

# Pinelands CID

Urban Management Survey  
Report

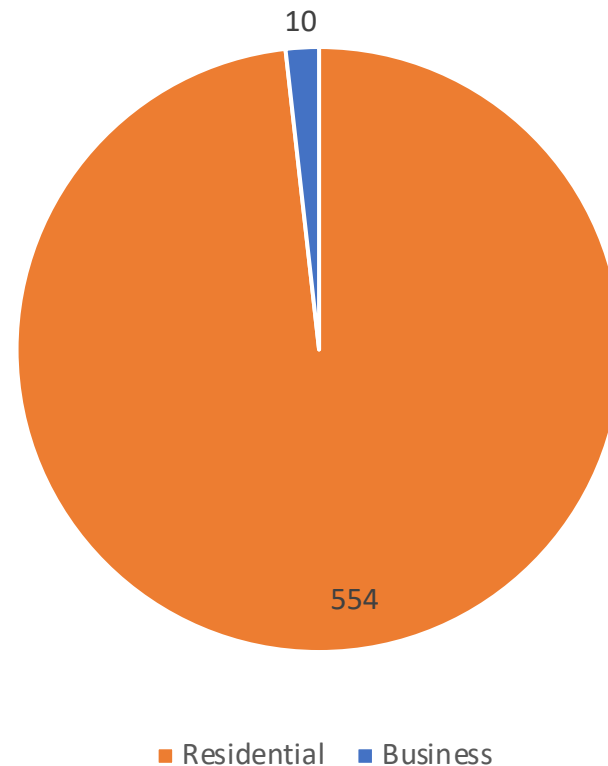
March 2022



A total of 564 property owners, both residential and business, were surveyed

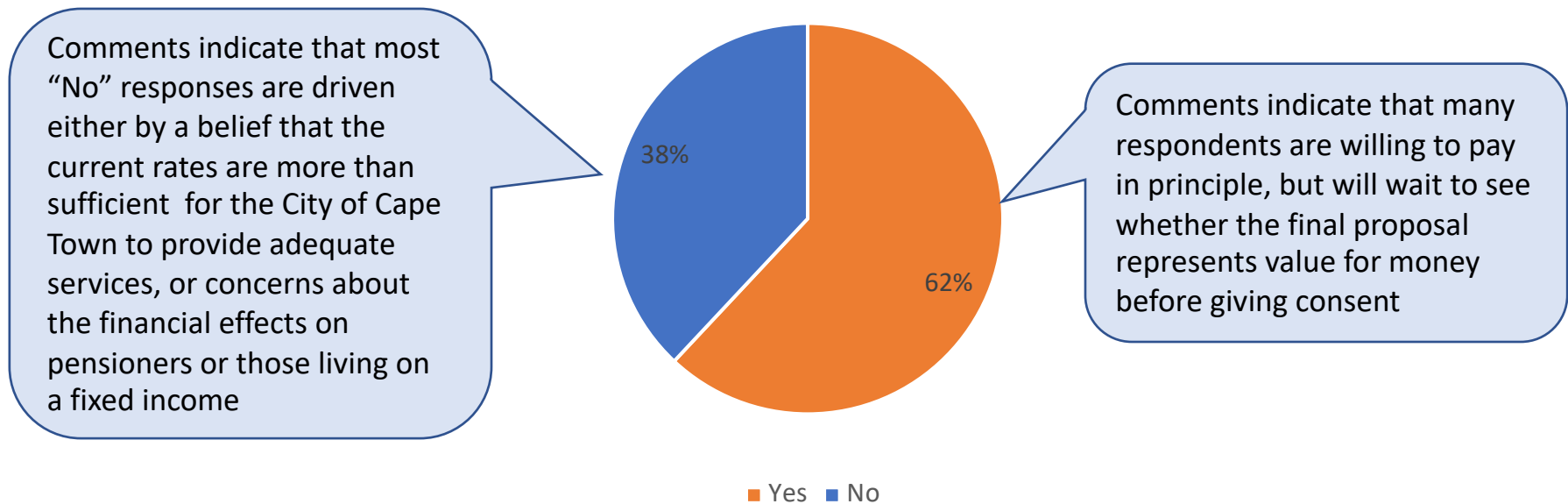
- The survey was conducted during the period 2018 through October 2019
- The survey was conducted online via SurveyMonkey
- While the survey allowed responses from non-property owners, all results shown in this document are for property owners only, as required by the Special Area Amendment By-law, 2016 and the Special Ratings Areas (SRA) Policy 2017/18 (Policy Number 21144A)
- The survey represents the views of 12.9% of residential property owners in the property database, and 6.5% of the commercial property owners

Types of Respondents



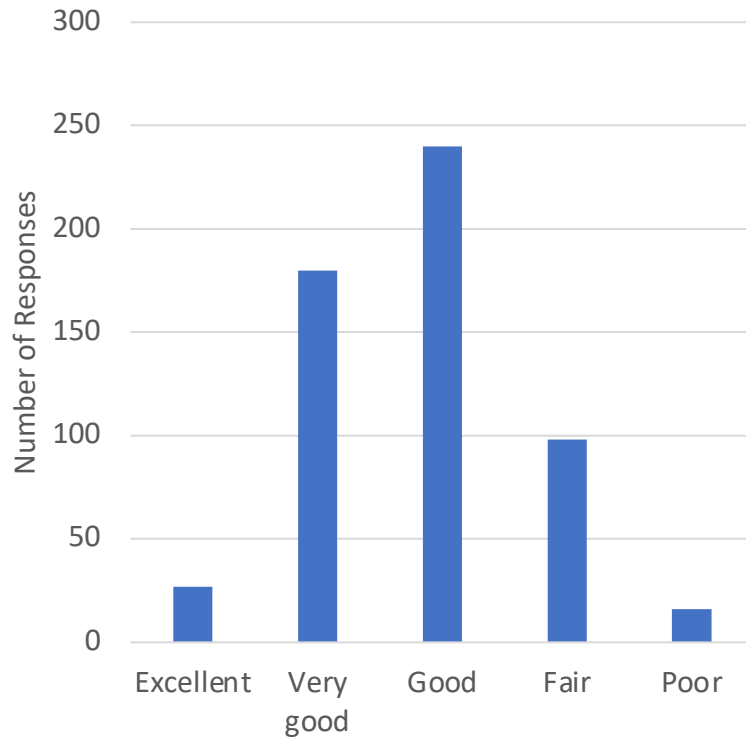
Just under 62% of property owners in Pinelands indicated that they would in principle be prepared to pay additional rates for improved services

Would you be prepared to pay additional property rates for more and improved municipal service and public security in Pinelands?

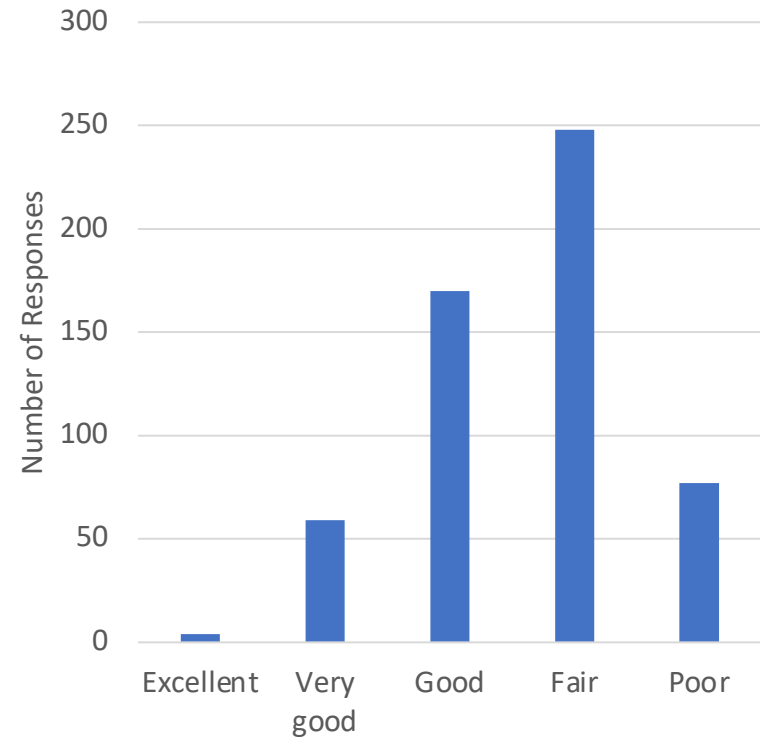


Perceptions of cleanliness in Pinelands were in the middle of the available range of responses, but safety was in the bottom half of available responses

