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# Feedback from Urban Management Survey 2024



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# Background

- A key step in the process to establish a City Improvement District (CID) is the Urban Management Survey (UMS).
- The survey asks the community to provide feedback on various aspects of community life, from personal experiences with safety and infrastructure to views on environmental and social issues.
- The collective responses help the Steering Committee identify priorities for the CID and form the blueprint of the business plan and budget that aims to enhance the community's overall well-being.
- This document presents the results of the UMS.

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# Reach

- The survey was launched on 17 August 2024
- It was distributed to as many residents in the defined area for which the Steering Committee had email address (581 recipients)
- It was shared on multiple local WhatsApp and Facebook groups reaching residents outside the defined area & many in the area for whom email addresses had not been available prior
- It was shared by TBK Watch to their extensive distribution list

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# Key data

- 219 responses have been received to date (mid Sept 2024)
- Of which 168 are from verified property owners within the defined area; exceeding the requirement of 20% of owners (equivalent to 146 responses)
- 20 responses received from property owners within the broader Tamboerskloof area
- 24 responses received from tenants in the Tamboerskloof area

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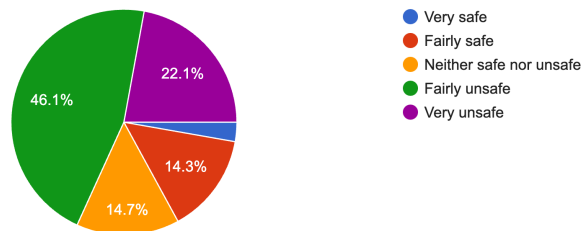
# Key highlights

- The results of the UMS were largely consistent and indicated a general willingness to improve the Tamboerskloof area and support for a CID structure to achieve this aim.
- Respondents were predominantly property owners (90%) and for 84% their Tamboerskloof home is their primary residence
- More than 50% of respondents have lived in Tamboerskloof for over a decade
- More than 81% of respondents expressed their support in principle for a CID
- A further approx. 16% indicated they might be in support once they had more information

# Public Safety

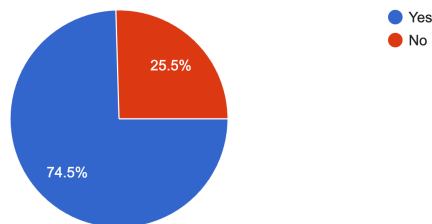
Do you/would you feel safe walking the streets of TBK at night?

217 responses



Have you or anyone else in your household ever been a victim of crime in TBK?

216 responses

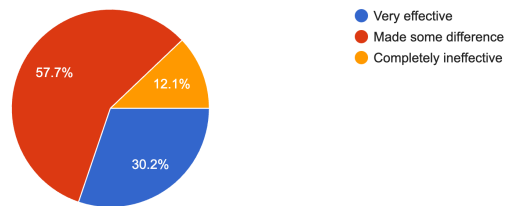


- The majority of respondents feel safe in their homes during the day and at night and when walking the streets during the daytime. When it comes to walking the streets at night, more than 70% feel unsafe to some degree.
- Areas of most concern are using the steps within Tamboerskloof (50% feel unsafe) and on the mountainside where 70% feel unsafe yet more than two-thirds of respondents still walk, run or hike there.
- Regrettably 75% of respondents have been the victim of crime in the area with burglary (63%) and theft out of a motor vehicle (58%) most commonly cited.

# Public Safety

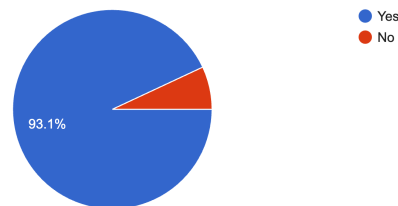
If any of these measures are in place, how effective do you believe they have been in reducing crime?

182 responses



Do you believe public safety in TBK would be improved by more patrols/patrollers?

216 responses



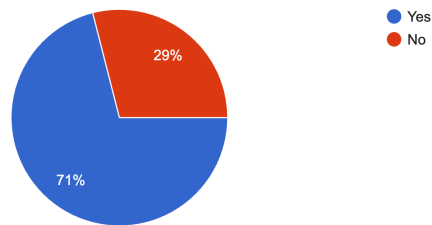
- 78% of respondents reported that security measures such as cameras, lights and guards are already installed on their street and 86% believe they have made at least some difference to crime.
- In 75% of cases, the measures are being funded by only a handful of residents.
- Sadly, just under 50% of respondents feel less safe now than when they first moved to Tamboerskloof and 94% believe public safety would be improved by more patrols.

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# Cleanliness

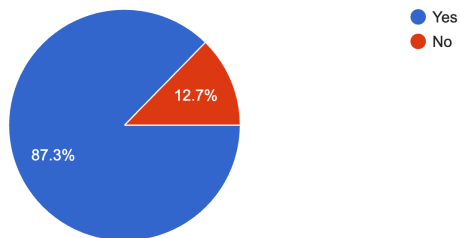
Do you believe additional/more frequent cleaning of the streets would be beneficial?

214 responses



Do you believe vagrants are a problem in TBK?

213 responses



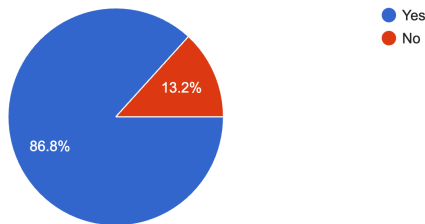
- Almost 80% believe CCT keeps Tamboerskloof reasonably clean but 73% would like more street cleaning
- Almost 88% of residents believe vagrants are a problem and a contributory factor to petty crime (90%) and litter (87%) in the area



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# Environmental Development

Do you believe TBK would benefit from planting of additional indigenous plants and trees?  
212 responses

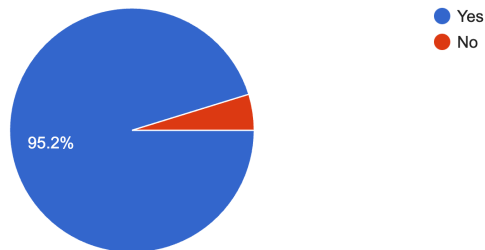


- Respondents are almost evenly divided on whether CCT keeps public verges suitably clean & tidy
- Almost 60% of respondents are happy CCT adequately maintains the infrastructure & equipment in the parks
- 87% believe the planting of more indigenous plants and trees would be beneficial.
- While only 44% are concerned about the risk of fire, 75% believe invasives should be cleared from the mountainside and 54% from public spaces.

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# Social Development

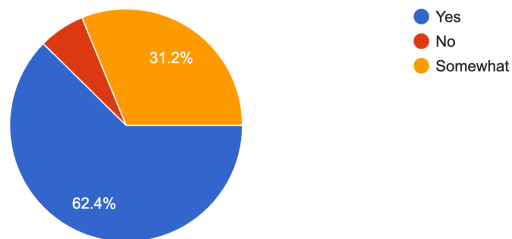
Are you in favour of supporting relevant, qualified NGOs working to help people off the streets?  
210 responses



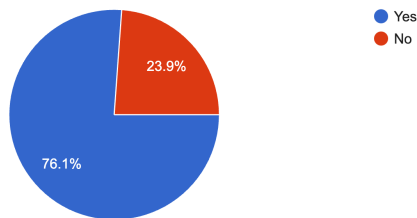
- An overwhelming 95% of respondents are in favour of supporting relevant, qualified NGOs working to help people off the streets
- Just over 66% of respondents support the concept of Tamboerskloof residents taking appropriate steps to provide support to those less fortunate in and around the area

# CID awareness

Are you familiar with the concept of a Community/City Improvement District (CID)?  
218 responses



Are you aware that once a CID is established, all property owners are liable to pay the additional rate with the exception of those who have rebate arrangements in place?  
218 responses



- Community awareness of the CID structure is high with almost 93% of respondents familiar with the concept to a certain degree
- 70% of respondents are aware a CID is operated as a non-profit company with close oversight from CCT
- Similar proportions of respondents indicated they understood that an application to establish a CID can only be made once more than 60% of property owners in the defined area vote in favour; and that, once established, all property owners are liable for the additional rate



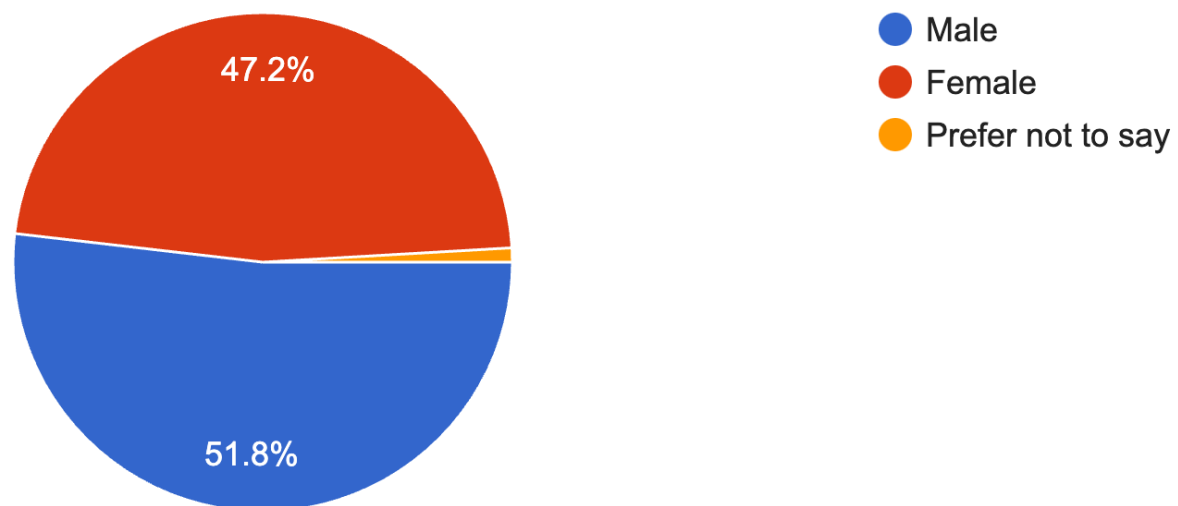
# Full Results

***Demographics***

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## Gender

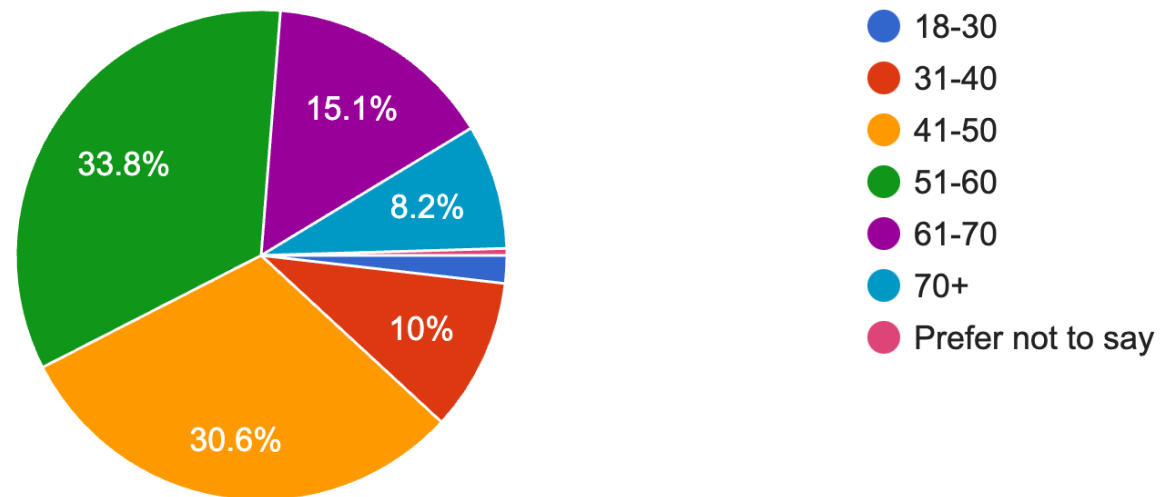
218 responses



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## Age bracket

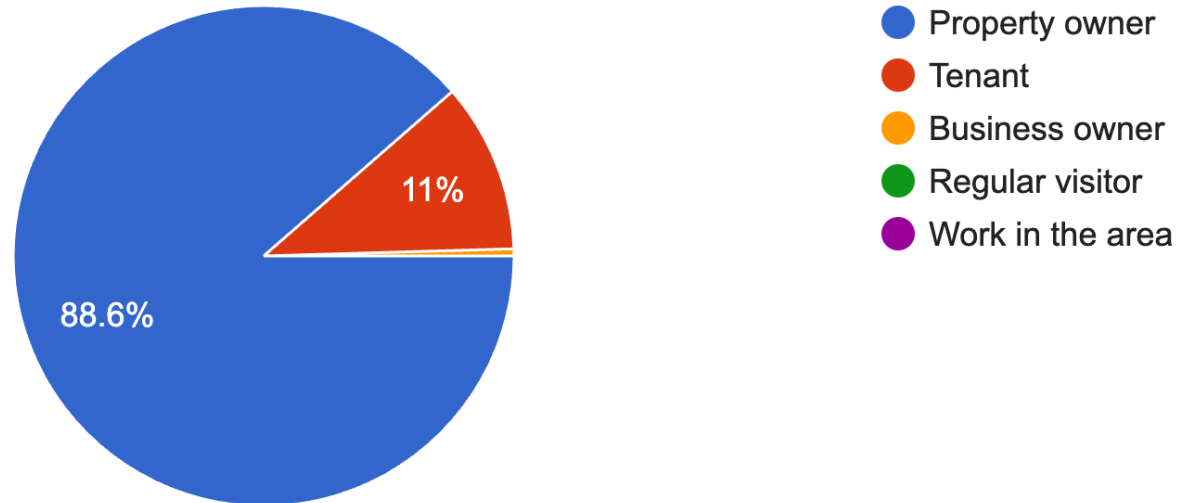
219 responses



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## Status

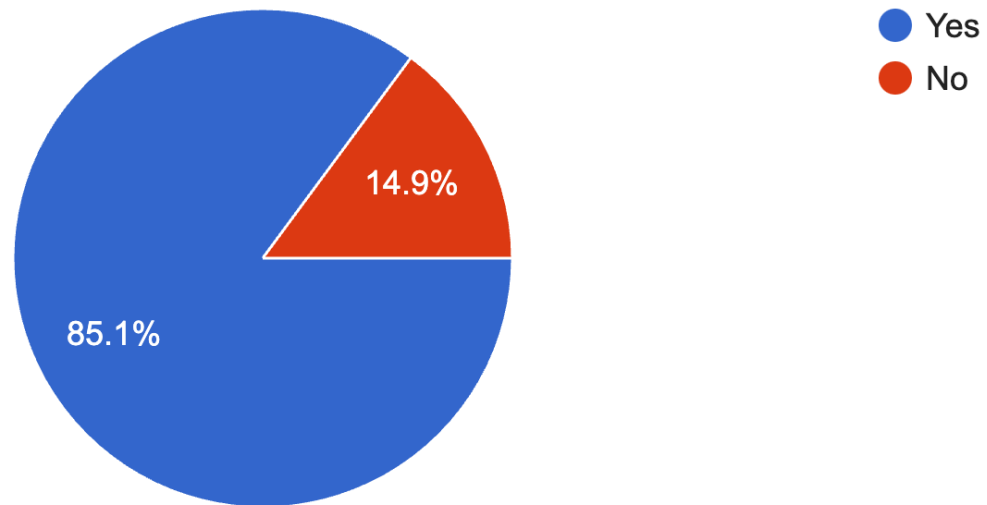
219 responses



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If you are a property owner, is this your primary residence?

195 responses

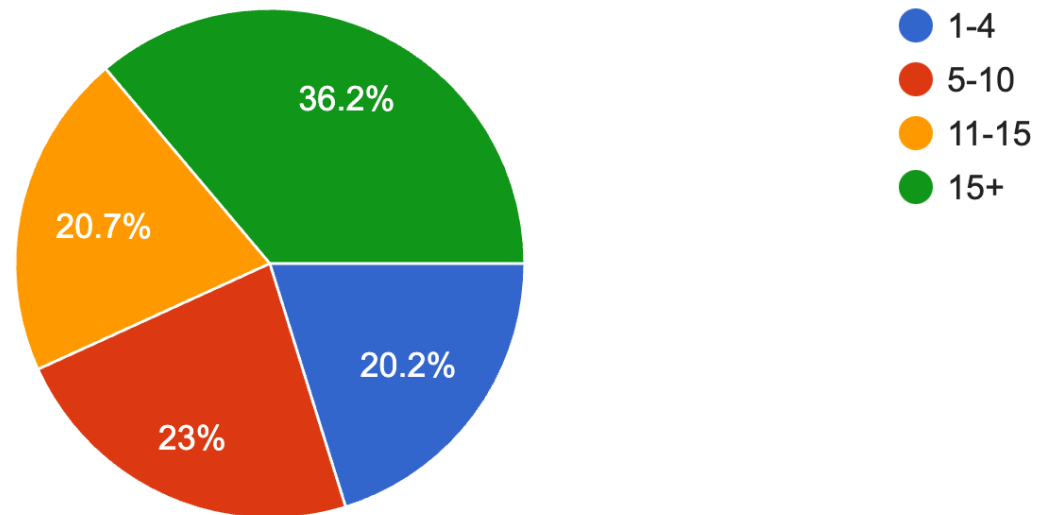




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If you live in Tamboerskloof, how many years have you done so?

