



# BEACONVALE

improvement district

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**FEASIBILITY STUDY – PROPOSED  
BEACONVALE  
IMPROVEMENT DISTRICT  
SPECIAL RATING AREA**

**PERCEPTION SURVEY REPORT**

**JUNE 2016**

This report was prepared for the Beaconvale Improvement District SRA Steering Committee in support of the feasibility study for the proposed Beaconvale Special Rating Area by Gene Lohrentz of Geocentric Information Systems.

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## INTRODUCTION

Many Beaconvale property and business owners have recognised that incidents of crime and grime including an increase in crime, vagrancy, illegal dumping and general urban degradation are escalating in the area. A group of concerned property owners has recognised the need to investigate and address the challenges facing the Beaconvale area.

Property owners of adjacent communities in Epping Industrial, Parow Industrial, Elsie's River and the Voortrekker Road Corridor have already invested in the future of their areas by establishing their own Special Rating Areas commonly known as city improvement districts. In response a steering committee of property and business owners was formed to establish the feasibility for an Beaconvale Special Rating Area (SRA). The steering committee does this work on a voluntary basis without any compensation.

As part of evaluating the feasibility and needs for a Special Ratings Area in the Beaconvale area and in support of the development of the business plan, the steering committee commissioned a perception survey amongst property owners, businesses and people working or visiting the area of the proposed SRA. This report summarises the survey results.

The establishment of an SRA will enable the formation of a statutory body in terms of the City of Cape Town SRA by-law. If the SRA application is successful SRA levies will be collected by the local authority from ratepayers in the area and paid over to the SRA management board. Funds raised will be dedicated to supplement municipal services such as security, cleansing and urban management.

### Questionnaire and methodology

The perception survey is designed to provide feedback from property owners, businesses and people working or visiting the area on safety and security, social problems and urban management issues of the area. The survey is not intended to provide quantitative statistics but rather indicative trends upon which the needs in the area can be evaluated.

Geocentric collaborates closely with a research agency in respect to questionnaire and sample design and applies internationally accepted best practice in both instances. Each question is reviewed for its suitability before the questionnaires are used in the field. This supports the application of the results to the rest of the SRA establishment process.

A specific questionnaire was developed to evaluate the perception of business and property owners in the Beaconvale industrial area. Broadly speaking, the following themes were covered in each questionnaire:

- Perceptions about the levels of safety and security
- Perceptions about the cleanliness of the area
- Whether social issues such as vagrancy is a problem in the area
- What are the expectations of both business owner/tenant and shopper (user)
- Predisposition towards the establishment of an Improvement Area

The property owner and/or business owner or tenant survey was conducted by Geocentric. A combination of face-to-face interviews and self-completion was applied in the data collection phase. A cover letter drafted by the Steering Committee explained the purpose of the survey and a copy of the letter was distributed to every survey respondent. Participants were also asked to rank the importance of the above listed issues at the end of the questionnaire and were also given the opportunity to express general comments and concerns in writing. The survey was conducted by contacting and interviewing property owners and businesses on an individual basis over a period of three weeks in June 2016.

## Survey results and analysis

### Survey participants

Seventy-two (72) participants completed the perception survey. 54% of the participants that completed the full survey are business owners renting the properties they operate and 38% are business owners owning the property they operate (See Figure 1).

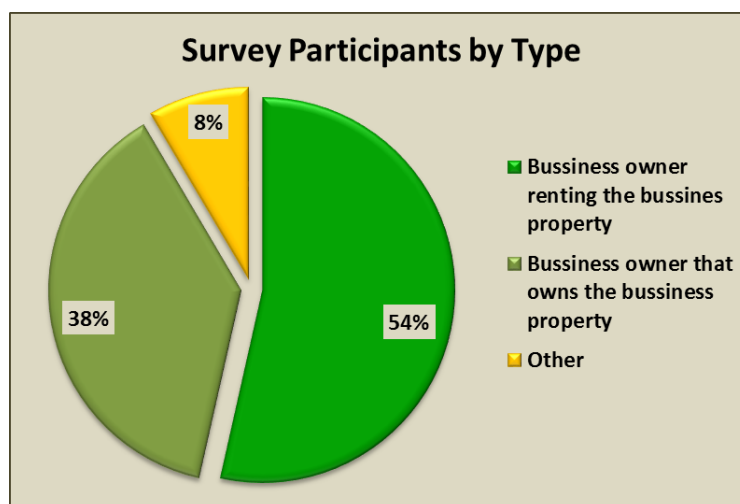


Figure 1 Survey participants by type

A significant number of survey respondents have been in the area as business and/or property owners for more than 10 years and therefore their opinion of the area and its current status is quite valuable. As shown in Figure 2, 24% of the participants have been in Beaconsvale for more than 20 years while another 31% have been there for more than 10 years and a further 21% have been there for more than 4 years.

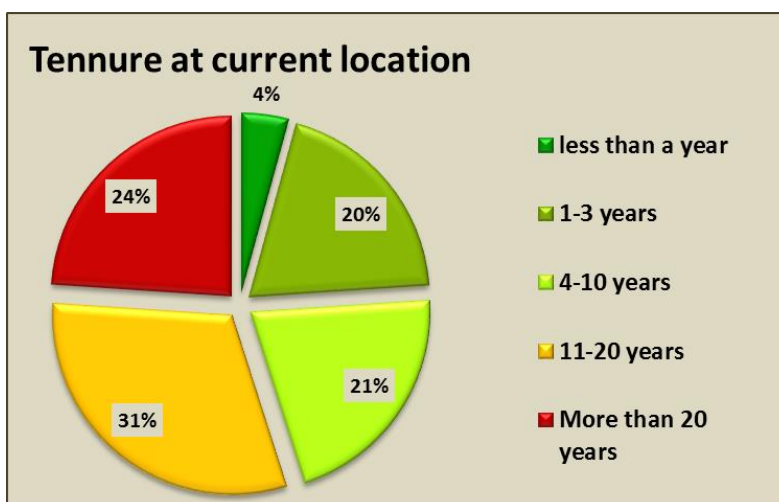


Figure 2 Tenure of respondents in Beaconsvale

## Survey results

### Overall perception

The initial section of the survey tested the perception of the overall image of the Beaconsvale area, especially the areas where the surveys were conducted. Figure 3 illustrates how most respondents view the area as not welcoming, unattractive, unsafe and dirty.

