

# WELCOME

TO



**Home to The Richmond Hill SRA  
(Special Rates Area)**



**WELCOME TO RICHMOND HILL.** We are a vibrant, cosmopolitan neighbourhood filled with an eclectic mix of residents. In our community we have artists, writers, professionals, residents who have lived here for decades, newlyweds, business people and average good, hard-working folk. The many coffee shops, deli's, pubs and restaurants have transformed our suburb into the culinary hub of Port Elizabeth.

Rich in history and old-world charm, we the Richmond 'Hillians', are proud of our little Village on the Hill!

Like many old suburbs, some decay started setting in, but in 2005 the residents of this neighbourhood decided to stop the rot. We want to live and work in a safe and crime free environment, and we want our Village back in its former glory! From humble beginnings and the dedication of volunteers, the then 'Richmond Hill Residents Association' transformed into what we present now, the Richmond Hill SRA (Special Rates Area). Our SRA was the first of its kind in the Eastern Cape.

The objectives of the SRA include maintaining the historical heritage and character of Richmond Hill, security and crime prevention, as well as the cleansing and beautification of the neighbourhood.

## **WHO OR WHAT IS THE RICHMOND HILL SPECIAL RATES AREA (RHSRA)?**



The municipality collects a small monthly levy from all property owners, to enhance municipal services in a Special Rating Area. This levy is paid to the SRA to improve the area by providing services such as public safety patrols, additional cleaning and other community building initiatives.

The Richmond Hill SRA was officially launched in April 2015 and is run by a management team made up of community volunteers. They are guided by a Board of Directors, who are elected annually at the SRA Annual General Meeting by the members of the SRA.

**KINDLY NOTE: The Directors receive NO SALARY for their duties, they simply want to give back to the community.**

The SRA currently outsources security of the suburb to a private security company who perform 24/7 patrols. We employ an office administrator, 1 cleansing team and 1 special projects team. Casual labour is also employed when required, to tackle special projects and where possible, members of the community are employed to assist with different ad-hoc projects.

## HOW TO CONTACT THE RICHMOND HILL SRA?



Address: 2a St Phillips, Richmond Hill Office

Hours: 08.00– 16.00

**(Visit by appointment only please)**

Website: [rhsra.co.za](http://rhsra.co.za)

Telephone 061 427 6431

E-Mail: [office@rhsra.co.za](mailto:office@rhsra.co.za)

## DUTIES OF THE RHSRA



As a result of the efforts and activities of the SRA by providing a safer, secure and clean environment, the suburb has become a popular area for investment by businesses and high-density developments (student accommodation).

These developments will have to be managed and controlled in strict compliance with existing and proposed bylaws in order to maintain the historic integrity and tranquillity of the residential suburb. High density developments remain one of the primary threats for socioeconomic problems and subsequent decay of the historic suburb.

**To this end, all new homeowners, investors and tenants are hereby made aware of the following very important information:**

1.	The RHSRA do not take lightly to violations where landlords don't have the correct zoning in place. <b>PLEASE NOTE:</b> Legal action may be instituted against unscrupulous landlords who refuse to abide by the zoning regulations and by-laws. High density occupation destroys the historic integrity and suburban character of the area and puts increasing strain on the existing old infrastructure.
2	Historically we have noted that investment properties are often neglected, and we take great umbrage to property owners that do not maintain their properties, and legal action may be taken to ensure that properties are correctly maintained (or demolished, if need be, at the cost of the owner).
3	Our existing property owners share our concerns to protect Richmond Hill and they also share our passion to preserve this lovely suburb of ours and all act as "watchmen" for the suburb to report any irregularities. We have many eyes and ears on the ground at all times to ensure compliance.

## **VOLUNTEER AND GET INVOLVED**



A team is only as strong as its members, and this is why we rely on those who are passionate about our suburb to volunteer to assist the Directors with various projects as Managers.

If you would like to avail yourself, please contact with our office.

## COMMUNITY MEETINGS



**Community meetings are usually scheduled for every second Thursday of every second month at 6pm.** The location of these meetings might change, so please check your emails or Facebook.

Confirmation of meeting dates are sent out via email. They are also advertised on our Facebook page as well as our website. You are also reminded by 3 well placed highly visible banners in the area the week of the meetings.

Meetings provide for feedback from the SRA board and management team. Constructive discussions on news, views and activities in the community are held.

To add yourself to our data base and be included going forward once you are a resident in the area, please email your request to: [office@rhsra.co.za](mailto:office@rhsra.co.za) , visit our webpage: [WWW.RHSRA.CO.ZA](http://WWW.RHSRA.CO.ZA) or find us on Facebook “Richmond Hill Community” for more information.

## ANNUAL GENERAL MEETING (AGM)



Meetings are held annually upon receipt of the RHSRA Audited Financials.

A notice is advertised in local newspapers of the AGM and registered members will also receive email notification.

