While many respondents felt well-informed about HSRA activities, there was a notable percentage who felt out of the loop. This indicates a need for more effective communication strategies to ensure all residents are equally informed.
- Suggestions for improvement included more user-friendly newsletters, social media updates, and an enhanced website with comprehensive information about HSRA projects and financials.

5. Public Safety and Cleanliness

Q23: The following are some of the challenges facing the Hermanus community. Please rank them in order of priority from 1 to 5, 1 being the highest priority and 5 being the lowest priority, that you feel the Hermanus Special Rating Area and the HPP management company should give to addressing them:

Answered: 43 Skipped: 3

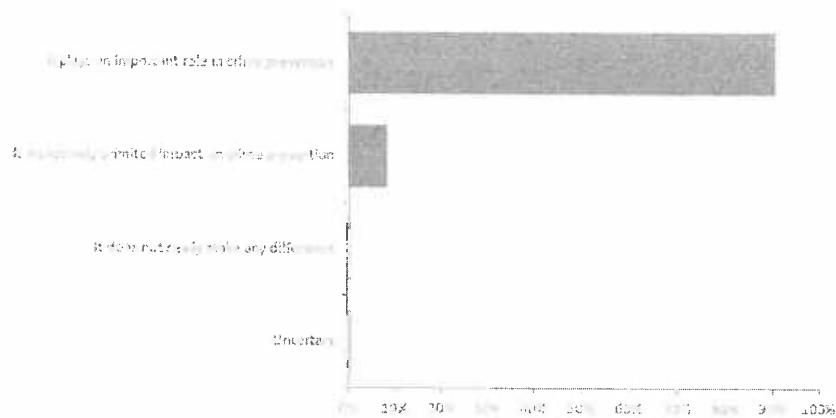


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- Public safety in open public spaces and cleanliness of the Hermanus environment were highlighted as important areas.
- The following areas were ranked by respondents by priority:
 - i. Crime prevention
 - ii. Infrastructure maintenance
 - iii. Public space cleanliness
 - iv. Environment conservation
 - v. Community development and engagement

Q25: What is your perception about the role of Hermanus Public Protection (HPP)?

Answered: 11 Skipped: 28



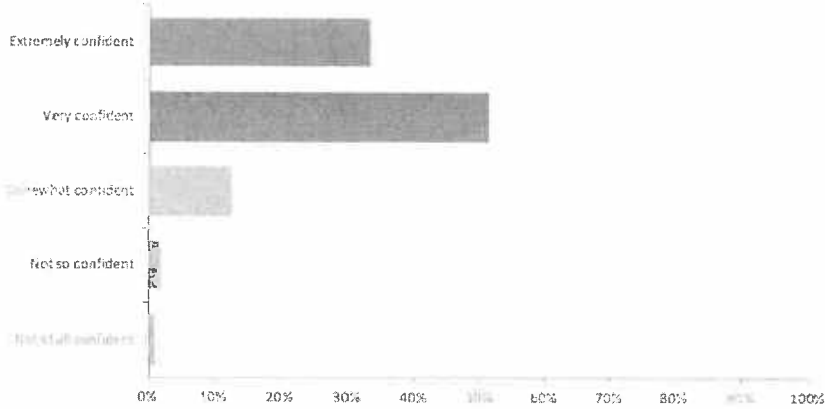
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- The majority of respondents believe that the HSRA plays an important role in crime prevention, with 90.26% acknowledging its significant impact.

6. Governance and Management

Q24: How confident are you in the governance and management capability of the Board of Directors of the HPP, the management company of the Hermanus Special Rating Area?

