



# Your UIP

"Tackling crime and grime in your precinct"

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DURBAN CHAMBER OF  
COMMERCE AND INDUSTRY

THE NEWSLETTER OF THE URBAN IMPROVEMENTS PRECINCTS (RF) NPC



## From the General Manager's Desk



In July this year, the UIP appointed its cleaning and security providers for the next three years. A special welcome to Blue Ocean Security Services (BOSS), who take over the security contract of the South Beach Precinct. Congratulations also to Enforce Security Services, Cwebezela Trust, and Shanela Environmental Management Services for being re-awarded with new contracts. Meet the teams in this issue.

The shortage of water is a serious concern, particularly as low rainfalls have led to water rations. Did you know that leaks alone cost South Africa in the region R7.2 billion last year? We all need to become more water responsible and implement small steps in our homes to help save water. See page 4 for tips to help you on your way. For more news on the UIP, visit [www.uipco.co.za](http://www.uipco.co.za) for minutes and reports, or like our Facebook page and win.

Regards *Colin*

## Think! Water Wise

### PRECINCT MEETINGS

Precinct	Sep	Oct	Nov	Address	Time
NEB	8	13	10	City Lodge	2:30 pm
CBD	15	19	17	Florence Mkhize Building	2:30 pm
SB	17	15	19	Garden Court	2:30 pm



UIP/Enforce officer rescues pensioner

UIP/Enforce crime monitor, Lungani Shezi, came to the rescue of an elderly man, Clive Parker, who was found lying on the pavement in Monty Naicker Street, on Saturday, 25 July. The pensioner, disorientated, dazed and confused was taken to a nearby shop, where the owner kindly assisted with a chair and some water. Mr Parker explained that he was lost and lived at TAFTA. Crime monitor Lungani listened attentively to Mr Parker, who spoke with a speech impediment. He was unable to give directions to the old age home, where he was residing, as he could not remember.

Crime Monitor Lungani did not know where TAFTA was. He 'Googled' the address on his phone and then contacted the UIP Control Room in the city, gave the controller the number, who made contact with TAFTA. The receptionist confirmed that Mr Parker was a resident at one of their homes and said they will arrange for him to be collected. Crime Monitor Lungani waited with Mr Parker until his transport arrived and ensured that he was safely escorted home.

An elated Mr Parker was extremely thankful to Lungani. Crime Monitor Lungani promised to look out for the old chap on the streets and cautioned pensioners to be careful when venturing out alone and to look out for the UIP/Enforce officers in their bright orange and black uniform.

### SNIPPETS OF PREVIOUS PRECINCT MEETINGS

#### NEB Precinct/SRA: 14 July 2015

Thanks to the efforts of the UIP, discussions are taking place with Business Support to take care of the Amphitheatre from bookings to usage.

Thank you to the Architectural Department and the UMZ for removing the trader table in Mahatma Gandhi Road, which was attracting criminal activities.

Colin Burnett and Chris Meintjes met with Sen. Supt van Heerden on 6 July regarding the problem of buses double parking at the Reserve Bank. Metro Police will be looking at a permanent solution to this problem, including the ticketing of drivers and towing buses away.

#### CBD Precinct/SRA: 21 July 2015

A high court ruling has confirmed that three warnings or fines had to be issued to illegal traders first, before their goods can be uplifted. As a result, illegal traders have increased in numbers. New legislation is being rallied.

The UIP Enforce manager advised that a trial system is in place at the South Beach area, where SAPS together with the CPF, are looking at a partnership with business, to support a number of car guards who had been vetted by SAPS.

#### SB Precinct/SRA: 24 July 2015

Business Support recently held a joint blitz operation with BOSS to check that traders were not exceeding their trading hours or sleeping on site. One trader was charged.

Shanela Environmental Management reported that DSW advised that a drip-tray could not be installed in the DSW pick-up trucks, due to its current structure. Paul is to investigate if a water tank can be installed to assist with the washing of the streets after spillage.



# URBAN IMPROVEMENTS PRECINCTS SERVICE PROVIDERS



**ENFORCE SECURITY SERVICES**

Enforce Security Services is supported by a 25 member team that cover a 13 hour period, from 6am to 7pm from Mondays to Saturdays and from 8am to 3pm on Sundays. This skilled workforce, dedicated to the CBD and North East Business precincts patrol the streets as foot soldiers, closely monitoring daily crime and reporting it to the central Control Room for back-up in Bay Passage.