**In order to attend the AGM, you must be:**

- A registered property owner within the Richmond Hill Area
- You have to apply to become a member of the RHSRA
- Your municipal bill must be current (paid up to date) at the time of the AGM

To join the RHSRA, an application form needs to be completed.

This can be obtained by either emailing us at: [office@rhsra.co.za](mailto:office@rhsra.co.za) or the form can be downloaded from our website at: [www.rhsra.co.za](http://www.rhsra.co.za)

## SECURITY



RHSRA have its own **24/7 DEDICATED OUTSOURCED PATROL SERVICE.**

Should you require emergency assistance, the patrol vehicle can be reached on **079 905 9009** (WhatsApp facility available).

Once you're a member of the **1ARH Group** (emergency group), you can report suspicious activity via this group to keep our patrollers informed.

**TO JOIN THIS GROUP**, WhatsApp or SMS your name, address & contact number to **082 852 7367**.

## KEEPING OUR SUBURB CLEAN



The suburb has an ongoing problem with littering.

The only way we will keep our suburb clean is if we all take responsibility for the problem. If you see someone littering, please ask them to pick it up or report the matter to the RHSRA office.

## WASTE MANAGEMENT & REFUSE REMOVAL SCHEDULE



<b>MONDAYS</b>	Russell Road, up to and including Stanley Street
<b>TUESDAYS</b>	Stanley Street, up to Albany Road (excl. Stanley Street) as well as for registered businesses and apartment buildings.
<b>FRIDAYS</b>	A second weekly refuse removal for registered businesses & apartment buildings only.
<b>APARTMENT BUILDINGS:</b>	Arrangements for refuse removal must be made with the Municipality by the Bodies Corporate of apartment buildings – please contact 060 540 5247 or 041 506 2018 to arrange for this.
<b>BUSINESSES:</b>	A trade waste contract with the Municipality or private contractor is required for waste removal from trade premises - please contact 060 540 5247 or 041 506 2018 to arrange this.


PACKA-CHING®  
MAKE SOME KILORANDS
A Polyco  Initiative


# BRING YOUR RECYCLABLES & EARN MONEY

Pack-a-ching is a new recycle effort by the Metro where you can bring your sorted recyclable materials to the weekly location and you will be paid for your materials.



Come to “the Village Green” on the Corner of Stanley & Mackay Streets from 1 – 3pm every Wednesday. Payments are made electronically – no cash is kept on hand.



Find them on Facebook for further information.

## ILLEGALLY DUMPED RUBISH WILL BE INVESTIGATED



- All refuse must be put out at 06:00 on the day of the refuse removal.
- **NO refuse bags to be put out THE DAY BEFORE collection day!**
- Putting out your bags the night before **COLLECTION** brings an unwanted element into the area, which is exactly what we are trying to negate.
- Having unknown people in the area potentially increases crime in our suburb and it places an extra burden on our patrol service.
- **IN ADDITION, IT'S A CRIMINAL OFFENCE to DO SO!**



As this seems to be an ongoing problem, **LAW ABIDING** residents **ARE ENCOURAGED** to video **RECORD** offenders.

These videos are forwarded to the Head of Waster Collection at the Nelson Mandela Bay Municipality for **PROSECUTION**.

This will result in a personal visit **TO OFFENDERS** by municipality **AUTHORITIES** followed by fines for **REPEAT OFFENDERS**.





## MUNICIPAL COMPLAINTS



Guidelines when lodging a complaint with NMBM regarding municipal services, for instance streetlights not working / flickering, refuse not being collected on schedule etc.

**The Metro have recently launched a mobile application “Nelson Mandela Bay Municipality” and this can be downloaded from Google Play Store.**

Under report incidents you can log an incident and receive a reference number immediately.

Alternatively, you can call the Municipal Service Delivery Centre (MSDC) on **0800 20 50 50** to register your complaint. In order to do so, you will need to supply the metro with:

1.	Your name
2.	Your street address
3.	Your contact number
4.	Full details of your complaint. Please note that if you are calling regarding a streetlight that is not working, please check on the pole in question and write down the pole number, so the Metro can pinpoint the exact location as each pole has a reference number which translates to an exact address.
5.	Obtain a reference number for your call.

Should you want the RHSRA to follow up on your complaint on your behalf, please forward the details to the RHSRA office via WhatsApp to **061 427 6431** or via email to: [office@rhsra.co.za](mailto:office@rhsra.co.za).

Kindly send this information in writing so it can be copied directly onto our records for diary purposes.

## NOISE COMPLAINTS | DISTURBANCE OF THE PEACE



It is very important to register complaints so that action can be taken. If a complaint is received by Metro, an Occurrence Book (OB) number is given. The shift commander will go out to the offending resident and explain the contravention that occurred. If someone does not comply after this, Metro will forward the matter to the NMBM Noise Pollution Section, who will take legal action where necessary.

