

Sibaya Precinct Master Management Association (RF) Non-Profit Company

Registration No. 2016/193545/08

Chairman's Annual Review

The Chair's Annual Review covers the financial year ending 31 March 2021 and the period to date.

I am pleased to be reporting on the fifth year of the Sibaya Precinct Master Management Association (SPMMA) ("the Association") at the Annual General Meeting.

The purpose of the Management Association is to advance the interests of the Association's members and to protect property values. This function is achieved by the SPMMA Management Team under direction of the Board of Directors. The SPMMA management team carries out the day-to-day administration of the Sibaya Precinct, including the Association's governance requirements, financial management, co-ordination of the Design Review Panel and compliance with SPMMA's Rules, design code requirements, and development control. Further to this, the SPMMA management team, on behalf of SPMMA and as approved by the board, manages the appointment process of service providers including safeguarding, landscaping, and general maintenance once the public infrastructure has been completed. It also lobbies authorities on behalf of owners, businesses, and users of the Sibaya Precinct for, amongst other things, policing and municipal provided services.

Sadly, the Management Team and the Association have suffered a great loss this past year with the passing of Gray Braatvedt in May 2021. Gray was an integral part of the SPMMA Team as the Precinct Manager and Head of Development Control, responsible for all development control and precinct matters at Sibaya. Gray was a truly unique individual and will be sorely missed by UrbanMGT, the directors of the SPMMA, Sibaya and all the other precincts in which he worked.

I would like to thank the management team and all our service providers for their commitment, and it has to be said, courage, in carrying out their duties during these difficult times.

1. Board of Directors

Name	Representing
Hlalelo Makwabe	Tongaat Hulett Properties (THP)
Bheki Shongwe	Tongaat Hulett Properties (THP)
Graeme Phillips	Garlicke & Bousefield (Chairman)
Neil Slatter	Balize
Rajan Naidoo	Saxony
Wicus Jacobs	Shoreline Sibaya
Stuart Meyer	DEVMCO

The Memorandum of Incorporation (MoI) allows for a total of seven directors during the Development Period and a minimum of three, four of whom shall be nominees of the Primary Developer (THP).

Over the period we have seen some new appointments to the board, with Andile Mnguni stepping down and Hlalelo Makwabe stepping into the position for THP. We have also had Stuart Meyer join the board bringing the board up to a full complement.

Ditholo Phogole has been appointed to the position of Development Executive along with Karen Pietersen and Justin Geyve taking over as the Commercial Executive for Tongaat Hulett Properties. We look forward to working with Justin and the rest of the THP team going forward.

I would encourage members to get to know the Board of Directors who represent the collective interests of all in the running of the Association. The current Board has been committed and diligent in the execution of their fiduciary duties and I would like to thank them for their time and efforts this past year.

2. SUB COMMITTEES

Subcommittees that deal with specific aspects of the Association's activities, namely:

Design Review Panel / Consent to Transfer: Erky Wood, Joy Brasler, Ivor Daniel and assisted by Justin Van Rensburg – UrbanMGT

3. CIVIL UNREST

The Civil Unrest commenced in the early hours of Monday 12 July 2021, and from the outset it became apparent that there would be very little assistance from SAPS, SANDF and other local authorities in terms of securing the Precinct. With the looting and crowds subsiding in the morning of 15th July 2021, it was time to take stock of the aftermath. Fortunately, the Sibaya Precinct was not directly affected by the unrest.

The Management Association however remained active throughout the unrest, violence and looting – this all to ensure that the highest mandate of the Association was maintained; that being, providing the level of protection possible of member's investments within the precinct.

The measures driven by the Management Team included:

- Precinct management – to ensure that support was provided to the security teams on the ground and surveillance, the precinct management team were in constant contact with security personnel, assisting them with reporting incidents and calling relevant authorities and departments for assistance as well as providing feedback to the members and Board of Directors. While also facilitating the setting up of community member security operations and the drafting of an interim operational and evacuation plan with the assistance of the board and other stakeholders.
- Board of Directors Governance – Board members were invited to emergency Board meetings to discuss and put immediate action plans in place.
- Financial Governance – the Management Team continued to maintain all normal financial practices, from monthly creditor payments to debtors' control, and provision and review of the monthly financial statements.
- Operations – a full complement of security team - CCTV Controllers, and reaction vehicle personnel remained in operation during the unrest, some having to work double shifts to ensure that the precinct was adequately covered in cases where the other members could not reach work. Community stakeholders aided with accommodation and food during this time and the Board and the association are thankful for the assistance.
- Landscaping, Cleaning and Alien Invasive Control teams could not attend site during the week of unrest, however they returned as soon as it was safe to do so. Our teams, worked long and hard to make up for the time lost during the unrest and the precinct was back in shape the following week.

