MCCID
MILNERTON CENTRAL
CITY IMPROVEMENT DISTRICT

Milnerton Central CID Steering Committee
milnertoncentralcid.co.za
info@milnertoncentralcid.co.za

CID: Urban Management Survey

Milnerton Central · For the 2026/7 submission period

Milnerton Central CID: Have Your Say

Help shape a safer, cleaner, better-managed Milnerton Central.

This Urban Management Survey will help identify community needs and priorities, from safety and infrastructure to environmental and social issues. Your feedback will help inform the priorities and potential business plan for the proposed Milnerton Central City Improvement District (CID).

Please note:

- **This is not a vote.** The survey is intended to understand community needs and priorities.
- **Your responses are confidential** and will be used for planning purposes only.
- **Results will be reported in aggregate.** Responses are matched to properties to prevent duplicate submissions and ensure accurate area representation.
- **One response per owner.** Please complete the survey once, even if you own more than one property in the area.

Takes approximately 10–15 minutes. Questions or want to know more? Visit milnertoncentralcid.co.za

Completing on paper? Please use a pen and write clearly in block capitals. Mark one oval ◯ or tick the boxes ☐ that apply, and follow any → **Skip to** instruction shown under your answer.

Your Details

Section 1 of 16

*Please provide the following details for verification purposes. Questions marked * are required in the online form.*

Full name *

e.g. John Smith

Telephone number

Optional. Email is our primary contact method.

Property address *

Please use the address as shown on your municipal rates account, where possible.

ERF number

If known. This is the fastest way for us to match your response to your property.

Email address *

We'll use this to send you a confirmation and any updates you've opted into.

Returning your completed form

Scan and email it to info@milnertoncentralcid.co.za

or

Drop it off at Milnerton Library, 81 Pienaar Road, Milnerton

Status
Section 2 of 16

1. What is your status in the area? * *Mark only one oval.*
Select the option that best describes you. If you selected a business category, we'll ask one quick follow-up about your business type.

- ◯ Property owner (Residential)
- ◯ Property owner (Business) → *Go to Q2*
- ◯ Managing agent/body corporate representative
- ◯ Visitor
- ◯ Other: _____
- ◯ Tenant (Residential)
- ◯ Tenant (Business) → *Go to Q2*
- ◯ Work in the area

→ *All other answers: skip to Q3 (page 2)*

Business type
Section 3 of 16

↳ Answer this section only if you selected **Property owner (Business)** or **Tenant (Business)** at Q1. Otherwise, skip to Q3 (page 2).

2. What best describes your business? *
Mark only one oval.
Only if Q1 includes a business category.

- ◯ Retail
- ◯ Hospitality/food & beverage
- ◯ Office/professional services
- ◯ Light industrial/warehousing
- ◯ Prefer not to say
- ◯ Other: _____

Demographics
Section 4 of 16

3. Age bracket * *Mark only one oval.*

- ◯ 18–30
- ◯ 31–50
- ◯ 51–70
- ◯ 70+
- ◯ Prefer not to say

4. Gender * *Mark only one oval.*
This helps us understand differences in safety perceptions across groups.

- ◯ Male
- ◯ Female
- ◯ Other
- ◯ Prefer not to say

5. How long have you lived or worked in the area? * *Mark only one oval.*

- ◯ Less than 1 year
- ◯ 1–10 years
- ◯ 11–19 years
- ◯ 20+ years

Public Safety
Section 5 of 16

6. How safe do you feel at home or at work in the area during the day? * *Mark only one oval.*

- ◯ Very safe
- ◯ Fairly safe
- ◯ Neither safe nor unsafe
- ◯ Fairly unsafe
- ◯ Very unsafe
- ◯ Don't know / not applicable

7. How safe do you feel at home or at work in the area during the night? *
Mark only one oval.

- ◯ Very safe
- ◯ Fairly safe
- ◯ Neither safe nor unsafe
- ◯ Fairly unsafe
- ◯ Very unsafe
- ◯ Don't know / not applicable

8. How safe do you feel in public open spaces and streets during the day? *
Mark only one oval.

- ◯ Very safe
- ◯ Fairly safe
- ◯ Neither safe nor unsafe
- ◯ Fairly unsafe
- ◯ Very unsafe
- ◯ Don't know / not applicable

9. How safe do you feel in public open spaces and streets at night? * *Mark only one oval.*

- ◯ Very safe
- ◯ Fairly safe
- ◯ Neither safe nor unsafe
- ◯ Fairly unsafe
- ◯ Very unsafe
- ◯ Don't know / not applicable

10. Have you or any member of your household experienced any of the following incidents in the past five years in the area? *
Select all that apply. If none happened to you or your household, select 'None experienced'.

