

Minutes of TNCW Annual General Meeting

Date and time: 6 March 2025 (Thursday) 19h00

Location: Tokai Community Church, Tokai Road



Meeting opened by Ed Bain (outgoing Chair) at 19h00

71 attendees (Quorum requirements met)

Welcome & Opening

Apologies:

- Geoff Bettison – CPF
- Tony Schreiber – CVIC
- Nic Ansell – FADT
- Nicky Schmidt – Parkscape
- Namhla Monakali – People's Post
- Graham & Yvonne Martin
- Ian & Andrea Hart
- Liz Newdigate – TNCW Exco
- Lyndsay Gassert – TNCW Exco
- Telez Augustyn – TNCW Exco
- Sue Frew
- Liz Johnston – TRA
- Pascal Ellinas – TRA
- Cllr Caroline Franklin
- Thami Mahashe – Chair – Westlake Neighbourhood Watch
- Tracy Stallard – Xchange Connection

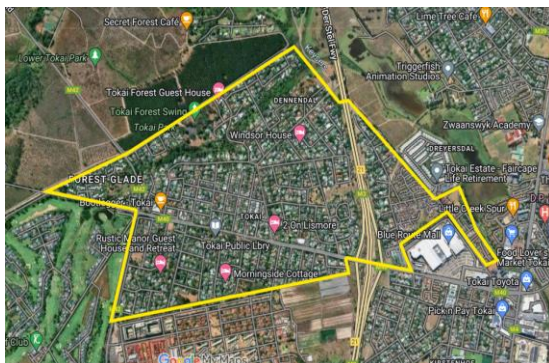
Approval of 2024 AGM Minutes:

- Tracy Bassingthwaigthe
- Graham Tait

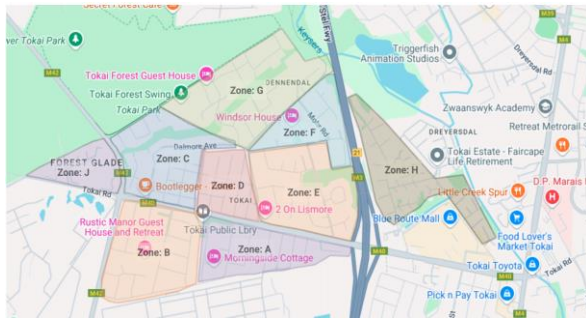
REPORTS

Crime Analysis Report presented by Mike Marsden

- Our area consists of approximately 2 kilometers² and about 4000 people.



- The area is broken into Zones and each Zone has a Zone Co-ordinator. Each street should have a Street Co-ordinator.



- Stats don't include crime that occurs north of us or in the Forest
- 36% decrease on crime from 2023 (105 incidents) to 2024 (67 incidents) report to SAPS.
- Resurgence after COVID in 2023
- Most common crimes are theft, burglary, trespassing – all have decreased, and theft from vehicles which has increased
- Serious crimes, burglaries and robberies, are a concern. While the figures have decreased from 31 in 2023 to 18 in 2024, the high number is still a concern.
- Burglaries is when your home is broken into when you're not there; Robbery is when you are at home. These incidents are high compared to neighbouring crime watches.

2024 Figures

Serious Crimes

- Burglary Residential 14
- Burglary Business 1
- Robbery Residential 3
- Robbery Common 1