Looking to the future.... the rebuilding of KZN

The civil unrest has been devastating at a number of levels, with the national ills of poverty, unemployment and inequality having been brought into such sharp focus. The ability of both government and private sector to collectively and measurably tackle these national imperatives, which are fundamental to social and economic

stability of our country, is dependent on a growing economy and the associated revenue generation for government to meet its commitments to all citizens – to this end it is vital to rebuild investor and business confidence in eThekweni and KZN.

The Mayor, Municipal Manager and the Municipal Executive Committee visited many effected areas on 21 July 2021 to see first-hand the level of devastation, and reassure business and property owners of the City's commitment to rebuilding the economy. Following these visits, the Management Team issued a letter to the Mayor and Municipal Manager, highlighting the reality that neither the private sector nor government was equipped to build a competitive eThekweni economy on their own. It was further acknowledged that we now have an opportunity to rebuild better and more inclusive than before – and that to achieve this will require the municipality and private sector standing shoulder to shoulder and putting in a significant combined effort for the long-haul, and specifically requesting that the four key enablers outlined below be considered by the eTM:

- A fundamental change in relationships between the municipality and business to one anchored in mutual respect.
- The Municipality to speedily deal with historical development approval blockages and create an enabling environment to re-establish business and investor confidence to drive the economic recovery and beyond.
- A collaborative and critical review of municipal basket of charges including commercial property rates, utilities, levies, development contributions etc. whose historical annual increases have consistently exceeded that of inflation over an extended timeframe – the trajectory of which is not only placing eThekweni's competitiveness into serious question, but the long-term viability of investment in the commercial property sector as a whole.
- Ensuring of safety, security and the consistent delivery of municipal services to strategic economic nodes at a reasonable standard which is fundamental for securing existing investment and to attracting new investment.

Further to this communication, Phillip Sithole as the eTM Deputy City Manager, requested a list of the primary municipal blockages affecting managed precincts, to which the following was raised with associated recommendations for each by the UrbanMGT team:

- Private property and business rebuilds.
- Damage to precinct public realm infrastructure resulting from the civil unrest.
- Priority operational matters facing all managed precincts which are long outstanding and approval and service delivery backlog.

Disaster Management Response – following the civil unrest UrbanMGT is developing a Precinct Disaster Protocol and Manual, based on the learnings over the last 18 months (including COVID19 Pandemic & Civil Unrest), which will link into the Board's Risk Management Matrix. This is not a desktop exercise, instead:

- This Precinct Disaster Protocol (PDP) ensures an informed and effective response to disasters in the shortest possible time.
- The protocol aims to provide a clear chain of command, decision making matrix and roles and responsibilities for the Precinct NPC Board, management team and service providers.
- This document is supplemented by the Disaster Operations Manual (DOM), which details action steps in the event of a respective disaster which is to be fully automated as an integral part of our Precinct Management system.
- The PDP is aligned to the eThekweni Metropolitan Council's Disaster Management Plan with the intention of close collaboration with the Municipality.

See below links to news relating to the Civil Unrest:

[ETHEKWINI CLOSES ITS FACILITIES FOR PUBLIC USE – Sibaya \(\[sibayaprecinct.co.za\]\(http://sibayaprecinct.co.za\)\)](#)
[NORMALISATION OF CITY SERVICES – Sibaya \(\[sibayaprecinct.co.za\]\(http://sibayaprecinct.co.za\)\)](#)

[SUSPECTED CHEMICAL SPILL AT UMHLANGA AND UMDLOTI LAGOONS – Sibaya \(\[sibayaprecinct.co.za\]\(#\)\)](#)

[CLOSURE OF BEACHES NORTH OF DURBAN – Sibaya \(\[sibayaprecinct.co.za\]\(#\)\)](#)

[ETHEKWINI CLINICS OPEN FOR EMERGENCIES – Sibaya \(\[sibayaprecinct.co.za\]\(#\)\)](#)

[PUBLIC ASKED TO REFRAIN FROM COLLECTING CONTAMINATED MARINE LIFE – Sibaya \(\[sibayaprecinct.co.za\]\(#\)\)](#)

[SIBAYA PRECINCT UPDATE FOLLOWING LAST WEEK’S UNREST – Sibaya](#)

