

Blackheath Industria BR&E Survey 2021: Business Information Cover Sheet

RESPONDENT ID	
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(For office use)

BUSINESS NAME _____

PHYSICAL ADDRESS _____

POSTAL ADDRESS _____

POST CODE _____

TELEPHONE _____

FAX _____

CELLPHONE _____

EMAIL _____

PERSON
INTERVIEWED

Please tick the applicable block

Property Owner		Property Owner and Tenant		Tenant	
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Or POSITION _____

INTERVIEWER (1) _____

INTERVIEWER (2) _____

INTERVIEW DATE _____

Confidentiality: All your answers to this survey will be kept confidential. The interviewers have signed an undertaking to this effect. The information you provide will be combined with that from other businesses and presented as percentages or averages and you will not be quoted directly. The task team will respond to your requests for information or specific assistance but will not give your name to a third party without your permission.

“Skip it” Rule: If you do not wish to answer a particular question, please just say so. No explanation is required.

BR&E Survey Questionnaire

SECTION A: Business structure and history

A1 Describe the main products and/or services of your business.
(Open ended response)

A2 Which one of the following categories best describes your business activities?
(Please tick most appropriate box.)

Agriculture, forestry, fishing	<input type="checkbox"/>	Mining, quarrying	<input type="checkbox"/>
Manufacturing	<input type="checkbox"/>	Electricity, water	<input type="checkbox"/>
Construction, building	<input type="checkbox"/>	Wholesale, retail	<input type="checkbox"/>
Catering, accommodation	<input type="checkbox"/>	Transport, storage	<input type="checkbox"/>
Community or personal services	<input type="checkbox"/>	Government services	<input type="checkbox"/>
Finance, insurance, property or business services	<input type="checkbox"/>	Motor trade	<input type="checkbox"/>
Warehousing	<input type="checkbox"/>	Communications	<input type="checkbox"/>
Other?	<input type="checkbox"/>		<input type="checkbox"/>

A3 How long has your business been operating in this community:
(Please tick applicable box)

Less than 1 year	<input type="checkbox"/>	2 to 5 years	<input type="checkbox"/>
6 to 10 years	<input type="checkbox"/>	11 to 15 years	<input type="checkbox"/>
16 to 20 years	<input type="checkbox"/>	Longer than 20 years	<input type="checkbox"/>

A4 Is your business locally (Cape Town) owned?
(Please tick applicable box)

Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
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ONLY ANSWER THE QUESTION A5 IF YOU ANSWERED “NO” TO THE QUESTION A4 ABOVE

A5 If your business is not locally (Cape Town) owned, is your business a...
(Please tick applicable box)

Provincial company branch	<input type="checkbox"/>	National company branch	<input type="checkbox"/>
International company branch	<input type="checkbox"/>	Other (please explain below)	<input type="checkbox"/>

A6 Where are most (i.e. the highest proportion) of your customers located?
(Please tick applicable box – single response)

Local (within Cape Town)	<input type="checkbox"/>	Within province	<input type="checkbox"/>
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Within SA		International	
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A7 Where are most (i.e. the highest proportion) of your suppliers located?
(Please tick applicable box – single response)

Local (within Cape Town)		Within province	
Within SA		International	

SECTION B: Employment

B1 How many people does the business employ (including yourself, directors etc.)?
(Please fill in at least the **unshaded** boxes – multiple response)

	Male	Female	Total	Youth between ages 18-35
Full time				
Part time				
Casual / contractor				
TOTAL				

B2 If you were to take on any new staff in the future, what **skills** would you be looking for? (Tick all that apply – multiple response)

Business management skills		Marketing skills	
Financial management skills		Production management skills	
Supervisory skills		Line/middle management skills	
Engineering skills		Research skills	
Public relations skills		Interpersonal skills	
Sales skills		Secretarial skills	
Clerical skills		Functional literacy/numeracy	
Mathematical skills		Problem solving skills	
Industry specialist (specify)		Other (specify)	
Technical skills (specify)		Other (specify)	
Trade - skilled (specify)		Other (specify)	
Trade - semi-skilled (specify)			
Plant/machinery operator (specify)			
Apprenticeship/learnership (specify)			
Other (specify)			

B3 Are there any specific skills that are difficult to recruit locally?
(Please tick applicable box)

Yes		No	
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ONLY ANSWER THE QUESTION B4 IF YOU ANSWERED “YES” TO THE QUESTION B3 ABOVE

B4 Which scarce skills are difficult to recruit locally?
(Open ended response)

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B5 What is the % breakdown between locally sourced staff (within a 25km radius of the Blackheath Industrial Area) versus externally sourced staff?
(Please indicate percentage)

Locally sourced staff	%	Externally sourced staff	%
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B6 What has been your experience of local training institutions?
(Please indicate on a scale of 1 to 5 where:
1 = bad experience, training unsuitable/irrelevant for the work environment
5 = highly effective training, skill relevant and deployable within the business)

List of training institutions that your company has engaged with in the last 3 years in terms of its skills requirements.	1	2	3	4	5	n/a
1.						
2.						
3.						
4.						
5.						

Additional comments:

SECTION C: Business Environment

C1 What are the main **advantages** of running a business in this community?
(Tick 5 advantages – multiple response.)

