



FISH HOEK BUSINESS IMPROVEMENT DISTRICT (NPC)

MINUTES OF THE ANNUAL GENERAL MEETING OF THE FISH HOEK BUSINESS IMPROVEMENT DISTRICT NPC - HELD AT PEAK ACADEMY 56 1ST AVENUE FISH HOEK ON 2 DECEMBER 2024 AT 17H00.

DIRECTORS PRESENT:

Mr Marc Yates

Mr Matthew Mabin

Mr Mike Reaper

Mr Cyril van der Merwe

Mrs Heather Seymour

OTHER MEMBERS:

Mr Riaan Bester (BID Manager)

Mr Manu Choudree (Mach1 security)

Mrs Donvé Botha (BID Admin)

ALSO IN ATTENDANCE:

Councillor Felicity Purchase (Sub Council Chairperson)

Councillor Simon Lyle-Cock (Ward Councillor)

Councillor Izabel Sherry (Ward 64 Councillor)

Alma Stoffels (City of Cape Town)

Ossie Gonsalves (Fish Hoek Ratepayers Association)

Andre Blom (CPF)

APOLOGIES:

Noted on the register

1. REGISTRATION

2. WELCOME AND APOLOGIES

2.1 Mr Marc Yates opened the meeting and welcomed everybody.

2.2 Apologies noted on register

3. MEMBERSHIP

3.1 No resignations of members

3.2 One new member – Jean Fuggle

4. QUORUM TO CONSTITUTE A MEETING

A quorum of 53 % of the Bona Fide members were present.

5. PREVIOUS AGM MINUTES

5.1 Approved by a show of 5 hands

5.2 No matters arising

6 & 7. CHAIRPERSONS REPORT AND FEEDBACK ON OPERATIONS 2023/24

Good evening, everyone, and thank you for joining us tonight at the 2024 AGM of the Fish Hoek Business Improvement District. It is a pleasure to welcome our Board Observers, stakeholders, business owners, community members, and board members.

This AGM is an essential platform for us to reflect on the past year. I would like to express my gratitude to everyone who contributed to our progress this year—your support and collaboration are the foundation of our success.

Management and Operations:

This year it was agreed by the board that we restructure our management team in order to increase our capacity at the BID. We welcomed Mrs Donvé Botha to the team in July this year, taking on the position of Administration and Communications Manager. This restructuring has allowed Mr Riaan Bester to be more present in the area with regards to operations. We have also appointed a new general cleaner, Lillian Delcarme, which was a vacant position. This brings the number of FH BID employees to 4 in total.

In June we welcomed a new ward Councillor to ward 64 – Mrs Izabel Sherry who joined the board as a political observer. I believe that she has already gained the confidence of the board, and that the working relationship will only strengthen in the years to come.

Our membership for the Bid started out this year with 17 members and we close out the year with one new member joining, bringing the number of members to 18. One of the tasks given to the management team is to focus on getting more potential members in the new year.

Cleansing & Social Initiatives:

This is a thankless job; however, we continue to make a dent in the endless task of keeping the BID area clean of litter and rubbish. Both of our cleaners have reported the lack of care by the public in throwing rubbish into clearly marked bins. The need to educate the public on the value of keeping the area clean is vital. The washing down of the area around the Post Office as well as other hot spots for urinating is still ongoing, however this is not enough to eradicate the severe smell that persists, particularly around the post Office.

We also want to thank the EPWP programme run by the city that assists us in cleaning the Main Road and surrounds.

Mr Riaan Bester has been excellent at organising regular clean ups of our public spaces and gardens, for example the trimming of trees at the entrance to Fish Hoek as well as having all the bushes removed outside the police station where vagrants had started creating living spaces. We have also been given several new trees by the city which we planted in various places along Main Road. It is unfortunate that some of the trees we had previously planted, outside Shoprite, were chopped down and needed to be replaced.

We would also like to thank Longmans landscaping for assisting in looking after the pot plants throughout the main road.

Currently we have not made any inroads around our homeless and vulnerable people in the BID area. We can report that we have seen an increase in the last few months of new faces on the street.