[Department of Forestry, Fisheries and the Environment deploys specialist team to investigate eco-system impacts following UPL fire in Cornubia – Sibaya \(\[sibayaprecinct.co.za\]\(#\)\)](#)

[MOUNT EDGECOMBE GARDEN REFUSE SITE REOPENS – Sibaya \(\[sibayaprecinct.co.za\]\(#\)\)](#)

[ETHEKWINI MUNICIPALITY RE-OPENS SOME OF ITS FACILITIES – Sibaya \(\[sibayaprecinct.co.za\]\(#\)\)](#)

[Championing the future – Sibaya \(\[sibayaprecinct.co.za\]\(#\)\)](#)

[BEACHES REMAIN CLOSED AS PRECAUTIONARY MEASURE – Sibaya \(\[sibayaprecinct.co.za\]\(#\)\)](#)

[CITY APPROVES RELIEF AND RECOVERY MEASURES FOR BUSINESSES – Sibaya \(\[sibayaprecinct.co.za\]\(#\)\)](#)

[DURBAN’S TOURISM SECTOR READY TO WELCOME VISITORS – Sibaya \(\[sibayaprecinct.co.za\]\(#\)\)](#)

[ONE-STOP CENTRE READY TO ASSIST BUSINESSES REBUILD – Sibaya \(\[sibayaprecinct.co.za\]\(#\)\)](#)

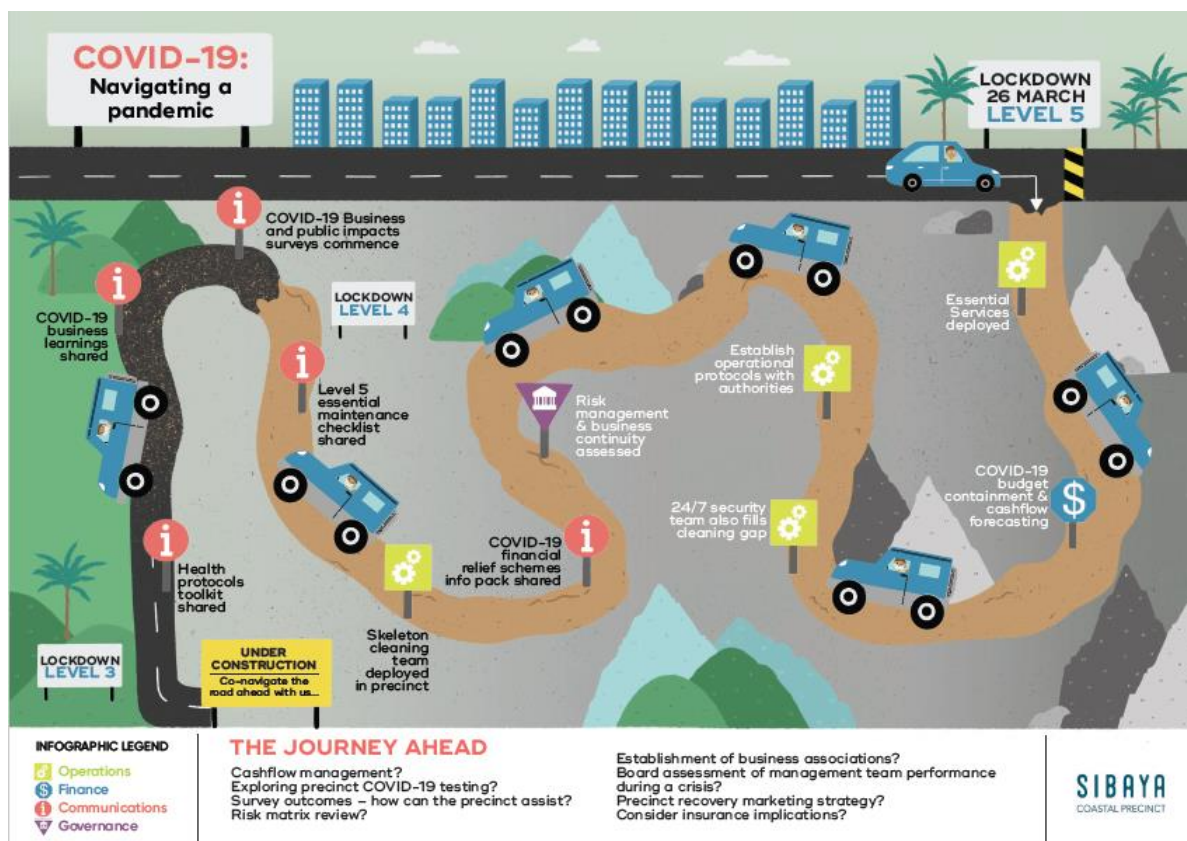
[New Sibaya Precinct MA Disaster Protocol loading... – Sibaya](#)

4. **Auditors**

The appointed Auditors for the Association are Baker Tilly Morrison Murray, who are located in Westville, and is a BEE Level 2 Contributor.