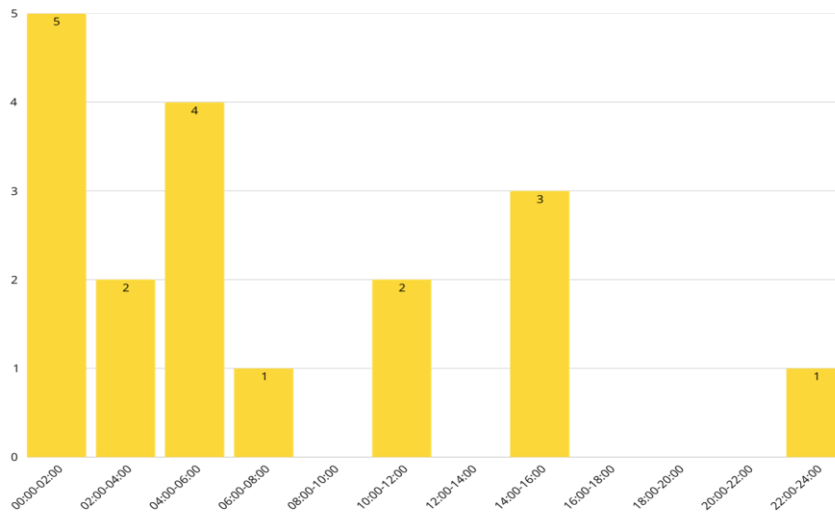
Serious Crimes per month

- | | | | |
|------------|---|-------------|---|
| • January | 1 | • July | 1 |
| • February | 3 | • August | 1 |
| • March | 3 | • September | 0 |
| • April | 2 | • October | 3 |
| • May | 2 | • November | 1 |
| • June | 0 | • December | 1 |

By day of the week

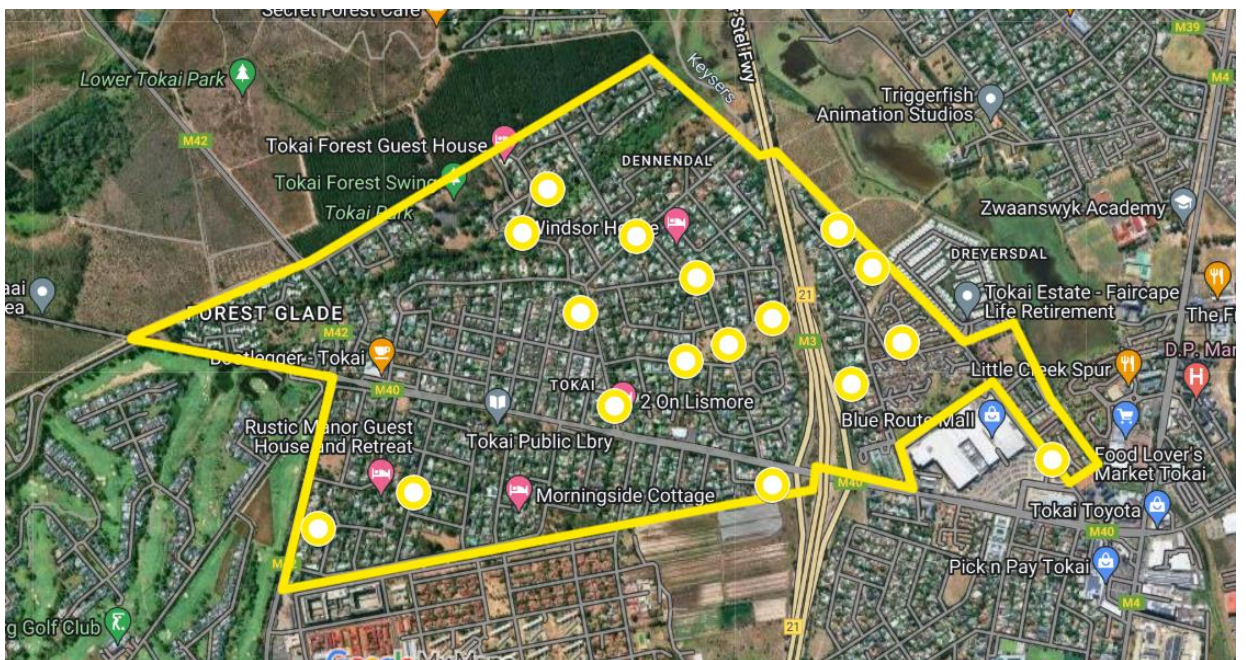
- | | |
|-------------|---|
| • Sunday | 5 |
| • Monday | 3 |
| • Tuesday | 2 |
| • Wednesday | 0 |
| • Thursday | 2 |
| • Friday | 2 |
| • Saturday | 4 |