Residents must call Metro and report the noise complaint directly and obtain an OB number. This OB number must be forwarded to the SRA office so that the necessary follow-ups can be done. It does not help to report the noise complaint to the SRA Office a day or two after it occurred, as the Metro cannot take the necessary action.

### **IT'S VERY IMPORTANT TO REPORT WHILST THE NOISE IS TAKING PLACE.**



- Metro Police 041 585 1555 select option 2 or 041 508 5501
- SAPS Humewood 041 504 5000
- SAPS Call Centre 10111
- NMBM Noise Control 041 506 5462 during office hours

<b>NOISE CONTROL STANDBY OFFICIAL:</b>	<b>CONTACT NUMBER:</b>
Mrs Buyiswa Deliwe	066 043 4311
Mr Msimelelo Buhlungu	066 476 3602
Mr Clinton Camelio	079 490 0358

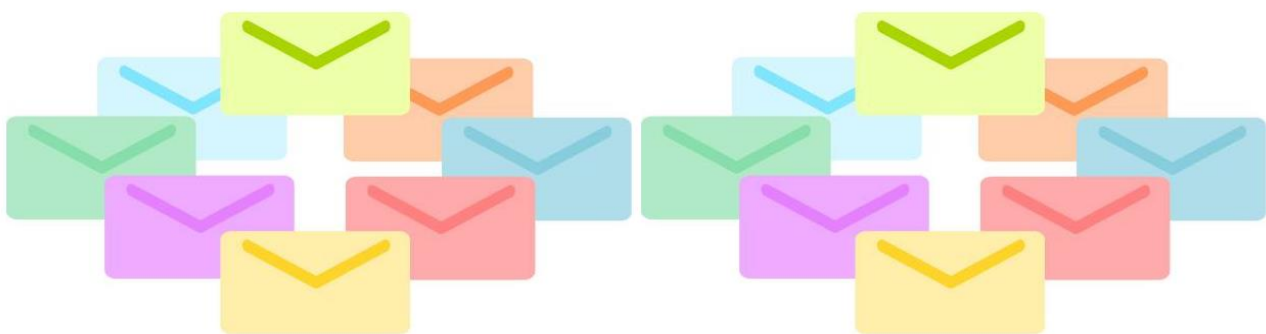
## DISRUPTION OF ELECTRICITY | LOAD SHEDDING



**Richmond Hill has a number of Groups for load shedding** the area is fed from 2 different substations, namely Mount Road substation and the Russell Road substation. These substations in turn have different groups and these groups keep changing. It is therefore very difficult for us place on record the exact boundary between the Groups for the greater Richmond Hill area because of the network topology (how the network is arranged). If you are unsure which group, you are in, please ask your neighbour and I am sure they will assist you.

Schedules are available at [www.nelsonmandelabay.gov.za](http://www.nelsonmandelabay.gov.za) and at whichever stage Eskom instructs us to load shed is noted thereon. There are various mobile app's that can be downloaded from Play Store. If a customer can remember when exactly they were off the previous week, they should be able to deduce which group was shed at that time.

## WRITTEN OBJECTIONS TO THE MUNICIPALITY



Once you have joined the RHSRA, you will receive notification/s as and when property owners in the area apply to the Metro for change in zoning requirements of properties. This information is disseminated to you so that, if you have an objection to this change, you are provided a platform to tell the Metro the reason for your objection. All such objection must be committed in writing in the form of a letter or an email that can be sent to the office where they are collated and sent to the Metro under cover of a letter from the RHSRA. This is done on the closing day for objections.

## SOCIAL MEDIA PLATFORMS



**Find us on Facebook.** Like our **Richmond Hill SRA** Page as well as the **Richmond Hill Community Forum** to keep up to date with important information and happenings in our suburb.



**Link with us on WhatsApp.** Our office telephone has WhatsApp capabilities. Should you want to communicate with us, our office hours are 08:00–16:00 and the Office Administrator can be contacted during these hours on **061 427 6431**.

The Richmond Hill Community also has a WhatsApp chat group. Should you want to join this group, kindly send your name, address & contact number to **076 300 0457**.

## USEFUL CONTACT DETAILS



Municipality Call Centre	0800 20 50 50
South African Police Service	10111
SRA / HGR Security Crime Line	079 905 9009
Humewood Police Station	041 504 5000 / 041 504 5057
Fire Department	041 585 1555
Ambulance	041 403 7000
Animal Welfare	041 366 1660
Life Line Crisis Number	041 373 8882
NSRI	041 585 6011
Illegal Dumping	041 506 2833
Waste & Hygiene	041 506 2018
Parks Department	041 506 7606
Electrical complaints	041 374 4434 / 041 392 4111/506 5595
Roadwork's & Storm Water Drains	041 501 7976
Traffic Control (illegal parking) etc	041 402 1196/97
Metro SAPS	041 585 1555 option 2
Environmental Health	041 506 5412 /13