At present the aim is to keep loiterers moving on, in the hope that they move along on completely. We continue to see a lot of public drinking of alcohol, with empty bottles discarded in pot plants or on the pavements. It is important that all of our stakeholders' report this to the relevant authorities to keep the liquor outlets accountable for any indecent behaviour that occurs in the area due to alcohol consumption in public.

Safety Initiatives:

I want to immediately express our gratitude as a board to our safety team – Mach 1 security - lead by Mr Manu Choudree. There is a lot that goes on behind the scenes daily that our stakeholders and even the board do not see. The commitment to keeping the CBD of Fish Hoek safe is exemplary. We have 4 safety officers on the beat daily patrolling and responding to incidents. During the festive season there will be an extension of patrol hours.

Our safety WhatsApp group is continuing to be a valuable tool in alerting stakeholders to any threats or warnings to avoid criminal elements conducting their illegal business in Fish Hoek.

There have been several operations and walks conducted on Friday evenings throughout the year where our safety officers, in collaboration with SAPS, Law enforcement, our Ward Councillor as well as neighbourhood watches have patrolled the main road and surrounds. Thank you to all those that have taken part in these walks to ensure a safer Fish Hoek.

We have added to our infrastructure of camaras during the year with some new additions in areas that have been highlighted as hotspots. Although these camaras are not monitored all the time, they have proven once again to be valuable in tracking down criminals and ultimately leading to arrests. Potentially, with the help of the Fish Hoek Community Police forum we will be able to pilot a programme where these camaras can be monitored 24 hours a day and resources become proactive rather than reactive.

The board embarked on a fact-finding mission recently to explore the potential of employing a law enforcement officer for the BID. After visiting the Muizenberg Improvement District and engaging with the MID manager we believed that this would be a valuable next step in allowing daily issues such as vehicles parking for extended periods of time on the main road, abandoned vehicles in parking areas and drinking in public spaces or disorderly conduct to be addressed speedily and the relevant fines being issued on the spot. Unfortunately, we have not got the relevant approval from City as our budget does not allow for this expense. I would also like to highlight for 2025 that

the board would need to put out another 5-year tender for the safety portfolio for the BID area as stipulated by the rules.

The incoming board for next year will have the task of ensuring that we retain the level of service that we have been getting with the same number of officers on the beat. Unfortunately, we have not kept up with the cost of inflation, and this will be a huge challenge going forward.

Business Improvements:

Throughout the year we have seen many new shops open along the Main Road. For example:

- Okovango
- Collectables Café
- Krispy King
- Hungry Lion
- Pick N Pay Clothing

We have also seen upgrades to buildings and shops by owners, for example BP garage that reopened in December 2023 after overhauling their forecourt, Caltex seeing a rebrand to Astron and Shell being a little behind the curve and just replacing the rusted pumps. Another noteworthy applause must go to the train station for the repainting of the building; this was well overdue and has made a big difference.

In August the wait was finally over after the city opened the Licencing department in the old Standard Bank building on Main Road. Although no invite from the city to the opening, this should be seen as a great opportunity for businesses around this facility to capitalise on the increased foot traffic. Although we have seen a shortage in parking due to this, this provides a further opportunity for the BID to potentially create a revenue stream and more jobs for paid parking on the site behind 55 on Main. Talks with the city will continue next year to explore this option. In the meantime, members of the public can park in the 1st avenue parking and walk through the arcade to Main Road.

I would like to highlight some of the efforts that Mrs Donvé Botha has been doing since June. As part of her portfolio, she is responsible for communications and by this we have focused on establishing relationships with key stakeholders in the area. One case in point has been the Town Square. We have managed to sit with the managing agent to discuss what their vision for the centre is and how we can help create a better experience in Fish Hoek for the public. The BID management will continue to work on this relationship with the Town Square in the new year. The goal would ultimately be to drive more customers to Fish Hoek to benefit our shops. We have also contacted other building owners to request attention be given to dilapidated facades and any other

potential issues. This has been significantly beneficial in understanding the position of some of the building owners in the area. I am sure that this will continue, and, in some way, we can establish good working relationships with all the building owners in the area for one common goal – to make Fish Hoek an attractive destination to invest, work, live and holiday.

Our marketing efforts have shown good results on social media. While our posts on Spring Splash reached over 102 000 people and shared by many, we have embarked on drawing awareness to the shops and businesses within the CBD. This is proving to be another great tool to market and attract people to the Fish Hoek CBD.