- [ ] Burglary (no contact with perpetrator)
- [ ] Robbery (contact with perpetrator)
- [ ] Mugging / street crime
- [ ] Theft from vehicle
- [ ] Car jamming
- [ ] None experienced
- [ ] Other: _____

11. Were incident(s) reported to and a case opened at Milnerton SAPS? *
Mark only one oval.
SAPS = South African Police Service.

- ◯ Yes
- ◯ No
- ◯ None experienced / not applicable

12. Do you believe there is a common time when crime occurs in Milnerton Central? *
If you believe crime tends to happen at particular times, select all that apply. If you're unsure, select 'Don't know'

- [ ] All the time
- [ ] Early morning
- [ ] Working hours
- [ ] Late afternoon
- [ ] Evening
- [ ] Night
- [ ] Don't know

13. Are you aware of how SAPS allocates patrol resources within a policing precinct? *
Mark only one oval.
SAPS resource allocation can be influenced by reported incident volumes. This question is about your existing awareness only — it is not asking whether you agree with this approach.

- ◯ Yes
- ◯ No
- ◯ Not sure

14. Do you know of any of the following additional security measures in your street? * *Select all that apply.*

- [ ] Private cameras
- [ ] Public cameras
- [ ] Security lighting
- [ ] Other: _____
- [ ] Guard
- [ ] Restricted access
- [ ] None

15. How much of a priority is increased visible security patrolling for you in Milnerton Central? * *Mark only one oval.*
This asks about a possible future CID service, not a confirmed one.

- ◯ Very high priority
- ◯ High priority
- ◯ Medium priority
- ◯ Low priority
- ◯ Not a priority
- ◯ Don't know

16. To what extent would you support the use of CCTV cameras in public spaces in Milnerton Central as a possible safety measure? *
Mark only one oval.
This asks about a possible future measure — it does not assume CCTV will be installed.

- ◯ Strongly support
- ◯ Support
- ◯ Neutral
- ◯ Oppose
- ◯ Strongly oppose
- ◯ Don't know

17. Which type(s) of crime, if any, do you believe are the biggest problem in Milnerton Central? * *Select up to three.*

- [ ] Contact crime (mugging, armed robbery)
- [ ] Theft from vehicle
- [ ] Pickpocketing
- [ ] Public drug abuse
- [ ] Drug dealing
- [ ] Public disorder
- [ ] Non-contact crime (burglary)
- [ ] None — I don't consider crime a significant problem
- [ ] Other: _____

18. Which type(s) of municipal by-law breach, if any, do you believe is the biggest problem? * *Select up to three.*

- [ ] Alcohol / drug use in public
- [ ] Dogs unleashed and dog fouling
- [ ] Illegal dumping
- [ ] Illegal structures
- [ ] Illegal fires
- [ ] Malicious damage to property
- [ ] Noise / light pollution
- [ ] Illegal land use (e.g. boarding houses)
- [ ] Trespassing
- [ ] Traffic offences (speeding, red-light jumping)
- [ ] None — I don't consider by-law breaches a significant problem
- [ ] Other: _____

19. Do you have any other feedback or comments on public safety in Milnerton Central?

Cleanliness

Section 6 of 16

20. How would you rate the overall cleanliness of Milnerton Central? * *Mark only one oval.*

- ◯ Very good
- ◯ Good
- ◯ Neither good nor poor
- ◯ Poor
- ◯ Very poor
- ◯ Don't know

21. The City of Cape Town does a good job of keeping public spaces clean and tidy. *
Mark only one oval.

- ◯ Strongly agree
- ◯ Agree
- ◯ Neither agree nor disagree
- ◯ Disagree
- ◯ Strongly disagree
- ◯ Don't know

22. How much of a problem is litter in public areas in Milnerton Central? *
Mark only one oval.

- ◯ Major problem
- ◯ Moderate problem
- ◯ Minor problem
- ◯ Not a problem
- ◯ Don't know

23. Are there sufficient litter bins in Milnerton Central? * *Mark only one oval.*

◯ Yes ◯ No ◯ Don't know

24. Are public bins cleaned often enough? *
Mark only one oval.

◯ Yes ◯ No ◯ Don't know

25. Is illegal dumping a problem in Milnerton Central? * *Mark only one oval.*

- ◯ Major problem
- ◯ Moderate problem
- ◯ Minor problem
- ◯ Not a problem
- ◯ Don't know

26. How much of a problem is dog fouling in public areas in Milnerton Central? *
Mark only one oval.

- ◯ Major problem
- ◯ Moderate problem
- ◯ Minor problem
- ◯ Not a problem
- ◯ Don't know

27. Have you observed people going through household rubbish before or during collection days in your area? *
Mark only one oval.