Answered: 448 Skipped: 27



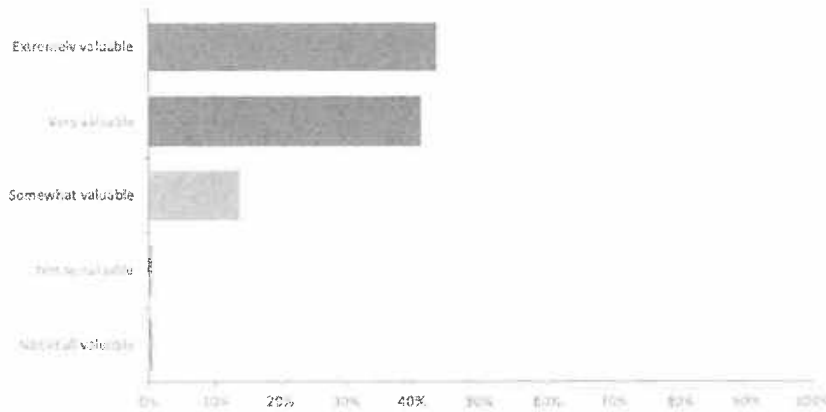
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- Confidence in the governance and management of the HSRA and its management company, Hermanus Public Protection (HPP), is relatively high. Around 84.77% of respondents reported being either extremely or very confident in the governance and management capabilities of the HPP.

7. Economic Impact and Perception of Value

Q26: How would you rate the value for money of the services provided by the Hermanus Special Rating Area, considering the monthly contribution based on your property's valuation?

Answered: 359 Skipped: 25

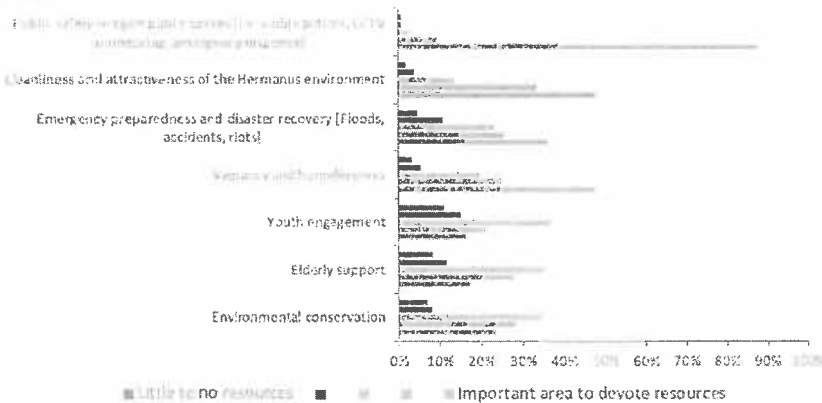


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- Respondents generally perceive the services provided by the HSRA as valuable. About 85.15% rated the value for money of these services as very to extremely valuable.
- There was recognition of the positive economic impact of HSRA initiatives on property values and local businesses. Many respondents noted that improved safety and cleanliness have made Hermanus more attractive to tourists and investors.
- However, a small group expressed concerns about the financial burden of the HSRA levy, especially for fixed-income residents.

Q27: You are a financial contributor to the Hermanus Special Rating Area via a special rate on your municipal account. Please let us know, in your opinion, which of the following areas the Hermanus Special Rating Area should devote financial resources. Use a scale of 0 being very little resources if at all, to 5 being an important area to devote resources.

Answered: 356 Skipped: 25



Powered by SurveyMonkey

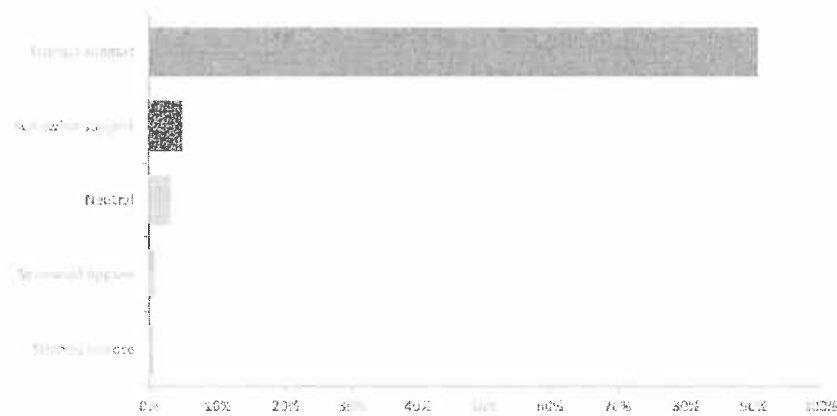
- Respondents ranked the following areas as being most important to least important to devote resources to:
 - i. Public safety in open public spaces

- ii. Cleanliness and attractiveness of the Hermanus Environment
- iii. Vagrancy and homelessness
- iv. Emergency preparedness and disaster recovery
- v. Environmental Conservation
- vi. Elderly support
- vii. Youth engagement

8. Support for HSRA Extension

Q29: Do you support the extension of the Hermanus Special Rating Area (HSRA) for another 5 years?