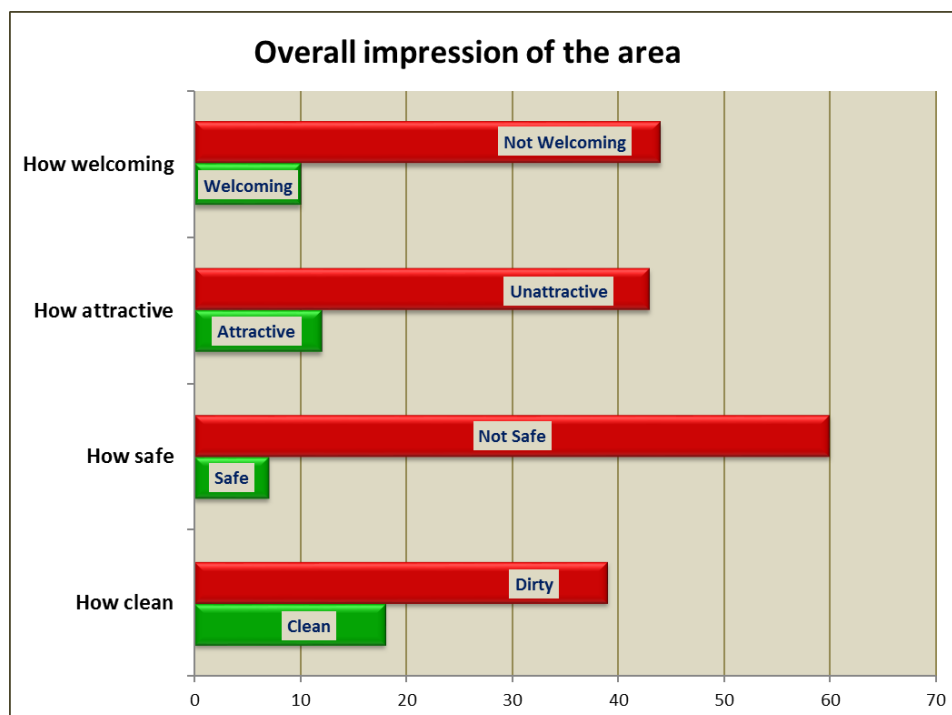


Figure 3 Overall impression of Beaconvale Area

The question on the overall impression of the Beaconvale area was followed by a measurement of the overall impression of municipal service delivery. Respondents were given a choice to select a range of answers from Excellent to Very Good, Good, Fair and Poor. ***When these answers are analysed further, responses of Excellent and Very Good illustrate satisfaction, Good represents “middle of the road” acceptable while Fair and Poor represents dissatisfaction.***

On this basis it is evident that up to 65% of the respondents are dissatisfied with municipal service delivery. Only 7% are clearly satisfied (refer to Figure 4).

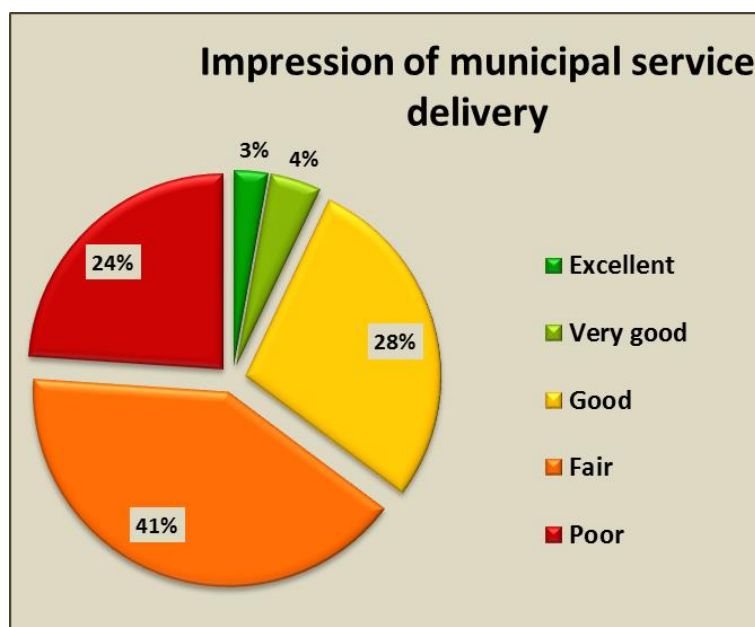


Figure 4 Impression of municipal service delivery

## Section 1 - Safety and security

Section 1 focussed on safety and security. Participants were initially asked to rate the overall security situation in the Beaconvale area. Overall, only 9% rated the overall security situation as good to excellent. 21% rated

it as fair and 70% rated it as poor (see Figure 5). The analysis illustrates a high level of dissatisfaction with the level of safety and security in the area.

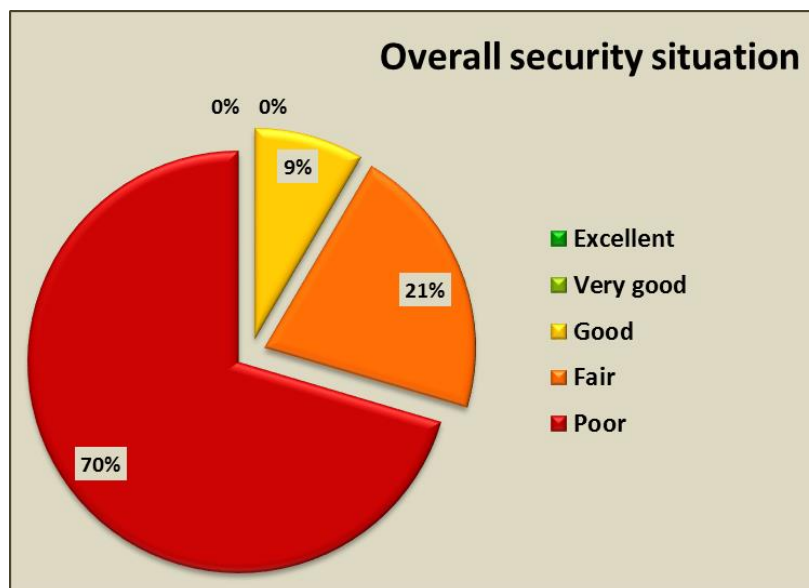


Figure 5 Overall security situation

Questions 6,7,9 and 10 focussed on respondents' experience of crime in the Beaconvale area. Respondents were asked if they or someone close to them have been a victim of crime. Participants were given the opportunity to answer Yes or No. Sixty-nine (69) respondents answered the question. 54 Participants or **78%** answered "Yes".

