



**UIP** UMHLANGA ROCKS  
URBAN IMPROVEMENT PRECINCT

An iconic coastal destination



## Vibrant uMhlanga Rocks, a place where work, rest and play find balance.

An iconic coastal destination offering something for everyone. uMhlanga Rocks is a place of sandcastles, surfing and ice-creams, where families make lasting holiday memories; a festive entertainment node for fun filled nights out with friends; a location for business and investment; a home for young and not so young.

Seamlessly connecting the hustle and bustle of the Chartwell and Lagoon Drive 'high-street', promenade walkway, beaches and the uMhlanga Lagoon Nature Reserve, uMhlanga Rocks strives to create a welcoming and integrated mix of attractions for everyone, making it a work, rest and play coastal destination of choice in KwaZulu-Natal.



## Overview

- Over 12 kms of public roads and servitudes
- 4km world-class coastal promenade and beach
- Municipal valuation of approximately R12.8 billion
- Includes over 3000 individually rated properties
- uMhlanga Forest Cafe and Forest Boardwalk
- Close proximity to King Shaka International Airport

## How are uMhlanga Rocks public open spaces managed?

They are collaboratively managed and serviced by the Municipality and the uMhlanga Urban Improvement Precinct. The UUIP as we like to call it provides supplementary services to public areas, with the Municipality remaining the primary service provider and importantly to note, the authority.

## What is the purpose of the UUIP?

- To secure and enhance long term measurable value to precinct property owners, businesses, and stakeholders.
- Retain existing investment and build investor confidence.
- Create an environment that supports vibrant and responsible business activity.
- Improve safety, the general environment, and quality of life for the benefit of all.
- Respond to the challenge of environmental sustainability within the Memorandum Of Incorporation mandate.

## How does the UUIP do this?

By creating, in collaboration with the Municipality and Stakeholders, a sought-after precinct for living in, visiting, and doing business, which is underpinned by safe, well maintained, clean, green, and cared for public spaces.

## So, who benefits?

**Everyone:** residents, employees, investors, tourists, visitors, those doing business, traders and a whole lot of other stakeholders including the Municipality.

[View the UUIP service boundaries](#)



## Who is the uMhlanga Urban Improvement Precinct (UUIP) and how is it structured?

The UUIP comprises two official uMhlanga UIPs or Special Ratings Areas (SRAs is the municipal term): the uMhlanga Promenade UIP (PUIP) and the uMhlanga Village UIP (VUIP). Each has its own Non-Profit Company which is governed by a Memorandum of Incorporation (MOI) in compliance with the South African Companies Act. Both UIPs are run by respective Boards of Non-Executive, non-remunerated Directors nominated by property owners within the Precinct.

[Read more on governance](#)

In addition to the two official UIPs, there are three associated Voluntary Areas to the uMhlanga Promenade UIP, namely Northern Promenade Properties (NPP); Southern Promenade Properties (SPP) and the Marine Drive Westside (MDW). Furthermore, to improve safety, enhance visitor experience and augment infrastructure in the uMhlanga Lagoon Nature Reserve and Northern Beaches, a special project structure within the PUIP has been established and is operational.

**Sounds a little confusing... don't worry, here's what's important...** Although there are two UIPs/SRAs within uMhlanga Rocks, three associated voluntary areas and the Nature Reserve project, they are all operationally referred to as the uMhlanga UIP (UUIP) and managed as ONE HOLISTIC serviced area i.e., it is all about ensuring a seamless and exceptional experience of uMhlanga Rocks' wonderful open public spaces for all!

[Click here for a visual representation of the various UIPs and associated voluntary areas](#)





## So how is the UIP funded?

An Urban Improvement Precinct (UIP) or Special Ratings Area (SRA), is based on the Municipal Property Rates Act of 2004, which provides for the **establishment of the SRA** within a dedicated geographic area and which requires the approval of Council.

The UIP/SRA Business Plan is funded by property owners located within the SRA/UIP designated area. Their monthly SRA levy is calculated on a pro rata basis against assessed municipal property values. The levy is raised by the Municipality on the rates bill, collected free of charge on behalf of the UIP and paid over to the respective UIP Non-Profit Company to implement the Business Plan.

**Village UIP:** All commercially rated property owners within the Village UIP boundary are legislatively obligated to contribute to the UIP based on category of usage. In addition, residentially rated properties contribute on a voluntary basis.

**Promenade UIP:** All commercial and residential rated property owners within the Promenade UIP boundary are legislatively obligated to contribute to the UIP.

[Read more on finance](#)

## What about the funding of the associated voluntary areas?

Each voluntary area has its own representative committee and budget which is funded by voluntary contributions. For good governance and transparency, the financial reporting is included in separate reports within the Promenade UIP financials and annual audit.

The voluntary areas are essential to the safety and servicing of the entire promenade walkway and northern beaches up to the Ohlanga Estuary. This is because the Promenade UIP only funds the services for a portion of the promenade / beach in front of 12 beachfront properties (formal members of the PUIP) in the mid-section of the promenade. Both the southern and northern flanks are associated voluntary areas.



