





Roads (pot holes, kerbing, signage, marking)	0	6	0	1	4	0	3	3	0	0	0	0	17
Signage & Advertising	0	1	0	0	0	0	1	0	0	0	0	0	2
Traffic Lights	0	0	0	0	1	0	0	0	0	0	0	0	1
Urban Design	1	4	2	1	2	1	0	0	0	0	0	0	11
Waste Water	7	2	2	2	2	5	4	3	0	0	0	0	27
Other	9	45	19	56	47	28	23	19	0	0	0	0	246
<b>Total</b>	<b>112</b>	<b>144</b>	<b>83</b>	<b>122</b>	<b>155</b>	<b>72</b>	<b>128</b>	<b>71</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>887</b>

### 3,0 UIP Operational Stats

<b>3.1 Service requests from UIP members &amp; stakeholders</b>	<b>July 18</b>	<b>Aug 18</b>	<b>Sep 18</b>	<b>Oct 18</b>	<b>Nov 18</b>	<b>Dec 18</b>	<b>Jan 19</b>	<b>Feb 19</b>	<b>Mar 19</b>	<b>Apr 19</b>	<b>May 19</b>	<b>Jun 19</b>	<b>Total</b>
Number service requests received for the month (eTM +UIP tasking)	25	93	83	94	68	50	35	29	0	0	0	0	477
Running total of unresolved serv. requests - tasking eTM	0	0	0	0	0	0	1	0	0	0	0	0	1
Running total of unresolved serv. requests - tasking UIP	0	0	0	0	0	0	0	0	0	0	0	0	0

<b>3.2 UIP services (initiated by UIP management)</b>	<b>July 18</b>	<b>Aug 18</b>	<b>Sep 18</b>	<b>Oct 18</b>	<b>Nov 18</b>	<b>Dec 18</b>	<b>Jan 19</b>	<b>Feb 19</b>	<b>Mar 19</b>	<b>Apr 19</b>	<b>May 19</b>	<b>Jun 19</b>	<b>Total</b>
Number of service requests to eTM	87	50	39	30	85	22	93	42	0	0	0	0	448
Running total of unresolved serv. request to eTM	0	0	0	0	0	0	0	31	0	0	0	0	31
Running total of unresolved serv. request to UIP contractors	0	0	0	0	0	0	0	0	0	0	0	0	0

<b>3.3 UIP Special Projects Completed</b>	<b>July 18</b>	<b>Aug 18</b>	<b>Sep 18</b>	<b>Oct 18</b>	<b>Nov 18</b>	<b>Dec 18</b>	<b>Jan 19</b>	<b>Feb 19</b>	<b>Mar 19</b>	<b>Apr 19</b>	<b>May 19</b>	<b>Jun 19</b>	<b>Total</b>
Maintenance projects	23	21	20	20	23	24	21	15	0	0	0	0	167
Greening projects	21	23	20	23	24	24	23	13	0	0	0	0	171
Graffiti tags removed	2	0	2	2	2	6	4	2	0	0	0	0	20
Waste bags removed	2500	2500	2500	1500	1500	3500	3500	2500	0	0	0	0	20000
Animal rescue	1	1	1	1	0	2	2	0	0	0	0	0	8

<b>3.4 Standing Meetings Attended</b>	<b>July 18</b>	<b>Aug 18</b>	<b>Sep 18</b>	<b>Oct 18</b>	<b>Nov 18</b>	<b>Dec 18</b>	<b>Jan 19</b>	<b>Feb 19</b>	<b>Mar 19</b>	<b>Apr 19</b>	<b>May 19</b>	<b>Jun 19</b>	<b>Total</b>
Municipal FESMAC (Sec. services)	0	0	0	0	1	3	2	0	0	0	0	0	6
Monthly - UIP Secure. Forum (Sec. services)	1	1	1	1	1	0	0	0	0	0	0	0	5
Monthly - SAPF / CPF Sec. 3A (Sec. services)	1	1	1	1	1	0	1	1	0	0	0	0	7
Monthly - SAPF / CPF Business Forum	0	0	0	0	0	0	0	0	0	0	0	0	0
Council UIP Forum	1	0	0	0	0	1	0	1	0	0	0	0	3
Umhlanga Development Forum	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>3</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>21</b>

<b>3.5 Financials &amp; UIP Levy contributions:</b>	<b>July 18</b>	<b>Aug 18</b>	<b>Sep 18</b>	<b>Oct 18</b>	<b>Nov 18</b>	<b>Dec 18</b>	<b>Jan 19</b>	<b>Feb 19</b>	<b>Mar 19</b>	<b>Apr 19</b>	<b>May 19</b>	<b>Jun 19</b>	<b>Total</b>
Monthly financials completed	Y	Y	Y	Y	Y	Y	Y	Y					
6 monthly reconciling of UIP levy receipts	Y	Y	Y	Y	Y	Y	Y	Y					