By time of day



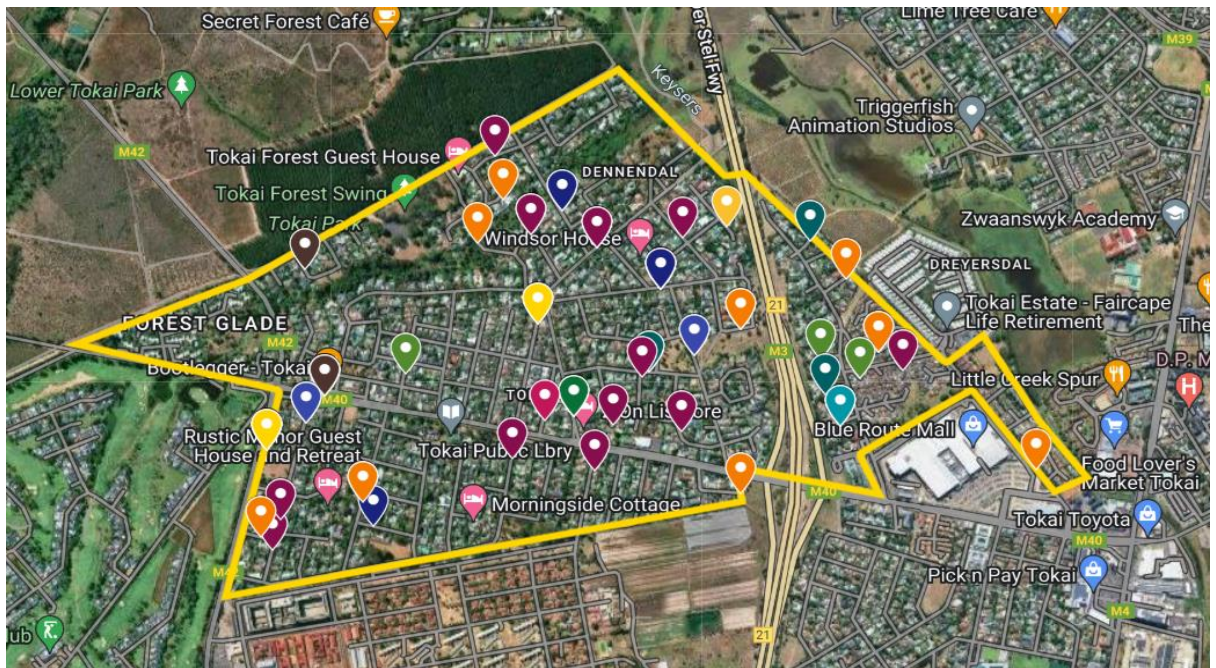
Serious Crimes 2024

- Pattern suggests that the M3 is used as the entry and exit point
- Areas where construction has taken place



All crimes 2024

- The spread of incidents indicates opportunistic crimes



Patrols

- Patrolling hours fall off during winter months
- TNCW will look at night vision goggles to assist with the early morning crimes
- We need more visible patrols by more patrollers

Importance of tracking crimes in the area:

- Understand Crime Trends in Tokai
- Informs Crime Prevention Strategy:
- Deployment of Resources
- Engagement with Partners
- Understanding our Needs
- Identify Opportunities
- Special Operations
- Communication with Residents
- Track Performance
- Tactically provide monthly guideline for Patrollers
- Where
- When
- How

Financial Report presented by Ed Bain in Liz Newdigate's absence

PROFIT & LOSS REPORT		
TOKAI NEIGHBOURHOOD CRIME WATCH (TNCW)		
1 January 2024 - 31 December 2024		
	JAN 23-DEC 23	JAN 24-DEC 24
INCOME	215 906	221,083
TNCW SUBS	195 907	175,541
EXCESS SUBS PAID	6 875	14,250
DONATIONS RECEIVED	5 200	5,650
MISCELLANEOUS	0	1,400
INTEREST RECEIVED	7 924	24,242
EXPENSES	167 101	127,712
ADVERTISING & PROMOTIONS	9,110	12,428
BANK CHARGES	634	890
WEBSITE EXPENSES	810	825
COMPUTER EXPENSES	-	2,690
GIFTS & DONATIONS	6,732	6,409
REFRESHMENTS FOR FUNCTIONS	3,135	2,167
CAMERA EXPENSES	14,457	4,320
CAMERA AQUISITIONS	71,734	-
LPR - Itrack (LPR Solutions)	28,728	14,364
Camera monthly maintenance - JPTek	6,843	-
INSURANCE	2,779	2,806
LEASING & HIRING COSTS	800	800
REPAIRS & MAINTENANCE - RADIOS	1,871	12,209
REPAIRS & MAINTENANCE - CAMERAS	-	19,885
REPAIRS & MAINTENANCE - TNCW OFFICE	2,157	4,631
SUBSCRIPTIONS	-	9,271
CVIC MONITORING (VERIFIER)	17,311	34,017
SURPLUS	48 805	93 371
<u>Balances of bank accounts</u>	Total number of subs paid for the year - 44	
Plusplan - R8 310.30		
Marketlink Acc - R391 641.28		