Answered: 340 Skipped: 0



HSRA 2024 Community Survey

- The support for the extension of the HSRA varied slightly across different demographic groups, but overall, there was a strong consensus in favour of the extension.
- A significant majority of respondents expressed strong support for extending the HSRA. Specifically, 90.57% of respondents indicated support (either strongly or somewhat) for extending the HSRA for another five years.

9. Specific Concerns and Suggestions

The final question of the survey asked respondents if there are any additional services or initiatives that they believe the HSRA should consider implementing to address community need and enhance quality of life.

Of the 375 respondents, 133 provided detailed comments.

Security and Safety

Keywords: security, safety, patrol, camera, law enforcement

"Additional security personnel always a priority"

"Keep on expanding the camera system..."

"Maintaining law and municipal regulations, e.g. Pet and dog regulations (dogs not on leashes, droppings not picked up by owners, vehicle speeding, noise pollution (music, aircraft, vehicles, barking dogs)."

Environmental Concerns

Keywords: dog, baboon, poaching, clean

"Stricter control of dogs not being on leashes on the Cliff Path and on beaches."

"Monitoring poaching activities! Baboon management"

Community Engagement

Keywords: communicate, information, engagement

"I find I have no information as to how much we are paying for your services and what your services include. I had no idea that you also do cleaning".

"More involved in house breakings and communicating information to security companies with camera data!"

Infrastructure and Services

Keywords: extend, maintenance, infrastructure

"More cliff path and beach facility maintenance to prevent falls/accidents."

"More frequently emptying of waste bins, particular on long weekends or holiday."

Social Development

Keywords: homelessness, car guards, vagrants

"Ensuring we assist in the development of the poorer neighbouring communities"

"Relocation of vagrants from public open spaces"

10. Recommendations

Continued and Enhanced Support for Public Safety

Given the strong support for the HSRA's role in crime prevention, it is recommended to maintain and potentially expand public safety initiatives. This could involve increasing visible patrols, enhancing CCTV monitoring, and improving emergency response systems.

Enhanced Night-Time Security

Increase the presence of public safety officers during night-time hours, especially in areas identified as high-risk by the community. Continue overnight public safety patrols and partner with law enforcement to ensure adequate coverage. Consider installing additional surveillance cameras in poorly lit areas.

Focus on Cleanliness and Environmental Conservation

Since cleanliness and environmental conservation were prioritized by respondents, allocating more resources towards maintaining the cleanliness and attractiveness of the Hermanus environment is advisable. Initiatives could include regular clean-up drives, better waste management systems, and community awareness programs on environmental conservation.

Addressing Homelessness

The issue of vagrancy and homelessness needs targeted interventions. Collaborating with local NGOs and government bodies to provide shelters, rehabilitation programs, and employment opportunities for the homeless can help mitigate this issue.

Increased Community Participation and Improved Communication Strategies

To sustain high confidence in governance, maintaining transparent communication with the community about HSRA activities and decisions is crucial. Regular updates, open forums for feedback, and involving community members in planning and decision-making processes can foster trust and cooperation. Launch awareness campaigns highlighting the importance of crime reporting and provide easy access to reporting tools.

Youth and Elderly Engagement Programs

Addressing the needs of both the youth and elderly populations can enhance community well-being. Developing youth engagement programs, such as safety and educational activities, alongside support services for the elderly, safety awareness activities, would be beneficial.

11. Conclusion

The survey results indicate robust support for the extension of the HSRA, reflecting community approval of its efforts in public safety, crime prevention and cleansing services. By addressing the highlighted areas for improvement and expanding current initiatives, the HSRA can continue to enhance the quality of life for the Hermanus community.

Report prepared by:

Marcia Bown, HPP Executive Officer



MINUTES of the 2024 ANNUAL GENERAL MEETING
 of the Hermanus Public Protection (HPP) NPC
 held at 18:00 on Thursday, 29 August 2024 at the Windsor Hotel,
 Hermanus.