Overall Image of Pinelands:  
Cleanliness

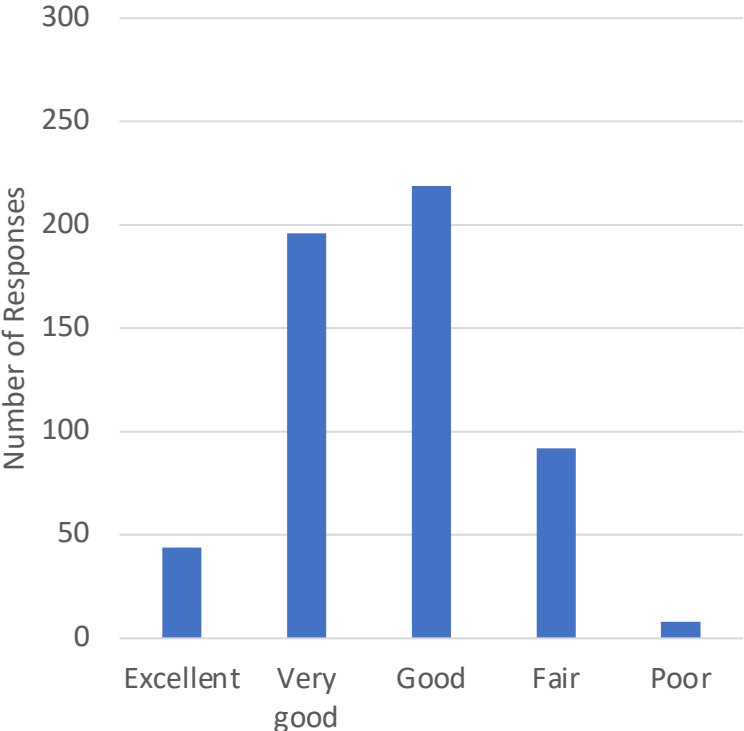


Overall Image of Pinelands:  
Safety

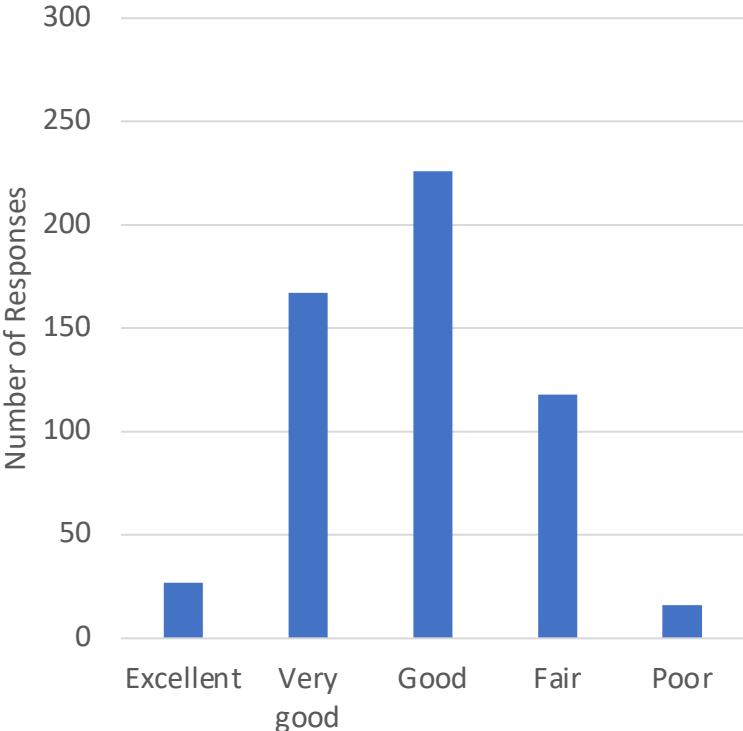


# Pinelands was generally considered to be attractive and welcoming

### Overall Image of Pinelands: Attractiveness



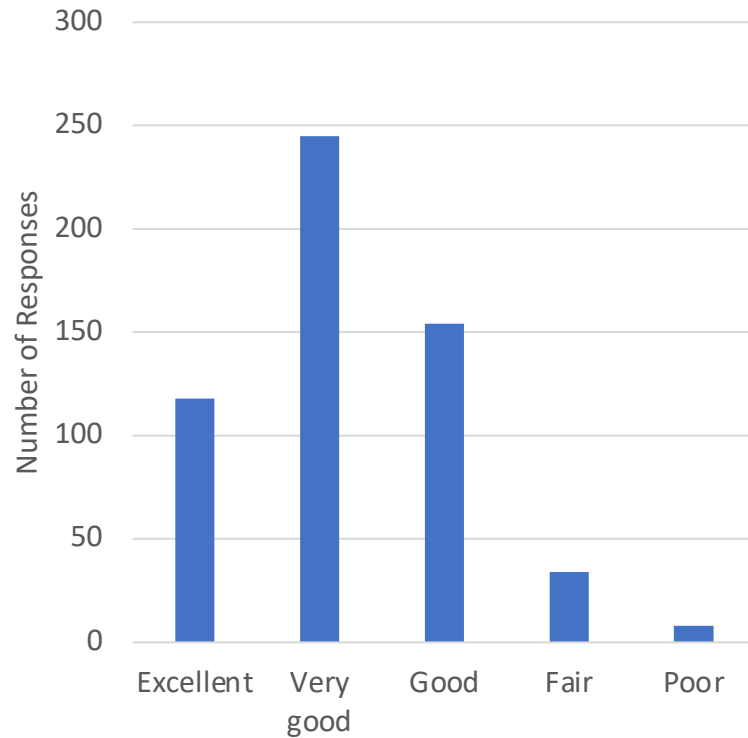
### Overall Image of Pinelands: Welcoming



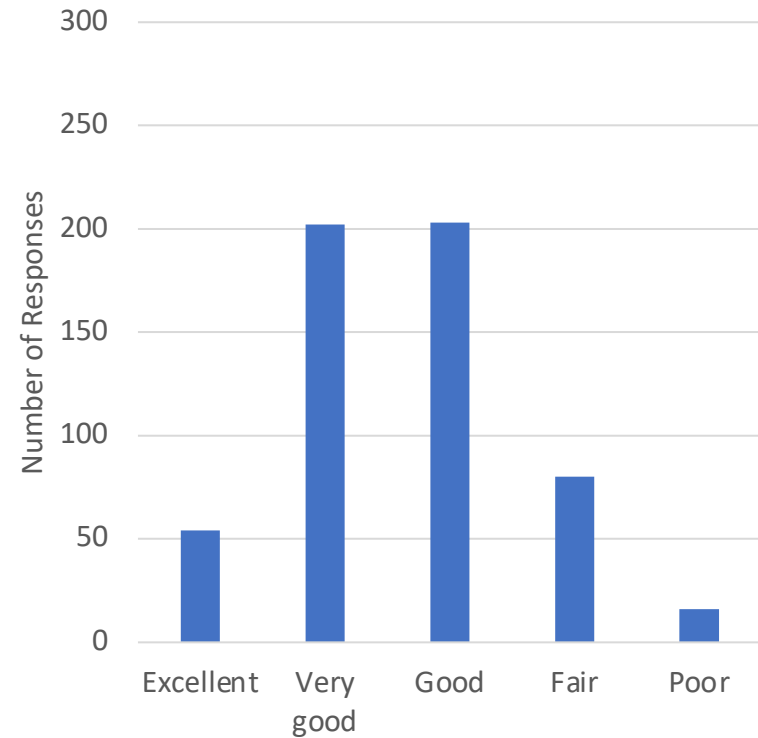
Source: Pinelands Perception Survey 17.10.2019 results database