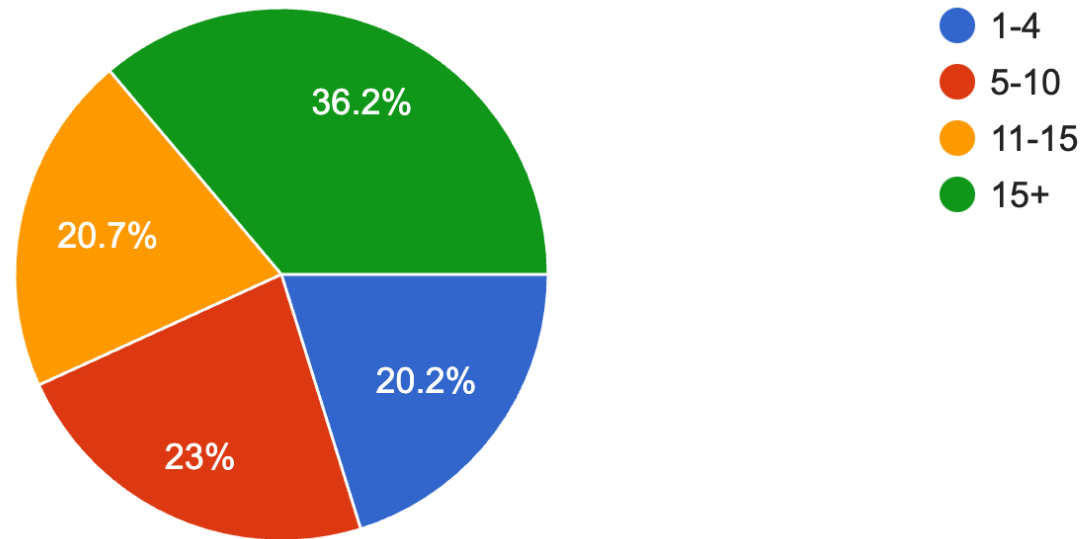
213 responses



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If you live in Tamboerskloof, how many years have you done so?

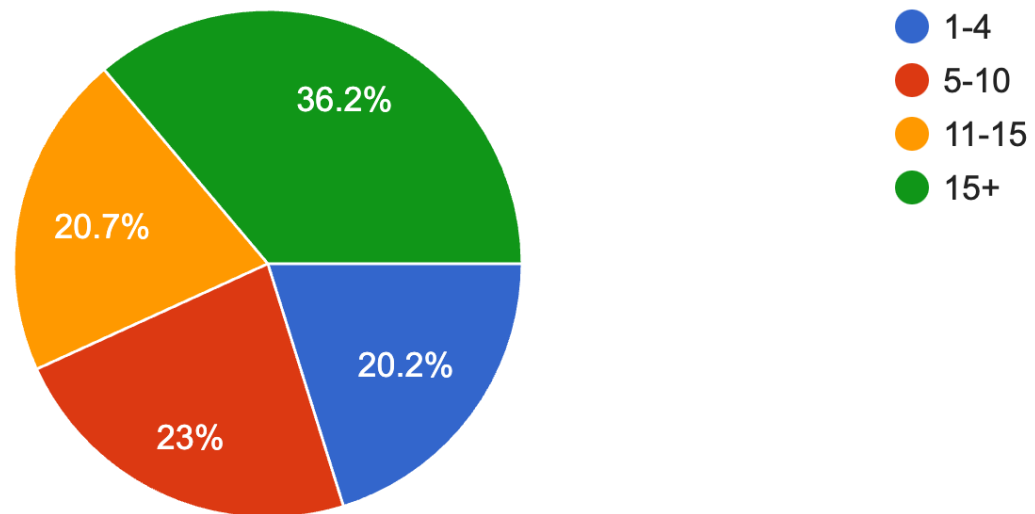
213 responses



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If you live in Tamboerskloof, how many years have you done so?

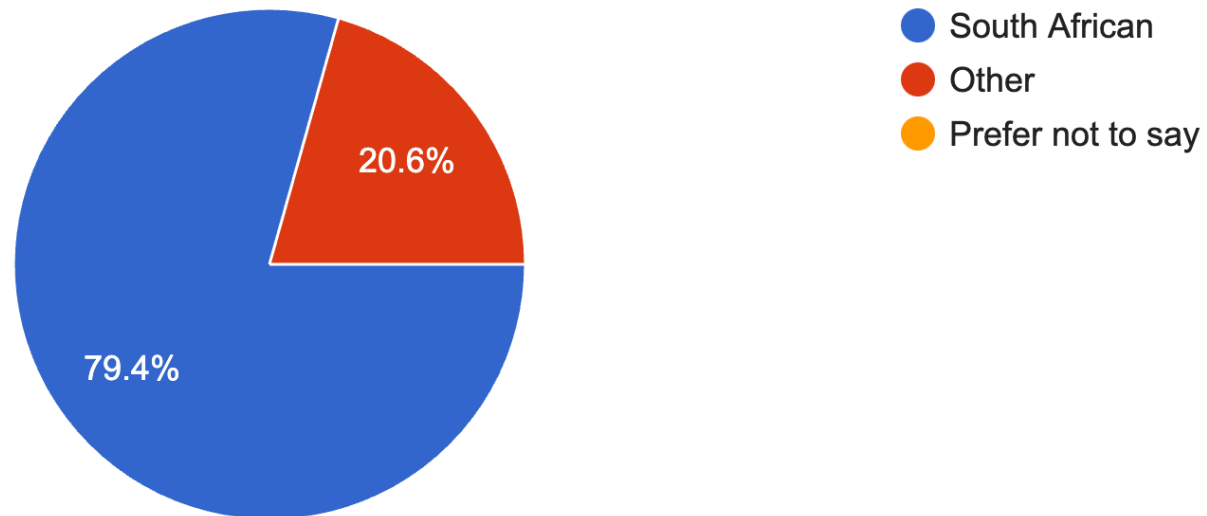
213 responses



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## What is your nationality

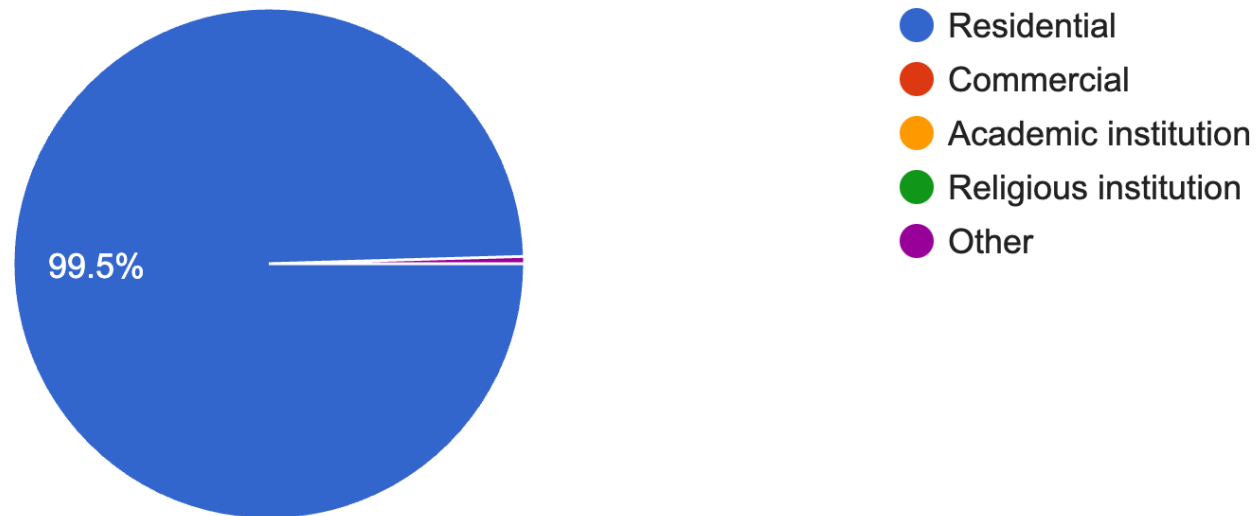
218 responses



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## Which type of premise do you own/frequent?

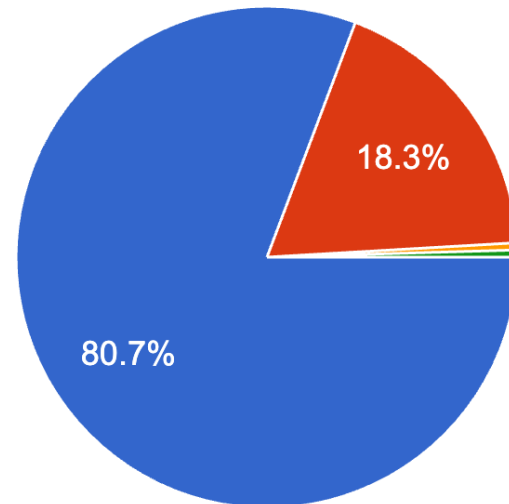
219 responses



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## If residential, is your property?

218 responses

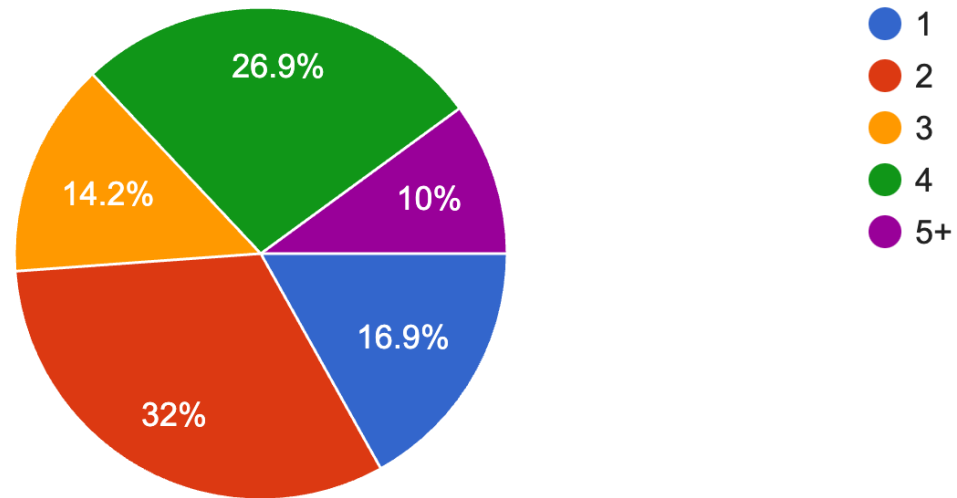


- A house
- An apartment
- Adapted Storage facility
- Double storey house divided into 4 dwellings; 1 primary - mine - and 3 regularly inhabited apartments

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## How many people live in your household?

219 responses





# Full Results

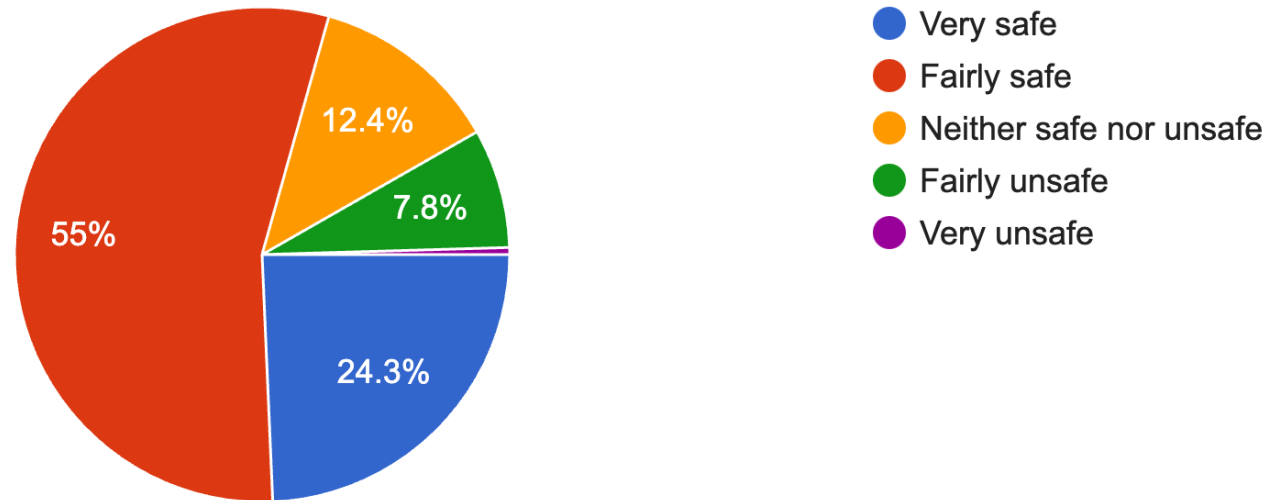
***Public Safety***



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## Do you feel safe in your home/business during the day?

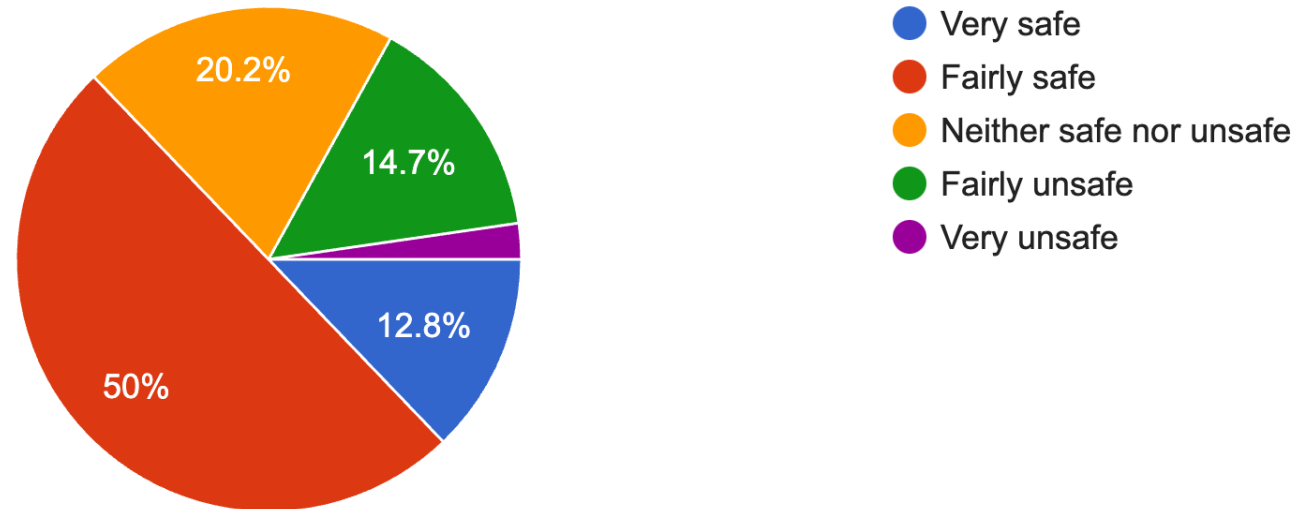
218 responses



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## Do you feel safe in your home/business at night?

