

BRIDGE CITY MANAGEMENT ASSOCIATION (RF) NON-PROFIT COMPANY

Registration No. 2007/027692/08



Annual Report

For the year ended 28 February 2021

Bridge City Management Association (RF) NPC

Registration No. 2007/027692/08

Chair's Annual Review

1. Overview

Welcome to this, your Management Association's 13th Annual General Meeting, and thanks to those members or their proxies for attending the meeting. Thanks also to our Management Team for their assistance in preparation of this comprehensive report which covers the financial year ended 28 February 2021.

The purpose of the Bridge City Management Association (BCMA) is, through the Board of Directors, to protect and advance the interests of Association members' immovable property in Bridge City, in the areas of public security, essential services, landscape maintenance, general maintenance, cleanliness, amenities, design review, general administration and to enhance the viability and success of Bridge City as a whole.

The year so far has certainly been a challenging one with the imposed Lockdown as a result of COVID 19, moving through different levels which has had far reaching economic consequences. As the precinct and members were still trying to recover from the effects of the hard lockdown and adapting to the "new normal", we were unexpectedly hit with the recent spate of civil unrest in KZN in the form of violence, looting and major destruction of property. Sadly, within our Precinct, this resulted in some significant losses, as we saw the Bridge City Shopping Centre and Imbali Props Building, which hold collectively approximately 140 businesses, being looted and torched - this had a huge impact on the businesses within the Precinct, with most ceasing operations entirely. Our hearts go out to all those property owners and businesses who suffered loss. Recovery is going to be a long and emotional process; we pray for their strength, and we remain hopeful that things will return to normal.

UrbanMGT sadly lost Gray Braatvedt due to his passing in May 2021. Gray was an integral part of the UrbanMGT Team and was the Head of Development Control, responsible for all development control related issues across all UrbanMGT managed precincts, including Bridge City. Gray was a great man and will be sorely missed by UrbanMGT, the directors of the BCMA, and the precincts in which he worked.

2. The Board of Directors:

The Board of Directors for the period was as below:

Name	Representing
Simphiwe Marcus Maphumulo (Chair)	Tongaat Hulett Properties (Garlicke & Bousfield)
Mtura Matshini	Tongaat Hulett Properties
Karen Petersen	Tongaat Hulett Properties
Bongi Gcaba	KZN Department of Health
Dr Jimmy Mthethwa	KZN Department of Health
Siyabonga Hlengwa	Hlengwa/Zulu Investments
Kevin Matthews	Mpact
Sipho Evans	Capital Land

We welcome to our board membership, Dr Jimmy Mthethwa from KZN Department of Health, Kevin Matthews from Mpact and Sipho Evans from Capital Land, and thank them for their time and commitment to the board so far and hope that their tenure on the board will be a long and fulfilling one.

During the reporting period, we also bid farewell to Desmond Pretorius, as he resigned from the board. Des served as a director representing Capital Land and served as chairperson – we would like to take this opportunity to thank him for his commitment and service to the Board over many years! We also continue to pray for the speedy recovery of Wendy Nyathi.

The Memorandum of Incorporation allows for a total of ten directors, and I would encourage members to get to know the board directors who represent your interests in the running of the association. The current board has been a committed and diligent group in the execution of their fiduciary duties, and I would like to thank my fellow directors for their time and efforts during this past year.

3. **CIVIL UNREST**

The Civil Unrest commenced in the early hours of Monday 12 July 2021, and from the outset it became apparent that there would be very little assistance from SAPS, SANDF and other local authorities in terms of securing the Precinct. As mentioned earlier in the report, Bridge City was severely affected.

<https://bridgecity.org.za/site/bcma-update-following-last-weeks-unrest/>

With the looting and crowds subsiding on the morning of 15th July 2021, it was time to deal with the devastating aftermath. At that point DSW was able to access the precinct and start with clean-up operations, and the fire department was able to gain access and extinguish fires that were still burning. Precinct cleaning crews were on site from Friday 16th July, and it took close to a week to remove and dump all the waste generated from the looting. It is important that the Management Association acknowledges and builds on the collaborative relationships that have been developed through these unprecedented times. There are many learnings that have come out of the last few weeks, and it is imperative that these are interrogated and applied so as to ensure the continuous positive trajectory of the Precinct. The Board will have a special session to analyse lessons learnt from the unrest and subsequent damage to the Precinct and assess the requirements for the precinct to prepare for such in the future. This will also be integrated with the updating of the Risk Matrix and the development of a Disaster Management Plan.