Bin collection was considered to be very good, and street lighting good

Overall Image of Pinelands: Bin Collection

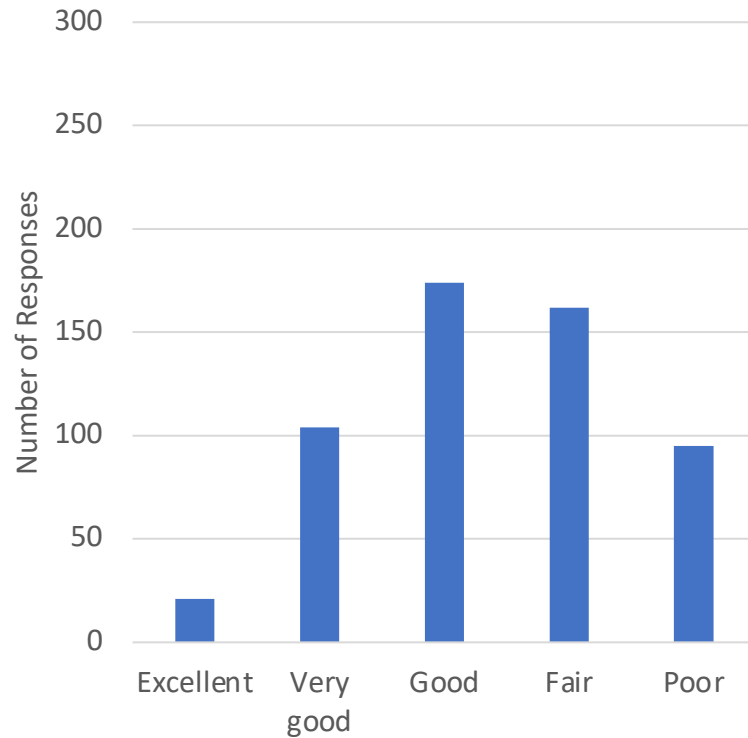


Overall Image of Pinelands: Street Lighting

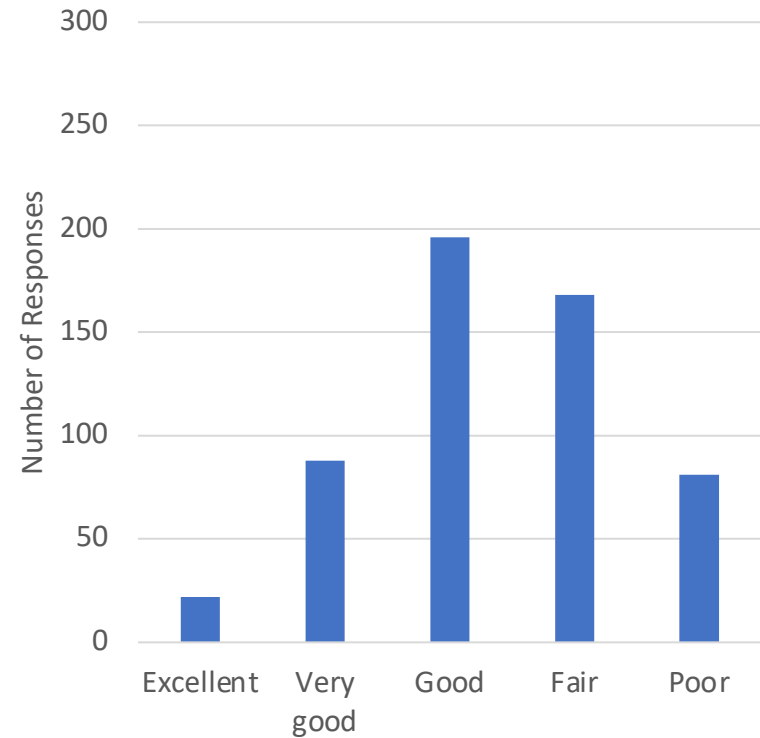


# Grass cutting and street cleaning were considered good to fair

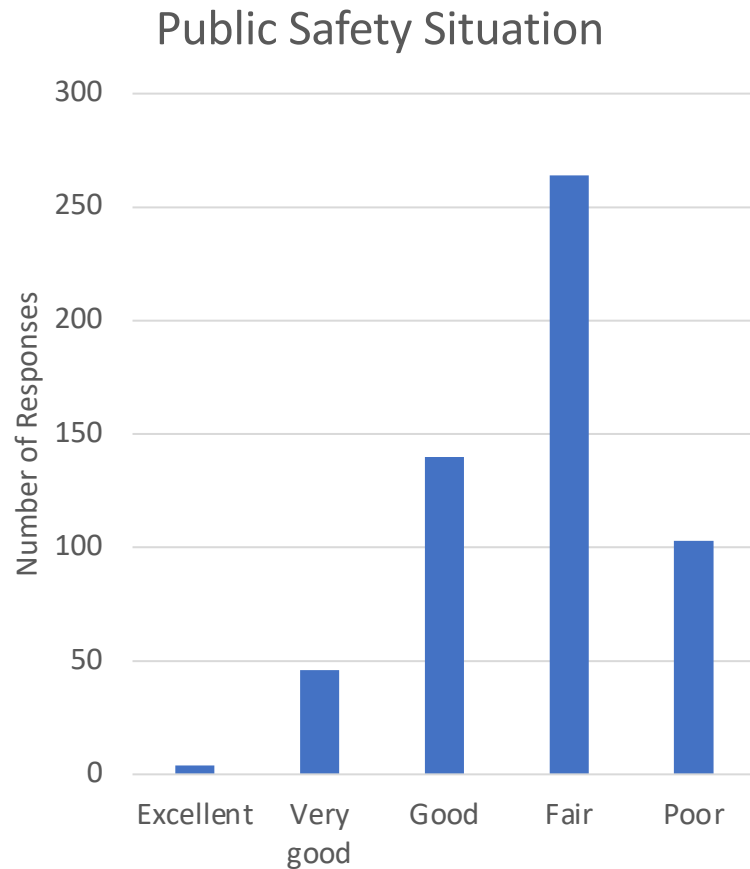
## Overall Image of Pinelands: Grass Cutting



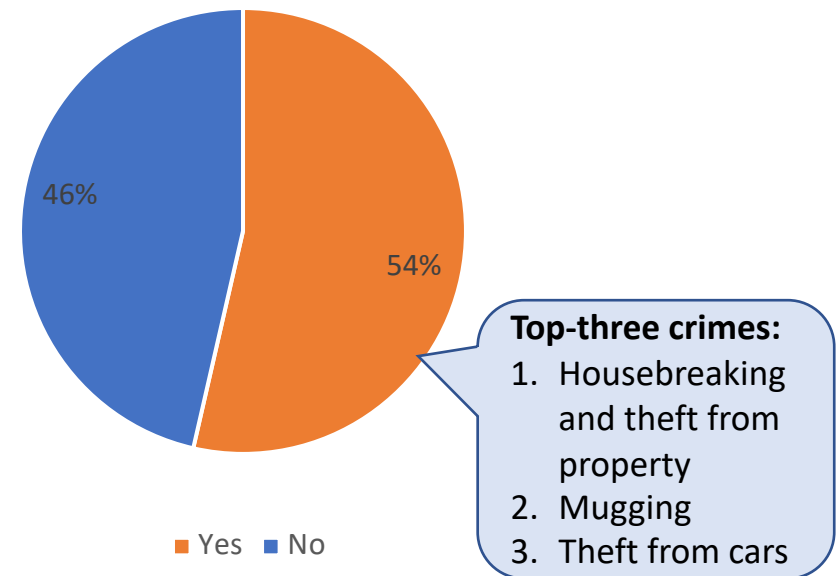
## Overall Image of Pinelands: Street Cleaning



The public safety situation was considered to be largely “fair”, with the majority of those surveyed having been directly exposed to crime within the past two years

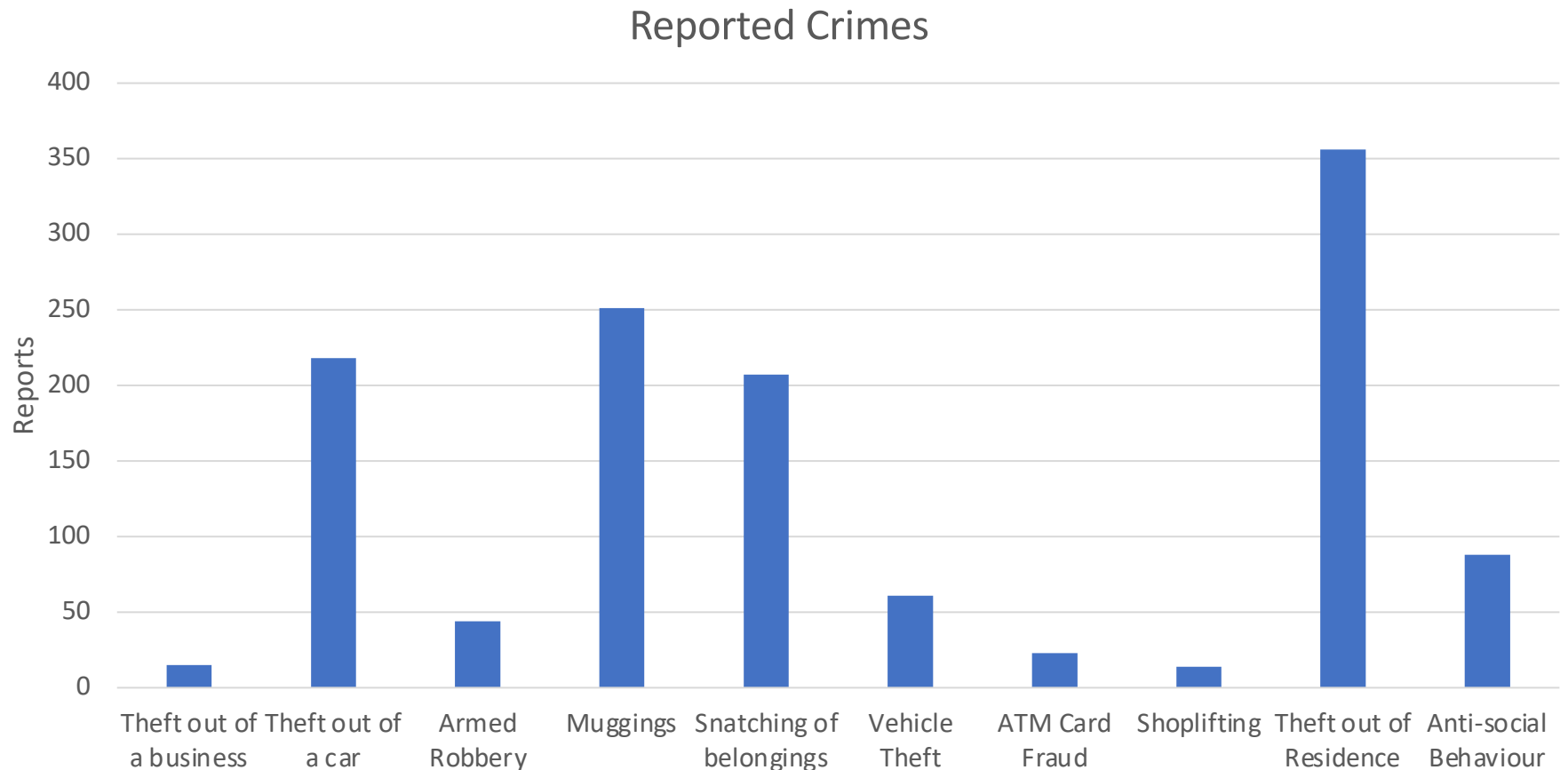


Have you, or someone you are close too you, been a victim of crime in the area during the last 2 years?