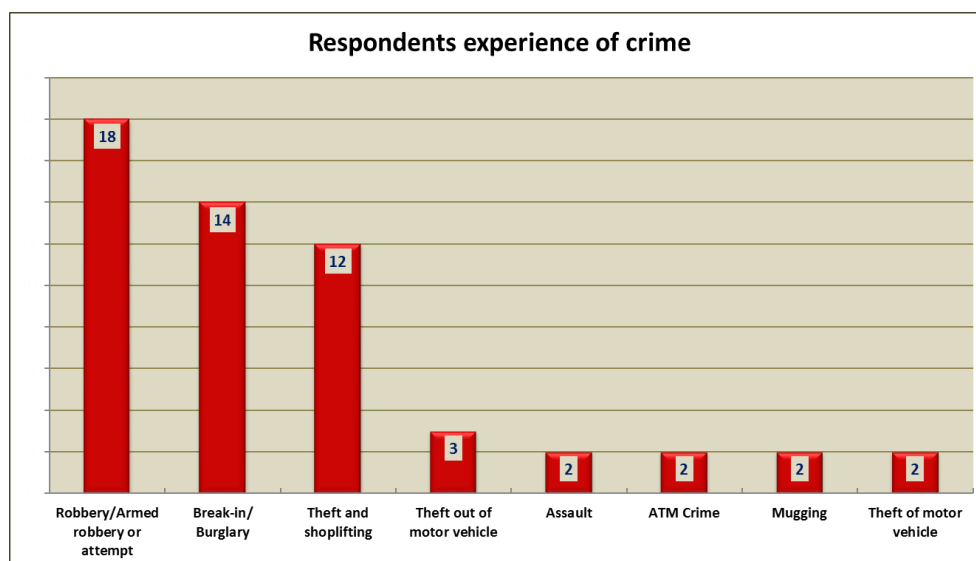
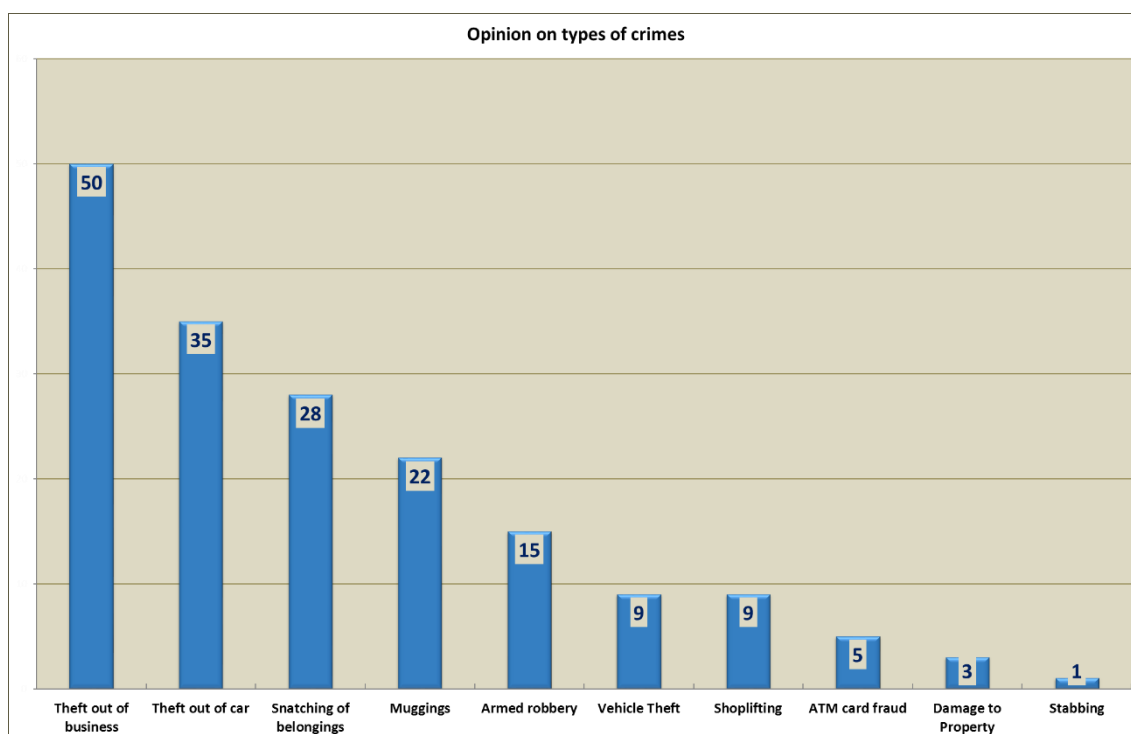


Figure 6 Experience of crime

Figure 6 illustrates the responses of the participants who answered "Yes". Theft, robbery and burglaries are mentioned more often and indicate that contact crimes and property related crime most frequently occur. 43% of the respondents indicated that the crimes took place between 08:00 and 16:00, and 35% indicated between 16:00 and 24:00 illustrating a tendency for crimes to be committed during the day and/or early evening.

Beyond their personal experiences participants were asked to identify the types of crime that occur most frequently in their area and were provided with a list of typical criminal activities. Participants were also given the opportunity to specify any activity not listed.

Figure 7 illustrates the various criminal activities highlighted in the questionnaire and the frequency that each activity was listed by the participants. Although these figures cannot be regarded as accurate crime statistics or empirical evidence of crime, it illustrates that theft from property, theft from motor vehicles, shoplifting and snatching of belongings occurs most often in the area.



**Figure 7 - Number of times that participants listed typical criminal activities**

Participants were also asked to identify the location where most crimes occur. Table 1 lists the various locations and the frequency these were listed as locations of criminal activity.

**Table 1 Listed criminal activity locations**

Location	Frequency	Location	Frequency
Connaught Road	14	Market Road	1
Parow station	10	McGreggor Street	1
Beaconvale Area	8	Van Der Stel Street	1
Tredoux Street	5	Riebeek Road	1
Jan Smuts Drive	4	Rissik Street	1
Riley Road	3	Scrap yard	1
Brentford Road	2	Selsdon Road	1
Linton Close	2	Van Der Stel	1
Glenhurst Street	1		

Participants further indicated that crimes take place at various hours of the day but most indicated that they perceive crime to take place during the day and early evenings from 08:00 until 24:00.

Questions 12, 13 and 14 focussed on the use of public transport, especially busses, trains and taxis.

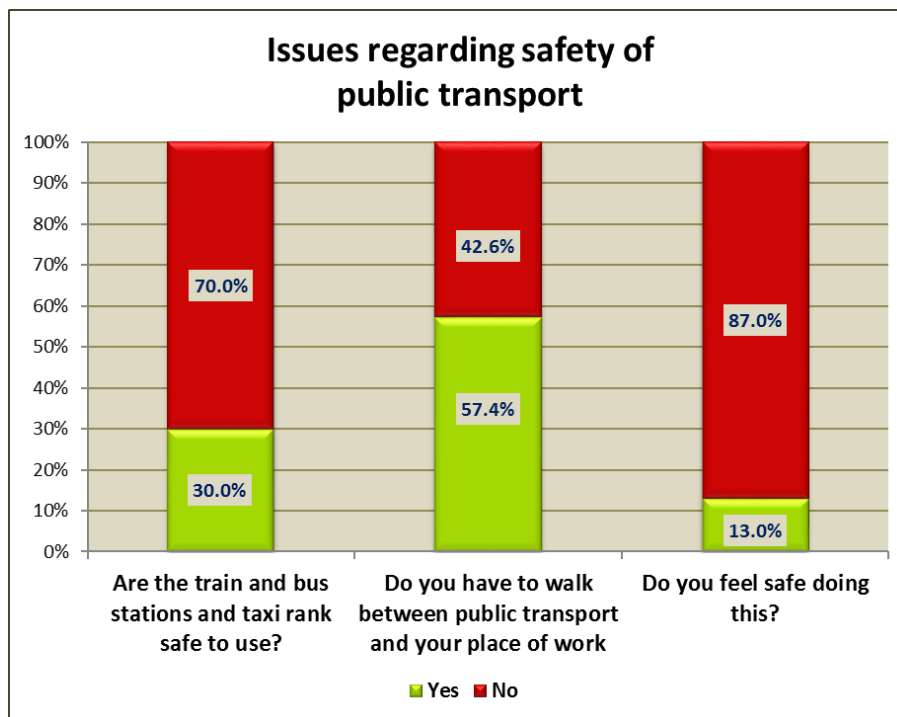


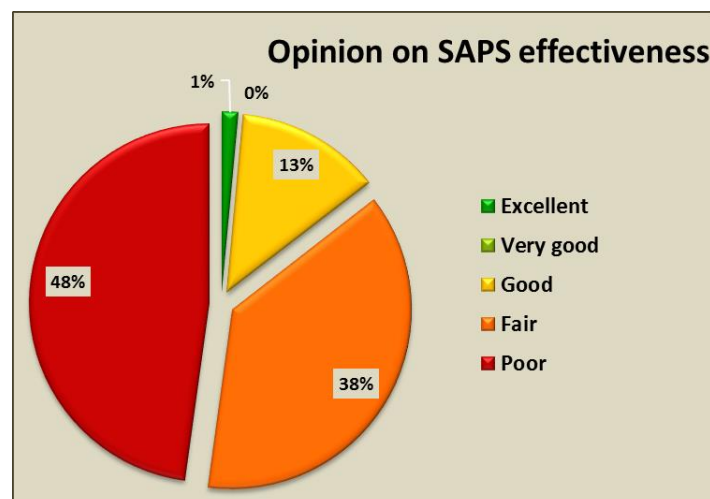
Figure 8 Perception of safety of public transport