The Management Association however has remained active during the strict regulations of level's 4 and 5 of the COVID 19 lockdown, as well as through the unrest, violence, and looting – this all to ensure that the highest mandate of the Association was maintained; that being, providing the level of protection possible of member's investments within the precinct. Unfortunately, our Association offices were also looted, however our Precinct Management Team is working hard to reinstate what was lost and remains on the ground daily.

<https://bridgecity.org.za/site/bridge-city-ma-continues-operations-despite-challenges-caused-by-unrest/>

The measures driven by the Management Team included:

- Precinct management – to ensure that support was provided to the security teams on the ground and surveillance, precinct management team were in constant contact with security personnel, assisted them with reporting incidents and calling relevant authorities and departments for assistance as well as providing feedback to the members and Board of Directors.

- Board of Directors Governance – Board members were invited to emergency Board meetings to discuss and put immediate action plans in place.
- Financial Governance – the Management Team continued to maintain all normal financial practices, from monthly creditor payments to debtors' control, and provision and review of the monthly financial statements.
- Operations – a full complement of security team - CCTV Controllers, and reaction vehicle personnel remained in operation during the unrest, some having to work double shifts to ensure that the precinct was adequately covered in cases where the other members could not reach work.
- Landscaping, cleaning and maintenance teams could not attend site during the week of unrest, however they returned as soon as it was safe to do so. The team, worked over the weekends to make up for the time lost during the unrest, and teamed up with DSW and, together with the support received from various organisations and the local community, were able to return the Precinct to its normal standards. A big THANK YOU must go out to all of those involved in the cleaning up of the Precinct! It was a true combined effort!

Looking to the future....the rebuilding of KZN

The civil unrest has been devastating at a number of levels, with the national ills of poverty, unemployment and inequality having been brought into such sharp focus. The ability of both government and private sector to collectively and measurably tackle these national imperatives, which are fundamental to social and economic stability of our country, is dependent on a growing economy and the associated revenue generation for government to meet its commitments to all citizens – to this end it is vital to rebuild investor and business confidence in eThekweni and KZN.

The President of the RSA, Honourable Cyril Ramaphosa visited the precinct on the 16th of July, to see first-hand the level of devastation. This was followed by the visit of the Mayor, Municipal Manager and the Municipal Executive Committee which took place on the 20th July 2021 to see first-hand the level of devastation and reassure business and property owners of the City's commitment to rebuilding the economy. Following this visit, the Management Team issued a letter to the Mayor and Municipal Manager, highlighting the reality that neither the private sector nor government was equipped to build a competitive eThekweni economy on their own. It was further acknowledged that we now have an opportunity to rebuild better and more inclusive than before – and that to achieve this will require the municipality and private sector standing shoulder to shoulder and putting in a significant combined effort for the long-haul, and specifically requesting that the four key enablers outlined below be considered by the eTM:

1. A fundamental change in relationships between the municipality and business to one anchored in mutual respect.
2. The Municipality to speedily deal with historical development approval blockages and create an enabling environment to re-establish business and investor confidence to drive the economic recovery and beyond.
3. A collaborative and critical review of municipal basket of charges including commercial property rates, utilities, levies, development contributions etc. whose historical annual increases have consistently exceeded that of inflation over an extended timeframe – the trajectory of which is not only placing eThekweni's competitiveness into serious question, but the long-term viability of investment in the commercial property sector as a whole.

4. Ensuring of safety, security and the consistent delivery of municipal services to strategic economic nodes at a reasonable standard which is fundamental for securing existing investment and to attracting new investment.

Further to this communication, Phillip Sithole as the eTM Deputy City Manager, requested a list of the primary municipal blockages affecting managed precincts, to which the following was raised with associated recommendations for each:

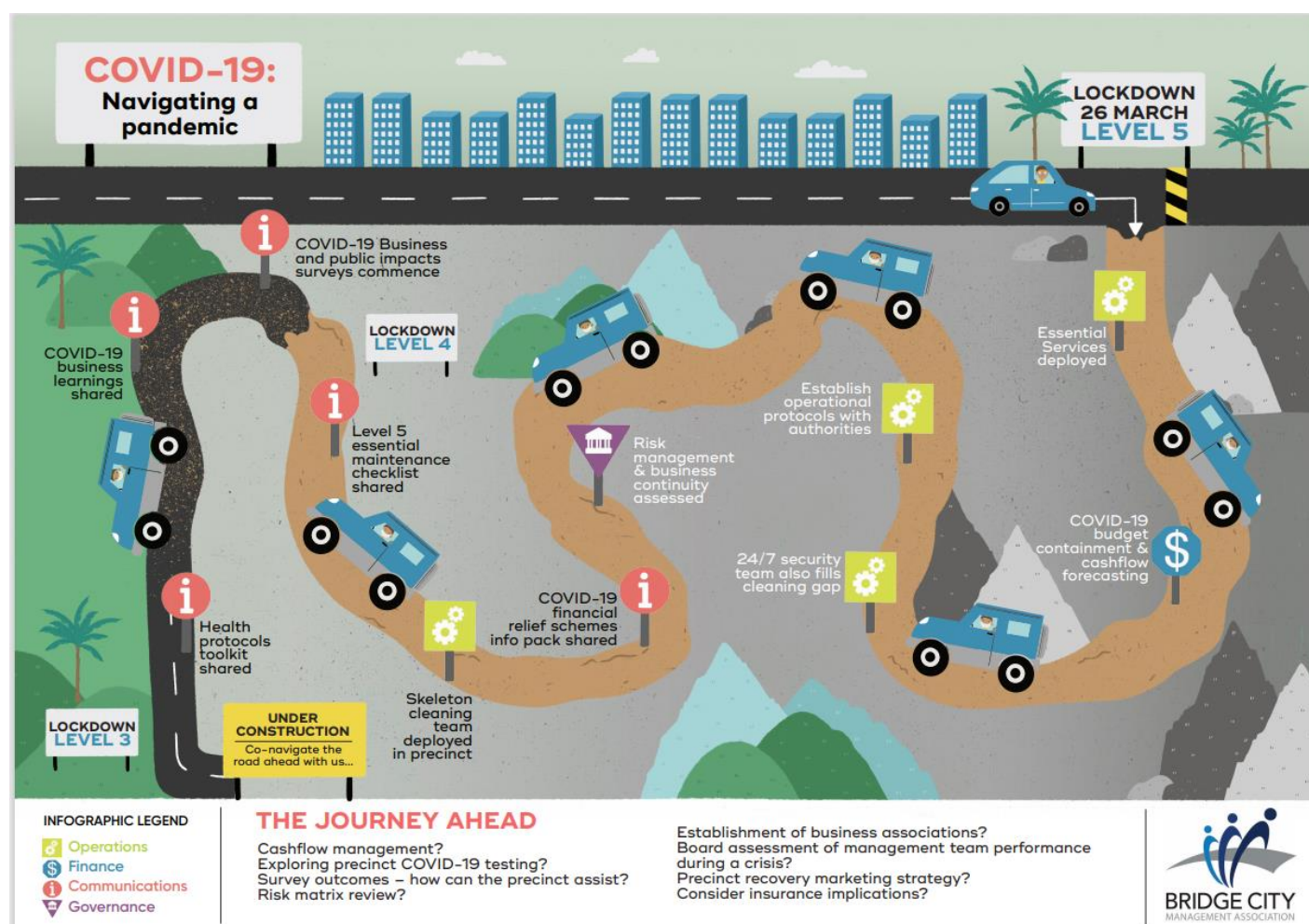
1. Private property and business rebuilds.
2. Damage to precinct public realm infrastructure resulting from the civil unrest.
3. Four priority operational matters facing all managed precincts which are long outstanding.

4. **COVID-19**

The COVID-19 pandemic did not come with instructions or a road map. This did not deter the Management Team as we tackled the lockdown with a holistic management response to protect properties and businesses, keep the precinct well managed and cared for, and ensure business continuity.

The BCMA Management team worked together to create a comprehensive graphic to depict measures taken to navigate the initial phases of the pandemic between April and July last year.

See below graphic representation of how we successfully navigated the pandemic:



NAVIGATING COVID-19: *Precinct management during a pandemic*



OPERATIONS: Getting the Inside Track

- Registration, preparation and placement of precinct management teams as essential service providers
- Establishing operational protocols with the Municipality and SAPS
- Ongoing discussions and meetings with chairmen and directors to ensure informed decision making
- Bi-weekly report back to precinct boards
- Daily internal meetings on the security and general services status of precincts to which chairmen were invited
- Ensuring emergency repairs to public realm infrastructure was speedily completed
- Ongoing fault reporting to the municipality and follow up
- Cleaning & greening:
 - Optimising operational routines & responsibilities of a much reduced cleaning and greening staffing complement
 - Security staff assisting with cleaning duties when cleaners aren't present
- Security:
 - 24/7 security acting as the eyes and ears for precinct members
- Ensuring a healthy precinct
 - Precinct sanitisation initiatives – infrared scanners, public space sanitising and perspex screens
 - Operational staff equipped with required PPE
 - Public space sanitisation of benches, bus stops and ablution facilities conducted.