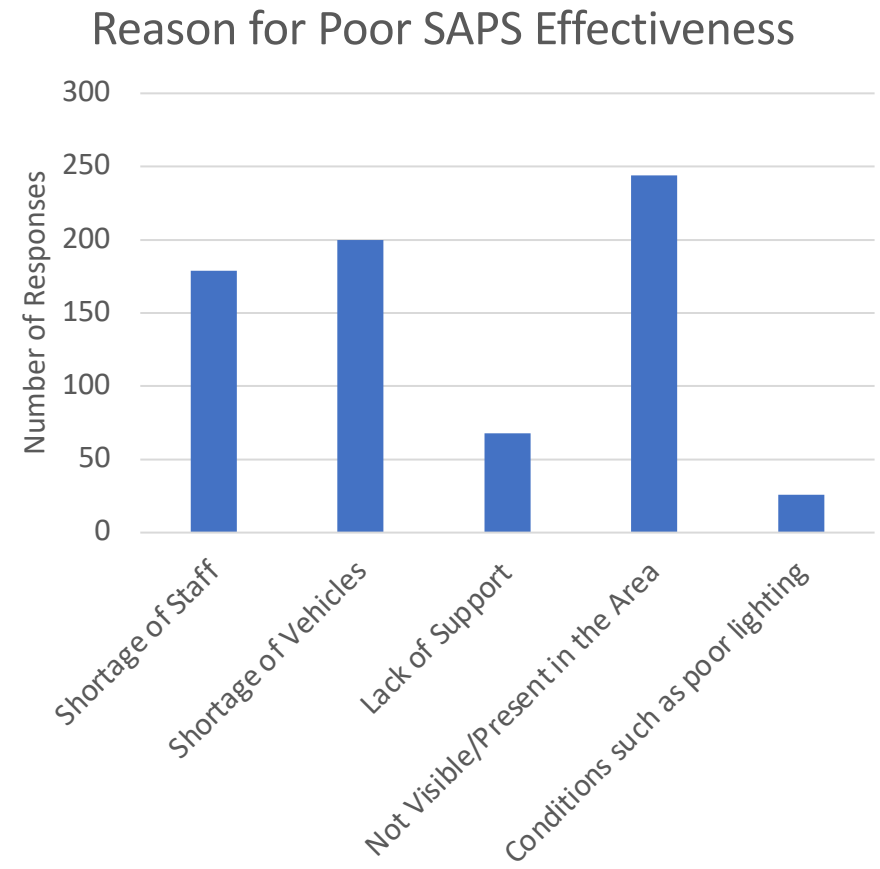
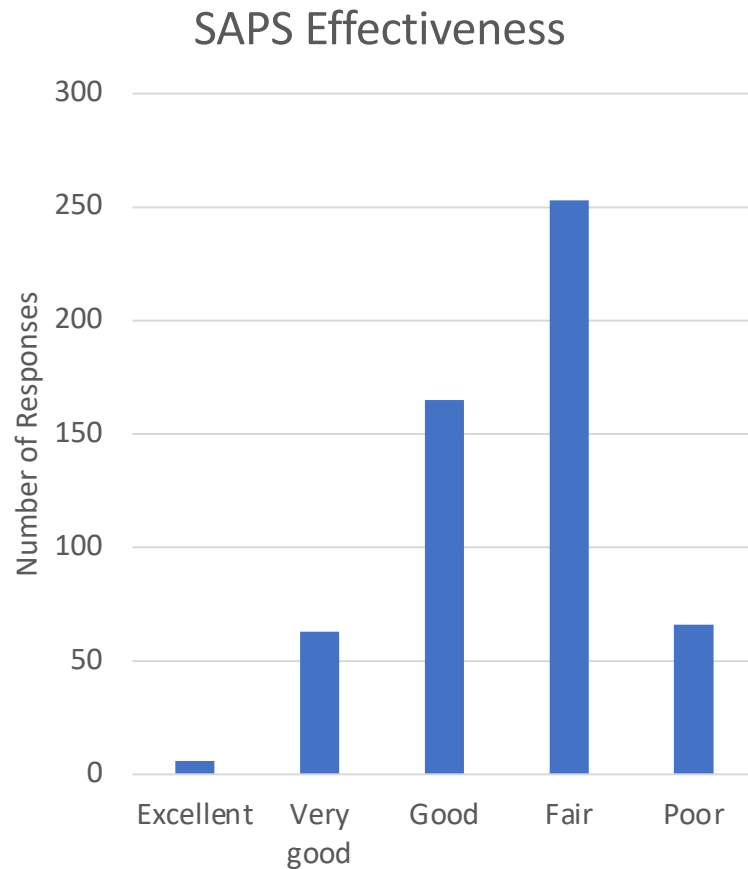




Over 350 residents out of the 554 residential owners surveyed reported theft from either their residence, or the residence of someone close to them

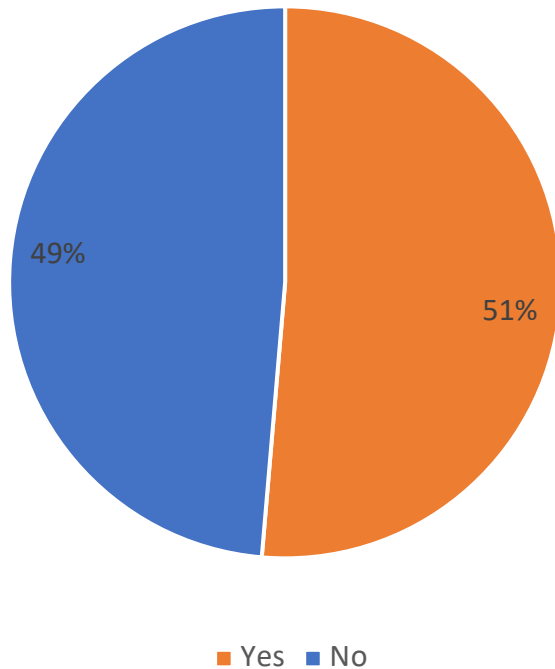


SAPS effectiveness was considered to be fair, with shortages of resources and lack of visible policing cited as reasons for the relative lack of effectiveness

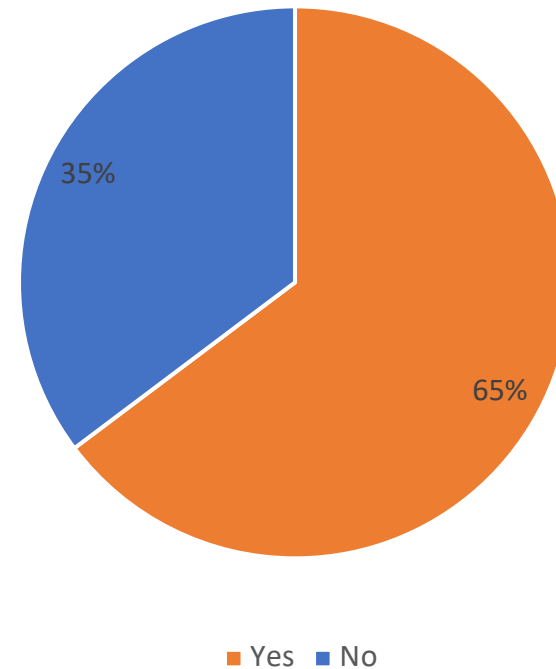


Litter in public places are a problem to approximately half of residents

Is Litter in Public Places a Problem?