- Membership figures were down for 2024
- Expenses constant – will invest in cameras during 2025
- There are a number of initiatives / projects that have been carried over – camera projects, M3 fence (although these are being done by the city)
- R 50 000 belongs to street camera groups
- R 60 000 contingency is kept for emergencies

Question: Is there any reason why membership has dropped?

Answer:

Invoices are raised in January for voluntary contributions but receive additional funds during the year after appeals for cameras etc. We have already seen an increase in contributions this year over January and February and have almost received what we received over the whole of last year. The increase in crime over this period also contributes to increased fees.

There is also an increase when we communicate what the funds are being used for.

Question: Is there any link between the efficiency of those cameras and where they are and the crime stats?

Answer:

Cameras alert at night but the alerts aren't as high as they used to be. The cameras are used. There are a number of cameras that TNCW put up and some were donated by TRA and they were put up in the different zones at strategic points to monitor M3 access and the forest. The majority of cameras are put up and managed by residents and it's up to them where they position them. These cameras have been used to track a number of incidents, and we can get images and footage. A great network of people who have put in their own cameras and provide us with footage when asked has been established.

This is why the statistical analysis that Mike does is so helpful as it allows us to see where best to position cameras.

Chairman's Report presented by Ed Bain

This is Ed's last AGM as Chair, but he will remain on the Exco to manage the Camera Team.

Thank you to:

- Our fellow Neighbourhood Watches in the Valley and CVIC and Tony Schreiber
- SAPS who assist with taking our calls
- TRA for ensuring that Tokai is a better place to live; watching over compliance issues and local bylaws, town planning etc.
- Service Providers especially ADT and Premier. ADT do cover our radio network as well as our CVIC licensing. Premier support us in our camera installations and maintenance and software for camera alerts.
- Patrollers – especially the core group. We do need more patrollers and will be training more.
- RSA Web who sponsor an internet line for us.
- Tokai Residents who support via the voluntary contributions.
- Community Church for the use of their facilities.
- Tokai Library where our offices are and where we often co-ordinate patrols from; as well as the monthly Market held on the first Saturday of the month.
- Barbara Stevenson and Kim Muir for the refreshments tonight

2024 Summary

- Reduction in number of crime incidences from 105 in 2023 to 67 in 2024
- Serious crimes down 42%
- Cameras
 - LPR Camera system moved to CVIC; once camera on Vans Rd that needs to be homed; will move it across
 - All cameras are now monitored by the CVIC network; they alert us to overgrown trees or if the camera is down
 - Reduction in cost of camera ownership achieved by moving them all to CVIC

- Have been able to supply registration numbers to SAPs from the cameras and have added vehicles to their databases
- Footage from analytic and private cameras have assisted with tracking cars that may have been involved in a crime
- Premier have put forward a proposal for street cameras that streets may adopt. TNCW still receives these alerts.
- We want to get as many additional cameras as we can onto the VPN system
- Camera alerts of people walking around is very low. Dirt collection days do see more activity. We do attend to alerts and are looking at response options.
- Cameras and monitoring systems have been bought back into the TNCW fold.
- Premier assist with the Telegram platform and alerts are rolled out other parties via TNCW.
- Contributions have declined and an explanation was given previously
- Our Department of Community Safety (DOCS) certification was renewed for the next 2 years. We did learn a lot from this process in terms of what needs to be done so it will be easier going forward.
- The radio frequency network was changed during the year so all radios were reprogrammed without incident. Thanks to Doreen for arranging this.
- Survey was conducted (results presented later)
- Zone co-ordinator roles have been filled and street co-ordinators are being recruited
- Database management is now housed on the TNCW website and members can manage their data in terms of communication preferences and contact details.
- We are continually doing database clean ups and WhatsApp group checking.

