



BOSTON COMMUNITY IMPROVEMENT DISTRICT (Boston CID) IMPLEMENTATION PLAN

July 2023 - June 2024

PROGRAMME 1: GOVERNANCE, MANAGEMENT & OPERATIONS

No.	Action	Performance Indicator	Frequency	Duration					Responsibility	Comments
				Y1	Y2	Y3	Y4	Y5		
1.1	Register Boston CID NPC with CIPC	NPC issued CIPC documents	Once	1	0	0	0	0	Steering Committee	
1.2	Elect Chairman and assign portfolios	First meeting of board of directors	Once	1	1	1	1	1	Steering Committee	This is done annually after the AGM
1.3	Open Bank Account for Boston CID	Bank account opened	Once	1	0	0	0	0	Treasurer	
1.4	Apply to SARS for tax exemption.	Receipt of Tax Exemption Certificate before end of FY1	Once	1	0	0	0	0	Steering Committee	
1.5	Register for VAT	Receipt of VAT Registration Number	Once	1	0	0	0	0	Steering Committee	
1.6	Submit Supplier Application	Receipt of Vendor Number	Once	1	0	0	0	0	Steering Committee	
1.7	Register as a Community Based Organisation (CBO) with the CCT	Receipt of CBO registration within first year of operation	Once	1	0	0	0	0	Secretary	First 6 months of operation not done during that period.
1.8	Secure CID Offices	Operational and signed rental agreement	Annually	1	1	1	1	1	Steering Committee	Rental agreement with Sujean property investments
1.9	Appoint CID Manager	Suitable person found fitting the job description, character and aptitude	Once	1	0	0	0	0	Steering Committee	Review performance annually
1.10	Hold 1 st Members Meeting	First Members Meeting to be held within 6 months of registration as a NPC. Signed minutes.	Annually	1	0	0	0	0	Chairman & Secretary	Object of meeting is to elect Board members, to approve next year's Implementation Plan, and to approve next year's budget
1.11	Hold Annual General Meeting	AGM held to report back to members, elect directors, approve next year's implementation plan and budget, appoint auditors and appoint company secretary	Annually	0	1	1	1	1	Secretary	Before end of December annually
1.12	Submit Financial Reports to the Board.	Monthly Financial Reports submitted to board members	Monthly	12	12	12	12	12	Treasurer	Review bank statements. Monitor creditors/debtors monthly. Pay creditors. Review monthly income from City. Prepare monthly management accounts
1.13	Draw up and submit monthly Financial reports to CCT	Monthly financial reports lodged with CID Department by 15 th of the following month	Monthly	12	12	12	12	12	Treasurer	Submit reports timeously via the appointed service provider by 15 of each month.

1.14	Report to Board on CID Arrears	Observe and report concern over outstanding amounts	Monthly	12	12	12	12	12	Treasurer	Directors in arrears may not take part in board meetings
1.15	Annual Financial Statement	Submit Audited AFS to CID department by 31 August	Annually	1	1	1	1	1	Treasurer	First 6 months of operation not done during that period.
1.16	Submit Chairperson's Report and AFS to local council.	Within 3 months of AGM submit Annual Report and AFS to subcouncil	Annually	1	1	1	1	1	Treasurer	First 6 months of operation not done during that period.
1.17	CIPC compliance	CIPC Annual submissions lodged and Boston CID NPC issued with CIPC complete registration documents.	Annually	1	1	1	1	1	Treasurer (using appointed bookkeeper)	Register auditors with CIPC within 10 business days of appointment. Register/Unregister directors within 10 business days of appointment of new directors Submit annual returns within 30 days of anniversary of registration Maintain membership list
1.18	Obtain SARS Tax Clearance Certificate	Annual Tax Clearance Certificate received from SARS; submit form to CCT	Annually	1	1	1	1	1	Treasurer	Obtain Tax Clearance Certificate from SARS one month before expiry of previous Tax Clearance Certificate
1.19	Ensure VAT Compliance	Submit VAT reconciliation to SARS bi-monthly	Bi-Monthly	6	6	6	6	6	Treasurer	
1.20	Ensure Tax Compliance	Submit tax returns annually.	Annually	1	1	1	1	1	Treasurer	
1.21	Integrated Development Plan	Submit input to the Integrated Development Plan to subcouncil Manager in Oct-Feb annually.	Annually	1	1	1	1	1	Board/Secretary	
1.22	City Capital/Operating Budget	Submit input to the City Capital/Operating Budget to the subcouncil Manager by September annually.	Annually	1	1	1	1	1	Board/Secretary	
1.23	Conduct Board Meetings	Signed Minutes of Monthly board meetings	Monthly	12	12	12	12	12	Chairman - Secretary	First 30 minutes of the meeting will be open to the public
1.24	Perform Mid -Year Budget Review.	Budget mid-year review submitted to CID Department by 28 February	Month six of financial Year	1	1	1	1	1	Treasurer	
1.25	Submit Annual CID Implementation Plan and Budget	Submit each year a draft updated annual implementation plan and budget to the CID Department for verification. Presented for approval by the members the annual implementation plan and budget at the AGM.	Annually	1	1	1	1	1	Board/Secretary/ Treasurer	Submit to obtain approval as part of the CCT budget process