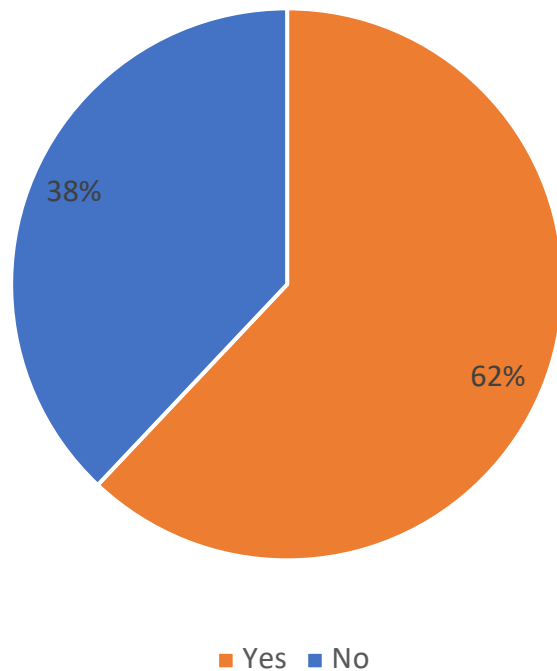


Are Bins Regularly Cleaned?

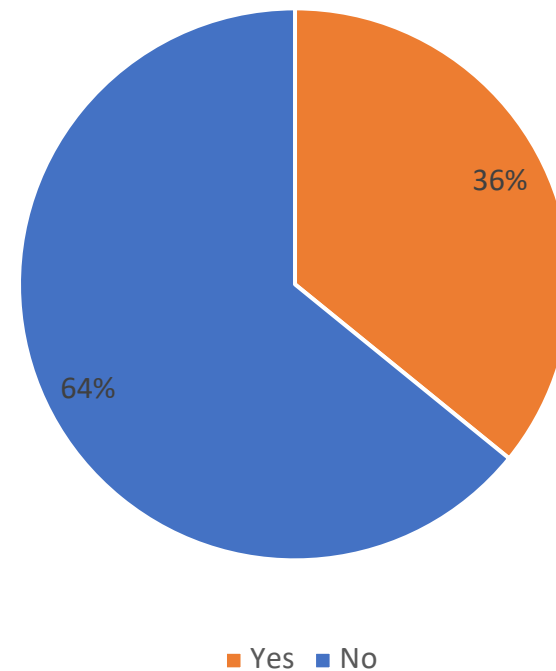


Bin pickers were considered to be a problem by over 60% of respondents, but only a minority of property owners had problems with illegal dumping

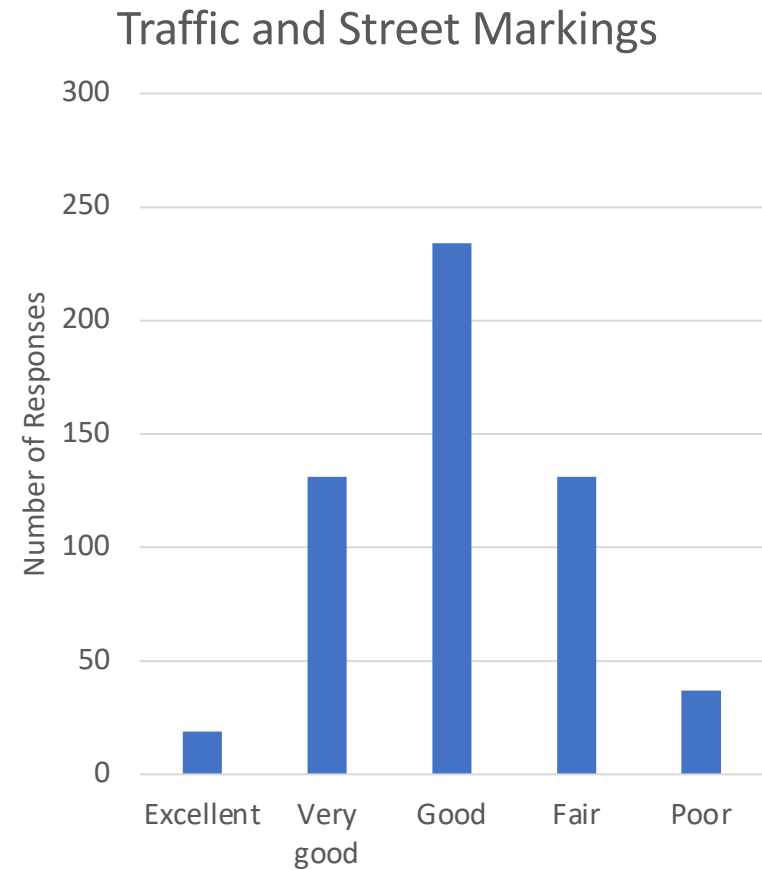
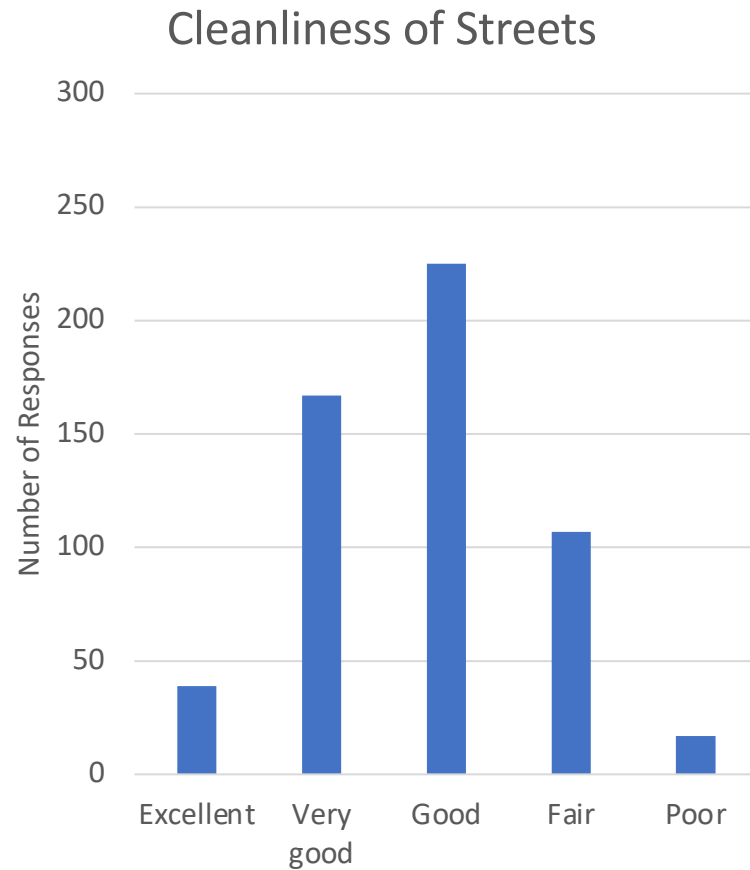
Are You Experiencing Problems With Bin Pickers?



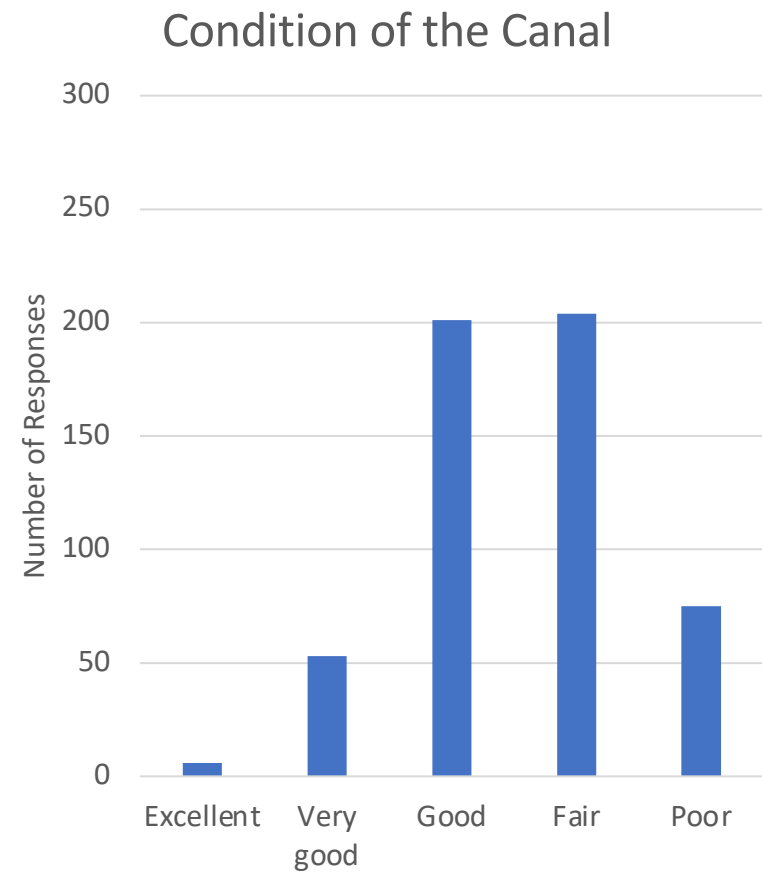
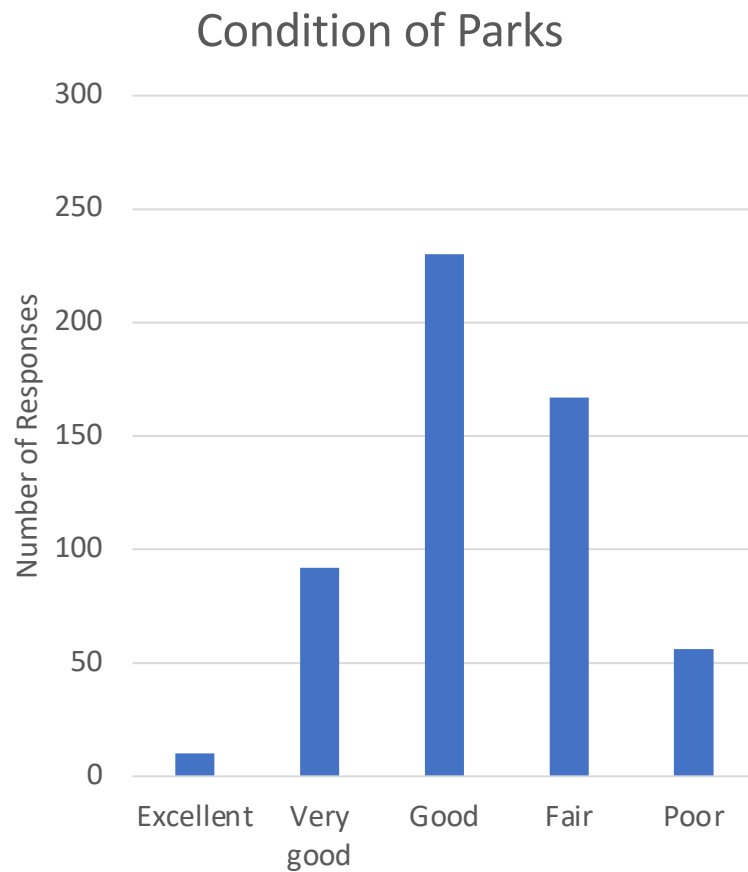
Is Illegal Dumping a Problem?



