



# 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

The xenophobia attacks dominated activities in the city the past few months, and saw UIP crime monitors on call to assist where required. A special thank-you to the SAPS and other law enforcement officers, who controlled the marches and helped keep the city safe. With Comrades just behind us, we thank the UIP/Cwebezela team for being available at the start in order to assist with cleaning initiatives. Congratulations to all who participated and completed this amazing event.

In this issue of **Your UIP**, we feature the Urban Management Zone (UMZ), previously known as the Priority Zone. Learn how they help the municipality identify problems and tackle them head on.

Read more about our security and cleaning teams as they tackle the day-to-day crime and grime activities in the city and beachfront areas. Remember to visit our website and Facebook pages ([www.uipco.co.za](http://www.uipco.co.za)) and share your news and views.

Regards

Colin



## CITY NEWS!

The eThekweni Municipality recently scooped the 'Municipality of the Year' award in recognition of its exceptional Water and Sanitation project, where the lives of 500 000 residents living in informal settlements were changed. Go to [www.uipco.co.za](http://www.uipco.co.za) for the full article.

Pixley House, boasting 115 new residential apartments was recently launched in Durban and promises to regenerate and uplift Durban's inner city.

## Meet the UMZ Team



Read more inside.....

Back row from left: Siyabonga Ndlela, Althea Banton, Wendy Gibson-Taylor, Nkululeko Ngcobo, Viren Sookdeo  
Front row from left: Judy Khuzwayo, Raveshnee Pillay, Minorah Mthethwa, Sylvia Burger and Thobile Mkhize

## UIP CLEANING REPORTS

### UIP/Cwebezela Trust

Thank you to quick-thinking Cwebezela assistant manager, Patrick Mahlangu, for solving the problem of protruding steel spikes left exposed in Greenacres Passage by hammering the spikes down, preventing any risk to pedestrians. The Cwebezela manager met with the managers of Shoprite/Checkers requesting that fresh meat and chicken products be securely sealed in refuse bags before being put out for collection in the Durban sun.

Thank-you to all teams who were involved in cleaning the pavements and the streets in preparation for the Pixley House launch.

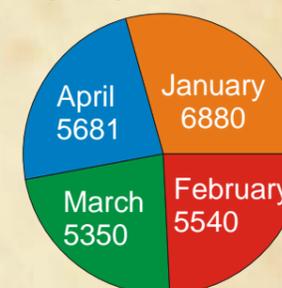
The UIP/Cwebezela team prepared for the Comrades Marathon with extra bags and shift arrangements. The pissoire in Greenacres Passage requires urgent maintenance to avoid continuous water loss. Infrastructural changes have been requested to bring the unit to the same level as Monty Naicker Street.

During April and May, 4930 bags were used and additional disinfectant utilised at Greenacres Passage, due to water leakage.

The absence of the DSW/Gabisa contractors continues to be felt across the inner city and attempts are being made to establish when the next contract will commence.

### UIP/Shanela Environmental Management Services

Bag Usage: 2015 to Date



# URBAN MANAGEMENT ZONE

## Your Quality Watchdog



**Zone 3 - Trafalgar Lane - a clean-up operation was soon completed**

**Zone 1a - Strollers building on Mansel Road - broken wall repaired**

**Zone 5 - Masabalala Yengwa Avenue - replaced broken drain cover**

Dubbed as the watchdog for the city, the Urban Management Zone (UMZ) has transformed from a pilot project to a valuable quality division within the municipal framework. Funded by Council, the UMZ replaced the Priority Zone, which was launched as a pilot project. Operating since 2009 with a new mandate and a strict service level agreement, the UMZ is responsible for monitoring and reporting on the quality of the city.

The Senior Facilities Manager also meets with the City Manager weekly to discuss urgent priorities. "Our city has so much to offer and I believe that it is one of the best places to visit in the world. It is our duty to ensure that it is clean, safe, and attractive to residents, visitors and investors," said Wendy.