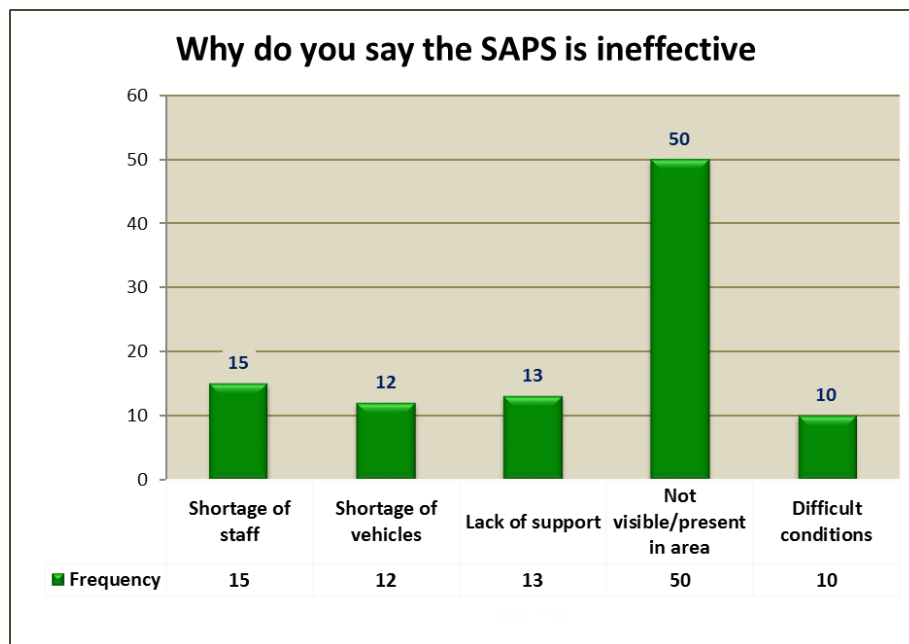
It is accepted that not all the respondents utilise public transport. Respondents who do utilise public transport were asked to indicate whether they feel that the taxis, busses and train stations are safe to use. 70% of participants felt that public transport is unsafe. A number of participants indicated that they have to walk between their place of work and available public transport. 87% of these participants did not feel safe doing so (See Figure 8).

Participants were asked to express their opinion regarding the effectiveness of current policing efforts. 48% indicated that current efforts are poor. Only 13% has the opinion that the local SAPS service is good. This is illustrated in the graph shown in Figure 9.

Some of the comments listed regarding the opinion on SAPS effectiveness (ineffectiveness) include:

- Delayed response
- in 16 years I have never had police patrols people dump rubbish in broad daylight
- None existent
- Visible policing is absent



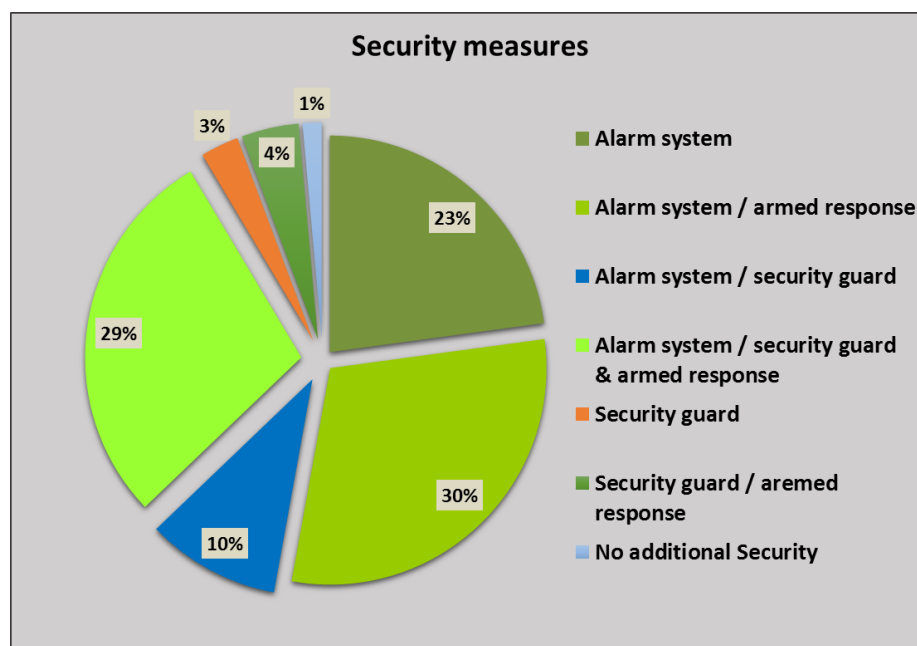


**Figure 9 Opinion on SAPS effectiveness**

As illustrated in Figure 9 participants indicated that the lack of visibility and presence of the SAPS in the area is the single biggest factor for their perception of SAPS ineffectiveness.

The last part of the section on safety and security dealt with the actions by property owners or businesses to ensure their own security. Participants were asked to indicate if they have private security such as a personal alarm system and/or armed response.

99% of the participants indicated that they have some form of safety and security in place (See Figure 10). 68% of respondents indicated that they would prefer any additional security services to be 24 hours per day while only 18% indicated that they would prefer additional security services from 07:00 in the morning until 19:00 at night.



**Figure 10 Personal security measures**

It would seem that the overall security in the Beaconvale area is dominated by property related and personal crime and that many of the problems occur during the day and early evening. The retailers and businesses are

more vulnerable to crime related to robbery, shoplifting and snatching of handbags etc. which coincides with activities during business hours. Clearly there is a problem with the vulnerability of property at night as well.

## Section 2 - Litter and cleanliness

Section two of the survey asked participants for their opinion on litter and cleanliness. The opinion of people regarding litter and cleanliness can be very subjective and difficult to measure. The responses should be regarded as observations by the participants although it can be argued that the responses are based on people's desire for their area compared to the current situation. Overall, most participants regard the general state of cleanliness as poor (42%) to fair (34%) while only 20% regarded it as good. (See Figure 11).