Cleanliness of street and standards of traffic marking, etc., were considered to be good

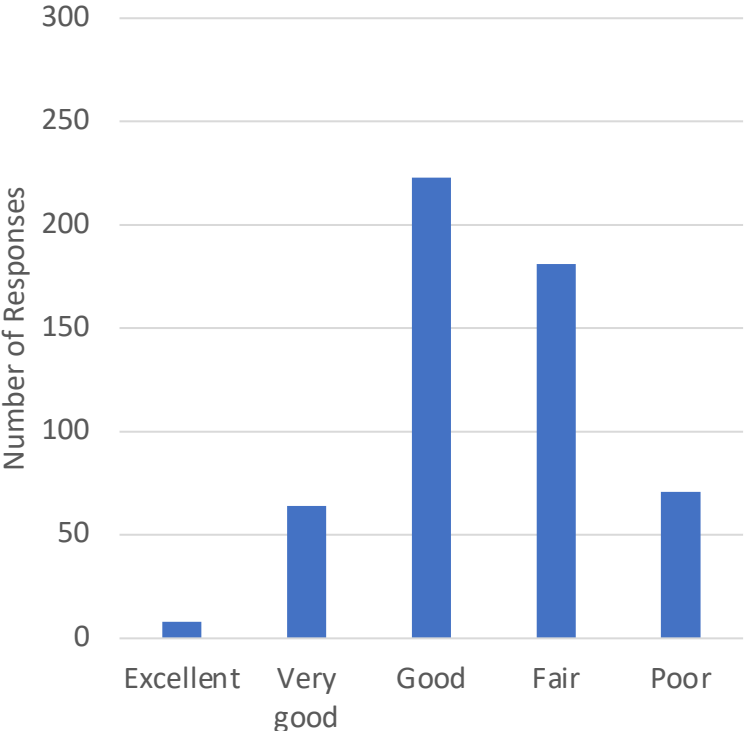


Parks were considered to be in good condition, but the condition of the canal area was considered to be worse

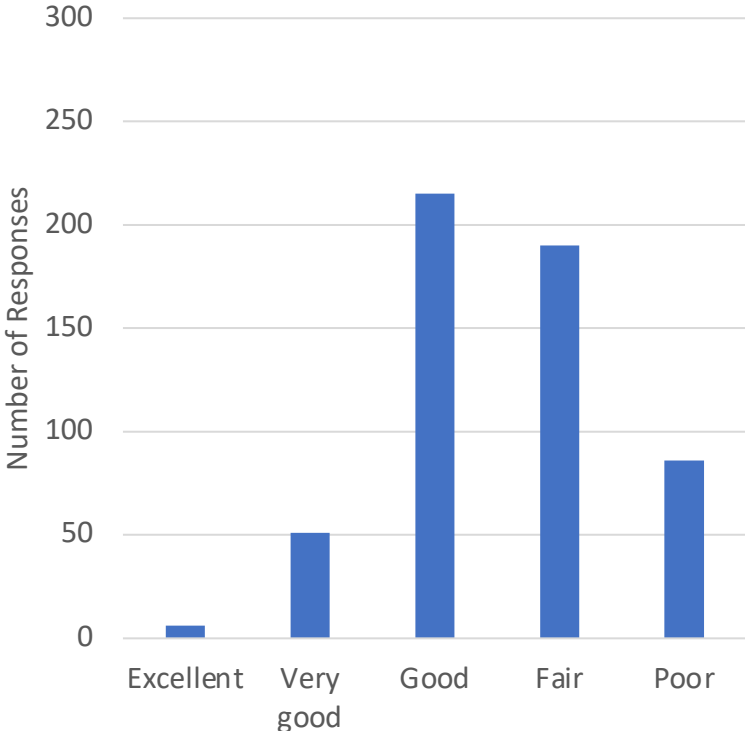


# Maintenance was generally considered to be good to fair

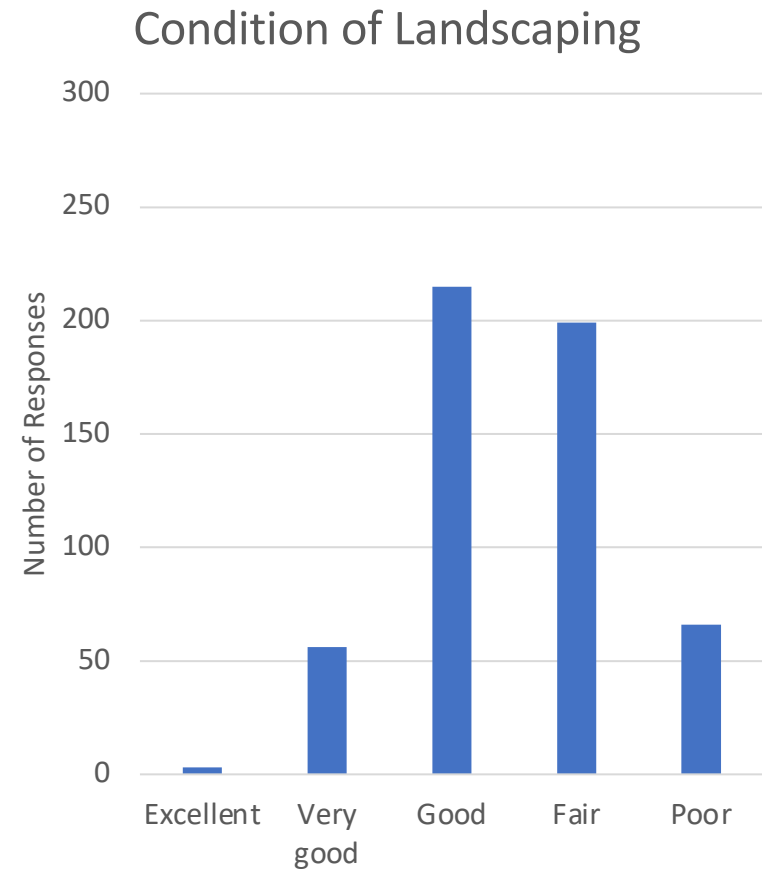
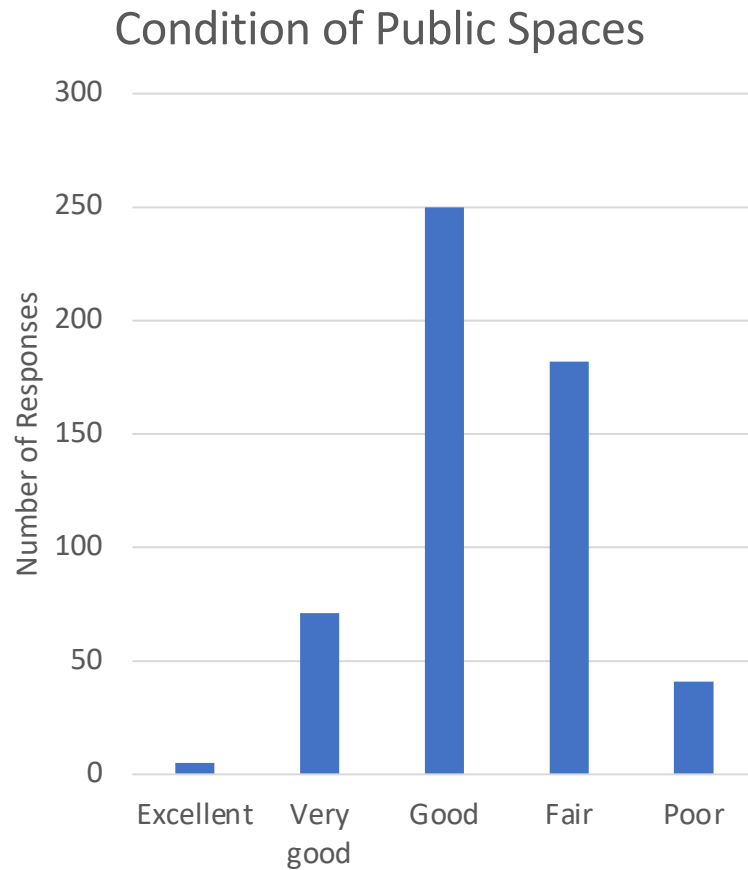
### Maintenance of Storm Water Drains