FINANCE: Proactive budgeting for business continuity

- Drove a proactive COVID budget containment process with the precinct board, including scenario planning, levy arrears recovery forecasting; cost containment which required review of service scope and level, implementation of associated savings interventions and associated negotiations with service providers.
- Maintaining monthly creditor payments and weekly debtor tracking
- Updating of monthly cashflow analysis to ensure business continuity
- Drafting of MA levy relief policy options and repayment structures



COMMUNICATIONS: Supporting members with useful information & keeping them informed

- The three primary communications themes are:
 - Your property and / or business is safe and being protected
 - The precinct is being well managed and cared for
 - The precinct is ready and willing to make up lost economic ground post recovery
- Weekly newsletters to keep stakeholders informed
- Meaningful stories & info
 - Private & public sector COVID-19 relief info pack collated to assist members and businesses in the precinct
 - Business maintenance essential service check list which could be done during the lockdown, thus saving downtime once back in business
 - Compiled a suggested workplace health protocols guide with useful templates to save business time and expense
 - Provided a PPE supplier listing for getting back to business
 - Shared COVID-19 business learnings which was intended to assist businesses with similar internal processes
- Consistent on the ground reporting to reassure members
- Supported community building initiatives
- Ensured regular discussions and updates with key property owners and businesses to reassure them the precinct is in good hands



GOVERNANCE: Ensuring Business as usual

- Enhancing communications with the Board – assisting the Board to 'take the lead'
- Considering the potential impact on the organisation's ability to function and providing mitigation recommendations
- Review of Risk Management Framework and devising a precinct and recovery plan
- Assessing key areas where there is additional risk and probabilities for their occurrence

THE JOURNEY AHEAD

Cashflow management?
Exploring precinct COVID-19 testing?
Survey outcomes – how can the precinct assist?
Risk matrix review?
Establishment of business associations?
Board assessment of management team performance during a crisis?
Precinct recovery marketing strategy?
Consider insurance implications?

Nwabisa Mkhize - nwabisa@urbanmgt.co.za - 064 655 5165 - Bridge City Medical Centre Building, 1st Floor, 8 Nogwaja Road, KwaMashu

COVID-19 Impact survey carried out during the reporting period

As a proactive approach during hard lockdown (April to May 2020), the Management Team also carried out a survey to specifically understand the pandemic's effects on businesses, people on a personal level within the precinct and the measures we could put in place to help provide support during COVID-19 recovery and beyond. These surveys were distributed via the BCMA communication channels with a notable response.

A major lockdown survey outcome

The BizHub listing service was sparked in response to the COVID-19 business impact surveys conducted by the BCMA in April and May. This free business listing directory is available to businesses located in the precinct and is set up on the BCMA website. Users can create a profile and easily add their details and images for other people to access.

Additionally, the BCMA Comms team are working on pushing the BizHub on communication channels available to continually drive businesses to register their business and continually take advantage of the free service.



5. Finance and Auditors

- Eris Property Group are the appointed accounts administrator for the Association.
- Stuart Edwards and Company has served as Auditors for this period and have produced the financial statements for the year ending 28 February 2021.

This year's audit was carried out by Stuart Edwards & Co. and your directors recommend their re-appointment.

As per Corporate Governance mandates contained with the King IV Report on Corporate Governance for South Africa, auditors are required to be rotated every 5 years or an audit partner rotated. This requirement was noted and fulfilled at the 2020 AGM and Stuart Edwards & Co was reappointed, however a new audit partner was allocated to audit BCMA. However, the mandatory partner rotation requirements have been extended to 1 April 2023 due to COVID-19 and therefore Stuart Edwards was retained as the signing partner for 2021.

6. Budget and Levy

The Board resolved to maintain the levy at R1.90 per purchased bulk on commercial property and R1.33 per purchased bulk on residential property due to additional sites transferring during the year.