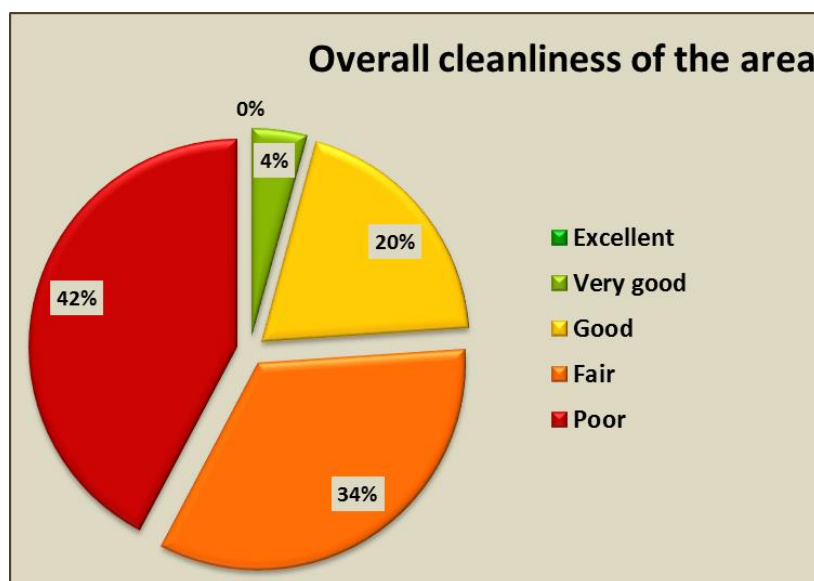


Figure 11 Overall opinion of cleanliness of the area

Figures 12 and 13 illustrate a summary of the opinions regarding litter and cleanliness. Litter in the public areas seem to be a general problem according to the survey participants. In some cases it is the opinion that there are insufficient public litter bins. It would seem that general refuse removal does not present a problem in the area.

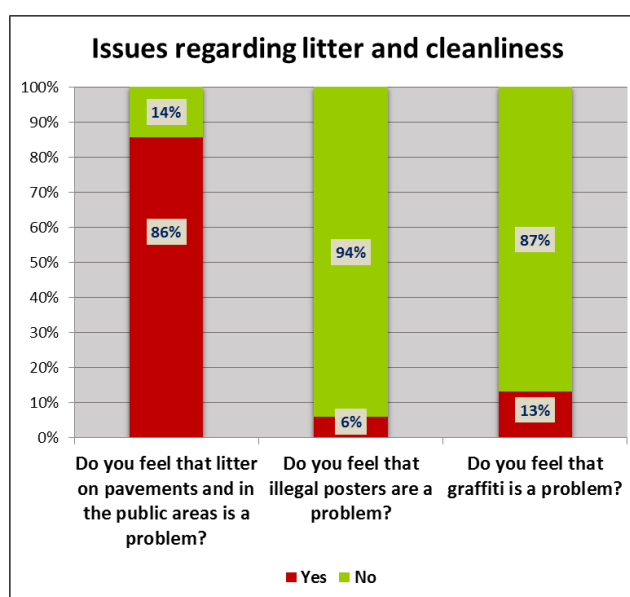


Figure 12 Opinion on litter and cleanliness

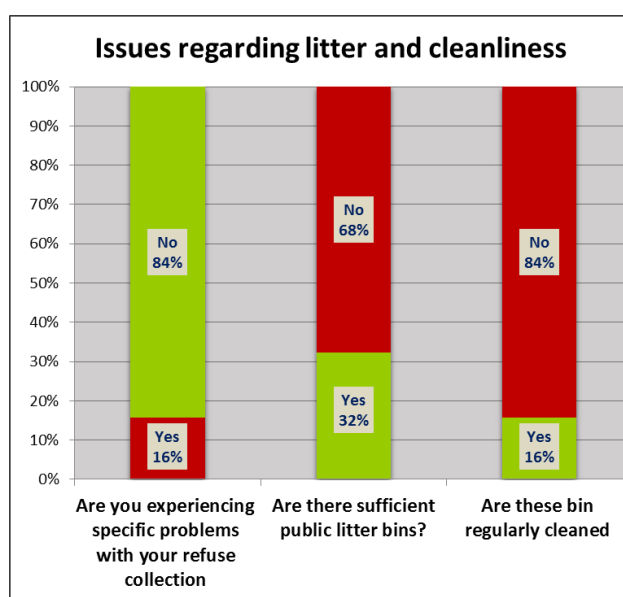


Figure 13 Opinion on litter and cleanliness

Figures 14 to 19 illustrate issues of littering in the public areas which seems to occur frequently in the area. 86% of the survey respondents indicated that litter on pavements and in public places is a problem and it seems to be problematic in most areas.



**Figure 14 Litter on sidewalks and in street**



**Figure 15 Litter in public open space**



**Figure 16 Litter left by vagrants on sidewalks**



**Figure 17 Litter on vacant land**



**Figure 18 Litter on the sidewalks**



**Figure 19 Litter on the sidewalks**

Only 11% of survey participants indicated that there is a problem with graffiti in the Beaconvale area and only 12% regarded illegal posters and advertising as a problem. The photographic survey found numerous incidents of graffiti and illegal public posters in the area as illustrated in Figures 20 to 23. Most of the graffiti can be categorised as “tagging” and most often it defaces public infrastructure.



Figure 20 Graffiti on a building



Figure 21 Graffiti



Figure 22 Illegal Posters on public infrastructure



Figure 23 Illegal Posters on public infrastructure

Table 2 lists the places and the frequency that they were mentioned as locations of littering.

Table 2 Where is litter a problem

Location	Frequency
Connaught Road	8
All over	5
Open fields and vacant land	5
Beacon Way	4
Tredoux	4
Riley Road	3
Jan Smuts Drive	3
Station Areas	2
Dumping on premises, near scrap metal dealer	2
Vrede Street	2
Linton Close	2
Brentford Road	1
Corners, dead end streets	1
Riebeek Road	1
Selsdon Road	1
Van Der Stel Road	1

Two specific cleaning issues were surveyed separately. This relates to illegal dumping and bin picking.

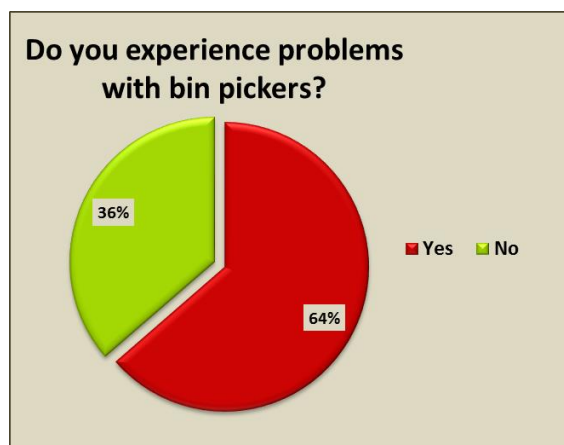


Figure 24 Problems with bin picking?