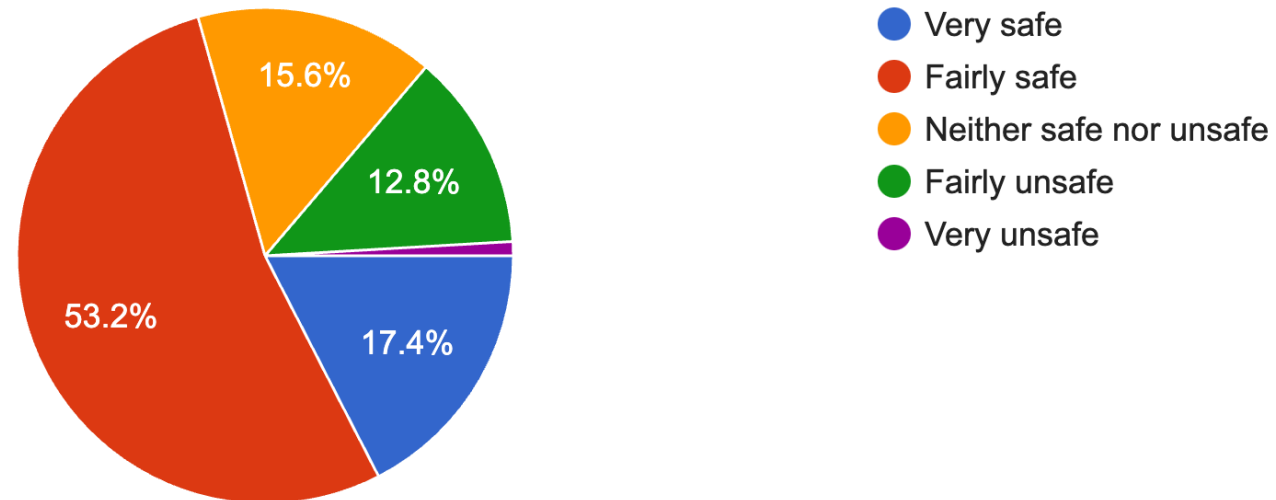
218 responses



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## Do you/would you feel safe walking the streets of TBK during the day?

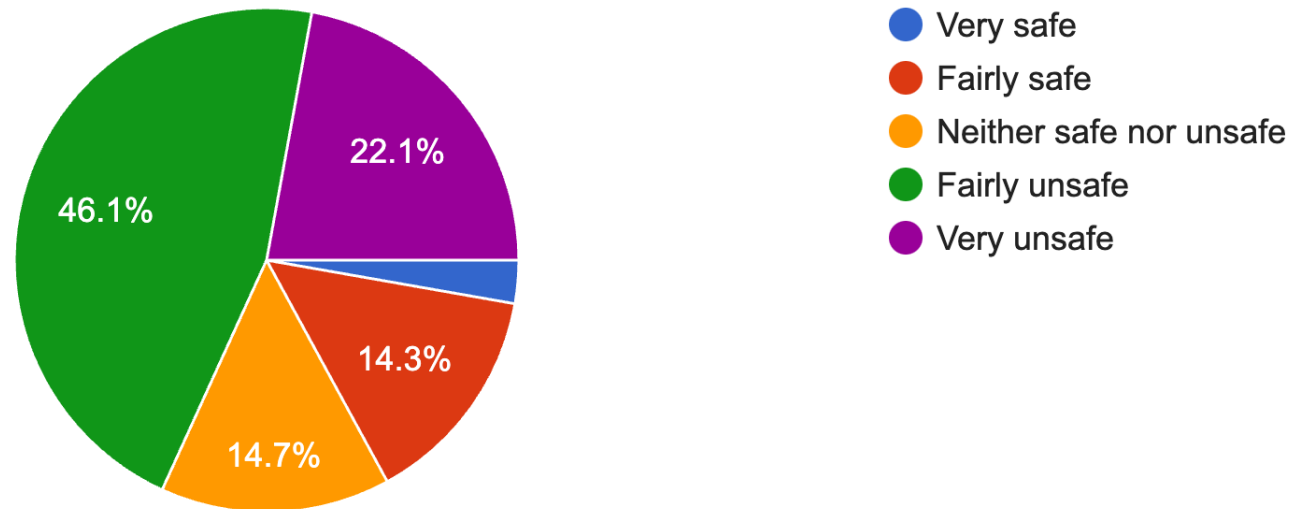
218 responses



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## Do you/would you feel safe walking the streets of TBK at night?

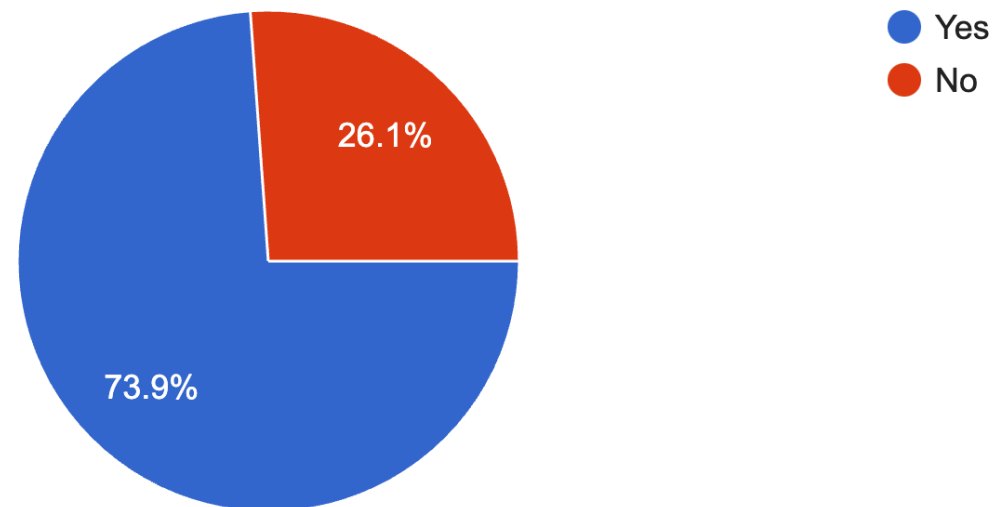
217 responses



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## Do you frequent public spaces in TBK?

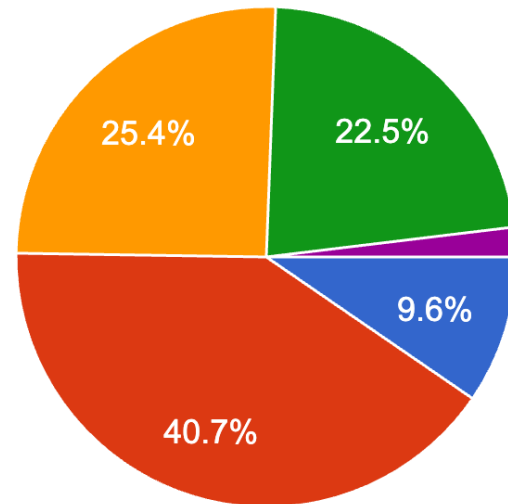
218 responses



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## Do you feel safe in those public spaces?

209 responses

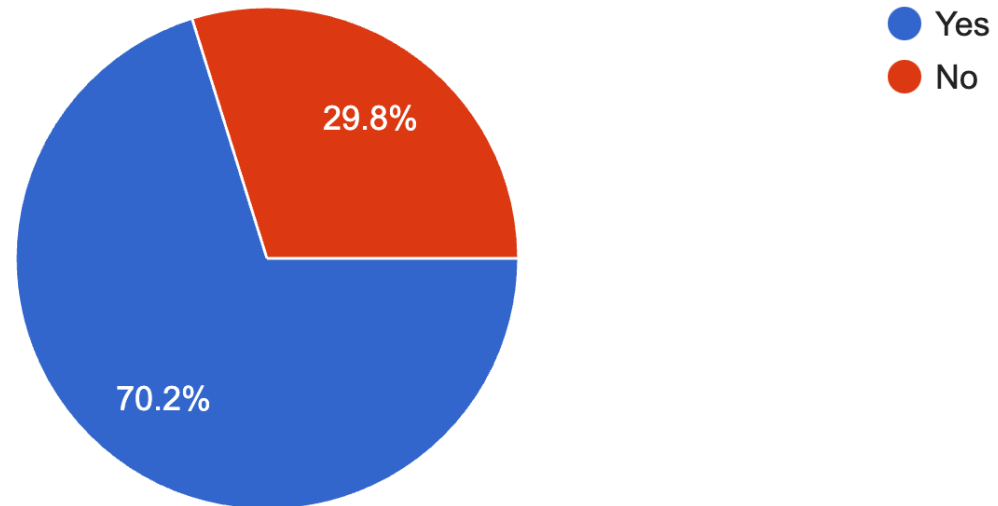


- Very safe
- Fairly safe
- Neither safe nor unsafe
- Fairly unsafe
- Very unsafe

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Do you walk/hike/run on the mountain above TBK?

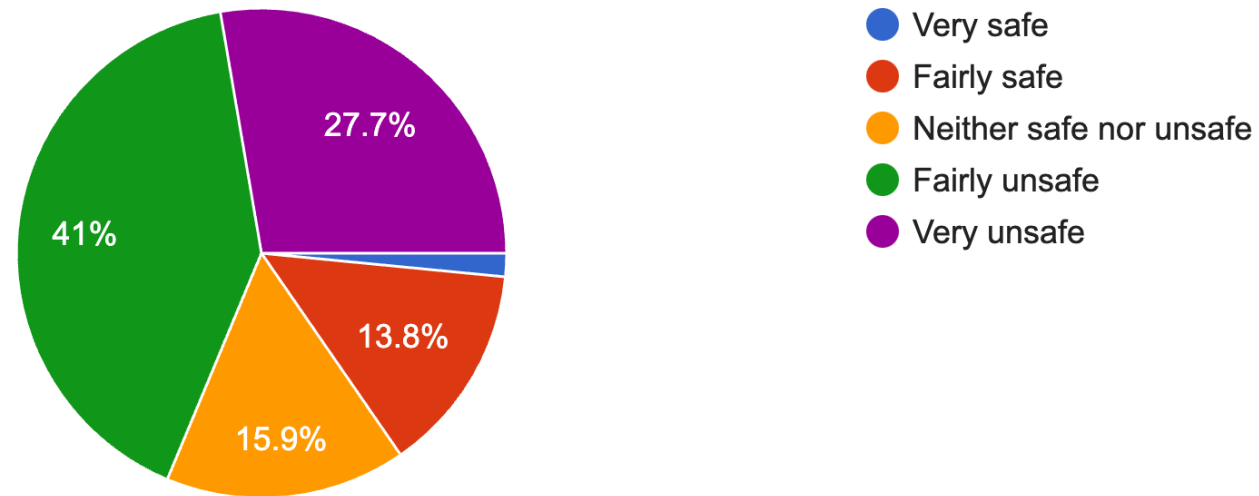
218 responses



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If so, do you feel safe there?

195 responses

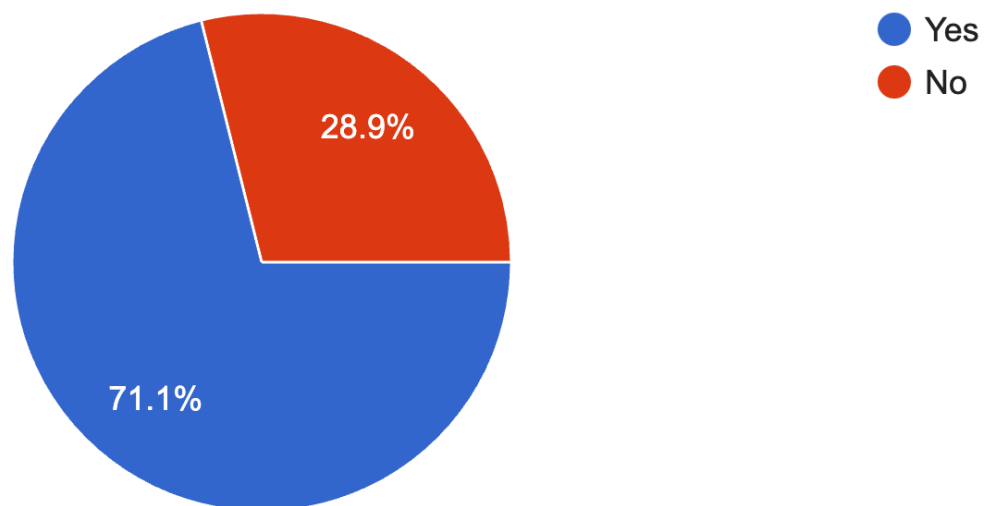




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## Do you use the steps within TBK?

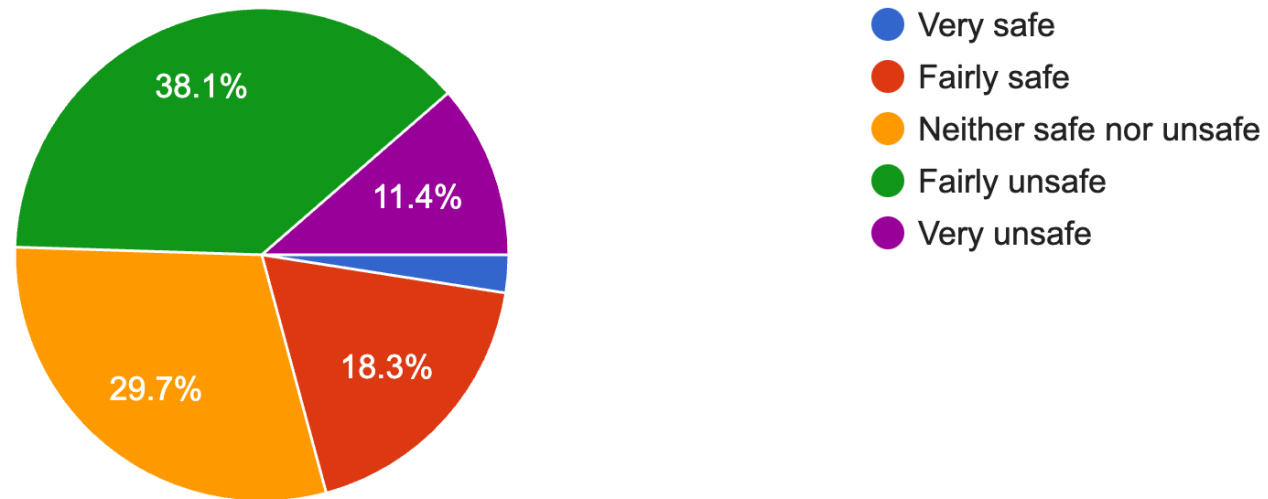
218 responses



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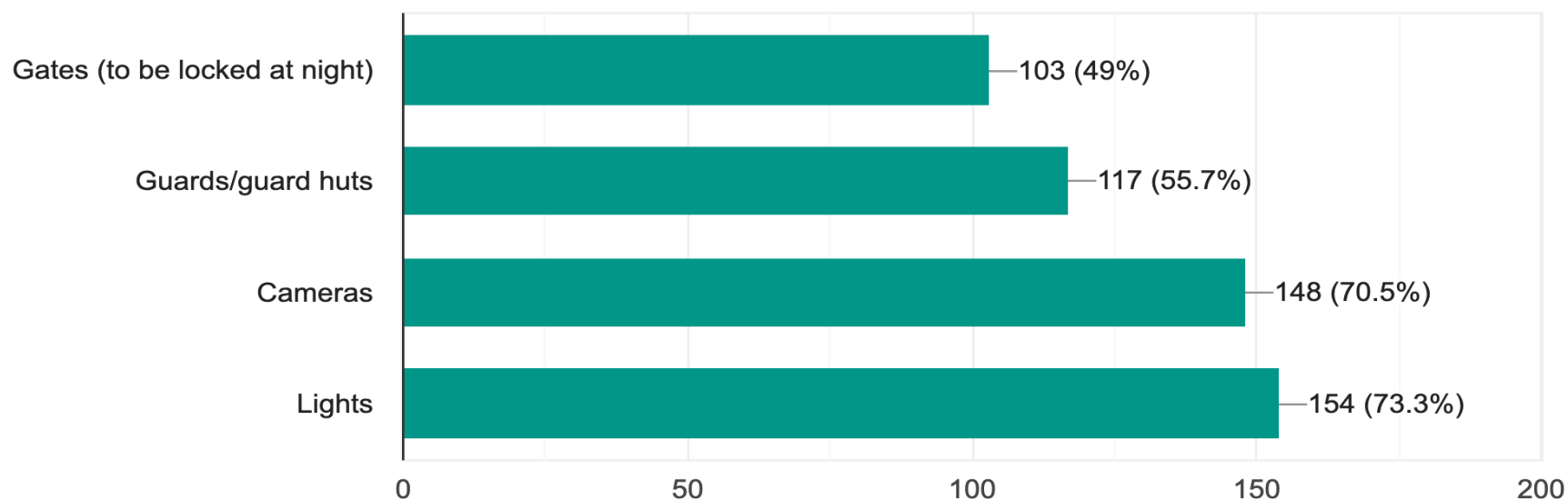
## Do you feel safe on the steps?

202 responses



Which of the following measures would you like to see installed on some/all of the TBK steps (tick all that apply)?