5. **Response to COVID-19**

The Management Association remained fully active during all levels of the COVID 19 lockdown and tackled the COVID19 Pandemic and subsequent lockdown with a holistic management response to protect properties and businesses, keep the precinct well managed and cared for, and ensure business continuity. See below graphic representation of how the management team successfully navigated and supported SPMMA members during the pandemic.



NAVIGATING COVID-19: Precinct management during a pandemic



FINANCE: Proactive budgeting for business continuity

- Drove a proactive COVID budget containment process with the precinct board, including scenario planning, levy arrears recovery forecasting; cost containment which required review of service scope and level, implementation of associated savings interventions and associated negotiations with service providers.
- Maintaining monthly creditor payments and weekly debtor tracking
- Updating of monthly cashflow analysis to ensure business continuity
- Drafting of MA levy relief policy options and repayment structures



COMMUNICATIONS: Supporting members with useful information & keeping them informed

- The three primary communications themes are:
 - Your property and / or business is safe and being protected
 - The precinct is being well managed and cared for
 - The precinct is ready and willing to make up lost economic ground post recovery
- Weekly newsletters to keep stakeholders informed
- Meaningful stories & info
 - Private & public sector COVID-19 relief info pack collated to assist members and businesses in the precinct
 - Business maintenance essential service check list which could be done during the lockdown, thus saving downtime once back in business
 - Compiled a suggested workplace health protocols guide with useful templates to save business time and expense
 - Provided a PPE supplier listing for getting back to business
 - Shared COVID-19 business learnings which was intended to assist businesses with similar internal processes
- Consistent on the ground reporting to reassure members
- Supported community building initiatives
- Ensured regular discussions and updates with key property owners and businesses to reassure them the precinct is in good hands

Precinct Manager Gray Brævedt, gray@urbanmgt.co.za, - 064 655 5336 - 1st Floor, Ocean Dune, 2 Heleza Boulevard, uMhlanga, Durban, 4320

NAVIGATING COVID-19: Precinct management during a pandemic



OPERATIONS: Getting the Inside Track

- Registration, preparation and placement of precinct management teams as essential service providers
- Establishing operational protocols with the Municipality and SAPS
- Ongoing discussions and meetings with chairmen and directors to ensure informed decision making
- BI-weekly report back to precinct boards
- Daily internal meetings on the security and general services status of precincts to which chairmen were invited
- Ensuring emergency repairs to public realm infrastructure was speedily completed
- Ongoing fault reporting to the municipality and follow up
- Cleaning & greening:
 - Optimising operational routines & responsibilities of a much reduced cleaning and greening staffing compliment
 - Security staff assisting with cleaning duties when cleaners aren't present
- Security:
 - 24/7 security acting as the eyes and ears for precinct members
- Ensuring a healthy precinct
 - Precinct sanitisation initiatives – infrared scanners, public space sanitising and perspex screens
 - Operational staff equipped with required PPE
 - Public space sanitisation of benches, bus stops and ablution facilities conducted.



GOVERNANCE: Ensuring Business as usual

- Enhancing communications with the Board – assisting the Board to 'take the lead'
- Considering the potential impact on the organisation's ability to function and providing mitigation recommendations
- Review of Risk Management Framework and devising a precinct and recovery plan
- Assessing key areas where there is additional risk and probabilities for their occurrence

Precinct Manager Gray Brævedt, gray@urbanmgt.co.za, - 064 655 5336 - 1st Floor, Ocean Dune, 2 Heleza Boulevard, uMhlanga, Durban, 4320

6. **Primary Developer – Infrastructure Update**

6.1. Heleza Boulevard

6.1.1. Heleza Boulevard is complete up to Circle 6. Circle 6 -7 and the road to Saxony and Balize construction has been handed over as phase 1 of the road package and work will commence on the 22nd October.

6.1.2. Landscaping is complete up to circle 2 and in good health. Partial landscaping has been installed at circle 6 by Gold Coast developers at their own cost.

6.1.3. Streetlights: Completed and operational from Circle 1 -6 of Heleza Blvd. Lights from circle 3 – 6 require finish paint.