The primary function of the Enforce security team is crime prevention and providing valuable assistance to the public, retailers and commercial offices. In addition, the crime monitors support the SAPS and Metro Police Services in their daily functions.

Illegal traders continue to be the greatest challenge, and over the years, the Enforce team has collaborated with the police to motivate for an increase in fines in order to prevent illegal trading. According to the UIP/Enforce Security Manager, Chris Meintjies, "The most frustrating is that the current 'system' does not allow proper policing of illegal traders. Although Metro Police officers are doing their best, the system is letting them down. There is an urgent need for better policing of illegal traders, as the system continues to fail." Other challenges in the city include taxi lawlessness.

The Enforce team works closely with its central head office, which provides administrative, logistical and operational support in order to ensure the daily operations are successful and effective.

**UIP CRIME ROUND-UP: Jan-July 2015**  
**CBD Precinct (SRA): UIP/Enforce Security Services**

The UIP/Enforce team made 74 arrests for the year-to-date, which was much higher than the same period last year (59). A total of 704 incidents were attended to up until July 2015, with March the highest (163 incidents) and June the lowest (66 incidents). Suspicious persons continue to spiral, with 72 reported. Snatching (17), cell phone theft (14) and pickpocketing (13) were traditionally high in this precinct. Shoplifting however reduced to 8 incidents.

Serious crime for the year included a single case of armed robbery and zero incidents of hijacking, rape and housebreaking/business robbery. Common assault and fighting increased to 7 incidents. There were no incidents of vehicle theft, but 3 cases of attempted vehicle theft were reported. Negligence by the public resulted in 7 incidents of theft out of vehicles. There were 11 incidents of drug offences.

Well done to the crime monitors who attended to 13 cases of call-out to shops and assisted 61 people from the public.

**NEB Precinct (SRA) UIP/Enforce Security Services**

Over the past seven months the UIP/Enforce team made 16 arrests compared to 13 over the same period last year. Drinking in public, which is usually a common nuisance in this precinct was zero, however drug offences increased to 9 for the year. Behaviour improved from previous years, with only 1 case of indecency reported.

Suspicious persons loitering in this precinct included 7 people, with 2 incidents of theft and 1 case of cell phone theft reported. The UIP/Enforce crime monitors helped 6 members of the public.



**BLUE OCEAN SECURITY SERVICE**

BOSS (Blue Ocean Security Services) joined the UIP family in July as the security service provider, entrusted with the care of the South Beach Precinct. BOSS brings a unique combination of skills to the area, with the objective of taking crime seriously and putting the safety of the residents first. According to Raz Ali, Operations Manager on the UIP project, "we want to provide more than a top-up service to the area in order to eradicate crime, achieve a consistent standard of service, and expand with the UIP. We aim to bring the sparkle back to this one-time sought after holiday destination."

The company has been in existence for 12 years and provides a variety of services from land invasion, prevention of taxi violence, transit protection and investigative and legal services. With a total staff contingent of 360, the team consists of highly skilled professionals trained in weapon mastery and crime combating.

As part of the UIP service providers, 7 crime monitors and 1 supervisor work the hours 18h00 to 06h00 seven days a week and from 06h00 till 18h00 on Saturday and Sundays. Over the last two months, the BOSS team has introduced new strategies, yielding positive comments from residents and a marked improvement in the crime statistics.

According to Raz, "The success of this UIP is based entirely on teamwork and we praise everyone for their input. Our advice would be to always remain vigilant. Be aware of those around you. If you suspect something odd, don't take it for granted. Always ensure children are supervised even if from a distance. Don't take things for granted." Contact the BOSS helpline on 086 119 2677 or call Raz Ali direct on 081 742 9184.

The UIP Company welcomes the BOSS team on board.



**SHANELA ENVIRONMENTAL MANAGEMENT SERVICES**

The Shanela cleaning team has been servicing the South Beach precinct for over 11 years. The same dedicated team, consisting of 6 cleaners and a supervisor, have become household faces with residents and frequent visitors of the area. Working the night shift from 23:00 until 5:30am, the team covers the areas from Rutherford Street to the Lower West (Pixley KaSeme) Street mall, bordered by and including Gillespie Street and O.R. Tambo Parade.