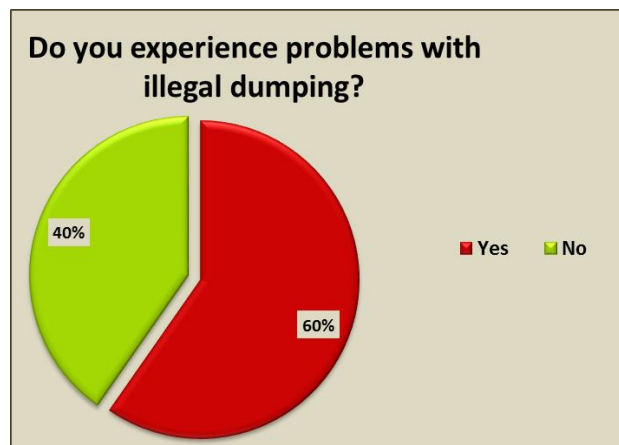


Figure 25 Perception on illegal dumping

60% of respondents highlighted illegal dumping as an issue (Figure 24). Most of the participants that indicated that this is a problem also indicated where the most illegal dumping takes place. Vacant land areas, sidewalks and side streets are frequently mentioned as locations for illegal dumping. General household waste, building rubble and packaging material are the most common types of waste illegally dumped. The photographic survey found extensive evidence of illegal dumping as shown in Figures 26 to 29.



Figure 26 Illegal dumping of builder's rubble

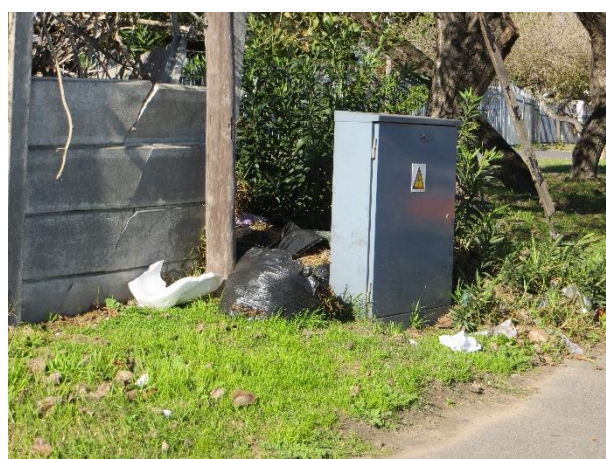


Figure 27 Illegal dumping of garden refuse



Figure 28 Illegal dumping of mixed waste



Figure 29 Illegal dumping household waste

Bin picking is mostly associated with the presence of homeless and unemployed people that frequent the area, especially on refuse collection days, to find food and recyclable materials from refuse bins. Sadly, this practice also results in additional littering when bin pickers sort the waste on sidewalks leaving the area littered and dirty. Significant numbers of homeless people and bin pickers were found in the area during the photographic survey and support the claim of 64% of the respondents who indicated problems associated with bin picking. Figures 30 to 33 illustrate the issue of bin picking and associated littering.



**Figure 30 Bin pickers sorting waste on sidewalks**



**Figure 31 Bin pickers leaving waste on sidewalks**



**Figure 32 Bin pickers burn scrap and cables in the area**



**Figure 33 Bin pickers strip cables in the area**

The need for waste recycling clearly exists in the area. 80% of all participants indicated that there is a need for recycling. Figure 34 illustrates the types of recycling that respondents indicated as important and the frequency that it was listed.

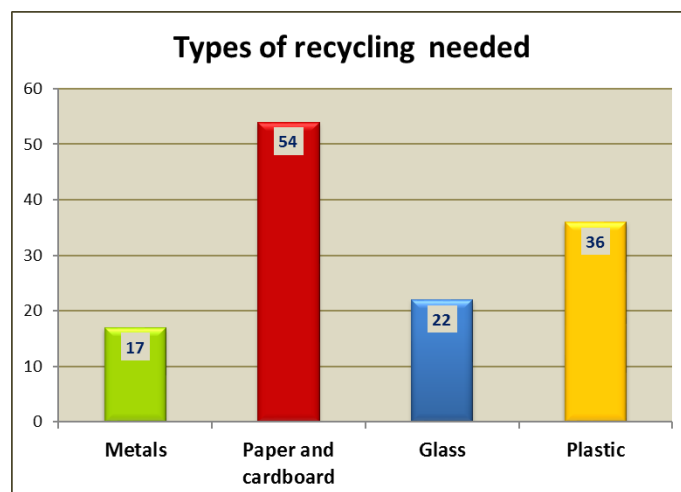


Figure 34 Types of recycling listed

### Section 3 - Lighting and traffic

The third section of the survey sought the opinion of participants regarding the lighting of streets and pavements and the standards of traffic signs and road markings. Fifty-six percent (56%) of the participants regarded the street lighting as insufficient.

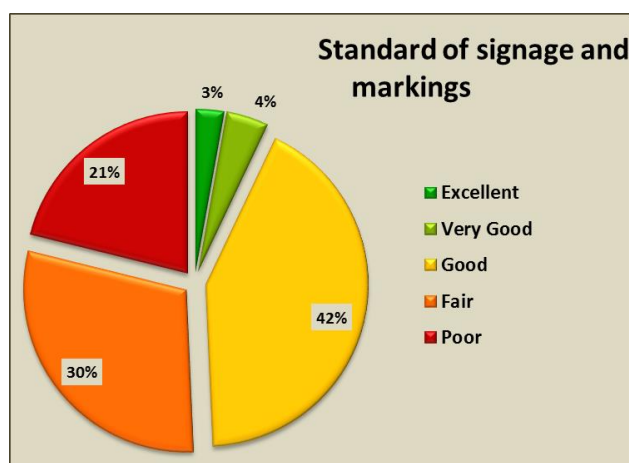


Figure 35 Standard of signage and markings

49% of the participants regarded the standard of street signage and markings as good to excellent while 51% regarded it as of a fair to poor standard (See Figure 35). As shown in the images below the road markings and signs in parts of the area is in a very poor state.





## Section 4 - The public environment

The fourth section of the survey collected opinions regarding the public environment, especially the participants' opinion regarding the maintenance and safety of pavements and the general state of public spaces and other public amenities. Participants were asked to provide an overall rating of the public environment. As illustrated in Figure 36, 61% of the participants rated the overall quality of the public environment as fair to poor.

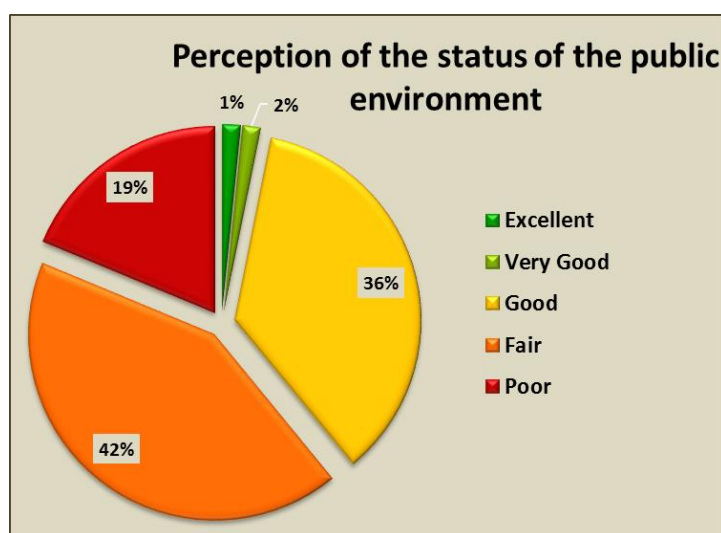
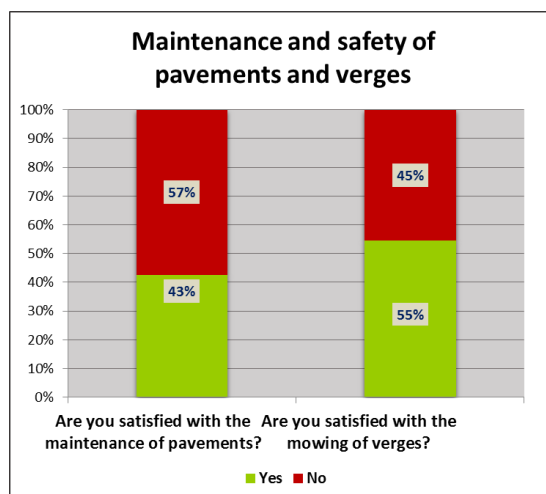