6.1.4. THP have begun planning for sidewalks along the entirety of the Heleza Blvd.

6.2. Node 5 Stormwater: Attenuation Pond 2 is under construction. Pipelines are complete but require handover.

6.3. Node 5 Sewerage: The gravity main line construction complete. Rising main line construction is complete. Pump station is being commissioned. THP are working to secure completion and handover to city of all packages.

UrbanMGT has restarted the facilitation of Infrastructure update meetings between developers and THP allowing for an open forum of discussion around critical infrastructure items.



Photo above: Node 5 attenuation pond under construction (30/08/2021)



Photo above: service road on gravity main through Node 5 (30/08/2021)

7. Design Review / Aesthetics

The Design Review Committee continues to hold review sessions via Microsoft Teams.

The table below is a summary of development progress to date:

Completed buildings	<ul style="list-style-type: none">• Ocean Dune.• Pebble Beach.• Coral Point.• Shoreline:• Gold Coast<ul style="list-style-type: none">○ Parc Completed• Signature<ul style="list-style-type: none">○ Four houses complete
Under construction	<ul style="list-style-type: none">• Signature Estate:<ul style="list-style-type: none">○ Ten houses under construction.• Gold Coast<ul style="list-style-type: none">○ Eighty-Five houses under construction• Saxony<ul style="list-style-type: none">○ Bulk Earthworks under construction• Balize (Node 5):<ul style="list-style-type: none">○ Bulk Earthworks complete○ Top Structure underway
Planning approval – plans in the DRP process	<ul style="list-style-type: none">• Stirling (Node 1):<ul style="list-style-type: none">○ Design review process on Hold by developer.• Dexaphase (Sibaya Sands) (Node 1):<ul style="list-style-type: none">○ Basic concept accepted○ Sales Underway• Saxony (Node 5):<ul style="list-style-type: none">○ SDP approved.○ Bulk Earthworks approved.• University (Node 2/3):<ul style="list-style-type: none">○ SDP approved.• School (Node 5):<ul style="list-style-type: none">○ Scheme still to be presented to DRP.

8. Conservation Trust Area

The IIA (Introduced Invasive Alien) clearing team continues to treat and maintain the forest to restrict return of IIA's. The program is proving successful within the area of operations, and the node 1 forest block is in great condition. During breaks in the area-based maintenance plan the team have begun working on high level clearing and initial removal of IIA growth in the Node 5 block.

The 3km+ of established and maintained trails continues to thrive and offer a great natural amenity to the precinct residents while also attracting many visitors.

Guided walks are offered by the Sibaya Operations and Forest supervisor Mazwi to anyone who would like to learn more about this beautiful stretch of coastal forest.



See below links to news regarding the Conservation Trust:

[Sibaya Coastal Forest's trail map and signage makes wayfinding a pleasure! – Sibaya \(sibayaprecinct.co.za\)](https://sibayaprecinct.co.za)

[Birding enthusiast spots 155 bird species in and around the Sibaya Coastal Forest – Sibaya \(sibayaprecinct.co.za\)](https://sibayaprecinct.co.za)

[New litter booms for the Ohlanga river – Sibaya \(sibayaprecinct.co.za\)](https://sibayaprecinct.co.za)

[Sibaya Conservation Trust Team Receive New Uniforms – Sibaya \(sibayaprecinct.co.za\)](https://sibayaprecinct.co.za)

[A collective effort from the Sibaya and Hawaan Conservation Trusts and WESSA provides clean water for animals along Ohlanga river – Sibaya \(sibayaprecinct.co.za\)](https://sibayaprecinct.co.za)

9. **Management of Sibaya Precinct Master Management Association**

UrbanMGT continue as the appointed Master Management Association management company. Justin van Rensburg is the dedicated Precinct and Development Control Manager, assisted by Mazwi Ngubane as Operations Supervisor and Jarrod Evans as Northern Operations Head with Celine Spies in the administration and support role for the UrbanMGT professional team. UrbanMGT is able to draw on its collective experience and operational learnings from Sibaya and other management associations managed by the company to ensure best practice protocols in the SPMMA.

The Management Team also fulfils all governance and day to day functions of the Association, including the drafting of annual budgets and levies, which are represented to the Board for review and approval.

To ensure good governance UrbanMGT has separated the authorisation of Association expenses from that of payment and accounts administration. For this reason, Eris Property Group has been contracted by the Association to provide the accounts administration function. The service contract requires that monthly payments are signed off by the Association's Management and authorised by two SPMMA Directors prior to Eris Property Group making payment and generating the monthly financial reports.