The committee

Ed thanked the 2024 committee:

- **Tracy** joined us last year to help with communications and I'm sure you've seen all the improvements and the standardisation of the brand; the infographics
- Tracy also volunteered to be the Vice Chair during the term of the year and she will be taking over the chair function. Tracy is also stepping into the role of Stakeholder Liaison to establish relationships
- **Telez** has agreed to be our Vice Chair for 2025 as well as manage patroller training.
- **Mike** was seconded as a non-executive member to manage our Stats but was co-opted onto Exco to assist with quorum numbers. His contribution is invaluable, but he has resigned from Exco!
- Our Patrol Manager, **Marc** has resigned due to workload pressures but will remain as an active member and patroller.
- **Graham**, who has been with us for many years, since 2007 has resigned to follow his passion as a medical team first responder. He will still be contributing to Tokai and Kirstenhof and surrounding areas. Graham will be sorely missed. Graham took on the Incident Manager role as well as the secretary role and has been very involved in patroller training and arranging police clearance and identity cards for patrollers. Graham was involved in setting up the First Responders group. Thank you to Graham for all of his contributions. Three committee members are needed to take over his portfolios!
- **Doreen** has covered many portfolios over time but will retain membership and equipment and will be taking up the Patrol Manager function.
- **Liz's** input and level-headedness in managing the Finance portfolio is greatly appreciated. She is taking some time off following the death of her husband.
- **Ed** will be staying on the Exco team to establish a camera committee.
- **Lyndsay** is the secretary role and will take on additional functions going forward.
- Heidi Marais who opens the office on these Saturdays and every Wednesday and takes care of our membership database. She's not on the committee but is a valuable member of the team.

- One of the biggest challenges is recruiting new, younger committee members but all of the positions for 2025 have been filled. Thank you to Tracy for driving this.
- We look forward to welcoming a new Incident Manager when we bring our new committee on board.

Question: Does TNCW ever receive feedback from SAPS on vehicle etc information provided to them? Are the results of court cases fed back?

Answer:

SAPS will not comment on open cases and, when we do get information, we may not pass it on. We do attend the CPF meetings and receive confidential feedback then. We don't get as much information as we would like but we understand the risks of leaked information on open cases.

We do get information regarding successful arrests and that the case is waiting to go to court but not who it was.

A review of TNCW:

In 2004 there were 13 Tokai residents at the crime meeting, with 1 apology. Once a month, they met at 8pm at Tokai Library; everything was written down and manually circulated. There was a R 10.00 once off fee and members received a decal and a manual on how the crime watch worked.

There were no crime stats or trends, and feedback was only received via SAPs. This info was then relayed to the community via letters.

TNCW needed to ensure an ongoing source of income for projects such as signage and increased security in the area; and to define the crimes and area covered by team.

TNCW came out of the TRA and they wanted to keep a close relationship with them. A large focus was put on neighbourliness – neighbours looking after neighbours. TCW became TNCW to include this focus.

From there, the Zone and Street Co-ordinators concepts were started. TNCW then obtained an email address and registered a web domain. Excel lists were created for each street so that people could keep in touch with their street and an incident report form for people to manually complete.

Zone H then joined.

Membership numbers grew and the committee were able to approach service providers to work with them on initiatives such as bike patrols. It was the enthusiasm and drive of the people that were around that started this.

Where are we now?

TNCW now has LPR cameras; an active website; new decals and Proud Contributor signs and WhatsApp groups. We are an active member of CVIC; online cameras and trends and crime analysis figures.

Community drive and enthusiasm is starting again, and Ed thanked the current committee for this.

Ed expressed confidence handing over to Tracy and believes that TNCW will grow under her leadership.

Graham, Mike and Marc were presented with a gift each as a token of appreciation.

Election of New Committee Members

Chairperson	Tracy Bassingthwaighte
Deputy Chairperson	Telez Augustyn
Secretary	Lyndsay Gassert
Treasurer	Liz Newdigate
Patrol Manager	Doreen Pears
Incident Manager	Sandy Skillicorn
Camera Manager	Ed Bain
Zone H Manager	Victoria Silberbauer

Support Team:

Statistics	Mike Marsden
Membership Admin	Heidi Marais
Lost & Found	Vacant

Zone Managers:

Zone Manager - A	Doreen Pears
Zone Manager - B	Lloyd Nussey
Zone Manager - C	Paula De Jager
Zone Manager - D	Phillipa Hickman
Zone Manager - E	Liz Newdigate
Zone Manager - F	Tracy Bassingthwaighte
Zone Manager - G	Noeline Faller-Williams
Zone Manager - H	Victoria Silberbauer
Zone Manager - J	Barbara Stephens

There were no nominations from the floor.