1.26	Renewal Application for CID	Boston CID Term 2 Business Plan approved by Members at AGM submitted to CCT for approval.	Last Year of Five Year Plan	0	0	0	0	1	Board/Secretary/ Treasurer	
1.27	Manage the day-to-day operations of the CID effectively	Report monthly at Board Meetings on CID implementation plan progress which includes management accounts and operations reports per portfolio	Ongoing	→	→	→	→	→	Portfolio Directors (via CID Manager)	
1.28	Manage and monitor the service requests (C3) process	Complete reports of service requests (C3), monitor existing issues and report to Board	Ongoing	→	→	→	→	→	Portfolio Directors	
1.29	Build working relationships with subcouncil manager and relevant CCT department that deliver services in the CID	Successful and professional relationships with subcouncil manager and officials resulting in enhanced communication, cooperation and service delivery	Ongoing	→	→	→	→	→	Portfolio Directors	
1.30	Evaluate Service Providers	Submit monthly report to Board	Ongoing	→	→	→	→	→	Portfolio Directors (via CID Manager)	
1.31	Implement Business Plan	% of budget spent	Annually	90%	90%	90%	90%	90%	CID Board	Ensure that the benchmark of 90% is attained.

PROGRAMME 2: PUBLIC SAFETY - VEHICULAR PATROLLING

No.	Action	Performance Indicator	Frequency	Duration					Responsibility	Comments
				Y1	Y2	Y3	Y4	Y5		
2.1	Develop a Security Management Strategy Plan with clear deliverables and defined performance indicators to guide safety services by the appointed service provider and evaluate levels of service provided.	Documented Security Management Strategy Plan with clear deliverables and defined performance indicators to guide safety services by the appointed service provider and evaluate levels of service provided.	Revise as often as required but at least quarterly	3	3	3	3	3	Public Safety Portfolio Director (with CID Manager)	This is done comprehensively when a new Service Provider is (re)appointed and then modified continuously.
2.2	Liaise with the relevant role players of other CIDs, BNW, SAPS, Security Agencies when required	Monthly meetings	Ongoing	→	→	→	→	→	Public Safety Portfolio Director (with CID Manager)	Meetings are conducted weekly with SAPS, BNHW, CID and security providers.