1. **WELCOME:** Mr Jerry van Niekerk (Chair), extended a sincere welcome and thanked all present for attending.
2. **APOLOGIES:** Regrets were received from 49 ratepayers. The full list of names is available on page 3 of the presentation slides.
3. **CONFIRMATION OF AGENDA:** The circulated agenda was accepted and confirmed. Proposed by Mrs A Wright and seconded by Mr J Cilliers.
4. **CONSTITUTING:** The required notice had been given and meeting was duly constituted in terms of the Financial Agreement and Company's MOI (20% of the Members to be in attendance or by proxy). The list of voting members was published on the HPP website prior to the AGM.

Quorum

• Membership total:	264
• New Members Admitted (during period):	12
• Required (20%):	53
• Members in attendance:	23
• Proxies received:	46

A quorum was confirmed in accordance with the HPP's Memorandum of Incorporation.

5. **APPROVAL OF MINUTES OF THE 2023 AGM:** The minutes were approved for the 2023 AGM held 28 September 2023. Proposed by Mr T Louw and Mrs F Koegelenberg.

Dissent: Mr. A. Du Toit voted against the approval of minutes of the 2023 AGM.

6. **MATTERS ARISING:** Mr van Niekerk noted that there were no matters arising from the previous meeting.
 - a. **COMMENT RECEIVED:** Mr van Niekerk noted for the record that written comments and voting instructions had been received from Mr A du Toit prior to the AGM. (The comments are summarised on a slide which is included in the presentation pack.) A copy of the comments is available on request.
 - b. **LEGAL OPINION:** The Chair confirmed that, to ensure the continued proper governance of HPP and adherence to the Promotion of Access to Information Act of 2000, the Board sought legal opinion regarding the handling of voluminous information requests from a property

owner. The issue is ongoing. In the 2023/2024 Financial year, R8,146 has been spent on legal fees.

7. **CHAIRPERSON REPORT:** (The Chairperson Report is available on the HPP website <https://hpp.org.za/hpp-chairperson-report-2024/>)

The Chairperson delivered a succinct report on the previous year's activities of the HPP including a brief overview of the Board and portfolios.

At the commencement of the Chairman's tenure in 2022, input was sought from 17 property owners who represented a wide range of residential areas and interest groups within the HSRA to assist in identifying HPP's strategic priorities. In July 2023, this process was repeated with the participation of 29 individuals, who confirmed the strategic priorities established in 2022. Good progress has been made in the past year in pursuing these strategies and fulfilling the HSRA's mandate.

Main areas of focus detailed by the Chair included safety through visible patrolling, safety through camera surveillance, cleansing and education.

Mr van Niekerk emphasised that the improvements made in the past year (refer pages 4 and 5 of the Annual Report) were implemented due to the input of property owners and stakeholders such as business owners and supported by the Overstrand Municipality.

The past year's activities were reviewed which included homelessness and vagrancy in Hermanus, HSRA Term Extension Project, growing relationships and communications, relationship with Overstrand SRA (OSRA) neighbours, oversight by the Overstrand Municipality and the governance of HPP. The Chair was pleased to confirm that the HPP had met its objectives for the year.

The priority for the year ahead is to complete the final year of the current term with distinction and to lay a sound foundation for the next term, which commences on 1 July 2025. The task of selecting service suppliers and embedding their work into our operations will be key.

8. **CONSIDERATION OF THE FINANCIAL STATEMENTS FOR THE YEAR ENDING 30 JUNE 2024:** Mr L Rauch, Director Finance, presented on matters related to finances. The Audited Financial Statements for the Financial Year 2023/2024 have been circulated.

The opening balance on 1 July 2023 was R4,029,676. The closing balance on 30 June 2024 was R4,260,651. During this financial year HPP also received R256,844 in voluntary contributions towards neighbourhood camera projects and insurance payouts.

In accordance with the Financial Agreement, HPP must maintain a reserve equalling two months' revenue and for 23/24 this amount was R1,550,984. For 24/25 this amount equals R1,591,050.

Mr Rauch gave a brief overview of the balance sheet and cashflow for 23/24.

Mr Rauch briefly outlined the allocation of revenue for the financial year (24/25). The bulk of revenue will be spent on service provider contracts and infrastructure upgrades and expansion. The operating budget for 24/25 is available on page 27 of the presentation.

