

# Extracted Questions & Answers and Additional Clarifications following the Pinelands CID 2025 Annual General Meeting (“AGM”) held 27 January 2026

**Note:** This summary is an abbreviated extraction of substantive questions, comments and responses arising from the 2025 AGM, together with additional clarifications. It is intended for member communication and website publication and is not a substitute for the formal AGM Minutes.

## 1. AGM PROCEDURE, GOVERNANCE & MOI MATTERS

**Q: Why were House Rules introduced at the meeting and why were interruptions limited?**

**A:** The chairperson advised that the meeting was being conducted in terms of the Companies Act, the CID By-law and the MOI. House Rules were adopted as a good governance measure to ensure an orderly, fair and efficient meeting process. Members were given opportunities to raise questions and comments at appropriate points in the agenda.

**Q: Why was the order of agenda items changed at the AGM from the order originally circulated?**

**A:** The sequencing of agenda items can be adjusted at the meeting provided that the substance of the agenda is not materially altered. As quorum is required before business can be conducted, the meeting first dealt with the establishment of a quorum before proceeding to the remaining agenda items, including the ratification resolution relating to the delayed AGM.

**Q: Concern was raised that the AGM process was overly restrictive and members should determine the meeting procedure.**

**A:** The chairperson advised that the meeting would proceed in accordance with the MOI, the Companies Act and the adopted House Rules. In terms of standard meeting procedure, the chairperson is responsible for regulating the conduct of the meeting and ensuring that the meeting proceeds in an orderly and fair manner.

**Q: Why was the AGM held after the MOI deadline of 31 December 2025?**

**A:** Members were advised that the AGM was originally scheduled for 5 November 2025 and later rescheduled to 3 December 2025. The meeting was subsequently postponed following board resignations and concerns regarding a defect

identified in the AGM notice process. Following legal advice, the board, together with the City, considered it preferable to reconvene the AGM rather than proceed with a potentially defective meeting process. The AGM was ultimately convened on 27 January 2026 after the holiday season to ensure lawful notice, meaningful member participation and proper governance.

**Q: Was the delayed AGM merely a “technical deviation”?**

**A:** Different views were expressed at the AGM. Some members regarded the delay as a significant governance concern, while the board explained the circumstances that resulted in the AGM being held after the MOI deadline.

The board recognised the seriousness of the procedural deviation relating to the timing requirement contained in the MOI and the City's CID governance framework. The issue related to the timing of the meeting, rather than the legality of the CID itself or the validity of its governance structures.

Importantly:

- the AGM was ultimately convened with lawful notice and quorum;
- members were able to participate fully; and
- the business of the AGM proceeded accordingly.

For transparency and governance purposes, the matter was disclosed to members and addressed through the ratification resolution adopted at the AGM on 27 January 2026.

**Q: What would happen if members refused to ratify the delayed AGM?**

**A:** Members were advised that the CID itself would not become invalid and that the AGM had been convened with lawful notice and quorum. However, given the City's governance requirements and the concerns surrounding the earlier defective AGM notice process, it was anticipated that further engagement with the City and potentially an additional member process or reconvened meeting may have been required from a governance perspective had the resolution not been adopted.

**Q: A member requested that the ratification be approved “with concerns”. Was this accepted?**

**A:** Yes. The chairperson accepted that concerns expressed by members regarding the governance process would be noted in the meeting records.

**Q: A member raised a concern that the circulated AGM notice did not include the actual ratification resolution wording.**

**A:** The chairperson noted the concern for the record. The ratification resolution was presented in writing on the presentation slides at the AGM and read out before the vote, together with the other resolutions. Members were afforded the opportunity to raise questions and receive responses prior to the vote being taken.

**Q: A member stated that the AGM notice incorrectly referred to only one director retiring by rotation instead of two directors and that this was a breach of the MOI clause requiring the retirement of 1/3 of the longest serving directors at every AGM.**

**A:** The chairperson noted the concern for the record. The board's interpretation of the relevant MOI provisions is that co-opted ("additional") directors are treated separately from directors retiring by rotation, as their co-option terms automatically terminate at the end of the AGM unless they are elected by the members.

The retirement-by-rotation provisions were therefore applied only to continuing elected directors. This interpretation is consistent with the manner in which the same MOI provisions had been applied at previous AGMs, including under prior boards. The board was satisfied that the correct process had been followed.

