



URBAN MANAGEMENT SURVEY PROPOSED ATLANTIS INDUSTRIAL IMPROVEMENT DISTRICT

Name and Surname:
Name of Business:
Physical address of business:
Telephone:
Email:
Are you a: <input type="checkbox"/> Business owner renting the business property <input type="checkbox"/> Business owner that owns the business property <input type="checkbox"/> Other: _____

Please note: The steering committee will keep your personal information confidential. Without written consent, disclosure to third parties will be limited to the application procedures prescribed by the City of Cape Town.

A. Information about your business

1. What period have you been operating your business in the Atlantis Industrial Area?

- Less than a year 1-3 years 4-10 years
 11-20 years more than 20 years

B. Overall perception of the area

2. What is your overall image of the area? Select one of each of the following statements.

- Clean OR Dirty
 Unsafe OR Safe
 Attractive OR Unattractive
 Not welcoming OR Welcoming

3. What is your overall impression of municipal service delivery in the Atlantis Industrial Area?

- Excellent Very good Good Fair Poor

C. Safety and security

4. How would you rate the overall security situation in the Atlantis Industrial Area?

- Excellent Very good Good Fair Poor

5. How do you rate the safety at the access points to the Atlantis Industrial?

Excellent Very good Good Fair Poor

6. Have you or someone close to you been a victim of crime in Atlantis recently? Yes No

7. If Yes in Q6, please provide information on nature of crime, time and location:

What type of crime: _____ where: _____

What time of the day 08h00-16h00 16h00-24h00 24h00-08h00

8. Do you have private security such as an alarm system and/or armed response?

alarm system security guard armed response no additional security

9. What types of crime occur most frequently in your area?

Theft out of Business Theft out of car Armed robbery Muggings
 Snatching of belongings Vehicle theft Damage to Property Shoplifting
 Other _____

10. In your opinion, where do most of these crimes occur in the Atlantis Industrial Area?

Please specify location(s): _____

11. At what times do these crimes mostly occur? 08h00-16h00 16h00-24h00 24h00-08h00

12. Are the bus stations and taxi ranks safe to use? Yes No

13. Do you or your staff have to walk between the bus station or taxi rank and your place of work?

Yes No

14. If yes – do you or your staff feel safe doing this? Yes No

15. Vast tracks of vacant land is overgrown with alien vegetation. Does this present a security risk to the area?

Yes No

16. If you answered yes on question 15 – please tell us what risks exist _____

17. How would you rate the current effectiveness of policing efforts?

Excellent Good Fair Poor

18. If your answer to question 17 is *Fair* or *Poor*, why do you say that? Click all that is relevant.

- Shortage of staff
- Shortage of vehicles
- Lack of support
- Not visible/present in the area
- Difficult conditions such as poor lighting
- Other (specify) _____

19. When should additional non-SAPS public security services be available?

- 24 Hours per day Or 07:00 – 19:00 07:00 – 24:00 19:00 – 07:00

D. Cleanliness and litter

20. How would you rate the overall cleanliness of the Atlantis Industrial Area?

- Excellent Good Fair Poor

21. Do you feel that litter in public areas is a problem? Yes No

22. If Yes in Q21, please specify the problem areas:

23. Do you feel that illegal posters or advertising are a problem in this area? Yes No

24. If Yes in Q20, please specify the problem areas:

25. Do you feel that graffiti is a problem? Yes No

26. If Yes in Q22, please specify the problem areas:

27. Are there sufficient public litter bins provided in the area? Yes No

28. Are these bins regularly cleaned so as not to cause a problem or an eyesore? Yes No

29. Are you experiencing specific problems with your refuse collection service? Yes No

30. If Yes in Q29, what are these problems?

- Late collection damaged bin mess left behind by refuse removal staff.
 Increased noise levels obnoxious behaviour by refuse removal staff

31. Are you experiencing specific problems with bin pickers? Yes No

32. Do you feel that illegal dumping is a problem? Yes No

33. If Yes in Q32, please specify where illegal dumping occurs (location):

34. What type of waste is mostly dumped illegally?

- General household waste builder's rubble garden waste
 Tyres animal carcasses medical waste
 Chemicals packaging material other

35. Is there a need for recycling or a recycling initiative in the area? Yes No

36. What type of recycling is mostly required?

- Metals paper and cardboard glass
 Plastic Other

37. Would you like a separate waste recycle bin/bins? Yes No

E. Lighting and Signage

38. How would you rate the overall standard of traffic and road signage, street names, and road markings?

- Excellent Good Fair Poor

39. Is the street and pavement lighting sufficient? Yes No

F. Sidewalks, Roads and Infrastructure

40. How would you rate the overall condition and sidewalks and public areas in general?

- Excellent Good Fair Poor

41. In your opinion, is there a need for formal walkways and public open spaces such as parks in the Atlantis Industrial Area

- Yes – We need formalised walkways on pavements.
 No – we do not need walkways.
 Yes – we need open spaces such as parks.
 No – we do not need open spaces such as parks.

42. Are you satisfied with the maintenance and safety of pavements? Yes No

43. Are you satisfied with the mowing of verges? Yes No

44. How would you rate the maintenance of infrastructure such as stormwater drains and street gutters?

- Excellent Very Good Good Fair Poor

45. How would you rate the quality and maintenance of the roads in the Atlantis Industrial Area?

- Excellent Very Good Good Average Poor

Comments: _____

G. Social issues

46. Is unemployment problem in the Atlantis Industrial Area? Yes No

47. If “Yes” to Q46, please indicate how unemployment affects Atlantis?

- Loitering Begging Theft
 Alcohol and drug abuse Bin picking
 Other _____

48. Are drugs a problem in the Atlantis Industrial Area? Yes No

H. Marketing of The Atlantis Industrial Area

49. In your opinion, would it be useful to have events to promote business in the Atlantis Industrial Area?
 Yes No

50. If "Yes" to Q49, what kind of events?

- Business promotions
- Other suggestions: _____

51. Please indicate which of the following is the most important priority from a service delivery point of view, which is the second most important and the third most important.

Service delivery category	Most important Tick ONE	2 nd most important Tick ONE	3 rd most important Tick ONE
A. Safety and security (including lighting)			
B. Litter and cleanliness			
C. Road and street signage			
D. Maintenance of public spaces			
E. Social issues such as unemployment			
F. Marketing of the Atlantis Industrial Area			

I. Additional rates towards improved services in the Atlantis Industrial Area

52. Would you be prepared to pay additional rates as part of your municipal account for supplementary and improved municipal services and public safety in the Atlantis Industrial Area?

- Yes No

If Yes, please specify how much extra you feel is reasonable: _____

53. In your opinion has the condition of this area changed in the last 5 years? Did it ...

- Improve remain the same deteriorate.

Why? _____

General comments and suggestions