Figure 36 Rating of the overall public environment

In general, the public areas in Beaconvale are not well maintained and not very clean. General disrepair of landscaping and sidewalks is visible in many areas. There are very few if any public areas that offer attractive locations for the workers and visitors of the area. This includes a lack of public seating and improved amenities such as maintained sidewalks (See Figure 37). Figure 36 and 37 illustrates the responses received and shows that 73% of participants have a very negative perception of the public environment and 57% of participants are not satisfied with the maintenance of the pavements in the area.



**Figure 37 Maintenance and safety of pavements**

Figures 38 to 41 illustrate the findings of the photographic survey. The photo results support the perception of the respondents. It can be noted that the sidewalks and other areas are considered poor in terms of surface and safety.



**Figure 38 Poor sidewalks in some streets**



**Figure 39 Poor sidewalk surface**



**Figure 40 Poor sidewalk surface**



**Figure 41 Rubbish on sidewalk with people forced to walk in the road**

In general, some parts of the public environment can be described as “in distress” with some elements suffering from neglect and general deterioration. These elements include street furniture such as public signage and items such as roads and sidewalks and litter bins.

Participants were asked to rate the maintenance of infrastructure such as water supply, storm water drains and street gutters. 74% of respondents indicated dissatisfaction with the maintenance of this type of infrastructure rating the maintenance as poor. The photographic survey captured locations of poor infrastructure maintenance in some of the streets in the Beaconvale area (see Figures 42 to 44).



**Figure 42 Storm water drains are blocked or completely absent due to poor road maintenance**



**Figure 43 Some sidewalks are overgrown with weeds**



**Figure 44 Some road surfaces, kerbs and gutters are badly maintained**

76% of respondents indicated dissatisfaction with the maintenance of this road in the area noting the road conditions as average to poor. The photographic survey captured locations of poor road surfaces throughout the area and noted incidents where large vehicles were destroying the kerbs and manholes.



**Figure 45 Poor road surfaces**



**Figure 46 Large vehicles simply destroy the kerbs and infrastructure**

## Section 5 - Social environment

### Social issues

The fifth section of the detailed survey focussed on the social environment. Most areas experience a level of homelessness with vagrants using the opportunities to beg for food and money. Homeless people often utilise **public areas** such as parks and alleyways for shelter and congregate on areas of potential income such as parking areas, traffic signals and shopping malls. Homelessness seems to be a problem everywhere in the area. This becomes more evident in the fact that 58% of participants perceive homelessness as a problem. If this is considered along with the fact that Beaconvale has many public open areas and places where homeless people can congregate and more opportunities for begging, this perception is quite valid. Figure 47 illustrates this difference in opinion clearly.

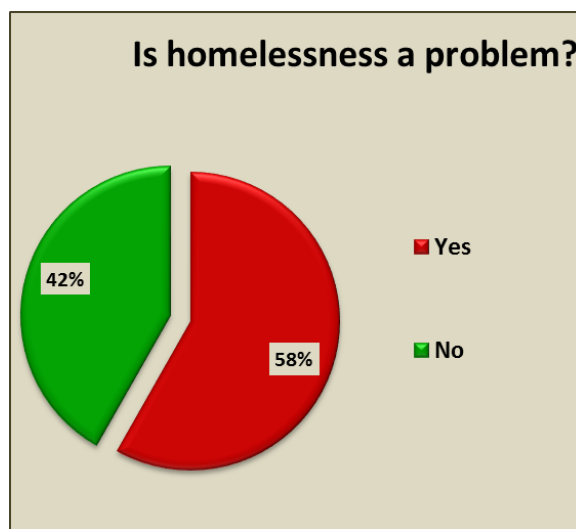


Figure 47 Perception of homelessness in the Beaconvale area

Participants were asked to identify the issues associated with homeless people in the area. The most frequently identified issues in the area in order of priority is loitering, begging, bin picking and theft as shown in Figure 48 below.

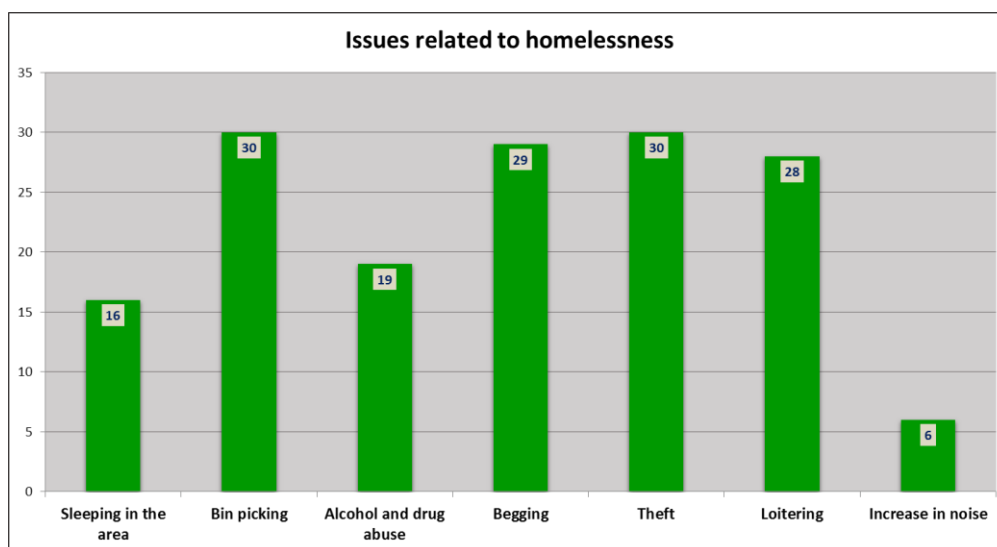


Figure 48 Issues related to homelessness and the social environment

Participants to the survey indicated various locations and public areas, especially around the shops as locations frequently used by homeless people. Table 3 lists the locations frequented by homeless people. Figures 49 to 52 illustrate the typical activities of homeless people in the area.