- ◯ Yes
- ◯ No
- ◯ Don't know / not noticed

28. How often have you observed public urination or defecation in public spaces in Milnerton Central? * *Mark only one oval.*

- ◯ Often
- ◯ Sometimes
- ◯ Rarely
- ◯ Never
- ◯ Don't know / not noticed

29. Do you have any other feedback or comments on cleanliness in Milnerton Central?

Infrastructure
Section 7 of 16

30. Overall, how well do you think the City of Cape Town maintains public infrastructure in Milnerton Central (roads, pavements and stormwater drainage)? * *Mark only one oval.*
This is a general impression question — later questions ask about specific elements such as street lighting and parks.

- ◯ Very good
- ◯ Good
- ◯ Neither good nor poor
- ◯ Poor
- ◯ Very poor
- ◯ Don't know

31. Is street lighting adequate and reliable in the area? * *Mark only one oval.*

- ◯ Strongly agree
- ◯ Agree
- ◯ Neither agree or disagree
- ◯ Disagree
- ◯ Strongly disagree
- ◯ Don't know

32. How well maintained are public verges, edges, borders and street islands in Milnerton Central? * *Mark only one oval.*

- ◯ Exceptionally well maintained
- ◯ Well maintained
- ◯ Adequately maintained
- ◯ Poorly maintained
- ◯ Not maintained at all
- ◯ Don't know

33. Are public parks and walkways well maintained? * *Mark only one oval.*

- ◯ Exceptionally well maintained
- ◯ Well maintained
- ◯ Adequately maintained
- ◯ Poorly maintained
- ◯ Not maintained at all
- ◯ Don't know

34. Would you like to see improvements to parks (e.g. play equipment, outdoor gyms, access control)? * *Mark only one oval.*

- ◯ Yes
- ◯ No
- ◯ No opinion

35. Would you support additional traffic calming measures (e.g. speed bumps, raised intersections) in Milnerton Central? *
Mark only one oval.

- ◯ Yes
- ◯ No
- ◯ No opinion

36. Is street name signage adequate?
Mark only one oval.

- ◯ Yes
- ◯ No
- ◯ No opinion

37. How much of a problem is graffiti in Milnerton Central? * *Mark only one oval.*

- ◯ Major problem
- ◯ Moderate problem
- ◯ Minor problem
- ◯ Not a problem
- ◯ Don't know

38. Do you have any other feedback or comments on infrastructure in Milnerton Central?

Environmental Sustainability
Section 8 of 16

39. Do you recycle? If so, how? *
Select all that apply.

- ☐ Yes - City of Cape Town recycling pickups
- ☐ Yes - Private recycling pickups
- ☐ Yes - Recycling drop-off point
- ☐ No recycling

40. Would you like to see more indigenous plants or trees planted in Milnerton Central? * *Mark only one oval.*

- ◯ Yes
- ◯ No
- ◯ No opinion

41. What measures would you support to reduce the risk of fire in Milnerton Central? *
Select all that apply.

- [ ] Clearing invasive species
- [ ] Community education on fire prevention
- [ ] Engagement with volunteer fire organisations
- [ ] Not concerned about fire risks in the area

42. Do you have any other feedback or comments on environmental sustainability in Milnerton Central?

Social Responsibility
Section 9 of 16

43. Is homelessness a concern for you personally in Milnerton Central? *
Mark only one oval.

◯ Yes ◯ No ◯ Unsure

44. Are you aware of any community initiatives in Milnerton Central? * *Mark only one oval.*

◯ Yes, fully aware ◯ No
◯ Yes, somewhat aware

45. Would you support NGOs or community programmes to assist those experiencing homelessness or poverty in Milnerton Central? * *Mark only one oval.*

◯ Yes ◯ No ◯ Don't know

46. Do you have any other feedback or comments on social responsibility in Milnerton Central?

City Improvement District (CID)
Section 10 of 16

47. Are you familiar with the concept of a City Improvement District? * *Mark only one oval.*

◯ Yes ◯ Somewhat ◯ No

48. Are you aware that a CID can only be formed if more than 60% of property owners vote in favour of a proposed business plan? * *Mark only one oval.*

