

Isando Improvement District

Plan of Action for the Isando area



Isando Improvement District

Who Are We?

The primary essence of the Isando City Improvement District is to provide community based urban management services. These services are top up services that are not provided by council to enhance and maintain the public space. As such, the Isando CIDs main vision is to:

- ***To transform Isando into a highly functional, secure, and attractive industrial precinct that supports business growth and investment through collaborative urban management.***

To achieve the intended vision, the CID's sole mission is to:

- ***To represent the collective voice of property owners in Isando, working in partnership with the City of Ekurhuleni and key stakeholders to deliver complementary urban management services, address service delivery gaps, and implement strategic infrastructure improvements.***

Isando Improvement District

Core Focus Areas

The CID will support the property owners by focusing on the following areas:

- **Service Delivery Support**

- Log and track municipal service delivery issues.
- Provide temporary, practical interventions where the City cannot respond adequately.
- Facilitate open days with the City of Ekurhuleni to resolve billing and account queries.

- **Safety and Security Enhancements**

- Deploy public space surveillance through CCTV cameras.
- Introduce dedicated security support (e.g., armed response vehicles).
- Improve lighting and visibility across the precinct.

- **Infrastructure and Public Space Maintenance**

- Repair and maintain roads, sidewalks, and stormwater systems.
- Clean and landscape public spaces.
- Collaborate on upgrading energy and water infrastructure.

Isando Improvement District

Core Focus Areas

- **Stakeholder Representation and Coordination**

- Unite landlords under one representative body.
- Establish formal agreements (MoUs) with the municipality.
- Engage in continuous advocacy to attract public and private sector investment.

- **Strategic Development and Investment Facilitation**

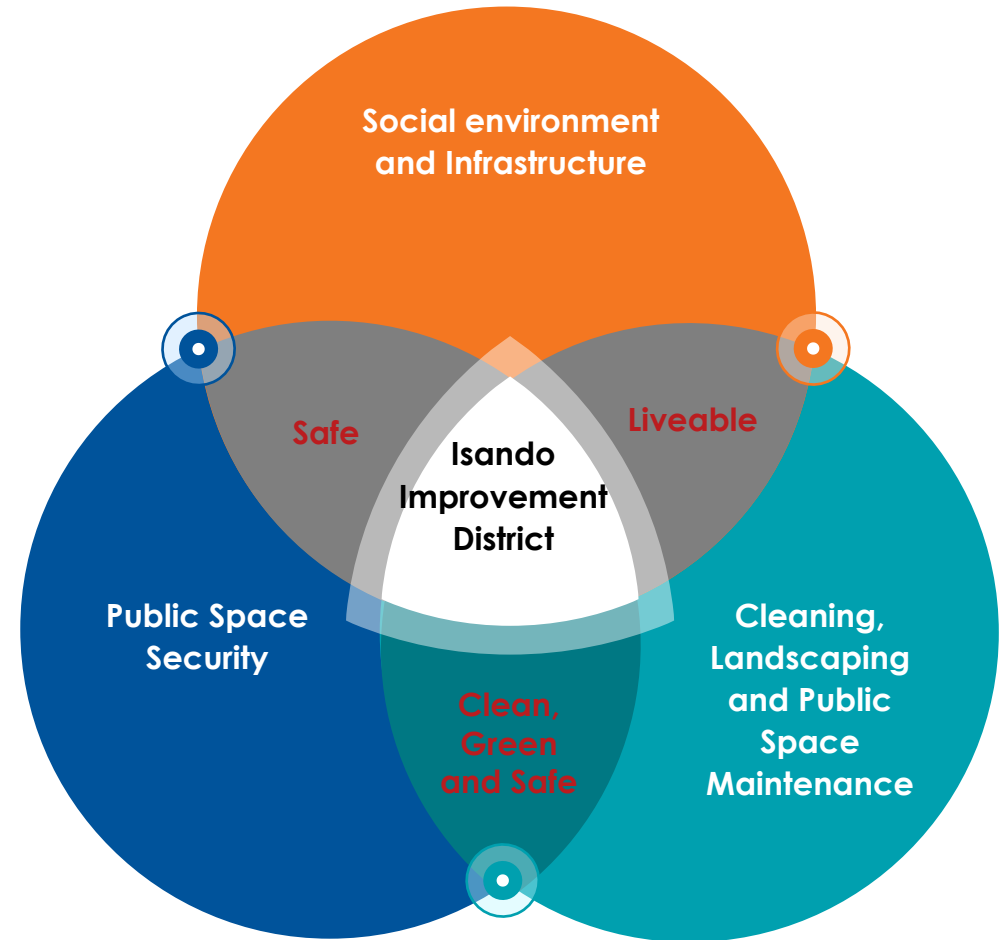
- Leverage partnerships with organisations like RSA Clusters, Consumer Goods Council South Africa, National Treasury, and the Gauteng Growth Development Agency.
- Position Isando as a high-potential industrial node through marketing and infrastructure-led growth.