BRIDGE CITY MANAGEMENT ASSOCIATION Budget March 2021 to February 2022

	Budget 2021	ACTUAL 2021	Budget 2022	Budget vs Budget	Budget vs Budget
LEVIES INCOME					
6300 Levies Income	2020 . R 1,90	2 021 R 1,90	2020/21 6 087 949	2021/22 6 660 584	2021/22 7 398 537
Levies transferred to reserve			0	0	0
TOTAL LEVIES INCOME			6 087 949	6 660 584	7 398 537
OTHER INCOME					
6510 Interest Received	20 188	21 400	256 800	294 039	126 000
6350 Design Review Fees			0	0	0
8575 Penalty Fee / Fines			0	260 000	0
TOTAL OTHER INCOME			256 800	554 039	126 000
TOTAL INCOME			6 344 749	7 214 623	7 524 537
EXPENDITURE					
COMPANY COSTS			141 413	122 931	736 894
MANAGEMENT COSTS			2 131 702	2 128 592	2 257 326
FEES - CONSULTING			139 679	105 099	145 582
MUNICIPAL COSTS			105 998	117 873	161 433
SECURITY COSTS			2 626 475	2 615 909	2 747 415
LANDSCAPING AND ENVIRONMENT MGT			875 183	838 926	572 356
CLEANING AND WASTE MANAGEMENT			14 246	12 311	349 315
MAINTENANCE			61 428	24 260	61 428
MISC COSTS			6 900	6 488	10 453
MARKETING COSTS			186 684	187 644	194 805
SOCIAL ECONOMIC DEVELOPMENT (SED) AND STAKEHOLDER ENGAGEMENT			24 000	6 000	240 000
TOTAL EXPENDITURE			6 313 708	6 166 033	7 477 006
OPERATING SURPLUS /(DEFICIT) BEFORE TAXATION					47 531
TAXATION ON INTEREST OVER R50 000					-21 280
OPERATING SURPLUS/(DEFICIT) AFTER TAXATION					26 251
CASH SURPLUS/(DEFICIT)					601 251

NOTES

- 1 R575 000 allocated to Depreciation and insurance adjusted to actual paid in 2020. Increase of 14% excluding depreciation.
- 2 BCMA Office costs - Municipal costs based on actuals for 2020 and increases as per lease agreement - includes items that were not budgeted for in the year 2020 budget. Effective increase is 9%.
- 3 Amount budgeted for fuels and oils have been increased from R271 to R518 per month, based on actuals for 2020 as we experienced load shedding more frequently. Effective increase is 9%.
- 4 The amount had been temporary reduced in the 2020 budget to cover operational expenses without passing a huge levy increase. This is built up for a resource to assist to deal with issues like business forums and all other stakeholder engagement related matters

7. Top Structure Development

Status	Number	Total Bulk in M2
Complete	5	141 062
Under Construction	4 (not including BRT& internal roads)	103 265
Awaiting Construction	4	57 334
Awaiting Building Plans Approval - eTM	4	103 700
New Plans Passed by DRP	1 – 130/8	7624
New sales (Finalised & Transferred) March & June 2021	2 - Ptns 131/8 & 4 / 5	12 861

- The Private Hospital (Ptns 30, 31 & 32) - No activity has taken place on the site since handover in February 2019 due to regulatory issues. Naldonite had indicated the potential sale of the site should there be an offer from a viable purchaser. In the interim they have reported to have been negatively affected by the Covid-19 Pandemic and have had to regroup; follow-ups have been made and there has not been positive feedback provided to the BCMA. The BCMA had written to them to revise the development signage and attend to the general maintenance of the site, and they only attended to the general maintenance of the site and the development signage remains the same. They have also been handed over for legal collection for the outstanding levies that are now 6 months in arrears.
- Construction of Dr Pixley Ka Isaka Seme Memorial Hospital (Erf 3) - No specified date has been set down for the opening of the hospital, however it is anticipated to take place late 2021.
- Hlengwa & Zulu are attempting to obtain Provincial and Local Authority (eTM) buy-in for a One-Stop-Shop on Ptn 150, where all municipal services can be procured in one place. It is expected that they will present plans to the DRP for phase 2 of the development of Ptn 151.
- Bellagio (Ptn 123) – Construction has not yet commenced – the Management Team continue to liaise with them for the general upkeep of the property and they always respond positively.
- Calgro M3 (Ptn 159) - Site was handed over to the developer on 31 July 2020. Construction started during August 2021 with completion anticipated 15 months from the start date of construction. Work on the site has subsequently been put on hold due to work stoppages by the business forums. The Management team facilitated a meeting with Economic Development Unit, THP and INK ABM to understand the challenges that led to the stoppages and discussions were held around a possible solution and construction had resumed on the 2nd of August 2021.
- Planet Care/Canton trading (Ptn 131 / 8) – Site was handed over on 23rd of April 2021. They have started with earthworks while waiting for approval of building plans from the eTM. As of June 2021, all earthwork has been completed with concrete support structures being left to cure and trenches having been dug.
- RCH/Mpact (Ptns 4 & 5 of Erf 5- Sites were handed over on 21st of June 2021, who were also given permission by eTM for early commencement of earth works on their site while waiting for the approval of the building plans.