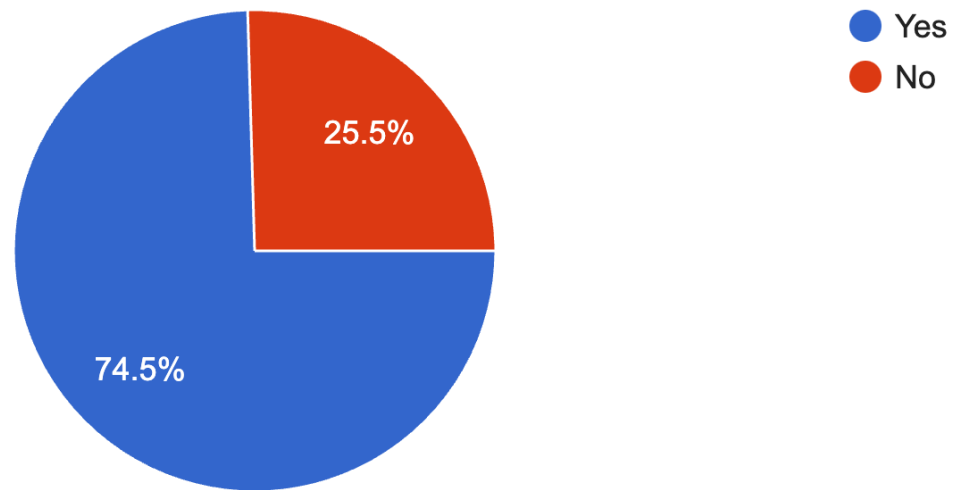
210 responses



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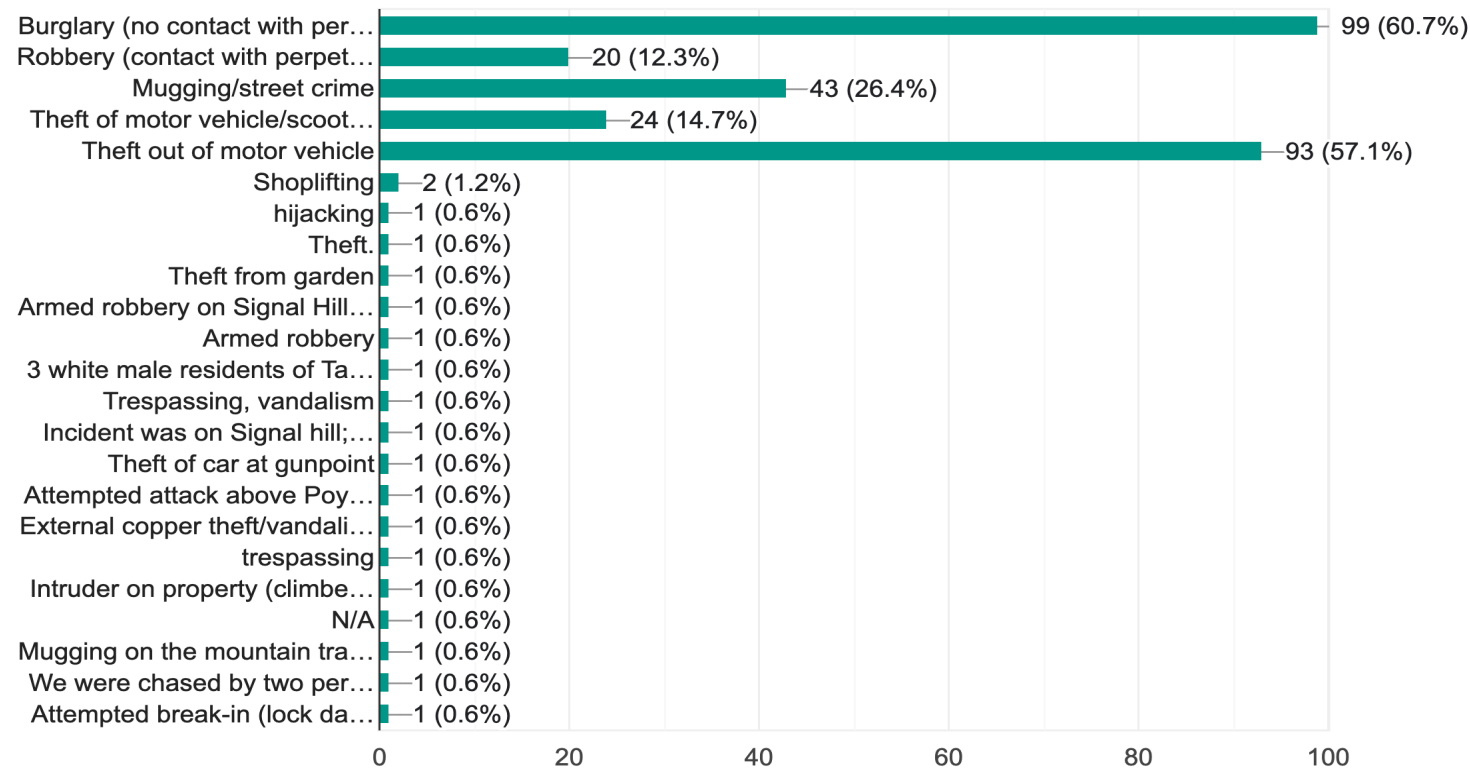
Have you or anyone else in your household ever been a victim of crime in TBK?

216 responses



### If so, please specify which type of crime (tick all that apply)

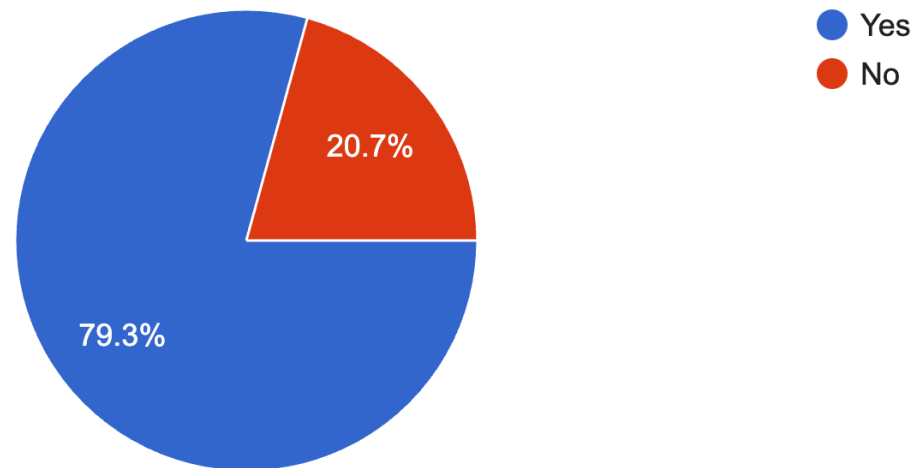
163 responses



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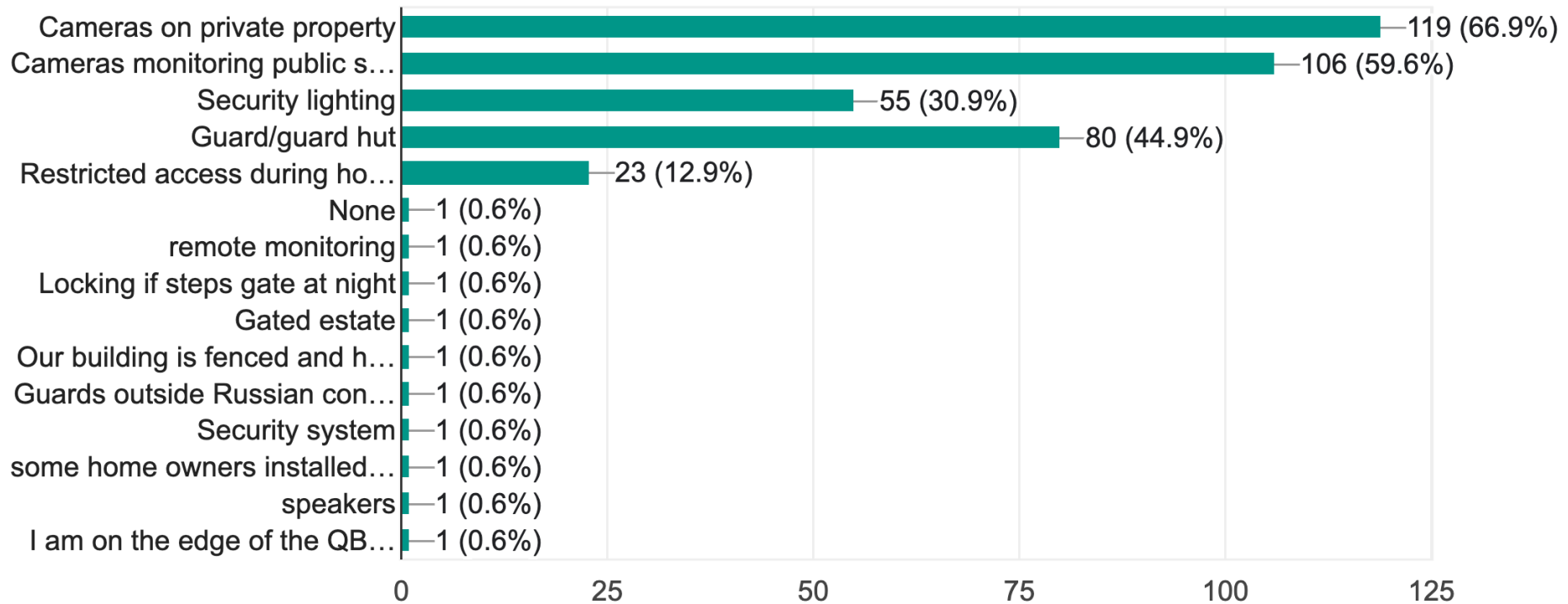
Are there security measures in place on your street already?

217 responses



## If yes, please indicate which of the measures are in place

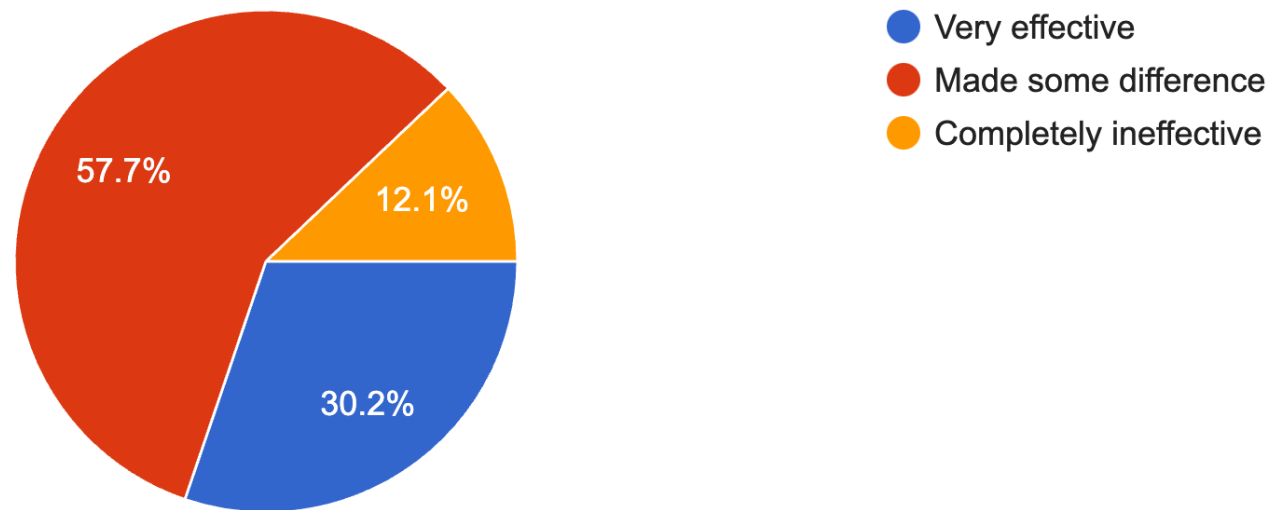
178 responses



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If any of these measures are in place, how effective do you believe they have been in reducing crime?

182 responses

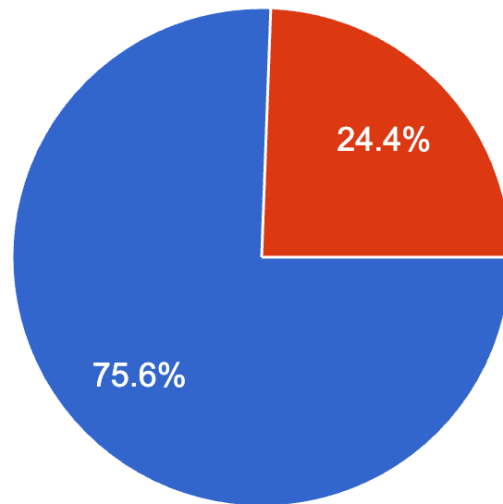




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## How have these measures been funded?

172 responses

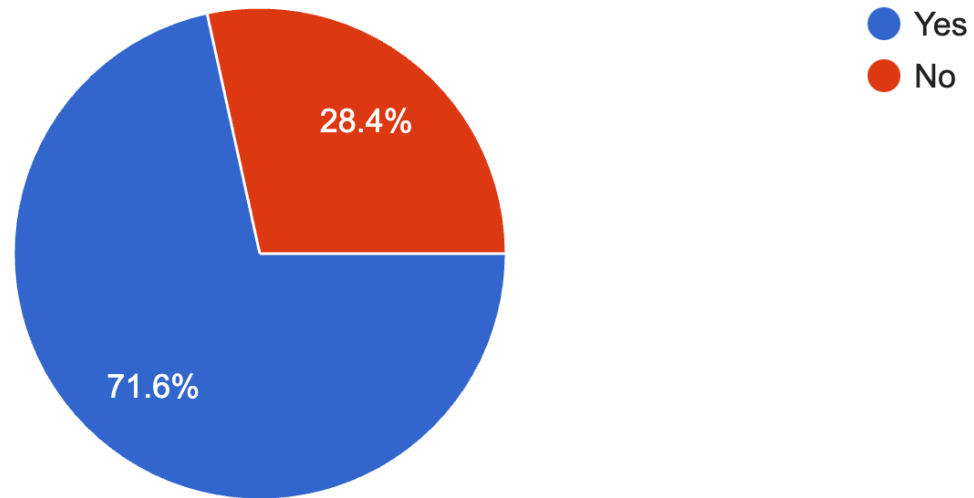


- By a handful of concerned residents
- The vast majority of homeowners have contributed

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If you own a car are you concerned about its safety in the area?

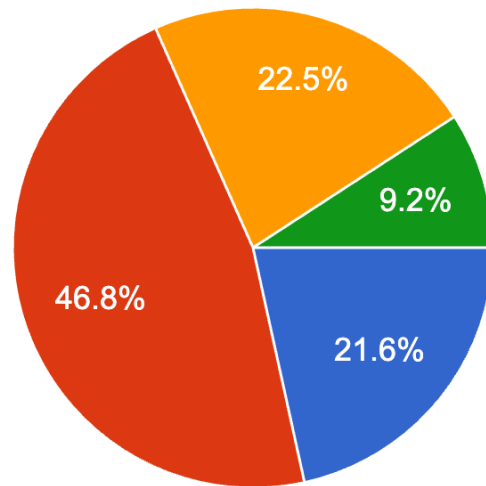
218 responses



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## Do you believe there is adequate street lighting in TBK?

218 responses

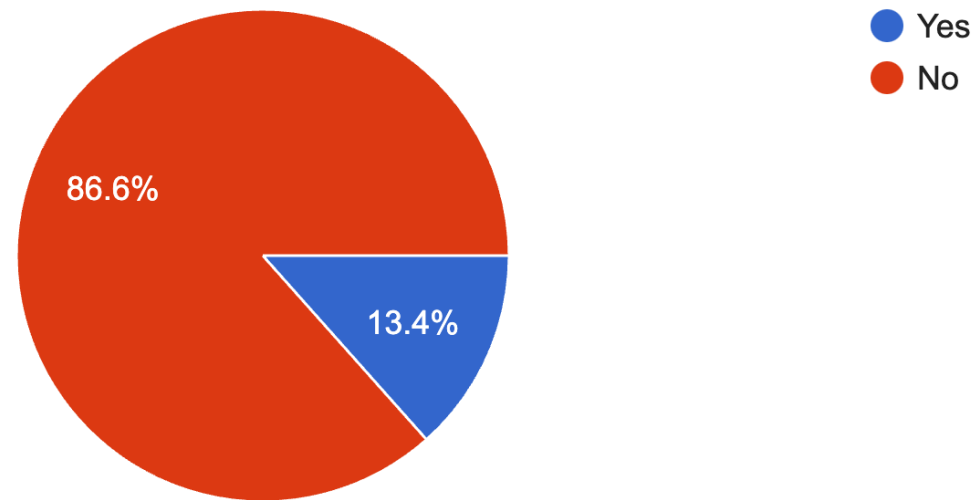


- Yes, there is plenty of lighting
- Yes, but some more would be welcomed
- No, we definitely need more lighting
- No, but I would not like to see more lighting

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Do you feel comfortable SAPS has an adequate presence in the area?