Potential threats:

I would like to draw your attention to what I consider a major imminent issue that the CBD faces. This is the uncertainty of the post office. At present the post office on Main Road is currently the only post office servicing the deep south and with reports of many post offices being shut down in the country, the question should be asked what is our plan for any eventuality? At present it is an occupied building with many vagrants sleeping on its doorstep. An unoccupied building might solve our issue of vagrants on its doorstep but rather create an even larger eviction problem. As a board we have in years gone by been in discussions with the post office to fence in the front area to which they agreed would be the best course of action, however they clearly have no money, and we do not have jurisdiction to spend money on a privately owned building. If enclosing this area is not an option, the community would need to come up with a better strategy to eliminate this potential future threat for our town and our businesses.

In Closing:

Throughout 2024 it has been a goal of mine, to create strong relationships with our civic partners, law enforcement agencies and SAPS. I believe we have achieved many of our goals with the help of these relationships and I trust that the BID will continue to engage and collaborate with these stakeholders to collectively improve our area.

I feel incredibly grateful for the opportunity I have been afforded to serve on the BID as chairman for the last 3 years. I would like to thank the board that have sacrificed time throughout the year. I wish the newly established board as well as the management all the best with your new 5-year vision.

8. APPROVAL OF THE ANNUAL REPORT 2023/24

The draft Annual Report is available on the website. This will need to be accepted at a member meeting in 2025.

9. **NOTING OF AUDITED FINANCIAL STATEMENTS 2023/24**

Approved by a show of 6 hands

10. **APPROVAL OF EXTENSION OF THE CID TERM AND THE NEW BUSINESS PLAN FOR 2025-2030 (INCLUDES THE APPROVAL OF THE 2025/26 ANNUAL BUDGET, SURPLUS UTILISATION AND IMPLEMENTATION PLAN).**

Approved by a show of 5 hands

11. **SURPLUS UTILISATION**

11.1 Approval of additional surplus funds utilisation for 2024/25

Projects put forward to use the surplus, are, clear vu fencing around the area behind 55 on Main to create a paid parking area. A security vehicle with BID branding.

Approved by a show of 6 hands

12. **APPOINTMENT OF A REGISTERED AUDITOR**

Registered Auditor being MLA (Mark Lindon & Associates). If all happy to appoint MLA for the new term.

Approved by a show of 6 hands

13. **CONFIRMATION OF COMPANY SECRETARY**

Company Secretary being Hudson Accountants – Debby Hickman. To continue as Company Secretary for the new term.

Approved by a show of 6 hands

14. **ELECTION OF BOARD MEMBERS**

Mr Matthew Mabin standing down. A show of 5 hands voted Mr Matthew Mabin back in.

Mr Marc Yates is standing down as Chairman and is not available for re-election.

There is therefore an opening for a new Director and Chairman. Application forms are available on the website.

15. **GENERAL**

None

16. **Q & A**

Mr Patel – regarding the surplus funds, assess whether expenditure is critical or vanity, noting that security cameras are critical expenditure, and a vehicle would be a vanity project. The leadership of the BID can get the community/businesses to assist with progress. I propose that the BID leadership takes the initiative to set up a forum consisting of various role players, business owners to drive the decisions and progress with ideas for improvement.

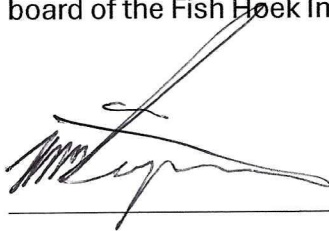
Marc Yates - likes the idea of setting up a forum of businesses. To discuss how to make happy and content people in the area. Would like to see an increase in businesses making money.

Felicity Purchase - Simonstown has met that challenge quite well. They have set up a group where local business can advertise every day and communicate amongst themselves.

17. **AJOURNMENT**

The meeting adjourned at 18H00. Followed by refreshments.

This has been ratified as a true and correct record of the 2024 AGM meeting for the board of the Fish Hoek Improvement District (FH BID) held on 2 December 2024.



Mike Reaper (Acting Chairman)



Donvé Botha (Minutes)