The Executive Officer briefly outlined the voting rules for resolutions as follows:

1. **Voting Methods:** Voting is generally by a show of hands unless a poll is demanded by at least five members or members holding 10% of voting rights.
2. **Voting Rights:** Each member has one vote for every R5 million of municipal property valuation, up to a maximum of 10 votes per member.
3. **Eligibility to Vote:** A member must not be in arrears with the additional rate for more than 60 days, unless they are in dispute or have an arrangement with the municipality.
4. **Majority Voting:** Ordinary resolutions require more than 50% of the votes cast to pass, while special resolutions need at least 75%.
5. **Appointment of Proxy:** Members may appoint a proxy, who need not be a member of the company, to attend, participate, and vote on their behalf.
6. **Authority of Proxy:** The proxy must vote according to the instructions provided by the member in the proxy instrument, except where no prior instructions are given

The audited financial statements for the year ending 30 June 2024 were presented for consideration.

- Proposer: Mr C Lake
- Secunder: Mr K Briggs

Resolution:

"It was **resolved** that the audited financial statements for the year ending 30 June 2024 be approved."

Outcome:

The resolution was passed by a majority vote through a show of hands.

9. APPROVAL OF BUSINESS PLAN FOR 2025 – 2030

The Chairperson provided a brief overview of the proposed business plan's term and noted that approval to proceed with the HSRA renewal had been requested and granted from members at the previous AGM. The HSRA Business Plan for 2025 – 2030 is available on the website:

<https://hpp.org.za/wp-content/uploads/2024/08/HSRA-Business-Plan-2025-2030-FINAL-compressed-1.pdf>

The Executive Officer succinctly outlined the HSRA renewal process. The Chair then described the outcome of the property owner survey to motivate for the renewal, which was highly supported. Mr van Niekerk then went on to describe the business plan content, which remains unchanged from the current service delivery.

The Business Plan for 2025-2030 was presented for approval.

- Proposer: Ms S Taylor
- Secunder: Mr J Cilliers

Resolution:

"It was **resolved** that the Business Plan for 2025-2030 be approved."

Outcome:

The resolution was passed by a majority vote through a show of hands.

Dissent: Mr. A. Du Toit voted against the approval of the Business Plan for 2025 - 2030.

10. **APPROVAL OF IMPLEMENTATION PLAN AND BUDGET FOR 2025 | 2026:** The 25 /26 Budget and Implementation Plan are available on the HPP website: <https://hpp.org.za/2024-annual-general-meeting/>. The 25/26 Budget must be read in conjunction with the Implementation Plan.

Mr van Niekerk outlined the Implementation Plan for 25/26 Financial year and described Milestone 1: Management and Control Actions, Milestone 2: Safe Environment Actions, and Milestone 3: Healthy and Clean Environment Actions.

Mr Rauch presented the budget for 25/26. The calculated income for the financial year 25/26, which is from 1 July 2025, is R11,169,008 including anticipated retention refund and interest.

Mr Rauch further indicated that the HPP has provisionally allocated resources for the rental of private property, considering the anticipated conclusion of the rent-free arrangement at the Fire Station. While the municipality has suggested the possibility of HPP joining the Incident Command Centre, this remains subject to final confirmation.

The Executive Officer briefly described the retention fund. The Overstrand Municipality (OM) retains a percentage of the additional rate levied for the Hermanus Special Rating Area (HSRA) to establish a Retention Fund. This retention is set at 10% of the annual HSRA budget, intended to cover any shortfall caused by non-payment or underpayment of the additional rate by property owners. Any surplus that accumulates in the Retention Fund, exceeding the amount of arrears, is partially returned to the HSRA.