There are a number of streets who do not yet have representatives and we will try to recruit these during the year.

Incoming Chair's Address – Tracy Bassingthwaite

Tracy joined TNCW about 18 months ago and did not think she would be standing tonight as the new Chair. She and her family had recently moved to Tokai and she was transitioning from the corporate world to running a business from home and being a mom to 4. She found herself isolated and wanted to meet people.

There really is a feeling of community within Tokai and this is something really special that we need to protect.

It must be noted that TNCW is just one piece of an ecosystem – there are a number of players from SAPS to your service providers to CPF, CIVC and other Neighbourhood Watches.

We need to understand where we as TNCW fit in and Ed reminded us of the beginning on TNCW which was focused on neighbourliness.

TNCW is about all of you, and everyone needs to be involved. The committee are merely the ones who co-ordinate the efforts to ready the troops and provide communication platforms.

TNCW is the eyes and ears of Tokai, and the primary focus is to deter crime. It is important to note that we are not law enforcement or a criminal investigations unit. Service providers are the first responders, but we do support this function, and we support investigations, but our focus is on deterrence through vigilance, looking out for one another and reporting suspicious behaviour.

Goals for 2025:

- Increase visibility
- Increase connectedness
- Additional signage around Tokai showing that we have cameras and the display of Proud Contributor household signage – distribution and display; ensuring our walking patrollers have vests to increase our brand visibility
- Increasing the number of vehicle patrols and patrollers. We do have a number of walking patrollers but vehicles with flashing lights and decals are more intimidating!
- Going back to basics in terms of patrolling – it really is the heartbeat of the Neighbourhood Watch. We need to patrol where and when the stats tell us to.
- Once the camera committee is up and running, we can look at virtual patrols.
- Increase connectedness via a culture of community; community events; street groups; break down the silos between the four chat groups and bring everyone together.
- #TokaiTogether

Crime and Community Survey Highlights

- We need to reach households that are not on our database – only 34% of database responded; higher in streets where street group is active
- Zone H needs more integration
- Over 75% of residents feel safe or very safe in Tokai; must not become complacent
- Better communication of crime stats – only 10% of respondents knew about the changes to our stats; we have started communicating these monthly
- CVIC is under utilised in Tokai – only 56% have their number saved; need to market this service more
- Reporting of crimes to SAPS is not where it should be – residents reluctant to open cases; need to report to ensure correct resourcing
- Strong preference for passive security measures in Tokai
- Bin picking is a divided and emotive issue
- We have a good sense of neighbourliness in Tokai
- We should explore the costs and benefits of an SRT (branded vehicle with trained armed response that patrol the area); 60% would contribute to this, but costs need to be finalized.
- Tokai is unsure about setting up a CID
- Other: M3 Fence, Rough Sleepers, Street Lights, Tokai Forest

Community Engagement

Q: Let's look at bumper stickers for cars

A: Great idea, need to get the brand out. Could also look at stickers for wheelie bins

Q: Are the stats about crimes around the forest available?

A: Yes, they are recorded as out of the area. TNCW doesn't include these as it's not fair to the residents in Zone E to record them as they reflect a higher crime rate in that Zone. SAPS are aware of the incidents, and they are reflected in the Kirstenhof Police Station stats.

If it is a Tokai resident or a visitor of a Tokai resident, then we do record that.

We plan to continue to work with Parkscape on keeping the forest safe and we do respond to requests / incidents at the forest.

The same applies to cyclists, Orpen Rd incidents.

Q: Will the fences along the M3 be repaired?

A: Yes, we need to do an audit of the fences and see what the situation is.

Don Kourie expressed thanks to Tracy for stepping up and to Ed for all that he has done

Tracy closed the meeting at 20:30

Thank you, Barbara Stephenson and Kim Marias from Chase Everitt for refreshments.

YouTube link to the meeting recording: <https://youtu.be/TNfamYcnOhg>