Core Focus of the Isando Improvement District

ICID core focus is to provide community based urban management

Our key focus areas are:

- Cleaning, Landscaping and Public Space Maintenance
- Public Space Security
- Managing the social and infrastructure environment



Isando CID

Plan of Action

Phase 1: Canvassing Project

Goal: Mobilise support and secure participation

Key Actions:

- Branding the initiative for visibility through hosting regular marketing campaigns
- Spending contributions toward:
 - Pothole repairs
 - Public space cleaning and landscaping
- Engaging regularly with the CoE formalising:
 - Regular open days to address municipal account issues
 - Regular site walks with municipal departments (roads, water, energy)

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Phase 2: Service Provision Enhancements

Objective: Begin visible interventions and formalise operations

Key Actions:

- Adoption and maintenance of traffic lights
- Fixing of non-functional streetlights
- Establishing a public space CCTV network
- Deploying a dedicated armed response vehicle for by-law management
- Signing a formal MoU with the CoE
- Growing CID membership base
- Expanding marketing and stakeholder engagement

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Phase 3: Strategic Infrastructure Projects

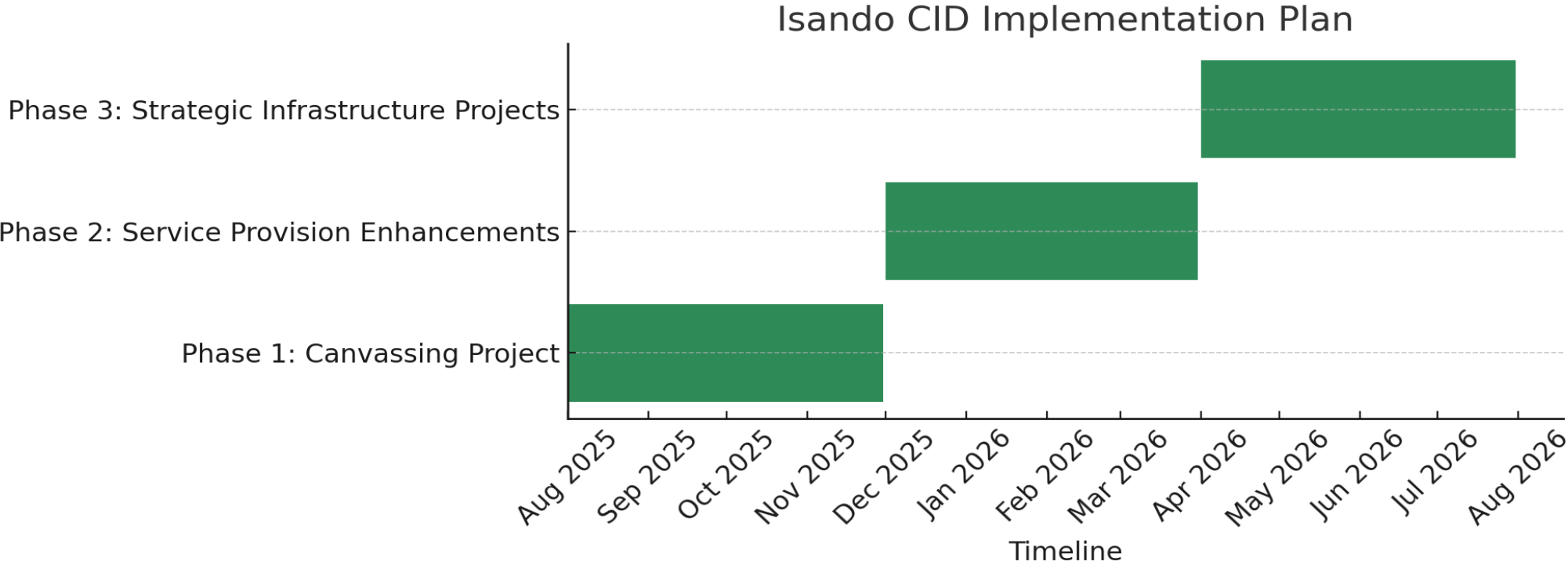
Objective: Undertake long-term, high-impact interventions

Focus Areas:

- Power infrastructure improvements
- Water systems upgrades
- Road resurfacing and possible closures
- Exploring additional precinct-wide enhancements

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Implementation and Development of the Initiative

Excellerate Precinct Management understands the Isando business owners' priority, which is creating a well-managed industrial area that enables industry and businesses the opportunity to function sustainably whilst addressing service delivery issues sustainably in collaboration with the City of Ekurhuleni. This means prioritising

- Safety and security
- Infrastructure development and maintenance
- Economic development
- Sustainable land use development that is compatible with the surrounding communities
- Engagement with business owners
- Community development and social upliftment programs within the district.