8. Design Review / Aesthetics

- Instratin – Ptns 50 – 53 - The sites were transferred on the 15th of July 2020. A DRP session was held on the 4th of May 2021 for the presentation of the revised plans for the project and these were subsequently approved by the DRP and are waiting Council approval. Instratin had advised that the development will be phased. They are also negotiating the purchase of Ptn 145 to be used as parking facility for their development and any other developments that would require additional parking.
- Crowie Residential – Ptn 121 - Since the 2nd conceptual design held on the 23rd June 2020, Crowie had not yet requested another follow-up session with the DRP. The last communication from Crowie was that they are in consultation with the eThekweni Transport Authority (ETA) concerning the intermodal public transport facility and relocation of taxis from the roof top of the Bridge City Shopping Centre.
- Portion 130 / ERF 8 – The site was purchased for a hardware store; it is still at rates clearance and not yet transferred to the developer. DRP sessions were held on 9th February and 10th March 2021 respectively. The DRP has approved their plans and are now awaiting council approval.
- The following sites have been transferred or are at final stages of the sale since the last Board meeting held in April 2021:
 - Portion 130 - at rates clearance
 - Portion 4/5 - Transferred on 8 June 2021
 - Portion 12 - at Deeds Office – we had anticipated to have the site transferred in May 2021, however there were delays experienced and THP have subsequently resolved them.

9. Precinct Update

- Prior to lockdown and unrests, there were 54 trains per day operating to and from the Bridge City Station (27 in and 27 out). Due to operational constraints, Metrorail was running a shuttle between Bridge City and Duffs road. Peak intervals were maintained at 30 minutes, with off-peak at hourly intervals. Foot traffic through the station was recorded at an average of 400 people per day, constituting about 800 trips (boarding's and alighting's). This is far below the capacity provided for, and it is anticipated that numbers will increase when the IRPTN (Go! Durban) feeder routes come into operation, which as the name implies will feed the train station with passengers via bus services from surrounding areas.
- Currently, due to the recent unrests, the operations have been running at below normal capacity due to cable theft and damage to electrical components.
- The Uzalo production crew, during the reporting period, came to shoot footage for the series at various locations within the precinct. Uzalo, a mini-series screened daily on SABC 1, is set in the KwaMashu area, and it is wonderful to see the area being showcased on a popular national TV show.
<https://bridgecity.org.za/site/bridge-city-sets-the-scene/>

10. Safeguarding

- This remains a top priority for the BCMA. The precinct's 13 CCTV cameras, monitored 24/7 by the precinct's control room, continue being beneficial in crime reduction and prevention as they allow for proactive guarding and faster response times. Furthermore, the cameras assist SAPS Detectives working on cases of incidents taking place within the precinct by using the control room for footage viewing and information gathering to prepare for cases. Via the CCTV camera system, when camera operators observe any suspected or in progress illegal or antisocial activities, the dedicated reaction vehicle, manned permanently by 2 armed officers is deployed to attend accordingly. The 24/7 contact number for the control room is **087 150 3928**.

- During the reporting period, the BCMA security team received new uniforms as the previous uniforms were starting to fade, the team is looking good, and the new uniforms will increase their visibility in the precinct
- The quarterly safety / security forums have been put on hold and will resume in due time, the MA team however continues to engage with SAPS, Metro police and other stakeholders on matters that relate to security and safety in precinct on a regular basis.
- SAPS & Metro police attend to call outs to the area as and when required. The presence of Metro police in the precinct has been noteworthy as we continue to have issues of cars parking illegally on Nogwaja street as well as taxis dropping off passengers at critical intersection points.

See below security news stories:

<https://bridgecity.org.za/site/bcma-security-team-tackles-various-incidents-together-while-cleaning-and-greening-goes-well-in-bridge-city/>
<https://bridgecity.org.za/site/the-bcma-security-team-gets-equipped/>
<https://bridgecity.org.za/site/proactive-bridge-city-ma-continues-to-deliver-sound-precinct-management-and-security-to-public-areas-while-ensuring-the-mas-continuity-post-lockdown/>
<https://bridgecity.org.za/site/bcma-cctv-footage-helps-nab-car-radio-thief/>
<https://bridgecity.org.za/site/spotted-in-the-precinct/>
<https://bridgecity.org.za/site/record-taking-in-bridge-city/>

11. Landscaping and Maintenance

- The greening and maintenance of Bridge City continues, with collective effort and constant attention.
- Assisting the BCMA to deliver on the required landscaping standards is Green Africa Landscaping, whose service delivery includes the daily removal of litter; sweeping of roads and pavements; grass cutting and verge maintenance, as well as fixing damaged road signs.
- Green Africa continues to maintain and clean the vacant sites in the area as appointed by the EDJV.
<https://bridgecity.org.za/site/green-africa-maintains-open-stands/>
- Road maintenance is undertaken by eTM, with daily street sweeping being carried out by DSW and Green Africa supplementing the municipal service.