Please click on the link below for operational news:

[How to get in touch with your MA – Sibaya \(sibayaprecinct.co.za\)](https://sibayaprecinct.co.za)

[A day in the life of Justin van Rensburg Precinct Manager, Sibaya Precinct – Sibaya](https://sibayaprecinct.co.za)

[Meet Mazwi Ngubane, Sibaya Coastal Precinct and Forest supervisor – Sibaya \(sibayaprecinct.co.za\)](https://sibayaprecinct.co.za)

[Know your Sibaya Precinct Master Management Association – Sibaya](https://sibayaprecinct.co.za)

10. Budgets and levy

The SPMMA financial year end is 31 March.

The methodology for levy apportionment is prescribed by the MoI article 13.4.2, which notes that levy for the management and servicing of Common Spaces “is assigned to a member in the ratio of Bulk held by that Member, represented as a percentage of the Total Bulk at that point in time.”

SIBAYA PRECINCT MASTER MANAGEMENT ASSOCIATION BUDGET : 1 APRIL 2021 - 31 MARCH 2022

EXCL. VAT

Budget

Budget

INCOME	2021/22	2020/21
ANNUAL LEVY INCREASE	0%	4,5%
LEVY PER SQM ex Vat		
TOTAL LEVIES	6 743 931	6 668 376
LEVIES TRANSFERRED TO RESERVE	0	0
OTHER INCOME	4 800	0
	6 748 731	6 668 376
EXPENSES		
COMPANY COSTS	105 344	102 918
MANAGEMENT AND OVERHEAD COSTS	2 848 068	2 802 494
FEES - CONSULTING	30 000	30 000
MUNICIPAL COSTS	0	0
SECURITY COSTS	712 163	977 665
LANDSCAPING AND ENVIRO. MGT	363 900	397 470
CLEANING AND WASTE MGT	309 924	327 614
MAINTENANCE	54 500	54 500
MISC COSTS	7 800	13 800
MA COMMUNICATIONS	235 368	0
SOCIO ECONOMIC DEVELOPMENT & STAKEHOLDER ENGAGEMENT	240 000	120 000
CONSERVATION TRUST LEVY	1 841 276	1 820 590
	6 748 342	6 647 051
SURPLUS /(DEFICIT) BEFORE TAX	389	21 325
TAXATION ON INTEREST & SUNDARY INCOME	0	
NET SURPLUS / DEFICIT AFTER TAX	389	
OPENING RESERVE	1 485 625	
PROJECTED RESERVE AS AT YEAR END 31 MARCH 2022	1 486 014	

2021/2022

The Board resolved to not apply any increase on levy for the 2022 financial year.

The Tiered charges for occupied properties, property under development and for vacant land, are detailed below:

Usage	%	SPMMA	CT	Total
Occupational				
Cert/Occupation	100%	1.75	0.66	2.41
Under Construction	90%	1.58	0.59	2.17
Vacant Land	80%	1.40	0.53	1.93

The above percentages of reduction are based on the current sales, with the ultimate goal of offering a 1/3rd of levy reduction for properties under construction and 2/3rd reduction for vacant land. This scale should balance out over time as the precinct develops.

SPMMA LSF

No Further changes have been applied to the SPMMA and SCT Levy Stabilisation Fund.

SIBAYA MASTER MANAGEMENT ASSOCIATION LEVY STABILISATION FUND

* LSF is built into the Sale agreements and payable by the Purchaser on each transfer

LSF has been charged in 2 ways

ERF that is not sectional Title

R 50 payable per square meter of purchased bulk

ERF that is sectional Title

R 5 000 payable per Unit

SIBAYA PRECINCT CONSERVATION TRUST LEVY STABILISATION FUND

* LSF is built into the Sale agreements and payable by the Purchaser on each transfer

LSF has been charged in 2 ways

ERF that is not sectional Title

R 25 payable per square meter of purchased bulk

ERF that is sectional Title

R 2 500 payable per Unit

11. Policies and Procedures

In the past year the Rules of the Association have been revised and to include a clause pertaining to the illegal cutting of indigenous foliage within the Precinct.

Key Policies and Procedures include:

- Sibaya Coastal Precinct Design Code
- Rules of the Association – which include DRP Procedure / Fees and penalty schedule for contravention of Rules of the Association
- Developers and Contractors Protocols
- Consent to transfer and mortgage process
- Process for raising first levies on initial sale from Tongaat Hulett Developments
- Owners and Contractors building Cash Deposits
- Debtor Control Policy.

12. Office and administration

The SPMMA continues to operate out of office space in Ocean Dunes building.

13. Municipal Matters

Services

Water mains up to circle 6 have been handed over to eThekweni Municipality (eTM).