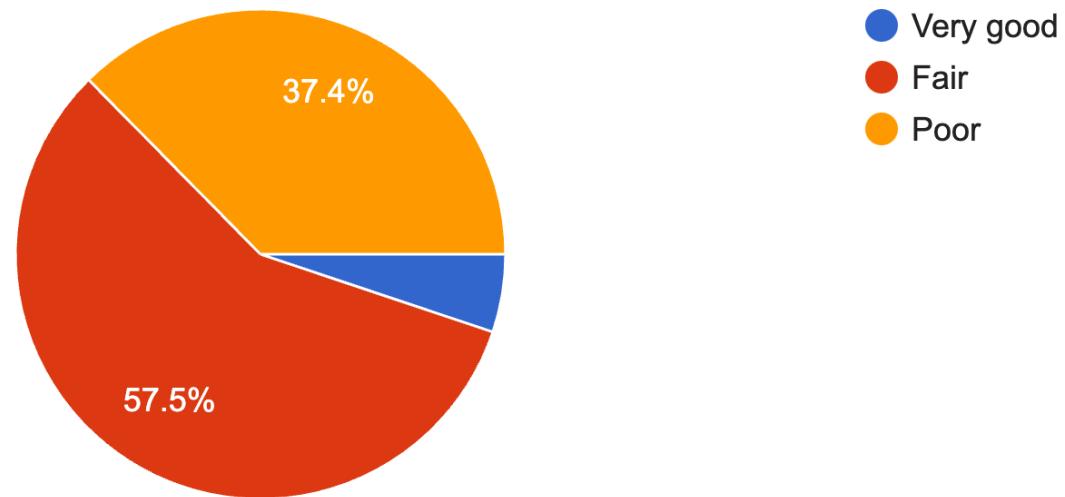
216 responses



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## How would you rate the effectiveness of SAPS in the area?

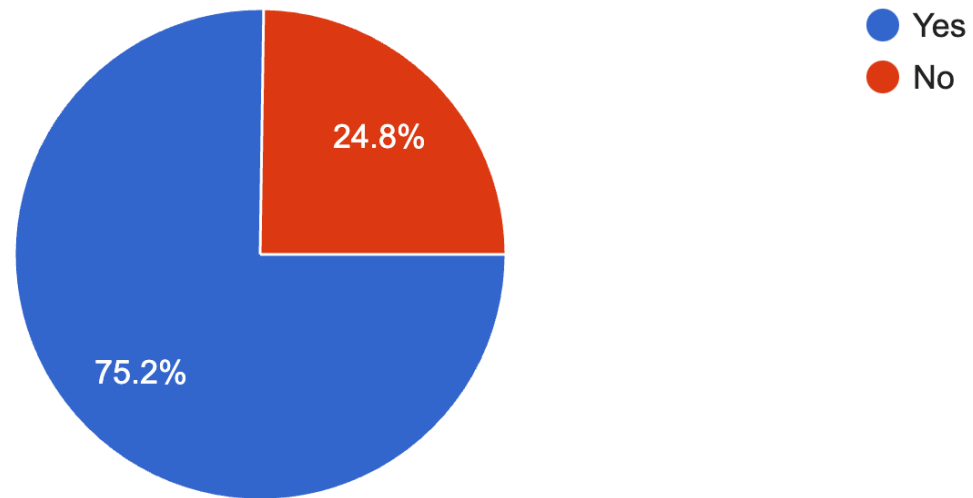
214 responses



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## Are you aware of the Watchcom control room?

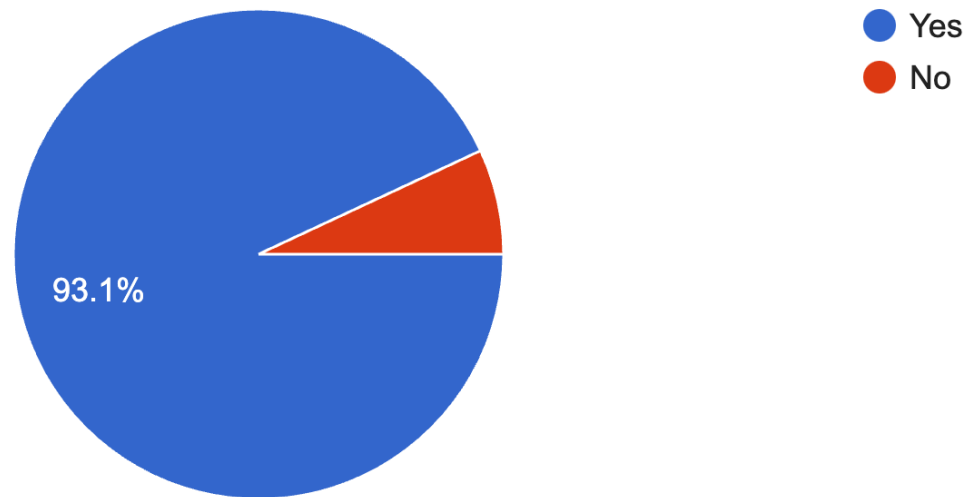
218 responses



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Do you believe public safety in TBK would be improved by more patrols/patrollers?

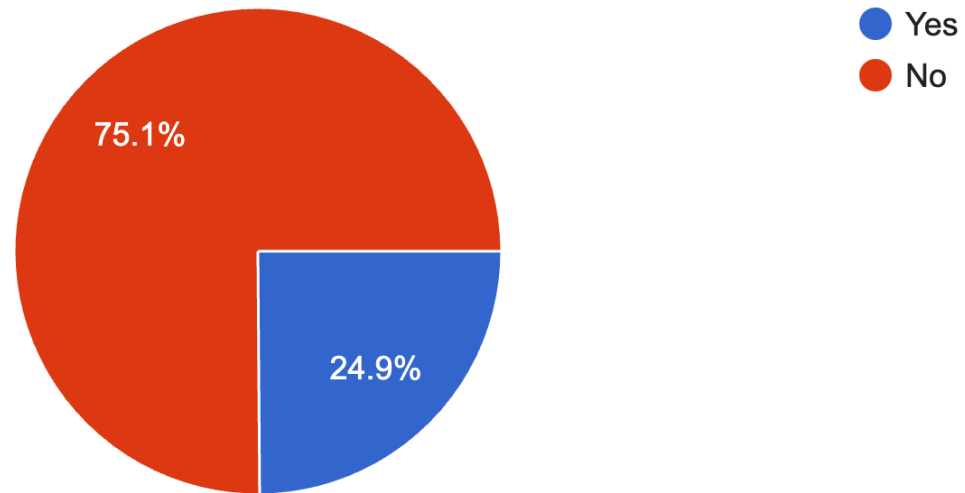
216 responses



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Would you be willing to be a patroller?

217 responses

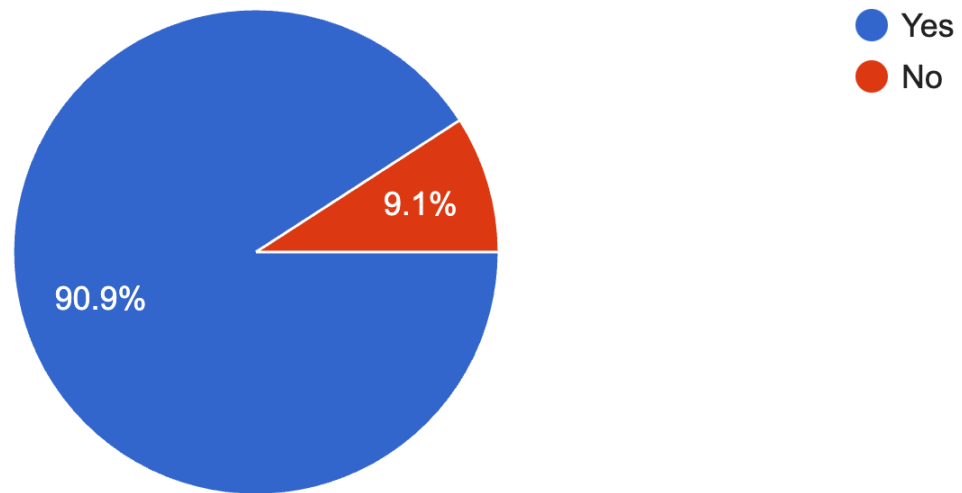




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Do you believe the guard huts make a difference to public safety in TBK?

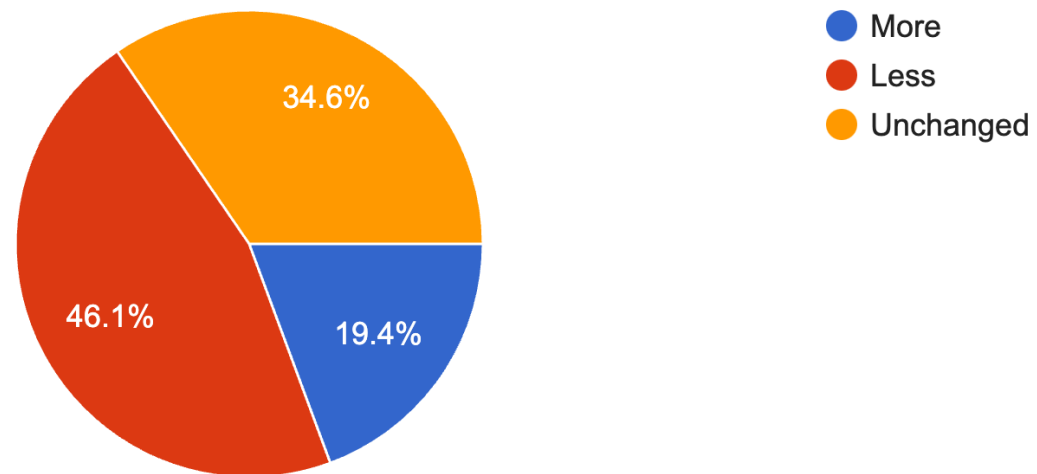
208 responses



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Do you feel more or less safe in TBK since you first moved to the area?

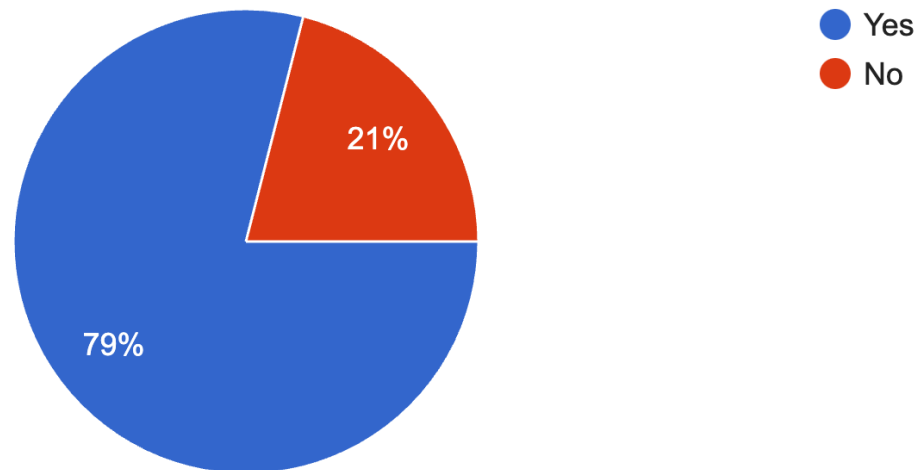
217 responses



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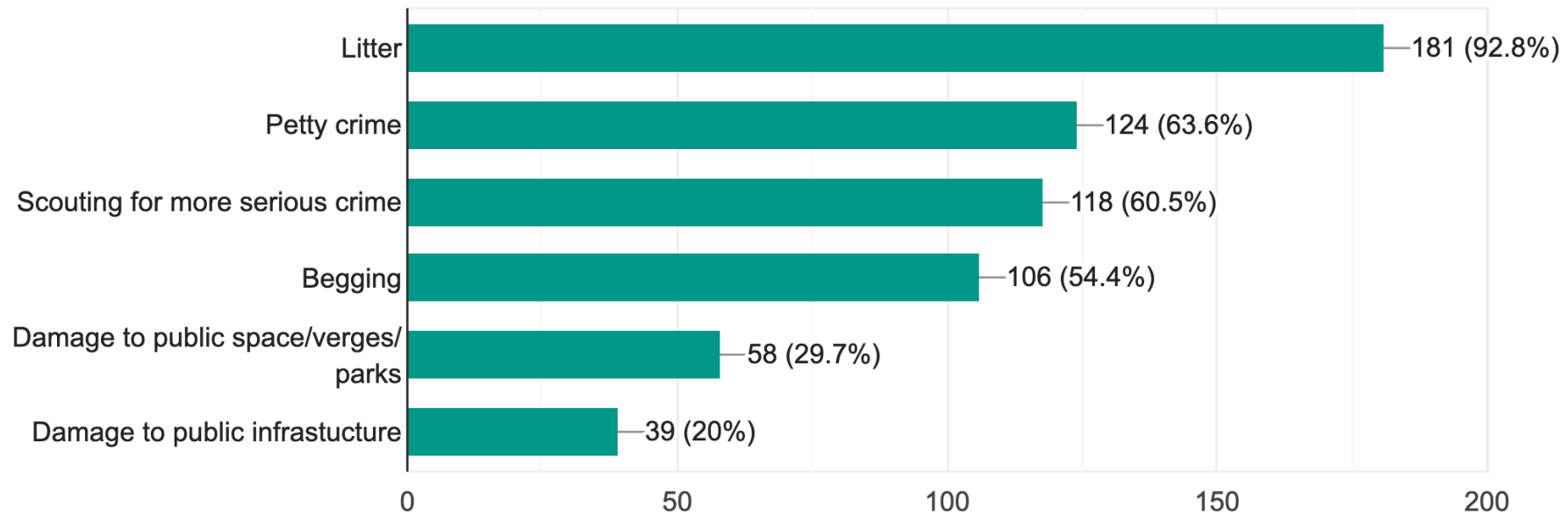
Do you consider binpickers a problem in TBK?

214 responses



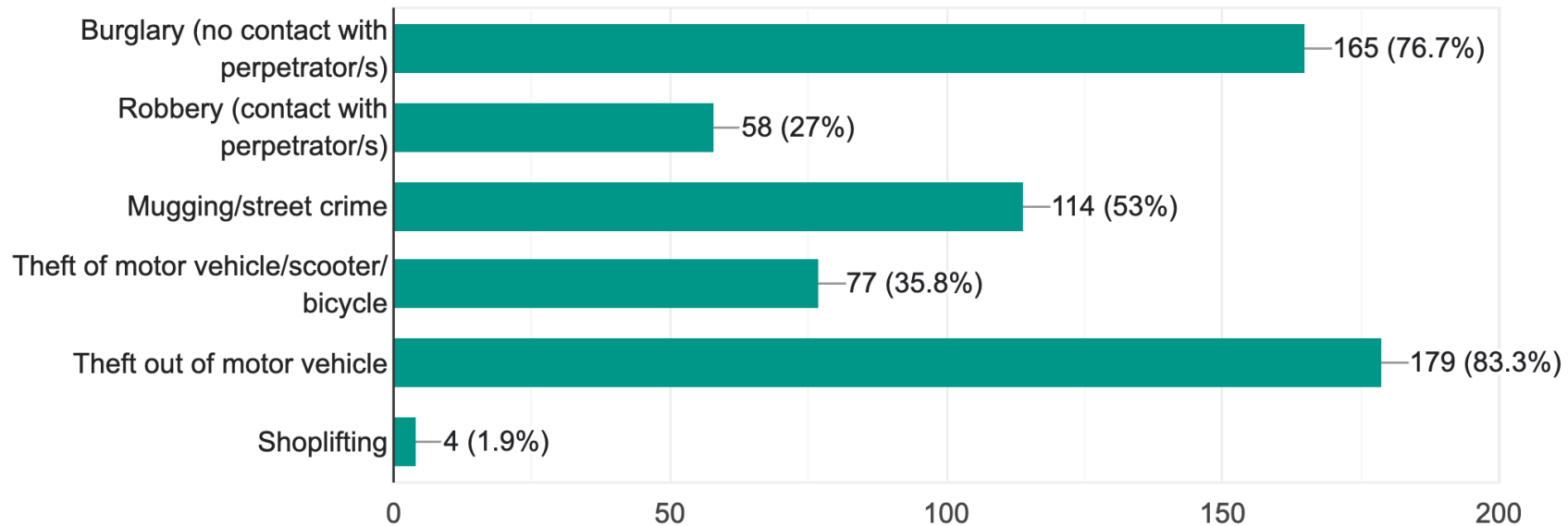
## What problems do you think they cause (tick all that apply)?