HERMANUS SRA BUDGET 2025 / 2026		Notes:
	2025/26	
KEY ASSUMPTIONS USED		
Annual levy increase	5.0%	1
Annual cost inflation (other than ADT)	6.0%	2
ADT annual increase	1.0%	3
Bad debt provision recovery (percentage of prior year's retention)	75.0%	4
Interest received on 2 months levies held in reserve	6.0%	5
OPERATING INCOME AND EXPENSES		
INCOME		
Levies received	11,137,350	
Less Retention for Bad Debt (10%)	(1,113,735)	
Rate - HSRA	10,023,615	
Retention Rebate Recovered	795,525	
Other income		
Donations, insurance claim, other		
Interest	111,374	
Total Income	10,930,514	
EXPENDITURE		
HSRA ADMINISTRATION		
HPP EO consulting fee	628,833	
Administrator / Consultancy / Legal Fees	7,818	
Insurance	64,607	
Accounting Fees	37,360	
Bank Charges	4,172	
Auditor / Secretarial Fees	12,921	
Control Room Property Rental	254,400	
Incident Desk - Online Reporting	87,641	
Subscriptions (LPRs, email, website)	81,188	
Control Room Maintenance	42,400	
Expenses (meetings, AGM, staff refreshments)	34,450	
HSRA Term Extension		
Marketing and Communications	15,290	
Repairs and other charges	57,623	
Telephone (Fixed lines & VOIP)	26,726	
Sub-Total	1,355,428	
PROJECTS		
Public Safety & Monitoring		
Public Safety & Crime Prevention Management (Public Safety Officers, Response Vehicles, CCTV Monitoring) (Technical Support and Maintenance)	8,362,800	
CCTV Analytics Software Licences	21,200	
Public Safety related Social Upliftment		
Toilet Rental Management	50,909	
Tactical Safety Equipment & Training	134,832	
Clean Environment		
Cleansing Management	664,976	
Cleansing & Environmental Projects	25,000	
Sub-Total	9,813,580	
AGGREGATE OPERATIONAL EXPENDITURE	11,169,008	
Operational Surplus / (Deficit) for the year	(238,495)	
CAPITAL EXPENDITURE		
CCTV Replacement and Expansion	200,000	
Control Room IT Infrastructure & Equipment	20,000	
	220,000	
CASH POSITION		
Opening Cash Balance (estimate)	2,909,081	
Surplus/(Deficit) for the year	(238,495)	
Movement in net current assets/liabilities		
Capital expenditure	(220,000)	
Closing cash balance	2,450,586	
Required Retained Balance (2 months levies received)	1,856,225	
Operational cash surplus	594,361	

Notes on assumptions:

- 1 Guidance received from Overstrand Municipality (same assumption used for previous 5 year term)
- 2 Slightly above current CPI of 5.2%. Future inflation rate difficult to accurately predict.
- 3 The annual increase in ADT's cost will consist of two variables namely an inflationary cost increase and a decrease in scope of services as available cash flow become constrained
- 4 Estimate based on past experience and SRA policy
- 5 Interest on cash investments based on estimated average attained in past years

The floor was then opened to attendees to raise any questions.

Mr Carolin requested clarification on the retention refund. Mr Rauch stated that a minimum of 75% of the excess is to be refunded to the HSRA by 30 September of the following financial year.

Mrs Redford queried if the municipality charge the HSRA for collecting funds. The Executive Officer confirmed that the municipality did not charge for collecting the HSRA rate.

The Implementation Plan and Budget for 2025/2026 were presented.

Proposer: Mr N Thatcher

Secunder: Mr T Louw

Resolution:

"It was *resolved* that the Implementation Plan and Budget for 2025/2026 be approved."

Outcome:

The resolution was passed by a majority vote through a show of hands.

Dissent: Mr. A. Du Toit voted against the approval of the Implementation Plan and Budget for 2025/2026.

11. **APPOINTMENT OF AUDITORS:** It was proposed that Pragma Konsult be reappointed for the audit of financial year 2024/2025.

The appointment of auditors was presented for approval.

Proposer: Mr J Cilliers

Secunder: Ms S Raven

Resolution:

"It was *resolved* that PragmaKonsult be appointed as the auditors for the year."

Outcome:

The resolution was passed by a majority vote through a show of hands.

Dissent: Mr. A. Du Toit voted against the approval of the appointment of auditors.

12. **APPROVAL OF AUDITOR'S REMUNERATION:** The payment of R12,690 to Pragma Konsult was proposed.

The remuneration for the auditors was presented for approval.

Proposer: Mr J Cilliers

Secunder: Ms S Raven

Resolution:

"It was *resolved* that the auditor's remuneration be approved."

Outcome:

The resolution was passed by a majority vote through a show of hands.

Dissent: Mr. A. Du Toit voted against the approval of the appointment of auditors.

13. **ELECTION OF DIRECTORS:**

In line with the MOI 12.1.7 As required by item 5(1)(b) of Schedule 1 of the Act, at least 1/3 (one third) of directors shall resign every year at the AGM but shall be eligible for re-election.