◯ Yes ◯ No

49. Are you aware that a CID is run as a registered non-profit company in partnership with the City of Cape Town, which closely oversees its operations and finances? * *Mark only one oval.*

◯ Yes ◯ No

50. Are you aware that once a CID is established, all property owners within the boundary are required to contribute the additional levy (except those with rates rebate arrangements)? * *Mark only one oval.*

◯ Yes ◯ No

51. In principle, would you support the establishment of a CID for Milnerton Central? (this is not an official vote) *

Mark only one oval.

This helps the steering committee understand overall sentiment. It is not a legally binding vote — a formal vote follows publication of a full Business Plan.

- ◯ Yes → *Answer Q52, then go to Q53*
- ◯ No → *Answer Q52, then skip to Q54 (page 7)*
- ◯ Maybe, once I have more information → *Answer Q52, then go to Q53*

52. Do you have any other feedback or comments specific to the CID proposal?

_____

_____

_____

_____

_____

Levy Range

Section 11 of 16

↳ Answer this section only if you selected **Yes** or **Maybe** at Q51. If you selected No, skip to Q54 (page 7).

53. If a CID were established, what additional levy on your property rates would you be comfortable contributing? *

Mark only one oval.

This question is for property owners only — it is not a commitment, and the actual proposed levy will be set out in the formal Business Plan. If you are not a property owner, please select 'Not applicable.'

- ◯ Less than 10%
- ◯ 10%
- ◯ 15%
- ◯ 20%
- ◯ More than 20%
- ◯ Not sure / need more information
- ◯ Not applicable — I am not a property owner

General

Section 12 of 16

54. In your opinion, how has the overall condition of Milnerton Central changed over the past 3 years? * *Mark only one oval.*

- ◯ Improved
- ◯ Remained the same
- ◯ Deteriorated
- ◯ Don't know / haven't been here long enough to say

55. What would have the biggest impact in improving your experience in the Milnerton Central? * *Select up to three.*

- ☐ Public safety
- ☐ Cleanliness
- ☐ Social responsibility
- ☐ Environmental sustainability
- ☐ Infrastructure

56. Are you considering moving out of Milnerton Central in the near future? *

Mark only one oval.

- ◯ Yes → *Go to Q57*
- ◯ No → *Skip to Q58 (page 8)*
- ◯ Maybe → *Go to Q57*

Reason for Leaving

Section 13 of 16

↳ Answer this section only if you selected **Yes** or **Maybe** at Q56. If you selected No, skip to Q58 (page 8).

57. If you are considering leaving, what is the primary reason? * *Mark only one oval.*

- ◯ Safety and security
- ◯ Cleanliness
- ◯ Social issues
- ◯ Other: _____
- ◯ Environmental concerns
- ◯ Infrastructure

Consent and Membership
Section 14 of 16

58. Would you like to receive communication about the Milnerton Central CID initiative? *
Mark only one oval.

◯ Yes ◯ No

59. Would you like to be a member of the CID if one forms in the area? * *Mark only one oval.*
Membership is open to all eligible property owners within the CID boundary, entitling owners to attend, participate and vote at meetings held under the Companies Act.

◯ Yes ◯ No

60. Would you like to form part of a focus group on the outcomes of this survey? *
Mark only one oval.
This would be a short follow-up session, in person or online, to discuss the survey results in more depth. No obligation — we'll only contact you to arrange a time.

◯ Yes *→ Go to Q61*
◯ No *→ Skip to Q62 (page 8)*

Focus Group Contact
Section 15 of 16

↳ Answer this section only if you selected **Yes** at Q60. If you selected No, skip to Q62 (page 8).

61. Please confirm the best email or phone number to reach you for the focus group (leave blank to use the details you already provided above).

_____

General Feedback
Section 16 of 16

62. Do you have any other feedback or general comments?
- Final Question -

_____
_____
_____
_____
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_____

Thank you for your time and input.

Please scan and email your completed form to **info@milnertoncentralcid.co.za**, or drop it off at **Milnerton Library**, 81 Pienaar Road, Milnerton.

* Questions marked "*" are required in the online form.
"Area" refers to the proposed Milnerton Central City Improvement District boundary.
This content is confidential and used solely for the purposes of community development in accordance with POPIA.