195 responses



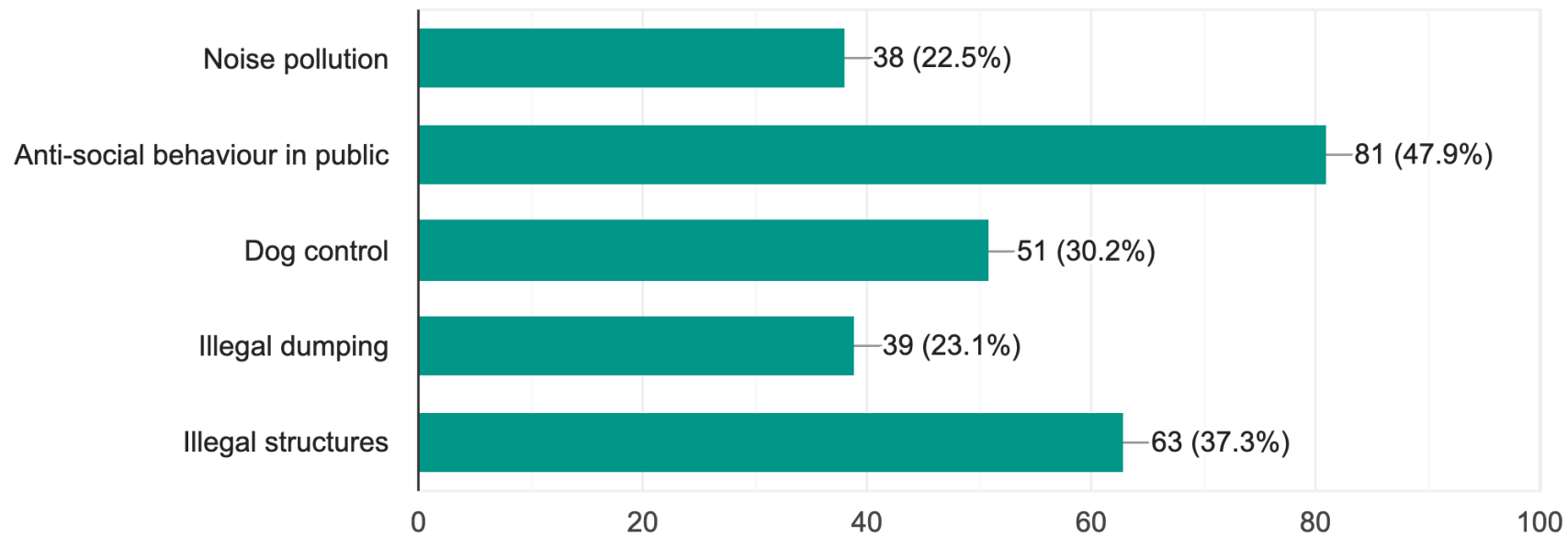
## Which type/s of crime do you believe is the biggest problem in TBK (tick all that apply)?

215 responses



Which type of by-law contravention/s do you believe is the biggest problem in TBK (tick all that apply)?

169 responses



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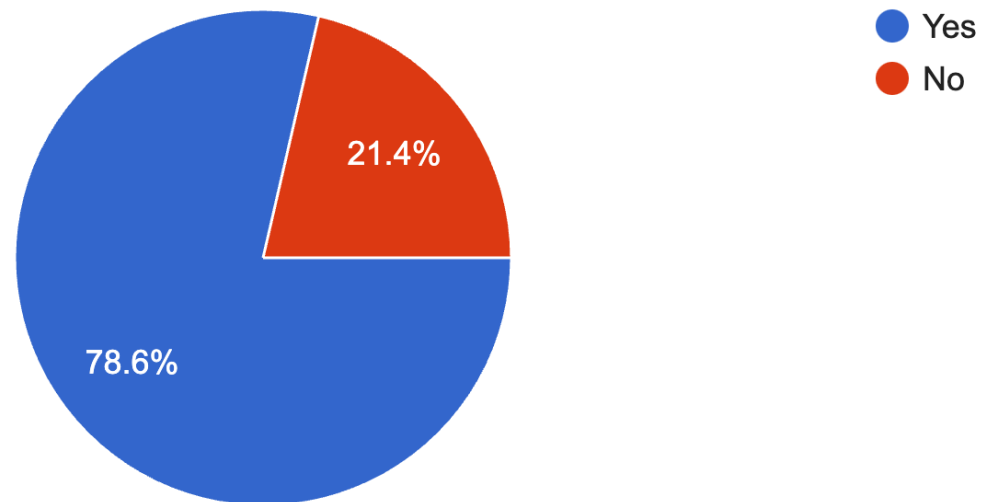
# Full Results

*Environmental  
Development*

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Do you believe the City of Cape Town (CCT) keeps TBK suitably clean & tidy?

215 responses

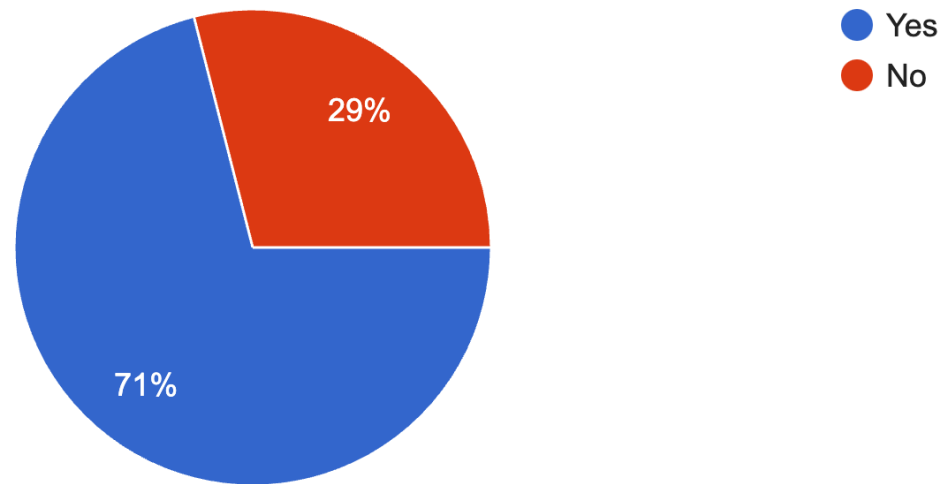




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Do you believe additional/more frequent cleaning of the streets would be beneficial?

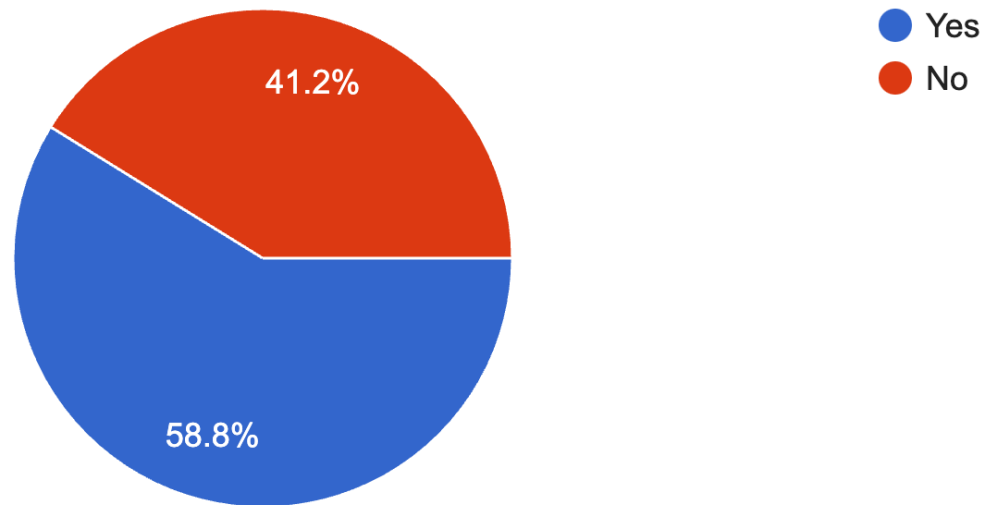
214 responses



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Do you believe the park infrastructure/equipment is well maintained?

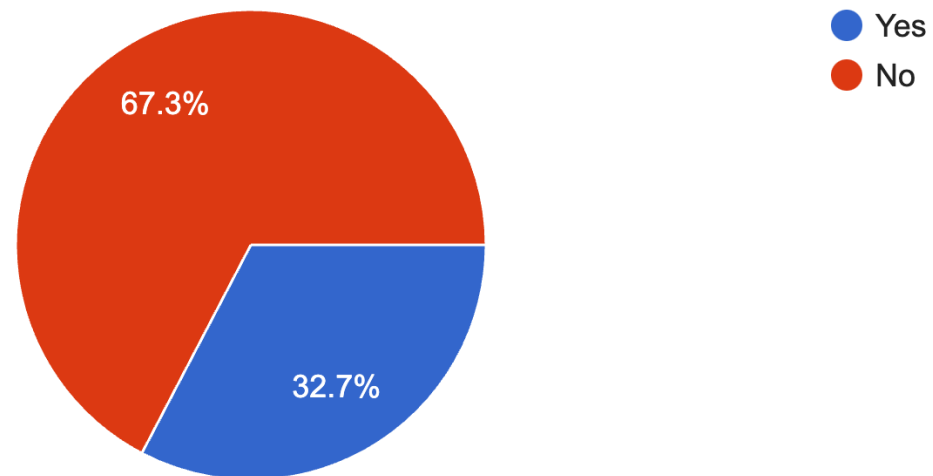
204 responses



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Do you think TBK needs more play equipment/areas?

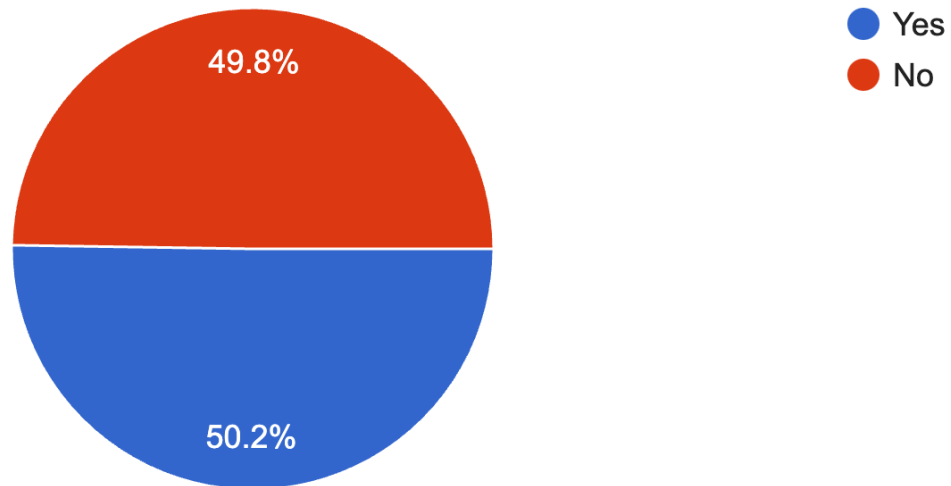
202 responses



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Do you believe public verges are sufficiently well maintained by CCT?

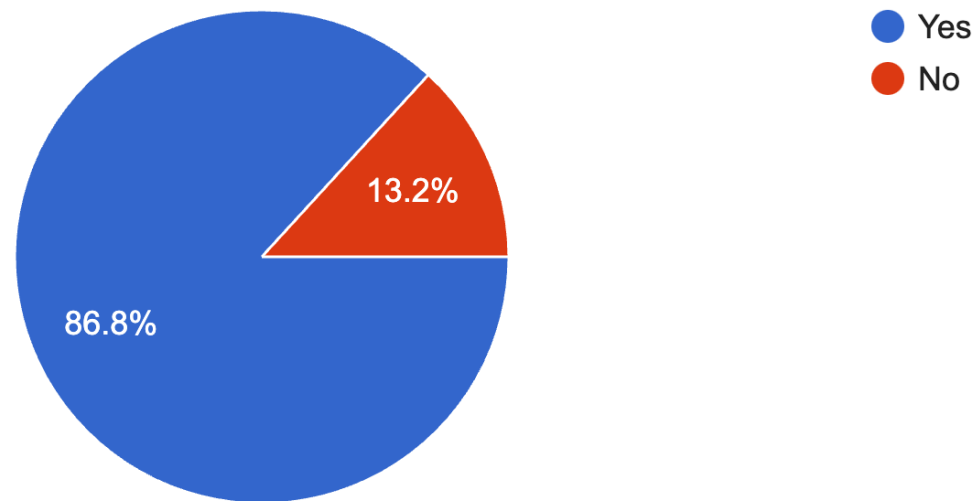
207 responses



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Do you believe TBK would benefit from planting of additional indigenous plants and trees?

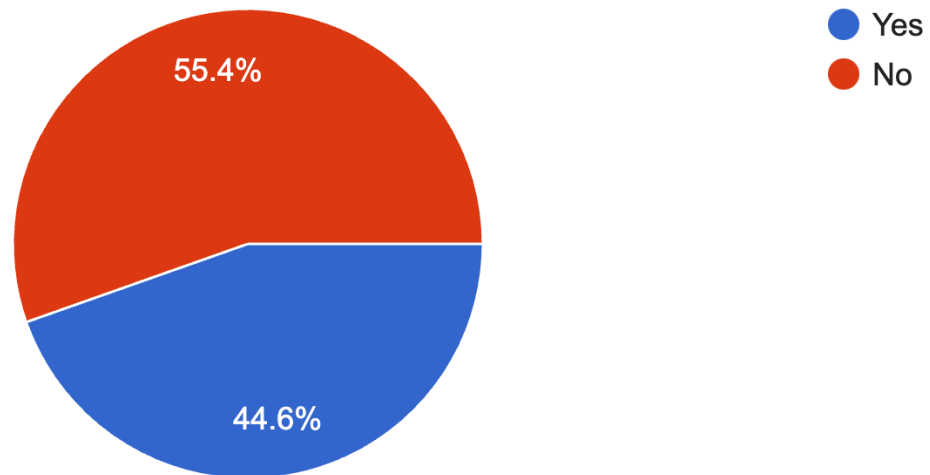
212 responses



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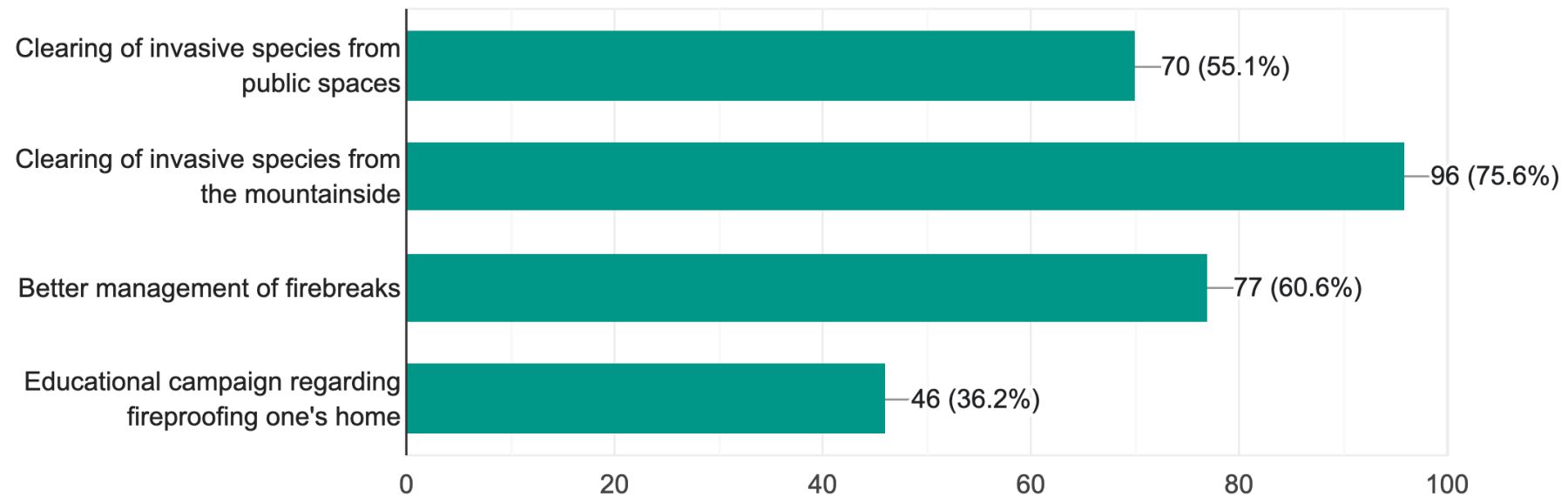
Are you concerned about fire risk in the area?