### Maintenance of Street Gutters



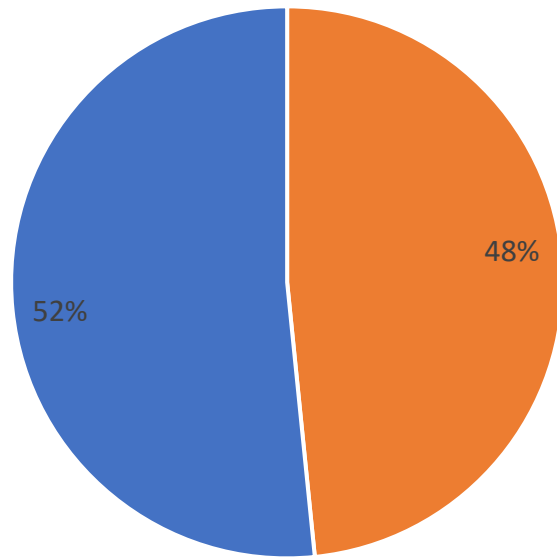
Public spaces rated largely as good, although landscaped was not viewed as positively





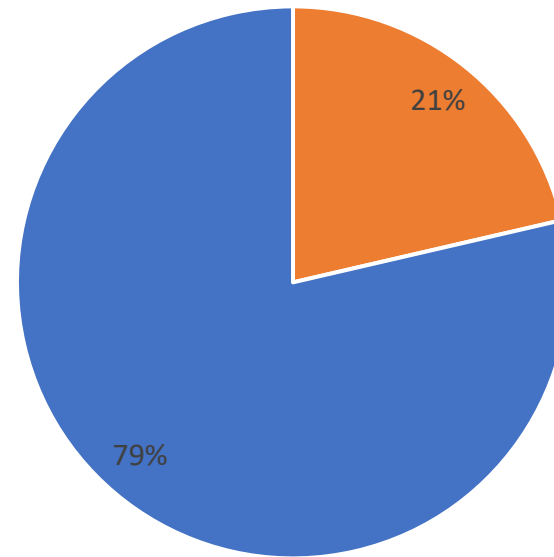
Close to half of respondents considered homelessness to be a problem, but only 21% considered drugs to be a problem

Is Homelessness a Problem in Pinelands?



Yes No

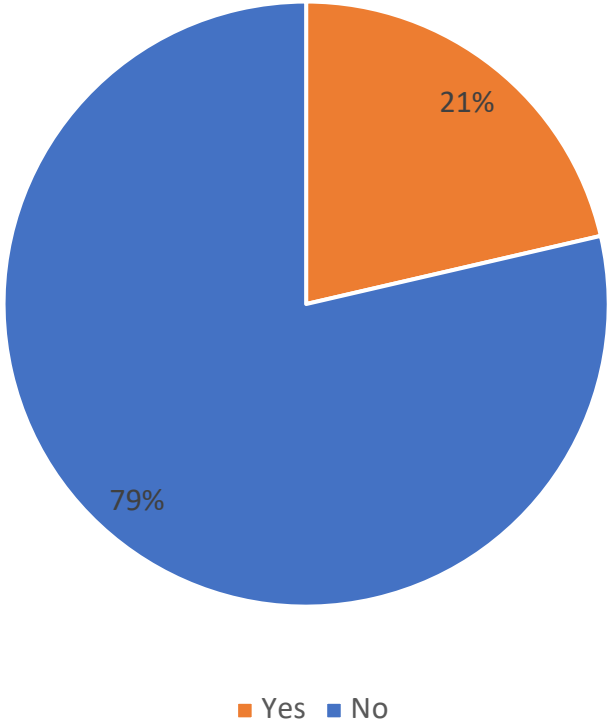
Are Drugs a Problem in Pinelands?



Yes No

# Relatively few respondents considered noise to be a problem

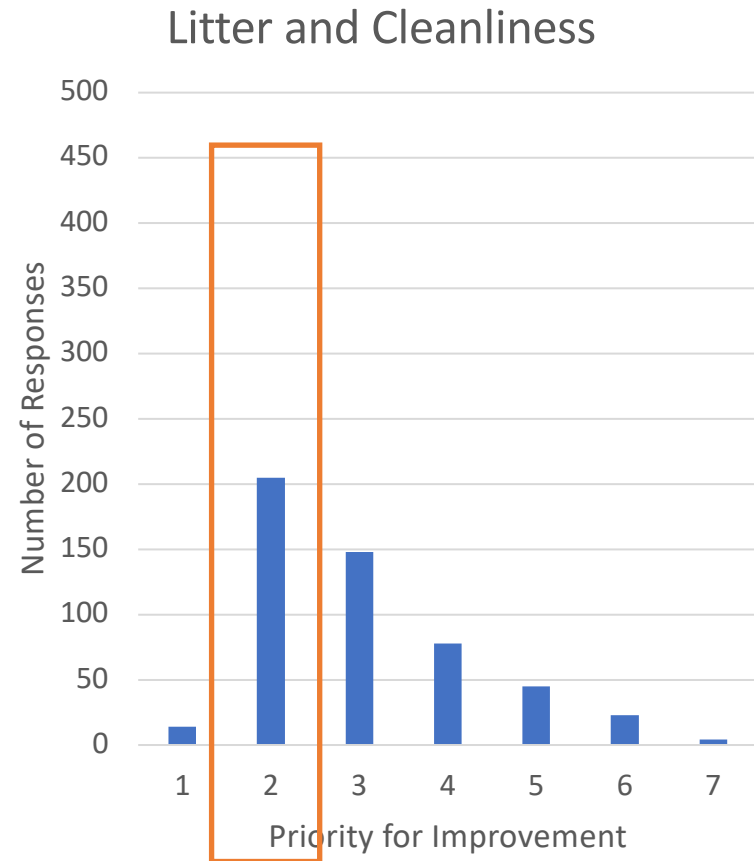
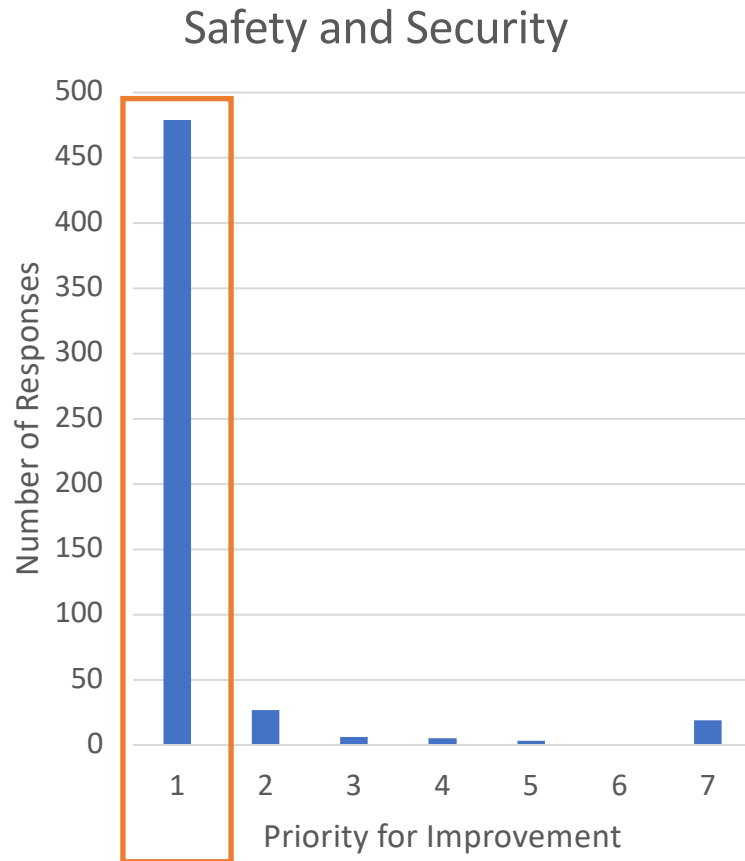
## Is Noise a Problem in Pinelands?