Access to suppliers		Access to customers	
Cost/reliability of transport		Road networks	
Availability of public transport		Reliability of electricity	
Relative cost of rates & services		Reliability of water supply	
Image of the area		Crime rate	
Availability of skills		Relative cost of land/property	
Other(s) please specify			

Additional Comments:

C2 What are the main **disadvantages** of operating a business in this community?
(Tick 5 disadvantages – multiple response.)

Access to suppliers		Access to customers	
Cost/reliability of transport		Road networks	
Availability of public transport		Reliability of electricity	
Relative cost of rates & services		Reliability of water supply	
Image of the area		Crime rate	
Availability of skills		Relative cost of land/property	

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Other(s) please specify	
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Additional comments:

C3 Are you planning to expand your business operations within the next 1-3 years?

Yes		No	
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C4 If your answer to C3 is “Yes”, please indicate how you plan to expand:

Retail outlet		Wholesale outlet	
Training Institute		Expanding existing production facility	
Addition of new products		Diversification of product	

C5 If your answer to C3 is “Yes”, please indicate where you plan to expand:

Within Blackheath Industria		Outside of Blackheath Industria	
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SECTION D: Supporting Environment

D1 What has been your experience of the City of Cape Town’s service departments and other Government Departments in the last 12 months?

(Please indicate on a scale of 1 to 5 where:

1 = Terrible service, unresponsive to customer needs

5 = highly effective service, highly responsive to customer needs.)

Department	1	2	3	4	5	n/a
Water						
Waste removal						
Rates						
Billing						
Sub council						
Blackheath CID						
Eskom Electricity Supply						
Other (please specify)						

D2 What impact does load shedding have on your operations?

(Open ended response)

D3 What impact has load shedding had on your future investment programme?

(Open ended response)

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D4 Which of the following have you considered and/or implemented to mitigate the impact of load shedding?
(Please tick all that apply)

Measure	Considered	Implemented
Load curtailment measures		
Rooftop solar		
Wind		
Battery storage		
Backup generators		
Gas		
Smart electricity meter		
Other (please specify)		

D5 At what stage of load shedding are you forced to cease operations completely?
(Please tick appropriate box)

Stage 1	
Stage 2	
Stage 3	
Stage 4	
Stage 5	
Stage 6	
Stage 7	
Stage 8	
Not applicable	

D6 What is the source of water for the following uses?
(Please complete all that apply – the percentages inserted serve as examples only)

	Treated effluent	Municipal treated water	Ground water	Onsite storage	Other	Not applicable
Office functions	-	82%	10%	4%	-	4%
Factory operations	6%	49%	26%	10%	3%	6%
Fire systems	3%	63%	17%	7%	-	10%
Grounds	7%	22%	45%	-	4%	22%

D7 Are you required to get ASIB certification?
(Please tick applicable box)

Yes		No	
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D8 Have you struggled to get ASIB certification for insurance purposes?
(Please tick applicable box)

Yes		No	
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D9 Have you invested in on-site infrastructure in order to obtain ASIB compliance?
(Please tick applicable box)

Yes		No	
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If you answered “**yes**” to F8 above, are you willing to provide details?

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(Open ended response)

D10 Are you willing to share a rough estimate of the cost of providing infrastructure to obtain ASIB compliance?

(Open ended response)

SECTION E: Local

E1 Which of the City's business incentive programmes are you aware of and participate in?

(Please respond yes or no!

	Aware of (yes/no)	Participate (yes/no)
Investment Incentives		
Productivity SA		
Biodiversity offsets		
Urban Development Zones		
Local area economic development incentive		
Enhanced telecommunication services		
Rates rebates and service concessions for organisations		
Industry partnerships and economic support programmes		

E2 Do you feel you receive any direct/indirect benefit from your CID membership? Please provide details.

(Open ended response)

E3 Would you like to be contacted by your CID Manager?

(Please tick applicable box)

Yes		No	
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SECTION F: Previous Business Retention and Expansion Programs (BR&E)

In 2014 the City of Cape Town in partnership with the Blackheath CID implemented a BR&E program aimed at improving the business environment in Blackheath Industria. The following list of recommendations, set out in no particular order, emanates from a survey that formed part of the process.

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F1 Please indicate on the table below which 3 recommendations you believe are still relevant and important to improving the business environment of Blackheath Industria. Please number them 1-3, with 1 being the highest priority.

Recommendation	Priority
Upgrade storm water drainage	
Upgrade sidewalk paving	
Upgrade roads and entrances to cope with extra-heavy truck loads	
Parking at Blackheath Station	
Develop a formal taxi rank (within Blackheath)	
Street signs and road names	
Improve Telkom services and/or broadband	
Traffic calming measures	
Improvement to Public Lighting	

F2 What, in your opinion, is the single most important thing that would make the Blackheath Industrial area a better place to do business?
(Open ended response)

Additional comments:

Thank you for participating in the survey and contributing to the ongoing improvement of the Blackheath Industrial area.

Please return the completed survey questionnaire to *Brendan van der Merwe* at brendan@bcid.co.za contact no. 021 905 0929 by Friday 30th April 2021 @ 12h00.



City Improvement District
Blackheath
committed to making a difference