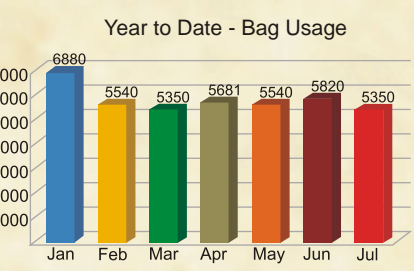
Collected litter is left in bags at prearranged collection points for DSW refuse compactors to collect. They also plan and monitor street washing in the precinct on a scheduled and ad-hoc basis. This is monitored and reported monthly to the UIP head office, in terms of bags used, average weights and projections. Street lighting in the area is also closely monitored and faults are reported to the UIP head office, which arranges for council repair teams to rectify problems. The operations manager carries out random visits and liaises regularly with DSW's ACO (Area Cleansing Officer) to ensure that all litter problems are identified and fixed.

Over the years, education on 'using the bins for litter' has been the biggest challenge. High tourism season is the most problematic, with visitors and locals apathetic about litter. Locals have also taken to having parties in the car parks and litter thrown on the ground and grassed areas has grown exponentially.

The Shanela team continues to lobby for a council-driven education programme with school tours and the youth in terms of littering. There is also a great need for recycle stations for glass, plastic and metal refuse. Shanela's vision for the area is to restore the Golden Mile to its former glory as a Blue Flag area.

**UIP CLEANING REPORTS: June-July 2015**  
**SB Precinct (SRA): UIP/Shanela Environmental Management Service**

There has been a vast improvement in the Horse Shoe car park and now also West Street Mall. Bag collection in these two areas is down by almost 40%. Street washing continues on a regular cycle.



**CWEBEZELA TRUST**

Cwebezela Trust is an established cleaning partner, which works closely with DSW to keep the inner city clean and tidy. If you are in the city daily, you will most certainly see the cleaners, sporting their black pants, bright yellow shirts and more noticeable reflector jackets.

The Durban office is manned by an administrator, Nomandla Mditshwa, Operations Manager and Trustee, Patrick Mahlangu is assisted by a Supervisor, Ntombeni Thyoba. All staff is issued terms and conditions of employment, and are carefully monitored and assessed by the Operations Manager during their three month probation period.

The Cwebezela cleaning team consists of 20 cleaners who work two shifts. There are 10 cleaners per shift, who work from 7am to 12 noon and from 12 noon to 5pm, 6 days a week. On Sundays and public holidays there are eight extra casual/relief workers who work from 10am until 3pm, or work in conjunction with the times of DSW. By engaging the additional workers Cwebezela is maintaining the original objective of a job creation project.

**CBD Precinct (SRA): UIP/Cwebezela Trust**  
**Areas Covered**

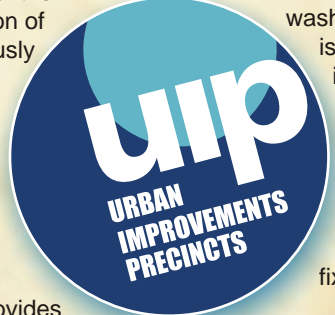
**Block A:** Dr Yusuf Dadoo Street to Joe Slovo Street, which includes both sides of Dr Pixley KaSeme Street, one side of Monty Naicker Road and one side of Anton Lembede Street. Included in the block are the passageways of School Lane, Hooper Lane, Plowright Lane, Foundry Lane, and Greenacres Passage.

**Block B:** Joe Slovo Street to Dorothy Nyembe Street including both sides of Dr Pixley KaSeme Street, one side of Monty Naicker Road, one side of Anton Lembede Street and both sides of Joe Slovo Street. Included in the block are Mark and Mercury lanes.

**Services**

Cwebezela Trust provides a back-up cleaning service to DSW. Cwebezela staff sweep pavements, gutters etc. and retain refuse in the identifiable colour bags for later collection by DSW. Some of the finer cleaning required is picking up cigarette butts from around trees in Dr Pixley KaSeme Street and around the washing hydrants.

The additional service that Cwebezela undertake is the regular cleaning and maintaining of the two pissoires. One in Monty Naicker Road, and the other in Greenacres Passage. The Operations Manager also monitors 'Green Bin allocations' and liaises closely with DSW consultants to ensure business's and shops have adequate number of bins and are charged for the same on their Municipal bills. *Continued on page 4...*



**Correction**  
 In our last issue regarding the UMZ we incorrectly displayed the telephone number for Wendy Taylor Gibson. The correct number for the help desk is 031 332 0442 (Raveshnee Pillay) or Email: help.arch@durban.gov.za



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Although not a specific requirement, unsightly posters and stickers are removed from pillars and walls even though DSW employ people for this service. We also participate on some evenings when 'pavement washing' takes place.