See below landscaping and maintenance news stories:

<https://bridgecity.org.za/site/green-africa-tends-to-trees-in-the-business->
<https://bridgecity.org.za/site/site-handover-in-bridge-city-and-green-africa-increase-grass-cutting->
<https://bridgecity.org.za/site/green-africa-maintains-brt-route-along-igola->
<https://bridgecity.org.za/site/green-africa-maintains-brt-route-along-igola-road/>
<https://bridgecity.org.za/site/green-africa-cleans-up-debris-in-bridge-city/>
<https://bridgecity.org.za/site/the-green-africa-team-continues-to-do-a-great-job-maintaining-bridge-city/>
<https://bridgecity.org.za/site/green-africa-planting-up-bridge-city/>
<https://bridgecity.org.za/site/green-africa-maintains-open-stands/>
<https://bridgecity.org.za/site/bcma-security-team-tackles-various-incidents-together-while-cleaning-and-greening-goes-well-in-bridge-city/>
<https://bridgecity.org.za/site/encouraging-activity-in-and-around-bridge-city/>
<https://bridgecity.org.za/site/poster-management-and-why-its-needed-in-the-bcma/>

12. **Municipal matters**

- **Fault Reporting**

- There has been a noticeable decline in service delivery from eTM since the beginning of the national lockdown, with various departments reporting to still be operating in a limited capacity to attend to faults, as such there is still a backlog on faults reported.

- **Streetlights Maintenance**

- After numerous efforts in attempting to get the eTM street lighting department to attend to the streetlights that have long been out of order, the teams were dispatched during the last week of April 2021 and they attended to all faulty streetlights and the area is now lit; except for two poles that need to be changed after they were hit by vehicles. eTM has indicated that these poles will be replaced as soon as they have the stock and a crane to complete the work on site. The BCMA keeps a stock of the of the light bulbs and spare lighting fixtures required to attend to repairs.

<https://bridgecity.org.za/site/etm-focus-efforts-on-areas-needing-attention-in-bridge-city/>

- **Roads Maintenance**

- The eTM Roads Department continues with the repainting of faded road markings in the area as and when required. During the reporting period, the Department also assisted with reinstatement of damaged pavements in the node as well as repair of traffic lights that stopped working.
- The Management Team have been working with the eTM Roads Department to resolve an outstanding repair on the parking bay along Bridge City Boulevard, the eTM has noted that there are staff shortages due to COVID-19 but that they are working to resolve the repair. This outstanding repair was escalated to iTrump and weekly follow-up will continue to be made until this is resolved.

- **Illegal Parking / eThekweni Transport Authority (ETA)**

- The Management Team continues to experience illegal parking along Nogwaja Street, this is despite the ETA installing timed parking meters in February 2021. For this option to work effectively, it requires constant enforcement and at this stage Metro Police visit the Precinct on ad hoc basis and only issue fines when they are there.
- Motivations to Metro Police to approve traffic light installations - such as the rejected motivation for the signal at Bridge City Boulevard and Bhejane Street will continue and will be based on requests for further traffic counts once the government hospital is in operation.

- **Public Transport**

- Since the country has been in Lockdown, there has been no further communication or update on the Go! Durban / BRT on commencement of bus services running along the C9 corridor between Pinetown and KwaMashu that were anticipated to start in April 2020. Construction of the temporary bus stop in Bridge City at the intersection of Nkunzana Road and Bridge City Boulevard, was completed in 2020 with new expected date of operation not communicated yet. ETA has submitted plans for the temporary bus stop to the DRP and has advised that they intend to get formal permission to use the road for a ticket office and pick and drop off point for the buses.
- The BCMA Management Team have engaged with ETA with regard to the requests made by the taxi associations to rank inside the Dr. Pixley Ka Isaka Seme Hospital and in regard to the general planned taxi ranking facilities within the Bridge City precinct. ETA has advised that they are working on a public transport solution for the precinct and had not considered the hospital in isolation. They have commenced with the draft Public Transport Plan and are in the process of procuring surveys to validate the plan. The planning process is anticipated to take between 6 – 10 months and only then will be implemented. While waiting for this plan, a proactive intervention on a temporary solution for ranking

around the hospital needs to be considered as we foresee major challenges in terms of illegal parking and traffic flow. ETA has not yet responded to the request for engagement on the intervention.