## What does the monthly SRA/UIIP levy cover?

- ✓ **UIP financial management and corporate governance.**
- ✓ **Operational management:**
  - A single point of contact for public realm security, fault reports and queries.
    - Dedicated Precinct Manager
    - 24-hour hotline on 086 111 2050
  - 24-hour public open space security in and around the precinct:
    - UIP day and night shift supervisors and security officers.
    - UIP reaction vehicle.
    - Dedicated Control Room that is manned 24/7 and located at the Village Green.
    - UIP golf-cart patrolling the promenade.
    - Electric scooters used by night shift security officers patrolling the promenade.
    - CCTV and number plate recognition cameras located at all entrances to the precinct.
  - Cleaning, greening and maintenance (what we call the CGM team for short).
  - Fault reporting to the municipality e.g. streetlights, sewerage spillage etc. and follow up until repaired.
  - Online fault reporting portal via our website which allows users to log public realm faults, incidents, and queries, which are automatically captured on our case management software for tasking and resolution.
- ✓ **Strategic engagement with municipality and law enforcement authorities to find pragmatic solutions for bulk infrastructure maintenance, business forum demands, taxi challenges on behalf of the precinct.**
- ✓ **Precinct related communications such as monthly insights, ad hoc newsflashes, social media posts and community engagement.**
- ✓ **Social investment and environment e.g. the uMhlanga Nature Reserve Forest Boardwalk.**

**uMhlanga is an open access precinct**, which means that there are no access-controlled areas other than those for official vehicles e.g., Beach Lifeguard, Metro Police etc. In an open Precinct all infrastructure such as sewer, stormwater, roads, sidewalks, streetlights etc, is owned and can only be serviced by the eThekweni Municipality.

## What is the UUIP service mandate?

### UUIP does:

- Provide supplementary soft services to that of the Municipality to PUBLIC OPEN SPACES e.g., parks, promenade walkway, beaches, street sweeping, etc.
- Supplementary services include the protection of public spaces, cleaning, greening and provision of a responsive communications platform and promotion of the precinct.
- Aligning UIP supplementary services to public spaces with that of Municipal services.
- Fault reporting to relevant Municipal line departments for actioning which are tracked and followed up to ensure a timeous response. In addition, the UIP takes this support a step further and is at the forefront in addressing significant blockages through various initiatives and collaborating with senior municipal officials.
- Lobby the Municipality for investment in infrastructure that unlocks economic opportunity.
- Makes request to property owners and businesses to improve public space facing buildings and facilities – every little bit of individual effort to improve spaces adds up to a very big aesthetic difference.

### The UUIP does not:

- Duplicate or replicate services to public open space, instead it provides a supplementary service to that of Municipal services.
- Service municipal buildings or public amenities e.g., public toilets and beach ablutions which are the sole responsibility of the Municipality.
- Nor is mandated to engage on private property matters, whether it be development approval processes, agreements with the municipality, dissension between property owners or any other such private property matter.

[Read more on precinct management](#)

## Who is the authority in public spaces?

**eThekweni Municipality** remains the authority of public space and **is also responsible for bylaw enforcement**. The UIP does however request the public's compliance with bylaws, which while not always successful, does achieve a high degree of success. What is most important, is continuously getting the message across in a polite and professional manner and ensuring the authorities are notified if compliance is not forthcoming.

**SAPS** are responsible for Policing services i.e., crime prevention, investigation, and arrests. The UIP has no legal mandate to fulfil these functions except in the case of a civil arrest as provided for in Section 42 of the Criminal Procedure Act.





The UIP management team is constantly responding to uMhlanga Rocks' ever-evolving needs. Whether it be service delivery or special projects, the fundamentals of managing crime and grime will always be the UIP's top priority... remembering it's all about ensuring a seamless and exceptional experience of uMhlanga Rocks' wonderful public open spaces for all... creating a desirable location, which is the foundation of investor confidence.





**Take a walk along the uMhlanga Nature Reserve Boardwalk and experience the sights and sounds of our coastal forest over a coffee.**

Once a derelict ablution facility and now a flourishing café, the Forest Café, is a hidden gem inside the uMhlanga Lagoon Nature Reserve. Located at the end of the forest boardwalk, it offers a serene café experience in a tranquil coastal forest setting. Run by the renowned Bike & Bean – there is no better place to really enjoy a cuppa and our beautiful coastline.

**Extending the uMhlanga Nature Reserve Forest boardwalk, a community minded, community funded project.**

With your support, we can extend the forest boardwalk to take our coastal walk-in-the-trees even further. Managed by the uMhlanga UIP and supported by Ezemvelo KZN Wildlife, the boardwalk is set to extend a further 2 kms.

[Click here for the full map and ways to get involved](#)



We love to share what is happening in the precinct. We're all about sharing the good news stories and the UIIPs many activities.

But if there's an issue in the precinct, we're generally the first to know and we share information such as electricity outages, road closures or routine maintenance that can affect your daily work, rest and play schedule.

Stay informed by following us on the following communications platforms.

Facebook | Instagram | Website | Subscribe

### Who is your Precinct Manager?

Your Precinct Manager is **Dewet Geldenhuys**, a highly experienced UIP Manager supported by the UrbanMGT professional team. Dewet can be found at the UIP management offices at 44 lagoon Drive, uMhlanga. The UIIP control room is found on Village Green.

### How do I contact the UIIP team?

- **General queries:** [info@umhlangauip.co.za](mailto:info@umhlangauip.co.za)
- **Precinct Manager Email:** [dewet@urbanmgt.co.za](mailto:dewet@urbanmgt.co.za)
- **Precinct Manager Phone:** 084 429 8523

### How do I report crime or public realm faults?

- **UIIP 24/7 Hotline** – 086 111 2050
- **Online fault report**