The Executive Officer explained that the HPP board is composed of three registered directors, Jerry van Niekerk, Leon Rauch, and Ann Wright, alongside six additional board members. The registered directors bear legal responsibilities, ensuring compliance with relevant laws, financial oversight, and strategic decision-making. They are accountable for the organisation's performance and actions.

Board members, who are not registered directors, play an advisory role. They contribute strategic input, oversee specific areas, and bring specialised expertise to the organisation.

It was further explained that registering all board members would result in unnecessary administrative burden, including the time taken to process registrations and updates, especially when board membership changes frequently. Additionally, there are costs associated with registration, which could escalate depending on the size of the board. This process also demands significant administrative effort to ensure accuracy and timely submission of documents, which can detract from the organization's operational focus. Thus, only essential portfolios, such as Chairperson, Finance, Governance, Operations and Cleansing, are registered to streamline governance and reduce overhead. Ms. Bown indicated that this approach is commonly used by similar organisations.

The election of directors was conducted, and the following updates were noted:

Leon Rauch (Finance Director) resigned from the board during the period but was presented for re-election.

Proposer: Mr T Louw

Secunder: Mrs A Wright

Outcome: Leon Rauch was re-elected by a majority vote through a show of hands.

Additionally, the following individuals were elected:

Stephen Grundlingh (Operations Director)

Proposer: Mr P Carolin

Secunder: Mr J Cilliers

Outcome: Elected by a majority vote.

Rod MacLeod (Governance Director)

Proposer: Mr R Schierhout

Secunder: Mr K Briggs

Outcome: Elected by a majority vote.

The current seven directors were confirmed. Mr GD van Niekerk, Mr LA Rauch, Mrs AE Wright, Mrs F Koegelenberg, Mr PB Kotze, Mr P Doble, and Ms S Taylor.

Resolution:

"It was *resolved* that the current directors and new appointments be confirmed."

Outcome:

The resolution was passed by a majority vote through a show of hands.

Dissent: Mr. A. Du Toit voted against the approval of the election of directors.

14. ANY OTHER BUSINESS:

From the floor:

Sarah Taylor

- Requested clarification of the term 'backhaul'.

Response:

- In a CCTV camera closed network, "backhaul" refers to the communication link that transmits data (video footage) from remote camera locations to the central monitoring facility. The backhaul ensures that the captured video is reliably sent from the cameras to where it is processed, stored, and viewed. Reliable backhaul is crucial for maintaining video quality, minimizing latency, and ensuring network performance in public safety operations.

Sue Raven

- Queried the process for the removal of vagrants.

Response:

- In South Africa, the Constitution protects the rights of individuals, including those who are homeless or vagrants, which means that they cannot be forcibly removed from public spaces. However, property owners do have the right to ask individuals to leave their private property. For assistance with managing such situations, property owners can contact their security provider or the South African Police Service (SAPS).

Fiona Mathews

- Queried HPP Public Safety Officers' powers of authority.

Response:

- HPP public safety officers are not designated as peace officers and therefore do not have the same powers or authority. However, they work closely with Overstrand Law Enforcement and the South African Police Service (SAPS) to enhance public safety and address incidents effectively within the community.

Trevor Edwards

- Thanks HPP for their efforts in the CBD. Suggests that HPP investigate the use of body cameras.

Response:

- HPP has explored and tested various body cameras; however, they are not currently suitable for our service due to their high cost and the relatively low number of incidents that would justify their implementation. However, we will be looking into investing in dashboard cameras for the response vehicles.

Pat Redford:

- Thanked the HPP Board for having an open door policy to discuss various matters. Particularly thanked the Chair for engaging regarding baboon management.

Response:

- Wildlife Management is not considered a municipal service, so may not be supplemented by HPP.

The Chairperson thanked all for attending.

There being no further business to discuss, the AGM was called to a close at 19H28.

An audio recording of the AGM is available on request. Questions and comments received from ratepayer/s prior to the AGM are available on request. Email info@hpp.org.za.

HPP NPC AGM 2024 Minutes Approved by the Chairperson:

Gerrit David van Niekerk
Chairperson of the HPP NPC Board

Date: _____