2.3	Determine the Public Safety Patterns of the CID area in conjunction with the service providers, other CIDs, BNW and SAPS.	Incorporate into Security Management Strategy Plan	Ongoing	→	→	→	→	→	Public Safety Portfolio Director (with CID Manager)	Public safety patterns are identified and communicated to relevant parties
2.4	Set up and communicate Security number and/or communication channel to service provider	Provide residents with a contact number and procedure.	Ongoing	→	→	→	→	→	Public Safety Portfolio Director and Communications Portfolio Director (with CID Manager)	Dedicated phone line and Wapp number at controll room for communication
2.5	Appoint security vehicle patrol provider	The service contract is clear and unambiguous and meets the requirements of a stringent performance specification. The Contractor is appointed for a period of four-year. A new contract is entered into in year 4	Once every 4 years	1	0	0	1	0	Public Safety Portfolio Director (together with CID Manager)	
2.6	Monitor performance of appointed security vehicle patrol provider	Performance of the service providers is measured against the requirements of the service contract. A report is submitted to the Board and AGM	Performance is measured once a month	12	12	12	12	12	Public Safety Portfolio Director (via CID Manager)	Performance is measured montly with FADT management.
2.7	Collect, collate and communicate relevant security incidents to the Board	The Board receives monthly reports of security incidents, trends and suggestions. Info is shared with BNW and SAPS.	Incidents and performance are reported once a month	12	12	12	12	12	Public Safety Portfolio Director (via CID Manager)	Report findings to Board with recommendations where applicable.
2.8	Regular Security Reports from Contract Security Company	Report findings to Boston CID Board with recommendations where applicable. Provide feedback to forum meeting.	Daily, Weekly	→	→	→	→	→	Security Service Provider	Daily, Weekly and montly reports submitted to CID Manager from FADT Contract Manager.

PROGRAMME 3: PUBLIC SAFETY - SECURITY CAMERA NETWORK AND MONITORING

No.	Action	Performance Indicator	Frequency	Duration					Responsibility	Comments
				Y1	Y2	Y3	Y4	Y5		
3.1	Appoint camera installation contractor	The contractor is appointed after competitive process	Once	1	0	0	0	0	Public Safety Portfolio Director (with CID Manager)	

3.2	Map out locations/specs for additional cameras. Oversee installation	Location and type of cameras are decided in conjunction with the security service provider, BNW, other CIDs and SAPS.	Spread over 5 years	1	1	1	1	1	Public Safety Portfolio Director (together with CID Manager)	Incorporate into Security Management Strategy Plan and monthly reports.
3.3	Appoint camera monitoring/analytics provider	The service contract is clear and unambiguous and meets the requirements of a stringent performance specification. The Contractor is appointed for a period of four-years. A new contract is entered into in year 4	Once every 4 years	1	0	0	1	0	Public Safety Portfolio Director (together with CID Manager)	
3.4	Monitor performance of appointed camera installation and monitor providers	Performance of the service providers is measured against the requirements of the service contract. A report is submitted to the Board and AGM	Performance is measured once a month	12	12	12	12	12	Public Safety Portfolio Director (via CID Manager)	

PROGRAMME 4: PUBLIC SAFETY – FENCING, ACCESS CONTROL AND LIGHTING

No.	Action	Performance Indicator	Frequency	Duration					Responsibility	Comments
				Y1	Y2	Y3	Y4	Y5		
4.1	Map out locations/specs for fencing and/or access control. Oversee installation	Location and type of fencing are decided in conjunction with the security service provider, BNW, other CIDs and SAPS.	Spread over 5 years	1	1	1	1	1	Public Safety Portfolio Director (together with CID Manager)	Incorporate into Security Management Strategy Plan
4.2	Obtain necessary permission for fencing and/or access control.	Coordinate and liaise with CCT on regulations, restrictions and permission.	Spread over 5 years	1	1	1	1	1	Public Safety Portfolio Director (together with CID Manager)	
4.3	Map out locations/specs for additional lighting. Oversee installation	Location and type of lighting is decided in conjunction with the security service provider, BNW, other CIDs and SAPS.	Spread over 5 years	1	1	1	1	1	Public Safety Portfolio Director (together with CID Manager)	Incorporate into Security Management Strategy Plan
4.4	Coordinate access control of parks and other areas	Parks and access controlled areas are locked and opened at regular and communicated times	Ongoing	→	→	→	→	→	Public Safety Portfolio Director (via CID Manager)	Obtain necessary permission. Incorporate into Security Management Strategy Plan

PROGRAMME 5: CLEANING MANAGEMENT

No.	Action	Performance Indicator	Frequency	Duration					Responsibility	Comments
				Y1	Y2	Y3	Y4	Y5		