**Challenges over the Years**

- The excessive, uncontained food waste generated from take-aways and food outlets in plastic bags rots and smells attracting flies/maggots and rats.
- Over escalation of 'trading stalls' blocking off walking areas and also preventing adequate cleaning.
- Street traders not clearing out on time in the evenings and leaving excessive refuse of boxes, plastics etc. after hours.
- Incorrect usage of pissoires at night.
- Unfinished maintenance work, misplaced paving stones, un-repaired holes, and structure problems.
- Exposed electrical cables and street light faults that remain unattended for many days.
- Maintenance of pissoires not regarded as urgent which cause problems in blockage and inefficiency.
- Concrete bins and bins on poles are not being completely emptied by DSW and new bags are being placed on top of it.

**Visions for the Area**

- Removing all illegal traders and to maintain proper control of the legal stall traders.
- To prevent illegal traders from blocking shop windows and entrances. This affects the stores trading and precipitates relocation out of the CBD.
- To re-instil pride in the City by providing a clean, healthy and pleasant environment and for everyone to participate towards the good of the city.
- For the city to provide a facility whereby homeless people can take refuge. This will prevent them from sleeping on the streets, on bus benches and in shop doorways.

For everyone to take an interest and strive to maintain an inviting Central Business District that is clean, pleasant and a pleasure to visit.

**Tips to save water**



Water goes on a long and complicated journey to get to us before it appears at the tap. We have to work together to protect our water sources and use less water. Just imagine the impact if everyone did their part to save water. Here are some useful water-saving tips from the World Wide Fund for Nature South Africa (WWF-SA):

1. Be aware of your direct water footprint. Conduct a water audit at home and business, determine your monthly water use from your municipal bill and set goals to become more water efficient. Monitor your use and keep track of your progress.
2. Fix leaks at home and report public water leaks to your local municipality. An estimated 37% of water is lost from leaks in urban supply.
3. Make your garden water-wise by planting indigenous drought-resistant plants which require minimal watering. Additionally, only water your garden very early in the morning or after sunset to reduce unnecessary evaporation.
4. Capture rain water from gutters to use in your garden and invest in a rain water tank. Using rain water minimizes the losses from piped systems and this is untreated so has a lower carbon-footprint.
5. Install a grey-water system and recycle water at home. Generally, 40-60% of household water is used for non-essential purposes, such as watering gardens and filling swimming pools.
6. Do not pour toxic paint, solvents, chemicals, poisons or pesticides into storm-water, sewer drains or normal rubbish. Find out where your nearest hazardous waste site is and dispose of polluting substances responsibly.

7. Identify and remove invasive alien vegetation from your garden and local wetland. Protect and keep your local freshwater ecosystems pollution-free. If you see someone polluting water call the Blue Scorpions on 0800 200 200.
8. Be water wise and purchase water-efficient devices and water-saving appliances. Make use of the economy cycle on your dishwasher and washing machine to save water and energy.

**Events in and around Durban Sep-Nov 2015**

**Durban Bierfest 2015**

**Date:** 4-5 September 2015

**Venue:** Suncoast Casino, Marine Parade

**World Social Science Forum**

**Date:** 13-16 September

**Venue:** Durban ICC

**Pinotage on Tap Durban 2015**

**Date:** 19 Sep 2015

**Venue:** The Litchi Orchard, Seaforth Drive, Umhlali, Durban

**Urban Business Fair**

**Date:** 16 -19 October

**Venue:** Durban Exhibition Centre  
031 311 4500

**Good Food & Wine Show**

**Date:** 30 October

**Venue:** Durban Exhibition Centre  
www.goodfoodandwineshow.co.za

**Important Contact Numbers!**

<b>SAPS</b> 10111 (24 Hours) <b>Metro Police Services</b> 031 361 0000 (24 Hours)	<b>UIP CBD Precinct</b> <b>Security</b> 031 304 9911 082 852 1204 <b>Cleaning</b> 073 346 7791
<b>UIP SB Precinct</b> <b>Security</b> 086 119 2677 081 742 9184 <b>Cleaning</b> 083 303 4697	<b>UIP NEB Precinct</b> <b>Security</b> 031 304 9911 082 852 1204