### History

In 2009, the city was fast becoming a slum and there was an urgent need for a dedicated body to regularly identify problems in the city; bring it to the attention of the municipality and act on it. At that point, the objective was to focus on a specific zone by providing top-up cleaning and security services, with 24-hour security personnel. The pilot project, although beneficial, proved to be expensive and the concept of the UMZ was born. The clear shift was from a 24-hour top up service, with independent service providers to a quality monitoring body, utilising the existing service departments within the municipality.

### Governance and Accountability

The Services Level Agreement is the single most valuable document that governs the functions and accountability of the UMZ and the various municipal service departments. All departments are measured against it.

### Meet the Team

**Senior Services Facilities Manager** - Wendy Gibson-Taylor - Strategy and Management of UMZ

**Facilities Manager** - Thobile Mkhize - Operations

**Area Manager** - Viren Sookdeo - Communication with Services Departments

**Systems Supervisor** - Raveshnee Pillay - Managing the Help Desk and monitor calls logged

**Project Coordinator** - Sylvia Burger - Manage the Roof Top Garden and coordinate education tours

**Seven Zone Officers** - Monitor and report on problems in each zone



**Zone 1 Nkululeko Ngcobo**



**Zone 1a Minorah Mthethwa**

### Zone 1 Boundary:

**South** - Boatmans Road/Maritime Place Quayside Road/Langalibelele Dube Street

**West** - Dr Yusuf Dadoo Street/David Webster/Umgeni Road

**North** - Sandile Thusi Road

**East** - NMR Avenue/Masabalala Yengwa Avenue/KE Masinga Road/Sylvester Ntuli Road



**Zone 2 Siyabonga Ndlela**

### Zone 2 Boundary:

**South** - Boatmans Road/Margaret Mncadi Avenue

**West** - Che Guevara Road/Cleaver Road/Botanic Gardens Road/Edith Benson Crescent

**North** - John Zikhali Road/Gladys Manzi Road/Epsom Road

**East** - Umngeni Road/David Wester Road/Dr Yusuf Dadoo Street



**Zone 3 Ayanda Mbombo**

### Zone 3 Boundary:

**South** - Mahatma Gandhi Road

**West** - Shepstone Road

**North** - Langalibelele Dube Street/Rochester Street

**East** - Erskine Terrace/Boscombe Terrace Browns Drift Road



**Zone 4 Viren Sookdeo**

### Boundary:

**South** - Langalibelele Dube Street/Rochester Street

**West** - NMR Avenue/Masabalala Yengwa Avenue/KE Masinga Road/Sylvester Ntuli Road

**North** - Battery Beach Road

**East** - Battery Beach Road/Snell Parade/OR Tambo Parade



**Zone 5 Althea Banton**

### Boundary:

**South** - KE Masinga Road

**West** - NMR Avenue/Masabalala Yengwa Avenue/Sandile Thusi Road/ Umngeni Road

**North** - Umgeni River

**East** - Snell Parade/Battery Beach Road



**Zone 5 Judy Khuzwayo**

### Boundary:

**South** - Epsom Road

**West** - Gladys Manzi Road/Lillian Ngoyi Road

**North** - Smiso Nkwanyana Road

**East** - Umgeni Road

### Contact the UMZ Helpdesk

Tel: 031 3320441

Email: [help.arch@durban.gov.za](mailto:help.arch@durban.gov.za)



### The best kept secret - The Roof Top Garden

The Roof Top Garden overlooks the city and is a rich mixture of organic fruits and vegetables all grown naturally under careful supervision. The garden is one of the key attractions to the city and has won numerous awards both nationally and internationally. It is open to schools, garden and landscaping clubs and the public for educational tours and visits; and is absolutely free.



THE NEWSLETTER OF THE URBAN IMPROVEMENTS PRECINCTS (RF) NPC

UIP CRIME REPORTS

UIP/Enforce Security Services  
CBD Precinct/SRA - March & April 2015

For the first part of this year, the UIP/Crime Monitors made 38 arrests and assisted with 6. Crime activities in March and April increased rapidly with 272 incidences, compared to 154 in January and February. Common crime occurrences in this precinct of cellphone theft (5), pickpocketing, snatching (4), snatching (8) and shoplifting (7) were low in the first two months of the year, but spiked in March and April. Serious crime was low with 1 incident of robbery. Shops/stores continue to call on the assistance of the crime monitors with 11 requests recorded and 26 people from the public assisted.