**Q: A member stated that the membership list published on the website was defective as it was a list of properties and not a list of the names of the members.**

**A:** The chairperson noted the concern for the record. The published list on the website was approved by the board and, in the board's considered view, was prepared in accordance with the MOI and with due regard to POPIA considerations. A full membership register is maintained by the CID and members may request confirmation of their membership details at any time via [members@pinelandscid.co.za](mailto:members@pinelandscid.co.za)

**Q: Why were members not immediately informed directly of board resignations?**

**A:** Members raised concerns that board resignations should have been communicated directly to members at the time they occurred.

The chairperson noted the concerns and advised that the resignations had been referenced in communications and at the Information Session held on 3 December 2025. The composition of the incumbent board was also updated on the website at the time.

The MOI does not specifically require direct member notification of changes to board directorships between AGMs. The CID By-law requires publication on the

website of information relating to the appointment, composition, activities and processes of the board.

The board remains committed to the transparency and governance principles contained in the CID Policy and to continuing to improve communication with members.

**Q: Why must residents apply to become members when they already pay the CID additional rate?**

**A:** Members were advised that payment of the CID additional rate does not automatically create membership of the Pinelands CID NPC. Membership requires a formal application in terms of the MOI. The board acknowledged widespread confusion on this issue among members and residents and indicated that a future membership communication drive would be undertaken.

**Q: Are directors paid?**

**A:** No. Members were advised that directors serve on a voluntary basis and do not receive remuneration for their services as directors.

## **2. PUBLIC SAFETY, CCTV & LAW ENFORCEMENT**

**Q: What safety improvements have been implemented by the CID?**

**A:** The CID Manager reported that the CID currently deploys:

- five patrol vehicles;
- four bicycle patrol officers;
- armed tactical support;
- two dedicated law enforcement officers; and
- a 24-hour control room.

The CID also operates CCTV and licence plate recognition systems linked to broader law enforcement networks.

**Q: What progress has been made with CCTV cameras?**

**A:** Members were advised that Phase 1 had been completed and that more than 80 cameras had been installed on the Pinelands network.

**Q: Why is the CID continuing to invest in CCTV infrastructure?**

**A:** Members were advised that camera infrastructure requires:

- ongoing maintenance;

- monitoring;
- backup systems;
- connectivity; and
- infrastructure upgrades.

The CID also indicated that it intends retaining ownership and control of the infrastructure while utilising specialist service providers.

**Q: What happened to the proposed Safety App?**

**A:** Members were advised that implementation had been delayed previously due to board-level difficulties and procurement challenges, but that a provider had now been appointed and rollout would occur during 2026.

**Q: How effective has the CID safety programme been?**

**A:** Crime reductions compared to pre-CID levels were reported, including:

- housebreaking down 32%;
- robbery down 44%;
- theft from motor vehicles down 57%; and
- theft of motor vehicles down 77%.

**Q: How does the control room operate?**

**A:** Members were advised that the control room operates 24 hours a day and handles incidents, suspicious activity, emergencies and public reporting. Many residents reportedly communicate through WhatsApp.

**Q: Are the CID-funded law enforcement officers dedicated to Pinelands?**

**A:** Yes. The CID Manager confirmed that the two CID-funded law enforcement officers report directly to the CID and patrol only within Pinelands. CID-funded law enforcement officers are separate from Metro Police resources funded by the City.

**Q: Are Metro Police Neighbourhood Safety Officers integrated with the CID?**

**A:** Members were advised that Metro Police officers allocated to the ward (ward 53) are coordinated through operational communication structures and participate in joint operations, although they are not dedicated exclusively to Pinelands.

### **3. ENVIRONMENT, MAINTENANCE & CLEANING**

**Q: What environmental and maintenance work has the CID undertaken?**

**A:** Members were advised of:

- tree planting initiatives;
- public space maintenance;
- river clean-ups;
- invasive species removal;
- fire hazard clearing;
- graffiti removal;
- replacement of heritage plaques;
- upgrades to parks and public spaces; and
- collaboration with environmental volunteer organisations.

**Q: Why has the Garden of Remembrance project not yet commenced?**

**A:** Members were advised that governance and procurement disagreements delayed contractor appointment. The CID intends appointing an external consultant to manage the project process.

**Q: Why is the Garden of Remembrance budget so large?**

**A:** Members were advised that the project is intended to be a significant community space upgrade and may include:

- pathways;
- fencing;
- irrigation;
- landscaping; and
- community facilities.

**Q: What is the status of the proposed dog park?**

**A:** Members were advised that the original proposed site was affected by broader City planning issues and that a potential new site near Pinelands Station was being explored through public participation processes.

**Q: Why is the CID still pursuing a dog park?**

**A:** The CID advised that the dog park concept forms part of the approved Business Plan and therefore remains under consideration.