- **Street & Small Medium Micro Enterprise Trading**

- The BCMA Board approved funding of street trading facilities on the 2 key areas that were identified – opposite Ntuzuma Magistrate court and Dr Pixley Ka Isaka Seme Hospital under construction. This was after the eTM Business Support Unit (BSU) declared Bridge City a managed trading zone and issued permits to 12 traders. Currently these traders are at the designated sites operating within their own structures.
- Considering the growing business forum activities, BSU had committed to be responsible for the site establishment and services installation to the trading sites, and it was suggested that the contractor be a Municipal appointed contractor, with the management of the structures being undertaken by the BCMA. The site establishment and services are currently on hold due to the ongoing construction of the internal roads in the town centre, a portion of the sites for street trading form part of the area under construction. The rollout process of the street trading infrastructure will only be done early next year once the construction of the internal roads are complete – the construction is scheduled to be completed in January 2022.
- The maintenance of the street trading infrastructures will be eTM – BSU’s responsibility, however the BCMA has also budgeted an amount of R2,000 per month towards maintenance of aesthetics, as this may not be seen as a priority for eTM, and urgent small unplanned issues like plumbing, electrical etc will be required.

13. Precinct Communications

- The Management Association’s on-ground service delivery (security, cleaning, greening, maintenance, and reporting) is the focus of the levy-based communication, showing the tangible result of investment and collective commitment. During the reporting period, the following precinct communication statistics were recorded:
 - Posts to the website: 78
 - Newsflashes and Insights sent out: 66
 - Everlytic database for newsflashes and insights email communications at the end of period: 391
 - Facebook followers: 719
- The Bridge City INK APP was originally developed to provide businesses with an interactive platform where they could list their details on the directory and receive important communications from the precinct and the greater INK community. There was little take up of the directory and the communications function was being used seldom due to the intrusive nature of push notifications. The BCMA website was also serving as a more effective means of communication especially with the introduction of the BizHub, a free business listing added to the website in response to a call for marketing support following our COVID impact surveys conducted in May last year. These factors together with the passing of APP service provider Geoff Austin prompted us to dismantle the APP early in 2021. We subsequently introduced the BCMA Facebook page which has grown from strength to strength serving as an extremely effective two-way communications platform for the precinct. To date the BCMA Facebook page has 719 followers (13 August 2021) and the follower numbers doubled in the two weeks over recent civil unrest. We regularly receive direct messages, comments and emails from people in the precinct looking for information or support which demonstrates the effective nature of the BCMA communications system.

- Last year we also undertook to revamp the look, feel and content of our email communications. These news bulletins were separated into ad hoc newsflashes for important on ground information and our monthly insights provide a regular high-level update from the precinct manager, keep members updated with public space management trends, observations, and relevant and useful news from BCMA and the greater Durban area.

Members are encouraged to send their newsworthy items in relation to success stories, involvement in community projects or initiatives and the like to the management team to post on the website. The types of stories we are looking for include:

- New businesses to the precinct
- Employees and companies doing well – awards, accolades, etc.
- Community projects
- Rebuild news.

14. Neighbouring Communities

- **Business Forums**

The BCMA management will be building on the learnings from other Managed Precincts in this regard. Once a workable solution has been tried and tested this will be implemented within Bridge City. Currently the Business Forums are being dealt with by the individual Developers, as the area is still under development phase.

15. Conclusion

In conclusion, I would like to thank the Bridge City Management Association Board of Directors for contributing their time, efforts and careful consideration in acting in the best interest of the Members of the Association.

A big thank you is also extended to the Management Association's service providers, Eris Property Group (accounts administration), Excellerate Security Services / Kucace Security Services (safeguarding) and Green Africa (landscaping / cleaning) for their commitment and service levels.

I also take this opportunity to thank UrbanMGT, our management team, for their hard work and dedication to the success of Bridge City.

Finally, a special thanks to all Bridge City Management Association Members who have supported the endeavours of the Association and we look forward to reporting on an equally productive 2021/2022 financial year.

Simphiwe Maphumulo

Chair

Bridge City Management Association