5.1	Appoint contractor for cleaning program (local NGO)	The contractor is appointed after competitive process.	Once every 4 years	1	0	0	1	0	Cleaning Portfolio Director (with CID Manager)	Make use of local NGO MES
5.2	Monitor performance of appointed providers	Performance of the service providers is measured against the requirements of the service contract. A report is discussed with the service provider and submitted to the Board and AGM	Performance is measured once a month	12	12	12	12	12	Cleaning Portfolio Director (via CID Manager)	
5.3	Oversee programme of cleaning	Performance of the service provider(s) is measured against the requirements of the service contract. A report is submitted to the Board and AGM	Once per year	1	1	1	1	1	Cleaning Portfolio Director (via CID Manager)	Oversee Cleaners on a daily basis report montly to Board
5.4	Liaise with CCT to coordinate and ensure cleaning remains a top-up service	CID resources are used optimally	Quarterly	4	4	4	4	4	Cleaning Portfolio Director (via CID Manager)	

PROGRAMME 6: SOCIAL ISSUES MANAGEMENT

No.	Action	Performance Indicator	Frequency	Duration					Responsibility	Comments
				Y1	Y2	Y3	Y4	Y5		
6.1	Work with local NGO's and CCT Social Programmes to draw down opportunities and resources for social responsibility projects	CCT Social Project Partnerships established. Contracts and agreements are well documented. Monthly reports are submitted to the Board	Ongoing	→	→	→	→	→	Board & CCT Departments (together with CID Manager)	
6.2	Work with local NGO's, neighbouring CIDs and organisations to coordinate efforts specifically related to the homeless	Agreements executed between all the relative entities, and compliance monitored beyond that. Specific monitoring of the homeless.	Initial setup completed during the first 6-month period and then monitored for performance	12	12	12	12	12	Social Responsibility Portfolio Director (together with CID Manager)	Coordinate with neighbouring CID and support local NGOs
6.3	Work with local NGO's, neighbouring CIDs and organisations to coordinate efforts specifically related to a. Drug and alcohol abuse b. Prostitution c. Vulnerable adults and children	Agreements executed between all the relative entities, and compliance monitored beyond that	Initial setup completed during the first 6-month period and then monitored for performance	12	12	12	12	12	Social Responsibility Portfolio Director (together with CID Manager)	

6.4	Collect, collate and communicate relevant Social Issue information to residents	Regular reports, contact numbers and projects/opportunities communicated	Ongoing	→	→	→	→	→	Communications Portfolio Director (with CID Manager)	Communicate with MES Sosial department
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PROGRAMME 7: URBAN MANAGEMENT (INCL. TRAFFIC)

No.	Action	Performance Indicator	Frequency	Duration					Responsibility	Comments
				Y1	Y2	Y3	Y4	Y5		
7.1	Collect, collate and communicate problem areas with respect to: <ul style="list-style-type: none"> missing drain covers / cleaning of drains maintenance of road surfaces; sidewalks cutting of grass / removal of weeds road markings / traffic signs 	Regular monthly report findings to Boston CID Board with recommendations where applicable. Provide feedback to forum meeting.	Ongoing	→	→	→	→	→	Urban Management Portfolio Director (via CID Manager)	
7.2	Coordinate and oversee repairs & maintenance by CCT	Contract with professional firebreak inspectors to inspect the firebreaks and report to the Environmental PM and the Board	Ongoing	→	→	→	→	→	Urban Management Portfolio Director (via CID Manager)	
7.3	Collect, collate and communicate relevant traffic (specifically taxi) related incidents to the Board	The Board receives monthly reports of traffic related incidents, trends and suggestions. Info is shared with BNW and law enforcement authorities.	Incidents and trends are reported once a month	12	12	12	12	12	Public Safety Portfolio Director (via CID Manager)	Incorporate into Security Management Strategy Plan

PROGRAMME 8: COMMUNITY SPIRIT MANAGEMENT

No.	Action	Performance Indicator	Frequency	Duration					Responsibility	Comments
				Y1	Y2	Y3	Y4	Y5		
8.1	Collect, collate and communicate relevant Community Spirit information to residents	Regular updates and projects/opportunities communicated	Ongoing	→	→	→	→	→	Communications Portfolio Director (with CID Manager)	