All other services are linked to the completion of the Heleza Boulevard and will be handed over to eTM when they are satisfied with all aspects for handover.

Public transport

A transport hub has been allocated to an area between Nodes 1 & 5. It is noted that the Environmental Authorisation requires that a shuttle system be provided for residents to access eMdloti to limit traffic into the village. This is still to be activated. THP are engaging with eTM on the matter.

Please click on the links below for news relating to public transport:

[DOT repairing a scour along the M4 – Sibaya \(sibayaprecinct.co.za\)](https://sibayaprecinct.co.za)

[Expect M4 road closures on Sunday 3 October – Sibaya \(sibayaprecinct.co.za\)](https://sibayaprecinct.co.za)

[COVID-19 Vaccination Drive Thru sites for eThekweni – Sibaya \(sibayaprecinct.co.za\)](https://sibayaprecinct.co.za)

[Be aware of road closures for this weekend's IRONMAN competition – Sibaya \(sibayaprecinct.co.za\)](https://sibayaprecinct.co.za)

[Planned N2/N3 upgrades will improve transport logistics and create jobs – Sibaya \(sibayaprecinct.co.za\)](https://sibayaprecinct.co.za)

14. Precinct Management Forum

In an effort to improve municipal service delivery through an organised and collective voice, a Precinct Management Forum KZN has been established and is making good progress, with its constitution adopted at its inaugural meeting held on 29 August 2019. The SPMMA is a founding member of this Forum, noting its importance in the lobbying of the Municipality for enabling precinct management policy and support, including resolution of service delivery blockages and investment in infrastructure. The Forum was convened by SAPOA and is Chaired by Andrew Layman.

15. Community Engagement

Business Forums

The influence of Business Forums has affected all levels of construction within the Precinct and has now infiltrated the service contracts of completed buildings.

To mitigate the risk posed by 'Business Forums', the Management Team proposed that an effective and transparent employment and service provider appointment process for Sibaya Precinct be formalised i.e. linking demand side opportunities generated by business/developers with supply side neighbouring communities service providers and those seeking employment; provide improved utilisation and tracking of local service providers and individuals. This approach will be of significant benefit to both developers and property owners providing for one structured process instead of ad-hoc one-on-one engagements which creates significant risk to individuals and the whole of the Sibaya Precinct.

As such the SPMMA management team proposed the establishment of an opportunities portal to link job seekers and community base sub-contractors / suppliers to the of the Sibaya Precinct. The SPMMA management team invested much time conceptualising the structure, process, budgets and drafting the documentation including:

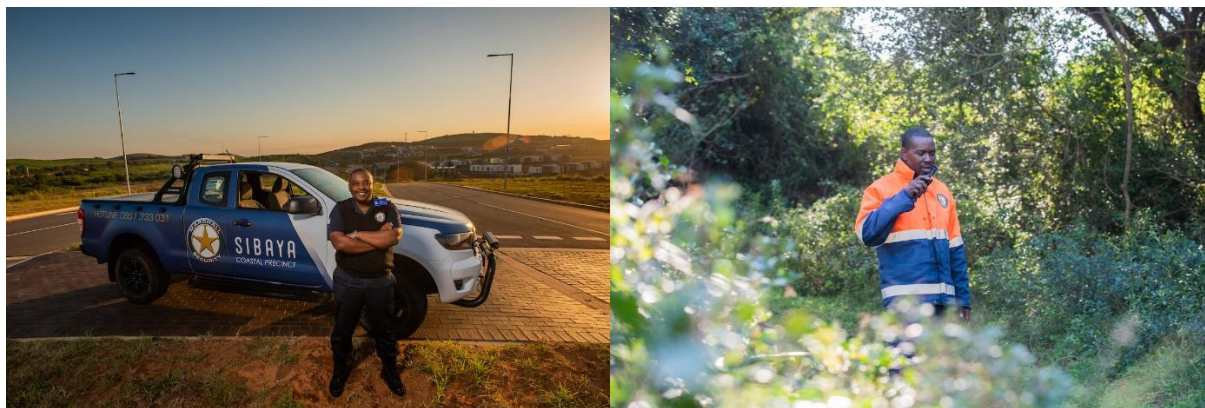
- Developers and Main Contractors Guidelines for Stakeholder Engagement
- Sibaya Precinct Interim Project Support Committee (IPSC) - Interim Roles & Responsibilities
- Dispute Resolution Meeting with the Main Contractor - Standard Operations Procedure

The Management Team have also been required to chair this IPSC committee as there is no other suitable entity.

