



PIGEON VALLEY UIP

**Annual Report for
Operations Year ending
31 December 2025**



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1 INTRODUCTION

This report provides a review of the operations of the Pigeon Valley UIP for the period 01 January 2025 to 31st December 2025. The report will address the following:

- Governance issues and compliance
- Staff status quo
- The status of the existing contracts with service providers
- The implementation of the deliverables by providing evidence of activities and successes
- Financial review

2 GOVERNANCE

At the AGM on 23rd January 2025 the following Directors with Portfolios were ratified:

Name	Portfolios
Cindy-May Wang	Chairperson & Communications
Nick Alcock	Treasurer and project management
Angela Shaw	Urban Development Strategy
Calvin Thomas	Safety & Security

In addition to the Board members, the Advisory Steering Committee members during this period were the following:

Name	Portfolios
Vaughn Reyneke	Website management, Illegal Buildings
Richard Gevers	Urban Planning Advisor
Deon Meyer	Security, illegal buildings and land use
Paul Dekker	Urban planning, illegal buildings, land use, security
Adele Ackerman	Finance
Beverly Campbell	Parks & Gardens
Jonathan Edkins	Urban Planning, Professional Architect

Board and Steering Committee meetings took place throughout the year. Minutes of meetings are available on request.

3 STAFF REVIEW

There were no changes to the staff status quo. Richard Thring remains as the UIP Manager and Sphindile Msweli remains in the position of Communications and Office Administrator.

Annual performance reviews were undertaken of both staff members as per the requirements of the HR and Transformation Policy. A performance review report was compiled and annual salary increases were recommended and approved by the Board.

4 SUB-CONTRACTOR REVIEW

Agreements with the following sub-contractors are in place:

- Blue Security
Camera Installation, monitoring and armed response contract.
This contract will operate until 30th September 2026.

- Patron Shield
Provision of dedicated patrol and armed response vehicles
At present 2 vehicles are being provided on a 24- hour basis.
This contract will operate until 31 July 2026.
- Garden Guru
Garden and public space maintenance
This contract will operate until 31st August 2026.
- New procurement processes will be undertaken this calendar year for these two contracts as both contracts will have run for three years



Measurable outputs for these contracts will be reviewed under Section 5 Implementation Review.

5 IMPLEMENTATION OF MEASURABLE OUTPUTS

5.1 Security

➤ Blue Security



From 1st January 2025 to 31st December 2025 - The following deliverables had been achieved by Blue Security as per their contract:

- 18 camera site installations. (2 x AI CCTV, 1 x ANPR cameras at each site)

- Responses to CCTV triggers
 - 23 467 camera activations
 - 1 872 interventions/removals
- Responses to ANPR triggers
 - 1 323 SNIPR confirmed activations
 - 23 apprehensions/vehicle recoveries

Patron Shield

The patron Shield armed response contract started on the 01 August 2024. One 24-hour patrol and armed response vehicle has been patrolling the precinct and public areas since that date.

A second patrol and armed response vehicle started working a 12 hour shift 6pm to 6am on the 01 December 2024. This vehicle was converted to a 24-hour patrol vehicle on the 1st March 2025, which is currently the status.

Recorded incidents during the period **1st January 2025 to 31st December 2025** are as follows:

- Non-resident removal	1 137
- Theft/Fence Hoppers	20
- Cable Theft	2
- Vehicle Accidents	43
- Vehicle Apprehensions/ANPR	23
- Emergency Response	31
- Vehicle Theft	5
- Water Meter Theft	5
- Damage Municipal Property	14



Graphs of Statistic

Graphs reflecting the following statistics are uploaded separately on the website:

- Theft/Fence Hoppers
- Cable Theft
- Water Meter Theft
- Vehicle Apprehensions

5.2 Garden Services and Precinct Maintenance

A total of five general workers and one full time supervisor are employed on this contract. Key deliverables include:

- Litter collection on roads, parks and gardens on a weekly basis.
- Grass cutting of Bedford Park, Kingsley Park, Penzance Park, Cato Road, Albert Dlomo Road, Penzance Road, Lamont Road, Rhodes Avenue and Frere Crescent. Also grass cutting of Ayott triangle, King George V triangle, Ormiston triangle and Cato Road triangle.