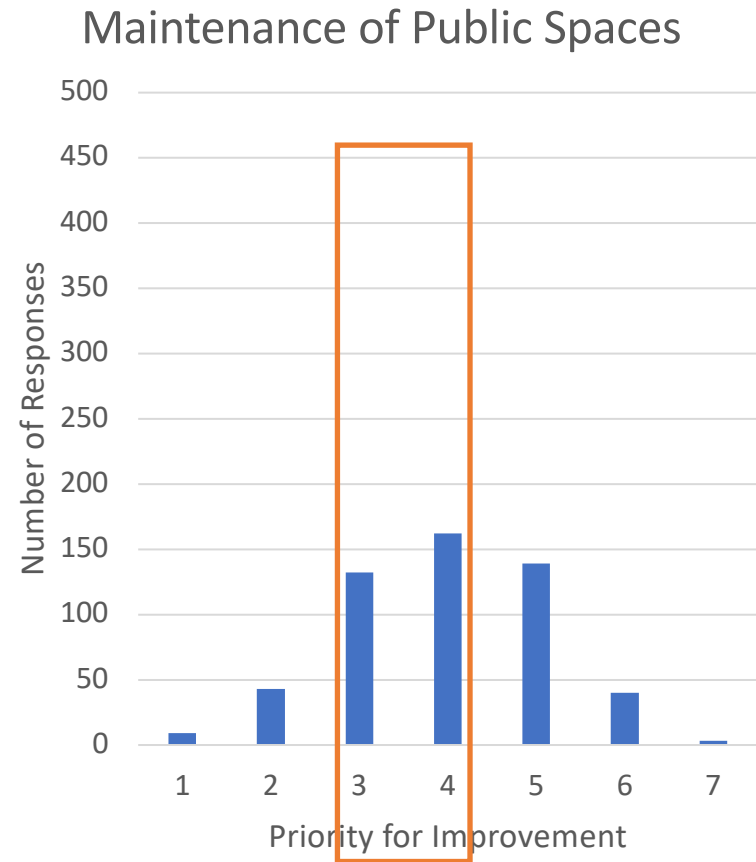
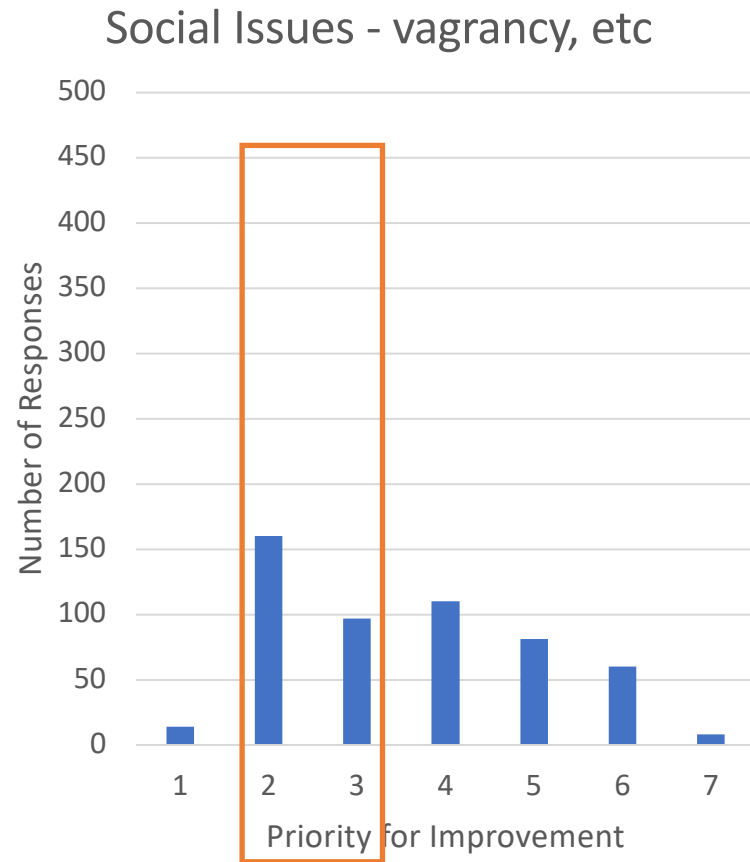
**Comments indicated that:**

- Noise complaints were mainly confined to the edges of Pinelands, near to the industrial areas, or near to adjacent areas where entertainment venues or sports stadium exist
- Other complaints included traffic noise, particularly of “racing” at night
- Occasional complaints of dogs barking were also noted

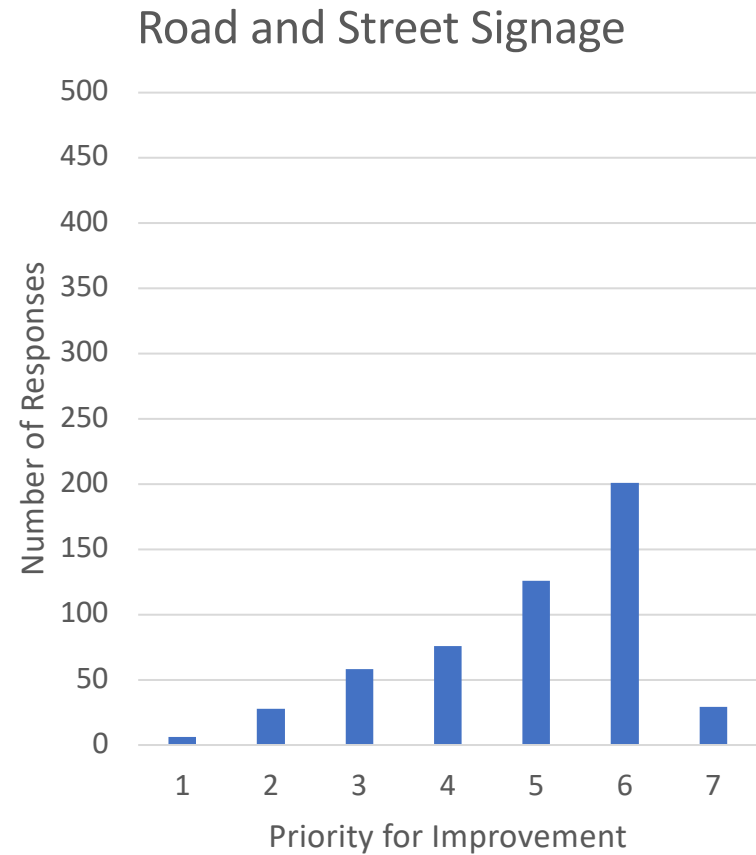
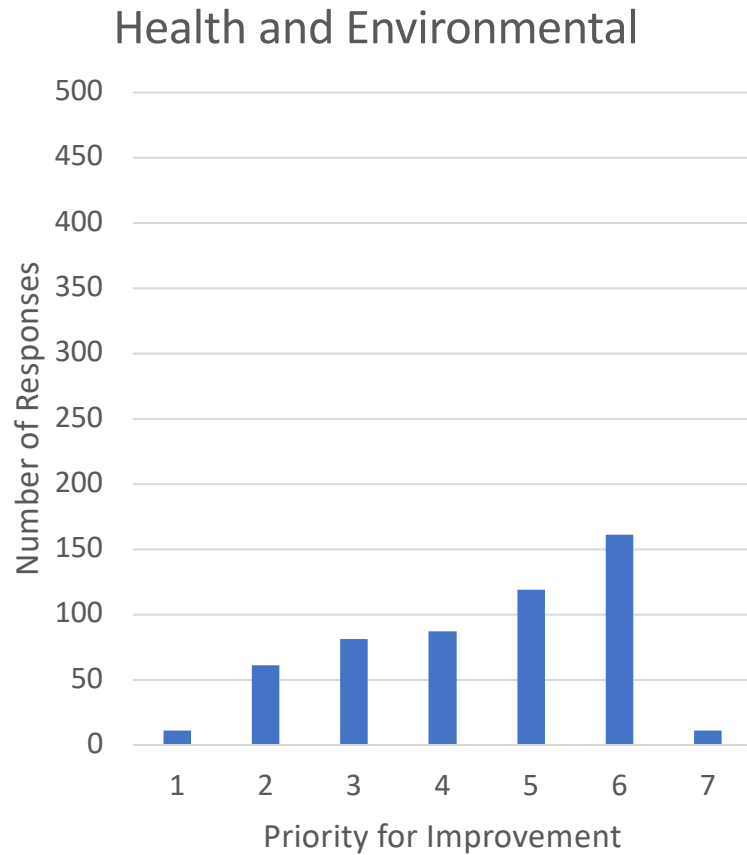
Safety and security was by a large margin the highest priority for improvement, followed by litter and cleanliness



# Social issues and public spaces were the third and fourth priorities



Health and environmental and road and street signage were fifth and sixth priorities



# Marketing of Pinelands was considered to be the lowest priority