16. Association Services

Security

Marshall's Security is contracted to provide security services in the precinct. The precinct is patrolled 24/7 by a response vehicle. Each of the developments is responsible for their own on-site security.



Photos above: Marshalls Active patrollers D17 and D20 pictured above are supported by a full control room and management compliment and an armed response unit (06/07/2021)

Please click on the links below for news relating to security:

[Sibaya safer with new Snipr cameras – Sibaya \(sibayaprecinct.co.za\)](http://sibayaprecinct.co.za)

Cleaning and Greening

Local business, HLEM is contracted to do the cleaning and greening of the precinct up to circle 6. Weekly litter pick of the M4 is done and the bags are then collected by the DoT. iDube maintains the formal landscaping.

All teams are fully operational and have done a great job over the past year with the upkeep and maintenance of the Sibaya Precinct and the Coastal Forest.



Photos above: iDube and HLEM teams hard at work maintaining the precinct gardens and attending to alien invasive management (06/07/2021)

Please click on the links below for news relating to cleaning, greening and maintenance:

[Ongoing cleanups keep Sibaya beaches looking great! – Sibaya \(sibayaprecinct.co.za\)](http://sibayaprecinct.co.za)

[CGM teams continue doing great work – Sibaya \(sibayaprecinct.co.za\)](http://sibayaprecinct.co.za)

[Beach cleaning – Sibaya \(sibayaprecinct.co.za\)](http://sibayaprecinct.co.za)

[SPMMA landscaping teams focus on gardens and maintenance – Sibaya \(sibayaprecinct.co.za\)](http://sibayaprecinct.co.za)

[Back-to-basics for the Sibaya MA team – Sibaya \(sibayaprecinct.co.za\)](http://sibayaprecinct.co.za)

17. Precinct Communications

New integrated communications system for SPMMA

In May, the SPMMA communications team successfully launched a new integrated communications system incorporating a website with 24-hour fault reporting capability, Facebook and Instagram pages, and email communications. The focus is on “story-telling” to communicate with levy paying members, the public and other

stakeholders the value the structure brings to the area. Stories are communicated via newsflashes, monthly insights, web stories and social media posts focussing on service delivery, special projects, infrastructure and municipal updates, and relevant news from the greater Durban area.

SPMMA members are encouraged to send their newsworthy items in relation to success stories, involvement in community projects or initiatives to the communications team to post on the website. The types of stories we are looking for include:

- New businesses to the precinct
- Employees and companies doing well – awards, accolades, etc.
- Community projects

Please contact Mel@urbanmgt.co.za or divinia@urbanmgt.co.za for any information in relation to our communications.

Communications Platform Stats	May 2021 – October 2021
Newsletters Sent	26
Newsletter Database Subscribers	129
News items posted to website	39
SMS notifications	0
Facebook followers	39
Instagram followers	11

2021 Annual SPMMA perception survey

At the end of June, the communications team launched SPMMA's first annual perception survey to establish SPMMA property owners, businesses and residents' perceptions with regards to SPMMA's services and overall experience of the area. These results will assist us in continuing to deliver high quality services to SPMMA's public spaces and ensure it remains a sustainable thriving precinct. The survey was loaded onto MS Forms and conducted by our security officers through a tablet and via our newsflashes. Due to the COVID situation at the time and being interrupted by the July riots we were only able to gather a few responses before closing out the survey prematurely.

[Annual Perception Surveys – Sibaya \(sibayaprecinct.co.za\)](https://sibayaprecinct.co.za/Annual-Perception-Surveys-Sibaya)

In the media

In February, we compiled and distributed a press release on Sibaya Forest bird species to several regional and community publications and were able to obtain the below coverage in the Northglen News.

[NN0319_003_1100670327.indd \(sibayaprecinct.co.za\)](#)

Newsfeed

A collection of all news items posted to the website for the reporting period can be accessed here: [Sibaya – Sibaya \(sibayaprecinct.co.za\)](https://sibayaprecinct.co.za/Sibaya-Sibaya)

18. Conclusion

In conclusion, I would like to thank the SPMMA Board of Directors for contributing their time, efforts and careful consideration in acting in the best interest of the Members of the Association.

A thank you is extended to the UrbanMGT, our management team, for their work and efforts in the running of the SPMMA and its sub-precincts and the process to transfer properties for new residents to occupy their units.

I wish you all a great year ahead and look forward to working collectively to secure the future of the SPMMA and its stakeholders.

Yours sincerely

Graeme Phillips

Chair of the Sibaya Precinct Master Management Association.