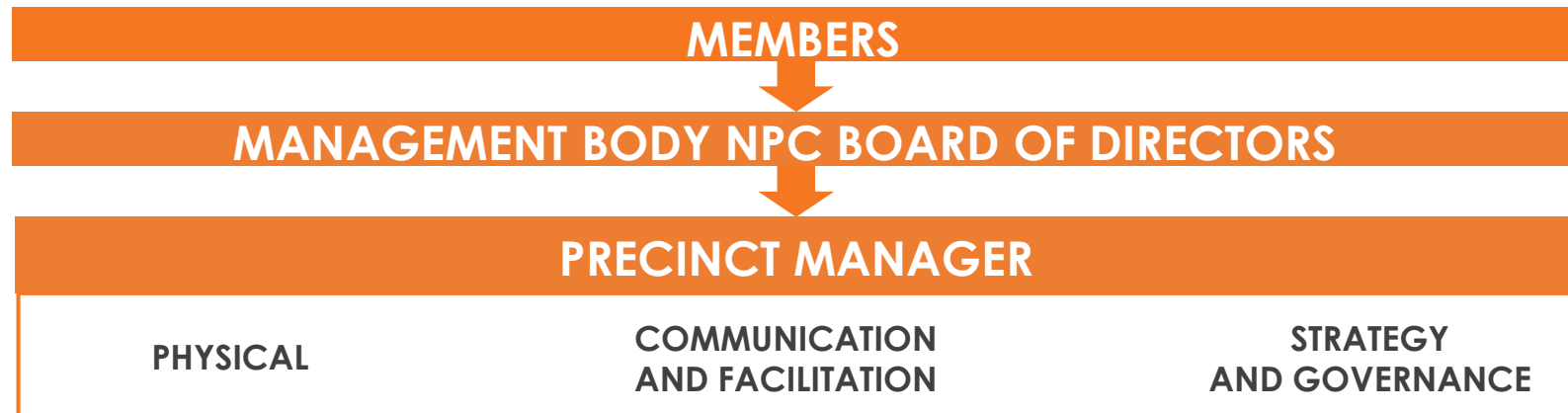
We believe we will be able to assist the Isando business owners in laying the foundation to ensure that the industrial area supports economic growth, is environmentally responsible, and considers social well-being. All these factors will contribute positively to both local communities and the broader region.

Process Required to Establish a City Improvement District



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Envisioned Management Strategy: Roles and Responsibilities



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Envisioned Management Strategy: Roles and Responsibilities

The role and responsibility of the precinct manager is as follows:

- Operational Oversight
 - Manage day-to-day operations within the precinct, ensuring all activities align with the CID's objectives and strategies.
- Team Leadership and Supervision
 - Supervise and lead a team of security officers, cleaners, maintenance staff, and other personnel working within the precinct.
- Security Management:
 - Implement and monitor security protocols and procedures to maintain a safe environment within the precinct.
 - Collaborate with security officers and law enforcement agencies to address security concerns, incidents, and crime prevention strategies effectively.
- Facilities and Infrastructure Management
 - Oversee the maintenance and upkeep of public spaces, facilities, and infrastructure within the precinct.
 - Ensure cleanliness, functionality, and aesthetic appeal of streets, parks, lighting, signage, and other amenities.

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Envisioned Management Strategy: Roles and Responsibilities

- Community Engagement and Stakeholder Relations
 - Foster positive relationships with residents, businesses, property owners, and stakeholders within the precinct.
 - Serve as a point of contact for inquiries, concerns, and feedback from the community, addressing issues promptly and professionally.
- Strategic Planning and Implementation
 - Contribute to the development and implementation of strategic plans, goals, and initiatives for the CID, in alignment with broader organizational objectives.
 - Identify opportunities for improvement and innovation in precinct operations, security, and community services.
- Regulatory Compliance and Reporting
 - Prepare reports, documentation, and presentations for CID management, board members, and stakeholders as needed.
- Emergency Preparedness and Crisis Management
 - Develop and implement emergency response plans and procedures for the precinct.
 - Coordinate responses to emergencies, natural disasters, and major incidents in collaboration with emergency services and relevant authorities.

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Way Forward

Stakeholder Survey Questions: Please kindly answer the survey as per the link attached

- https://docs.google.com/forms/d/e/1FAIpQLScAxOfytxXqV0NeVEsktReFDK69I_Yp9eOUxzbNftj_hfuGfJQ/viewform?usp=sf_link
1. Do you agree with the initial approach of the Isando CID?
 2. Do you agree with the vision of the CID? (Yes/No)
 3. Which of the proposed actions do you support?
 4. What additional focus areas should the CID consider?
 5. What are your key challenges in Isando?
 - a) Water
 - b) Energy
 - c) Roads
 - d) Public space appeal
 - e) Public space security
 - f) Other
 6. In principle, would you agree to contribute financially to the CID? *(Note: Contribution amounts to be informed by survey feedback)*
 7. Any other feedback?

THANK YOU