**Table 3 Location frequented by homeless people**

Location	Count
Connaught Road	7
Parow station	5
Spar	4
All over in Beaconvale	4
Mark Street	4
At the canal and railway lines	1
Beaconway vlel area behind Beacon park	1
Brentford Road	1
Tredoux Street	1

**Figure 49 Homeless people in the area****Figure 50 Homeless person – bin picking****Figure 51 Homeless person with stolen shopping trolley****Figure 52 Homeless person breaking up public infrastructure for metal**

## Section 6 - Marketing of Beaconvale

Survey participants were asked if it would be useful to have events in order to improve business opportunities in Beaconvale. 67% of respondents answered yes and supported the idea. Most supported the idea of promoting business in the area. Participants were asked to indicate what type of events they would prefer and support. Some of the ideas included:

- Educating people
- Feeding schemes
- Newsletter to 'keep it local'
- Perhaps, bins with business advert or on certain structures

## Ranking the priorities for Beaconvale

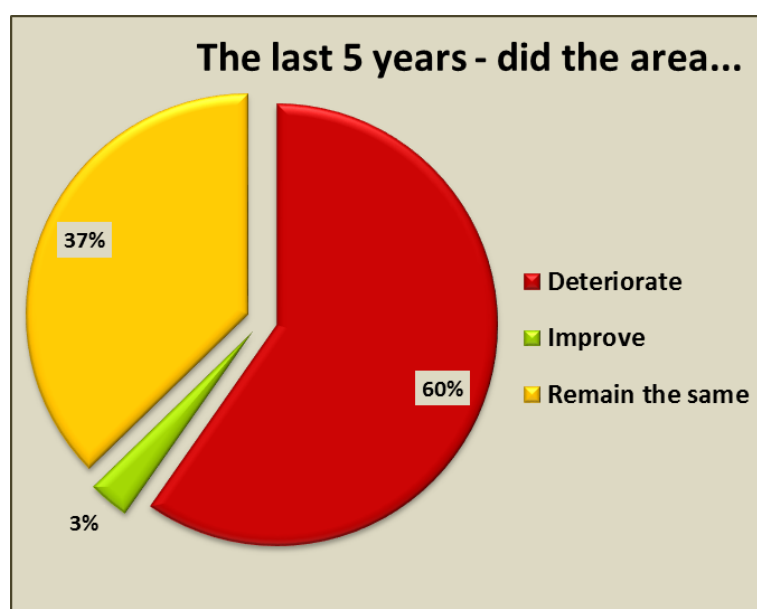
This survey element of the questionnaire concluded with an opportunity for participants to rank each of the seven general themes of the survey in terms of its importance (See Table 4). As shown in Table 4, 93% of the respondents that responded ranked safety and security as the most important issue. Litter and cleanliness was selected as the second highest priority in Beaconvale. Road and street signage were ranked as the third highest priority in the area but the maintenance of public spaces and streets and social issues such as vagrancy and begging ranked lower but also highlighted their importance.

**Table 4 Ranking of priorities for Beaconvale**

Service delivery category	Most important	2nd most important	3rd most important
Safety and security (including lighting)	93% selected		
Litter and cleanliness		69% selected	
Road and street signage			39% selected
Maintenance of public spaces			16% selected
Social issues such as vagrancy and begging			16% selected
Marketing of the area			

Respondents' predisposition towards the establishment of an Improvement District was tested by asking participants if they would be prepared to pay a top-up levy on their rates bill for more and improved municipal services and public security in the area. Overall, 65 respondents answered the question. 40% are prepared to pay an additional rate.

Both the main survey participants as well as the shopper and user survey respondents were asked to indicate their opinion on the change in the status of the area over the last five years. 60% of the respondents indicated that the area has deteriorated. Only 3% indicated that it has improved. See Figure 53.



**Figure 53 Status of the area over last 5 years**

- A lot of crime
- All of the above
- Business owners try their best to improve & secure but the scrap yard is a huge problem & the non-support from council.
- Crime appears to have increased

- Crime increased
- Increase in homeless
- It became more unsafe
- It has become a dumping area
- More theft, cleanliness, littering, bin picking, etc.
- More theft, lights still out
- Mugging, vagrants, beggars, untidiness, aesthetics of some businesses, loitering, etc.
- No changes to infrastructure and marketing
- No control & police absent. Taxi's ignore all traffic laws etc,etc,etc.
- No maintenance
- No support
- No visible policing & no visible municipal services.
- Other areas have SRA's - vagrants coming to Beaconvale
- Parow station - filthy
- Parow used to be upmarket, value dropped.
- Public spaces not maintained
- Road conditions are bad lots of theft.
- The Beaconvale Industrial area has been stagnant for many and various reasons, the proof is in the way the area looks and the crime it attracts. We see this initiative promising and beneficial to Olympia Paints, and for this fact we have taken time to complete this survey, in hopes that action will take place to the information given to you.
- Theft and filth has taken over
- Too many beggars and theft
- Too many homeless people & too many drug smugglers & abusers.

## General Comments

All participants were given the opportunity to express their concerns by providing specific comments at the end of the survey form. These comments were as far as possible captured directly as they were provided with due consideration of grammar and spelling where possible. However, details of the comments were not changed in any manner and in **most cases captured with obvious errors**. Table 5 lists some of the responses received.

**Table 5 Comments and responses received**

General Comments & Suggestions
Drain lid improvement ASAP!
Everybody should do what they are paid to do.
I have worked here twice in the last 4 years and burglary has taken place at least + - 9 times in my building. This excludes the burglaries that occurred before my time with the company.
Litter & dumping increased
Measures to be put in place - to stop crime within the Industrial Area.
Municipality must come up with a plan to assist business owners - ratepayers on improving the whole situation. Beaconvale has always been a prime area.
Not prepared to pay a top-up as I feel all mentioned in No.53 - should be covered as rates & taxes are already paid for this on our CCT account.
Safety is a huge issue. This needs to be addressed URGENTLY.
Secure corner!! - people use this as means to get to the other side.
The area is extremely unsafe. I have customers mugged on a regular basis. I've had 2 armed robberies in the time that I've been here. My street is never cleaned & I don't have a bin for waste. There is NO police presence. ADT costs me R800pm. So NO I don't feel that i should pay more. I am already paying & getting nothing for it. I clean my own street.

The scrap yard attracts and encourages break ins and loitering. They also operate in the road. Very dirty and noisy area, also causes vehicle punctures - metal sharp in road.
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We need to get rid of all the vagrants that are involved in metal theft. This is a huge problem as they steal anything that they can get and sell to scrap metal dealers.
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## Conclusion

The survey was conducted over a period of two weeks in June 2016. From the responses received it would seem that some participants are aware of crime, concerned about crime or have been directly affected by crime. However, crime seems to be focussed on property related crimes and it is perceived that most crimes are committed during the day and early evenings.

Clearly, the management of the public environment is important to those who own property or businesses in the area and the need for urban management, safety and general improvement of the area seems a high priority to most survey respondents. Although problems of safety and some deterioration of the Beaconvale infrastructure are evident some participants are positive that an intervention could improve the area. The area also has distinct social problems which are highlighted frequently.

A proper level of intervention through coordinated management of the area will no doubt maintain and improve the existing infrastructure. It may also contribute to ensure the future viability of the area as an industrial district, but failing such interventions the area seem to be degrading. The problems and issues of the area can be addressed through a number of formal and/or civic mechanisms which may include the formation of an SRA.