213 responses



## If so, what measures would you like to see taken (tick all that apply)?

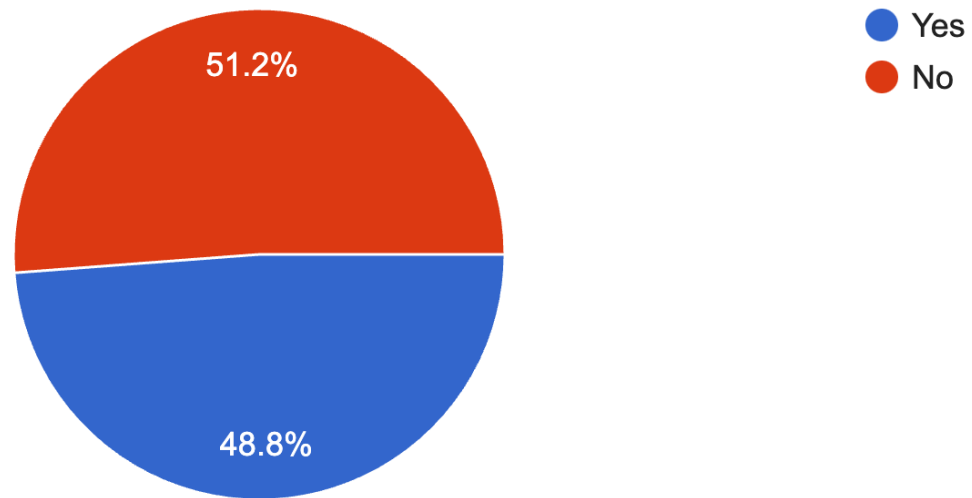
127 responses



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Are you concerned about invasive species in and around the area?

209 responses

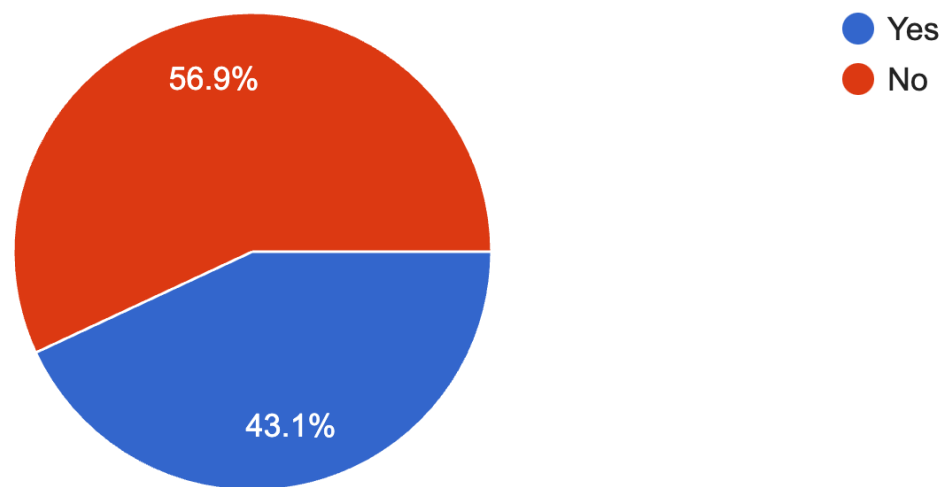




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Do you own a dog?

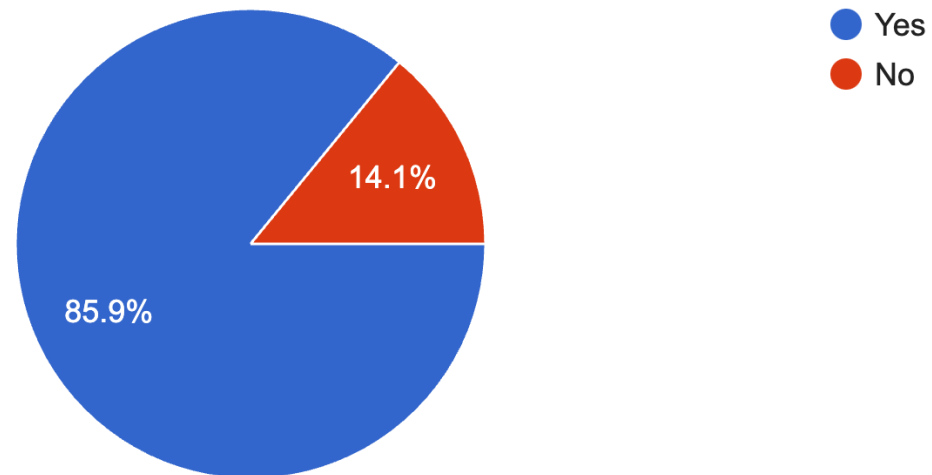
216 responses



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Do you believe there are adequate spaces for dog walking in and around TBK

199 responses



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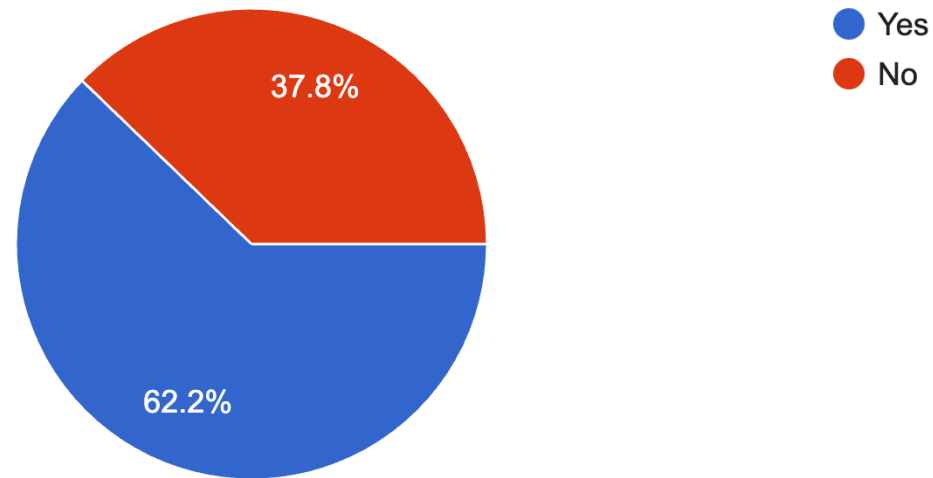
# Full Results

***Urban  
Maintenance***

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Do you believe CCT does an adequate job to maintain the public infrastructure in TBK? Eg kerbs, stormwater drains etc

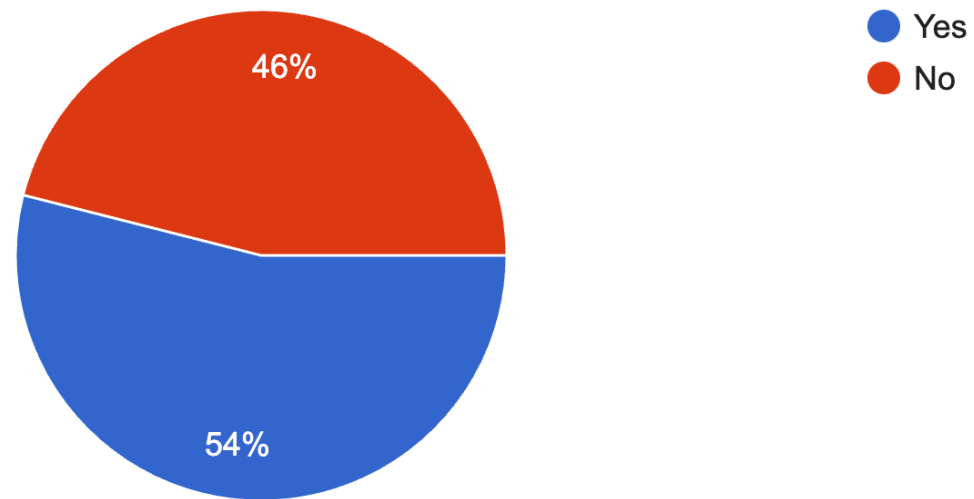
217 responses



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Do you believe more traffic calming measures are required?

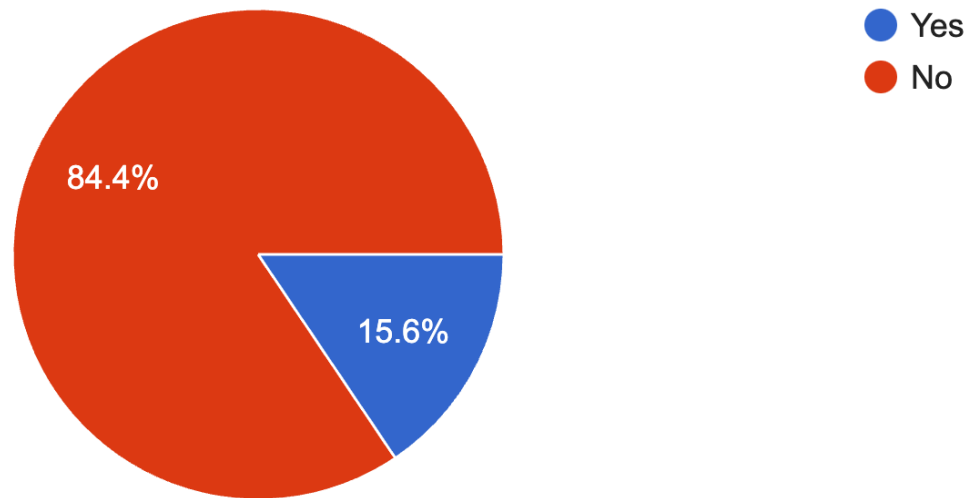
215 responses



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Do you think more street signage is required?

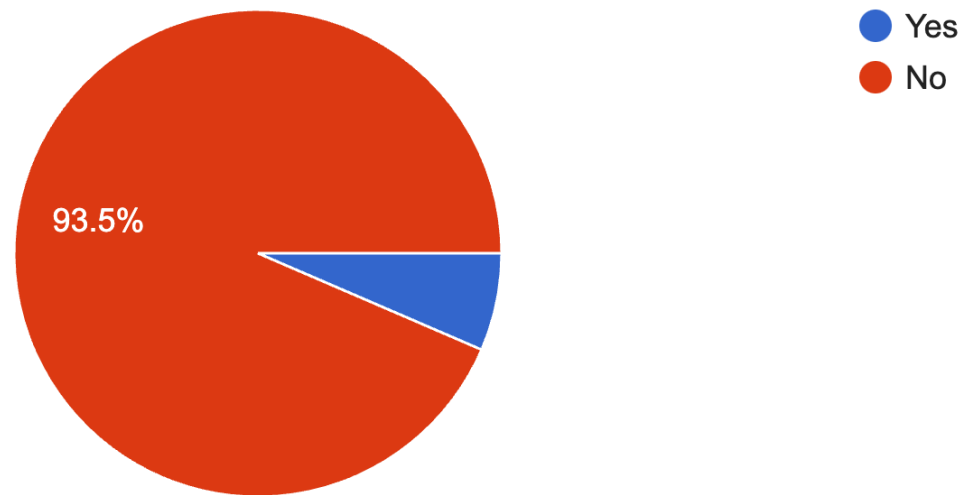
212 responses



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Do you believe graffiti is a problem in TBK?

216 responses





# Full Results

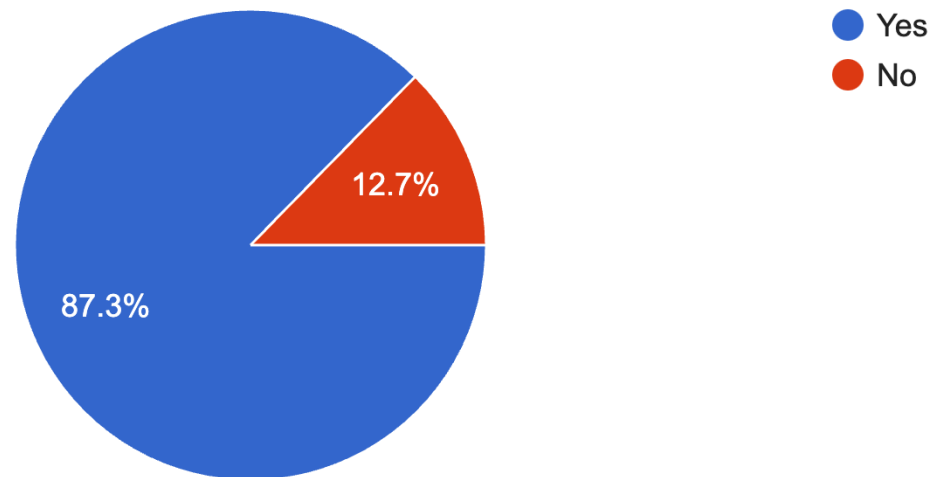
***Social  
Development***



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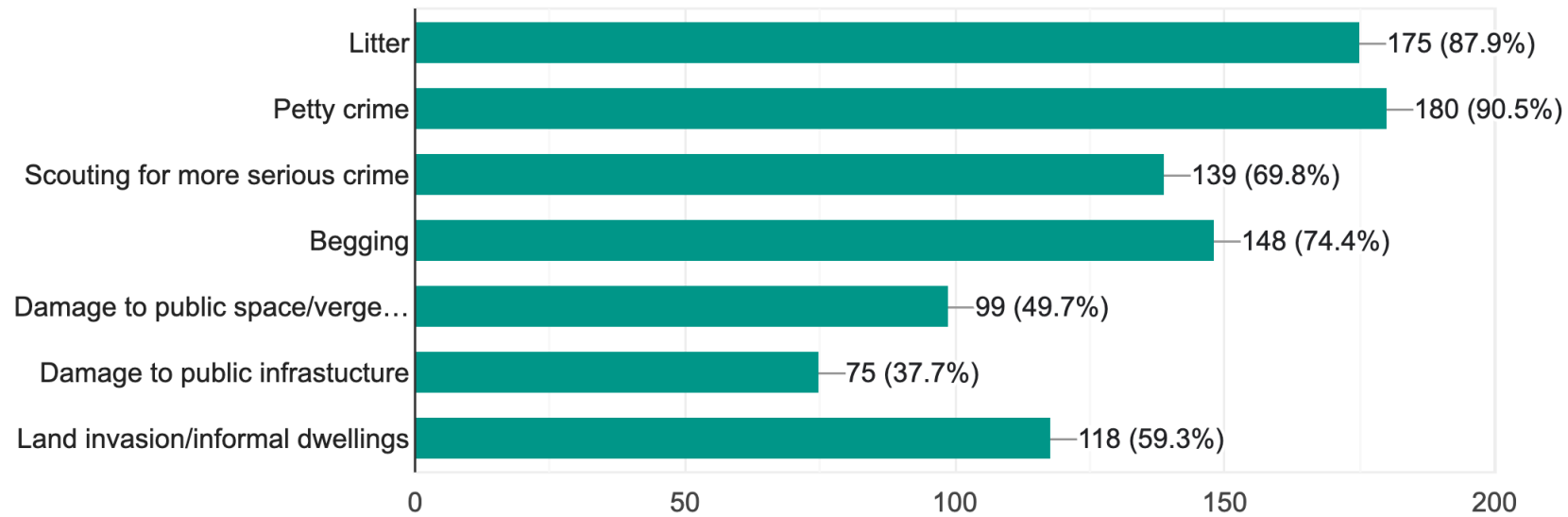
Do you believe vagrants are a problem in TBK?

213 responses



## What problems do you think they cause (tick all that apply)?

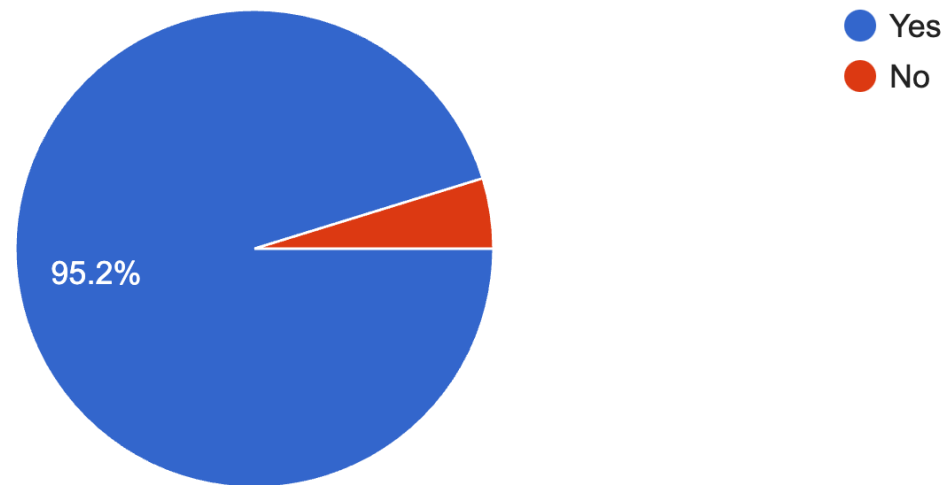
199 responses



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Are you in favour of supporting relevant, qualified NGOs working to help people off the streets?