<b>3.6 UIP cleaning contractor weekly performance assessment:</b>	<b>July 18</b>	<b>Aug 18</b>	<b>Sep 18</b>	<b>Oct 18</b>	<b>Nov 18</b>	<b>Dec 18</b>	<b>Jan 19</b>	<b>Feb 19</b>	<b>Mar 19</b>	<b>Apr 19</b>	<b>May 19</b>	<b>Jun 19</b>	<b>Total</b>
Shifts short	0	0	1	0	0	1	0	0	0	0	0	0	2
Late arrivals	0	0	2	0	1	0	0	2	0	0	0	0	5
Dress code non compliant	Y	Y	Y	Y	Y	Y	Y	Y					
Equipment non compliant	Y	Y	Y	Y	Y	Y	Y	Y					
Areas cleaned and maintained	Y	Y	Y	Y	Y	Y	Y	Y					

Promenade walkway	Y	Y	Y	Y	Y	Y	Y	Y					
Promenade servitudes	Y	Y	Y	Y	Y	Y	Y	Y					
Lagoon Drive (Ocean Way to Fleetwood)	Y	Y	Y	Y	Y	Y	Y	Y					
McCausland Crescent	Y	Y	Y	Y	Y	Y	Y	Y					
Ocean Way	Y	Y	Y	Y	Y	Y	Y	Y					
M4 on and off ramp	Y	Y	Y	Y	Y	Y	Y	Y					
Lighthouse Road	Y	Y	Y	Y	Y	Y	Y	Y					
Chartwell Drive	Y	Y	Y	Y	Y	Y	Y	Y					
Ridge Road	Y	Y	Y	Y	Y	Y	Y	Y					

3.7 UIP landscape contractor weekly performance assessment:	July 18	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	Jan 19	Feb 19	Mar 19	Apr 19	May 19	Jun 19	Total
Shifts short	0	0	1	0	0	1	0	0	0	0	0	0	2
Late arrival days	0	0	3	0	1	0	0	1	0	0	0	0	5
Dress code compliant	Y	Y	Y	Y	Y	Y	Y	Y					
	<b>% of Target</b>	<b>% of Target</b>	<b>% of Target</b>	<b>% of Target</b>	<b>% of Target</b>	<b>% of Target</b>	<b>% of Target</b>	<b>% of Target</b>	<b>% of Target</b>	<b>% of Target</b>	<b>% of Target</b>	<b>% of Target</b>	
Village Green	100%	100%	100%	100%	100%	100%	100%	100%					
Grass cut weekly & maintained	100%	100%	100%	100%	100%	100%	100%	100%					
Grass and flower beds watered daily	100%	100%	100%	100%	100%	100%	100%	100%					
Flower beds maintained	100%	100%	100%	100%	100%	100%	100%	100%					
McCausland Cres: grass cut & edged weekly	100%	100%	100%	100%	100%	100%	100%	100%					
Lord Prawn / Gusto's Coffee Shop verge	100%	100%	100%	100%	100%	100%	100%	100%					
EL Maurice restaurant verge	100%	100%	100%	100%	100%	100%	100%	100%					
Chartwell Drive:	100%	100%	100%	100%	100%	100%	100%	100%					
All flower beds M & W	100%	100%	100%	100%	100%	100%	100%	100%					
Tree planter bases to be densely planted	100%	100%	100%	100%	100%	100%	100%	100%					
Centre island base of palm trees weeded	100%	100%	100%	100%	100%	100%	100%	100%					
Centre island paving sprayed for weeds	100%	100%	100%	100%	100%	100%	100%	100%					
Ocean Way:	100%	100%	100%	100%	100%	100%	100%	100%					
All flower beds M & W	100%	100%	100%	100%	100%	100%	100%	100%					
Ridge Rd:	100%	100%	100%	100%	100%	100%	100%	100%					
All flower beds maintained and watered	100%	100%	100%	100%	100%	100%	100%	100%					
Planter boxes at base of palm trees M & W	100%	100%	100%	100%	100%	100%	100%	100%					
Lighthouse Rd:	100%	100%	100%	100%	100%	100%	100%	100%					
M4 off ramp (east side) grass cut & edged	100%	100%	100%	100%	100%	100%	100%	100%					
M4 on ramp (east side) grass cut & edged	100%	100%	100%	100%	100%	100%	100%	100%					
Lagoon Drive centre islands	100%	100%	100%	100%	100%	100%	100%	100%					
Grass cut, edged, swept & maintained weekly	100%	100%	100%	100%	100%	100%	100%	100%					
Grass & flower beds watered where possible	100%	100%	100%	100%	100%	100%	100%	100%					
Flower beds maintained	100%	100%	100%	100%	100%	100%	100%	100%					
Post office to Flamingo Lane: embankment grass cut	100%	100%	100%	100%	100%	100%	100%	100%					