- Grass cutting of Alan Paton, Meyrick Bennet and Lookout parks to supplement the work of the Parks department
- Ongoing engagement with the Parks department to ensure grass cutting on key roads and parks

- Maintenance, clearing and weeding of gardens at Gateway Park, Fulham triangle, Old Tram Station, King George V triangle, Ayott triangle, Ormiston triangle, Meyrick Bennett Park, Lena Ahrens verge between Helen Joseph and Clark Roads, Rhodes Ave/ZK Matthews triangle.
- Removal of weeds from pavements and road verges
- Branch trimming and collection on all roads and parks to improve visibility for road users and security in parks
- Removal of tree stumps, branches and other garden refuse
- Tree replacement project – the planting of new trees in partnership with the Parks department where tree collapses have occurred
- Grass cutting, weeding and path edging in Bulwer Park

Precinct Maintenance and Development:

The following projects have been completed in the precinct to improve facilities, pavements, built infrastructure and open spaces:

- Repainting of the Meyrick Bennett Park entrance walls and repair and repainting of the gates attached to the entrance walls.
- Meyrick Bennett Park bench and refuse bin repairs
- Installation of new monkey proof refuse bins at Kingsley Park, Lookout Park and the top of Howard Avenue
- Re-Asphalting and repair of pavements following Municipal repair of water leaks, electrical faults, water meter faults and similar events.
- Rubble removal from pavements caused by Municipal repair of water leaks, water meter faults, electrical faults and similar events.
- Old Tram Station stairs leading into Alan Paton Park repair and refurbishment
- Repair and refurbishment of playground equipment in Alan Paton Park, Meyrick Bennett Park, Kingsley Park, Edmonds Road Park, Lookout Park and Penzance Park.
- Painting of mural in Meyrick Bennett Park opposite Meyrick Bennett House
- Windsor Tennis Club stone entrance wall repair and refurbishment



- Construction of G-lock retaining walls in James Henderson Crescent below the Durban Children's Home
- Solar light installations at the Old Tram Station, Bedford Park, Fulham Bakery triangle, Kingsley Park and Meyrick Bennet Park
- Path maintenance in Bulwer park



5.3 Communications

5.3.1 WhatsApp Groups

There are three dedicated WhatsApp groups that have been set up by the UIP as follows:

- An Information Broadcast Group where information can be sent out on a daily or weekly basis on various issues such as:
 - Information on community events or UIP events such as the AGM or park picnics
 - Alerts regarding service problems and traffic issues



IMPORTANT NUMBERS

01 UMBILO POLICE STATION

• 031 203 2408



02 FIRE AND DISASTER/METRO POLICE

• 031 361 0000



03 EMERGENCY ON CELLPHONE

• 112



04 ETHEKWINI ELECTRICITY

• 080 121 3111 (CALL CENTRE)
• 076 791 2449 (WHATSAPP)



05 ETHEKWINI WATER

• 080 311 1111 (CALL CENTRE)
• 073 148 3477 (WHATSAPP)



Pigeon Valley UIP

- A residents Crime Alert Group where residents can report urgent security incidents in order to get rapid response from the dedicated UIP vehicle, Blue Security or other security companies who the UIP have a working relationship with.
- A residents Chat Group where residents may post notices, request advice, comment on topical UIP matters or post alerts which may not be crime related.

5.3.2 Media and Newsletters

Media coverage of events and issues is arranged from time to time with local media outlets such as the Berea Mail.

Isandiso Esihlongozwayo semingcele ye-PV UIP.

- Umhlangano womphakathi wabanikazi bezakhiwo emigwaqweni elandelayo:
- U-Clark Rd phakathi kwa-Cato Rd no Lena Ahrens Rd.
- Uhlangothi oluseNtshonalanga Iwa-Lena Ahrens Rd phakathi kuka-Helen Joseph Rd no-Clark Rd.
- I-Merchiston Ave & Wrenbury Plc.
- NgoLwesine, zingu 30 October 2025 ngo 17:30, 306A Cato Road, Glenwood

**Ngeminingwane thintana nehovisi le-PV UIP
ku-031 205 1269/072 479 9995.**



5.3.3 Community Events

Arrangement and participation at various community events taking place during the year. The following events have been arranged or the UIP has participated in:

- Mandela Day Clean up
– King George V
- Nature walks in Pigeon Valley Nature Reserve
in conjunction with the Friends of Pigeon Valley



5.3.4 Engagement with Stakeholders

Meetings and engagements has taken place with the following stakeholders on an ongoing basis as follows:

- Glenwood UIP - Directors focussing on synergy and integration of services.
- Manor Gardens UIP - UIP established and engagement with Committee ongoing.
- Ward 33 Councillor – an excellent working relationship has been established with Cllr Fran Kristopher, who assists the UIP with Municipal access and engagement.
- Municipal departments and units including Parks, DSW, Water and Sanitation, Development Planning, Electricity and the Area Based Management team (ABM)
- Glenwood Zero Waste Management

5.4 Signage

The following signs have been designed, fabricated and installed:

Sign	Where Installed	
Garden Maintenance Signs	At all garden beds throughout the precinct	
Property Security Signs	Installed at various properties in the precinct	
UIP Welcome sign	Gateway garden, Meyrick Bennet Park	Camera pole

6 FAULT MANAGEMENT

The UIP Manager and UIP Communications and Office Administrator receive, record, report and escalate faults with the relevant Municipal departments. Faults include:

- Street lights
- Pavement repairs
- Road repairs
- Road markings & signs
- Unrepaired excavations
- Water and sewage leaks
- Illegal Building/Land Use
- Illegal dumping
- Rubble removal

A spreadsheet illustrating the faults reported and addressed is shown below. Some faults such as minor pavement repairs, rubble and illegal dumping removal are attended to by maintenance sub contracts when the process needs to be expedited.

Faults Management from 1st January 2025 – 31st December 2025

	No. of reported faults	No. of faults resolved and closed
Electricity (Streetlights & outages)	48	30
Water/Sewage/Stormwater	97	41
Road and rubble	15	8
Building Inspectorate	9	5

7 PROPERTY DATA MANAGEMENT

A consultant has been commissioned to undertake auditing and amendments to the property and owner databases where required. These data cleansing and improvements have the following objectives:

- Ensure that all properties in the UIP are receiving an SRA bill
- Ensure that all SRA collections are being transferred to the UIP (i.e. billed on a monthly basis by the UIP)
- Ensure that all contact details of members/residents are updated on a regular basis to allow for smooth and regular communication

8 ILLEGAL BUILDING AND ILLEGAL USE OF PROPERTY

The UIP has developed its own reporting system for the reporting of Illegal Building and/or the Illegal Use of Buildings (Illegal Land Use). This reporting/complaints system is detailed on the UIP website, or residents may contact the UIP office directly for assistance and/or advice on reporting these activities. Various properties have been reported in this manner, which details are available at the UIP office for inspection.

The UIP also works closely with the activist group Problem Properties, which is managed by Niki Moore and ably assisted by Cllr Fran Kristopher. Our reported buildings get included on the Problem Properties listings.

The UIP has also met with the Head of Legal – UKZN to keep the University apprised of any applications for Student Residence/Accommodation which may be made to the Municipality in order to use the University resources to lodge valid objections to these applications. A MOU is currently being drafted by UKZN Legal Department.

9 FINANCIAL REVIEW FOR YEAR ENDING 30 JUNE 2025

The audited financial results are available on the website. However, the salient details from the last financial year are as follows:

- Total Special Rates Income R 3 581 775
- Investment Income R 117 845
- Operating Expenses R 3 223 233
- Surplus after Tax R 476 387

- Reasons for surplus
 - Delays in camera rollout – catching up in present financial year
 - November 2025 income of R300 000 after annual reconciliation by eThekwin Municipality (late payment by ratepayers)
- Surplus allocation

- Provision for under collection	R 100 000
- Infrastructure projects - Bulwer Park, Lookout Park, Meyrick Bennet Park, Pigeon Valley Reserve	R 110 000
- Communication and Events	R 40 000
- Additional security cameras	R 150 000
- Additional solar lighting in parks and open spaces	<u>R 76 000</u>
Total	R 476 000

Note: Tax exemption process in progress with SARS

10 CONCLUSION

The Directors of the UIP are confident that this report not only demonstrates significant progress but also provides details of the key delivery areas of:

- Improved safety and security for all residents
- Improved quality of life through provision of garden and maintenance services in parks, public spaces and road reserves
- Improved responses to faults through the creation of a database of reported faults and through follow-up and escalation of the faults
- Increased social cohesion within the community through improved communication with residents, the holding of community events and supporting community events arranged by other organisations
- Integration with other organisations and interventions in the UIP and surrounding areas