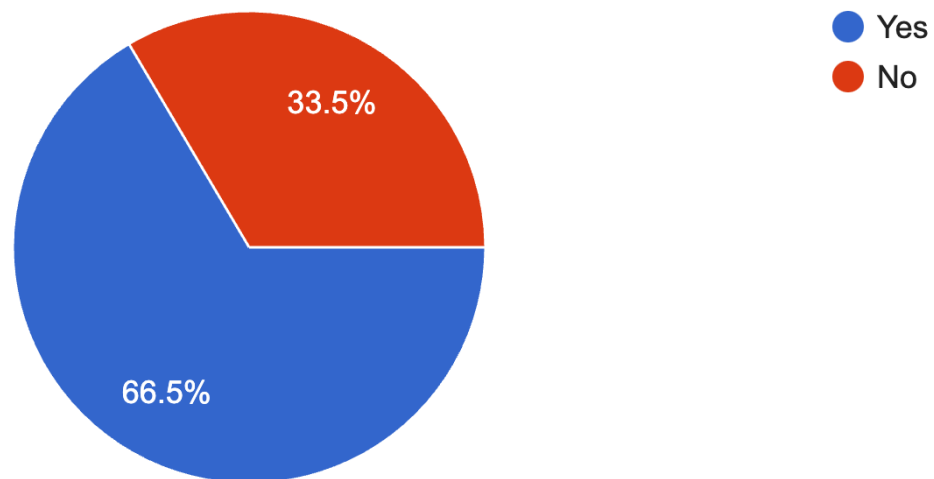
210 responses



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Do you believe TBK residents should be taking appropriate steps to provide support to those less fortunate in and around the area?

209 responses





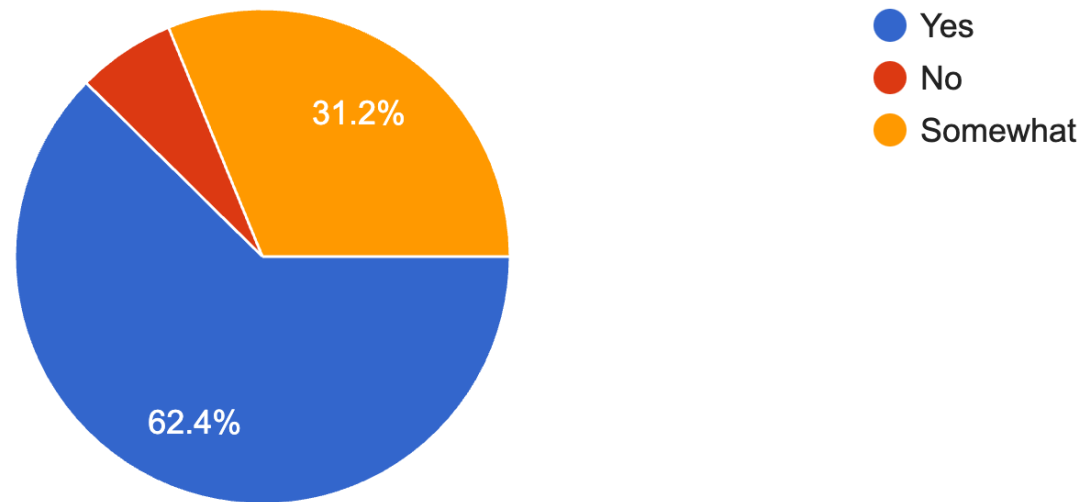
# Full Results

***CID awareness***

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Are you familiar with the concept of a Community/City Improvement District (CID)?

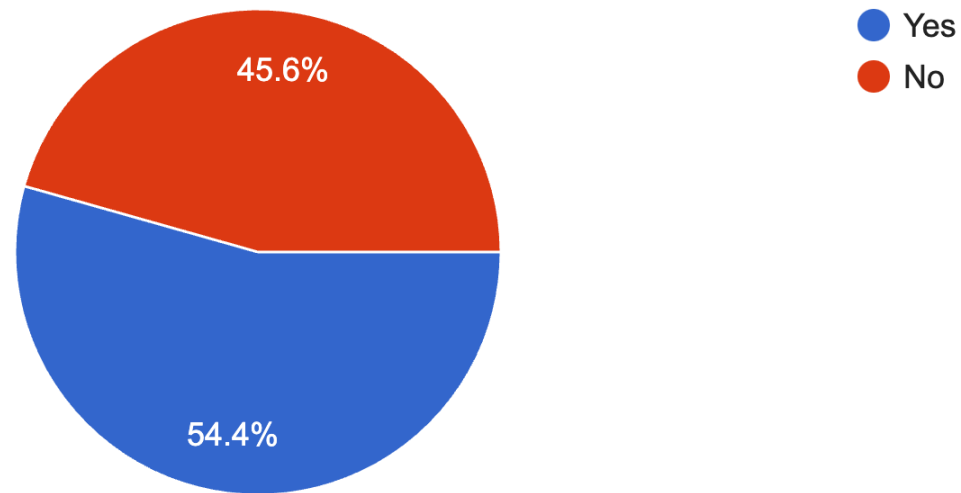
218 responses



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Are you aware there are more than 50 CIDs operating successfully around Cape Town?

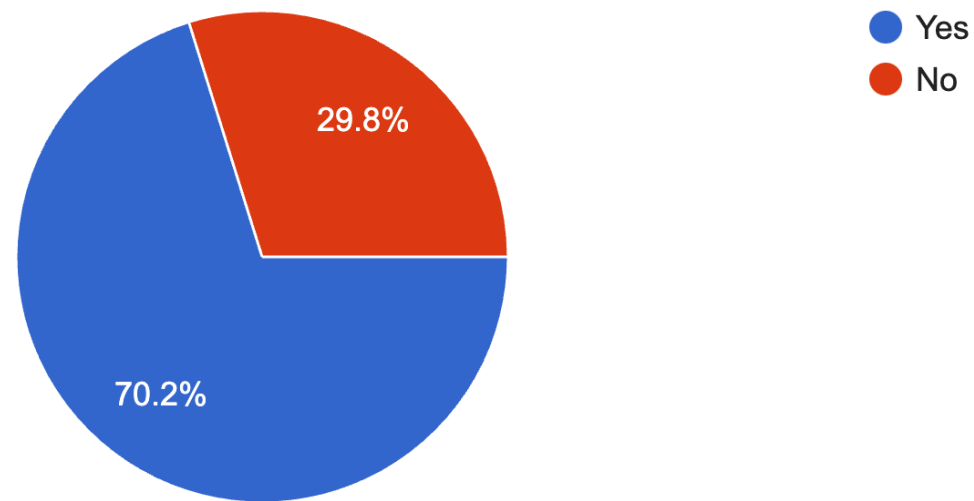
217 responses



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Are you aware a CID is run as a registered non-profit company in partnership with the City of Cape Town which closely oversees operations and financials?

218 responses

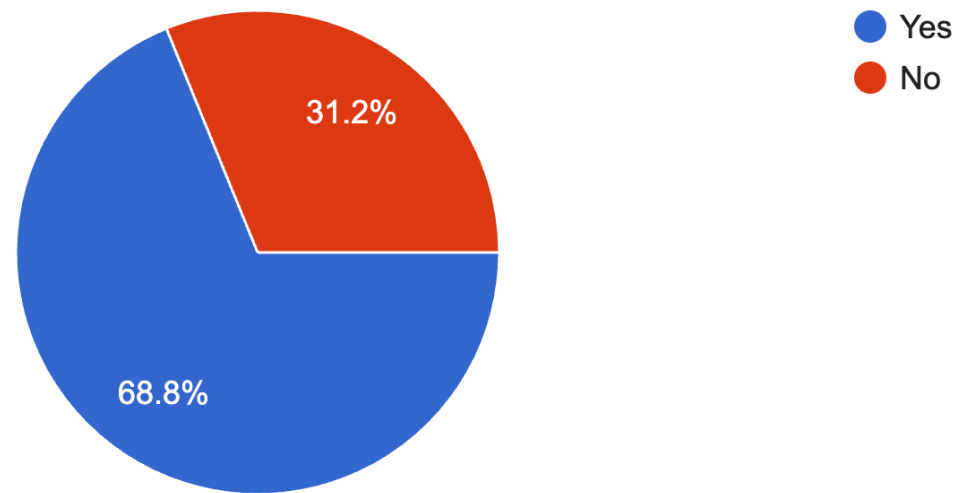




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Are you aware that each eligible property has one vote on whether to establish a CID, and voting only commences once a full business plan, budget and the cost per household has been presented?

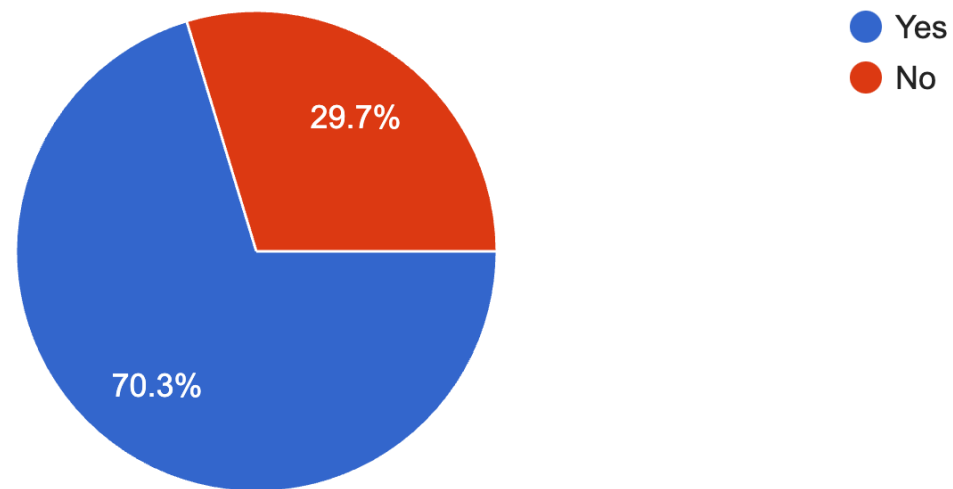
215 responses



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Are you aware that an application to establish a CID can only be made if more than 60% of property owners vote in favour?

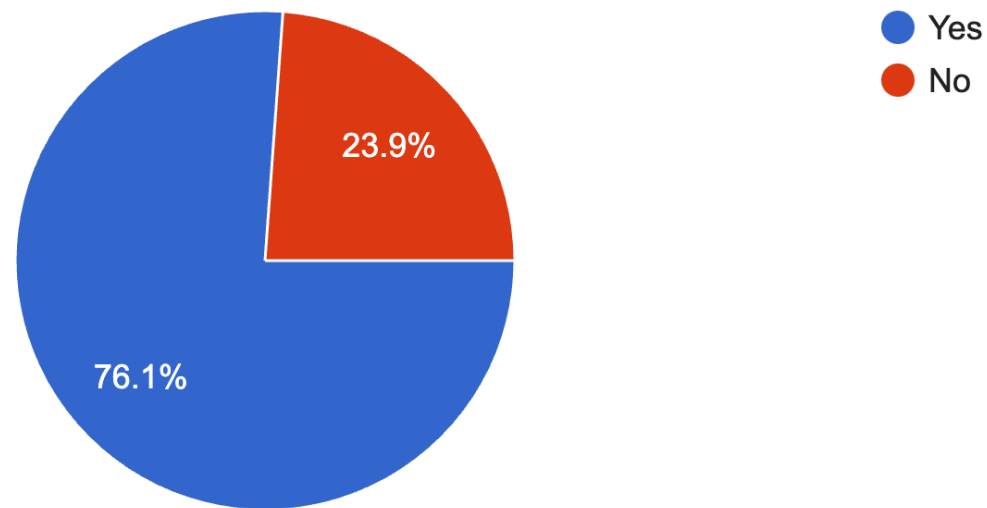
219 responses



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Are you aware that once a CID is established, all property owners are liable to pay the additional rate with the exception of those who have rebate arrangements in place?

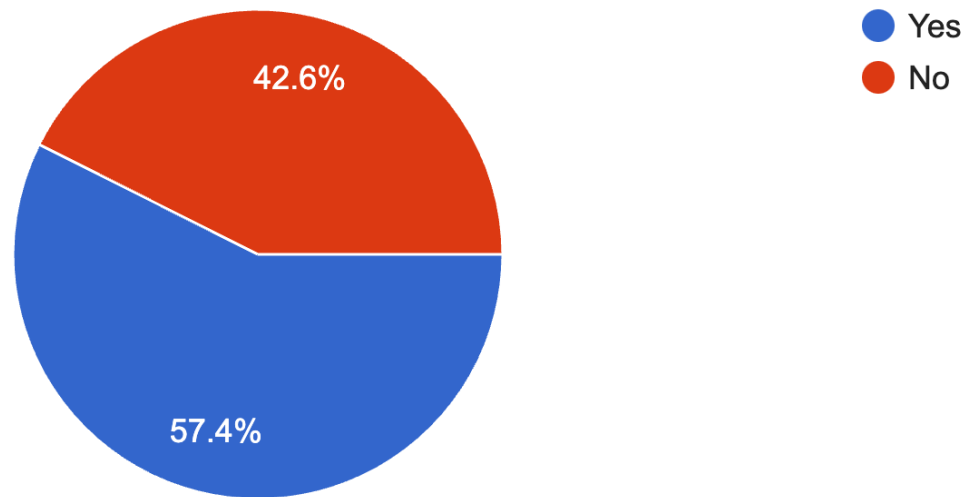
218 responses



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Are you aware that if you feel your rates account, and potentially an additional CID rate, is unaffordable, that you can apply for a rates rebate?

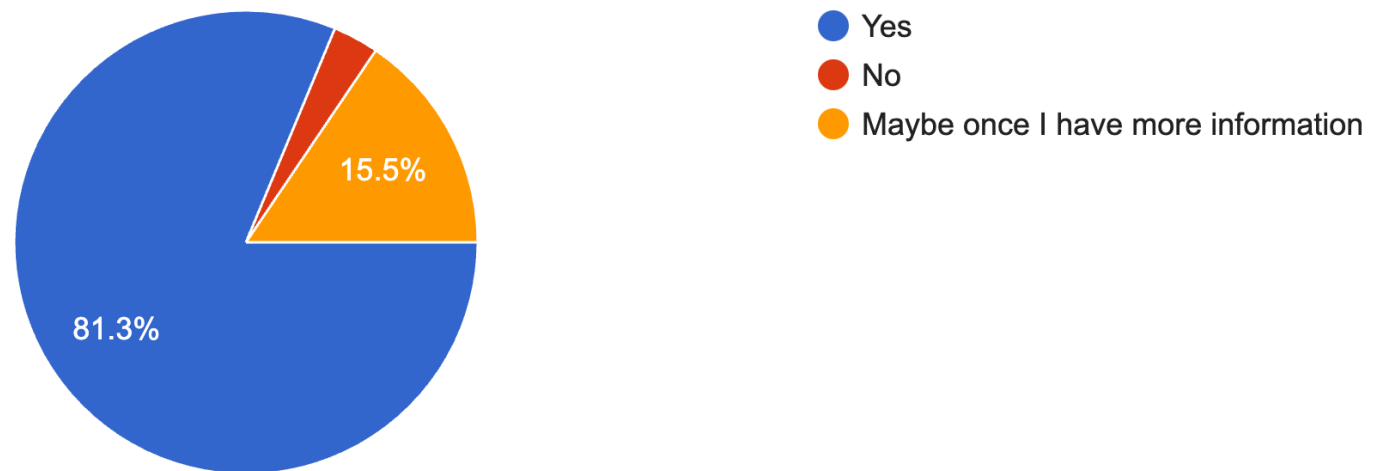
216 responses



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In principle, would you support the establishment of a CID for TBK?

219 responses



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# Full Results

*Are you leaving  
us?!*

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Are you considering moving out of TBK in the near future?

216 responses