4.0 Communication

4.1 Website Stats	July 18	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	Jan 19	Feb 19	Mar 19	Apr 19	May 19	Jun 19	Total
Page Loads - total number of pages viewed	3055	3340	2543	4514	3931	4888	2892	3134	5021	0	0	0	33318
Unique visits	2592	2733	2184	2382	3247	4105	2438	2547	4026	0	0	0	26254

New Visitor - as total of sessions	839	1057	821	1,266	1228	1519	1012	1006	1732	0	0	0	9215
Returning Visitor - as total of sessions	888	802	699	1,116	898	1190	641	790	936	0	0	0	6845
News items posted to home page	15	12	9	20	15	17	6	12	9	0	0	0	115

Top 3 Landing Pages for website	<b>July 19</b>	<b>Aug 19</b>	<b>Sep 19</b>	<b>Oct 19</b>	<b>Nov 19</b>	<b>Dec 19</b>
	Latest News	Latest News	Latest News	Latest News	Latest News	Latest News
	Home Page	Home Page	Home Page	Home Page	Movie On	Home Page
	Home Page	Oceans	Oceans	Oceans	Home Page	uMhlanga Park Run Festive Dates
	<b>Jan 19</b>	<b>Feb 19</b>	<b>Mar 19</b>	<b>Apr 19</b>	<b>May 19</b>	<b>Jun 19</b>
	Latest News	Latest News	Load Shedding Schedule			
	Home Page	Home Page	Latest News			
	Heavy Winds	Load Shedding Schedule	Weather Watch			

<b>4.2 Social Media / Newsletter</b>	<b>July 18</b>	<b>Aug 18</b>	<b>Sep 18</b>	<b>Oct 18</b>	<b>Nov 18</b>	<b>Dec 18</b>	<b>Jan 19</b>	<b>Feb 19</b>	<b>Mar 19</b>	<b>Apr 19</b>	<b>May 19</b>	<b>Jun 19</b>	<b>Total</b>
No. of Instagram Posts	8	9	10	21	15	10	8	16	8				105
Instagram Followers	1015	1026	13	1302	1478	1540	1732	1788	1821				11715
No. of Facebook posts	15	16	18	30	20	22	14	19	15				169
Facebook Likes	5 235	5 260	5 429	5 732	5 855	6013	6272	6777	6800				53 373
Facebook post Reach - max people exposed to a post	6100	2300	71 000	37 500	16 200	1200	57 700	2 700	2 011				196711
Content of Facebook Post that reach max people	Shark Net Removal	Oceans Contraction Update	Dolphin Rescue	National Anthem In Village	Parking Cones	Reddam House Helps / uMhlanga	Wind Gusts	Repairs After Vandalism / Weather Watch	Pearls Tintanic Exhibition				N/A
Number of newsletters sent out	5	2	1	3	2	4	5	5	2				29
Everlytic Newsletter Database	1300	1345	1330	1341	1500	1500	1436	1434	1444				12630
Total App Downloads	1232	1249	1266	1304	1359	1444	1519	1581	1662				12616
No. of Push notifications sent	18	11	16	23	20	25	9	21	8				151
Total Media AVE - Print	2 351 107,69	1 481 345,48	1 430 634,60	659 416,31	1 300 277,64	675 985,36	511 069,05	R 799 778,06	R 1 797 922,64				R11 007 536,83
Total Media AVE - Broadcast	40 334,00	2 816,00	22 636,00	9 526,67	0,00	0,00	85 851,67	0,00	0,00				R161 164,34
Total Media AVE - Online	752 618,66	842 421,28	813 277,84	1 254 599,68	749 905,15	544 088,74	1 001 639,35	R 278 997,19	R1 340 842,94				R7 578 390,83
UIP Generated News	N/A	N/A	N/A	N/A	N/A	N/A	26 991,46	R 129 309,73	R 45 713,86				
<b>Total AVE</b>	<b>3 144 060,35</b>	<b>2 326 582,76</b>	<b>2 266 548,44</b>	<b>1 923 542,66</b>	<b>2 050 182,79</b>	<b>1 220 074,10</b>	<b>1 625 551,53</b>	<b>R 1 208 084,98</b>	<b>R 3 184 479,44</b>				
Number of clips for month	47	67	74	74	60	63	70	28	26				509