**Q: Has the CID considered separation of organic waste at source?**

**A:** Yes. Members proposed future investigation of organic waste separation initiatives. The CID Manager advised that resident proposals could be considered provided the CID continues prioritising projects contained in the approved Business Plan.

#### **4. SOCIAL DEVELOPMENT**

**Q: What social development work is the CID undertaking?**

**A:** Members were advised that the CID's social development programme focuses on:

- homelessness intervention;
- rough sleeper engagement;
- referrals to shelters;
- family reunification;
- access to health services; and
- partnership work with NGOs and the City.

**Q: How extensive is the rough sleeper engagement programme?**

**A:** Members were advised that the service provider conducted 737 engagements over a five-month period.

**Q: Does the CID provide transport to shelters?**

**A:** Yes. Members were advised that the CID supplements City services by physically transporting individuals to shelters where placement is available.

**Q: Is the CID engaging with neighbouring communities such as Langa and Maitland Garden Village?**

**A:** Yes. The CID Manager advised that, by working through partnerships and engagements with neighbouring communities and schools, social development and community upliftment initiatives need not be restricted by geographic boundaries.

## 5. FINANCIAL QUESTIONS, BUDGETS & SURPLUS

**Q: Why does the CID have a significant accumulated surplus?**

**A:** Members were advised that previous budgets had been underspent. The City indicated that, from 2026/27 onward, CIDs would generally be expected to spend at least 90% of their approved annual budgets.

**Q: Is the CID overspending on current projects?**

**A:** No. The CID Manager advised that projects were being implemented within approved budget parameters.

**Q: Why should ratepayers continue paying the current level of CID levy if there is already a large surplus?**

**A:** Members discussed whether future levy levels and budgeting models should be reviewed in light of the surplus and future expenditure plans.

The board reiterates its commitment to spending the accumulated surplus within the five-year business plan cycle. A new five-year business plan will be required for the 2028/29 financial year which will set the CID additional rates for the next five years. Members' participation and approval of the next five-year business plan will be required.

**Q: Would a larger member base result in even larger surpluses?**

**A:** No. The CID additional rates are levied on all eligible property owners within the Pinelands CID boundary, regardless of whether or not they are members of the CID. Therefore, having a larger membership has no impact on the income received by the CID. The spending of the approved budget and any accumulated surplus is the responsibility of the board.

**Q: Why does the CID intend purchasing vehicles?**

**A:** Members were advised that:

- vehicle rental costs are high;
- a dedicated operational vehicle is needed;
- law enforcement response requires mobility; and
- ownership is considered more cost-effective than long-term rental.

**Q: What vehicles are proposed?**

**A:** Members were advised that the CID intended procuring:

- a law enforcement/public safety vehicle; and
- a CID operational vehicle.

**Q: Why is there still consultant expenditure if the CID intends employing more staff?**

**A:** Members were advised that consultants provide specialist technical expertise which operational staff cannot necessarily provide.

**Q: How many paid employees does the CID currently have?**

**A:** Members were advised that the CID currently has one employee and that additional administrative and operational posts were proposed.

**Q: What is included in “general expenses”?**

**A:** Members were advised that this category includes:

- marketing;
- advertising;
- rent;
- administration; and
- other general operational overheads.

**Q: Why are festive season safety costs increasing?**

**A:** Members were advised that additional festive season patrol resources are procured from service providers and do not represent “double payment” of existing officers.

**Q: How much bad debt exists on the CID levy?**

**A:** Members were advised that Pinelands generally has strong payment levels and that the City maintains a 3% bad debt provision.

**Q: Are the Annual Financial Statements approved by members?**

**A:** Members were advised that audited Annual Financial Statements are tabled for noting, while the Annual Report and certain budget-related matters require members' approval.

## **6. COMPANY SECRETARY, AUDITORS & ADMINISTRATION**

**Q: Why did the previous Company Secretary resign?**

**A:** Members were advised that no detailed explanation was provided to the board by the outgoing Company Secretary, Cecil Kilpin & Co, beyond the resignation itself. Cecil Kilpin & Co did not respond to any correspondence in this regard.

**Q: How was the new Company Secretary appointed?**

**A:** Members were advised that several company secretarial service providers were approached and that the current Company Secretary, Mr Francois Theron of PaperPilot, was selected as part of that process and following recommendations and discussions.

**Q: Was the auditor reappointed?**

**A:** Yes. Members were advised that the auditor, PragmaKonsult, would continue for the current financial year 2025/26 and that a competitive bid process would be advertised for the 2026/27 financial year.

**Q: Where is the new CID office located?**

**A:** The CID's new office is located at: Office 28B, Mutual Park, Jan Smuts Drive, Pinelands, 7405.

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