PROGRAMME 9: ENVIRONMENTAL MANAGEMENT

No.	Action	Performance Indicator	Frequency	Duration					Responsibility	Comments
				Y1	Y2	Y3	Y4	Y5		
9.1	Work with local Parks and CCT to draw on opportunities and resources for environmental projects	CCT Environmental Partnerships established. Contracts and agreements are well documented. Monthly reports are submitted to the Board	Ongoing	→	→	→	→	→	Board & CCT Departments (together with CID Manager)	Work with Anneke Benskin form Parks Department.

9.2	Establish an Environmental Strategy Plan for the CID area.	Regular monthly report findings to Boston CID Board with recommendations where applicable. Provide feedback to forum meeting.	Ongoing	→	→	→	→	→	Environmental Management Portfolio Director (together with CID Manager)	Turning Boston into a 'leafy suburb'.
9.3	Monitor CCT services and place C3 requests accordingly	Ensure CCT services are rendered as agreed.	Ongoing	→	→	→	→	→	Environmental Management Portfolio Director (together with CID Manager)	Mowing +/-9 cycles per year Tree pruning as per C3 requests Tree removal requests inspected as received. Removals directed by our tree policy Watering of newly planted trees being done with water tankers/trucks Maintenance/cleaning of Parks being done twice a week by the maintenance teams Weeding of flower beds being done by staff as required.
9.4	Work with local organisations (Greater Tygerberg Partnership), neighbouring CIDs and companies to coordinate efforts specifically related to the recycling	Agreements executed between all the relative entities, and compliance monitored beyond that. Specific monitoring of recycling.	Ongoing	→	→	→	→	→	Environmental Management Portfolio Director (together with CID Manager)	
9.5	Collect, collate and communicate relevant Environmental information to residents	Regular updates and projects/opportunities communicated	Ongoing	→	→	→	→	→	Communications Portfolio Director (with CID Manager)	

PROGRAMME 10: COMMUNICATIONS

No.	Action	Performance Indicator	Frequency	Duration					Responsibility	Comments
				Y1	Y2	Y3	Y4	Y5		
10.1	Establish and maintain a website	Website published with all relevant documents as required by the SRA by-laws and policy	Ongoing	→	→	→	→	→	Communications Portfolio Director	
10.2	Establish and maintain a Facebook page	Communicate all relevant and current information	Ongoing	→	→	→	→	→	Communications Portfolio Director	
10.3	Communicate with property owners and residents	Newsletters are emailed every three months. Website is kept up to date. Upcoming meetings are advertised, and minutes are emailed. WhatsApp and Facebook groups are established as required	Ongoing	→	→	→	→	→	Communications Portfolio Director	Board meetings: 1st 30 mins open to contributions from property owners.

10.4	Collect, collate and communicate relevant information from residents to Board	Regular monthly report findings to Boston CID Board with recommendations where applicable.	Ongoing	→	→	→	→	→	Communications Portfolio Director	
10.5	Boston CID membership	All property owners aware that membership does not happen by default; but that they must apply for such in order to qualify for voting status. Application for membership is displayed prominently on the website. Membership list is kept up to date	Ongoing	→	→	→	→	→	Communications Portfolio Director	Membership is representative of property owners from the area
10.6	Represent the CID community at various forums	Liaise with different forums and address matters that have or can have an impact on the CID area, property owners and residents. Successful and professional relationship resulting in enhanced communication, cooperation and service delivery. Report to the Board.	Ongoing	→	→	→	→	→	Communications Portfolio Director	
10.7	Boston CID branding	Considerate placement of signage/branding in CID area	Annually	1	1	1	1	1	Communications Portfolio Director	
10.8	Communicate with residents and property owners. <ul style="list-style-type: none"> Newsletters Website Emails Facebook WhatsApp Meetings 	Keep residents and property owners informed.	Ongoing	→	→	→	→	→	Communications Portfolio Director	