CRIMEFLASH (UIP Stats)

- No business robbery
- No rape, hijacking, armed robbery or vehicle theft
- 297 special patrols and assistance rendered to Metro Police
- 4 suspicious persons observed at ATMs and arrested.

UIP TEAM IN ACTION

**01/04:12h48** Thieves entered the Total Sport store, 395 Dr Pixley KaSema Street through the roof during the night and robbed the store. The housebreaking was reported the next day.

**04/04: 15h40** Three males were apprehended by UIP crime monitors for card swapping at the ATM outside Capitec Bank, Monty Naicker Road. The suspects were arrested by SAPS Durban Central.

**07/04: 18h03** Crime monitors intervened and stopped members of the public from assaulting an alleged pickpocket on Dr Pixley KaSema Street. The man escaped uninjured.

**20/04: 13h47** A handcuffed criminal, who attempted to escape, was injured when he ran in front of a taxi on Joe Slovo Street.

He was arrested by UIP crime monitors for shoplifting at Markhams on the same street. Emergency Medical Services and Metro Police were called and he was taken to hospital.

**28/04 : 09h19** Pep Store at 442 Dr Pixley KaSema Street, was broken into during the night. It was alleged that R25 000 was taken from the safe. SAPS is investigating.

UIP/Enforce Security Services  
NEB Precinct/SRA (March and April 2015)

In order to increase visibility and deter crime, the UIP/Crime monitors assisted the Metro Police and SAPS with 681 patrols. Drinking and alcohol abuse was at zero; a huge achievement for this precinct, which is usually riddled with drunks. Drug peddlers however dominate, with 7 cases reported. Vagrants/homeless people continue to roam this precinct, with 6 people identified.

CRIMEFLASH (UIP Stats)

- 9 arrests and 14 assisted arrests
- No serious crime, shoplifting, or pickpocketing
- 1 incident of indecency and 1 incident of cellphone theft

UIP TEAM IN ACTION

**04/04: 14h22** The UIP crime monitors arrested two males for being in possession of marijuana at the bus stop opposite the Workshop. The defaulters were warned and released.

**06/04: 07h20** UIP crime monitors observed a suspicious man at the corner of Dorothy Nyembe Street and Margeret Mncadi Avenue, following an incident of smash and grab. He departed without incident.

**14/04 : 13h05 & 14h20** The UIP crime monitors were called to assist during the xenophobia attacks in the vicinity of the Workshop, as well as Soldiers Way.

UIP/BOSS Security  
South Beach Precinct (SRA): April 2015

- Although the contracted compliment of guards in the SB Precinct is 7 guards and 1 supervisor, BOSS uses the SB Precinct as their standby point, often resulting in many more guards being in place. There is also the advantage of the visibility of their SWAT vehicles.
- Special monitoring is done on problem streets like Pixley KaSema Street, where drunken youngsters frequent as the area hosts many bars and liquor outlets, with one bottle store operating 24 hours on weekends.
- For this period, three (3) cellphone thieves were arrested, but once the phones were returned, the complainants decided not to open a case with the police. This often results in the culprits repeating the crime.
- Illegal car guards and car washers are an ongoing concern and is being investigated.
- The South Beach liaison officer is encouraging members to join their 'Whats App' group to share information on the area.
- Awareness boards with a 24 hour care/call line for ratepayers are being distributed to buildings to use during emergencies.

PRECINCT MEETINGS

Precinct	Jun	Jul	Aug	Address	Time
NEB	9	14	11	City Lodge	2:30 pm
CBD	18	21	17	Florence Mkhize Building	2:30 pm
SB	15	16	20	Garden Court	2:30 pm

Important Contact Numbers!

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